

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ELECTRONIC TARIFF FILING OF COLUMBIA)	
GAS OF KENTUCKY, INC. TO EXTEND ITS)	CASE NO.
SMALL VOLUME GAS TRANSPORTATION)	2021-00386
SERVICE)	

ORDER

On June 28, 2024, the Commission ordered post-hearing informal conferences run by Commission Staff, to occur twice a year through December 2028 or until further ordered by the Commission.¹ The first post-hearing informal conference was held on August 28, 2024. The second informal conference was held on April 15, 2025.

The Commission finds that the next informal conference, to be held virtually, should be scheduled on September 11, 2025, at 1 p.m. Eastern Daylight Time. The agenda is attached as an Appendix to this Order. Commission Staff should contact participants by electronic mail to provide details for joining the conference by video link. The primary purpose of the informal conference is to facilitate discussion between the intervenors and Columbia Kentucky, as they work together to improve the CHOICE program and outreach to customers. The Commission reminds all participants that the role of Commission Staff in these informal conferences is to act as facilitators.

IT IS THEREFORE ORDERED that an informal conference, to be held virtually, shall be scheduled on September 11, 2025, at 1 p.m. Eastern Daylight Time.

¹ Order (Ky. PSC June 28, 2024).

PUBLIC SERVICE COMMISSION



Chairman



Commissioner



Commissioner

ATTEST:



Executive Director



APPENDIX

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE COMMISSION IN CASE NO. 2021-00386 DATED SEP 02 2025

AGENDA

Commission Staff hereby gives notice that the following topics are to be discussed at the informal conference in this proceeding.

1. Eligible customer lists: Updates on whether an email can be added and what percentage of customers have provided email addresses.
2. Contract Portability: A discussion on ways to improve contract portability for Choice customers after a move. Columbia Kentucky to provide a description of how different residential customer disconnect/reconnect requests are handled.
3. Autopay and Continued Publicity for the Program: A discussion of how Columbia Kentucky can reach customers to educate regarding the Customer Choice program who are currently subscribed to autopay. How has Columbia Kentucky identified ways to continue publicizing the CHOICE program, including utilizing its website and home pages.
4. Updates on Cost-Tracking: Continued discussion regarding Columbia Kentucky's methods of cost-tracking.
5. Fees and Cost Structures: Discussion on how other states commissions and NiSource affiliates have structured fees for similar CHOICE programs, and what kind of cost support those commissions require for setting program fees.
6. Columbia Kentucky's 2025 Annual Report. Columbia Kentucky to provide an overview of its 2025 Annual Report.

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