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**Columbia Gas of Kentucky, Inc.  
Customer Choice<sup>SM</sup> Program  
2021 Annual Report**



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Customer Choice<sup>SM</sup> 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 2021, 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, 2021.

## **Customer Concerns**

The Customer Contact Center received 418 calls from May 2020 through April 2021 from customers seeking information about the Customer Choice Program. The nature of the concerns of the customers are shown below:

<b>Choice Information</b>	<b>350</b>
<b>Customer Exclusion</b>	<b>14</b>
<b>Marketer Complaint</b>	<b>11</b>
<b>Marketer Savings</b>	<b>5</b>
<b>Price to Compare</b>	<b>35</b>
<b>Send Brochure</b>	<b>3</b>

## **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

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

Stand Energy Corporation  
John M. Dosker  
1007 Celestial Street, Suite 110  
Cincinnati, Ohio 45202-1629  
800-598-2046

U. S. Gas and Electric, Inc.  
dba Kentucky Gas & Electric  
Judy Vivona  
6555 Sierra Dr  
Irving, KY 75039  
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 2021</i>
<i>Marketer A</i>	\$ 7.4900
	\$ 4.6320
	\$ 4.8820
	\$ 7.1900
	\$ 6.5900
	\$ 6.9900
	\$ 5.1320
	\$ 7.2400
	\$ 5.0040
	\$ 6.5900
	\$ 5.6440
	\$ 8.4900
	\$ 4.9900
	\$ 5.3940
	\$ 5.1400
	\$ 5.3820
	\$ 6.7400
	\$ 7.4900
	\$ 4.6400
	\$ 7.8900
	\$ 6.4900
	\$ 5.2440
	\$ 6.5900
	\$ 5.4900
	\$ 5.7400
	\$ 6.2400
	\$ 5.9900
	\$ 5.5900
	\$ 5.2400
	\$ 4.8940
\$ 4.7900	
\$ 5.0940	

*Marketer B*

\$ 5.3900
\$ 6.6900
\$ 4.6000
\$ 5.2195
\$ 3.7900
\$ 6.3900
\$ 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
\$ 6.3900
\$ 5.6400
\$ 5.6500
\$ 5.2200
\$ 4.9000

*Marketer C*

	\$ 6.5000
	\$ 4.9900
	\$ 5.9900
	\$ 5.2600
	\$ 5.5000
	\$ 6.2100
	\$ 6.8000
<i>Marketer D</i>	\$ 5.4000
	\$ 5.0500
	\$ 5.2100
<i>Marketer E</i>	\$ 5.5331
	\$ 6.7540
	\$ 4.3525
	\$ 5.9931
	\$ 5.4331
<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

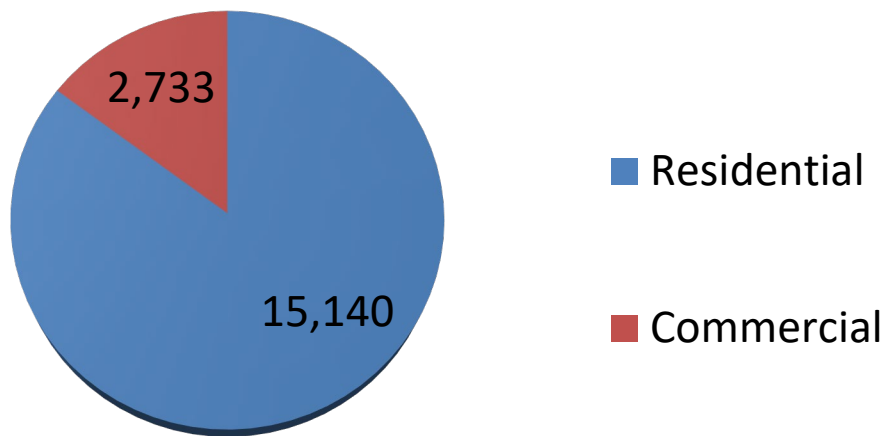
	\$ 5.7500
	\$ 4.3000
	\$ 5.1000
	\$ 6.7500
	\$ 7.2500
	\$ 7.4500
	\$ 6.0000
	\$ 5.3500
	\$ 4.9500
	\$ 5.2500
	\$ 7.6000
	\$ 7.0660
	\$ 4.7000
	\$ 4.9000
	\$ 6.9010
	\$ 5.5000
	\$ 7.3500
	\$ 5.6000
	\$ 5.8500
	\$ 4.7500
	\$ 7.5500
	\$ 6.3140
	\$ 5.3000
	\$ 7.8000
	\$ 6.5000
	\$ 7.1500
	\$ 6.1510
	\$ 7.0500
<i>Marketer H</i>	\$ 7.0000
	\$ 7.1500
	\$ 6.5300
	\$ 5.9900
	\$ 4.6500
<i>Marketer I</i>	\$ 8.9900
	\$ 8.9900
	\$ 5.9900



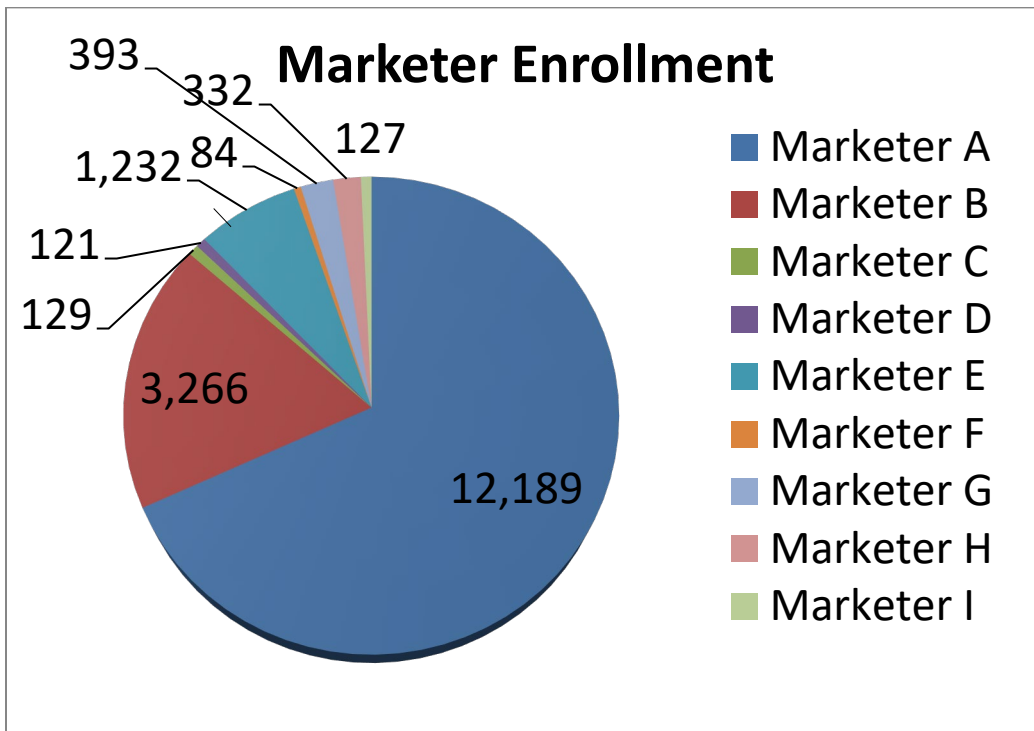
\$ 5.2500
\$ 4.8900
\$ 6.1900
\$ 5.5900
\$ 6.4900
\$ 7.1900
\$ 5.3900



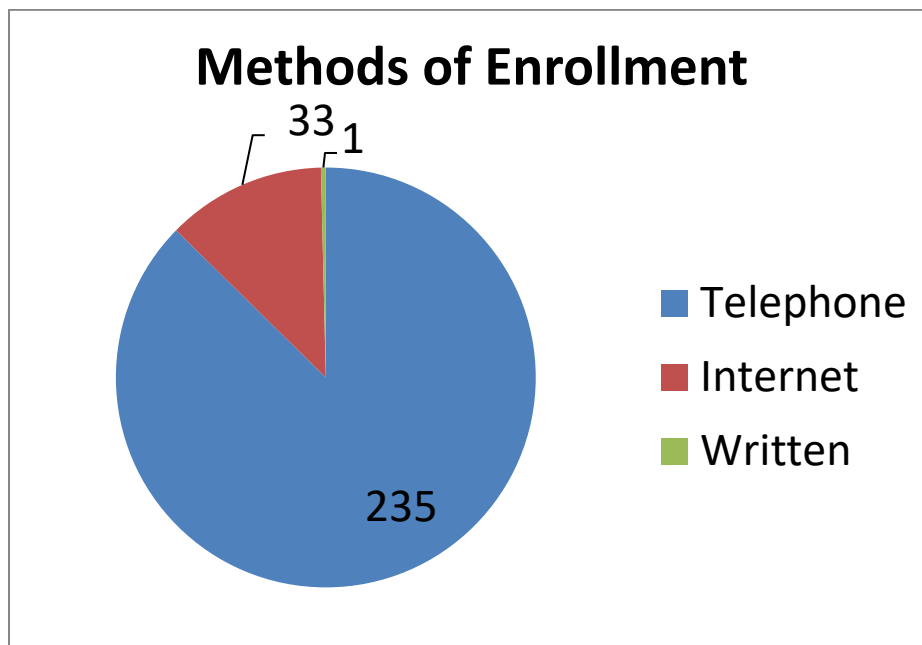
### Residential & Commercial Customer Participation



**As of April 30, 2021**



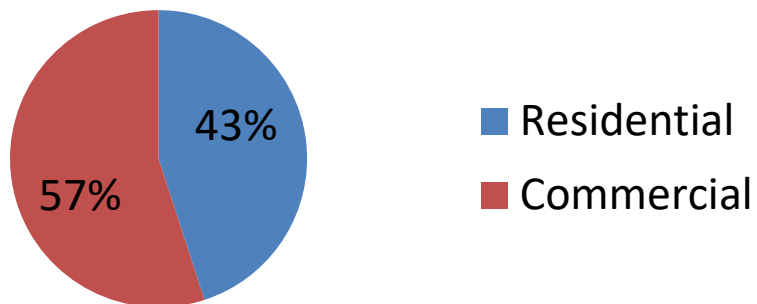
**As of April 30, 2021**



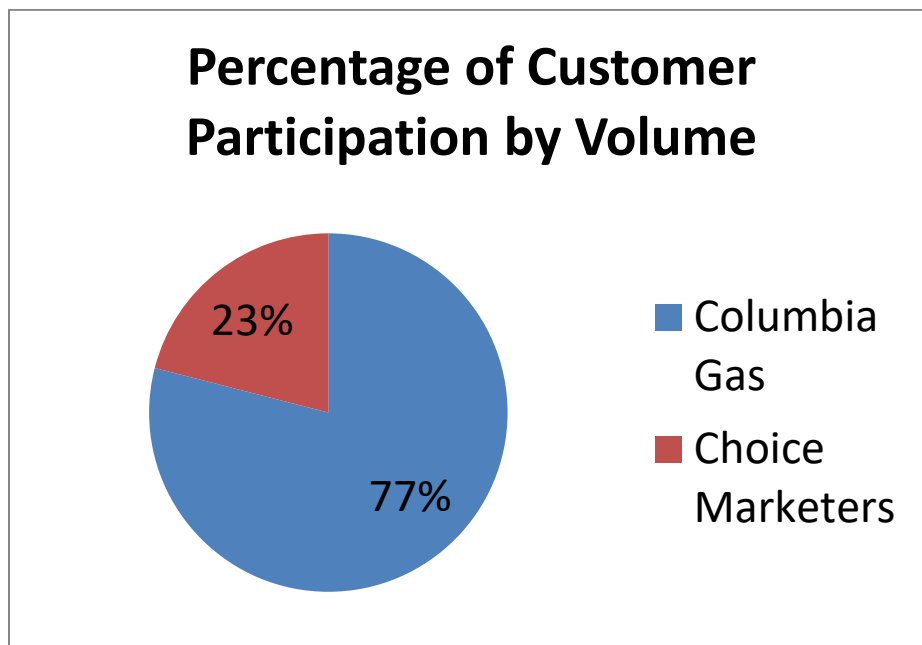
**As of April 30, 2021**



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



**As of April 30, 2021**



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

**As of April 30, 2021**