

- **Block Account (from Choice Enrollment)**

"I have placed a block on your account. If in the future you decide to have your gas supplied by a marketer, you will need to call and have the block removed. Thank you for calling."

- **Remove from Marketer "Mailing Lists"**

"Mr./Ms._____, your name has been removed from future mailing lists. If at any time you would choose to be added to the marketer "mailing lists", you will need to contact our office. If there is nothing else I can help you with ... thank you for calling."

- **Marketer Customer Service Complaint**

"Mr./Ms._____, all marketers operate independently of Columbia Gas. If you are concerned with the behavior of one of the marketer's employees, you will need to contact that marketer directly. Thank you for calling."

If the Customer has already attempted to contact marketer and the issue has not been resolved:

Advise Customer:

"Mr./Ms._____, in order for me to forward your complaint to the appropriate individual, I will need..."

- Marketers Name
- Name of Marketer Employee (if possible)
- Date and time of call (if possible)

- **Questioning Rates**

"Mr./Ms._____, all marketers operate independently of Columbia Gas. If you are concerned about your existing gas supply cost, you will need to contact the marketer directly."

If the Customer has already attempted to contact marketer:

1. Advise Customer:

"Mr./Ms._____, in order for me to forward your complaint to the appropriate individual, I will need..."

- Marketers Name
- Name of Marketer Employee (if possible)
- Date and time of call (if possible)

- **Questioning Start or End Date**

Review DICM or DITH to determine if we have received information from supplier. Advise customer as follows, appropriate to situation.

▶ Information Received from Marketer:

1. Advise Customer:

"Mr./Ms._____, I show we have received the information from your marketer. Generally changes to a customer's account with marketers can take up to two billing cycles to take effect...Thank you for calling."

Information NOT Received from Marketer:

1. Advise Customer:

"Mr./Ms._____, generally changes to a customer's account with marketers can take up to two billing cycles to take effect. If you feel that changes should already have occurred, you should contact your marketer directly...Thank you for calling."

- **Status of File Complaints**

Concern still pending:

"Mr./Ms._____, our records show we submitted your concern on _____. The concern is still pending. I will have someone contact you as soon as the marketer's response is received. Thank you for calling."

Concern closed:

"Mr./Ms._____, our records show we submitted your concern on _____. I show that we (or the marketer) tried to contact you on _____ to advise you _____ (summarize resolution of complaint). Thank you for calling."

- **Unauthorized Enrollment**

"Mr./Ms._____, all marketers operate independently of Columbia Gas. If you have been enrolled without your consent, you will need to contact that marketer directly. Thank you for calling."

Directions

If the Customer has already attempted to contact marketer and issue has not been resolved:

1. Advise Customer:

"Mr./Ms._____, in order for me to forward your complaint to the appropriate individual, I will need..."

- Marketers Name
- Name of Marketer Employee (if possible)
- Date and time of call (if possible)

- **If Customer is Requesting Cancellation:**

- Advise Customer:

- "Mr./Ms. _____, in order to cancel your contract (and/or switch to a different marketer), you would need to contact your marketer directly. You should be aware that there may be penalty fees for canceling the contract early...Thank you for calling."

- **Customer wants price difference**

"Mr./Ms._____, I am showing that for the month of _____ you saved (did not save) \$_____ by purchasing your gas through the marketer ... In the future you can obtain this information through the Automated Telephone System. If there is nothing else I can help you with, thank you for calling."

- **NonChoice Customer**

"CHOICE is a voluntary program that allows you to choose who will supply the natural gas to your home or business. Columbia Gas, as your supplier, buys gas on your behalf and sells it to you at the same price. If you choose to have a gas marketer purchase your gas for you, they may be able to supply you with gas at a lower cost than Columbia.

If you would like more information, I can send you a letter and a list of marketers. Information is also available on our web site...Thank you for calling."



Dear Customer:

Thank you for your interest in the Customer CHOICESM Program. As you know, the program allows you the opportunity to purchase your natural gas from a third-party supplier, or marketer, and potentially save money on your monthly bill. The marketers currently approved to participate in the program are:

Constellation Energy Gas Choice
1221 Lamar St, Ste 750
House TX 77010
1-800-785-4373

IGS Energy
6100 Emerald Pkwy
Dublin OH 43016
877-444-7427
www.IGSEnergy.com

Kentucky United Energy
750 E Main St
Frankfort KY 40601
1-877-735-7304

Novec Energy Solutions, Inc
10313 Lomond Dr
Manassas VA 20109
703-392-1767

Stand Energy
1071 Celestial St, Ste 110
Cincinnati OH 45202
1-800-598-2046

US Gas & Electric, Inc
1303 US Highway 127 South
Frankfort KY 40601
888-919-5943

Vista Energy
3200 Southwest Freeway, Ste 2240
Houston TX 77027
888-508-4782

Volunteer Energy Services, Inc
790 Windmill Dr
Pickerington OH 43147
800-977-8374

XOOM Energy Kentucky, LLC
11208 Statesville Rd, Ste 200
Huntersville NC 28078
888-997-8979

As a Columbia Gas of Kentucky customer, you may be contacted by these marketers, or you may choose to contact the marketers yourself to discuss their pricing options*. Remember, the Customer CHOICE Program is voluntary and the decision to participate is yours.

If you have further questions about the Columbia Gas of Kentucky Customer CHOICE Program, please call us at 800-866-4GAS or visit our Web site at www.columbiagasky.com.

Thank you again for your interest in the Customer CHOICE Program.

Sincerely,

Columbia Gas of Kentucky

*** Due to the current volatility of the wholesale natural gas market, some marketers may not currently have a rate available.**