

- Customer bills include a link to the Commission’s Website where Columbia and participating CHOICE Marketers gas costs can be located for comparative pricing. In addition, Columbia’s Website contains information related to its gas cost and information regarding participating CHOICE Marketers.

### Message Board

- Enjoy the convenience of managing your account online by enrolling in Paperless Billing. Monthly email alerts, 24/7 account access and up to two years of past bills and payment history! Enroll today at **ColumbiaGasKY.com/PaperlessBilling.**
- Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at **ColumbiaGasKY.com.**
- Take the seasonal highs and lows out by dividing your yearly energy use into 12 equal monthly payments - for budgeting that’s a whole lot easier. Enroll today at **ColumbiaGasKY.com/Budget.**
- Natural gas prices for participating Customer CHOICE Program suppliers can be found at **<http://psc.ky.gov/Home/ColumbiaChoice>**

Customer Statement Date: 08/27/2020

- Columbia provides gas cost comparison information via its Website (<https://www.columbiagasky.com/bills-and-payments/billing-programs/choice>) where a CHOICE Calculator, was developed to assist customers in determining potential gas cost savings on a timely basis.

### Columbia Gas of Kentucky Price comparison

The screenshot shows the website interface for the CHOICE Calculator. At the top, there is a navigation menu with links for SERVICES, SAFETY, BILLS AND PAYMENTS, ENERGY EFFICIENCY, and HELP. Below the navigation, the heading 'Calculate your potential savings' is displayed. A sub-heading reads: 'This calculator helps you compare your current bill and a potential bill from Choice suppliers. Our calculation is based on our current gas rates.' The calculator itself consists of two input boxes: 'CURRENT PRICE' with a value of \$2.9266 and 'SUPPLIER PRICE' which is currently empty. To the right of these inputs is a blue box showing 'ESTIMATED SAVINGS \$-- per month'.

- Customers that are enrolled in the CHOICE Program are provided the Marketer name and contact information on their monthly billing statement.

### Detail Charges

Customer Charge	\$16.00
Gas Delivery Charge	\$16.42

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**Delivery - Columbia Gas of Kentucky** **+\$32.42**

Customer CHOICE Program	
Gas Supply Cost 5 Mcf at \$6.59000 per Mcf	\$32.95

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**Supply - Marketer A** **+\$32.95**

Safety Modification and Replacement Program Rider	\$5.46
Energy Assistance Program Surcharge	\$0.30
Energy Efficiency and Conservation Rider	\$0.46
Research & Development Factor	\$0.06
Lex-Fay, Urban Govt. Franchise Fee	\$2.98
School Tax	\$2.15

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**Taxes & Fees** **+\$11.41**

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**Total Current Utility Charges** **+\$76.78**

**Customer CHOICE Program**

You have chosen Marketer A as your supplier in Columbia's CHOICE Program. For questions about your gas supply charges, please contact Marketer A at 1-800-123-4567.

- CHOICE Program information is included with Columbia’s in-bill newsletter. The newsletter is also distributed via email to those customers who have elected to provide Columbia their email information.



### Meter program resumes

Columbia Gas has resumed maintenance and testing of natural gas meters after a brief suspension this spring as a COVID-19 precaution.

Meter testing is required by state regulations to ensure meters are operating properly and accurately recording natural gas usage. The work is performed at no cost to the customer and usually takes about 45 minutes.

This work will require access to customers’ homes, and Columbia Gas is following the Centers for Disease Control and Prevention (CDC) recommendations and the Kentucky Healthy at Work reopening guidelines outlined on our website at [ColumbiaGasKy.com/COVID-19](http://ColumbiaGasKy.com/COVID-19).

Customers will be contacted by mail and email if their meter is due for maintenance or testing. It is important to schedule an appointment as soon as possible to avoid service interruptions.

To learn more about our meter change program, visit [ColumbiaGasKy.com/meter](http://ColumbiaGasKy.com/meter).





**AVAILABLE NOW**  
**BILLING**  
AND  
**PAYMENT**  
**INFORMATION**  
**TEXTED TO YOUR PHONE**

Sign into Your Account & complete the Billing and Payment Alerts information

### Register now for the Virtual VA5K

Kentucky veterans sacrificed everything to serve our country, and Columbia Gas is committed to honor and support our heroes come high water – or pandemic.

That’s why we’re proud to support the Veterans VA5K, which will go virtual – but no less patriotic – this year. The race has raised more than \$121,000 since 2016. Columbia Gas partners with the Lexington Department of Community Corrections to organize the event. Proceeds go to the Lexington Veterans Health Care System and the Lexington Fisher House. To register or volunteer, visit [VeteransVA5K.com](http://VeteransVA5K.com).

### Customer Choice Program™

Take control of your gas bill by choosing your natural gas supplier. It’s your Choice.

Go to [ColumbiaGasKY.com/Choice](http://ColumbiaGasKY.com/Choice) for more information.

Natural gas prices for participating Customer CHOICE Program suppliers can be found at [Psc.KY.Gov/Home/ColumbiaChoice](http://Psc.KY.Gov/Home/ColumbiaChoice).

KY08201

- Columbia Kentucky mails annual notices to all customers who participate in the CHOICE program. Please see 2021-00386 PSC DR Set 2 No. 6 Attachment A for sample notice.