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PUBLIC SERVICE
COMMISSION



June 1, 2020

Mr. Kent Chandler, Executive Director
Kentucky Public Service Commission
211 Sower Boulevard
P. O. Box 615
Frankfort, KY 40602

RE: Case No. 2017-00115

Dear Mr. Chandler:

Columbia Gas of Kentucky, Inc. hereby submits its 2020 Annual Report on the Customer CHOICESM program for filing in the above referenced docket. If you have any questions, please email jmcoop@nisource.com. Thank you.

Sincerely,
/s/ Judy Cooper
Judy M. Cooper
Director, Government and Regulatory Affairs

Enclosure



**Columbia Gas of Kentucky, Inc.
Customer ChoiceSM Program
2020 Annual Report**



**Columbia Gas of Kentucky, Inc.
Customer ChoiceSM Program Annual Report
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Introduction

Columbia Gas of Kentucky's ("Columbia's") application requesting approval of its initial Customer Choice Program described an annual report to be filed with the Kentucky Public Service Commission ("Commission"). The initial pilot program began in 2000 and terminated on March 31, 2005. Columbia's new pilot Customer Choice Program became effective on April 1, 2005, and by subsequent Orders, the most recent dated June 19, 2017, was extended through March 31, 2022. This annual report will summarize the existing program and customer complaints.

The participating marketers are a combination of long and short term participants in Columbia's CHOICE Program. The marketers provide numerous gas supply options. As of May 2020, Choice customers have saved (\$64,363,002). This savings is calculated as the amount paid by customers compared to the amount the customers would have paid if they had not opted to be supplied by a marketer in the first place. This is the grand total from the initial Choice program through April 30, 2020.

Customer Concerns

The Customer Contact Center received 573 calls from May 2019 through April 2020 from customers seeking information about the Customer Choice Program. The nature of the concerns of the customers are shown below:

Choice Information	459
Customer Exclusion	35
Marketer Complaint	25
Marketer Savings	12
Price to Compare	34
Send Brochure	8

Certified Marketers

Constellation NewEnergy Gas Division,
LLC
Darcy Fabrizius
1221 Lamar St., Ste 750
Houston, Texas 77010
800-785-4373

Interstate Gas Supply, Inc.
dba IGS Energy
Matt White
6100 Emerald Parkway
Dublin, Ohio 43016
877-444-7427

Kentucky United Energy, LLC
Kenny Graham
730 East Main Street
Frankfort, KY 40601
877-735-7304

Nordic Energy Services, LLC
Jim Deering
One Tower Lane, Ste 300
Oakbrook Terrace, IL 60181
877-808-1022

Novec Energy Solutions
Christopher R. Hild
10323 Lomond Drive
Manassas, VA 20109
888-627-7283

Stand Energy Corporation
John M. Dosker
1077 Celestial Street, Suite 110
Cincinnati, Ohio 45202-1629
800-598-2046

U. S. Gas and Electric, Inc.
dba Kentucky Gas & Electric
David Ricketts
1303 U. S. Highway 127 South, Ste B#351
Frankfort, KY 40601
888-919-5943

Vista Energy Marketing, L.P.
Harry Kingerski
4306 Yoakum Street, Suite 600
Houston, Texas 77006
888-508-4782

Volunteer Energy Services, Inc.
John Einstein
790 Windmill Drive
Pickerington, Ohio 43147
800-977-8374

Xoom Energy, LLC
Stephanie Kueffner
11208 Statesville Road, Suite 200
Huntersville, NC 28078
888-997-8979

Rates Charged by Marketers

The following marketer rates are not identified by marketer name in order to avoid undue influence in a competitive market.

<i>Marketer</i>	<i>Rate per MCF as of May 2020</i>
<i>Marketer A</i>	\$7.4900
	\$4.0920
	\$4.2430
	\$6.5900
	\$6.9900
	\$4.5920
	\$7.2400
	\$3.9710
	\$6.5900
	\$6.9900
	\$4.5920
	\$7.2400
	\$3.9710
	\$6.5900
	\$4.6110
	\$8.4900
	\$4.9900
	\$4.3610
	\$5.1400
	\$4.8420
	\$6.7400
	\$7.4900
	\$4.6400
	\$7.8900
	\$6.4900
	\$4.2110
	\$6.5900
	\$5.4900
	\$5.7400
	\$6.2400
	\$5.9900
	\$5.5900
	\$5.2400
	\$3.8610
	\$4.7900

Marketer B

\$4.0610
\$5.3900
\$6.6900
\$4.6000
\$5.2195
\$3.7900
\$6.4900
\$5.4600
\$4.4000
\$5.1300
\$4.7000
\$4.9900
\$6.4300
\$4.7900
\$7.4900
\$4.8900
\$5.3900
\$4.3000
\$6.4900
\$4.5000
\$5.8500
\$6.9900
\$5.5200
\$5.9900
\$4.9000
\$6.1900
\$5.7200
\$5.6450
\$5.2900
\$6.5900
\$5.0400
\$5.5600
\$6.4900
\$5.6400
\$5.6500
\$3.5000
\$4.9500
\$5.2500
\$5.7500

Marketer C

	\$7.5000
	\$3.5900
	\$3.5000
<i>Marketer D</i>	\$5.4000
	\$2.9850
	\$4.6000
<i>Marketer E</i>	\$4.7900
	\$4.8210
	\$3.3520
	\$4.9900
	\$4.6900
<i>Marketer F</i>	\$4.5500
	\$5.8000
	\$6.0000
	\$5.8900
	\$5.7500
	\$5.8000
	\$4.5500
	\$0.0500
	\$4.5500
<i>Marketer G</i>	\$6.1990
	\$8.9990
	\$6.9500
	\$6.1000
	\$5.0500
	\$5.4000
	\$5.1500
	\$6.1500
	\$5.5500
	\$5.7000
	\$5.7500
	\$4.3000
	\$5.1000
	\$6.7500
	\$7.2500
	\$7.4500
	\$6.0000

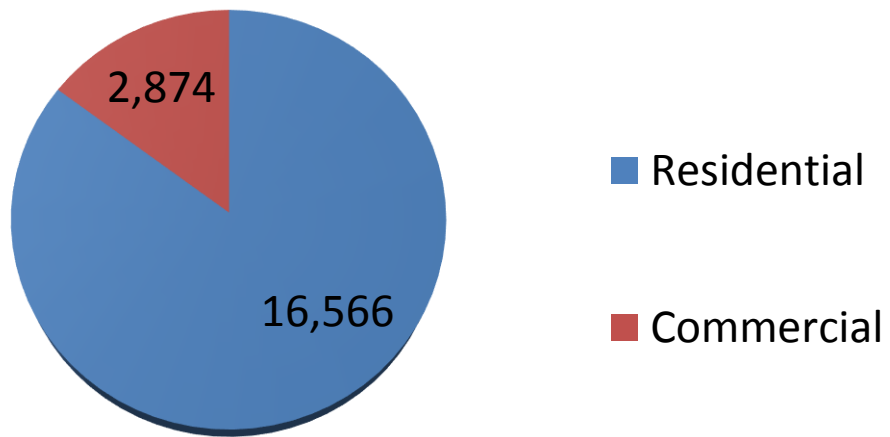
	\$5.3500
	\$4.9500
	\$5.2500
	\$7.6000
	\$7.0660
	\$4.7000
	\$4.9000
	\$6.9010
	\$5.5000
	\$7.3500
	\$5.6000
	\$5.8500
	\$4.7500
	\$7.5500
	\$6.3140
	\$5.3000
	\$7.8000
	\$6.5000
	\$7.1500
	\$6.1510
	\$7.0500
<i>Marketer H</i>	\$7.0000
	\$7.1500
	\$6.5300
	\$5.9900
	\$4.6500
<i>Marketer I</i>	\$8.9900
	\$8.9900
	\$5.9900
	\$5.2500
	\$4.8900
	\$6.1900
	\$5.5900
	\$6.4900
	\$7.1900
	\$5.3900
<i>Marketer J</i>	\$4.9900
	\$6.5000

\$4.9900
\$5.9900
\$5.2600
\$5.5000
\$6.2100
\$6.8000



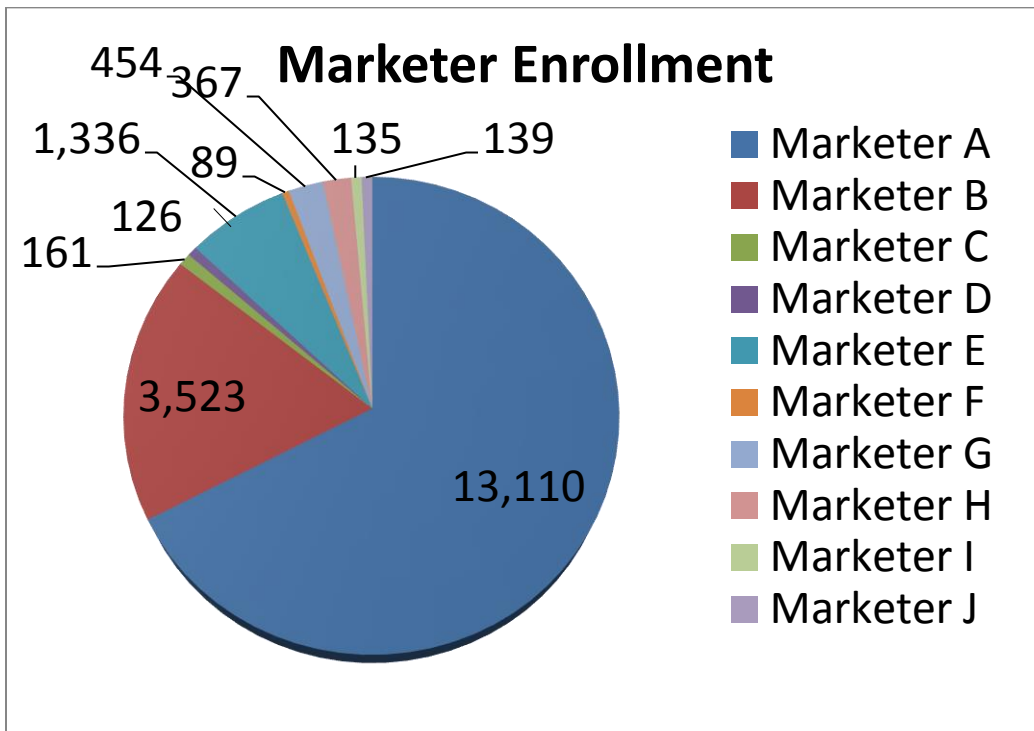
As of April 30, 2020

**Residential & Commercial
Customer Participation**



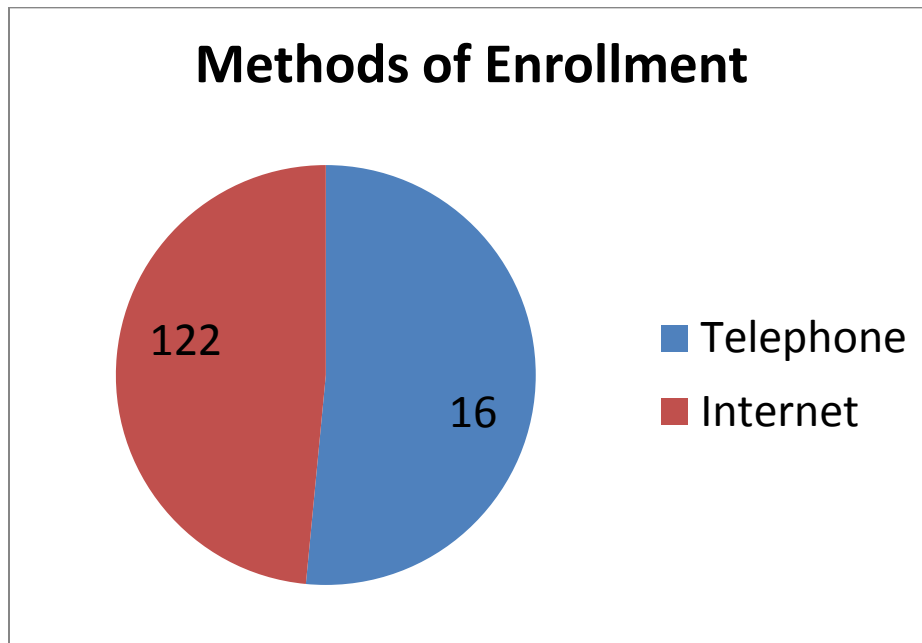


As of April 30, 2020





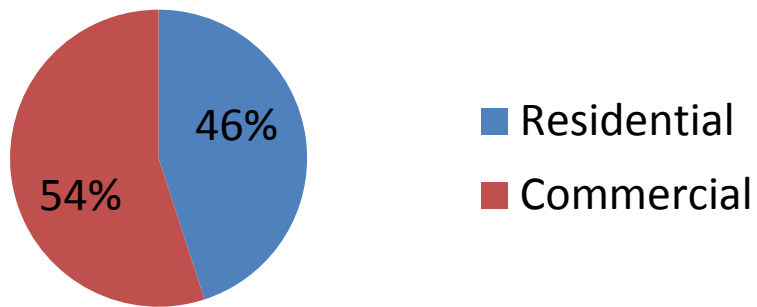
As of April 30, 2020





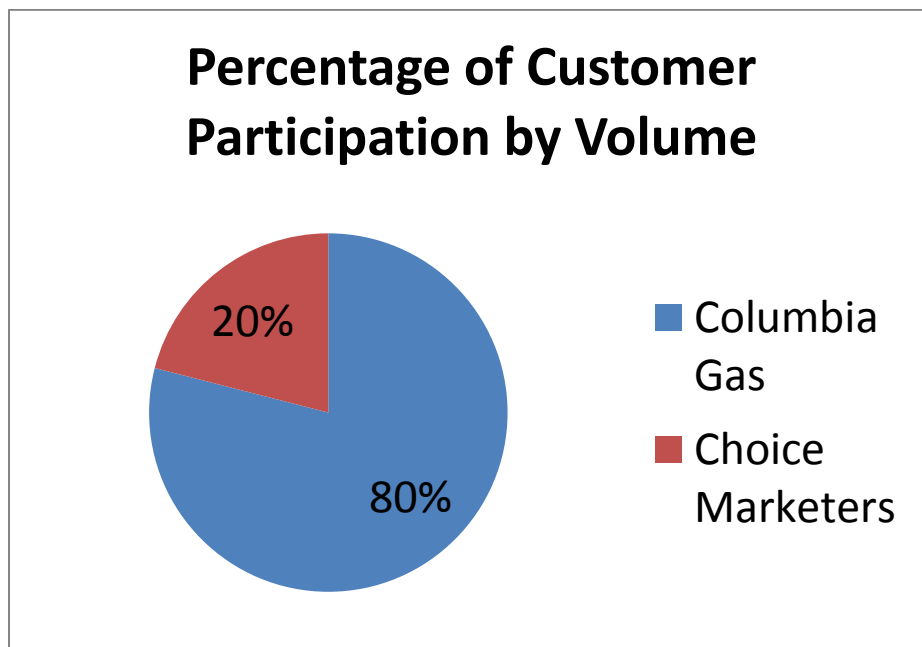
As of April 30, 2020

**Total Volumes Purchased from
Marketers by Participating
Customers**





As of April 30, 2020



20 percent of total eligible throughput is being supplied by a Choice marketer.