

Andy Beshear  
Governor



Angie Hatton  
Chair

Rebecca W. Goodman  
Secretary  
Energy and Environment Cabinet

Mary Pat Regan  
Commissioner

Commonwealth of Kentucky  
**Public Service Commission**  
211 Sower Blvd.  
P.O. Box 615  
Frankfort, Kentucky 40602-0615  
Telephone: (502) 564-3940  
psc.ky.gov

Andrew W. Wood  
Commissioner

January 5, 2026

## PARTIES OF RECORD

Re: Case No. 2021-00386

Notice is given to all parties that the attached Columbia Gas of Kentucky Informal Conference Memorandum and attendance list has been filed into the record of this proceeding.

If you have any comments you would like to make regarding the contents of the document, please do so within five days of receipt of this letter. If you have any questions, please contact Ashley Hatcher, Staff Attorney, at [Ashley.Hatcher@ky.gov](mailto:Ashley.Hatcher@ky.gov).

Sincerely,

  
Linda C. Bridwell, PE  
Executive Director

Attachment

**INTRA-AGENCY MEMORANDUM**

**KENTUCKY PUBLIC SERVICE COMMISSION**

**TO:** Case No. 2021-00386

**FROM:** Ashley Hatcher, Staff Attorney III

**DATE:** December 15, 2025

**RE:** Informal Conference of September 11, 2025

Pursuant to an Order issued on September 2, 2025, an informal conference was conducted on September 11, 2025. Attached is a copy of the attendance roster.

The purpose of the informal conference was to discuss various topics, which were set out in an agenda attached to the September 2 Order for the IC.

The first topic discussed was eligible customer lists. Columbia Kentucky stated that no states provide email addresses as part of the lists of customers provided to marketers, and that they have no plans to provide them. XOOM expressed that Kentucky is a hard market to be in with the prospect of program termination, but would love to see the market improved.

The next topic discussed was contract portability. Columbia Kentucky explained when a customer moves or transfers the account number changes, which is why the contract is not automatically transferred. Columbia Kentucky stated there was no way to connect the two through the billing software, and to do so would require new engineering and programming, which Columbia Kentucky does not plan to do. Columbia Kentucky stated a customer who transferred could request for the contract to be entered at the new service address, but there may be a delay in enrollment.

The third topic related to autopay. Columbia Kentucky stated there are around 54,278 customers on autopay of which 4,000 participate in CHOICE. Columbia Kentucky stated that customers receive the same bill which has information on the CHOICE programs. Columbia Kentucky stated that the information is on its website and home pages. XOOM expressed that it would like to see marketing more developed on the Columbia Kentucky website.

The next topic was updates on Cost-Tracking, with Columbia Kentucky providing similar updates as in the last IC. Fees and cost structures of different jurisdictions were discussed, with Columbia Kentucky stating that there is no well-known structure as it varies by jurisdiction. Columbia Kentucky provided a brief overview of its 2025 Annual Report. Potential topics for the next IC were also discussed.

There being no further discussion, the informal conference was then adjourned.

cc: Parties of Record

# PSC INFORMAL CONFERENCE

## SIGN IN SHEET

CASE NUMBER:2021-00386

LOCATION: Public Service Commission, 211 Sower Blvd.  
Frankfort, KY 40601

DATE: September 11, 2025

NAME	COMPANY
Ashley Larock	Columbia Kentucky
Judy Cooper	Columbia Kentucky
Allyson Honaker	On behalf of Columbia Kentucky
Byrce McKenney	NRG/XOOM
Matt Malone	IGS/CNEG
Patricia Chang	Constellation
Natalia Messenger	IGS Energy
Michael Nugent	IGS Energy
Mike Foley	KY Public Service Commission
Ashley Hatcher	KY Public Service Commission
Mary Whitaker	KY Public Service Commission
Noah Abner	KY Public Service Commission
Leah Faulkner	KY Public Service Commission
William Coston	KY Public Service Commission

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