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Chair



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September 25, 2026

PARTIES OF RECORD

Re: Case No. 2021-00386

Notice is given to all parties that the attached Columbia 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 III, at Ashley.Hatcher@ky.gov.

Sincerely,

Justin McNeil RP
Justin McNeil
Executive Director

Attachment

INTRA-AGENCY MEMORANDUM

KENTUCKY PUBLIC SERVICE COMMISSION

TO: Case No. 2021-00386

FROM: Ashley Hatcher, Staff Attorney III

DATE: September 21, 2026

RE: Informal Conference of September 16, 2026

Pursuant to an Order issued on September 1, 2026 an informal conference (IC) was held on September 16, 2026. Attached is a copy of the attendance roster.

The purpose of the informal conference was to discuss the following topics:

1. Eligible Customer Lists
 - a. Columbia Kentucky stated there are no changes from the last discussion.
2. Autopay and the Continued Publicity for the Program
 - a. Columbia Kentucky had no updates from the last conference at this time. NRG/XOOM noted that they would hope that the Columbia Choice program is allowed to continue, and, if so, would want a more comprehensive marketing program. NRG/XOOM also highlighted that marketing is challenging when the program may end in 2028.
3. Columbia Kentucky's 2026 Annual Report
 - a. Columbia Kentucky stated that the report speaks for itself, and they are happy to answer any questions. No questions were asked.
4. Contract Lengths
 - a. Constellation stated that most of the contract terms were fixed with no cancellation fees for 12-24 months. Constellation doesn't have any that extend beyond that. Constellation and NRG/XOOM stated that they are not marketing for customers that would extend beyond 2028.
 - b. Suppliers noted a preference that contracts would be allowed to term out if the Columbia Choice program ends.
5. Winding Down of the Columbia Choice Program
 - a. Columbia Kentucky stated that they did identify what winding down could look like earlier in the case. Columbia Kentucky stated that some factors to be considered would include whether contracts to be allowed to continue beyond the program termination date.
 - b. Columbia Kentucky stated they'd be happy to talk to suppliers about the procedure for winding down the program.
 - c. Constellation highlighted lowering the threshold of general transmission service for participation in Columbia Kentucky's Intrastate Utility Delivery Service for commercial customers, to allow more customers to qualify for that rate schedule. Columbia Kentucky stated that this is one of the factors

being considered, but they did not have anything more to provide at this time.

6. Surveys.

- a. Columbia Kentucky stated that there has been no survey since the last one filed in a case. The last surveys were Commission ordered surveys, that were performed by a third party. The original surveys were by phone, the last ones were by email, or electronic means.
- b. Columbia Kentucky currently uses internal customer focus groups and they are all electronic surveys regarding Columbia Kentucky's performance with customer satisfaction surveys.
- c. Columbia Kentucky was unsure of a cost estimate for another survey. Columbia Kentucky will file an approximate cost as a response to this IC memo that estimates the costs, assuming the length of the survey is similar to the last survey done.
- d. NRG/XOOM stated that as program is likely to end, a survey is not useful and it would be difficult to get a good survey base given the limited participation in the program. NRG/XOOM stated the desire to work with Columbia Kentucky and Commission Staff on continuing the program. NRG/XOOM highlighted seeing positive customer responses in Ohio and stated that it thinks that this provides benefits, such as affordability. NRG/XOOM stated that the program has never taken off because it has always had the threat of an end, but it could be a really good thing in Kentucky. NRG/XOOM stated that these types of programs could be of benefit to Kentucky.

7. Agenda Items for the Next IC.

- a. Constellation highlighted wanting to continue to have conversations about winding down the program however, they would love to see the Columbia Choice program continue.

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: Virtual

DATE: September 16, 2026

NAME	COMPANY
Judy Cooper	Columbia Kentucky
Ashley LaRock	Columbia Kentucky
Allyson Honaker	On behalf of Columbia Kentucky
Byrce McKenney	NRG/XOOM
Matt Malone	IGS/CNEG
Patricia Chang	Constellation
Mike Foley	KY Public Service Commission
Ashley Hatcher	KY Public Service Commission
Mary Whitaker	KY Public Service Commission
Noah Abner	KY Public Service Commission
Moriah Tussey	KY Public Service Commission

Service List for Case 2021-00386

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