

**COMMONWEALTH OF KENTUCKY**

**BEFORE THE PUBLIC SERVICE COMMISSION**

In the Matter of:

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

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Case No. 2021-00386

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**COLUMBIA GAS OF KENTUCKY, INC.'S  
RESPONSES TO XOOM'S SECOND SET OF  
INTERROGATORIES AND REQUESTS FOR PRODUCTION OF DOCUMENTS**

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FILED: March 18, 2022

KY PSC Case No. 2021-00386  
Response to Xoom's Data Request Set Two No. 1  
Respondent: Judy Cooper

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

Columbia did not provide a complete response to XOOM 1-4. As previously requested, please provide the number of new service connections per class for each month since January 2019.

**Response:**

Please see 2021-00386 PSC Xoom DR Set 2 No. 1 Attachment A.

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

For each year since and including 2019, please provide the number of customers who ended service at one service address and re-established service at a new premise within Columbia's territory.

**Response:**

Please see Columbia's Response to Xoom's First Request for Information, Item 6.

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

If a customer who is taking commodity service from a CHOICE supplier moves from one premise to another within Columbia's service territory, must that customer return to taking service with Columbia before resuming service with a supplier? If so, how long must the customer take service with Columbia before being allowed to switch to a supplier?

**Response:**

A customer who requests that service be (1) changed from one address to another or (2) connected at another location will receive gas supply service from Columbia. Customers can provide the Supplier with the new address and account number. Customer enrollments submitted on or before the 15th calendar day of the month are assigned to the CHOICE Supplier effective with bills rendered on and after the next month's normal meter reading date unless rejected based upon program parameters. For example, customers submitted on or before March 15 would be billed at the CHOICE Supplier's rates beginning with the billing month of April. Customers submitted after the 15th

calendar day of the month commence service from the CHOICE Supplier effective with bills rendered on and after the second succeeding month's normal meter reading date.

KY PSC Case No. 2021-00386  
Response to Xoom's Data Request Set Two No. 4  
Respondent: Judy Cooper

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

Please provide a link to annual reports filed by Columbia with the Commission for 2019 through 2021 regarding the CHOICE program which include the number of customers in the CHOICE program, as well as volumes served by customer class.

**Response:**

<https://psc.ky.gov/Case/ViewCaseFilings/2017-00115/Post>

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

Regarding the Customer CHOICE Survey ("Survey"), please provide the following information:

- a. The number of residential CHOICE customers who received the Survey.
- b. The number of residential non-CHOICE customers who received the Survey.
- c. The number of commercial CHOICE customers who received the Survey.
- d. The number of commercial non-CHOICE customers who received the Survey.

**Response:**

The online survey was designed to target both Choice and non-Choice customers, with a representative sample of residential and commercial customers within each group. Self-identification by respondents as to whether they were Choice or non-Choice participants occasionally did not correspond to Columbia's enrollment data indicating some

customers were unaware of their participation or were previous participants but had since terminated their participation.

a. 71 residential Choice participants

b. 180 residential non-Choice; 42 "Don't Know"

c. 2 commercial Choice participants

d. 41 commercial non-Choice; 3 "Don't Know"



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

When a non-CHOICE customer calls Columbia, are Columbia representatives required to provide information about the CHOICE program if the customer does not ask for such information?

**Response:**

No. The Columbia representative responds to questions and concerns(s) raised by the customer.

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

Regarding the response to Staff Set 2-5:

- a. Please provide the Excel version of the response.
- b. Provide all workpapers in Excel format used to calculate the response presented.
- c. In the workpapers indicate the specific marketer (by "A", "B", etc.) and the class of product (variable, fixed, green, etc.) for each bill determination.

**Response:**

- a-b. Please refer to 2021-00386 PSC Xoom DR Set 2 No. 7 Attachment A.
- c. Columbia does not retain this information by specific marketer and class of product.

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

Explain what customer-specific data Columbia receives from each supplier so that Columbia may determine the supply billing amount it renders.

**Response:**

Suppliers submit customer account numbers, associated rate codes, and price values per MCF for each rate code to Columbia.

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

Provide the instructions Columbia provides to suppliers regarding data exchange when they initiate CHOICE service for a customer, and to provide ongoing billing services for gas supply.

**Response:**

Instructions, on demand training, and reference materials are located on the NiSource Suppliers website, accessible here: [www.nisourcesuppliers.com/kentucky](http://www.nisourcesuppliers.com/kentucky).

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

Does Columbia know the price, term, type of product (variable, fixed, green, fixed bill, other) for each CHOICE customer? Explain what Columbia does know regarding the types of products CHOICE customers have selected.

**Response:**

Columbia is not privy to Supplier's pricing options based on contractual agreements made with CHOICE customers. Columbia maintains a neutral role in a customer's choice of a Supplier and encourages its customers to evaluate products offered in the competitive market. Please also refer to Columbia's Response to Xoom's Second Set of Interrogatories, No. 8.

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

Regarding the response to XOOM Set 1-5, explain what tariff and/or system modifications (if any) would be needed for a shopping customer to receive supply from his/her supplier during the first month after service is initiated.

**Response:**

System modifications would be needed including, but not limited to, changes in the transaction files used to transmit data between suppliers and Columbia, enrollment process changes, connect process changes, modification to bill statements, and updated business rules for Columbia-produced notifications.

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

Regarding the response to XOOM Set 1-6, provide in Excel format the monthly data from January 2019 to present indicating:

- a. Total customer count by class.
- b. Customers that initiated service with Columbia during the month.
- c. Customers that discontinued service with Columbia during the month at their premise.

**Response:**

a-c. Please see 2021-000386 PSC Xoom DR Set 2 No. 12 Attachment A

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

Regarding the response to XOOM Set 1-6, if a customer discontinues service at their premise and locates to a different premise with a Columbia meter and initiates service, how is that treated in the billing system? Is a new customer identification created or does an identifier remain with a customer as long as they are within the Columbia of Kentucky system? Provide Columbia's procedures document for the service initiation process, and service discontinuation process.

**Response:**

When a customer requests a transfer of service, a disconnect order is placed at the current premise address and a connect order is issued for the new premise address. When a customer initially establishes service with Columbia a customer account number consisting of 15 digits is created. A portion of this number remains the same whenever the customer locates to a new premise, if the connect order is associated with previous service to the customer.



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

Regarding the response to XOOM Set 1-7, present a timeline beginning at the 15th day of a month and continuing to the 1st day of the following month, and indicate all activity that is conducted each day to affect an enrollment of a customer.

**Response:**

This information is located in the Kentucky Choice Reference Manual located on the NiSource Suppliers website @ <https://www.nisourcesuppliers.com/kentucky/choice>

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

Provide monthly data from January 2019 to present showing the method of contact (call center, web self-service, in person) that new customers used to initiate service. Explain any changes, either temporary or permanent, that Covid policies have caused.

**Response:**

Please refer to 2021-00386 PSC Xoom DR Set 2 No. 15 Attachment A. There have been no changes to the procedure for initiating connect orders related to COVID policies.

KY PSC Case No. 2021-00386  
Response to Xoom's Data Request Set Two No. 16  
Respondent: Judy Cooper  
As to the Objection: Joseph M. Clark

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

Regarding the Gas Cost Adjustment (GCA), provide monthly data in Excel format of the GCA from January 2002 to present.

**Response:**

Objection. Columbia objects to the extent that "monthly data ... of the GCA" is unreasonably vague and undefined in the instructions provided by Xoom. As a result, Columbia is unable to determine what information this request seeks. For publicly accessible information about the GCA, please refer to Columbia's quarterly Purchased Gas Adjustment filings, please refer to the Commission's online docketing system, available here: [https://psc.ky.gov/PSC\\_WebNet/CommissionRecords.aspx](https://psc.ky.gov/PSC_WebNet/CommissionRecords.aspx).

KY PSC Case No. 2021-00386  
Response to Xoom's Data Request Set Two No. 17  
Respondent: Judy Cooper

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

Provide Columbia's gas supply procurement practices manual/procedures that explains how Columbia determines the mix and source of its gas supply.

**Response:**

Please refer to 2021-00386 Xoom DR Set 2, No. 17, Attachment A



## ENERGY SUPPLY SERVICES POLICY

**TITLE: PORTFOLIO MANAGEMENT**

**EFFECTIVE DATE: JUNE 1, 2010**

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### 1. Purpose

The purpose of this policy is to identify those planning activities that facilitate the proper management and use of current supply, transportation, storage and peaking assets of each of the Columbia Distribution Companies (Columbia Gas of Kentucky, Inc., Columbia Gas of Maryland, Inc., Columbia Gas of Ohio, Inc., Columbia Gas of Pennsylvania, Inc., and Columbia Gas of Virginia, Inc.) to ensure safe and reliable service to firm customers at the best possible cost considering various operational issues. This includes:

- Individual company analyses
- Purchasing the proper amount and type of supply predicated on planning scenarios for varying weather conditions
- Use or potential release of transportation assets
- Use or potential release of storage assets
- Use of peaking assets
- Consideration of Pipeline Scheduling Point, contract or POD specific issues

### 2. Scope of Process

This process provides for the establishment of guidelines to be utilized by Supply Planning in the development and recommendation of supply plans to be used in carrying out the responsibility of providing safe and reliable service to firm customers at the best possible cost. Included in this process are the following monthly and/or seasonal activities:

- Monthly Planning
- Term Analysis
- Exchange Analysis
- Capacity Release
- Hedge Analysis
- Financial Analysis
- Regulatory Analysis

This information shall be provided to the VP ESS and Directors for review and approval.

### 3. Responsibility

The overall responsibility of this process belongs to the Supply Planning Section of the Energy Supply Services Department.

### 4. Activities

The activities listed below represent the basic requirements of this process. The frequency of these activities may vary from time to time based on the current information requirements of Energy Supply Services or other NiSource organizations requiring input from the Supply Planning Process. Other activities may be undertaken from time to time in response to individual Columbia Distribution Company requirements.

#### 4.1 Monthly Planning

A series of supply purchase options shall be developed on a monthly basis to provide input into the monthly decision process related to the purchase of supply, use of pipeline transportation assets, storage assets, peaking assets and any other supply or capacity assets available to each Columbia Distribution Company. These monthly supply options shall be developed individually for each Columbia Distribution Company. The timing of the Monthly Planning process will be consistent with the needs of the Gas Procurement function. From the supply purchase options developed, a Recommended Purchase Plan shall be presented to ESS Management for approval around the 20<sup>th</sup> of the month prior to gas flow.

Each month the SENDOUT<sup>®</sup> Model (or other tool) shall be updated to include current assumptions for key inputs, including: Price Forecast as determined by the Price Committee (consisting of Manager of Economic Analysis, Manager of Supply Planning and Natural Gas Trader), First of Month Storage Level, Available Pipeline and Storage Capacity, etc. The Recommended Plan will typically consist of the results of the Normal Weather Scenario and shall include Planned Purchases for Term and Spot Supplies, Planned Usage of Transportation Assets, Planned Usage of Storage Assets, Planned Usage of Peaking Assets, Potential Capacity Release, etc.

For each winter month (November through March) the Monthly Process shall develop additional supply plans for Warmer & Colder Weather Scenarios. These plans will be developed and considered to ensure reliable service and adherence to pipeline tariff and contractual provisions under a wide range of differing weather conditions. The Recommended Plan may incorporate the results from these alternate Weather Scenarios as needed for this protection.

Differing Price Scenarios shall also be developed and considered to test the Recommended Plan for reasonableness should prices vary measurably from the base price forecast. These alternate price scenarios shall consist of a High Price Forecast and Low Price Forecast determined by the Price Committee. The Recommended Plan shall be considered under these alternative price conditions. The Recommended Plan may include the results from the Price Scenarios as needed to ensure reasonable cost to firm customers.

Storage utilization ranges shall be developed and provided for consideration in day to day operations. These ranges shall consist of Fast Withdrawal/Inject and Slow Withdrawal/Inject Scenarios. This information shall be provided as part of the End of Month Storage Projection developed twice weekly.

#### 4.2 Term Analysis

Annually a Term Analysis shall be developed in early spring to determine the amount of Term Supply required for the upcoming winter season. The Term Analysis shall be developed individually for each Columbia Distribution Company. A Design Day Balance shall be developed based on the most recent Peak Day Forecast and currently available capacities to determine the amount of Required FTS. The Required FTS, inclusive of pipeline fuel, shall determine the amount of Term Supply. The Term Supply shall be fully available for January and depending on the results of the seasonal analysis may be reduced in other winter months equal to the supply required on the 2<sup>nd</sup> Design Day.

Weather scenarios (Normal, Warmer & Colder Weather Scenarios) shall be developed to ensure reliable service and adherence to pipeline tariff and contractual provisions under differing weather conditions. These scenarios will incorporate November 1<sup>st</sup> beginning storage inventory levels of 98-99%. The Term Analysis shall include a schedule showing the seasonal balance for each weather scenario.

The Term Analysis shall also include a Monthly "Swing Analysis" based on the selected Term Supply to ensure adequate supply flexibility. The Swing Analysis shall be based on 1 in 10 Risk Minimum Demands and will compare this demand to the Forecasted Supply to determine the Swing Requirement. The Swing Requirement should be considered in selecting the Term Level.

#### 4.3 Exchange Analysis

Recognizing the incentive sharing mechanisms specific to each Columbia Distribution Company, annually an Exchange Analysis shall be developed in early spring to determine the level of potential seasonal exchange activity, if any. The supply levels to be used in this analysis shall be those determined in

the annual Term Analysis. The Exchange Analysis shall be developed individually for each Columbia Distribution Company.

The Colder Weather supply plan from the Term Analysis shall be used in developing the potential seasonal exchange level and to determine the potential timing of an exchange. The Colder Weather Supply Plan is used to ensure reliable service to firm customers.

#### 4.4 Capacity Release

A Capacity Release Analysis for each season shall be developed in early spring for summer releases and in early fall for winter releases. A complete year shall be developed and evaluated in each analysis. The Capacity Release Analysis shall be developed individually for each Columbia Distribution Company.

The Capacity Release Analysis shall be based on the most recent Peak Day Forecast and Colder Weather supply plan. Any capacity in excess of the Peak Day Forecast of firm demand shall be available for release on a Non-Recallable basis. Recallable capacity shall be determined based on the estimated firm demands associated with the 5<sup>th</sup> coldest day for each month.

#### 4.5 Hedge Analysis

As needed, a Hedge Analysis shall be developed, typically annually, for each Columbia Distribution Company. Depending on the specifics of the individual approved Hedging Plan, the Hedge Analysis determines the volume to be hedged for the upcoming 2 or 3 hedge periods.

#### 4.6 Financial Plan

Financial Plan(s) shall be developed in accordance with the requirements of Financial Planning Process providing purchase, storage and cost information for the Financial Planning Process. The Financial Plan shall be developed individually for each Columbia Distribution Company.

The SENDOUT<sup>®</sup> Model (or other tool) shall be updated to include current assumptions for key inputs, including: Price Forecast (NYMEX date as suggested by the Financial Planning Section), First of Month Storage Level, Available Pipeline and Storage Capacity, etc.

#### 4.7 Regulatory Analysis


Regulatory Analyses shall be developed for various regulatory needs providing purchase, storage and cost information, etc. These analyses include GCR, PGA, 1307f filings, Strategic Gas Supply Plans, COH Long Term



Forecast Report, CGV Five Year Forecast, etc. These analyses shall be developed as needed and shall be developed individually for each Columbia Distribution Company.

The SENDOUT<sup>®</sup> Model (or other tool) shall be updated to include current assumptions for key inputs, including: Price Forecast, First of Month Storage Level, Available Pipeline and Storage Capacity, etc.

**Approved By:**

  
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**Michael D. Watson**  
**Vice President, Energy Supply Services**

JUNE 15, 2010  
**Date**

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

Regarding the CHOICE program, describe the nature and frequency of communication that Columbia of Kentucky has with the other NiSource gas and electric distribution companies that offer a CHOICE program, about program design and operation.

**Response:**

The daily operation of the CHOICE program for each of the affiliates is handled by the same team across all of NiSource. This team communicates on a daily basis about a wide range of topics.

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

Regarding the response to XOOM Set 1-4, provide Attachment A in Excel format and include data for subpart (e) - the number of new service connections per class - that was omitted from Columbia's previous response.

**Response:** For an Excel format version of 2021-00386 PSC Xoom DR Set 1, No. 4 Attachment A, please see 2021-00386 PSC Xoom DR Set 2, No. 19 Attachment A. For the data related to subpart (e), please see Columbia's Response to Xoom Set 2 No. 1 Attachment A.

KY PSC Case No. 2021-00386  
Response to Xoom's Data Request Set Two No. 20  
Respondent: Judy Cooper  
As to the Objection: Joseph M. Clark

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

Provide copies of all customer communications to all choice eligible customers (i.e., direct mail, bill stuffers, etc.) sent from January 2019 to present.

**Response:** Objection. Columbia objects to the extent that the request for "all customer communications" is overly broad and unduly burdensome. Columbia further objects on the basis that not all customer communications are relevant to this proceeding. Notwithstanding and without waiving this objection, Columbia responds as follows:

Columbia utilizes its customer newsletter, website, and monthly bills to communicate to customers about its CHOICE Program. Every CHOICE eligible customer receives the following communication on every bill.

Two messages appear in the Message Board section of every bill, both paper and electronic:

## 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*

Additional information is provided in the sidebar of the customer bill near the Detail Charges section, both paper and electronic. under Helpful Definitions –

**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.

Columbia's website content may be viewed by following this link:

<https://www.columbiagasky.com/bills-and-payments/billing-programs/choice> and is

provided below:

CUSTOMER CHOICE

## Make your Choice

The Customer Choice program offers you the option to purchase the natural gas you use from a supplier other than Columbia Gas. If you choose to purchase your gas from a different supplier, we will continue to deliver the same reliable service, read your meter, perform safety checks and respond to emergencies.

The prices charged by suppliers are set by a competitive market, meaning there is no guarantee that you'll save money, but they may offer special pricing and incentives. If you'd like to enroll, please enroll and make your Choice.

### How to enroll

1. Review our list of current suppliers below.
2. Evaluate the offer and compare prices. The Kentucky Public Service Commission website lists full current approved suppliers and eligibility.
3. Suppliers often offer rates and rewards. Our Choice calculator can help you perform a price comparison for gas supply costs.
4. Consider the contract terms. Since many suppliers require you to agree to contract terms, you'll want to know contract length and if you can cancel.
5. Make your Choice for contacting the supplier. If you choose not to participate, your supplier will not change and there is no charge in your bill.

#### BILLS AND PAYMENTS

- Payment Options
- Billing Programs
- Customer Choice
- Delivery Service
- Payment Method
- Understanding Your Bill

Are you a supplier?

This page is intended for select gas suppliers. If there is information in this page that is not applicable to you, please contact us.

### Find your current charges

The Detail Charge section of your bill shows your Delivery and Supply Charges. The example on the right shows the Detail Charges section of a bill for a customer who participates in Choice. The Supply is provided by Marketer A and the Delivery is provided by Columbia Gas of Kentucky. Use our calculator below to compare offers from suppliers and make an informed decision.

Detail Charges	
Customer Charge	\$18.00
Gas Delivery Charge	\$35.42
<b>Delivery - Columbia Gas of Kentucky</b>	<b>+\$52.42</b>
Customer CHOICE Program	
Gas Supply Cost (\$3.92 at \$0.29000 per MCF)	\$12.95
<b>Supply - Marketer A</b>	<b>+\$33.95</b>
Safety Modification and Replacement Program Rate	\$3.38
Energy Assistance Program Surcharge	\$0.30
Energy Efficiency and Conservation Rider	\$0.40
Research & Development Factor	\$1.06
Line Fee, Urban Cost, Franchise Fee	\$2.38
Service Tax	\$2.15
<b>Taxes &amp; Fees</b>	<b>+\$11.41</b>
<b>Total Current Utility Charges</b>	<b>+\$76.78</b>

**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 1-800-323-4382.

### Calculate your potential savings

This calculator checks you compare your current bill and a potential bill from Choice suppliers. Our calculator is based on our current gas rates.

#### Choice Calculator

Cost per MCF

CURRENT PRICE  
\$ 4.2318

SUPPLIER PRICE  
\$ 4.1740

ACTUAL SAVINGS  
**\$1**  
per month

You save \$0.0578 per MCF

How many MCF you use



#### Current suppliers

<b>Construction Resources and Services, LLC</b> 1-800-780-4375	<b>EN Energy</b> 877-463-2342 / 2817-444-7621	<b>Kentucky UNDRG Energy</b> 1-877-726-7264
<b>Home Energy Solutions Inc.</b> 1-888-627-5476 / 2245	<b>Good Energy Connection</b> 1-800-788-2644	<b>US Gas &amp; Electric, Inc. 2024 Producers Gas &amp; Electric</b> 1-888-807-5923
<b>Vista Energy</b> 1-888-528-4787	<b>Whisper Energy Services, Inc.</b> 1-800-874-8000	<b>AMET Energy Kentucky, LLC</b> 1-888-807-4375

Choice is a registered service mark of Columbia Gas of Kentucky, Inc.

#### Our Company

About Us  
Doing Business  
Rates and Tariffs  
Our Commitment  
Media Room  
Contact Us

#### Partner with us

Buildings and Structures  
Construction and Remodeling  
Business Development  
Emergency Response

#### Quick Links

Sign In  
Outdoors  
Rates for Pro  
Get Help Page

#### Need Help?


FAQs  
Contact Us  
Call 1-800-432-4342

#### Connect with Us

Facebook  
Twitter  
LinkedIn

Additional 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. Please see the sample below.



**Your Service**

Summer | 2020

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**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).



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**AVAILABLE NOW**

**BILLING AND PAYMENT INFORMATION**

**TEXTED TO YOUR PHONE**

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

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**Register now for the Virtual VASK**

Kentucky veterans sacrificed everything to save 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 VASK, which will go virtual – but no less patriotic – this year. The race has raised more than \$121,000 since 2010. 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 [VeteransVASK.com](http://VeteransVASK.com).

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**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).

KY05201

KY PSC Case No. 2021-00386  
Response to Xoom's Data Request Set Two No. 21  
Respondent: Judy Cooper

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

Provide monthly data indicating customers bill receipt method, paper via mail vs. electronic, from January 2019 to present.

**Response:**

Please refer to 2021-00386 Xoom DR Set 2, No. 21, Attachment A.



KY PSC Case No. 2021-00386  
Response to Xoom's Data Request Set Two No. 22  
Respondent: Judy Cooper  
As to the Objection: Joseph M. Clark

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

Provide copies of all Columbia documents (call center scripts, employee manuals, website content, bill stuffers) designed to inform all CHOICE-eligible customers of the availability of electronic billing, and of automatic bill payment.

**Response:**

Objection. Columbia objects to the extent that providing "all" documents designed to inform CHOICE-eligible customers of electronic and automatic billing options is overly broad and unduly burdensome. Further, Columbia objects to this request as information related to electronic billing and automatic bill payment methods is irrelevant to this proceeding. Notwithstanding and without waiving this objection, Columbia responds as follows:

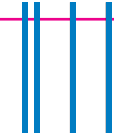
All Columbia customers receive the same messages informing them of the availability of electronic billing and automatic bill payment. Please refer to 2021-00386 Xoom DR Set 2, No. 22, Attachments A through D, which contain a sample of the communications provided to customers.

Please see Columbia's Response to Xoom Set 2 No. 20 for the same messages highlighted below as they are presented in the Message Board included on CHOICE eligible bills and presented below in the Message Board included on CHOICE participant bills:

## 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.**
- Having trouble making ends meet? Take advantage of our special payment arrangements or energy assistance programs. Call **1-800-432-9345** to see if you're eligible.
- Natural gas prices for participating Customer CHOICE Program suppliers can be found at **<http://psc.ky.gov/Home/ColumbiaChoice>.**

Save a Stamp. It's a Click Away! [GoPaperFreeToday.com](http://GoPaperFreeToday.com)



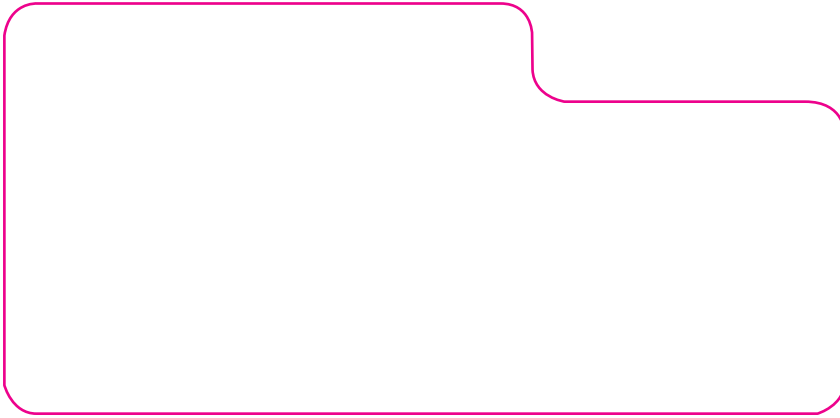
Place stamp here.  
Post Office  
will not deliver  
mail without  
proper postage.



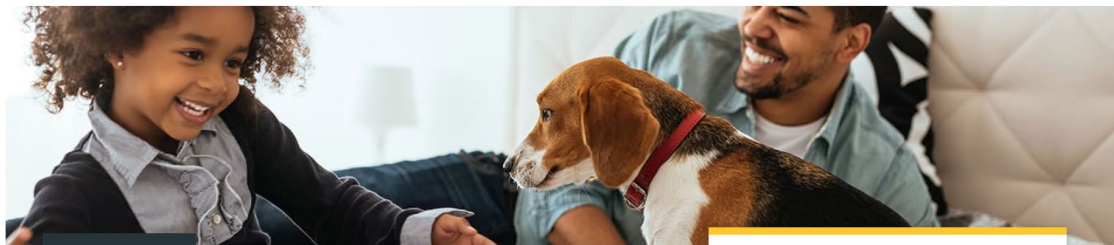
1-1/8 x 3-1/8 poly patched window  
4-7/8 left 9/16 bottom

Save a Stamp. It's a Click Away! [GoPaperFreeToday.com](http://GoPaperFreeToday.com)

**IMPORTANT: BILL ENCLOSED**



PRESORTED  
FIRST-CLASS MAIL  
U.S. POSTAGE  
PAID  
NISOURCE



**PAYMENT OPTIONS**

## Make a payment

Choose your simple and secure payment method.

### Pay online

<b>BILLS AND PAYMENTS</b>	
Pay My Bill	
Payment Options	^
Find a Payment Location	
Billing Programs	v
Financial Support	v

## Pay with bank account

After you create your online account, you'll need your bank account number and routing number to make a payment.

[Pay Now](#)



### Understanding Your Bill

**Register online**  
See your energy usage, review your latest bills and make a payment online. [>](#)

**Facing shut off?**  
If you've received a termination notice, you can learn more about the shut off and reconnect process. [>](#)



## Pay with credit card, debit card, PayPal, Venmo or Amazon Pay

You can pay online using your credit card, debit card, PayPal, Venmo or Amazon Pay. Our payment processing vendor Paymentus will charge a convenience fee of \$1.75 per transaction.

[Pay Now](#)



## Pay automatically

AutoPay allows us to automatically withdraw your payment from your checking or savings account each month.

[Enroll Today](#)