

RECEIVED

MAR 29 2010

PUBLIC SERVICE  
COMMISSION

Columbia Gas  
of Kentucky

A NiSource Company

2001 Mercer Road  
Lexington, KY 40511

March 30, 2010

Hon. John N. Hughes  
124 West Todd Street  
Frankfort, KY 40601

Re: Case No. 2009-00340

Dear Mr. Hughes,

Enclosed is a copy of Columbia Gas of Kentucky, Inc.'s responses to the First Data Request of NEUC, and the First Data Request of Commission Staff in the above matter.

Please let me know if you have any questions.

Sincerely,

*Brooke E. Leslie (gmc)*

Brooke E. Leslie  
Counsel

Enclosures

cc: All Parties of Record  
Hon. Richard S. Taylor

**COLUMBIA GAS OF KENTUCKY, INC.  
RESPONSE TO FIRST DATA REQUEST OF  
NATIONAL ENERGY UTILITY CORPORATION**

**Data Request 001:**

What was Columbia's response to the owners of the properties when service disconnection was requested on July 22, 2009?

**Response:**

Columbia received a letter via fax on 07-22-09 from Shannon Gibbs stating she was changing gas service to a different provider and requesting that the gas service be disconnected on 08-18-09 at the following addresses:

Continental Liquors Inc.  
901 13<sup>th</sup> Street  
Ashland, KY

Checkers Video & Laundromat  
1200 Bryan Street  
Ashland, KY

Fenkai Chen (Ashland Mandarin)  
915 13<sup>th</sup> Street  
Ashland, KY

A telephone call was placed to Shannon Gibbs by a Columbia customer service representative on 07-22-09 to confirm that the service should be disconnected and an order was placed to disconnect the gas service on 08-19-09. Russ Ryan, Field Operations leader for Columbia, contacted Judy Cooper to inform her of the request to disconnect the gas service. The disconnect orders were placed on hold. Larry Lewis, New Business Development Manager for Columbia, contacted Shannon Gibbs on 08-20-09 to ask why she was requesting the disconnection and if she had any complaints with the service she had been receiving from Columbia Gas of Kentucky. She stated, "No," and that the service had been fine and she did not have any problem with the service provided by Columbia Gas of Kentucky. Note that Ms. Gibbs is not the customer of record on the account at 915 13<sup>th</sup> Street.

On August 21, 2010, Columbia filed this Complaint with the PSC. On August 28, 2010, Columbia sent a letter to Ms. Gibbs explaining that Columbia Gas is asking the PSC to decide this issue.

**COLUMBIA GAS OF KENTUCKY, INC.  
RESPONSE TO FIRST DATA REQUEST OF  
NATIONAL ENERGY UTILITY CORPORATION**

**Data Request 002:**

When you state that NEUC has a distribution main in an unimproved area adjacent to the customers involved in this matter, do you mean that the facilities are actually located on the customers' property. If not, what facts do you have to indicate the NEUC facilities are not located on the customers' property?

**Response:** Yes, NEUC's facilities are located on the customer's (ZTB Enterprises) properties per field review, and most of NEUC's facilities are located on the plats/maps NEUC provided. NEUC facilities are also located on ZTB's vacant unimproved lot known as 1200 Bryan Drive, but those facilities are NOT shown on NEUC's plat/maps. Also, a small portion of their facilities lie in the newly blacktopped portion of a previously unimproved alley adjoining ZTB's 1001 13<sup>th</sup> Street property to the south which has its newly installed meter riser beside Columbia's.

PSC Case No. 2009-00340  
NEUC Set 1 DR No. 003  
Respondent(s): Carolyn Woodford

**COLUMBIA GAS OF KENTUCKY, INC.  
RESPONSE TO FIRST DATA REQUEST OF  
NATIONAL ENERGY UTILITY CORPORATION**

**Data Request 003:**

Provide the bills associated with the meters listed on Attachment 1 to your testimony for 901 13th Street, 915 13th Street and 1200 Bryan Street for the period September, 2009 through the most recent bill.

**Response:**

See attached.

CONTINENTAL LIQUORS

901 13<sup>TH</sup> STREET

**How to Contact Us**

1-800-432-9345  
For Direct Link self-service 24 hours/day  
For billing questions,  
call 8 a.m. - 5 p.m., Mon. - Fri. before due date  
For quickest response,  
call 11 a.m. - 3 p.m., Tues. - Fri.  
1-800-432-9515  
For gas leaks or odor of gas 24 hours/day  
Press option 2 after the greeting  
711  
For hearing-impaired relay  
www.columbiagas.com  
For account information, descriptions of our services,  
safety and conservation tips.

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**Customer CHOICE** Purchase your natural gas from an unregulated supplier and have more control over the gas cost portion of your bill, which amounts to nearly two-thirds of your bill. Columbia Gas will still deliver the gas and provide safe, reliable service.

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**Online** Pay free by electronic check at our Web site.  
**ZipCheck** Authorize your bank to pay your bill automatically each month. Enroll online.  
**NCO EasyPay** Call 1-800-284-8572 or link from our Web site to pay by credit/debit card, or e-check. A convenience fee will apply.  
**Authorized Payment Centers** Call or visit us online to find a payment center near you. Agents charge a fee for each transaction.  
**Mail Return coupon** below with payment to:

Columbia Gas of Kentucky  
P.O. Box 2200  
Lexington, KY 40508-2200

**Gas Meter Information**

**Actual Reading** A meter reader has read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.  
**Estimated Reading** During the months we don't read the meter, we accurately estimate your reading based on the history of usage at the service address and normal temperatures for the billing period. We verify the reading the next time we read the meter to make sure you pay only for the energy you've used.  
**Gas Usage** We measure your gas usage in Mcf equal to 1,000 cubic feet.

**Billing & Payment Summary**

<b>Customer Name</b> Continental Liquors Inc	
Previous Amount Due on 08/25/2009	\$56.19
Payments Received by 08/26/2009	- \$55.19
Balance on 09/10/2009	= \$0.00
Charges for Gas Service This Period	+ \$26.92
<b>Amount Due by 09/24/2009</b>	<b>= \$26.92</b>

**Billing & Payment Notes**

If we receive your payment for the current total Amount Due by the due date shown on this bill, you will avoid a late payment charge of 5.00%.  
See back of bill for Detail of Charges for Gas Service.

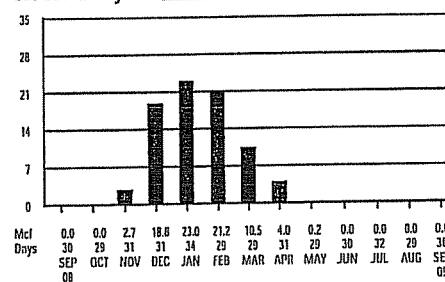
**Service Summary**

<b>Service Location</b> 901 13TH ST Ashland KY 41101-2639	
<b>Meter Number</b> M7203854	<b>Meter Readings (30 Billing Days)</b>
	Actual Reading on 9/10 862
	Actual Reading on 8/11 - 862
	Gas Used (Mcf) = 0.0

**Service Summary Notes**

Your next actual meter reading date is between 10/07/2009 - 10/13/2009

**Gas Use History**



**Daily Comparisons**

Month	Avg Temp	Avg Daily Usage
Sep '09	71.0*	0.0
Aug '09	71.1*	0.0
Sep '08	73.5*	0.0

Your Average Monthly Usage is 6.7 Mcf

Your Total Annual Usage is 80.4 Mcf

**Payment Coupon**

Amount Due by 9/24/2009 **\$26.92**

Payment Enclosed \$

Make check payable to:

Turn Me Over for more details about your account

Account Number  
10739262 001 000 2

Is your contact information on the back incorrect? Check this box and detail the correction on the reverse side.

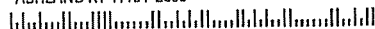
I want to help neighbors in need by making a contribution to the Winter Care fuel fund. Check this box and complete the form on the reverse side.

CONTINENTAL LIQUORS INC  
901 13TH ST  
ASHLAND KY 41101-2639

Columbia Gas  
of Kentucky  
A NISource Company

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

00006390 01 AV 0.335 1  
AUTO\*\*SCH 5-DIGIT 41101  
CONTINENTAL LIQUORS INC  
901 13TH ST  
ASHLAND KY 41101-2639



COLUMBIA GAS  
P O BOX 2200  
LEXINGTON KY 40508-2200



**Gas Meter Information (continued)**

How to Read the Meter When a pointer is between two numbers on a dial-type meter, read the smaller number except when the pointer is between 9 and 0. Record the reading on the dials from left to right.

Example:



**Legal Notices**

**Rate Schedule Information** about rate schedules is available upon request.

**Bankruptcy Notices** Mail to Columbia Gas of Kentucky, Revenue Recovery, 200 Civic Center Dr., Columbus, OH 43215.

**Other Correspondence (except payments)** Mail to Columbia Gas of Kentucky, P.O. Box 2318, Columbus, OH 43216-2318

**Safety Tips**

**Odor of Gas** We add a distinctive odor to your natural gas to alert you to a leak in or around your home. If you smell an odor of gas:

1. Leave the building immediately. Leave the door open on your way out, and don't use light switches or matches.
2. Call our 24-hour emergency number from a nearby phone and wait for our service crew to arrive to explain the situation.

**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.

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

**Detail of Charges for Gas Service**

Customer Charge	\$23.96
Gas Delivery Charge	\$0.00
Gas Supply Cost 0.0 Mcf at \$3.61170 per Mcf	\$0.00
Research & Development Factor	\$0.00
Ashland City Franchise Fee	\$0.72
School Tax	\$0.72
Sales Tax	\$1.52
<b>Total Charges for Service This Period</b>	<b>\$26.92</b>

**Service Charges Notes**

*The 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.*

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*Gas Supply Cost includes the cost of natural gas, interstate pipeline charges, and storage costs, 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.*

**Contact Information Corrections**

If this mailing address or phone number are incorrect, please make the necessary corrections on the lines below.

901 13TH St  
Ashland KY 41101-2639  
606-329-2606

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip code \_\_\_\_\_

Home Phone ( ) \_\_\_\_\_

**WinterCare Contribution**

Administered by The Community Action Council through donations from Columbia Gas customers, employees, and matching company contributions. WinterCare provides financial assistance to your neighbors who have no other options to help maintain their natural gas service.

You can contribute to the program monthly by authorizing the amount of your donation to be added to your monthly gas bill. For a one-time donation, simply make your check payable to the WinterCare and return it to Columbia Gas along with your regular gas bill payment. However you choose to contribute, your donation is tax-deductible.

**Monthly Contribution**

\$10

\$5

\$1

\$ \_\_\_\_\_

**One-Time Contribution**

\$ \_\_\_\_\_



**How to Contact Us**

1-800-432-9345  
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For quickest response,  
call 11 a.m. - 3 p.m., Tues. - Fri.  
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Press option 2 after the greeting  
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For account information, descriptions of our services,  
safety and conservation tips.

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**NCO EasyPay** Call 1-800-284-8572 or link from our Web site to pay by credit/debit card, or e-check. A convenience fee will apply.  
**Authorized Payment Centers** Call or visit us online to find a payment center near you. Agents charge a fee for each transaction.  
**Mail** Return coupon below with payment to:  
Columbia Gas of Kentucky  
P.O. Box 2200  
Lexington, KY 40588-2200

**Gas Meter Information**

**Actual Reading** A meter reader has read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.  
**Estimated Reading** During the months we don't read the meter, we accurately estimate your reading based on the history of usage at the service address and normal temperatures for the billing period. We verify the reading the next time we read the meter to make sure you pay only for the energy you've used.  
**Gas Usage** We measure your gas usage in Mcf equal to 1,000 cubic feet.

**Billing & Payment Summary**

<b>Customer Name</b> Continental Liquors Inc	
Previous Amount Due on 09/24/2009	\$26.92
Payments Received by 09/15/2009	- \$26.92
Balance on 10/09/2009	= \$0.00
Charges for Gas Service This Period	+ \$26.92
<b>Amount Due by 10/23/2009</b>	<b>= \$26.92</b>

**Billing & Payment Notes**

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See back of bill for Detail of Charges for Gas Service.

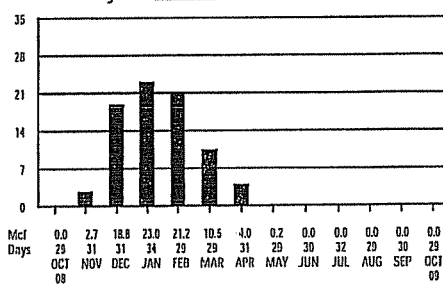
**Service Summary**

<b>Service Location</b> 901 13TH St Ashland KY 41101-2639	
<b>Meter Number</b> M7203854	<b>Meter Readings (29 Billing Days)</b>
	Actual Reading on 10/ 9 862
	Actual Reading on 9/10 - 862
	Gas Used (Mcf) = 0.0

**Service Summary Notes**

Your next actual meter reading date is between 11/02/2009 - 11/11/2009

**Gas Use History**



**Daily Comparisons**

Month	Avg Daily Temp	Avg Daily Usage
Oct '09	63.7*	0.0
Sep '09	71.0*	0.0
Oct '08	66.6*	0.0

Your Average Monthly Usage is 6.7 Mcf

Your Total Annual Usage is 80.4 Mcf

**Payment Coupon**

Turn Me Over >>  
for more details about your account.

Amount Due by 10/23/2009 \$26.92

Account Number  
10739262 001 000 2

Payment Enclosed \$ [ ]

Is your contact information on the back incorrect? Check this box and detail the correction on the reverse side.

Make check payable to:

I want to help neighbors in need by making a contribution to the WinterCare fuel fund. Check this box and complete the form on the reverse side.

CONTINENTAL LIQUORS INC  
901 13TH ST  
ASHLAND KY 41101-2639

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

00004613 01 AV 0.335 1  
AUTO\*\*SCH 5-DIGIT 41101  
CONTINENTAL LIQUORS INC  
901 13TH ST  
ASHLAND KY 41101-2639

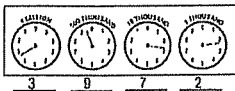
COLUMBIA GAS  
P O BOX 2200  
LEXINGTON KY 40588-2200



**Gas Meter Information (continued)**

**How to Read the Meter** When a pointer is between two numbers on a dial-type meter, read the smaller number except when the pointer is between 9 and 0. Record the reading on the dials from left to right.

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2. Call our 24-hour emergency number from a nearby phone and wait for our service crew to arrive to explain the situation.

**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.

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

**Detail of Charges for Gas Service**

Customer Charge	\$23.96
Gas Delivery Charge	\$0.00
Gas Supply Cost 0.0 Mcf at \$3.61170 per Mcf	\$0.00
Research & Development Factor	\$0.00
Ashland City Franchise Fee	\$0.72
School Tax	\$0.72
Sales Tax	\$1.52
<b>Total Charges for Service This Period</b>	<b>\$26.92</b>

**Service Charges Notes**

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901 13TH St  
Ashland KY 41101-2639  
606-329-2606

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip code \_\_\_\_\_

Home Phone ( ) \_\_\_\_\_

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**Monthly Contribution**

\$10

\$5

\$1

\$ \_\_\_\_\_

**One-Time Contribution**

\$ \_\_\_\_\_

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For gas leaks or odor of gas 24 hours/day  
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**Gas Meter Information**

**Actual Reading** A meter reader has read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

**Estimated Reading** During the months we don't read the meter, we accurately estimate your reading based on the history of usage at the service address and normal temperatures for the billing period. We verify the reading the next time we read the meter to make sure you pay only for the energy you've used.

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

**Billing & Payment Summary**

Customer Name	Continental Liquors Inc	
Previous Amount Due on 10/23/2009	\$26.92	
Payments Received by 10/28/2009	-	\$26.92
Balance on 11/09/2009	=	\$0.00
Charges for Gas Service This Period	+	\$61.15

Amount Due by 11/23/2009 = \$61.15

**Billing & Payment Notes**

If we receive your payment for the current total Amount Due by the due date shown on this bill, you will avoid a late payment charge of 5.00%.  
See back of bill for Detail of Charges for Gas Service.

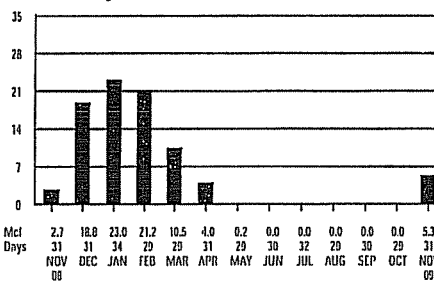
**Service Summary**

Service Location	901 13TH ST Ashland KY 41101-2639	
Meter Number	Meter Readings (31 Billing Days)	
M7203854	Actual Reading on 11/ 9	915
	Actual Reading on 10/ 9	862
	Gas Used (Mcf)	= 5.3

**Service Summary Notes**

Your next actual meter reading date is between 12/08/2009 - 12/14/2009

**Gas Use History**



**Daily Comparisons**

Month	Avg Daily Temp	Avg Daily Usage
Nov '09	50.9*	0.2
Oct '09	63.7*	0.0
Nov '08	53.2*	0.1

Your Average Monthly Usage is 6.9 Mcf

Your Total Annual Usage is 83.0 Mcf

**Payment Coupon**

Amount Due by 11/23/2009 \$61.15

Payment Enclosed \$

Make check payable to:

Turn Me Over for more details about your account

Account Number  
10739262 001 000 2

- Is your contact information on the back incorrect? Check this box and detail the correction on the reverse side.
- I want to help neighbors in need by making a contribution to the WinterCare fuel fund. Check this box and complete the form on the reverse side.

CONTINENTAL LIQUORS INC  
901 13TH ST  
ASHLAND KY 41101-2639

Columbia Gas of Kentucky  
A NISource Company  
P.O. Box 14241  
Lexington, KY 40512-4241

00004130 01 AV 0.335 1  
AUTO\* SCH 5-DIGIT 41101  
CONTINENTAL LIQUORS INC  
901 13TH ST  
ASHLAND KY 41101-2639

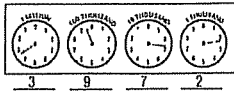
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2. Call our 24-hour emergency number from a nearby phone and wait for our service crew to arrive to explain the situation.

**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.

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

**Detail of Charges for Gas Service**

Customer Charge	\$25.13
Gas Delivery Charge	\$9.92
Gas Supply Cost 5.3 Mcf	\$19.31
Research & Development Factor	\$0.07
Ashland City Franchise Fee	\$1.63
School Tax	\$1.63
Sales Tax	\$3.46
Accelerated Main Replacement Program Rider	\$0.00
<b>Total Charges for Service This Period</b>	<b>\$61.15</b>

**Service Charges Notes**

*The 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.*

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

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**Contact Information Corrections**

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901 13TH St  
Ashland KY 41101-2639  
606-329-2606

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip code \_\_\_\_\_

Home Phone ( ) \_\_\_\_\_

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\$10

\$5

\$1

\$ \_\_\_\_\_

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\$ \_\_\_\_\_

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**Billing Options**

**E-Bill** Go paperless! Sign up for one of our e-bill options and view your bill online.  
**Budget Payment Plan** Reduce the impact of higher, unstable natural gas prices by spreading the cost of winter heating more evenly throughout the year. Know how much to expect to pay each month.

**Customer CHOICE** Purchase your natural gas from an unregulated supplier and have more control over the gas cost portion of your bill, which amounts to nearly two-thirds of your bill. Columbia Gas will still deliver the gas and provide safe, reliable service.

**Payment Options**

**Online** Pay free by electronic check at our Web site.  
**ZipCheck** Authorize your bank to pay your bill automatically each month. Enroll online.  
**NCO EasyPay** Call 1-800-284-8572 or link from our Web site to pay by credit/debit card, or e-check. A convenience fee will apply.  
**Authorized Payment Centers** Call or visit us online to find a payment center near you. Agents charge a fee for each transaction.

**Mail Return coupon below with payment to:**  
Columbia Gas of Kentucky  
P.O. Box 2200  
Lexington, KY 40588-2200

**Gas Meter Information**

**Actual Reading** A meter reader has read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.  
**Estimated Reading** During the months we don't read the meter, we accurately estimate your reading based on the history of usage at the service address and normal temperatures for the billing period. We verify the reading the next time we read the meter to make sure you pay only for the energy you've used.  
**Gas Usage** We measure your gas usage in Mcf equal to 1,000 cubic feet.

**Billing & Payment Summary**

<b>Customer Name</b> Continental Liquors Inc	
Previous Amount Due on 11/23/2009	\$61.15
Payments Received by 11/24/2009	- \$61.15
Balance on 12/10/2009	= \$0.00
Charges for Gas Service This Period	+ \$99.19
<b>Amount Due by 12/29/2009</b>	<b>= \$99.19</b>

**Billing & Payment Notes**

If we receive your payment for the current total Amount Due by the due date shown on this bill, you will avoid a late payment charge of 5.00%.  
See back of bill for Detail of Charges for Gas Service.

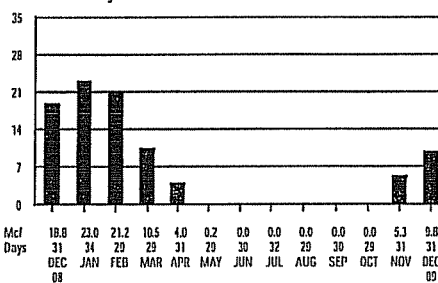
**Service Summary**

<b>Service Location</b> 901 13TH ST Ashland KY 41101-2639	
<b>Meter Number</b> M7203854	<b>Meter Readings (31 Billing Days)</b>
	Actual Reading on 12/10 1013
	Actual Reading on 11/9 915
	Gas Used (Mcf) = 9.8

**Service Summary Notes**

Your next actual meter reading date is between 01/11/2010 - 01/15/2010

**Gas Use History**



**Daily Comparisons**

Month	Avg Daily Temp	Avg Daily Usage
Dec '08	45.0°	8.3
Nov '08	50.9°	0.2
Dec '08	36.0°	0.6

Your Average Monthly Usage is 6.2 Mcf

Your Total Annual Usage is 74.0 Mcf

**Payment Coupon**

Turn Me Over for more details about your account

Amount Due by 12/29/2009 **\$99.19**

Account Number  
10739262 001 000 2

Payment Enclosed \$

Is your contact information on the back incorrect? Check this box and detail the correction on the reverse side.

Make check payable to:

I want to help neighbors in need by making a contribution to the WinterCare fuel fund. Check this box and complete the form on the reverse side.

CONTINENTAL LIQUORS INC  
901 13TH ST  
ASHLAND KY 41101-2639

Columbia Gas of Kentucky  
A NISource Company  
P.O. Box 14241  
Lexington, KY 40512-4241

00005670 01 AV 0.335 1  
AUTO\* SCH 5-DIGIT 41101  
CONTINENTAL LIQUORS INC  
901 13TH ST  
ASHLAND KY 41101-2639

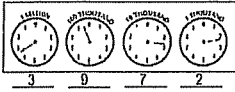
COLUMBIA GAS  
P O BOX 2200  
LEXINGTON KY 40508-2200



**Gas Meter Information (continued)**

**How to Read the Meter** When a pointer is between two numbers on a dial-type meter, read the smaller number except when the pointer is between 9 and 0. Record the reading on the dials from left to right.

Example:



**Legal Notices**

**Rate Schedule Information** about rate schedules is available upon request.

**Bankruptcy Notices** Mail to Columbia Gas of Kentucky, Revenue Recovery, 200 Civic Center Dr., Columbus, OH 43215.

**Other Correspondence (except payments)** Mail to Columbia Gas of Kentucky, P.O. Box 2318, Columbus, OH 43216-2318

**Safety Tips**

**Odor of Gas** We add a distinctive odor to your natural gas to alert you to a leak in or around your home. If you smell an odor of gas:

1. Leave the building immediately. Leave the door open on your way out, and don't use light switches or matches.
2. Call our 24-hour emergency number from a nearby phone and wait for our service crew to arrive to explain the situation.

**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.

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

**Detail of Charges for Gas Service**

Customer Charge	\$25.13
Gas Delivery Charge	\$20.21
Gas Supply Cost 9.0 Mcf at \$4.36000 per Mcf	\$42.02
Research & Development Factor	\$0.12
Ashland City Franchise Fee	\$2.65
School Tax	\$2.65
Sales Tax	\$5.61
Accelerated Main Replacement Program Rider	\$0.00
<b>Total Charges for Service This Period</b>	<b>\$99.19</b>

**Service Charges Notes**

*The 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.*

*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 the local distribution company.*

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**Contact Information Corrections**

If this mailing address or phone number are incorrect, please make the necessary corrections on the lines below.

901 13TH St  
Ashland KY 41101-2639  
606-329-2606

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip code \_\_\_\_\_

Home Phone ( ) \_\_\_\_\_

**WinterCare Contribution**

Administered by The Community Action Council through donations from Columbia Gas customers, employees, and matching company contributions, WinterCare provides financial assistance to your neighbors who have no other options to help maintain their natural gas service.

You can contribute to the program monthly by authorizing the amount of your donation to be added to your monthly gas bill. For a one-time donation, simply make your check payable to the WinterCare and return it to Columbia Gas along with your regular gas bill payment. However you choose to contribute, your donation is tax-deductible.

**Monthly Contribution**

\$10

\$5

\$1

\$ \_\_\_\_\_

**One-Time Contribution**

\$ \_\_\_\_\_

**How to Contact Us**

1-800-432-9345  
For DirectLink self-service 24 hours/day  
For billing questions,  
call 9 a.m. - 5 p.m., Mon. - Fri. before due date  
For quickest response,  
call 11 a.m. - 3 p.m., Tues. - Fri.  
1-800-432-9515  
For gas leaks or odor of gas 24 hours/day  
Press option 2 after the greeting  
711  
For hearing-impaired relay  
www.columbiagas.com  
For account information, descriptions of our services,  
safety and conservation tips.

**Billing Options**

**E-Bill** Go paperless! Sign up for one of our e-bill options and view your bill online.  
**Budget Payment Plan** Reduce the impact of higher, unstable natural gas prices by spreading the cost of winter heating more evenly throughout the year. Know how much to expect to pay each month.

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**Mail** Return coupon below with payment to:

Columbia Gas of Kentucky  
P.O. Box 2200  
Lexington, KY 40588-2200

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**Actual Reading** A meter reader has read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.  
**Estimated Reading** During the months we don't read the meter, we accurately estimate your reading based on the history of usage at the service address and normal temperatures for the billing period. We verify the reading the next time we read the meter to make sure you pay only for the energy you've used.  
**Gas Usage** We measure your gas usage in Mcf equal to 1,000 cubic feet.

**Billing & Payment Summary**

<b>Customer Name</b> Continental Liquors Inc	
Previous Amount Due on 12/29/2009	\$99.19
Payments Received by 12/29/2009	- \$99.19
Balance on 01/13/2010	= \$0.00
Charges for Gas Service This Period	+ \$183.53
<b>Amount Due by 01/27/2010</b>	<b>= \$183.53</b>

**Billing & Payment Notes**

If we receive your payment for the current total amount due by the due date shown on this bill, you will avoid a late payment charge of 5.00%.  
See back of bill for Detail of Charges for Gas Service.

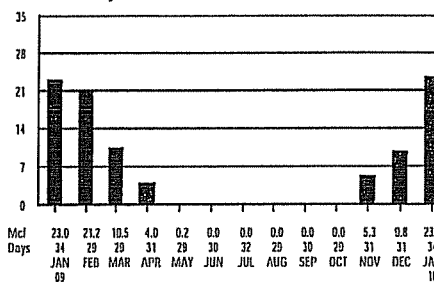
**Service Summary**

<b>Service Location</b> 901 13TH ST Ashland KY 41101-2639	
<b>Meter Number</b> M7203854	<b>Meter Readings (34 Billing Days)</b>
	Actual Reading on 1/13 1249
	Actual Reading on 12/10 - 1013
	Gas Used (Mcf) = 23.6

**Service Summary Notes**

Your next actual meter reading date is between 02/03/2010 - 02/15/2010

**Gas Use History**



**Daily Comparisons**

Month	Avg Daily Temp	Avg Daily Usage
Jan '10	29.6*	0.7
Dec '09	45.6*	0.3
Jan '09	36.7*	0.7

Your Average Monthly Usage is 6.2 Mcf

Your Total Annual Usage is 74.6 Mcf

**Payment Coupon**

Amount Due by 1/27/2010 **\$183.53**

Payment Enclosed \$

Make check payable to:

Turn Me Over ▶▶  
for more details about  
your account

Account Number  
10739262 001 000 2

Is your contact information on the back incorrect? Check this box and detail the correction on the reverse side.

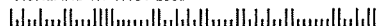
I want to help neighbors in need by making a contribution to the WinterCare fuel fund. Check this box and complete the form on the reverse side.

CONTINENTAL LIQUORS INC  
901 13TH ST  
ASHLAND KY 41101-2639

Columbia Gas of Kentucky  
A NISource Company  
P.O. Box 14241  
Lexington, KY 40512-4241

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AUTO \*SCH 5-DIGIT 41101  
CONTINENTAL LIQUORS INC  
901 13TH ST  
ASHLAND KY 41101-2639

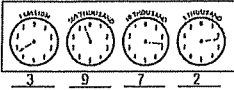
COLUMBIA GAS  
P O BOX 2200  
LEXINGTON KY 40588-2200



**Gas Meter Information (continued)**

How to Read the Meter When a pointer is between two numbers on a dial-type meter, read the smaller number except when the pointer is between 9 and 0. Record the reading on the dials from left to right.

Example:



**Legal Notices**

Rate Schedule Information about rate schedules is available upon request.

Bankruptcy Notices Mail to Columbia Gas of Kentucky, Revenue Recovery, 200 Civic Center Dr., Columbus, OH 43215.

Other Correspondence (except payments) Mail to Columbia Gas of Kentucky, P.O. Box 2310, Columbus, OH 43216-2318

**Safety Tips**

Odor of Gas We add a distinctive odor to your natural gas to alert you to a leak in or around your home. If you smell an odor of gas:

1. Leave the building immediately. Leave the door open on your way out, and don't use light switches or matches.
2. Call our 24-hour emergency number from a nearby phone and wait for our service crew to arrive to explain the situation.

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.

Employee Identification All of our employees and approved meter readers and contractors carry photo identification. If someone claims to represent the gas company, ask to see identification. Call the police if you see suspicious activity.

**Detail of Charges for Gas Service**

Customer Charge	\$25.13
Gas Delivery Charge	\$34.81
Gas Supply Cost 23.6 Mcf at \$4.36880 per Mcf	\$103.11
Research & Development Factor	\$0.29
Ashland City Franchise Fee	\$4.90
School Tax	\$4.90
Sales Tax	\$10.39
Accelerated Main Replacement Program Rider	\$0.00
<b>Total Charges for Service This Period</b>	<b>\$183.53</b>

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901 13TH St  
Ashland KY 41101-2639  
606-329-2606

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip code \_\_\_\_\_

Home Phone ( ) \_\_\_\_\_

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You can contribute to the program monthly by authorizing the amount of your donation to be added to your monthly gas bill. For a one-time donation, simply make your check payable to the WinterCare and return it to Columbia Gas along with your regular gas bill payment. However you choose to contribute, your donation is tax-deductible.

**Monthly Contribution**

\$10

\$5

\$1

\$ \_\_\_\_\_

**One-Time Contribution**

\$ \_\_\_\_\_



**How to Contact Us**

1-800-432-9345  
For DirectLink self-service 24 hours/day  
For billing questions,  
call 8 a.m. - 5 p.m., Mon. - Fri. before due date  
For quickest response,  
call 11 a.m. - 3 p.m., Tues. - Fri.

1-800-432-9515  
For gas leaks or odor of gas 24 hours/day  
Press option 2 after the greeting  
711  
For hearing-impaired relay  
www.columbiagasky.com  
For account information, descriptions of our services,  
safety and conservation tips.

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P.O. Box 2200  
Lexington, KY 40588-2200

**Gas Meter Information**

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

**Billing & Payment Summary**

<b>Customer Name</b> Continental Liquors Inc	
Previous Amount Due on 01/27/2010	\$183.53
Payments Received by 01/27/2010	- \$183.53
Balance on 02/11/2010	= \$0.00
Charges for Gas Service This Period	+ \$185.26
<b>Amount Due by 02/25/2010</b>	<b>= \$185.26</b>

**Billing & Payment Notes**

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See back of bill for Detail of Charges for Gas Service.

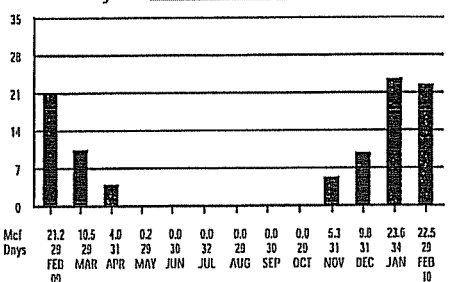
**Service Summary**

<b>Service Location</b> 901 13TH ST Ashland KY 41101-2639	
<b>Meter Number</b> M7203854	<b>Meter Readings (29 Billing Days)</b>
	Actual Reading on 2/11 1474
	Actual Reading on 1/13 - 1249
	Gas Used (Mcf) = 22.5

**Service Summary Notes**

Your next actual meter reading date is between 03/18/2010 - 03/16/2010

**Gas Use History**



**Daily Comparisons**

Month	Avg Daily Temp	Avg Daily Usage
Feb '10	31.4*	0.8
Jan '10	29.6*	0.7
Feb '09	30.4*	0.7

Your Average Monthly Usage is 6.3 Mcf

Your Total Annual Usage is 75.9 Mcf

**Payment Coupon**

Amount Due by 2/25/2010 **\$185.26**

Payment Enclosed \$

Make check payable to:

Turn Me Over >>  
for more details about your account

Account Number  
10739262 001 000 2

Is your contact information on the back incorrect? Check this box and detail the correction on the reverse side.

I want to help neighbors in need by making a contribution to the Winter Care fuel fund. Check this box and complete the form on the reverse side.

CONTINENTAL LIQUORS INC  
901 13TH ST  
ASHLAND KY 41101-2639

Columbia Gas of Kentucky  
A NISource Company  
P.O. Box 14241  
Lexington, KY 40512-4241

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AUTO\*\*SCH 5-DIGIT 41101  
CONTINENTAL LIQUORS INC  
901 13TH ST  
ASHLAND KY 41101-2639

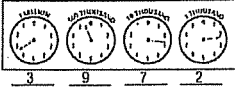
COLUMBIA GAS  
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**Gas Meter Information (continued)**

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2. Call our 24-hour emergency number from a nearby phone and wait for our service crew to arrive to explain the situation.

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

**Detail of Charges for Gas Service**

Customer Charge	\$25.13
Gas Delivery Charge	\$41.17
Gas Supply Cost 22.5 Mcf at \$4.36000 per Mcf	\$98.29
Research & Development Factor	\$0.20
Ashland City Franchise Fee	\$4.95
School Tax	\$4.95
Sales Tax	\$10.49
Accelerated Main Replacement Program Rider	\$0.00
<b>Total Charges for Service This Period</b>	<b>\$185.26</b>

**Service Charges Notes**

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901 13TH St  
Ashland KY 41101-2639  
606-329-2606

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip code \_\_\_\_\_

Home Phone ( ) \_\_\_\_\_

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**Monthly Contribution**

\$10

\$5

\$1

\$ \_\_\_\_\_

**One-Time Contribution**

\$ \_\_\_\_\_

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1-800-432-9345  
For Direct Link self-service 24 hours/day  
For billing questions,  
call 8 a.m. - 5 p.m., Mon. - Fri. before due date  
For quickest response,  
call 11 a.m. - 3 p.m., Tues. - Fri.  
1-800-432-9515  
For gas leaks or odor of gas 24 hours/day  
Press option 2 after the greeting  
711  
For hearing-impaired relay  
www.columbiagasky.com  
For account information, descriptions of our services,  
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**ZipCheck** Authorize your bank to pay your bill automatically each month. Enroll online.  
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**Mail** Return coupon below with payment to:

Columbia Gas of Kentucky  
P.O. Box 742523  
Cincinnati, OH 45274-2523

**Gas Meter Information**

**Actual Reading** A meter reader has read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.  
**Estimated Reading** During the months we don't read the meter, we accurately estimate your reading based on the history of usage at the service address and normal temperatures for the billing period. We verify the reading the next time we read the meter to make sure you pay only for the energy you've used.  
**Gas Usage** We measure your gas usage in Mcf equal to 1,000 cubic feet.

**Billing & Payment Summary**

<b>Customer Name</b> Continental Liquors Inc	
Previous Amount Due on 02/25/2010	\$185.26
Payments Received by 03/05/2010	- \$185.26
Balance on 03/12/2010	= \$0.00
Charges for Gas Service This Period	+ \$189.35
<b>Amount Due by 03/26/2010</b>	<b>= \$189.35</b>

**Billing & Payment Notes**

If we receive your payment for the current total Amount Due by the due date shown on this bill, you will avoid a late payment charge of 5.00%.  
See back of bill for Detail of Charges for Gas Service.

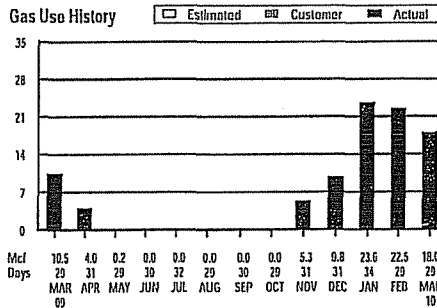
**Service Summary**

<b>Service Location</b> 901 13TH ST Ashland KY 41101-2639	
<b>Meter Number</b> M7203054	<b>Meter Readings (29 Billing Days)</b>
	Actual Reading on 3/12 1654
	Actual Reading on 2/11 - 1474
	Gas Used (Mcf) = 18.0

**Service Summary Notes**

Your next actual meter reading date is between 04/09/2010 - 04/15/2010

**Gas Use History**



**Daily Comparisons**

Month	Temp	Avg Daily Usage
Mar '10	35.4*	0.6
Feb '10	34.4*	0.0
Mar '09	40.9*	0.4

Your Average Monthly Usage is 7.0 Mcf

Your Total Annual Usage is 83.4 Mcf

**Payment Coupon**

Amount Due by 3/26/2010 **\$189.35**

Payment Enclosed \$

Make check payable to:

COLUMBIA GAS  
P O BOX 742523  
CINCINNATI OH 45274-2523

Turn Me Over >>  
for more details about  
your account

Account Number  
10739262 001 000 2

- Is your contact information on the back incorrect? Check this box and detail the correction on the reverse side.
- I want to help neighbors in need by making a contribution to the WinterCare fuel fund. Check this box and complete the form on the reverse side.



CONTINENTAL LIQUORS INC  
901 13TH ST  
ASHLAND KY 41101-2639

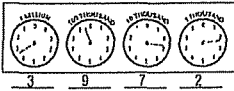
Columbia Gas of Kentucky  
A NISource Company  
P.O. Box 14211  
Lexington, KY 40512-4241

00003794 01 AV 0.335 1  
AUTO\*\*SCH 5-DIGIT 41101  
CONTINENTAL LIQUORS INC  
901 13TH ST  
ASHLAND KY 41101-2639

**Gas Meter Information (continued)**

**How to Read the Meter** When a pointer is between two numbers on a dial-type meter, read the smaller number except when the pointer is between 9 and 0. Record the reading on the dials from left to right.

Example:



**Legal Notices**

**Rate Schedule Information** about rate schedules is available upon request.

**Check Processing Information** If you pay your bill by check, you authorize us to convert the check into a one-time electronic fund transfer from your checking account. Funds could be withdrawn from your account as early as the day after we receive your payment. Your check will not be returned to you, but the transaction will be noted on your financial statement. If you do not want your check converted, please call 1-800-895-9555, 8 a.m. - 8 p.m., Mon. - Fri EST.

**Bankruptcy Notices** Mail to Columbia Gas of Kentucky, Revenue Recovery, 200 Civic Center Dr., Columbus, OH 43215.

**Other Correspondence** (except payments) Mail to Columbia Gas of Kentucky, P.O. Box 2318, Columbus, OH 43216-2318

**Safety Tips**

**Odor of Gas** We add a distinctive odor to your natural gas to alert you to a leak in or around your home. If you smell an odor of gas:

1. Leave the building immediately. Leave the door open on your way out, and don't use light switches or matches.
2. Call our 24-hour emergency number from a nearby phone and wait for our service crew to arrive to explain the situation.

**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.

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

**Detail of Charges for Gas Service**

Customer Charge	\$25.13
Gas Delivery Charge	\$27.70
Gas Supply Cost 18.0 Mcf at \$6.41390 per Mcf	\$115.45
Research & Development Factor	\$0.23
Ashland City Franchise Fee	\$5.06
School Tax	\$5.06
Sales Tax	\$10.72
Accelerated Main Replacement Program Rider	\$0.00
<b>Total Charges for Service This Period</b>	<b>\$189.35</b>

**Service Charges Notes**

*The 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.*

*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 the local distribution company.*

*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.*

**Contact Information Corrections**

If this mailing address or phone number are incorrect, please make the necessary corrections on the lines below.

901 13TH St  
Ashland KY 41101-2639  
606-329-2606

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip code \_\_\_\_\_

Home Phone ( ) \_\_\_\_\_

**WinterCare Contribution**

Administered by The Community Action Council through donations from Columbia Gas customers, employees, and matching company contributions, WinterCare provides financial assistance to your neighbors who have no other options to help maintain their natural gas service.

You can contribute to the program monthly by authorizing the amount of your donation to be added to your monthly gas bill. For a one-time donation, simply make your check payable to the WinterCare and return it to Columbia Gas along with your regular gas bill payment. However you choose to contribute, your donation is tax-deductible.

**Monthly Contribution**

\$10

\$5

\$1

\$ \_\_\_\_\_

**One-Time Contribution**

\$ \_\_\_\_\_

CHECKERS VIDEO & LAUNDROMAT

1200 BRYAN STREET

**How to Contact Us**

1-800-432-9345  
For DirectLink self-service 24 hours/day  
For billing questions,  
call 9 a.m. - 5 p.m., Mon. - Fri. before due date  
For quickest response,  
call 11 a.m. - 3 p.m., Tues. - Fri.  
1-800-432-9515  
For gas leaks or odor of gas 24 hours/day  
Press option 2 after the greeting  
711  
For hearing-impaired relay  
www.columbiagas.com  
For account information, descriptions of our services,  
safety and conservation tips.

**Billing Options**

**E-Bill** Go paperless! Sign up for one of our e-bill options and view your bill online.  
**Budget Payment Plan** Reduce the impact of higher, unstable natural gas prices by spreading the cost of winter heating more evenly throughout the year. Know how much to expect to pay each month.  
**Customer CHOICE** Purchase your natural gas from an unregulated supplier and have more control over the gas cost portion of your bill, which amounts to nearly two-thirds of your bill. Columbia Gas will still deliver the gas and provide safe, reliable service.

**Payment Options**

**Online** Pay free by electronic check at our Web site.  
**ZipCheck** Authorize your bank to pay your bill automatically each month. Enroll online.  
**NCO EasyPay** Call 1-800-284-8572 or link from our Web site to pay by credit/debit card, or e-check. A convenience fee will apply.  
**Authorized Payment Centers** Call or visit us online to find a payment center near you. Agents charge a fee for each transaction.  
**Mail Return** coupon below with payment to:  
Columbia Gas of Kentucky  
P.O. Box 2200  
Lexington, KY 40588-2200

**Gas Meter Information**

**Actual Reading** A meter reader has read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.  
**Estimated Reading** During the months we don't read the meter, we accurately estimate your reading based on the history of usage at the service address and normal temperatures for the billing period. We verify the reading the next time we read the meter to make sure you pay only for the energy you've used.  
**Gas Usage** We measure your gas usage in Mcf equal to 1,000 cubic feet.

**Billing & Payment Summary**

<b>Customer Name</b> Checkers Video & Laundromat Jim Gibbs	
Previous Amount Due on 08/25/2009	\$961.95
Payments Received by 08/25/2009	- \$961.95
Balance on 09/10/2009	= \$0.00
Charges for Gas Service This Period	+ \$585.02
<b>Amount Due by 09/24/2009</b>	<b>= \$585.02</b>

**Billing & Payment Notes**

If we receive your payment for the current total amount due by the due date shown on this bill, you will avoid a late payment charge of 5.00%.  
See back of bill for Detail of Charges for Gas Service.

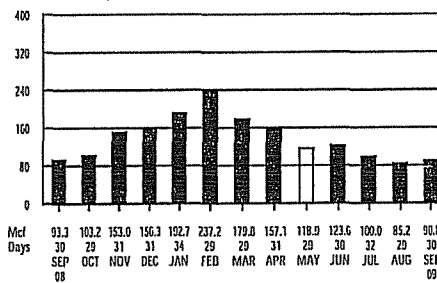
**Service Summary**

<b>Service Location</b> Bryan St Ashland KY 41101	
<b>Meter Number</b> 8613052	<b>Meter Readings (30 Billing Days)</b>
	Actual Reading on 9/10 91962
	Actual Reading on 8/11 91054
	Gas Used (Mcf) = 90.8

**Service Summary Notes**

Your next actual meter reading date is between 10/07/2009 - 10/13/2009

**Gas Use History**



**Daily Comparisons**

Month	Avg Daily Temp	Avg Daily Usage
Sep '09	71.0*	3.0
Aug '09	71.1*	2.9
Sep '08	73.5*	3.1

Your Average Monthly Usage Is 141.5 Mcf  
Your Total Annual Usage Is 1697.8 Mcf

**Payment Coupon**

Amount Due by 9/24/2009 \$585.02

Payment Enclosed \$

Make check payable to:

COLUMBIA GAS  
P O BOX 2200  
LEXINGTON KY 40588-2200

Turn Me Over for more details about your account

Account Number  
13876786 001 000 0

- Is your contact information on the back incorrect? Check this box and detail the correction on the reverse side.
- I want to help neighbors in need by making a contribution to the Winter Care fuel fund. Check this box and complete the form on the reverse side.

CHECKERS VIDEO & LAUNDROMAT  
JIM GIBBS  
1001 13TH ST  
ASHLAND KY 41101-2641

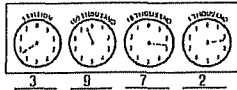
Columbia Gas of Kentucky  
A NISource Company  
P.O. Box 14241  
Lexington, KY 40512-4241

00005391 01 AV 0.335 1  
AUTO\*\*SCH 5-DIGIT 41101  
CHECKERS VIDEO & LAUNDROMAT  
JIM GIBBS  
1001 13TH ST  
ASHLAND KY 41101-2641



**Gas Meter Information (continued)**

How to Read the Meter When a pointer is between two numbers on a dial-type meter, read the smaller number except when the pointer is between 9 and 0. Record the reading on the dials from left to right.  
Example:



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**Rate Schedule Information** about rate schedules is available upon request.

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1. Leave the building immediately. Leave the door open on your way out, and don't use light switches or matches.
2. Call our 24-hour emergency number from a nearby phone and wait for our service crew to arrive to explain the situation.

**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.

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

**Detail of Charges for Gas Service**

Customer Charge	\$23.96
Gas Delivery Charge	\$167.64
Gas Supply Cost 90.8 Mcf at \$3.61170 per Mcf	\$327.94
Research & Development Factor	\$1.13
Ashland City Franchise Fee	\$15.62
School Tax	\$15.62
Sales Tax	\$33.11
<b>Total Charges for Service This Period</b>	<b>\$585.02</b>

**Service Charges Notes**

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**Contact Information Corrections**

If this mailing address or phone number are incorrect, please make the necessary corrections on the lines below.

1001 13TH St  
Ashland KY 41101-2641  
606-329-0255

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip code \_\_\_\_\_

Home Phone ( ) \_\_\_\_\_

**WinterCare Contribution**

Administered by The Community Action Council through donations from Columbia Gas customers, employees, and matching company contributions, WinterCare provides financial assistance to your neighbors who have no other options to help maintain their natural gas service.

You can contribute to the program monthly by authorizing the amount of your donation to be added to your monthly gas bill. For a one-time donation, simply make your check payable to the WinterCare and return it to Columbia Gas along with your regular gas bill payment. However you choose to contribute, your donation is tax-deductible.

**Monthly Contribution**

\$10

\$5

\$1

\$ \_\_\_\_\_

**One-Time Contribution**

\$ \_\_\_\_\_

**How to Contact Us**

1-800-432-9345  
For DirectLink self-service 24 hours/day  
For billing questions,  
call 8 a.m. - 5 p.m., Mon. - Fri. before due date  
For quickest response,  
call 11 a.m. - 3 p.m., Tues. - Fri.  
1-800-432-9515  
For gas leaks or odor of gas 24 hours/day  
Press option 2 after the greeting  
711  
For hearing-impaired relay  
www.columbiagasky.com  
For account information, descriptions of our services,  
safety and conservation tips.

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**E-Bill** Go paperless! Sign up for one of our e-bill options and view your bill online.  
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**NCO EasyPay** Call 1-800-284-8572 or link from our Web site to pay by credit/debit card, or e-check. A convenience fee will apply.  
**Authorized Payment Centers** Call or visit us online to find a payment center near you. Agents charge a fee for each transaction.  
**Mail** Return coupon below with payment to:  
Columbia Gas of Kentucky  
P.O. Box 2200  
Lexington, KY 40588-2200

**Gas Meter Information**

**Actual Reading** A meter reader has read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.  
**Estimated Reading** During the months we don't read the meter, we accurately estimate your reading based on the history of usage at the service address and normal temperatures for the billing period. We verify the reading the next time we read the meter to make sure you pay only for the energy you've used.  
**Gas Usage** We measure your gas usage in Mcf equal to 1,000 cubic feet.

**Billing & Payment Summary**

<b>Customer Name</b> Checkers Video & Laundromat Jim Gibbs	
Previous Amount Due on 09/24/2009	\$585.02
Payments Received by 09/23/2009	- \$585.02
Balance on 10/09/2009	= \$0.00
Charges for Gas Service This Period	+ \$639.42
<b>Amount Due by 10/23/2009</b>	<b>= \$639.42</b>

**Billing & Payment Notes**

If we receive your payment for the current total Amount Due by the due date shown on this bill, you will avoid a late payment charge of 5.00%.  
See back of bill for Detail of Charges for Gas Service.

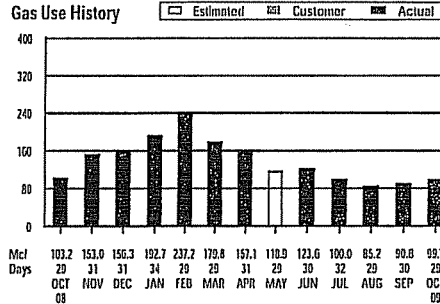
**Service Summary**

<b>Service Location</b> Bryan St Ashland KY 41101	
<b>Meter Number</b> 8613052	<b>Meter Readings (29 Billing Days)</b>
	Actual Reading on 10/ 9 92959
	Actual Reading on 9/10 - 91962
	Gas Used (Mcf) = 99.7

**Service Summary Notes**

Your next actual meter reading date is between 11/09/2009 - 11/11/2009

**Gas Use History**



**Daily Comparisons**

Month	Avg Daily Temp	Avg Daily Usage
Oct '08	63.7°	3.4
Sep '08	71.0°	3.0
Oct '08	66.6°	3.6

Your Average Monthly Usage is 141.2 Mcf

Your Total Annual Usage is 1694.3 Mcf

**Payment Coupon**

Turn Me Over ▶▶  
for more details about  
your account

Amount Due by 10/23/2009 **\$639.42**

Account Number  
13876786 001 000 0

CHECKERS VIDEO & LAUNDROMAT  
JIM GIBBS  
1001 13TH ST  
ASHLAND KY 41101-2641

Columbia Gas  
of Kentucky  
A NISource Company  
P.O. Box 14241  
Lexington, KY 40512-4241

Payment Enclosed \$

Make check payable to:

COLUMBIA GAS  
P O BOX 2200  
LEXINGTON KY 40588-2200

Is your contact information on the back incorrect? Check this box and detail the correction on the reverse side.

I want to help neighbors in need by making a contribution to the WinterCare fuel fund. Check this box and complete the form on the reverse side.

00004614 01 AV 0.335 1  
AUTO\*\*SCH 5-DIGIT 41101  
CHECKERS VIDEO & LAUNDROMAT  
JIM GIBBS  
1001 13TH ST  
ASHLAND KY 41101-2641

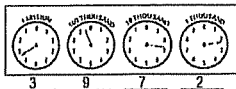




**Gas Meter Information (continued)**

How to Read the Meter When a pointer is between two numbers on a dial-type meter, read the smaller number except when the pointer is between 9 and 0. Record the reading on the dials from left to right.

Example:



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**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.

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

**Detail of Charges for Gas Service**

Customer Charge	\$23.96
Gas Delivery Charge	\$103.00
Gas Supply Cost 99.7 Mcf at \$3.61170 per Mcf	\$360.09
Research & Development Factor	\$1.24
Ashland City Franchise Fee	\$17.07
School Tax	\$17.07
Sales Tax	\$36.19
<b>Total Charges for Service This Period</b>	<b>\$639.42</b>

**Service Charges Notes**

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**Contact Information Corrections**

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1001 13TH St  
Ashland KY 41101-2641  
606-329-8255

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip code \_\_\_\_\_

Home Phone ( ) \_\_\_\_\_

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**Monthly Contribution**

\$10

\$5

\$1

\$ \_\_\_\_\_

**One-Time Contribution**

\$ \_\_\_\_\_

**How to Contact Us**

1-800-432-9345  
For DirectLink self-service 24 hours/day  
For billing questions,  
call 8 a.m. - 5 p.m., Mon. - Fri. before due date  
For quickest response,  
call 11 a.m. - 3 p.m., Tues. - Fri.  
1-800-432-9515  
For gas leaks or odor of gas 24 hours/day  
Press option 2 after the greeting  
711  
For hearing-impaired relay  
www.columbiagas.com  
For account information, descriptions of our services,  
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**Budget Payment Plan** Reduce the impact of higher, unstable natural gas prices by spreading the cost of winter heating more evenly throughout the year. Know how much to expect to pay each month.  
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**Online** Pay free by electronic check at our Web site.  
**ZipCheck** Authorize your bank to pay your bill automatically each month. Enroll online.  
**NCO EasyPay** Call 1-800-284-8572 or link from our Web site to pay by credit/debit card, or e-check. A convenience fee will apply.  
**Authorized Payment Centers** Call or visit us online to find a payment center near you. Agents charge a fee for each transaction.  
**Mail Return** coupon below with payment to:  
Columbia Gas of Kentucky  
P.O. Box 2200  
Lexington, KY 40508-2200

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**Actual Reading** A meter reader has read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.  
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**Gas Usage** We measure your gas usage in Mcf equal to 1,000 cubic feet.

**Billing & Payment Summary**

<b>Customer Name</b> Checkers Video & Laundromat Jim Gibbs	
Previous Amount Due on 10/23/2009	\$639.42
Payments Received by 10/26/2009	- \$639.42
Balance on 11/09/2009	= \$0.00
Charges for Gas Service This Period	+ \$762.95
<b>Amount Due by 11/23/2009</b>	<b>= \$762.95</b>

**Billing & Payment Notes**

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See back of bill for Detail of Charges for Gas Service.

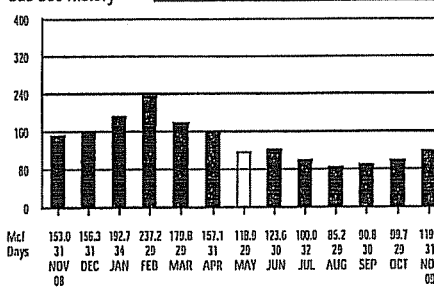
**Service Summary**

<b>Service Location</b> Bryan St Ashland KY 41101	
<b>Meter Number</b> 8613052	<b>Meter Readings (31 Billing Days)</b>
	Actual Reading on 11/ 9 941.49
	Actual Reading on 10/ 9 - 929.59
	Gas Used (Mcf) = 119.0

**Service Summary Notes**

Your next actual meter reading date is between 12/08/2009 - 12/14/2009

**Gas Use History**



**Daily Comparisons**

Month	Avg Daily Temp	Avg Daily Usage
Nov '09	50.3°	3.0
Oct '09	63.7°	3.4
Nov '08	53.2°	4.9

Your Average Monthly Usage is 138.4 Mcf

Your Total Annual Usage is 1660.3 Mcf

**Payment Coupon**

Amount Due by 11/23/2009 **\$762.95**

Payment Enclosed \$

Make check payable to:

Turn Me Over for more details about your account

Account Number  
13876786 001 000 0

Is your contact information on the back incorrect? Check this box and detail the correction on the reverse side.

I want to help neighbors in need by making a contribution to the Winter Care fuel fund. Check this box and complete the form on the reverse side.

CHECKERS VIDEO & LAUNDROMAT  
JIM GIBBS  
1001 13TH ST  
ASHLAND KY 41101-2641

Columbia Gas of Kentucky  
A NISource Company  
P.O. Box 14241  
Lexington, KY 40512-4241

00004131 01 AV 0.335 1  
AUTO\* SCH 5-DIGIT 41101  
CHECKERS VIDEO & LAUNDROMAT  
JIM GIBBS  
1001 13TH ST  
ASHLAND KY 41101-2641

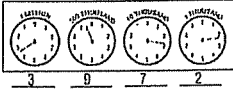
COLUMBIA GAS  
P O BOX 2200  
LEXINGTON KY 40508-2200



**Gas Meter Information (continued)**

How to Read the Meter When a pointer is between two numbers on a dial-type meter, read the smaller number except when the pointer is between 9 and 0. Record the reading on the dials from left to right.

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

**Detail of Charges for Gas Service**

Customer Charge	\$25.13
Gas Delivery Charge	\$218.83
Gas Supply Cost 119.0 Mcf	\$433.50
Research & Development Factor	\$1.48
Ashland City Franchise Fee	\$20.37
School Tax	\$20.37
Sales Tax	\$43.19
Accelerated Main Replacement Program Rider	\$0.00
<b>Total Charges for Service This Period</b>	<b>\$762.95</b>

**Service Charges Notes**

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**Contact Information Corrections**

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1001 13TH ST  
Ashland KY 41101-2641  
606-329-8255

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip code \_\_\_\_\_

Home Phone ( ) \_\_\_\_\_

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**Monthly Contribution**

\$10

\$5

\$1

\$ \_\_\_\_\_

**One-Time Contribution**

\$ \_\_\_\_\_

**How to Contact Us**

1-800-432-9345  
For DirectLink self-service 24 hours/day  
For billing questions,  
call 8 a.m. - 5 p.m., Mon. - Fri. before due date  
For quickest response,  
call 11 a.m. - 3 p.m., Tues. - Fri.  
1-800-432-9515  
For gas leaks or odor of gas 24 hours/day  
Press option 2 after the greeting  
711  
For hearing-impaired relay  
www.columbiagas.com  
For account information, descriptions of our services,  
safety and conservation tips.

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**E-Bill** Go paperless! Sign up for one of our e-bill options and view your bill online.  
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**Mail Return** coupon below with payment to:  
Columbia Gas of Kentucky  
P.O. Box 2200  
Lexington, KY 40588-2200

**Gas Meter Information**

**Actual Reading** A meter reader has read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.  
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**Gas Usage** We measure your gas usage in Mcf equal to 1,000 cubic feet.

**Billing & Payment Summary**

<b>Customer Name</b> Checkers Video & Laundromat Jim Gibbs		
Previous Amount Due on 11/23/2009		\$762.95
Payments Received by 11/20/2009	-	\$762.95
Balance on 12/10/2009	=	\$0.00
Charges for Gas Service This Period	+	\$957.51
<b>Amount Due by 12/29/2009</b>	<b>=</b>	<b>\$957.51</b>

**Billing & Payment Notes**

If we receive your payment for the current total Amount Due by the due date shown on this bill, you will avoid a late payment charge of 5.00%.  
See back of bill for Detail of Charges for Gas Service.

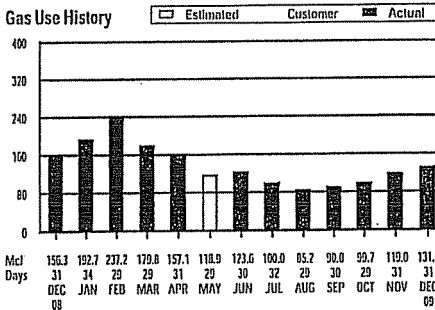
**Service Summary**

<b>Service Location</b> Bryan St Ashland KY 41101		
<b>Meter Number</b> 8613052	<b>Meter Readings (31 Billing Days)</b>	
	Actual Reading on 12/10	95468
	Actual Reading on 11/9	94149
	Gas Used (Mcf)	= 131.9

**Service Summary Notes**

Your next actual meter reading date is between 01/11/2010 - 01/15/2010

**Gas Use History**



**Daily Comparisons**

Month	Avg Daily Temp	Avg Daily Usage
Dec '09	45.8°	4.3
Nov '09	50.9°	3.8
Dec '08	36.8°	5.0

Your Average Monthly Usage is 136.3 Mcf

Your Total Annual Usage is 1635.0 Mcf

**Payment Coupon**

Amount Due by 12/29/2009	\$957.51	Account Number 13876786 001 000 0
--------------------------	----------	--------------------------------------

CHECKERS VIDEO & LAUNDROMAT  
JIM GIBBS  
1001 13TH ST  
ASHLAND KY 41101-2641

Columbia Gas of Kentucky  
A NISource Company  
P.O. Box 14241  
Lexington, KY 40512-4241

00005679 01 AV 0.335 1  
AUTO\*\*SCH 5-DIGIT 41101  
CHECKERS VIDEO & LAUNDROMAT  
JIM GIBBS  
1001 13TH ST  
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Payment Enclosed \$

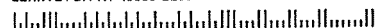
Make check payable to:

COLUMBIA GAS  
P O BOX 2200  
LEXINGTON KY 40588-2200

Turn Me Over >>  
for more details about  
your account

Is your contact information on the back incorrect? Check this box and detail the correction on the reverse side.

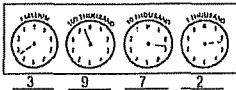
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**Gas Meter Information (continued)**

*How to Read the Meter* When a pointer is between two numbers on a dial-type meter, read the smaller number except when the pointer is between 9 and 0. Record the reading on the dials from left to right.

Example:



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1. Leave the building immediately. Leave the door open on your way out, and don't use light switches or matches.
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**Employee Identification** All of our employees and approved meter readers and contractors carry photo identification. If someone claims to represent the gas company, ask to see identification. Call the police if you see suspicious activity.

**Detail of Charges for Gas Service**

Customer Charge	\$25.13
Gas Delivery Charge	\$249.15
Gas Supply Cost 131.9 Mcf at \$4.36880 per Mcf	\$576.25
Research & Development Factor	\$1.64
Ashland City Franchise Fee	\$25.57
School Tax	\$25.57
Sales Tax	\$54.20
Accelerated Main Replacement Program Rider	\$0.00
<b>Total Charges for Service This Period</b>	<b>\$957.51</b>

**Service Charges Notes**

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1001 137H St  
Ashland KY 41101-2641  
606-329-8255

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip code \_\_\_\_\_

Home Phone ( ) \_\_\_\_\_

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\$ \_\_\_\_\_

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P.O. Box 2200  
Lexington, KY 40508-2200

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

**Billing & Payment Summary**

<b>Customer Name</b> Checkers Video & Laundromat Jim Gibbs	
Previous Amount Due on 12/29/2009	\$957.51
Payments Received by 12/28/2009	- \$957.51
Balance on 01/13/2010	= \$0.00
Charges for Gas Service This Period	+ \$1,166.08
<b>Amount Due by 01/27/2010</b>	<b>= \$1,166.08</b>

**Billing & Payment Notes**

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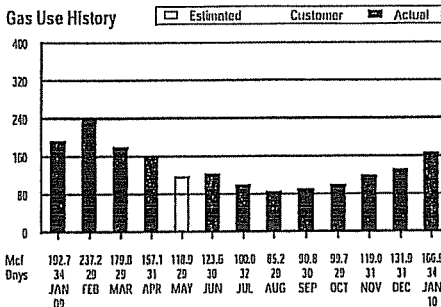
**Service Summary**

<b>Service Location</b> Bryan St Ashland KY 41101	
<b>Meter Number</b> 0613052	<b>Meter Readings (31 Billing Days)</b>
	Actual Reading on 1/13 97137
	Actual Reading on 12/10 - 95468
	Gas Used (Mcf) = 166.9

**Service Summary Notes**

Your next actual meter reading date is between 02/09/2010 - 02/15/2010

**Gas Use History**



**Daily Comparisons**

Month	Avg Daily Temp	Avg Daily Usage
Jan '10	29.6°	4.9
Dec '09	45.0°	4.3
Jan '09	36.7°	5.7

Your Average Monthly Usage is 134.2 Mcf

Your Total Annual Usage is 1610.1 Mcf

**Payment Coupon**

Amount Due by 1/27/2010 \$1,166.08

Payment Enclosed \$

Make check payable to:

Turn Me Over >>  
for more details about your account

Account Number  
13876786 001 000 0

Is your contact information on the back incorrect? Check this box and detail the correction on the reverse side.

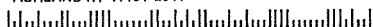
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CHECKERS VIDEO & LAUNDROMAT  
JIM GIBBS  
1001 13TH ST  
ASHLAND KY 41101-2641

Columbia Gas of Kentucky  
A NISource Company  
P.O. Box 14241  
Lexington, KY 40512-4241

00003971 01 AV 0.335 1  
AUTO\*\*SCH 5-DIGIT 41101  
CHECKERS VIDEO & LAUNDROMAT  
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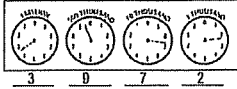
COLUMBIA GAS  
P O BOX 2200  
LEXINGTON KY 40508-2200



**Gas Meter Information (continued)**

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Example:



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

**Detail of Charges for Gas Service**

Customer Charge	\$25.13
Gas Delivery Charge	\$281.46
Gas Supply Cost 166.9 Mcf at \$4.36880 per Mcf	\$729.15
Research & Development Factor	\$2.07
Ashland City Franchise Fee	\$31.13
School Tax	\$31.14
Sales Tax	\$66.00
Accelerated Main Replacement Program Rider	\$0.00
<b>Total Charges for Service This Period</b>	<b>\$1,166.08</b>

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Ashland KY 41101-2641  
606-329-8255

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip code \_\_\_\_\_

Home Phone ( ) \_\_\_\_\_

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\$10

\$5

\$1

\$ \_\_\_\_\_

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\$ \_\_\_\_\_

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**Billing & Payment Summary**

<b>Customer Name</b>	
Checkers Video & Laundromat	
Jim Gibbs	
Previous Amount Due on 01/27/2010	\$1,166.08
Payments Received by 01/28/2010	- \$1,166.08
Balance on 02/11/2010	= \$0.00
Charges for Gas Service This Period	+ \$1,063.34
<b>Amount Due by 02/25/2010</b>	<b>= \$1,063.34</b>

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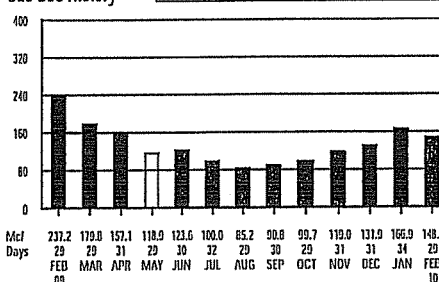
**Service Summary**

<b>Service Location</b>	
Bryan St Ashland KY 41101	
<b>Meter Number</b>	8613052
<b>Meter Readings (29 Billing Days)</b>	
Actual Reading on 2/11	98623
Actual Reading on 1/13	- 97137
Gas Used (Mcf)	= 148.6

**Service Summary Notes**

Your next actual meter reading date is between 03/10/2010 - 03/16/2010

**Gas Use History**



**Daily Comparisons**

Month	Avg Daily Temp	Avg Daily Usage
Feb '10	34.4°	5.1
Jan '10	29.6°	4.9
Feb '09	30.4°	8.2

Your Average Monthly Usage is 126.8 Mcf

Your Total Annual Usage is 1521.5 Mcf

**Payment Coupon**

Amount Due by 2/25/2010 \$1,063.34

Payment Enclosed \$ [ ]

Make check payable to:

COLUMBIA GAS  
P O BOX 2200  
LEXINGTON KY 40588-2200

Turn Me Over >>  
for more details about  
your account

Account Number  
13876786 001 000 0

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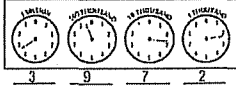
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00003822 01 AV 0.335 1  
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**Detail of Charges for Gas Service**

Customer Charge	\$25.13
Gas Delivery Charge	\$270.20
Gas Supply Cost 140.6 Mcf at \$4.36800 per Mcf	\$649.20
Research & Development Factor	\$1.84
Ashland City Franchise Fee	\$28.39
School Tax	\$28.39
Sales Tax	\$60.19
Accelerated Main Replacement Program Rider	\$0.00
<b>Total Charges for Service This Period</b>	<b>\$1,063.34</b>

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Cincinnati, OH 45274-2523

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Balance on 03/12/2010	= \$0.00
Charges for Gas Service This Period	+ \$1,302.64
<b>Amount Due by 03/26/2010</b>	<b>= \$1,302.64</b>

**Billing & Payment Notes**

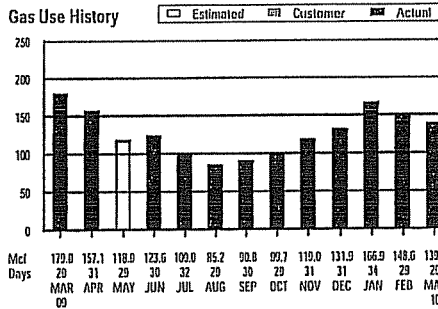
If we receive your payment for the current total Amount Due by the due date shown on this bill, you will avoid a late payment charge of 5.00%.  
See back of bill for Detail of Charges for Gas Service.

**Service Summary**

<b>Service Location</b> Bryan St Ashland KY 41101	
<b>Meter Number</b> 0613052	<b>Meter Readings (29 Billing Days)</b>
	Actual Reading on 3/12 16
	Actual Reading on 2/11 - 98623
	Gas Used (Mcf) = 139.3

**Service Summary Notes**

Your next actual meter reading date is between 04/09/2010 - 04/15/2010



**Daily Comparisons**

Month	Avg Daily Temp	Avg Daily Usage
Mar '10	35.4°	4.8
Feb '10	34.4°	5.1
Mar '09	40.9°	6.2

Your Average Monthly Usage is 123.4 Mcf

Your Total Annual Usage is 1481.0 Mcf

**Payment Coupon**

Amount Due by 3/26/2010 \$1,302.64

Payment Enclosed \$ [ ]

Make check payable to:

COLUMBIA GAS  
P O BOX 742523  
CINCINNATI OH 45274-2523

Turn Me Over >>  
for more details about  
your account

Account Number  
13876786 001 000 0

Is your contact information on the back incorrect? Check this box and detail the correction on the reverse side.

I want to help neighbors in need by making a contribution to the WinterCare fuel fund. Check this box and complete the form on the reverse side.



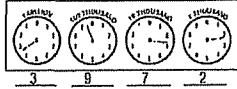
CHECKERS VIDEO & LAUNDROMAT  
JIM GIBBS  
1001 13TH ST  
ASHLAND KY 41101-2641  
Columbia Gas of Kentucky  
A NISource Company  
P.O. Box 14241  
Lexington, KY 40512-1241

00003796 01 AV 0.335 1  
AUTO\*\*SCH 5-DIGIT 41101  
CHECKERS VIDEO & LAUNDROMAT  
JIM GIBBS  
1001 13TH ST  
ASHLAND KY 41101-2641

**Gas Meter Information (continued)**

**How to Read the Meter** When a pointer is between two numbers on a dial-type meter, read the smaller number except when the pointer is between 9 and 0. Record the reading on the dials from left to right.

Example:



**Legal Notices**

**Rate Schedule Information** about rate schedules is available upon request.

**Check Processing Information** If you pay your bill by check, you authorize us to convert the check into a one-time electronic fund transfer from your checking account. Funds could be withdrawn from your account as early as the day after we receive your payment. Your check will not be returned to you, but the transaction will be noted on your financial statement. If you do not want your check converted, please call 1-888-895-9555, 8 a.m. - 8 p.m., Mon. - Fri EST.

**Bankruptcy Notices** Mail to Columbia Gas of Kentucky, Revenue Recovery, 200 Civic Center Dr., Columbus, OH 43215.

**Other Correspondence (except payments)** Mail to Columbia Gas of Kentucky, P.O. Box 2318, Columbus, OH 43216-2318

**Safety Tips**

**Odor of Gas** We add a distinctive odor to your natural gas to alert you to a leak in or around your home. If you smell an odor of gas:

1. Leave the building immediately. Leave the door open on your way out, and don't use light switches or matches.
2. Call our 24-hour emergency number from a nearby phone and wait for our service crew to arrive to explain the situation.

**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.

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

**Detail of Charges for Gas Service**

Customer Charge	\$25.13
Gas Delivery Charge	\$238.90
Gas Supply Cost 139.3 Mcf at \$6.41390 per Mcf	\$893.45
Research & Development Factor	\$1.79
Ashland City Franchise Fee	\$34.78
School Tax	\$34.78
Sales Tax	\$73.73
Accelerated Main Replacement Program Rider	\$0.00
<b>Total Charges for Service This Period</b>	<b>\$1,302.64</b>

**Service Charges Notes**

*The 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.*

*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 the local distribution company.*

*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.*

**Contact Information Corrections**

If this mailing address or phone number are incorrect, please make the necessary corrections on the lines below.

1001 13TH St  
Ashland KY 41101-2641  
606-329-0255

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip code \_\_\_\_\_

Home Phone ( ) \_\_\_\_\_

**WinterCare Contribution**

Administered by The Community Action Council through donations from Columbia Gas customers, employees, and matching company contributions, WinterCare provides financial assistance to your neighbors who have no other options to help maintain their natural gas service.

You can contribute to the program monthly by authorizing the amount of your donation to be added to your monthly gas bill. For a one-time donation, simply make your check payable to the WinterCare and return it to Columbia Gas along with your regular gas bill payment. However you choose to contribute, your donation is tax-deductible.

**Monthly Contribution**

\$10

\$5

\$1

\$ \_\_\_\_\_

**One-Time Contribution**

\$ \_\_\_\_\_

FENKAI CHEN  
ASHLAND MANDARIN

915 13<sup>TH</sup> STREET

**How to Contact Us**

1-800-432-9345  
For DirectLink self-service 24 hours/day  
For billing questions,  
call 8 a.m. - 5 p.m., Mon. - Fri. before due date  
For quickest response,  
call 11 a.m. - 3 p.m., Tues. - Fri.  
1-800-432-9515  
For gas leaks or odor of gas 24 hours/day  
Press option 2 after the greeting  
711  
For hearing-impaired relay  
www.columbiagas.com  
For account information, descriptions of our services,  
safety and conservation tips.

**Billing Options**

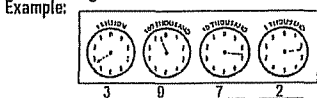
**Budget Payment Plan** Reduce the impact of higher, unstable natural gas prices by spreading the cost of winter heating more evenly throughout the year. Know how much to expect to pay each month.  
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**Payment Options**

**Online** Pay free by electronic check at our Web site.  
**ZipCheck** Authorize your bank to pay your bill automatically each month. Enroll online.  
**Mail** Return coupon below with payment to:  
Columbia Gas of Kentucky  
P.O. Box 2200  
Lexington, KY 40588-2200

**Gas Meter Information**

**Actual Reading** A meter reader has read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.  
**Estimated Reading** During the months we don't read the meter, we accurately estimate your reading based on the history of usage at the service address and normal temperatures for the billing period. We verify the reading the next time we read the meter to make sure you pay only for the energy you've used.  
**Gas Usage** We measure your gas usage in Mcf equal to 1,000 cubic feet.  
**How to Read the Meter** When a pointer is between two numbers on a dial-type meter, read the smaller number except when the pointer is between 9 and 0. Record the reading on the dials from left to right.



**Legal Notices**

Rate Schedule Information about rate schedules is available upon request.

**Billing & Payment Summary**

<b>Customer Name</b>		Fenkai Chen	
<b>Address</b>		Ashland Mandarin	
Previous Amount Due on 08/25/2009		\$639.31	
Payments Received by 08/20/2009	-	\$639.31	
Balance on 09/10/2009	=	\$0.00	
Charges for Gas Service This Period	+	\$371.72	
<b>Amount Due by 09/24/2009</b>	<b>=</b>	<b>\$371.72</b>	

**Billing & Payment Notes**

If we receive your payment for the current total Amount Due by the due date shown on this bill, you will avoid a late payment charge of 5.00%.  
See back of bill for Detail of Charges for Gas Service.

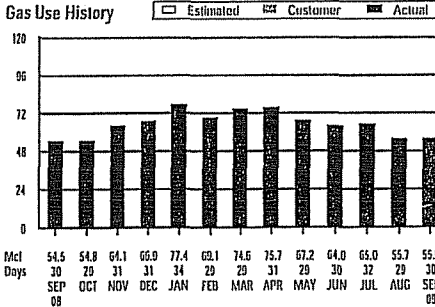
**Service Summary**

<b>Service Location</b>		915 13TH St Ashland KY 41101-2639	
<b>Meter Number</b>	M5290056	<b>Meter Readings (30 Billing Days)</b>	
		Actual Reading on 9/10	18664
		Actual Reading on 8/11	18105
		Gas Used (Mcf)	55.9

**Service Summary Notes**

Your next actual meter reading date is between 10/07/2009 - 10/13/2009

**Gas Use History**



**Daily Comparisons**

Month	Avg Daily Temp	Avg Daily Usage
Sep '09	71.0°	1.9
Aug '09	71.1°	1.9
Sep '08	73.5°	1.8

Your Average Monthly Usage is 65.9 Mcf

Your Total Annual Usage is 790.4 Mcf

**Payment Coupon**

Amount Due by 9/24/2009 **\$371.72**

Payment Enclosed \$

Make check payable to:

Turn Me Over for more details about your account

Account Number  
17311555 001 000 3

Is your contact information on the back incorrect? Check this box and detail the correction on the reverse side.

I want to help neighbors in need by making a contribution to the WinterCare fund. Check this box and complete the form on the reverse side.

FENKAI CHEN  
ASHLAND MANDARIN  
915 13TH ST  
ASHLAND KY 41101-2639

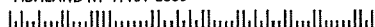
Columbia Gas<sup>®</sup>  
of Kentucky  
A NISource Company

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

006499 E

FENKAI CHEN  
ASHLAND MANDARIN  
915 13TH ST  
ASHLAND KY 41101-2639

COLUMBIA GAS  
P O BOX 2200  
LEXINGTON KY 40588-2200



**Legal Notices (continued)**

Bankruptcy Notices Mail to Columbia Gas of Kentucky, Revenue Recovery, 200 Civic Center Dr., Columbus, OH 43215.

Other Correspondence (except payments) Mail to Columbia Gas of Kentucky, P.O. Box 2318, Columbus, OH 43216-2318

**Safety Tips**

Odor of Gas We add a distinctive odor to your natural gas to alert you to a leak in or around your home. If you smell an odor of gas:

1. Leave the building immediately. Leave the door open on your way out, and don't use light switches or matches.
2. Call our 24-hour emergency number from a nearby phone and wait for our service crew to arrive to explain the situation.

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.

Employee Identification All of our employees and approved meter readers and contractors carry photo identification. If someone claims to represent the gas company, ask to see identification. Call the police if you see suspicious activity.

**Detail of Charges for Gas Service**

Customer Charge	\$23.96
Gas Delivery Charge	\$104.29
Gas Supply Cost 55.9 Mcf at \$3.61170 per Mcf	\$201.89
Research & Development Factor	\$0.69
Ashland City Franchise Fee	\$9.92
School Tax	\$9.93
Sales Tax	\$21.04
<b>Total Charges for Service This Period</b>	<b>\$371.72</b>

**Service Charges Notes**

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Gas Supply Cost includes the cost of natural gas, interstate pipeline charges, and storage costs, 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.

**Contact Information Corrections**

If this mailing address or phone number are incorrect, please make the necessary corrections on the lines below.

915 13TH St  
Ashland KY 41101-2639  
917-558-0881

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip code \_\_\_\_\_

Home Phone ( ) \_\_\_\_\_

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Administered by The Community Action Council through donations from Columbia Gas customers, employees, and matching company contributions, WinterCare provides financial assistance to your neighbors who have no other options to help maintain their natural gas service.

You can contribute to the program monthly by authorizing the amount of your donation to be added to your monthly gas bill. For a one-time donation, simply make your check payable to the WinterCare and return it to Columbia Gas along with your regular gas bill payment. However you choose to contribute, your donation is tax-deductible.

**Monthly Contribution**

\$10

\$5

\$1

\$ \_\_\_\_\_

**One-Time Contribution**

\$ \_\_\_\_\_

**How to Contact Us**

1-800-432-9345  
For DirectLink self-service 24 hours/day  
For billing questions,  
call 8 a.m. - 5 p.m., Mon. - Fri. before due date  
For quickest response,  
call 11 a.m. - 3 p.m., Tues. - Fri.

1-800-432-9515  
For gas leaks or odor of gas 24 hours/day  
Press option 2 after the greeting  
711

For hearing-impaired relay  
www.columbiagas.com  
For account information, descriptions of our services,  
safety and conservation tips.

**Billing Options**

**Budget Payment Plan** Reduce the impact of higher, unstable natural gas prices by spreading the cost of winter heating more evenly throughout the year. Know how much to expect to pay each month.

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**Payment Options**

**Online** Pay free by electronic check at our Web site.

**ZipCheck** Authorize your bank to pay your bill automatically each month. Enroll online.

**Mail Return** coupon below with payment to:

Columbia Gas of Kentucky  
P.O. Box 2200  
Lexington, KY 40588-2200

**Gas Meter Information**

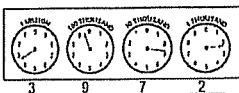
**Actual Reading** A meter reader has read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

**Estimated Reading** During the months we don't read the meter, we accurately estimate your reading based on the history of usage at the service address and normal temperatures for the billing period. We verify the reading the next time we read the meter to make sure you pay only for the energy you've used.

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

**How to Read the Meter** When a pointer is between two numbers on a dial-type meter, read the smaller number except when the pointer is between 9 and 0. Record the reading on the dials from left to right.

Example:



**Legal Notices**

**Rate Schedule** Information about rate schedules is available upon request.

**Billing & Payment Summary**

<b>Customer Name</b>	
Fenkai Chen	
Ashland Mandarin	
Previous Amount Due on 09/24/2009	\$371.72
Payments Received by 09/30/2009	- \$371.72
Balance on 10/09/2009	= \$0.00
Charges for Gas Service This Period	+ \$374.78

**Amount Due by 10/23/2009 = \$374.78**

**Billing & Payment Notes**

If we receive your payment for the current total Amount Due by the due date shown on this bill, you will avoid a late payment charge of 5.00%.

See back of bill for Detail of Charges for Gas Service.

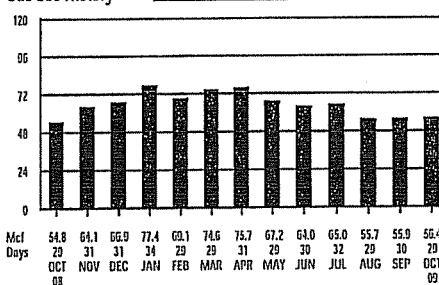
**Service Summary**

<b>Service Location</b>	
915 13TH ST Ashland KY 41101-2639	
<b>Meter Number</b>	M5290056
<b>Meter Readings (29 Billing Days)</b>	
Actual Reading on 10/9	19220
Actual Reading on 9/10	- 18664
Gas Used (Mcf)	= 556.4

**Service Summary Notes**

Your next actual meter reading date is between 11/05/2009 - 11/11/2009

**Gas Use History**



**Daily Comparisons**

Month	Avg Daily Temp	Avg Daily Usage
Oct '09	63.7°	1.9
Sep '09	71.0°	1.9
Oct '08	66.6°	1.9

Your Average Monthly Usage is 66.0 Mcf

Your Total Annual Usage is 792.0 Mcf

**Payment Coupon**

Amount Due by 10/23/2009 **\$374.78**

Payment Enclosed \$

Make check payable to:

Turn Me Over ▶▶  
for more details about  
your account!

Account Number  
17311555 001 000 3

Is your contact information on the back incorrect? Check this box and detail the correction on the reverse side.

I want to help neighbors in need by making a contribution to the WinterCare fuel fund. Check this box and complete the form on the reverse side.

FENKAI CHEN  
ASHLAND MANDARIN  
915 13TH ST  
ASHLAND KY 41101-2639

Columbia Gas<sup>®</sup>  
of Kentucky  
A NISource Company  
P.O. Box 14241  
Lexington, KY 40512-4241

006070 E

FENKAI CHEN  
ASHLAND MANDARIN  
915 13TH ST  
ASHLAND KY 41101-2639



COLUMBIA GAS  
P O BOX 2200  
LEXINGTON KY 40588-2200



**Legal Notices (continued)**

**Bankruptcy Notices** Mail to Columbia Gas of Kentucky, Revenue Recovery, 200 Civic Center Dr., Columbus, OH 43215.

**Other Correspondence (except payments)** Mail to Columbia Gas of Kentucky, P.O. Box 2318, Columbus, OH 43216-2318

**Safety Tips**

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

**Detail of Charges for Gas Service**

Customer Charge	\$23.96
Gas Delivery Charge	\$105.19
Gas Supply Cost 56.4 Mcf at \$3.61170 per Mcf	\$203.70
Research & Development Factor	\$0.70
Ashland City Franchise Fee	\$10.01
School Tax	\$10.01
Sales Tax	\$21.21
<b>Total Charges for Service This Period</b>	<b>\$374.78</b>

**Service Charges Notes**

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915 13TH St  
Ashland KY 41101-2639  
917-558-0881

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip code \_\_\_\_\_

Home Phone (     ) \_\_\_\_\_

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**Monthly Contribution**

\$10

\$5

\$1

\$ \_\_\_\_\_

**One-Time Contribution**

\$ \_\_\_\_\_



**How to Contact Us**

1-800-432-9345  
For DirectLink self-service 24 hours/day  
For billing questions,  
call 9 a.m. - 5 p.m., Mon. - Fri. before due date  
For quickest response,  
call 11 a.m. - 3 p.m., Tues. - Fri.  
1-800-432-9515  
For gas leaks or odor of gas 24 hours/day  
Press option 2 after the greeting  
711  
For hearing-impaired relay  
www.columbiagas.com  
For account information, descriptions of our services,  
safety and conservation tips.

**Billing Options**

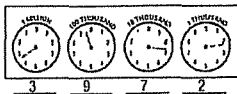
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**Online** Pay free by electronic check at our Web site.  
**ZipCheck** Authorize your bank to pay your bill automatically each month. Enroll online.  
**Mail Return** coupon below with payment to:  
Columbia Gas of Kentucky  
P.O. Box 2200  
Lexington, KY 40588-2200

**Gas Meter Information**

**Actual Reading** A meter reader has read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.  
**Estimated Reading** During the months we don't read the meter, we accurately estimate your reading based on the history of usage at the service address and normal temperatures for the billing period. We verify the reading the next time we read the meter to make sure you pay only for the energy you've used.  
**Gas Usage** We measure your gas usage in Mcf equal to 1,000 cubic feet.  
**How to Read the Meter** When a pointer is between two numbers on a dial-type meter, read the smaller number, except when the pointer is between 9 and 0. Record the reading on the dials from left to right.  
Example:



**Legal Notices**

Rate Schedule Information about rate schedules is available upon request.

**Billing & Payment Summary**

<b>Customer Name</b>	
Chen Fenkai	
<b>Ashland Mandarin</b>	
Previous Amount Due on 10/23/2009	\$374.78
Payments Received by 10/23/2009	- \$374.78
Balance on 11/09/2009	= \$0.00
Charges for Gas Service This Period	+ \$418.06
<b>Amount Due by 11/23/2009</b>	<b>\$418.06</b>

**Billing & Payment Notes**

If we receive your payment for the current total Amount Due by the due date shown on this bill, you will avoid a late payment charge of 5.00%.  
See back of bill for Detail of Charges for Gas Service.

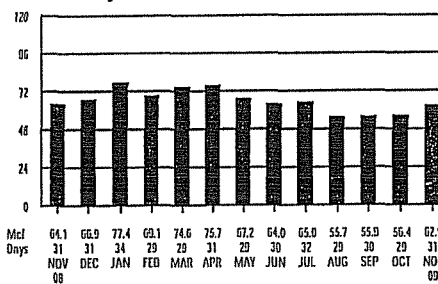
**Service Summary**

<b>Service Location</b>	
915 13TH ST Ashland KY 41101-2639	
<b>Meter Number</b>	M5290056
<b>Meter Readings (31 Billing Days)</b>	
Actual Reading on 11/9	19857
Actual Reading on 10/9	- 19228
Gas Used (Mcf)	= 62.9

**Service Summary Notes**

Your next actual meter reading date is between 12/08/2009 - 12/14/2009

**Gas Use History**



**Daily Comparisons**

Month	Avg Daily Temp	Avg Daily Usage
Nov '09	50.9°	2.0
Oct '09	63.7°	1.9
Nov '08	53.2°	2.1

Your Average Monthly Usage is 65.9 Mcf

Your Total Annual Usage is 790.8 Mcf

**Payment Coupon**

Amount Due by 11/23/2009 **\$418.06**

Payment Enclosed \$

Make check payable to:

Turn Me Over for more details about your account

Account Number  
17311555 001 000 3

Is your contact information on the back incorrect? Check this box and detail the correction on the reverse side.

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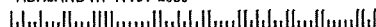
CHEN FENKAI  
ASHLAND MANDARIN  
915 13TH ST  
ASHLAND KY 41101-2639

Columbia Gas<sup>®</sup>  
of Kentucky  
A NISource Company  
P.O. Box 14241  
Lexington, KY 40512-4241

006679 E

CHEN FENKAI  
ASHLAND MANDARIN  
915 13TH ST  
ASHLAND KY 41101-2639

COLUMBIA GAS  
P O BOX 2200  
LEXINGTON KY 40588-2200



**Legal Notices (continued)**

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Other Correspondence (except payments) Mail to Columbia Gas of Kentucky, P.O. Box 2310, Columbus, OH 43216-2310

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1. Leave the building immediately. Leave the door open on your way out, and don't use light switches or matches.
2. Call our 24-hour emergency number from a nearby phone and wait for our service crew to arrive to explain the situation.

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

**Detail of Charges for Gas Service**

Customer Charge	\$25.13
Gas Delivery Charge	\$116.99
Gas Supply Cost 62.9 Mcf	\$229.10
Research & Development Factor	\$0.70
Ashland City Franchise Fee	\$11.16
School Tax	\$11.16
Sales Tax	\$23.66
Accelerated Main Replacement Program Rider	\$0.00
<b>Total Charges for Service This Period</b>	<b>\$418.06</b>

**Service Charges Notes**

*The 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.*

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*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.*

**Contact Information Corrections**

If this mailing address or phone number are incorrect, please make the necessary corrections on the lines below.

915 13TH St  
Ashland KY 41101-2639  
160-632-6889

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip code \_\_\_\_\_

Home Phone ( ) \_\_\_\_\_

**WinterCare Contribution**

Administered by The Community Action Council through donations from Columbia Gas customers, employees, and matching company contributions, WinterCare provides financial assistance to your neighbors who have no other options to help maintain their natural gas service.

You can contribute to the program monthly by authorizing the amount of your donation to be added to your monthly gas bill. For a one-time donation, simply make your check payable to the WinterCare and return it to Columbia Gas along with your regular gas bill payment. However you choose to contribute, your donation is tax-deductible.

**Monthly Contribution**

\$10

\$5

\$1

\$ \_\_\_\_\_

**One-Time Contribution**

\$ \_\_\_\_\_

**How to Contact Us**

1-800-432-9345  
For DirectLink self-service 24 hours/day  
For billing questions,  
call 8 a.m. - 5 p.m., Mon. - Fri. before due date  
For quickest response,  
call 11 a.m. - 3 p.m., Tues. - Fri.  
1-800-432-9515  
For gas leaks or odor of gas 24 hours/day  
Press option 2 after the greeting  
711  
For hearing-impaired relay  
www.columbiagasky.com  
For account information, descriptions of our services,  
safety and conservation tips.

**Billing Options**

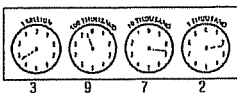
**Budget Payment Plan** Reduce the impact of higher, unstable natural gas prices by spreading the cost of winter heating more evenly throughout the year. Know how much to expect to pay each month.  
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**Payment Options**

**Online** Pay free by electronic check at our Web site.  
**ZipCheck** Authorize your bank to pay your bill automatically each month. Enroll online.  
**Mail Return** coupon below with payment to:  
Columbia Gas of Kentucky  
P.O. Box 2200  
Lexington, KY 40588-2200

**Gas Meter Information**

**Actual Reading** A meter reader has read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.  
**Estimated Reading** During the months we don't read the meter, we accurately estimate your reading based on the history of usage at the service address and normal temperatures for the billing period. We verify the reading the next time we read the meter to make sure you pay only for the energy you've used.  
**Gas Usage** We measure your gas usage in Mcf equal to 1,000 cubic feet.  
**How to Read the Meter** When a pointer is between two numbers on a dial-type meter, read the smaller number except when the pointer is between 9 and 0. Record the reading on the dials from left to right.  
Example:



**Legal Notices**

Rate Schedule Information about rate schedules is available upon request.

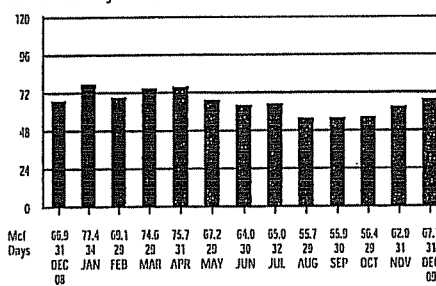
**Billing & Payment Summary**

<b>Customer Name</b>		<b>Billing &amp; Payment Notes</b>	
Chen Fenkai		If we receive your payment for the current total Amount Due by the due date shown on this bill, you will avoid a late payment charge of 5.00%.	
Ashland Mandarin		See back of bill for Detail of Charges for Gas Service.	
Previous Amount Due on 11/23/2009	\$418.06		
Payments Received by 11/24/2009	- \$418.06		
Balance on 12/10/2009	= \$0.00		
Charges for Gas Service This Period	+ \$503.98		
<b>Amount Due by 12/29/2009</b>	<b>= \$503.98</b>		

**Service Summary**

<b>Service Location</b>		<b>Service Summary Notes</b>	
915 13TH St Ashland KY 41101-2639		Your next actual meter reading date is between 01/11/2010 - 01/15/2010	
<b>Meter Number</b>	M5290056	<b>Meter Readings (31 Billing Days)</b>	
		Actual Reading on 12/10	20534
		Actual Reading on 11/9	19857
		Gas Used (Mcf)	= 67.7

**Gas Use History**



**Daily Comparisons**

Month	Avg Daily Temp	Avg Daily Usage
Dec '09	45.8°	2.2
Nov '09	50.9°	2.0
Dec '08	36.8°	2.2

Your Average Monthly Usage is 66.0 Mcf  
Your Total Annual Usage is 791.6 Mcf

**Payment Coupon**

Amount Due by 12/29/2009 **\$503.98**

Payment Enclosed \$

Make check payable to:

Turn Me Over >>  
for more details about your account

Account Number  
17311555 001 000 3

- Is your contact information on the back incorrect? Check this box and detail the correction on the reverse side.
- I want to help neighbors in need by making a contribution to the WinterCare fuel fund. Check this box and complete the form on the reverse side.

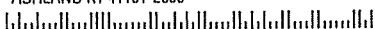
CHEN FENKAI  
ASHLAND MANDARIN  
915 13TH ST  
ASHLAND KY 41101-2639

Columbia Gas  
of Kentucky  
A NISource Company  
P.O. Box 14241  
Lexington, KY 40512-4241

005376 E

CHEN FENKAI  
ASHLAND MANDARIN  
915 13TH ST  
ASHLAND KY 41101-2639

COLUMBIA GAS  
P O BOX 2200  
LEXINGTON KY 40588-2200



**Legal Notices (continued)**

Bankruptcy Notices Mail to Columbia Gas of Kentucky, Revenue Recovery, 200 Civic Center Dr., Columbus, OH 43215.

Other Correspondence (except payments) Mail to Columbia Gas of Kentucky, P.O. Box 2318, Columbus, OH 43216-2318

**Safety Tips**

Odor of Gas We add a distinctive odor to your natural gas to alert you to a leak in or around your home. If you smell an odor of gas:

1. Leave the building immediately. Leave the door open on your way out, and don't use light switches or matches.
2. Call our 24-hour emergency number from a nearby phone and wait for our service crew to arrive to explain the situation.

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.

Employee Identification All of our employees and approved meter readers and contractors carry photo identification. If someone claims to represent the gas company, ask to see identification. Call the police if you see suspicious activity.

**Detail of Charges for Gas Service**

Customer Charge	\$25.13
Gas Delivery Charge	\$126.79
Gas Supply Cost 67.7 Mcf at \$4.36980 per Mcf	\$295.77
Research & Development Factor	\$0.84
Ashland City Franchise Fee	\$13.46
School Tax	\$13.46
Sales Tax	\$28.53
Accelerated Main Replacement Program Rider	\$0.00
<b>Total Charges for Service This Period</b>	<b>\$603.98</b>

**Service Charges Notes**

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Ashland KY 41101-2639  
160-632-5889

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip code \_\_\_\_\_

Home Phone ( ) \_\_\_\_\_

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**Monthly Contribution**

\$10

\$5

\$1

\$ \_\_\_\_\_

**One-Time Contribution**

\$ \_\_\_\_\_

**How to Contact Us**

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For DirectLink self-service 24 hours/day  
For billing questions,  
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For quickest response,  
call 11 a.m. - 3 p.m., Tues. - Fri.  
1-800-432-9515  
For gas leaks or odor of gas 24 hours/day  
Press option 2 after the greeting  
711  
For hearing-impaired relay  
www.columbiagas.com  
For account information, descriptions of our services,  
safety and conservation tips.

**Billing Options**

**Budget Payment Plan** Reduce the impact of higher, unstable natural gas prices by spreading the cost of winter heating more evenly throughout the year. Know how much to expect to pay each month.

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**Mail Return** coupon below with payment to:  
Columbia Gas of Kentucky  
P.O. Box 2200  
Lexington, KY 40508-2200

**Gas Meter Information**

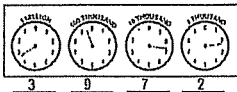
**Actual Reading** A meter reader has read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

**Estimated Reading** During the months we don't read the meter, we accurately estimate your reading based on the history of usage at the service address and normal temperatures for the billing period. We verify the reading the next time we read the meter to make sure you pay only for the energy you've used.

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

**How to Read the Meter** When a pointer is between two numbers on a dial-type meter, read the smaller number except when the pointer is between 9 and 0. Record the reading on the dials from left to right.

Example:



**Legal Notices**

**Rate Schedule Information** about rate schedules is available upon request.

**Billing & Payment Summary**

<b>Customer Name</b>	
Chen Fenkai	
Ashland Mandarin	
Previous Amount Due on 12/29/2009	\$503.98
Payments Received by 12/28/2009	- \$503.98
Balance on 01/13/2010	= \$0.00
Charges for Gas Service This Period	+ \$541.87

**Amount Due by 01/27/2010 = \$541.87**

**Billing & Payment Notes**

If we receive your payment for the current total Amount Due by the due date shown on this bill, you will avoid a late payment charge of 5.00%.  
See back of bill for Detail of Charges for Gas Service.

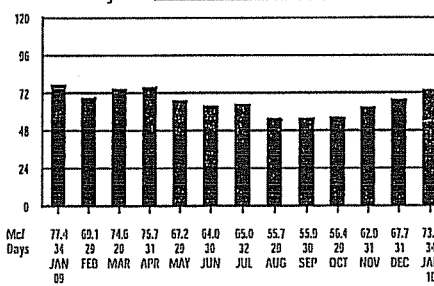
**Service Summary**

<b>Service Location</b>	
915 13TH ST Ashland KY 41101-2639	
<b>Meter Number</b>	M5290056
<b>Meter Readings (34 Billing Days)</b>	
Actual Reading on 1/13	21271
Actual Reading on 12/10	- 20534
Gas Used (Mcf)	= 73.7

**Service Summary Notes**

Your next actual meter reading date is between 02/09/2010 - 02/15/2010

**Gas Use History**



**Daily Comparisons**

Month	Avg Daily Temp	Avg Daily Usage
Jan '10	29.6°	2.2
Dec '09	45.8°	2.2
Jan '09	36.7°	2.3

Your Average Monthly Usage is 65.7 Mcf

Your Total Annual Usage is 787.9 Mcf

**Payment Coupon**

Amount Due by 1/27/2010 \$541.87

Payment Enclosed \$

Make check payable to:

Turn Me Over for more details about your account

Account Number  
17311555 001 000 3

Is your contact information on the back incorrect? Check this box and detail the correction on the reverse side.

I want to help neighbors in need by making a contribution to the Winter Care fuel fund. Check this box and complete the form on the reverse side.

CHEN FENKAI  
ASHLAND MANDARIN  
915 13TH ST  
ASHLAND KY 41101-2639

Columbia Gas of Kentucky  
A NISource Company  
P.O. Box 14241  
Lexington, KY 40512-1241

006643 E

CHEN FENKAI  
ASHLAND MANDARIN  
915 13TH ST  
ASHLAND KY 41101-2639

COLUMBIA GAS  
P O BOX 2200  
LEXINGTON KY 40508-2200



**Legal Notices (continued)**

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

**Detail of Charges for Gas Service**

Customer Charge	\$25.13
Gas Delivery Charge	\$134.24
Gas Supply Cost 73.7 Mcf at \$4.36880 per Mcf	\$321.98
Research & Development Factor	\$0.91
Ashland City Franchise Fee	\$14.47
School Tax	\$14.47
Sales Tax	\$30.67
Accelerated Main Replacement Program Rider	\$0.00
<b>Total Charges for Service This Period</b>	<b>\$541.87</b>

**Service Charges Notes**

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915 13TH St  
Ashland KY 41101-2639  
160-632-5889

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip code \_\_\_\_\_

Home Phone (     ) \_\_\_\_\_

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**Monthly Contribution**

\$10

\$5

\$1

\$ \_\_\_\_\_

**One-Time Contribution**

\$ \_\_\_\_\_

**How to Contact Us**

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For DirectLink self-service 24 hours/day  
For billing questions,  
call 8 a.m. - 5 p.m., Mon. - Fri. before due date  
For quickest response,  
call 11 a.m. - 3 p.m., Tues. - Fri.  
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For gas leaks or odor of gas 24 hours/day  
Press option 2 after the greeting  
711  
For hearing-impaired relay  
www.columbiagas.com  
For account information, descriptions of our services,  
safety and conservation tips.

**Billing Options**

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**ZipCheck** Authorize your bank to pay your bill automatically each month. Enroll online.  
**NCO EasyPay** Call 1-800-284-8572 or link from our Web site to pay by credit/debit card, or e-check. A convenience fee will apply.  
**Authorized Payment Centers** Call or visit us online to find a payment center near you. Agents charge a fee for each transaction.  
**Mail** Return coupon below with payment to:  
Columbia Gas of Kentucky  
P.O. Box 2200  
Lexington, KY 40588-2200

**Gas Meter Information**

**Actual Reading** A meter reader has read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.  
**Estimated Reading** During the months we don't read the meter, we accurately estimate your reading based on the history of usage at the service address and normal temperatures for the billing period. We verify the reading the next time we read the meter to make sure you pay only for the energy you've used.  
**Gas Usage** We measure your gas usage in Mcf equal to 1,000 cubic feet.

**Billing & Payment Summary**

<b>Customer Name</b>	
Chen Fenkai	
<b>Ashland Mandarin</b>	
Previous Amount Due on 01/27/2010	\$541.87
Payments Received by 01/25/2010	- \$541.87
Balance on 02/11/2010	= \$0.00
Charges for Gas Service This Period	+ \$511.39

**Amount Due by 02/25/2010**  **\$511.39**

**Billing & Payment Notes**

If we receive your payment for the current total Amount Due by the due date shown on this bill, you will avoid a late payment charge of 5.00%.  
See back of bill for Detail of Charges for Gas Service.

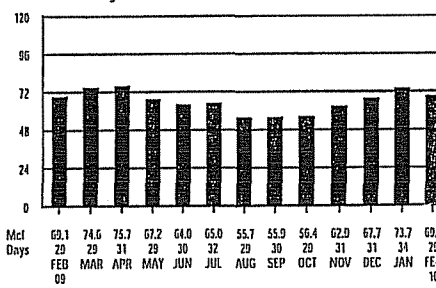
**Service Summary**

<b>Service Location</b>	
915 13TH ST Ashland KY 41101-2639	
<b>Meter Number</b>	M5290056
<b>Meter Readings (29 Billing Days)</b>	
Actual Reading on 2/11	21961
Actual Reading on 1/13	- 21271
Gas Used (Mcf)	= 69.0

**Service Summary Notes**

Your next actual meter reading date is between 03/10/2010 - 03/16/2010

**Gas Use History**



**Daily Comparisons**

Month	Avg Daily Temp	Avg Daily Usage
Feb '10	34.1°	2.1
Jan '10	29.6°	2.2
Feb '09	30.4°	2.1

Your Average Monthly Usage is 65.7 Mcf

Your Total Annual Usage is 787.8 Mcf

**Payment Coupon**

Amount Due by 2/25/2010 **\$511.39**

Payment Enclosed \$

Make check payable to:

COLUMBIA GAS  
P O BOX 2200  
LEXINGTON KY 40588-2200

Turn Me Over for more details about your account

Account Number  
17311555 001 000 3

Is your contact information on the back incorrect? Check this box and detail the correction on the reverse side.

I want to help neighbors in need by making a contribution to the WinterCare fuel fund. Check this box and complete the form on the reverse side.



CHEN FENKAI  
ASHLAND MANDARIN  
915 13TH ST  
ASHLAND KY 41101-2639

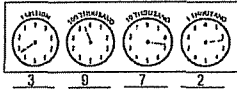
Columbia Gas  
of Kentucky  
A NISource Company  
P.O. Box 14241  
Lexington, KY 40512-4241

00003821 01 AV 0.335 1  
AUTO\*\*SCH 5-DIGIT 41101  
CHEN FENKAI  
ASHLAND MANDARIN  
915 13TH ST  
ASHLAND KY 41101-2639

**Gas Meter Information (continued)**

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Example:



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

**Detail of Charges for Gas Service**

Customer Charge	\$25.13
Gas Delivery Charge	\$127.70
Gas Supply Cost 69.0 Mcf at \$4.36880 per Mcf	\$301.45
Research & Development Factor	\$0.86
Ashland City Franchise Fee	\$13.65
School Tax	\$13.65
Sales Tax	\$28.95
Accelerated Main Replacement Program Rider	\$0.00
<b>Total Charges for Service This Period</b>	<b>\$511.39</b>

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915 13TH St  
Ashland KY 41101-2639  
191-755-0000

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip code \_\_\_\_\_

Home Phone ( ) \_\_\_\_\_

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**Monthly Contribution**

\$10

\$5

\$1

\$ \_\_\_\_\_

**One-Time Contribution**

\$ \_\_\_\_\_



**How to Contact Us**

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Press option 2 after the greeting  
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For hearing-impaired relay  
www.columbiagasky.com  
For account information, descriptions of our services,  
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Columbia Gas of Kentucky  
P.O. Box 742523  
Cincinnati, OH 45274-2523

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

**Billing & Payment Summary**

<b>Customer Name</b> Fenkai Chen Ashland Mandarin	
Previous Amount Due on 02/25/2010	\$511.39
Payments Received by 02/22/2010	- \$511.39
Balance on 03/12/2010	= \$0.00
Charges for Gas Service This Period	+ \$682.16
<b>Amount Due by 03/26/2010</b>	<b>= \$682.16</b>

**Billing & Payment Notes**

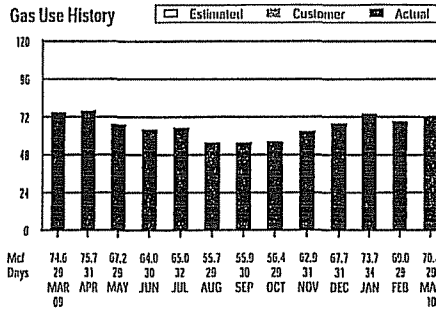
If we receive your payment for the current total amount due by the due date shown on this bill, you will avoid a late payment charge of 5.00%.  
See back of bill for Detail of Charges for Gas Service.

**Service Summary**

<b>Service Location</b> 915 13TH St Ashland KY 41101-2639	
<b>Meter Number</b> M5290056	<b>Meter Readings (29 Billing Days)</b>
	Actual Reading on 3/12 22669
	Actual Reading on 2/11 - 21961
	Gas Used (Mcf) = 70.8

**Service Summary Notes**

Your next actual meter reading date is between 04/09/2010 - 04/15/2010



**Daily Comparisons**

Month	Avg Daily Temp	Avg Daily Usage
Mar '10	35.4°	2.4
Feb '10	34.4°	2.4
Mar '09	40.9°	2.6

Your Average Monthly Usage is 65.3 Mcf

Your Total Annual Usage is 704.0 Mcf

**Payment Coupon**

Amount Due by 3/26/2010 **\$682.16**

Payment Enclosed \$

Make check payable to:

COLUMBIA GAS  
P O BOX 742523  
CINCINNATI OH 45274-2523

Turn Me Over >>  
for more details about  
your account

Account Number  
17311555 001 000 3

- Is your contact information on the back incorrect? Check this box and detail the correction on the reverse side.
- I want to help neighbors in need by making a contribution to the WinterCare fuel fund. Check this box and complete the form on the reverse side.



FENKAI CHEN  
ASHLAND MANDARIN  
915 13TH ST  
ASHLAND KY 41101-2639

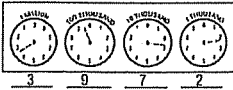
Columbia Gas<sup>®</sup>  
of Kentucky  
A NISource Company  
P.O. Box 14241  
Lexington, KY 40512-4241

00003795 01 AV 0.335 1  
AUTO \*SCH 5-DIGIT 41101  
FENKAI CHEN  
ASHLAND MANDARIN  
915 13TH ST  
ASHLAND KY 41101-2639

**Gas Meter Information (continued)**

**How to Read the Meter** When a pointer is between two numbers on a dial-type meter, read the smaller number except when the pointer is between 9 and 0. Record the reading on the dials from left to right.

Example:



**Legal Notices**

**Rate Schedule Information** about rate schedules is available upon request.

**Check Processing Information** If you pay your bill by check, you authorize us to convert the check into a one-time electronic fund transfer from your checking account. Funds could be withdrawn from your account as early as the day after we receive your payment. Your check will not be returned to you, but the transaction will be noted on your financial statement. If you do not want your check converted, please call 1-888-895-9555, 8 a.m. - 8 p.m., Mon. - Fri EST.

**Bankruptcy Notices** Mail to Columbia Gas of Kentucky, Revenue Recovery, 200 Civic Center Dr., Columbus, OH 43215.

**Other Correspondence (except payments)** Mail to Columbia Gas of Kentucky, P.O. Box 2318, Columbus, OH 43216-2318

**Safety Tips**

**Odor of Gas** We add a distinctive odor to your natural gas to alert you to a leak in or around your home. If you smell an odor of gas:

1. Leave the building immediately. Leave the door open on your way out, and don't use light switches or matches.
2. Call our 24-hour emergency number from a nearby phone and wait for our service crew to arrive to explain the situation.

**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.

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

**Detail of Charges for Gas Service**

Customer Charge	\$25.13
Gas Delivery Charge	\$126.98
Gas Supply Cost 70.8 Mcf at \$6.41390 per Mcf	\$454.10
Research & Development Factor	\$0.92
Ashland City Franchise Fee	\$18.21
School Tax	\$18.21
Sales Tax	\$38.61
Accelerated Main Replacement Program Rider	\$0.00
<b>Total Charges for Service This Period</b>	<b>\$682.16</b>

**Service Charges Notes**

*The 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.*

*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 the local distribution company.*

*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.*

**Contact Information Corrections**

If this mailing address or phone number are incorrect, please make the necessary corrections on the lines below.

915 13TH St  
Ashland KY 41101-2639  
191-755-8088

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip code \_\_\_\_\_

Home Phone (     ) \_\_\_\_\_

**WinterCare Contribution**

Administered by The Community Action Council through donations from Columbia Gas customers, employees, and matching company contributions, WinterCare provides financial assistance to your neighbors who have no other options to help maintain their natural gas service.

You can contribute to the program monthly by authorizing the amount of your donation to be added to your monthly gas bill. For a one-time donation, simply make your check payable to the WinterCare and return it to Columbia Gas along with your regular gas bill payment. However you choose to contribute, your donation is tax-deductible.

**Monthly Contribution**

\$10

\$5

\$1

\$ \_\_\_\_\_

**One-Time Contribution**

\$ \_\_\_\_\_

**COLUMBIA GAS OF KENTUCKY, INC.  
RESPONSE TO FIRST DATA REQUEST OF  
NATIONAL ENERGY UTILITY CORPORATION**

**Data Request 004:**

Was the construction observed in July or August, 2009 by NEUC partially on property owned by the customers in question? If not, explain where the construction occurred.

**Response:**

Yes, but the construction was almost entirely on ZTB's properties. Of the several hundred feet of NEUC's construction, only about 75 feet of it was not located on ZTB property. The areas of exception are where NEUC crosses two (2) thirty-foot wide streets (McKinley and Bryan), and a fifteen foot wide alley. McKinley and Bryan Streets and public and are the only properties not owned by ZTB.

A survey would better reflect this; however, to the best of Columbia's knowledge, NEUC has not recorded any right of way or easements, or surveys which would reveal this with more certainty.

PSC Case No. 2009-00340  
NEUC Set 1 DR No. 005  
Respondent(s): Thomas Preston

**COLUMBIA GAS OF KENTUCKY, INC.  
RESPONSE TO FIRST DATA REQUEST OF  
NATIONAL ENERGY UTILITY CORPORATION**

**Data Request 005:**

Do you have any information to dispute the testimony of Jay Freeman that NEUC has gas pipeline facilities located on the disputed customers' property? Of yes, explain.

**Response:**

No. I have photographs, maps, plats, and have made observations which indicate NEUC does have gas pipeline facilities on customers' properties. To the best of Columbia's knowledge, NEUC has recorded no surveys, no easements or rights of way to indicate exactly where.

PSC Case No. 2009-00340  
NEUC Set 1 DR No. 006  
Respondent(s): Thomas Preston

**COLUMBIA GAS OF KENTUCKY, INC.  
RESPONSE TO FIRST DATA REQUEST OF  
NATIONAL ENERGY UTILITY CORPORATION**

**Data Request 006:**

Do you have any information to dispute the testimony of Jay Freeman that NEUC has customers located at each end of the disputed customers' property? If yes, explain.

**Response:** I do not have any information disputing or affirming whether NEUC has customers at each end of these properties.

**COLUMBIA GAS OF KENTUCKY, INC.  
RESPONSE TO FIRST DATA REQUEST OF  
NATIONAL ENERGY UTILITY CORPORATION**

**Data Request 007:**

Do you have any information to dispute the accuracy of the maps and plats showing NEUC facilities on the disputed customers' property that were included with NEUC's September 8, 2009 response files with the PSC? If yes, explain.

**Response:** Yes, it appears at least 250' of pipeline is omitted from NEUC's map. As the longest section of their pipe runs southwest from the car wash corner at McKinley Street toward Bryan Street, their map indicates a 90 degree turn northwest up the hill on "Parcel V" at Bryan Street. What is omitted is the line actually CONTINUES southwest, crosses 30' of Bryan Street, and continues ANOTHER 120' along the south portion of "Parcel VIII" (1200 Bryan Street). There, NEUC's line runs northwest up the hill another 100' into McKinley.

Typically, an easement is recorded with a survey drawing attached as an "Exhibit", which would indicate a pipeline's easement. No such easement to NEUC has been produced to my knowledge, and I did not locate one at the Boyd County Clerk's office.

PSC Case No. 2009-00340  
NEUC Set 1 DR No. 008  
Respondent(s): David E. Mueller

**COLUMBIA GAS OF KENTUCKY, INC.  
RESPONSE TO FIRST DATA REQUEST OF  
NATIONAL ENERGY UTILITY CORPORATION**

**Data Request 008:**

Does Columbia have any inspection Report, correspondence or other information from the PSC that indicates a problem with cathodic protection near NEUC facilities in the area near the disputed property? If yes, explain.

**Response:**

Upon reviewing our records we have no record of any documents as described above.

**CERTIFICATE OF SERVICE**

I hereby certify that a copy of the foregoing Responses of Columbia Gas of Kentucky, Inc. to NEUC's Initial Data Requests was served upon all parties of record by regular U. S. mail this 20<sup>th</sup> day of March, 2010.

*Brooke E. Leslie*

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Brooke E. Leslie  
Attorney for  
**COLUMBIA GAS OF KENTUCKY INC.**

**SERVICE LIST**

Hon. John N. Hughes  
124 West Todd Street  
Frankfort, KY 40601