

Columbia Gas<sup>®</sup>  
of Kentucky

A NiSource Company

P.O. Box 14241  
2001 Mercer Road  
Lexington, KY 40512-4241

Mr. Jeff Derouen  
Executive Director  
Kentucky Public Service Commission  
P. O. Box 615  
Frankfort, KY 40602

August 24, 2010

**RE: Case No. 2010-00233**

RECEIVED

AUG 24 2010

PUBLIC SERVICE  
COMMISSION

Dear Mr. Derouen:

Pursuant to the Commission's Order of August, 10, 2010 in Case No. 2010-00233, Columbia Gas of Kentucky, Inc. hereby files an original and ten copies of its Response to Commission Staff's Second Information Request to Columbia Gas of Kentucky, Inc.

If you have any questions, please contact me at (614) 460-4648. Thank you.

Sincerely,

*Stephen B. Seiple (gmc)*

Stephen B. Seiple  
Assistant General Counsel

Enclosures

cc: Richard Taylor

**COLUMBIA GAS OF KENTUCKY, INC.**  
**RESPONSE TO DATA REQUEST OF COMMISSION STAFF**  
**DATED AUGUST 10, 2010**

**Data Request 001:**

Refer to Columbia's response to item 2.b. of Commission Staff's First Request for Information ("Staff's First Request"):

- a. Provide any data, support or confirmation available that shows that some customers experienced savings under the Choice program since the last program extension in 2008.
- b. Provide all questions relating to the Choice program from the 2008 Matrix Group customer satisfaction survey along with a summary of customer responses.

**Response:**

a. Please see Exhibit PSC 2-1 (a) attached. Exhibit PSC 2-1 (a) is a listing of all marketer rates billed by Columbia in each month since the Commission's Order in November 2008 extending the Choice program. Columbia's applicable Gas Cost Adjustment for each month is shown also. The rates are shown in declining order from highest amount per Mcf to lowest amount per Mcf with Columbia's rate inserted to easily identify the rates above and below Columbia's rate. The number of customers billed at rates above and below Columbia's rate is shown near the bottom of the page.

b. The questions relating to the Choice program in the survey conducted by The Matrix Group were as follows:

Customer Choice Program

8. Are you, or have you even been a participant in Columbia Gas of Kentucky's Customer Choice Program?

1. Yes >>>Continue with Question 8A

2. No >>>Skip to Question 9A - Safety

8a. What motivated you to enroll in the Customer Choice Program? \_\_\_\_\_

8b. Do you know whether you saved money by using the Customer Choice Program?

1. Yes

2. No

8c. If you learned that you have not saved money by participating in this program, would you still want the ability to choose natural gas suppliers?

1. Yes

2. No

Please see Exhibit PSC 2 -1 (b) attached, which contains the summary of customer responses taken from the Final Report of The Matrix Group.

Marketer Billing Rates and Columbia GCA\* By Month

Year Billing Month	2009											
	November	December	January	February	March	April	May	June	July	August		
\$	18,6300	\$ 18,6300	\$ 18,6300	\$ 18,6300	\$ 18,6300	\$ 18,6300	\$ 17,1700	\$ 17,1700	\$ 17,1700	\$ 17,1700	\$ 17,1700	\$ 17,1700
\$	17,1700	\$ 17,1700	\$ 17,1700	\$ 17,1700	\$ 17,1700	\$ 17,1700	\$ 15,8400	\$ 15,8400	\$ 15,8400	\$ 15,8400	\$ 15,8400	\$ 15,8400
\$	15,4000	\$ 15,4000	\$ 15,4000	\$ 15,4000	\$ 15,4000	\$ 15,4000	\$ 15,4000	\$ 15,4000	\$ 15,4000	\$ 15,4000	\$ 15,4000	\$ 15,4000
\$	14,7900	\$ 14,7900	\$ 14,7900	\$ 14,7900	\$ 14,7900	\$ 14,7900	\$ 14,7900	\$ 14,7900	\$ 14,7900	\$ 14,7900	\$ 14,7900	\$ 14,7900
\$	14,6500	\$ 14,6500	\$ 14,6500	\$ 14,6500	\$ 14,6500	\$ 14,6500	\$ 14,6500	\$ 14,6500	\$ 14,6500	\$ 14,6500	\$ 14,6500	\$ 14,6500
\$	14,1900	\$ 14,1900	\$ 13,9900	\$ 13,9900	\$ 13,9900	\$ 14,6500	\$ 13,9900	\$ 13,9900	\$ 13,9900	\$ 13,9900	\$ 13,9900	\$ 13,9900
\$	14,2263	\$ 13,8900	\$ 13,8900	\$ 13,8900	\$ 13,8900	\$ 13,9900	\$ 13,8900	\$ 13,8900	\$ 13,8900	\$ 13,8900	\$ 13,8900	\$ 13,8900
\$	14,1900	\$ 13,8600	\$ 13,8600	\$ 13,7900	\$ 13,7900	\$ 13,8900	\$ 13,7900	\$ 13,7900	\$ 13,7900	\$ 13,7900	\$ 13,7900	\$ 13,7900
\$	13,8900	\$ 13,7900	\$ 13,7900	\$ 13,5000	\$ 13,5000	\$ 13,7900	\$ 13,5000	\$ 13,5000	\$ 13,5000	\$ 13,5000	\$ 13,5000	\$ 13,5000
\$	13,8600	\$ 13,5000	\$ 13,2700	\$ 13,2700	\$ 13,2700	\$ 13,5000	\$ 13,2700	\$ 13,2700	\$ 13,2700	\$ 13,2700	\$ 13,2700	\$ 13,2700
\$	13,7900	\$ 13,2687	\$ 13,2700	\$ 13,2687	\$ 12,8000	\$ 13,2700	\$ 12,8000	\$ 12,8000	\$ 12,8000	\$ 12,8000	\$ 12,8000	\$ 12,8000
\$	13,2700	\$ 12,9900	\$ 13,1900	\$ 13,1900	\$ 12,7000	\$ 12,8000	\$ 12,7000	\$ 12,7000	\$ 12,7000	\$ 12,7000	\$ 12,7000	\$ 12,7000
\$	12,8000	\$ 12,8000	\$ 13,1900	\$ 12,8000	\$ 12,6900	\$ 12,7000	\$ 12,6900	\$ 12,6900	\$ 12,6900	\$ 12,6900	\$ 12,6900	\$ 12,6900
\$	12,7000	\$ 12,7000	\$ 12,8000	\$ 12,7000	\$ 12,3200	\$ 12,6900	\$ 12,3200	\$ 12,3200	\$ 12,3200	\$ 12,3200	\$ 12,3200	\$ 12,3200
\$	12,6900	\$ 12,6900	\$ 12,7000	\$ 12,6900	\$ 12,3000	\$ 12,3200	\$ 12,3000	\$ 12,3000	\$ 12,3000	\$ 12,3000	\$ 12,3000	\$ 12,3000
\$	12,4900	\$ 12,4900	\$ 12,6900	\$ 12,4900	\$ 12,0700	\$ 12,3000	\$ 12,2600	\$ 12,2600	\$ 12,2600	\$ 12,2600	\$ 12,2600	\$ 12,2600
\$	12,3200	\$ 12,3200	\$ 12,4900	\$ 12,3900	\$ 11,9900	\$ 12,2600	\$ 11,9900	\$ 11,9900	\$ 11,9900	\$ 11,9900	\$ 11,9900	\$ 11,9900
\$	12,3000	\$ 12,3000	\$ 12,3900	\$ 12,3900	\$ 11,9500	\$ 11,9900	\$ 11,9500	\$ 11,9500	\$ 11,9500	\$ 11,9500	\$ 11,9500	\$ 11,9500
\$	11,9900	\$ 12,0700	\$ 12,3200	\$ 12,3200	\$ 11,9000	\$ 11,9500	\$ 11,7200	\$ 11,7200	\$ 11,7200	\$ 11,7200	\$ 11,7200	\$ 11,7200
\$	11,9500	\$ 11,9500	\$ 12,3000	\$ 12,3000	\$ 10,9900	\$ 11,7200	\$ 10,9900	\$ 10,9900	\$ 10,9900	\$ 10,9900	\$ 10,9900	\$ 10,9900
\$	11,7200	\$ 11,9020	\$ 12,0700	\$ 12,0700	\$ 10,9000	\$ 10,9900	\$ 10,2400	\$ 10,2400	\$ 10,2400	\$ 10,2400	\$ 10,2400	\$ 10,2400
\$	10,9900	\$ 11,7200	\$ 11,9900	\$ 12,0500	\$ 10,5800	\$ 10,9000	\$ 10,2400	\$ 10,2400	\$ 10,2400	\$ 10,2400	\$ 9,9200	\$ 9,9200
\$	10,9000	\$ 10,9000	\$ 11,9500	\$ 11,9020	\$ 10,2400	\$ 10,2400	\$ 10,1224	\$ 9,8900	\$ 9,8900	\$ 9,8900	\$ 9,7900	\$ 9,7900
\$	10,7380	\$ 10,9000	\$ 11,9020	\$ 10,9900	\$ 10,1224	\$ 10,1224	\$ 9,9900	\$ 9,9900	\$ 9,9900	\$ 9,9900	\$ 8,9900	\$ 8,9900
\$	10,6620	\$ 9,8500	\$ 10,9900	\$ 10,9000	\$ 9,9900	\$ 10,0900	\$ 9,8900	\$ 9,8900	\$ 9,8900	\$ 9,8900	\$ 8,4900	\$ 8,4900
\$	10,5800	\$ 9,6590	\$ 10,9000	\$ 10,5800	\$ 9,9200	\$ 9,9900	\$ 9,7900	\$ 9,7900	\$ 9,7900	\$ 8,2400	\$ 8,2400	\$ 8,2400
\$	9,9200	\$	\$ 10,0780	\$ 10,0780	\$ 7,8354	\$ 9,7900	\$ 8,9900	\$ 8,9900	\$ 7,9067	\$ 7,9067	\$ 7,9067	\$ 7,9067
\$	9,8500	\$	\$	\$ 9,9200	\$ 7,6854	\$ 8,9900	\$ 7,8354	\$ 7,8354	\$ 7,9067	\$ 7,9067	\$ 7,9067	\$ 7,9067
					\$ 7,6660	\$	\$ 7,8354	\$ 7,6854	\$ 7,9000	\$ 7,9000	\$ 7,9000	\$ 7,9000
						\$	\$ 7,6660	\$ 7,2460	\$ 7,2460	\$ 7,2460	\$ 7,2460	\$ 7,2460
						\$	\$	\$ 5,6187	\$ 5,6187	\$ 5,6187	\$ 5,6187	\$ 5,6187
						\$	\$ 7,2460	\$	\$ 5,4687	\$ 5,4687	\$ 5,4687	\$ 5,4687
No. of Customers Enrolled at Rate												
Higher than Columbia GCA	551	4,672	2,567	2,633	11,515	4,426	4,609	13,694	10,874	10,874	11,745	11,745
Lower than Columbia GCA	28,347	24,521	27,172	27,995	20,072	27,374	27,688	18,727	22,203	22,203	21,855	21,855

\*Shaded Cell is Columbia GCA

Marketer Billing Rates and Columbia GCA\* By Month

	2010											
	September '10	October '10	November '10	December '10	January '10	February '10	March '10	April '10	May '10	June '10	July '10	August '10
\$	17,170	\$ 17,170	\$ 17,170	\$ 17,170	\$ 17,170	\$ 17,170	\$ 17,170	\$ 17,170	\$ 17,170	\$ 17,170	\$ 17,170	\$ 17,170
\$	15,840	\$ 15,840	\$ 15,840	\$ 15,840	\$ 15,840	\$ 15,840	\$ 15,840	\$ 15,840	\$ 15,840	\$ 15,840	\$ 15,840	\$ 15,840
\$	15,400	\$ 15,400	\$ 15,400	\$ 15,400	\$ 15,400	\$ 15,400	\$ 15,400	\$ 14,790	\$ 14,790	\$ 14,790	\$ 14,790	\$ 14,790
\$	14,790	\$ 14,790	\$ 14,790	\$ 14,790	\$ 14,790	\$ 14,790	\$ 14,790	\$ 14,650	\$ 14,650	\$ 14,650	\$ 14,650	\$ 14,650
\$	14,650	\$ 14,650	\$ 14,650	\$ 14,650	\$ 14,650	\$ 14,650	\$ 14,650	\$ 13,790	\$ 13,790	\$ 13,790	\$ 13,790	\$ 13,790
\$	13,990	\$ 13,990	\$ 13,990	\$ 13,990	\$ 13,990	\$ 13,990	\$ 13,990	\$ 13,500	\$ 13,500	\$ 13,500	\$ 13,500	\$ 13,500
\$	13,990	\$ 13,990	\$ 13,990	\$ 13,990	\$ 13,990	\$ 13,990	\$ 13,990	\$ 13,270	\$ 13,270	\$ 13,270	\$ 13,270	\$ 13,270
\$	13,790	\$ 13,790	\$ 13,790	\$ 13,790	\$ 13,790	\$ 13,790	\$ 13,790	\$ 12,690	\$ 12,690	\$ 12,690	\$ 12,690	\$ 12,690
\$	13,500	\$ 13,500	\$ 13,500	\$ 13,500	\$ 13,500	\$ 13,500	\$ 13,500	\$ 11,720	\$ 11,720	\$ 11,720	\$ 11,720	\$ 11,720
\$	13,500	\$ 13,500	\$ 13,500	\$ 13,500	\$ 13,500	\$ 13,500	\$ 13,500	\$ 10,900	\$ 10,900	\$ 10,900	\$ 10,900	\$ 10,900
\$	13,270	\$ 13,270	\$ 13,270	\$ 13,270	\$ 13,270	\$ 13,270	\$ 13,270	\$ 10,580	\$ 10,580	\$ 10,580	\$ 10,580	\$ 10,580
\$	12,800	\$ 12,800	\$ 12,800	\$ 12,800	\$ 12,800	\$ 12,800	\$ 12,800	\$ 9,920	\$ 9,920	\$ 9,920	\$ 9,920	\$ 9,920
\$	12,800	\$ 12,800	\$ 12,800	\$ 12,800	\$ 12,800	\$ 12,800	\$ 12,800	\$ 9,920	\$ 9,920	\$ 9,920	\$ 9,920	\$ 9,920
\$	12,600	\$ 12,600	\$ 12,600	\$ 12,600	\$ 12,600	\$ 12,600	\$ 12,600	\$ 9,850	\$ 9,850	\$ 9,850	\$ 9,850	\$ 9,850
\$	12,300	\$ 12,300	\$ 12,300	\$ 12,300	\$ 12,300	\$ 12,300	\$ 12,300	\$ 9,790	\$ 9,790	\$ 9,790	\$ 9,790	\$ 9,790
\$	12,300	\$ 12,300	\$ 12,300	\$ 12,300	\$ 12,300	\$ 12,300	\$ 12,300	\$ 9,790	\$ 9,790	\$ 9,790	\$ 9,790	\$ 9,790
\$	11,990	\$ 11,990	\$ 11,990	\$ 11,990	\$ 11,990	\$ 11,990	\$ 11,990	\$ 9,200	\$ 9,200	\$ 9,200	\$ 9,200	\$ 9,200
\$	11,990	\$ 11,990	\$ 11,990	\$ 11,990	\$ 11,990	\$ 11,990	\$ 11,990	\$ 8,990	\$ 8,990	\$ 8,990	\$ 8,990	\$ 8,990
\$	11,950	\$ 11,950	\$ 11,950	\$ 11,950	\$ 11,950	\$ 11,950	\$ 11,950	\$ 8,890	\$ 8,890	\$ 8,890	\$ 8,890	\$ 8,890
\$	11,950	\$ 11,950	\$ 11,950	\$ 11,950	\$ 11,950	\$ 11,950	\$ 11,950	\$ 8,890	\$ 8,890	\$ 8,890	\$ 8,890	\$ 8,890
\$	11,720	\$ 11,720	\$ 11,720	\$ 11,720	\$ 11,720	\$ 11,720	\$ 11,720	\$ 8,500	\$ 8,500	\$ 8,500	\$ 8,500	\$ 8,500
\$	11,720	\$ 11,720	\$ 11,720	\$ 11,720	\$ 11,720	\$ 11,720	\$ 11,720	\$ 8,500	\$ 8,500	\$ 8,500	\$ 8,500	\$ 8,500
\$	10,900	\$ 10,900	\$ 10,900	\$ 10,900	\$ 10,900	\$ 10,900	\$ 10,900	\$ 8,490	\$ 8,490	\$ 8,490	\$ 8,490	\$ 8,490
\$	10,900	\$ 10,900	\$ 10,900	\$ 10,900	\$ 10,900	\$ 10,900	\$ 10,900	\$ 8,490	\$ 8,490	\$ 8,490	\$ 8,490	\$ 8,490
\$	10,580	\$ 10,580	\$ 10,580	\$ 10,580	\$ 10,580	\$ 10,580	\$ 10,580	\$ 8,340	\$ 8,340	\$ 8,340	\$ 8,340	\$ 8,340
\$	10,580	\$ 10,580	\$ 10,580	\$ 10,580	\$ 10,580	\$ 10,580	\$ 10,580	\$ 8,340	\$ 8,340	\$ 8,340	\$ 8,340	\$ 8,340
\$	9,920	\$ 9,920	\$ 9,920	\$ 9,920	\$ 9,920	\$ 9,920	\$ 9,920	\$ 8,240	\$ 8,240	\$ 8,240	\$ 8,240	\$ 8,240
\$	9,920	\$ 9,920	\$ 9,920	\$ 9,920	\$ 9,920	\$ 9,920	\$ 9,920	\$ 8,240	\$ 8,240	\$ 8,240	\$ 8,240	\$ 8,240
\$	9,850	\$ 9,850	\$ 9,850	\$ 9,850	\$ 9,850	\$ 9,850	\$ 9,850	\$ 8,064	\$ 8,064	\$ 8,064	\$ 8,064	\$ 8,064
\$	9,850	\$ 9,850	\$ 9,850	\$ 9,850	\$ 9,850	\$ 9,850	\$ 9,850	\$ 8,064	\$ 8,064	\$ 8,064	\$ 8,064	\$ 8,064
\$	9,790	\$ 9,790	\$ 9,790	\$ 9,790	\$ 9,790	\$ 9,790	\$ 9,790	\$ 7,990	\$ 7,990	\$ 7,990	\$ 7,990	\$ 7,990
\$	9,790	\$ 9,790	\$ 9,790	\$ 9,790	\$ 9,790	\$ 9,790	\$ 9,790	\$ 7,990	\$ 7,990	\$ 7,990	\$ 7,990	\$ 7,990
\$	8,990	\$ 8,990	\$ 8,990	\$ 8,990	\$ 8,990	\$ 8,990	\$ 8,990	\$ 8,064	\$ 8,064	\$ 8,064	\$ 8,064	\$ 8,064
\$	8,990	\$ 8,990	\$ 8,990	\$ 8,990	\$ 8,990	\$ 8,990	\$ 8,990	\$ 8,064	\$ 8,064	\$ 8,064	\$ 8,064	\$ 8,064
\$	8,490	\$ 8,490	\$ 8,490	\$ 8,490	\$ 8,490	\$ 8,490	\$ 8,490	\$ 7,990	\$ 7,990	\$ 7,990	\$ 7,990	\$ 7,990
\$	8,490	\$ 8,490	\$ 8,490	\$ 8,490	\$ 8,490	\$ 8,490	\$ 8,490	\$ 7,990	\$ 7,990	\$ 7,990	\$ 7,990	\$ 7,990
\$	7,990	\$ 7,990	\$ 7,990	\$ 7,990	\$ 7,990	\$ 7,990	\$ 7,990	\$ 6,413	\$ 6,413	\$ 6,413	\$ 6,413	\$ 6,413
\$	7,990	\$ 7,990	\$ 7,990	\$ 7,990	\$ 7,990	\$ 7,990	\$ 7,990	\$ 6,413	\$ 6,413	\$ 6,413	\$ 6,413	\$ 6,413
\$	7,900	\$ 7,900	\$ 7,900	\$ 7,900	\$ 7,900	\$ 7,900	\$ 7,900	\$ 3,977	\$ 3,977	\$ 3,977	\$ 3,977	\$ 3,977
\$	7,900	\$ 7,900	\$ 7,900	\$ 7,900	\$ 7,900	\$ 7,900	\$ 7,900	\$ 3,977	\$ 3,977	\$ 3,977	\$ 3,977	\$ 3,977
\$	7,860	\$ 7,860	\$ 7,860	\$ 7,860	\$ 7,860	\$ 7,860	\$ 7,860	\$ 6,920	\$ 6,920	\$ 6,920	\$ 6,920	\$ 6,920
\$	7,860	\$ 7,860	\$ 7,860	\$ 7,860	\$ 7,860	\$ 7,860	\$ 7,860	\$ 6,920	\$ 6,920	\$ 6,920	\$ 6,920	\$ 6,920
\$	6,900	\$ 6,900	\$ 6,900	\$ 6,900	\$ 6,900	\$ 6,900	\$ 6,900	\$ 4,416	\$ 4,416	\$ 4,416	\$ 4,416	\$ 4,416
\$	6,900	\$ 6,900	\$ 6,900	\$ 6,900	\$ 6,900	\$ 6,900	\$ 6,900	\$ 4,416	\$ 4,416	\$ 4,416	\$ 4,416	\$ 4,416
\$ 2/	6,035	\$ 3,617	\$ 3,683	\$ 2/ 6,520	\$ 4,368							
\$ 2/	5,943	\$	\$	\$ 4,368								
\$	3,617	\$	\$	\$								
\$	34,044	\$ 34,196	\$ 33,979	\$ 33,754	\$ 33,494	\$ 33,178	\$ 32,865	\$ 32,149	\$ 32,028	\$ 31,765	\$ 31,872	\$ 31,911
\$	0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 19	\$ 0	\$ 0	\$ 0

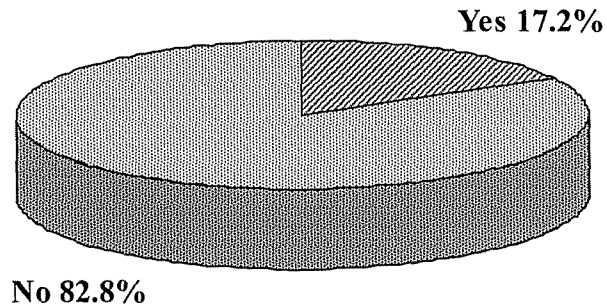
1/ Effective September 09 - August 10, Columbia's GCA includes a large Actual Cost Adjustment credit.  
 2/ New Choice participants at this marketer rate, would have a net lower rate per MWh compared to Columbia's GCA due to the actual adjustment for new Choice participants.  
 The Actual Adjustment for New Choice participants is (\$2,710) in Sept. 09 - Feb. 10 and (\$1,548) in Mar. 10 - Aug. 10.  
 This is not reflected in the No. of Customers Enrolled at Rate Lower than Columbia GCA below.

\*Shaded Cell is Columbia GCA

**Customer CHOICE Program**

*Are you, or have you ever been a participant in Columbia Gas of Kentucky's Customer CHOICE Program?*

Base: 407



- Those over the age of 65 were more likely than those under the age of 65 to have participated in the Customer CHOICE program.

*What motivated you to enroll in the Customer CHOICE program?*

Base: 70

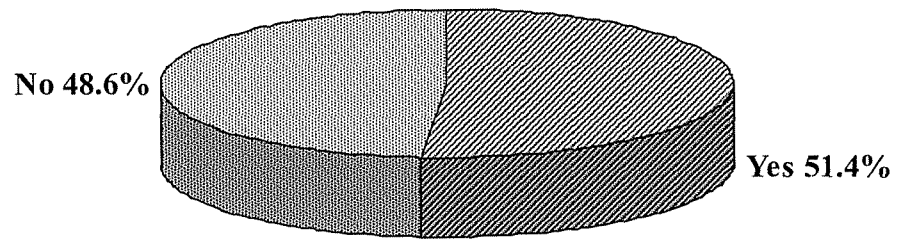
Motivation	%
Were guaranteed lower rates/thought it would be cheaper	80.0%
Joined for the price or because someone asked me to join/since switched back	10.0%
Columbia Gas/Someone asked me	7.1%
Other <sup>1</sup>	8.6%

- Among the customers interviewed in this sample, few had participated in the Customer CHOICE program. Those who had participated had done so because they were guaranteed lower rates or believed it would save them money.

<sup>1</sup> Other responses include: *When I bought my house, the Customer CHOICE program came with the property. The idea of saving energy to protect the Earth. I participate in this program because I have always been with Columbia Gas. I thought I could benefit from this program. I do not know. I can terminate at any time. I own some wells in Pike County so I get money from the gas company for those wells.*

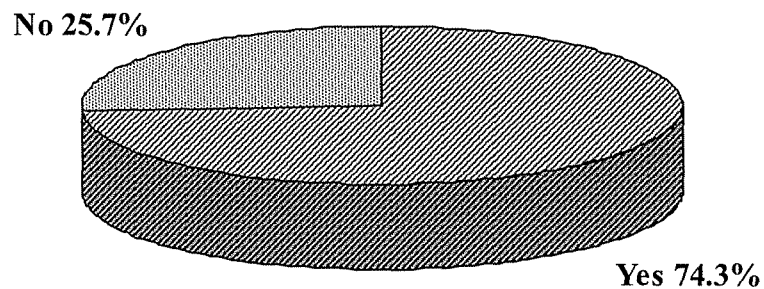
***Customer CHOICE Program- continued***

*Do you know whether you have saved money by using the Customer CHOICE Program?*  
Base: 70



- Almost half of the respondents were unclear whether or not they had saved money in the Customer CHOICE program.
- Individuals residing in Central Kentucky compared to customers residing in Eastern Kentucky counties, were more likely to say they had not saved money in the program.

*If you had learned that you had not saved money by participating in this program, would you still want the ability to choose the natural gas suppliers?*  
Base: 70



- Customers indicated they want the ability to choose their natural gas supplier, even if they learned they had not saved money in the program.

**COLUMBIA GAS OF KENTUCKY, INC.  
RESPONSE TO DATA REQUEST OF COMMISSION STAFF  
DATED AUGUST 10, 2010**

**Data Request 002:**

Refer to the response to item 3 of Staff's First Request. Explain whether there are marketers approved to participate in the Choice program who have no product offerings and have enrolled no customers. Identify any such marketers.

**Response:**

All marketers currently approved to participate in the Choice program, as listed in Columbia's response to Item 3 of the Staff's First Request, have customers enrolled and are providing the natural gas commodity for them. At the beginning of each month, Columbia reports to the Commission the current residential offerings of marketers. Commercial/industrial product offerings are not obtained by Columbia, but all participating marketers are serving both residential and commercial/industrial customers.



**COLUMBIA GAS OF KENTUCKY, INC.**  
**RESPONSE TO INITIAL DATA REQUEST OF COMMISSION STAFF**  
**DATED AUGUST 10, 2010**

**Data Request 003:**

Provide the details of all customer complaints provided in response to item 10 of Staff's First Request.

**Response:**

**Calendar Year 2008 – Total Choice Complaints 10**

IGS – Total 1

Rate Question – 1

- 10/13/08 - Columbia received complaint of customer questioning his rate with IGS and Columbia's rate. Contacted the customer and reviewed the current gas supply cost and the components of Columbia's rate schedule. Customer was advised that they currently purchase their gas supply from IGS Energy and was directed to contact IGS with any further questions regarding that rate

MxEnergy - Total 9

Unauthorized Enrollment - 1

- 5/1/08 - Columbia received complaint of customer that feels marketer misrepresented himself as a Columbia employee. Marketer was suppose to mail information but instead enrolled customer in Choice program. Contacted MXEnergy to investigate the complaint. MX Energy supervisor stated she would monitor account to ensure that the contract was cancelled. Resolve date 5/07/08.

Unsatisfactory Resolution - 4

- 9/9/08 - Columbia received the complaint of customer unable to reach MX Energy to discuss the enrollment of two gas accounts. Contacted MX Energy and the customer. The customer submitted an incorrect account number for one of the accounts and the account could not be enrolled with MX Energy. MX Energy contacted the customer to discuss the situation and

the customer requested that the contract be cancelled. MX Energy cancelled the contract and did not charge the early termination fee.

- 10/22/08-Customer states she called in to cancel with MX Energy about 2 months ago. The cancellation was never completed and customer called MX Energy again to cancel. The confirmation number she received is 1-161641330. Customer would like to be reimbursed for previous months. MX Energy contacted the customer and advised that they would refund the difference in the rate between MX Energy and the utility for the months of October and November. Resolve date 10-31-08.
- 10/27/08-Mr. Davis states that he has attempted to contact MX Energy several times to cancel his enrollment during the 30 day cancellation grace period. Customer states that he has been unable to reach MX Energy by phone. He was placed on hold for extended periods of time. MX Energy verified that the rescission took place on 10-21-08. Customer will not bill with MX Energy. Resolve date 12-12-08.
- 12/1/08 – Columbia received a customer complaint stating they wanted to cancel Choice and that MXenergy would not let him cancel even though he was the person who signed the contract. MXenergy was contacted. 3-3-09 MXenergy had left five messages with customer and with no response. Concern was closed. Resolve date 03-03-09.

Rate Question – 1-(Should have been classified as an unauthorized enrollment)

- 11/18/08-Customer stated that she did not enroll with MX Energy. MX Energy's records indicate that the customer enrolled on 09-10-08. Then on 11-22-08 the customer contacted MX Energy and requested to cancel her contract. A request was submitted with an effective date of 01/2009. Resolve date 12-12-08.

Marketer Solicitation – 3

- 02/27/08-Customer advised that the marketer represented themselves as Columbia Gas. MX Energy was unable to locate this customer in their system. Resolve date 03-28-08.
- 08/26/08-Customer states that MX Energy misrepresented themselves as Columbia Gas. Customer does not want to be contacted concerning the CHOICE program. MX Energy placed customer's phone number on their do not call list. Resolve date 09-08-08.
- 9/11/08 - Columbia received complaint from customer upset because MXenergy had called her home nine times on 9-10-08 and two times on 9-11-08. Customer stated the reps would not give their names. Customer wants calls to stop. Contacted MXenergy to have the calls stopped. MXenergy responded customer had been put on do not call list. Resolve date 9-24-08.

## Calendar Year 2009 – Total Choice Complaints 31

IGS – Total 19

### Unauthorized Enrollment – 4

- 03/27/09-Customer called about CHOICE enrollment on account number 13038329-002. States enrollment should have been for 13038329-003. IGS contacted customer to resolve the situation. Resolve date 06-08-09.
- 03/27/09-Customer states that CHOICE enrollment should be for 211 Center Drive, Winchester, KY not 200 Fulton. IGS contacted customer to resolve the situation. Resolve date 06-08-09.
- 08/31/09-Customer states that he never enrolled with IGS. After discussion customer stated that he was aware that he was enrolled with IGS but was upset about the cancellation fee. IGS waived the cancellation fee. Resolve date 09-21-09.
- 11/06/09-Customer requested that a copy of his enrollment documents from IGS be sent to him. IGS agreed to send customer a copy of all related documents and will contact customer. Resolve date 11-25-09.

### Unsatisfactory Resolution – 7

- 3/16/09-Columbia received complaint from customer that attempted to call IGS and no one answered. Contacted IGS. IGS agreed to contact the customer. IGS answered the customer's questions and also reduced the rate being charged. Resolve date 03-16-09
- 12/10/09-Columbia received the complaint from customer currently enrolled with IGS. Customer had been requesting to return to Columbia. Customer had called IGS in October, November and December. IGS stated they put through order but customer has not returned to Columbia. Contacted IGS and the customer. IGS agreed to cancel the contract and refund the difference in rate for the November and December billings. Resolved 12-10-09.
- 03/17/09-Customer wanted to enroll with IGS. She was not aware that she needed to cancel her contract with the current marketer first. Customer was upset when she found out that her current marketer would require cancellation fee. IGS contacted customer to discuss the situation. Resolve date 03-30-09.
- 08/03/09-Customer has been attempting to contact IGS to cancel enrollment as has been unsuccessful. IGS contacted customer to discuss cancellation of account. Resolve date 08-24-09.
- 10/16/09-Customer cancelled contract with IGS. Customer felt that he should have been billed at Columbia's rate immediately. However there is a one to two month billing cycle transition period for the change to be effective. Customer had already for current month and Columbia's rate will be effective with next billing. Resolve date 10-16-09.

- 01/13/09-Customer cancelled contract with IGS and wanted refund of rate difference. Customer stated that the contract was only for 1 year. The contract automatically renewed. IGS issued refund to customer and cancelled contract. Resolve date 01-13-09.
- 05/12/09-Customer states that he has contacted IGS to cancel contract several times. Customer's account information indicates that IGS has already cancelled contract. Resolve date 05-12-09.

#### Rate Question – 5

- 1/13/09 - Columbia received complaint of customer stating was promised a rate of \$.50 per mcf less than Columbia. Since it takes 1 to 2 billing cycles before becoming a customer the rate changed to \$.60 per mcf more than Columbia. Contacted IGS Energy to investigate. A letter was sent to the customer by Columbia to explain the rate structure. IGS agreed to cancel the contract and the customer would return to Columbia's rate with the February billing cycle. Resolve date 01-16-09
- 11/09/09 - Columbia received complaint from customer purchasing gas from IGS that Columbia's rates are cheaper and he wants information about rates from Columbia. Contacted the customer. The rates for Columbia were reviewed with the customer. The customer was informed that the CHOICE program was optional and advised of the process to cancel and return to Columbia. Resolve date 11-10-09.
- 12/09/09 - Columbia received complaint and contacted the customer. Customer has questions about Columbia's Choice program. Customer heard on the news that there were cheaper options for him; he currently purchases his gas supply from IGS. The customer was advised of their current rate with IGS and Columbia's current rate. The customer was also provided the names of other marketers that participate in the CHOICE program. Customer advised that he would contact IGS to cancel and return to Columbia. Resolve date 12-10-09.
- 01/13/09-Customer requested to be cancelled from IGS contract due to the actual gas cost adjustment billed by Columbia for the first 12 months. Customer did not understand rate structure. IGS contacted customer and cancelled contract. Resolve date 01-30-09.
- 10/08/09-Customer felt that he was misinformed about current rates. Customer felt that he was provided an incorrect rate from last quarter. IGS contacted customer and provided rates for past 12 months for both IGS and Columbia Gas of Kentucky. IGS advised customer that rates are updated as published. Resolve 10-19-09.

#### Marketer Solicitation – 3

- 05/28/09-Caller is not a Columbia customer but was receiving solicitation calls from IGS. Customer wanted to be removed from call list. IGS was advised to remove customer from call list. Resolve 05-28-09.

- 06/16/09-Caller is not a Columbia customer but was receiving solicitation calls from IGS. Customer wanted to be removed from call list. IGS was advised to remove customer from call list. Resolve 06-23-09.
- 11/09/09-Customer feels rate quoted him should remain at .50 lower than Columbia Gas of Kentucky's rate. IGS provided customer a copy of letter that stated the billing rate quoted. Resolve date 11-25-09.

#### MxEnergy – Total 12

##### Unauthorized Enrollment – 3

- 9/29/09 - Columbia received complaint Customer feels Marketer misrepresented himself as a Columbia employee. Customer wants to cancel with Marketer and return to Columbia Gas to purchase their gas supply. Contacted MX Energy to investigate the complaint. MX Energy confirmed that the contract had been cancelled and the cancellation fee was waived. Resolve date 10-01-09.
- 06/17/09-Customer stated that he did not enter into a contract with MX Energy and did not want to pay a cancellation fee. MX Energy located the recorded call and the enrollment was valid. Resolve date 07-15-09.
- 07/20/09-Customer stated that she did not enroll with MX Energy. MX Energy located the recorded call and advised that Allen Brown, spouse of Kimberly Brown authorized the enrollment of the account. At that time Mr. Brown was advised of the rate in effect and the early termination fee. MX Energy stated that this was a valid contract. Resolve date 07-28-09.

##### Unsatisfactory Resolution – 6

- 02/04/09-Customer stated that she wanted to cancel the CHOICE contract with MX Energy. She thought the caller was a representing Columbia Gas of Kentucky. MX Energy contacted customer and discovered during conversation that customer had hearing impairment. MX Energy apologized to the customer and cancelled enrollment without penalty. Resolve date 02-11-09.
- 03/10/09-Customer called regarding his cancellation of contract with MX Energy. He stated that he was advised that his rate would always be lower than Columbia's rate. Felt misrepresented by MX Energy. MX Energy submitted a removal request effective April 2009 billing cycle. Resolve date 03-10-09.
- 04/14/09-Customer call in regard to cancellation of MX Energy contract. States that she is receiving rude e-mails from MX Energy. MX Energy contacted customer and advised of removal effective with the April 2009 billing cycle. Resolve date 04-24-09.

- 04/21/--09-Customer called in regard to his cancellation of contract with MX Energy. MX Energy contacted customer and advised that contract had been cancelled effective with the April 2009 billing cycle. Resolve date 04-24-09.
- 12/11/09-Customer's account is no longer served from a Columbia Gas of Kentucky distribution line. Customer stated that MX Energy attempted to charge an early termination fee. MX Energy contacted customer and agreed to waive the termination fee. Resolve date 12-31-09
- 12/30/09-Customer stated that they had attempted to cancel their contract with MX Energy on three different occasions. Customer account information indicates that they were removed on 12-30-09. Resolve date 12-30-09.

#### Rate Question – 1

- 10/01/09-Customer called to question his enrollment with MX Energy and the rate in effect. MX Energy cancelled the customer's contract effective with the November 2009 billing cycle. Resolve date 10-01-09.

#### Marketer Solicitation – 2

- 05/28/09-Caller is not a Columbia customer but was receiving solicitation calls from MX Energy. Customer wanted to be removed from call list. MX Energy was advised to remove customer from call list. Resolve 05-28-09.
- 07/08/09-Customer stated that the MX Energy representative came to her home and was very pushy. The representative stated that he came to her home because she did not respond to letters or phone calls. MX Energy contacted the customer and advised of their zero tolerance of the unprofessional behavior as mentioned. The customer's concern was addressed immediately and MX Energy's records indicate that the customer was never enrolled. Resolve date 07-15-09.

### **Calendar Year 2010 – Total Choice Complaints 13**

#### Gateway Energy – Total 2

##### Unsatisfactory Resolution – 2

- 01/21/10-Customer stated that she should be receiving her gas supply from Gateway Energy. Second concern was entered on 01-28-10 for follow up.
- 01/28/10-Customer stated that she was never set up to receive her gas supply from Gateway Energy. Gateway Energy contacted the customer via a conference call along with her current supplier to discuss the necessary steps to cancel their contract. The issue was resolved. Resolve date 02-22-09.

#### IGS – Total 6

#### Unsatisfactory Resolution – 1

- 03/25/10-Customer was concerned because she received a letter from IGS stating that her contract would begin within two billing cycles. IGS records indicate that the customer was not enrolled with them. Customer currently purchasing their gas supply from MX Energy. Resolve 04-20-10.

#### Rate Question – 1

- 7/6/10 - Columbia received complaint of customer calling with an issue with IGS. Customer stated she was contacted by Volunteer Energy with a better rate offer. Contacted the customer and IGS. The customer's current contract had a cancellation date prior to the July billing. Columbia advised IGS that the customer had not been rendered a July bill. IGS terminated the customer's contract with no cancellation fee. Resolve date 07-06-10.

#### Restore Choice/Disconnected in error – 4

- 03/25/10-Customer called regarding the cancellation of his IGS contract. After investigation it was found that a customer called in and requested a connect at his address which was incorrect. IGS was contacted and the contract was reinstated. Resolve date 03-25-10.
- 06/10/10-Customer called in regard to the cancellation of his IGS contract. Mr. Smith was advised that his wife called and requested that the service be connected in her name. Mr. Smith stated that he wanted the service to remain in his name and was unaware of the connect request. IGS was contacted and the contract reinstated. Resolve date 06-18-10.
- 06/15/10- Customer called regarding the cancellation of his IGS contract. After investigation it was found that a customer called in and requested a connect at his address which was incorrect. IGS was contacted and the contract was reinstated. Resolve date 07-13-10.
- 07/14/10-- Customer called regarding the cancellation of her IGS contract. After investigation it was found that a customer called in and requested a connect at her address which was incorrect. IGS was contacted and the contract was reinstated. Resolve date 08-03-10.

#### MxEnergy – Total 4

#### Unauthorized Enrollment – 2

- 4/16/10 - Columbia received complaint from customer that she did not authorize enrollment with MX Energy. States she had a roommate back in 02/09 that might have been the person that answered the phone. Customer does not want to pay termination fee of \$150 since she did not authorize the enrollment. Contacted the customer and MX Energy. MX Energy provided a recording of the enrollment call and the voice appeared to be a different party than the customer. MX Energy agreed to cancel the contract and waive the early termination fee. Resolve date 04-23-10

- 07/07/10-Customer called to verify that her contract had been cancelled with MX Energy as she wished to stay with Columbia Gas of Kentucky. MX Energy confirmed the cancellation of the customer's contract. Resolve date 07-13-10.

#### Restore Choice/Disconnected in error – 2

- 06/21/10-Customer called regarding the cancellation of her MX Energy contract. After investigation it was found that a customer called in and requested a connect at her address which was incorrect. MX Energy was contacted and the contract was reinstated. Resolve date 07-13-10.
- 06/28/10- Customer called regarding the cancellation of his MX Energy contract. After investigation it was found that a customer called in and requested a connect at his address which was incorrect. MX Energy was contacted and the contract was reinstated. Resolve date 07-13-10.

#### Volunteer Energy Services – Total 1

##### Marketer Solicitation – 1

- 07/15/10 - Customer stated they are receiving phone calls from marketer and they are not a Columbia Gas customer. Volunteer Energy was contacted and agreed to remove customer from call list.

One additional complaint received in 2010 regarding Stand Energy Corporation was inadvertently omitted in the previous response. The Complaint was about Marketer Solicitation and was received on March 30, 2010. Columbia addressed the issue with the marketer who took corrective action to remedy its solicitations. Resolve date 04-30-10.



**COLUMBIA GAS OF KENTUCKY, INC.**  
**RESPONSE TO DATA REQUEST OF COMMISSION STAFF**  
**DATED AUGUST 10, 2010**

**Data Request 004:**

Reconcile the statement in response to item 8 of Staff's First Request that there have been fewer customer complaints since the program was extended in Case No. 2008-00195 to the complaint numbers provided in response to item 10 of Staff's Case No. 2010-00233 First Request which indicate that there were 10 complaints in 2008, 31 in 2009 and 13 in just a little over half of year 2010.

**Response:**

The response to item 8 of Staff's First Request stated, "few" customer complaints, not "fewer." A comparison of the number of complaints was not intended. However, as a comparison, the number of complaints in 2006 was 36, while complaints in 2007 numbered 10. With participation in excess of 28,838 customers since the program was extended, annual complaints at the highest level amounted to only about one-tenth of one percent of participating customers. While Columbia does not consider the number of complaints in any of these years to be significant, Columbia does take each complaint seriously, investigating the complaint and trying to resolve it to the customer's satisfaction.