

**COLUMBIA GAS OF KENTUCKY, INC.
RESPONSE TO XOOM'S FIRST REQUEST FOR INFORMATION
DATED FEBRUARY 4, 2022**

8. Does Columbia require customers to provide suppliers with their utility account number or other information unique to their service with Columbia in order to enroll their account with a supplier? If so:

a. What information does Columbia require to process an enrollment?

b. Does Columbia track the number of enrollments that cannot be completed due to the inability of a customer to locate their account number? If yes, please provide the number of enrollments that have not been completed due to this issue since January 2019.

Response:

a. Columbia requires a customer to provide their utility account number to the supplier for enrollment.

b. Columbia does not track this information.