

**COLUMBIA GAS OF KENTUCKY, INC.**  
**RESPONSE TO STAFF'S THIRD REQUEST FOR INFORMATION**  
**DATED JULY 7, 2023**

1. Provide sample bills for the following:
  - a. CHOICE program participant that receives a paper bill.
  - b. CHOICE program participant that receives a paperless bill.
  - c. Non-CHOICE General Service Residential (GSR) customer who receives a paper bill.
  - d. Non-CHOICE GSR customer who receives a paperless bill.
  - e. General Service Other - Commercial or Industrial customer.
  - f. Delivery Service customer.

**Response:**

- a. Please see KY PSC Case No. 2021-00386, Staff 3-1 Attachment A for the requested information.
- b. Please see KY PSC Case No. 2021-00386, Staff 3-1 Attachment B for the requested information.

- c. Please see KY PSC Case No. 2021-00386, Staff 3-1 Attachment C for the requested information.
- d. Please see KY PSC Case No. 2021-00386, Staff 3-1 Attachment D for the requested information.
- e. Please see KY PSC Case No. 2021-00386, Staff 3-1 Attachment E for the requested information.
- f. Please see KY PSC Case No. 2021-00386, Staff 3-1 Attachment F for the requested information.



Account Number: [REDACTED]  
Statement Date: 07/10/2023

## Contact Us



**Phone**  
**Emergency Service 24/7**  
1-800-432-9515  
For gas leaks or odors of gas

Customer Call Center Hours  
1-800-432-9345  
7 a.m. - 7 p.m. Mon. - Fri.

For hearing-impaired relay call 711.



**Web**  
Make payments and access your account at [ColumbiaGasKY.com](http://ColumbiaGasKY.com)



**Payments 24/7**  
Pay by check, credit/debit card, PayPal, Amazon Pay, Venmo. Call 1-866-694-1828 (Payment convenience fee may apply)



**Mail Payments**  
Columbia Gas of Kentucky  
PO BOX 4660  
Carol Stream IL 60197-4660



**Authorized Payment Locations**  
Find locations online at [ColumbiaGasKY.com](http://ColumbiaGasKY.com)

## Account Profile

**Customer Name:** [REDACTED]      **Your Contact Information:** [REDACTED]      **Type of Customer:** Residential Customer CHOICE Program

**Account Number:** [REDACTED]

- Is your contact information correct? Make all changes on the reverse side.

## Account Summary

Previous Amount Due on 06/21/2023	\$39.63
Payments Received by 06/20/2023 Thank you	-\$39.63
<b>Balance on 07/07/2023</b>	<b>\$0.00</b>
<b>Charges for Gas Service This Period</b>	<b>+\$35.84</b>

### Current Charges Due by 07/21/2023 **\$35.84**

- If paid after 07/21/23, a late payment charge of 5% may be applied to your utility balance.
- For more information regarding these charges, see the Detail Charges section.

#### Financial Support

If you are struggling to pay your bill we can help. Flexible payment plans are available to customers experiencing a financial hardship. Any customer who is having trouble paying their bill should visit [ColumbiaGasKY.com](http://ColumbiaGasKY.com) or call 1-800-432-9345 to learn about payment arrangements and/or financial assistance programs.

#### Budget Payment Plan

Pay \$107.00 instead of the amount due this month for your utility service, plus any charges for a security deposit, Optional Services, or WinterCare contribution, and you'll be enrolled in the Budget Payment Plan automatically. Or log in to your account at our website to enroll online anytime if your account is current. The Budget Payment Plan is your best option to manage your winter heating bills.

## Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:

1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
3. From a safe area, call **911** and Columbia Gas at **1-800-432-9515**.

#### Always Call 8-1-1 Before You Dig

If you're planning a home or landscaping project, call Kentucky 811 at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.



#### Employee Identification

All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

## Message Board

- We've made it easier for you to sign up for paperless billing! Enjoy the convenience of managing your account online! You will receive monthly email alerts, have 24/7 account access and up to two years of past bills and payment history. Sign up at **GoPaperFreeToday.com!**
- 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>.

▼ Please fold on the perforation below, detach and return with your payment.

**Web**  
[ColumbiaGasKY.com](http://ColumbiaGasKY.com)

**Phone**  
1-800-432-9515

Account Number: [REDACTED]  
**Amount Due by 07/21/2023: \$35.84**

**Amount Enclosed:** \$

[REDACTED]  
P.O. Box 14241  
Lexington, KY 40512-4241



**Make check payable to:**  
COLUMBIA GAS  
PO BOX 4660  
CAROL STREAM IL 60197-4660

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Account Number: [REDACTED]  
 Statement Date: 07/10/2023

## Helpful Definitions

**Customer Charge** covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

**Estimated Readings** are calculated based on your typical monthly usage rather than on an actual meter reading.

**Gas Delivery Charges** are the costs of delivering the gas to retail customers. The charges for these services are regulated and these services must be purchased from Columbia Gas.

**Mcf** is equal to 1,000 cubic feet and is used to measure your gas usage.

## Legal Information

### Rate Schedule

Information about rate schedules is available upon request or at ColumbiaGasKY.com.

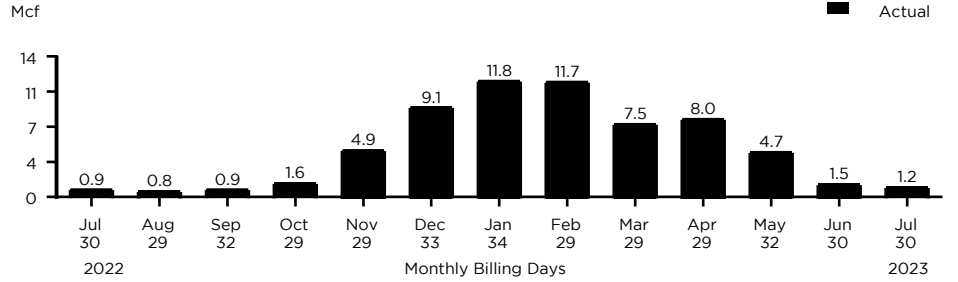
### Bankruptcy Notices

Mail to Columbia Gas of Kentucky, Revenue Recovery, PO Box 117, Columbus, OH 43216.

### Other Correspondence (except payments)

Mail to Columbia Gas of Kentucky, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasKY.com.

## 13 Month Usage History



Meter Number:  
[REDACTED]

Service Address:  
[REDACTED]

### Meter Readings - 30 Billing Days

Actual Reading on 7/7	5440
Actual Reading on 6/7	5428

**Gas Used (Mcf)** **1.2**

### Usage Comparison - Mcf

Month	Mcf	Avg Temp	Mcf Per Day
Jul 22	0.9	77.9°	0.0
Jun 23	1.5	68.9°	0.1
<b>Jul 23</b>	<b>1.2</b>	<b>72.2°</b>	<b>0.0</b>

Your Average Monthly Usage = 5.3 Mcf.  
 Your Total Annual Usage = 63.7 Mcf.  
 Your next meter reading date is 08/07/2023.

## Detail Charges

Customer Charge	\$19.75
Gas Delivery Charge	\$6.30
<b>Delivery - Columbia Gas of Kentucky</b>	<b>+\$26.05</b>
Customer CHOICE Program	
Gas Supply Cost 1.2 Mcf at \$6.89000 per Mcf	\$8.27
<b>Supply - IGS Energy</b>	<b>+\$8.27</b>
Safety Modification and Replacement Program Rider	\$0.15
Energy Assistance Program Surcharge	\$0.30
Energy Efficiency and Conservation Rider	\$0.00
Research & Development Factor	\$0.02
School Tax	\$1.05
<b>Taxes &amp; Fees</b>	<b>+\$1.52</b>

### Total Current Utility Charges

**\$35.84**

### Customer CHOICE Program

You have chosen IGS Energy as your supplier in Columbia's CHOICE Program. For questions about your gas supply charges, please contact IGS Energy at 1-800-280-4474.

## Change Contact Information

By providing Columbia Gas a telephone number, it enables us to call/text you about your utility service, future service appointments and other important information pertaining to your account and you're agreeing to receive autodialed calls/texts and prerecorded voice calls. Please notify us if you wish to opt out or if you no longer use this number. Thank you in advance.

Address

City

State  Zip Code

Phone Number

Add or Edit Email

## WinterCare Contribution

WinterCare, Columbia Gas of Kentucky's fuel fund program, is a fund of last resort for households who have exhausted all other sources of assistance and still have trouble paying their heating bills. The fund is administered by The Community Action Council and is supported through donations from customers and matching contributions from Columbia Gas.

\* Your donation is tax-deductible.

Monthly Contribution

\$10    \$5    \$1

\$

One-Time Contribution

\$

## Contact Us



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For gas leaks or odors of gas

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Call 1-866-694-1828 (Paymentus convenience fee may apply)



**Mail Payments**  
Columbia Gas of Kentucky  
PO BOX 4660  
Carol Stream IL 60197-4660



**Authorized Payment Locations**  
Find locations online at [ColumbiaGasKY.com](http://ColumbiaGasKY.com)

## Account Profile

**Customer Name:**  
[REDACTED]

**Your Contact Information:**  
[REDACTED]

**Type of Customer:**  
Residential  
Customer CHOICE Program  
Paperless Billing  
Budget Payment Plan

**Account Number:**  
[REDACTED]

- Is your contact information correct? Make all changes on the reverse side.

## Budget Payment Plan

Previous Amount Due on 05/31/2023	\$85.00
Payments Received by 05/23/2023 Thank you	-\$85.00
<hr/>	
Balance on 06/15/2023	\$0.00
Budget Amount This Period	+\$85.00
<hr/>	

**Current Charges Due by 06/29/2023 \$85.00**

- There are 10 months remaining in the Budget Year, which ends in April, 2024.

### Financial Support

If you are struggling to pay your bill we can help. Flexible payment plans are available to customers experiencing a financial hardship. Any customer who is having trouble paying their bill should visit [ColumbiaGasKY.com](http://ColumbiaGasKY.com) or call 1-800-432-9345 to learn about payment arrangements and/or financial assistance programs.

## Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:

1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
3. From a safe area, call **911** and Columbia Gas at **1-800-432-9515**.

### Always Call 8-1-1 Before You Dig

If you're planning a home or landscaping project, call Kentucky 811 at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.



### Employee Identification

All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

## Message Board

- Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at [ColumbiaGasKY.com](http://ColumbiaGasKY.com).
- Natural gas prices for participating Customer CHOICE Program suppliers can be found at <http://psc.ky.gov/Home/ColumbiaChoice>.

## Actual Account Summary

Beginning Balance	\$29.94
Payments Received	-\$85.00
Current Utility Charges	+\$22.33
<hr/>	
<b>Actual Account Balance</b>	<b>\$32.73CR</b>

- Your Actual Account Balance reflects the actual amount you owe based on your billed usage and payments as of the date of this bill.
- For more information regarding these charges, see the Detail Charges section.

▼ Please fold on the perforation below, detach and return with your payment.

**Web**  
[ColumbiaGasKY.com](http://ColumbiaGasKY.com)

**Phone**  
1-800-432-9515

Account Number: [REDACTED]  
**Amount Due by 06/29/2023: \$85.00**

**Amount Enclosed:** \$  .

[REDACTED]  
P.O. Box 14241  
Lexington, KY 40512-4241

**Columbia Gas<sup>®</sup>  
of Kentucky**  
A NiSource Company

**Make check payable to:**  
COLUMBIA GAS  
PO BOX 4660  
CAROL STREAM IL 60197-4660

[REDACTED]

## Helpful Definitions

**Customer Charge** covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

**Estimated Readings** are calculated based on your typical monthly usage rather than on an actual meter reading.

**Gas Delivery Charges** are the costs of delivering the gas to retail customers. The charges for these services are regulated and these services must be purchased from Columbia Gas.

**Mcf** is equal to 1,000 cubic feet and is used to measure your gas usage.

## Legal Information

### Rate Schedule

Information about rate schedules is available upon request or at ColumbiaGasKY.com.

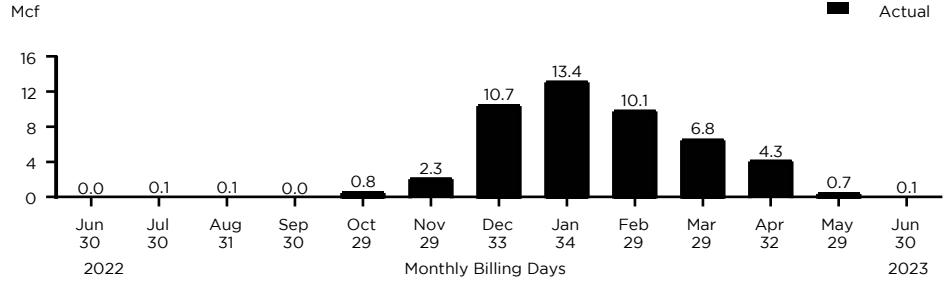
### Bankruptcy Notices

Mail to Columbia Gas of Kentucky, Revenue Recovery, PO Box 117, Columbus, OH 43216.

### Other Correspondence (except payments)

Mail to Columbia Gas of Kentucky, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasKY.com.

## 13 Month Usage History



Meter Number: [REDACTED]

Service Address: [REDACTED]

### Meter Readings - 30 Billing Days

Actual Reading on 6/15 1079  
 Actual Reading on 5/16 - 1078

Gas Used (Mcf) 0.1

### Usage Comparison - Mcf

Month	Mcf	Avg Temp	Mcf Per Day
Jun 22	0.0	71.9°	0.0
May 23	0.7	60.3°	0.0
<b>Jun 23</b>	<b>0.1</b>	<b>68.6°</b>	<b>0.0</b>

Your Average Monthly Usage = 4.1 Mcf.

Your Total Annual Usage = 49.4 Mcf.

Your next meter reading date is 07/17/2023.

## Detail Charges

Customer Charge \$19.75  
 Gas Delivery Charge \$0.53

**Delivery - Columbia Gas of Kentucky +\$20.28**

Customer CHOICE Program  
 Gas Supply Cost 0.1 Mcf at \$6.69000 per Mcf \$0.67

**Supply - IGS Energy +\$0.67**

Safety Modification and Replacement Program Rider \$0.01  
 Energy Assistance Program Surcharge \$0.30  
 Energy Efficiency and Conservation Rider \$0.00  
 Research & Development Factor \$0.00  
 Irvine City Franchise Fee \$0.43  
 School Tax \$0.64

**Taxes & Fees +\$1.38**

**Total Current Utility Charges \$22.33**

### Customer CHOICE Program

You have chosen IGS Energy as your supplier in Columbia's CHOICE Program. For questions about your gas supply charges, please contact IGS Energy at 1-800-280-4474.

## Change Contact Information

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Address

City

State  Zip Code

Phone Number

Add or Edit Email

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\* Your donation is tax-deductible.

Monthly Contribution

\$10 \$5 \$1

\$

One-Time Contribution

\$



Account Number: [REDACTED]  
Statement Date: 07/10/2023

## Contact Us



**Phone**  
**Emergency Service 24/7**  
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For gas leaks or odors of gas

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Columbia Gas of Kentucky  
PO BOX 4660  
Carol Stream IL 60197-4660



**Authorized Payment Locations**  
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## Account Profile

**Customer Name:** [REDACTED]      **Your Contact Information:** [REDACTED]      **Type of Customer:** Residential

**Account Number:** [REDACTED]

- Is your contact information correct? Make all changes on the reverse side.

## Account Summary

Previous Amount Due on 06/20/2023	\$20.65
Payments Received by 06/20/2023 Thank you	-\$20.65
<b>Balance on 07/06/2023</b>	<b>\$0.00</b>
<b>Charges for Gas Service This Period</b>	<b>+\$20.65</b>

**Current Charges Due by 07/21/2023 \$20.65**

- If paid after 07/21/23, a late payment charge of 5% may be applied to your utility balance.
- For more information regarding these charges, see the Detail Charges section.

### Financial Support

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## Your Safety

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1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
3. From a safe area, call **911** and Columbia Gas at **1-800-432-9515**.

### Always Call 8-1-1 Before You Dig

If you're planning a home or landscaping project, call Kentucky 811 at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.



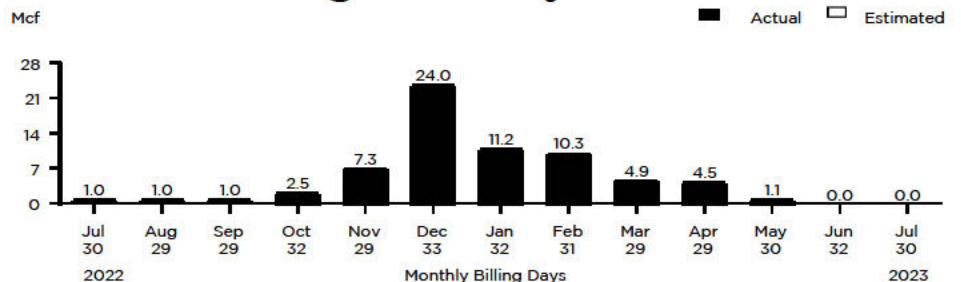
### Employee Identification

All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

## Message Board

- We've made it easier for you to sign up for paperless billing! Enjoy the convenience of managing your account online! You will receive monthly email alerts, have 24/7 account access and up to two years of past bills and payment history. Sign up at [GoPaperFreeToday.com](http://GoPaperFreeToday.com)!
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- 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](http://ColumbiaGasKY.com/Budget).
- Take control of your gas bill by choosing your natural gas supplier. It's your Choice. Go to [ColumbiaGasKY.com](http://ColumbiaGasKY.com) and search Choice for more information.
- Natural gas prices for participating Customer CHOICE Program suppliers can be found at <http://psc.ky.gov/Home/ColumbiaChoice>.

## 13 Month Usage History



13 Month Usage History continued on next page

▼ Please fold on the perforation below, detach and return with your payment.

**Web**  
[ColumbiaGasKY.com](http://ColumbiaGasKY.com)

**Phone**  
1-800-432-9515

Account Number: [REDACTED]  
**Amount Due by 07/21/2023: \$20.65**

**Amount Enclosed:** \$  .

[REDACTED]  
P.O. Box 14241  
Lexington, KY 40512-4241



**Make check payable to:**  
COLUMBIA GAS  
PO BOX 4660  
CAROL STREAM IL 60197-4660

Account Number: [REDACTED]  
 Statement Date: 07/10/2023

## Helpful Definitions

**Customer Charge** covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

**Estimated Readings** are calculated based on your typical monthly usage rather than on an actual meter reading.

**Gas Delivery Charges** are the costs of delivering the gas to retail customers. The charges for these services are regulated and these services must be purchased from Columbia Gas.

**Gas Supply Cost** includes the cost of natural gas, interstate pipeline charges, storage costs, and related charges and is passed through to customers at cost without markup.

Gas supply service may be purchased from a participating competitive gas supplier in the Customer CHOICE program.

**Mcf** is equal to 1,000 cubic feet and is used to measure your gas usage.

## Legal Information

### Rate Schedule

Information about rate schedules is available upon request or at ColumbiaGasKY.com.

### Bankruptcy Notices

Mail to Columbia Gas of Kentucky, Revenue Recovery, PO Box 117, Columbus, OH 43216.

### Other Correspondence (except payments)

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## 13 Month Usage History *continued*

Meter Number:  
[REDACTED]

Service Address:  
[REDACTED]

### Meter Readings - 30 Billing Days

Actual Reading on 7/ 6	-	7160
Actual Reading on 6/ 6	-	7160

**Gas Used (Mcf)** **0.0**

### Usage Comparison - Mcf

Month	Mcf	Avg Temp	Mcf Per Day
Jul 22	1.0	77.6°	0.0
Jun 23	0.0	68.5°	0.0
<b>Jul 23</b>	<b>0.0</b>	<b>71.9°</b>	<b>0.0</b>

Your Average Monthly Usage = 5.7 Mcf.

Your Total Annual Usage = 67.8 Mcf.

Your next meter reading date is 08/04/2023.

## Detail Charges

Customer Charge \$19.75

Gas Delivery Charge \$0.00

**Delivery +\$19.75**

Gas Supply Cost 0.0 Mcf at \$7.58290 per Mcf \$0.00

**Supply +\$0.00**

Safety Modification and Replacement Program Rider \$0.00

Energy Assistance Program Surcharge \$0.30

Energy Efficiency and Conservation Rider \$0.00

Research & Development Factor \$0.00

School Tax \$0.60

**Taxes & Fees +\$0.90**

**Total Current Utility Charges \$20.65**

## Change Contact Information

By providing Columbia Gas a telephone number, it enables us to call/text you about your utility service, future service appointments and other important information pertaining to your account and you're agreeing to receive autodialed calls/texts and prerecorded voice calls. Please notify us if you wish to opt out or if you no longer use this number. Thank you in advance.



## WinterCare Contribution

WinterCare, Columbia Gas of Kentucky's fuel fund program, is a fund of last resort for households who have exhausted all other sources of assistance and still have trouble paying their heating bills. The fund is administered by The Community Action Council and is supported through donations from customers and matching contributions from Columbia Gas.

\* Your donation is tax-deductible.

Monthly Contribution

\$10 \$5 \$1


One-Time Contribution





Account Number: [REDACTED]  
Statement Date: 07/10/2023

## Contact Us



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## Account Profile

**Customer Name:** [REDACTED]      **Your Contact Information:** [REDACTED]      **Type of Customer:** Residential  
Paperless Billing

**Account Number:** [REDACTED]

- Is your contact information correct? Make all changes on the reverse side.

## Account Summary

Previous Amount Due on 06/16/2023	\$32.61
Payments Received by 06/12/2023 Thank you	-\$32.61
<b>Balance on 07/03/2023</b>	<b>\$0.00</b>
<b>Charges for Gas Service This Period</b>	<b>+\$31.22</b>

### Current Charges Due by 07/21/2023 **\$31.22**

- If paid after 07/21/23, a late payment charge of 5% may be applied to your utility balance.
- For more information regarding these charges, see the Detail Charges section.

#### Financial Support

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#### Budget Payment Plan

Pay \$54.00 instead of the amount due this month for your utility service, plus any charges for a security deposit, Optional Services, or WinterCare contribution, and you'll be enrolled in the Budget Payment Plan automatically. Or log in to your account at our website to enroll online anytime if your account is current. The Budget Payment Plan is your best option to manage your winter heating bills.

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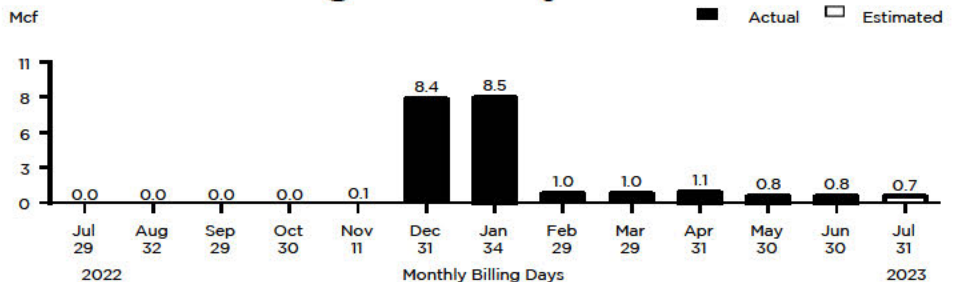
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- Take control of your gas bill by choosing your natural gas supplier. It's your Choice. Go to [ColumbiaGasKY.com](http://ColumbiaGasKY.com) and search Choice for more information.
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## 13 Month Usage History



13 Month Usage History continued on next page

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**Phone**  
1-800-432-9515

Account Number: [REDACTED]  
**Amount Due by 07/21/2023: \$31.22**

**Amount Enclosed:** \$

P.O. Box 14241  
Lexington, KY 40512-4241



**Make check payable to:**  
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CAROL STREAM IL 60197-4660

## Helpful Definitions

**Customer Charge** covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

**Estimated Readings** are calculated based on your typical monthly usage rather than on an actual meter reading.

**Gas Delivery Charges** are the costs of delivering the gas to retail customers. The charges for these services are regulated and these services must be purchased from Columbia Gas.

**Gas Supply Cost** includes the cost of natural gas, interstate pipeline charges, storage costs, and related charges and is passed through to customers at cost without markup.

Gas supply service may be purchased from a participating competitive gas supplier in the Customer CHOICE program.

**Mcf** is equal to 1,000 cubic feet and is used to measure your gas usage.

## Legal Information

### Rate Schedule

Information about rate schedules is available upon request or at ColumbiaGasKY.com.

### Bankruptcy Notices

Mail to Columbia Gas of Kentucky, Revenue Recovery, PO Box 117, Columbus, OH 43216.

### Other Correspondence (except payments)

Mail to Columbia Gas of Kentucky, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasKY.com.

## 13 Month Usage History *continued*

Meter Number:  
[REDACTED]

Service Address:  
[REDACTED]

### Meter Readings - 27 Billing Days

Removed Reading on 6/29	4849
Actual Reading on 6/2	4843

**Gas Used (Mcf)** **0.6**

### Usage Comparison - Mcf

Month	Mcf	Avg Temp	Mcf Per Day
Jul 22	0.0	75.8°	0.0
Jun 23	0.8	66.5°	0.0
<b>Jul 23</b>	<b>0.7</b>	<b>71.8°</b>	<b>0.0</b>

Your Average Monthly Usage = 1.9 Mcf.  
 Your Total Annual Usage = 22.4 Mcf.  
 Your next meter reading date is 08/02/2023.

Meter Number:  
[REDACTED]

### Meter Readings - 4 Billing Days

Estimated Reading on 7/3	1
New Meter Reading on 6/29	0

**Gas Used (Mcf)** **0.1**

**Total Billing Mcf** **0.7**

**We were unable to read your meter this month.** As a result we have calculated your bill based on an estimated reading. Your next reading date is noted under the 13 Month Usage History section of this bill. It is important that you call us at 1-800-432-9345 so that we can arrange access to your meter for future scheduled readings.

## Detail Charges

Customer Charge	\$19.75
Gas Delivery Charge	\$3.68

**Delivery** **+\$23.43**

Gas Supply Cost 0.7 Mcf at \$7.58290 per Mcf	\$5.31
--	--------

**Supply** **+\$5.31**

Safety Modification and Replacement Program Rider	\$0.09
Energy Assistance Program Surcharge	\$0.30
Energy Efficiency and Conservation Rider	\$0.00
Research & Development Factor	\$0.01
Lex-Fay, Urban Govt. Franchise Fee	\$1.21
School Tax	\$0.87

**Taxes & Fees** **+\$2.48**

**Total Current Utility Charges** **\$31.22**

## Change Contact Information

By providing Columbia Gas a telephone number, it enables us to call/text you about your utility service, future service appointments and other important information pertaining to your account and you're agreeing to receive autodialed calls/texts and prerecorded voice calls. Please notify us if you wish to opt out or if you no longer use this number. Thank you in advance.

<input type="text" value="Address"/>	
<input type="text" value="City"/>	
<input type="text" value="State"/>	<input type="text" value="Zip Code"/>
<input type="text" value="Phone Number"/>	
<input type="text" value="Add or Edit Email"/>	

## WinterCare Contribution

WinterCare, Columbia Gas of Kentucky's fuel fund program, is a fund of last resort for households who have exhausted all other sources of assistance and still have trouble paying their heating bills. The fund is administered by The Community Action Council and is supported through donations from customers and matching contributions from Columbia Gas.

\* Your donation is tax-deductible.

Monthly Contribution

One-Time Contribution

\$10    \$5    \$1

<input type="text"/>	<input type="text"/>	<input type="text"/>
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<input type="text" value="\$"/>
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<input type="text" value="\$"/>
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Account Number: [REDACTED]  
Statement Date: 07/11/2023  
1038  
Page 1 of 2

## Contact Us

- Phone**  
**Emergency Service 24/7**  
1-800-432-9515  
For gas leaks or odors of gas  
  
Customer Call Center Hours  
1-800-432-9345  
7 a.m. - 7 p.m. Mon. - Fri.  
  
For hearing-impaired relay call 711.
- Web**  
Make payments and access your account at [ColumbiaGasKY.com](http://ColumbiaGasKY.com)
- Payments 24/7**  
Pay by check, credit/debit card, PayPal, Amazon Pay, Venmo.  
Call 1-866-694-1828 (Paymentus convenience fee may apply)
- Mail Payments**  
Columbia Gas of Kentucky  
PO BOX 4660  
Carol Stream IL 60197-4660
- Authorized Payment Locations**  
Find locations online at [ColumbiaGasKY.com](http://ColumbiaGasKY.com)

## Account Profile

**Customer Name:** [REDACTED]      **Your Contact Information:** [REDACTED]      **Type of Customer:** Commercial  
Automatic Payment  
Paperless Billing

**Account Number:** [REDACTED]

- Is your contact information correct? Make all changes on the reverse side.

## Account Summary

Previous Amount Due on 06/22/2023	\$297.28
Payments Received by 06/22/2023 Thank you	-\$297.28
<hr/>	
Balance on 07/10/2023	\$0.00
Charges for Gas Service This Period	+\$286.10
<hr/>	
<b>Current Charges Due by 07/24/2023</b>	<b>\$286.10</b>

- An Automatic Payment of \$286.10 will be made on 07/24/2023 by your bank.
  - If paid after 07/24/23, a late payment charge of 5% may be applied to your utility balance.
  - For more information regarding these charges, see the Detail Charges section.
- Financial Support**  
If you are struggling to pay your bill we can help. Flexible payment plans are available to customers experiencing a financial hardship. Any customer who is having trouble paying their bill should visit [ColumbiaGasKY.com](http://ColumbiaGasKY.com) or call 1-800-432-9345 to learn about payment arrangements and/or financial assistance programs.

**Budget Payment Plan**  
Since you participate in Autopay, call us at least five days before your due date to authorize us to submit to your bank the Budget amount of \$1,408.00 instead of the amount due this month for your utility service, plus any charges for a security deposit, Optional Services, or WinterCare contribution, and you'll be enrolled in the Budget Payment Plan automatically. Or log in to your account at our website to enroll online anytime if your account is current. The Budget Payment Plan is your best option to manage your winter heating bills.

## Your Safety

- In case of an emergency, such as odor of gas, carbon monoxide or fire:
- Leave the area immediately.
  - Leave windows and doors in their positions and avoid doing anything that could cause a spark.
  - From a safe area, call **911** and Columbia Gas at **1-800-432-9515**.

**Always Call 8-1-1 Before You Dig**  
If you're planning a home or landscaping project, call Kentucky 811 at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.



**Employee Identification**  
All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

## Message Board

- 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](http://ColumbiaGasKY.com/Budget).
- Take control of your gas bill by choosing your natural gas supplier. It's your Choice. Go to [ColumbiaGasKY.com](http://ColumbiaGasKY.com) and search Choice for more information.
- Natural gas prices for participating Customer CHOICE Program suppliers can be found at <http://psc.ky.gov/Home/ColumbiaChoice>.

▼ Please fold on the perforation below, detach and return with your payment.

**Web**  
[ColumbiaGasKY.com](http://ColumbiaGasKY.com)

**Phone**  
1-800-432-9515

Account Number: [REDACTED]  
**Automatic Bill Payment on 07/24/2023: \$286.10**

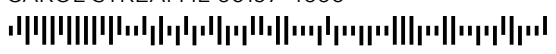
P.O. Box 14241  
Lexington, KY 40512-4241



008202 E



COLUMBIA GAS  
PO BOX 4660  
CAROL STREAM IL 60197-4660



## Helpful Definitions

**Customer Charge** covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

**Estimated Readings** are calculated based on your typical monthly usage rather than on an actual meter reading.

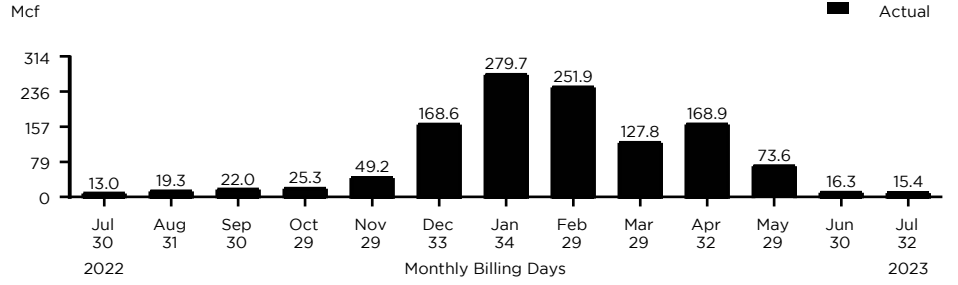
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Gas supply service may be purchased from a participating competitive gas supplier in the Customer CHOICE program.

**Mcf** is equal to 1,000 cubic feet and is used to measure your gas usage.

## 13 Month Usage History



Meter Number: [REDACTED]

Service Address: [REDACTED]

### Meter Readings - 32 Billing Days

Actual Reading on 7/10 62993  
 Actual Reading on 6/8 - 62839

**Gas Used (Mcf) 15.4**

### Usage Comparison - Mcf

Month	Mcf	Avg Temp	Mcf Per Day
Jul 22	13.0	78.1°	0.4
Jun 23	16.3	69.0°	0.5
<b>Jul 23</b>	<b>15.4</b>	<b>72.7°</b>	<b>0.5</b>

Your Average Monthly Usage = 101.5 Mcf.  
 Your Total Annual Usage = 1218.0 Mcf.  
 Your next meter reading date is 08/08/2023.

## Legal Information

### Rate Schedule

Information about rate schedules is available upon request or at ColumbiaGasKY.com.

### Bankruptcy Notices

Mail to Columbia Gas of Kentucky, Revenue Recovery, PO Box 117, Columbus, OH 43216.

### Other Correspondence (except payments)

Mail to Columbia Gas of Kentucky, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasKY.com.

## Detail Charges

Customer Charge	\$83.71
Gas Delivery Charge	\$50.07
<hr/>	
<b>Delivery</b>	<b>+\$133.78</b>
Gas Supply Cost 15.4 Mcf at \$7.58290 per Mcf	\$116.77
<hr/>	
<b>Supply</b>	<b>+\$116.77</b>
Safety Modification and Replacement Program Rider	\$1.13
Research & Development Factor	\$0.19
Lex-Fay, Urban Govt. Franchise Fee	\$10.48
School Tax	\$7.56
Sales Tax	\$16.19
<hr/>	
<b>Taxes &amp; Fees</b>	<b>+\$35.55</b>
<hr/>	
<b>Total Current Utility Charges</b>	<b>\$286.10</b>

## Change Contact Information

By providing Columbia Gas a telephone number, it enables us to call/text you about your utility service, future service appointments and other important information pertaining to your account and you're agreeing to receive autodialed calls/texts and prerecorded voice calls. Please notify us if you wish to opt out or if you no longer use this number. Thank you in advance.

Address

City

State  Zip Code

Phone Number

Add or Edit Email

## WinterCare Contribution

WinterCare, Columbia Gas of Kentucky's fuel fund program, is a fund of last resort for households who have exhausted all other sources of assistance and still have trouble paying their heating bills. The fund is administered by The Community Action Council and is supported through donations from customers and matching contributions from Columbia Gas.

\* Your donation is tax-deductible.

Monthly Contribution

\$10    \$5    \$1

\$

One-Time Contribution

\$



**GTS INVOICE FOR  
MAY 2023**

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Invoice Date  
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Invoice Group Number

Print Date  
06/13/23 12:07:05

Billing Statement For : [Redacted]

<b>Account Summary :</b>	Previous Account Balance	\$7,128.62	
	Payments Received - Thank you	\$7,128.62	Credit
	Balance At Billing	\$0.00	
	Current Charges	\$5,744.97	
	Present Balance	\$5,744.97	

<b>Amount Due</b>	<b>\$5,744.97</b>
<b>Please Pay Amount Due By</b>	<b>JUN 28, 2023</b>

**GENERAL INFORMATION**

For questions regarding your gas costs, gas deliveries, or gas supplier contract terms, please call your **Marketer**.  
To report a gas emergency or for questions about meter readings, consumption, or to disconnect/connect service, please call the Columbia Gas Customer Service Center at **1-800-432-9345**.  
For questions regarding your Delivery Service charges on this invoice or your Columbia Gas Delivery Service agreement, please call your **Columbia Representative - Tyler Burke** at **(859) 940-6218**.  
**Payment Options:** Columbia Gas accepts Debit/Credit Card Payments along with Electronic Check Payments through our Aviator website located at [www.ldcaviator.com](http://www.ldcaviator.com). Please contact the representative listed on your invoice for access information and details.

**CONSUMPTION SUMMARY**

Current Month

PCID Number	From MM-DD-YY	To MM-DD-YY	Total Consumption	Qualified Volume	Trans. Credits	Tariff Volume
[Redacted]	05-01-23	06-01-23	1,664.0	1,664.0	1,664.0	0.0
			1,664.0	1,664.0	1,664.0	0.0

Please return payment coupon below with your payment to **COLUMBIA GAS**. If paying in person, please bring entire bill with you.

Pay This Amount **\$5,744.97**

Invoice Group [Redacted]

Past Due After **JUN 28, 2023**

[Redacted]



P.O. Box 16581  
Columbus, OH 43216-6581

1

Make check payable to:

[Redacted]

COLUMBIA GAS  
PO BOX 4660  
CAROL STREAM IL 60197-4660

|| ||| ||| ||| |||

||||| ||| ||| ||| ||| ||| ||| ||| |||

[Redacted]



**GTS INVOICE FOR**  
**MAY 2023**

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**Invoice Date**  
 06/09/23 1

**Invoice Group Number**  
 [REDACTED]

**Print Date**  
 06/13/23 12:07:05

**RATE SCHEDULE INFORMATION**

**Nomination Group :** [REDACTED]

**PCID :** [REDACTED]

Rate Schedule : DS

	<u>Rate</u>	<u>Volume</u>	<u>Amount</u>
<b>Fixed Charges</b>			
Customer Charge	3,982.3000		\$3,982.30
<b>Transportation Charges</b>			
Base Rate			
First 30,000 Mcf	0.74250	1,664.0	\$1,235.52
Next 70,000 Mcf	0.47100	0.0	\$0.00
Over 100,000 Mcf	0.27550	0.0	\$0.00
Standby Demand			
All Gas (Mcf)	9.13270	0.0	\$0.00
Standby Commodity			
All Gas (Mcf)	6.27860	0.0	\$0.00
<b>Other Charges</b>			
Research & Development Factor (Mcf)	0.01260	1,664.0	\$20.97
Safety Modification & Replacement Pgrm (Mcf)	0.01390	1,664.0	\$23.13
	<b>Rate Schedule DS Total</b>		<b>\$5,261.92</b>
<b>Taxes</b>			
Kentucky Sales Tax			\$325.19
Franklin County School			\$157.86
	<b>[REDACTED] Total</b>		<b>\$5,744.97</b>
	<b>Nomination Group [REDACTED] Total</b>		<b>\$5,744.97</b>
	<b>Current Charges Total</b>		<b>\$5,744.97</b>

Retain this page for your records.



P.O. Box 16581  
 Columbus, OH 43216-6581

**Billing Statement For:** [REDACTED]

**Invoice Group Number**  
 [REDACTED]



**GTS INVOICE FOR**  
**MAY 2023**

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 06/09/23 1

**Invoice Group Number**  
 [REDACTED]

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**SUMMARY OF GAS RECEIPTS**

**Daily Totals for Nomination Group : [REDACTED]**

From Date	To Date	Shipper	Source	Dth
05-01-23	05-01-23	SYMMETRY ENE	INTER : TCO	33
05-02-23	05-02-23	SYMMETRY ENE	INTER : TCO	33
05-03-23	05-03-23	SYMMETRY ENE	INTER : TCO	33
05-04-23	05-04-23	SYMMETRY ENE	INTER : TCO	33
05-05-23	05-05-23	SYMMETRY ENE	INTER : TCO	33
05-06-23	05-06-23	SYMMETRY ENE	INTER : TCO	33
05-07-23	05-07-23	SYMMETRY ENE	INTER : TCO	33
05-08-23	05-08-23	SYMMETRY ENE	INTER : TCO	33
05-09-23	05-09-23	SYMMETRY ENE	INTER : TCO	33
05-10-23	05-10-23	SYMMETRY ENE	INTER : TCO	33
05-11-23	05-11-23	SYMMETRY ENE	INTER : TCO	33
05-12-23	05-12-23	SYMMETRY ENE	INTER : TCO	33
05-13-23	05-13-23	SYMMETRY ENE	INTER : TCO	33
05-14-23	05-14-23	SYMMETRY ENE	INTER : TCO	33
05-15-23	05-15-23	SYMMETRY ENE	INTER : TCO	33
05-16-23	05-16-23	SYMMETRY ENE	INTER : TCO	33
05-17-23	05-17-23	SYMMETRY ENE	INTER : TCO	33
05-18-23	05-18-23	SYMMETRY ENE	INTER : TCO	33
05-19-23	05-19-23	SYMMETRY ENE	INTER : TCO	31
05-20-23	05-20-23	SYMMETRY ENE	INTER : TCO	32
05-21-23	05-21-23	SYMMETRY ENE	INTER : TCO	33
05-22-23	05-22-23	SYMMETRY ENE	INTER : TCO	144
05-23-23	05-23-23	SYMMETRY ENE	INTER : TCO	33
05-24-23	05-24-23	SYMMETRY ENE	INTER : TCO	33
05-25-23	05-25-23	SYMMETRY ENE	INTER : TCO	33
05-26-23	05-26-23	SYMMETRY ENE	INTER : TCO	33
05-27-23	05-27-23	SYMMETRY ENE	INTER : TCO	176
05-28-23	05-28-23	SYMMETRY ENE	INTER : TCO	176
05-29-23	05-29-23	SYMMETRY ENE	INTER : TCO	176
05-30-23	05-30-23	SYMMETRY ENE	INTER : TCO	176
05-31-23	05-31-23	SYMMETRY ENE	INTER : TCO	176

1,846

**Monthly Totals for Nomination Group : [REDACTED]**

From Date	To Date	Shipper	Source	Dth
05-01-2023	05-31-2023	SYMMETRY ENE	INTER : TCO	1,846

1,846

**BANKING/ALLOCATION SUMMARY**

<b>Nomination Group</b> [REDACTED]	INTER : TCO (Dth)	
Beginning Bank	609.3	
<b>Current Month Activity</b>		
Volume Received	1,846.0	
Bank Transfer	0.0	
Allocations	1,808.5	
Remaining Volume	646.8	Total (Mcf) *
Bank Tolerance		598.1
Imbalance	0.0	1,267.7
Ending Bank	646.8	0.0

\* Dth Bank converted using Columbia's monthly Btu average of 1.0814

Retain this page for your records.



P.O. Box 16581  
 Columbus, OH 43216-6581

**Billing Statement For:** [REDACTED]

**Invoice Group Number**  
 [REDACTED]



**GTS INVOICE FOR  
 MAY 2023**

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**Invoice Group Number**  
 [REDACTED]

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**DISBURSEMENT TRANSACTION REGISTER**

PCID Number	Source	Allocated Volume(Dth)	Btu Value	Allocated Volume(Mcf)	Retained Volume(Mcf)	Net Available Volume(Mcf)	Disbursed Volume (Mcf)
[REDACTED]	INTER : TCO	1,808.5	1.0814	1,672.4	8.4	1,664.0	1,664.0
	Total	1,808.5		1,672.4	8.4	1,664.0	1,664.0
Source Total	INTER : TCO	1,808.5		1,672.4	8.4	1,664.0	1,664.0

**METER SUMMARY INFORMATION - [REDACTED]**

Service Number	Billing Period		Days	Meter Readings		Meter Registration Mcf	Delivered Consumption Mcf
	From MM-DD-YY	To MM-DD-YY		Previous	Current		
[REDACTED]	05-01-23	06-01-23	31	0.0	0.0	1,090.0	1,664.0
	Total Consumption					1,090.0	1,664.0

**DAILY METER INFORMATION - PCID [REDACTED]**

Service Address		Station Number		Service Number						
From Date MM-DD HH	To Date MM-DD HH	Temp	Press	Index Reading	Meter Registration	Grav	Pressure Factor	Temp Factor	FPV2	Delivered Volume
05-01:10	05-01:10			0.0		*	*	*	*	=
05-01:10	05-02:10	52	23.6	0.0	52.0	0.000	-	-	-	84.0
05-02:10	05-03:10	55	23.4	0.0	50.0	0.000	-	-	-	81.0
05-03:10	05-04:10	53	23.6	0.0	50.0	0.000	-	-	-	80.0
05-04:10	05-05:10	60	23.2	0.0	50.0	0.000	-	-	-	80.0
05-05:10	05-06:10	78	22.0	0.0	31.0	0.000	-	-	-	44.0
05-06:10	05-07:10	75	23.7	0.0	0.0	0.000	-	-	-	0.0
05-07:10	05-08:10	58	23.4	0.0	25.0	0.000	-	-	-	41.0
05-08:10	05-09:10	70	22.4	0.0	53.0	0.000	-	-	-	79.0
05-09:10	05-10:10	64	22.9	0.0	53.0	0.000	-	-	-	81.0
05-10:10	05-11:10	67	23.1	0.0	49.0	0.000	-	-	-	76.0
05-11:10	05-12:10	73	22.3	0.0	49.0	0.000	-	-	-	72.0
05-12:10	05-13:10	70	22.7	0.0	28.0	0.000	-	-	-	43.0
05-13:10	05-14:10	76	23.6	0.0	0.0	0.000	-	-	-	0.0
05-14:10	05-15:10	62	23.4	0.0	26.0	0.000	-	-	-	40.0
05-15:10	05-16:10	67	23.3	0.0	48.0	0.000	-	-	-	75.0
05-16:10	05-17:10	59	23.6	0.0	51.0	0.000	-	-	-	82.0
05-17:10	05-18:10	66	23.3	0.0	52.0	0.000	-	-	-	82.0
05-18:10	05-19:10	73	22.9	0.0	53.0	0.000	-	-	-	79.0
05-19:10	05-20:10	69	22.9	0.0	47.0	0.000	-	-	-	73.0
05-20:10	05-21:10	73	22.8	0.0	25.0	0.000	-	-	-	38.0
05-21:10	05-22:10	71	23.2	0.0	6.0	0.000	-	-	-	9.0
05-22:10	05-23:10	69	22.9	0.0	50.0	0.000	-	-	-	75.0
05-23:10	05-24:10	74	22.3	0.0	45.0	0.000	-	-	-	67.0
05-24:10	05-25:10	73	22.2	0.0	49.0	0.000	-	-	-	72.0
05-25:10	05-26:10	74	22.5	0.0	33.0	0.000	-	-	-	48.0
05-26:10	05-27:10	70	24.4	0.0	0.0	0.000	-	-	-	0.0
05-27:10	05-28:10	66	24.2	0.0	0.0	0.000	-	-	-	0.0
05-28:10	05-29:10	64	24.1	0.0	0.0	0.000	-	-	-	0.0
05-29:10	05-30:10	66	22.6	0.0	21.0	0.000	-	-	-	32.0
05-30:10	05-31:10	77	21.3	0.0	46.0	0.000	-	-	-	65.0
05-31:10	06-01:10	78	21.0	0.0	48.0	0.000	-	-	-	66.0
					1,090.0					1,664.0

Retain this page for your records.



P.O. Box 16581  
 Columbus, OH 43216-6581

**Billing Statement For:** [REDACTED]

**Invoice Group Number**  
 [REDACTED]





**GTS INVOICE FOR  
MAY 2023**

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**Invoice Date**  
06/09/23 1

**Invoice Group Number**  
[REDACTED]

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**CONTRACT SUMMARY INFORMATION**

PCID Number	Service Address	Annual Volumes (Mcf)	Max Day (Mcf)	Bank Tolerance (%)	Bank Tolerance (Mcf)	Daily Standby Service Vols
[REDACTED]	[REDACTED]	25,353.0	176.0	5.0	1,268.0	0.0
		25,353.0	176.0		1,268.0	0.0

**LEGAL INFORMATION**

**WE'RE ALWAYS READY TO HELP**

A variety of brochures are available by mail on subjects such as; customer services, safety, bill explanation, gas use and conservation. We also have speakers available to talk to groups and schools.

**FOR YOUR SAFETY**

Make sure your gas appliances are properly installed and adjusted. Check venting systems. Call a qualified service company for needed repairs.

Our employees carry photo identification. Ask to see it when someone comes to your door. If you doubt the person is a gas employee, please call our office to verify the identity.

We add a distinctive odor to natural gas for your safety. When you smell it:

- 1) Leave the building... immediately! Don't light matches or flip an electrical switch.
- 2) Call the gas company's 24-hour emergency service from a telephone other than your own.

**Call Before You Dig** - If you're planning a home construction or landscaping project, call Kentucky 811 at 811 at least 72 hours before you start to dig. A representative will mark the approximate location of underground utility lines on your property.

**UNDERSTANDING YOUR BILL**

**Customer Charge** - A monthly charge to cover such company costs as keeping up our gas lines to serve you, meter reading, and billing.

**Gas Usage** - We measure your gas usage in Mcf equal to 1,000 cubic feet.

**PAYMENT OPTIONS**

**Payment Concern** - If you have a payment concern, contact your Columbia representative listed under the General Information section of the invoice.

Retain this page for your records.

1



P.O. Box 16581  
Columbus, OH 43216-6581

**Billing Statement For:**

[REDACTED]

**Invoice Group Number**

[REDACTED]

**GTS INVOICE FOR MAY 2023**

KY PSC Case No. 2021-00386  
Response to Staff's Third Data Request No. 2  
Respondent: Judy Cooper

**COLUMBIA GAS OF KENTUCKY, INC.**  
**RESPONSE TO STAFF'S THIRD REQUEST FOR INFORMATION**  
**DATED JULY 7, 2022**

2. Provide an example of the dashboard for Columbia Kentucky's paperless billing.

**Response:**

Please see KY PSC Case No. 2021-00386, Staff 3-2 Attachment A for the requested information.



## Your bill is ready

Hi,

Your bill is available online if you'd like to see the details. Since you're enrolled in AutoPay, your payment is already scheduled. Your payment details are as follows:

**Current Charges Due:** \$54.00

**AutoPay Withdraw on:** 07/03/2023

**Due on:** 07/03/2023

**For Account Number:** \*\*\*\*

[Sign in to View Bill](#)

**Do Not Reply.** This email is sent from an account used for sending messages only. If you want to contact us, don't reply to this email. Instead, [Contact Us](#) here or call 1-800-432-9345.

**Knowing your home is the first step to keeping it safe**

Visit [ColumbiaGasKY.com/KnowYourHome](https://ColumbiaGasKY.com/KnowYourHome) to learn more about the safety risks in each area of your home – and how to reduce them.

[Reduce Risks in Your Home](#)

**Stay Informed**

View our latest bill inserts to get important information about your account, energy and savings tips, safety and more.

[View Bill Inserts](#)

**Find ways to save on your bill**

You could save energy and lower your energy bills. Learn how to start saving with a few simple changes.

[View Energy Saving Tips](#)

# Sign in to view Bill



[Our Company](#) [Partner with Us](#) [Emergency Information](#) [Search](#)



[My Account](#)

[SERVICES](#) [SAFETY](#) [BILLS AND PAYMENTS](#) [ENERGY EFFICIENCY](#) [HELP](#)

[Sign Out](#)

Account Number  
(Active)

Service Address

- [View Accounts](#)
- [Dashboard](#)
- [Bills & Payments](#)
  - [Bill/Payment History](#)
  - [Pay with Bank Account](#)
  - [Other Ways to Pay](#)
- [Meters & Usage](#)
- [Email Subscriptions](#)

### Account Summary [View Current Bill](#)

**You're on AutoPay**  
It will withdraw from (XXXXX: ). [Manage AutoPay](#)

**Current Charges Due**  
As of Jul 3, 2023 **\$0.00**

[View Bill](#)

**AutoPay Scheduled**

Last Payment Received	(\$54.00)	Jul 3, 2023
-----------------------	-----------	-------------

### Program Enrollments

Program Status	Action
<b>Paperless Billing</b> Enrolled	<a href="#">Manage</a>
<b>AutoPay</b> Enrolled	<a href="#">Manage</a>
<b>Budget Plan</b> Enrolled	<a href="#">Manage</a>
<b>Bill and Payment Alerts</b> Not Enrolled	<a href="#">Learn More</a>
<b>Outage Alerts</b> Not Enrolled	<a href="#">Learn More</a>

**Struggling to pay your bill? We can help.** [Hide](#)

Act now so you can relax later. Payment plans and assistance programs are available to make bills easier to manage. If you're struggling, please don't wait - learn more and find an option that works for you.



### Contact Us

**Phone**  
**Emergency Service 24/7**  
1-800-432-9515  
For gas leaks or odors of gas  
Customer Call Center Hours  
1-800-432-9545  
7 a.m. - 7 p.m. Mon. - Fri.  
For hearing-impaired relay call 711.

**Web**  
Make payments and access your account at [ColumbiaGasKY.com](http://ColumbiaGasKY.com)

**Payments 24/7**  
Pay by check, credit/debit card, PayPal, Amazon Pay, Venmo. Call 1-866-694-1020 (Paymentus convenience fee may apply)

**Mail Payments**  
Columbia Gas of Kentucky  
PO BOX 4660  
Carol Stream IL 60197-4660

**Authorized Payment Locations**  
Find locations online at [ColumbiaGasKY.com](http://ColumbiaGasKY.com)

### Account Profile

**Customer Name:** [REDACTED] **Your Contact Information:** [REDACTED] **Type of Customer:** Residential  
Automatic Payment  
Paperless Billing  
Budget Payment Plan

**Account Number:** [REDACTED]

• Is your contact information correct? Make all changes on the reverse side.

### Budget Payment Plan

Previous Amount Due on 06/02/2023 \$54.00  
Payments Received by 06/02/2023 Thank you -\$54.00  
Balance on 06/19/2023 \$0.00  
Budget Amount This Period +\$54.00

**Current Charges Due by 07/03/2023 \$54.00**

- An Automatic Payment of \$54.00 will be made on 07/03/2023 by your bank.
- There are 10 months remaining in the Budget Year, which ends in April, 2024.

**Financial Support**  
If you are struggling to pay your bill we can help. Flexible payment plans are available to customers experiencing a financial hardship. Any customer who is having trouble paying their bill should visit [ColumbiaGasKY.com](http://ColumbiaGasKY.com) or call 1-800-432-9545 to learn about payment arrangements and/or financial assistance programs.

### Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:

1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
3. From a safe area, call 811 and Columbia Gas at 1-800-432-9515.

**Always Call 8-1-1 Before You Dig**  
If you're planning a home or landscaping project, call Kentucky 811 at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.



**Employee Identification**  
All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

### Message Board

- Take control of your gas bill by choosing your natural gas supplier. It's your Choice. Go to [ColumbiaGasKY.com](http://ColumbiaGasKY.com) and search Choice for more information.
- Natural gas prices for participating Customer CHOICE Program suppliers can be found at <http://psc.ky.gov/Home/ColumbiaChoice>.

### Actual Account Summary

Beginning Balance \$22.85  
Payments Received -\$54.00  
Current Utility Charges +\$21.48  
Actual Account Balance \$9.67CR

- Your Actual Account Balance reflects the actual amount you owe based on your billed usage and payments as of the date of this bill.
- For more information regarding these charges, see the Detail Charges section.

▼ Please fold on the perforation below, detach and return with your payment.

**Web**  
[ColumbiaGasKY.com](http://ColumbiaGasKY.com)

**Phone**  
1-800-432-9515

Account Number: [REDACTED]  
**Automatic Bill Payment on 07/03/2023: \$54.00**

P.O. Box 10301  
Lexington, KY 40510-4201

Columbia Gas  
of Kentucky  
A Nicor Gas Company

008982 E

COLUMBIA GAS  
PO BOX 4660  
CAROL STREAM IL 60197-4660



Account Number: [REDACTED]  
 Statement Date: 06/20/2023  
 2488  
 Page 2 of 2

### Helpful Definitions

**Customer Charge** covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

**Estimated Readings** are calculated based on your typical monthly usage rather than on an actual meter reading.

**Gas Delivery Charges** are the costs of delivering the gas to retail customers. The charges for these services are regulated and these services must be purchased from Columbia Gas.

**Gas Supply Cost** includes the cost of natural gas, interstate pipeline charges, storage costs, and related charges and is passed through to customers at cost without markup.

Gas supply service may be purchased from a participating competitive gas supplier in the Customer CHOICE program.

**Mcf** is equal to 1,000 cubic feet and is used to measure your gas usage.

### 13 Month Usage History



<b>Meter Number:</b> [REDACTED]	<b>Usage Comparison - Mcf</b>
<b>Service Address:</b> [REDACTED]	Month Mcf Avg Temp Mcf Per Day
<b>Meter Readings - 32 Billing Days</b>	Jun 22 0.0 73.1° 0.0
Actual Reading on 5/19 3907	May 23 0.1 61.0° 0.0
Actual Reading on 5/18 - 3907	Jan 23 0.0 69.3° 0.0
<b>Gas Used (Mcf)</b> 0.0	Your Average Monthly Usage = 2.5 Mcf.
	Your Total Annual Usage = 29.4 Mcf.
	Your next meter reading date is 07/19/2023.

### Legal Information

**Rate Schedule**  
 Information about rate schedules is available upon request or at ColumbiaGasKY.com.

**Bankruptcy Notices**  
 Mail to Columbia Gas of Kentucky, Revenue Recovery, P.O. Box 111, Columbus, OH 43216.

**Other Correspondence (except payments)**  
 Mail to Columbia Gas of Kentucky, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasKY.com.

### Detail Charges

Customer Charge	\$19.75
Gas Delivery Charge	\$0.00
<b>Delivery</b>	<b>+\$19.75</b>
Gas Supply Cost 0.0 Mcf at \$7.58290 per Mcf	\$0.00
<b>Supply</b>	<b>+\$0.00</b>
Safety Modification and Replacement Program Rider	\$0.00
Energy Assistance Program Surcharge	\$0.00
Energy Efficiency and Conservation Rider	\$0.00
Research & Development Factor	\$0.00
Low-Fly Urban Govt. Franchise Fee	\$0.83
School Tax	\$0.80
<b>Taxes &amp; Fees</b>	<b>+\$1.73</b>
<b>Total Current Utility Charges</b>	<b>\$21.48</b>

### Change Contact Information

By providing Columbia Gas a telephone number, it enables us to call you about your utility service, future service appointments and other important information pertaining to your account and you're agreeing to receive automated and prerecorded voice calls. Please notify us if you wish to opt out or if you no longer use this number. Thank you in advance.

Address

City

State  Zip Code

Phone Number

Add or Edit Email

### WinterCare Contribution

WinterCare, Columbia Gas of Kentucky's fuel fund program, is a fund of last resort for households who have exhausted all other sources of assistance and still have trouble paying their heating bills. The fund is administered by The Community Action Council and is supported through donations from customers and matching contributions from Columbia Gas.

\* Your donation is tax-deductible.

Monthly Contribution      One-Time Contribution

\$10    \$5    \$1      \$

     \$

# Sign in to view Bill



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[My Account](#)

[SERVICES](#) [SAFETY](#) [BILLS AND PAYMENTS](#) [ENERGY EFFICIENCY](#) [HELP](#)

[Sign Out](#)

Pay with Bank Account

Other Ways to Pay



Meters & Usage



Email Subscriptions



**Enrollments** [^](#)

AutoPay ●

Budget Plan ●

Paperless Billing ●

Bill & Payment Alerts

Outage Alerts



Manage Account

**Struggling to pay your bill? We can help.** [Hide](#)

Act now so you can relax later. Payment plans and assistance programs are available to make bills easier to manage. If you're struggling, please don't wait - learn more and find an option that works for you.

Your Usage [>](#)

Recent Account Activity [>](#)

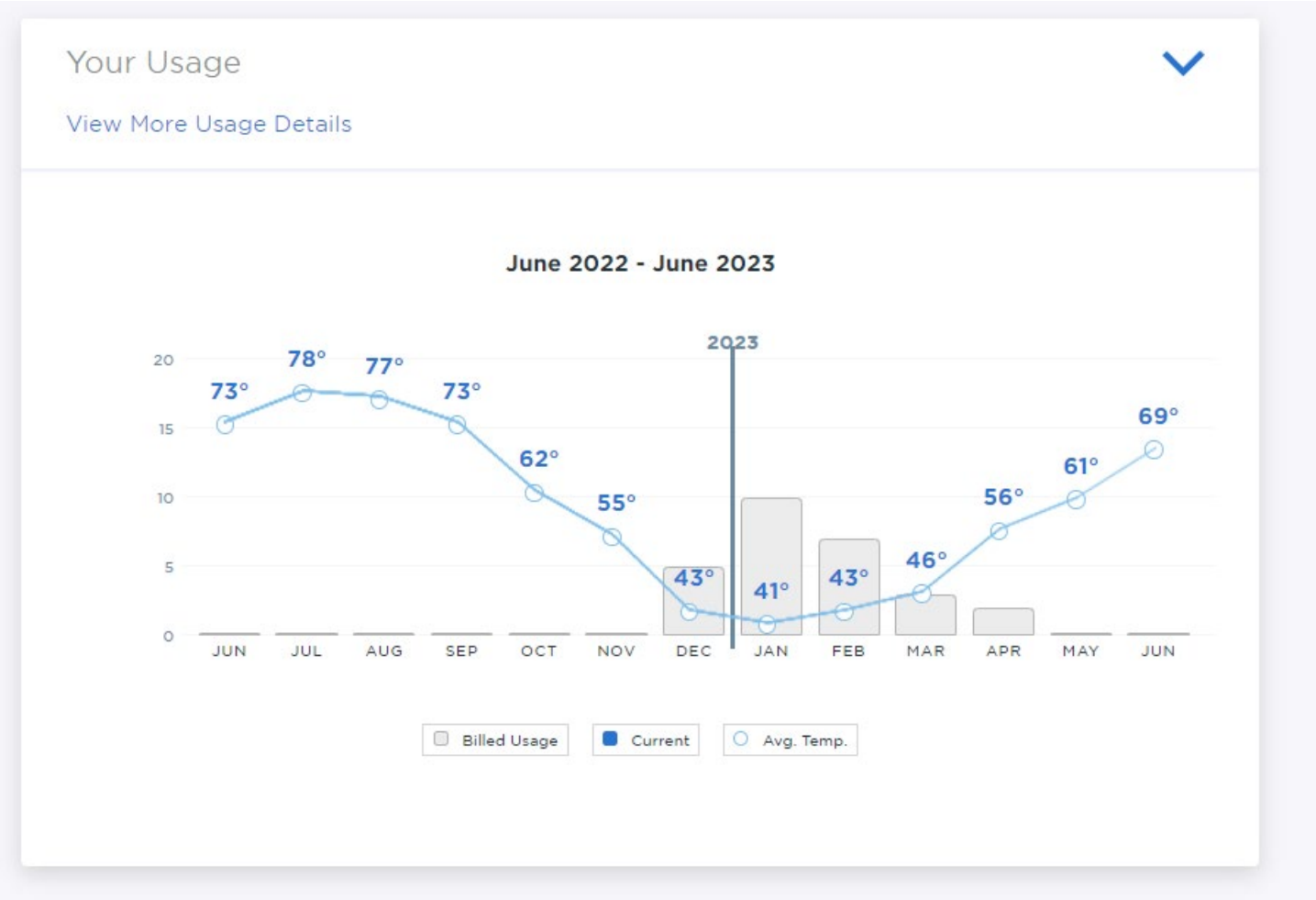
Need help? Visit our [Help Center](#) or [Contact Us](#)

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# Your Usage



# Recent Account Activity

Recent Account Activity 

[View All History](#)

Transaction Date 	Type 	Description 	Amount 
Jul 3, 2023	Payment	AUTOMATIC PAYMENT WITHDRAWAL	(\$54.00)
Jun 20, 2023	Bill	Bill due on 2023-07-03	\$54.00
Jun 2, 2023	Payment	AUTOMATIC PAYMENT WITHDRAWAL	(\$54.00)
May 19, 2023	Bill	Bill due on 2023-06-02	\$54.00
May 3, 2023	Payment	AUTOMATIC PAYMENT WITHDRAWAL	(\$226.57)
Apr 20, 2023	Bill	Bill due on 2023-05-03	\$226.57

6 records

# Reduce risks in your home

[https://www.columbiagasky.com/safety/know-your-home?utm\\_source=Email&utm\\_medium=WebPay1153](https://www.columbiagasky.com/safety/know-your-home?utm_source=Email&utm_medium=WebPay1153)

# View Bill Inserts

<https://www.columbiagasky.com/bills-and-payments/understanding-your-bill>

# View Energy Saving Tips

<https://www.columbiagasky.com/energy-efficiency/for-your-home>

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ELECTRONIC TARIFF FILING OF COLUMBIA  
GAS OF KENTUCKY, INC. TO EXTEND ITS  
SMALL VOLUME GAS TRANSPORTATION  
SERVICE

)  
)  
)  
)  
)  
)

Case No. 2021-00386

VERIFICATION OF JUDY COOPER

COMMONWEALTH OF KENTUCKY )  
)  
COUNTY OF FAYETTE )

Judy Cooper, Director of Regulatory Affairs of Columbia Gas of Kentucky, Inc., being duly sworn, states that she has supervised the preparation of responses to data requests in the above-referenced case and that the matters and things set forth therein are true and accurate to the best of her knowledge, information and belief, formed after reasonable inquiry.

Judy Cooper  
Judy Cooper

The foregoing Verification was signed, acknowledged and sworn to before me this 19 day of July, 2023, by Judy Cooper.

Evelyn Long Durr

Notary Commission No. KYNP49615

Commission expiration: May 15, 2026

EVELYN LONG DURR  
Notary Public  
Commonwealth of Kentucky  
Commission Number KYNP49615  
My Commission Expires May 15, 2026