

33. CUSTOMER BILL FORMAT AND CONTENT



16 How to Contact Us
1-800-432-9343
For 24-hour service 24 hours a day
For billing questions
call 8 a.m. - 5 p.m., Mon. - Fri. before due date
For equipment repairs
call 11 a.m. - 2 p.m., Tues. - Fri.
1-800-432-9343
For gas leaks or odor of gas 24 hours a day
Just say "oh my gosh!"

211
For hearing-impaired relay
www.columbiaenergy.com
Click on DirectLink 4-6 minutes for receipt information,
voice billing and advanced services. Special assistance,
and other useful tools.

Billing Options
Extended Payment Plans: Special payment
arrangements and energy assistance are
available, if eligible.

Payment Options
Online: Pay bills by electronic check over Web site.
Check/Free E-bill service and pay bills online
through CheckFree. Search our Web site.

ZipCheck: Authorize your bank to pay your bill
automatically each month. Enroll online.
NFC EasyPay: Call 1-800-432-9343 or log on our
Web site to pay by credit/debit card, or e-check.
A convenience fee will apply.

Authorized Payment Gateway: Call or visit us
online to find a payment gateway service. Agency
charge a fee for each transaction.

Mail Return: Coupon below with payment to:
Columbia Gas of Kentucky
P.O. Box 2200
Lexington, KY 40522-3200

4 Gas Meter Information

Actual Reading: A meter reader has read the
meter. You're required to provide us access to
read the meter at least once a year or risk discon-
nect. We use cameras to make arrangements if
access is required.

Estimated Reading: During the months we can't
read the meter, we automatically estimate your
reading based on the history of usage at the
service address and normal usage patterns for the
Billing period. We verify the reading the next time
we read the meter to make sure you pay only for
the usage you've used.

Gas Usage: We measure your gas usage in Mcf
equal to 1,000 cubic feet.

How to Read the Meter: When a pointer is
between two numbers on a dial-type meter, read
the smaller number except when the pointer is
between 9 and 0. Record the reading on the data
from left to right.



6 Gas Bill
4 Residential Service

Account Number
Statement Date
04/01/2009
4118

3 Billing & Payment Summary

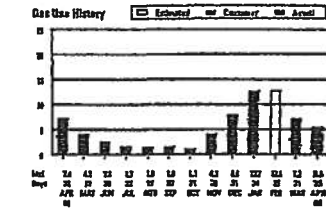
Customer Name	
Previous Amount Due on 03/23/2009	\$183.74
Payments Received by 03/11/2009	\$111.00
Balance on 04/01/2009	\$72.74
Charges for Gas Service This Period	\$81.49
Amount Due by 04/21/2009	\$154.23

Billing & Payment Notes:
Since your last payment, we
have shown your actual
usage & charges (1st month).
Please pay the amount of
your current balance. If you
missed your usual
budget payment,
see back of bill for details of
charges for Gas Service.

Service Summary

Service Location	
Meter Number	7417
Meter Readings (29 Billing Days)	
Actual Reading on 4/1	7282
Actual Reading on 3/9	7282
Gas Used (Mcf)	0.0

Service Summary Notes:
Your meter actual meter
reading date is to be shown
everywhere - every meter



Daily Comparisons

Month	Avg Daily Usage	Avg Daily Charge
Apr '09	0.07	\$0.02
Mar '09	0.10	\$0.02
Apr '08	0.07	\$0.02

Your Average Monthly Usage is 2.3 Mcf
Your Total Annual Usage is 28.1 Mcf

1 Payment Coupon

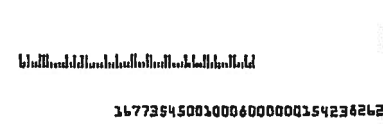
Amount Due by 4/21/2009 \$154.23

Payment Enclosed \$ _____

Make check payable to:

9
You Are Over 18
For more details about
your account
Account Number
If your contact information
has changed, please call
1-800-432-9343 or visit our
website at www.columbiaenergy.com

Columbia Gas of Kentucky, P.O. Box 1001, Lexington, KY 40501-0101



COLUMBIA GAS
LEXINGTON KY 40501-2200

PUBLIC SERVICE COMMISSION OF KENTUCKY EFFECTIVE 10/27/2009

PURSUANT TO 007 KAR 5-011

SECTION 17, 2009

DATE EFFECTIVE: October 27, 2009

By: *Jeff D. Brown*
Executive Director

CANCELLED
MAY 13 2016
KENTUCKY PUBLIC SERVICE COMMISSION

DATE OF ISSUE: November 6, 2009

Issued by authority of an Order of the Public Service Commission in Case No. 2

ISSUED BY: *David M. Kelly*

COLUMBIA GAS OF KENTUCKY, INC.

P.S.C. Ky. No. 5

GENERAL TERMS, CONDITIONS, RULES AND REGULATIONS

(Continued)



Gas Bill
 Residential Service

17
 Page 2 of 2

ACCOUNT NUMBER

Statement Date
 04/07/2009
 4418

Legal Notices

Rate Schedule Information about rate schedules is available upon request.

Bankruptcy Notices Mail to Columbia Gas of Kentucky, Revenue Recovery, 200 Civic Center Dr., Columbus, OH 43215.

Other Correspondence (except payments) Mail to Columbia Gas of Kentucky, P.O. Box 2318, Columbus, OH 43216-2318

Safety Tips

Odor of Gas We add a distinctive odor to your natural gas to alert you to a leak in or around your home. If you smell an odor of gas:

1. Leave the building immediately. Leave the door open on your way out, and don't use light switches or matches.
2. Call our 24-hour emergency number from a nearby phone and wait for our service crew to arrive to explain the situation.

Call Before You Dig If you're planning a home construction or landscaping project, call Kentucky 811 at 811 at least 72 hours before you start to dig. A representative will mark the approximate location of underground utility lines on your property.

Employee Identification All of our employees and approved meter readers and contractors carry photo identification. If someone claims to represent the gas company, ask to see identification. Call the police if you see suspicious activity.

Detail of Charges for Gas Service

10. Customer Charge	\$9.30
Gas Delivery Charge	\$11.42
Gas Supply Cost 5.5 Mcf at \$10.12240 per Mcf	\$55.87
11. Research & Development Factor	\$0.07
12. Lex-Fay, Urban Govt. Franchise Fee	\$2.43
School Tax	\$2.31

Service Charges Notes

The Customer Charge covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

Gas Delivery Charges are the costs of delivering the gas to retail customers. The charges for these services are regulated and must be purchased from the local distribution company.

Gas Supply Cost includes the cost of natural gas, interstate pipeline charges, and storage costs, and is passed through to customers at cost without markup.

Gas supply service may be purchased from a participating competitive gas supplier in the Customer CHOICE program.

AMRP Rider
 Energy Efficiency/ Conservation Rider
 Energy Assistance Program Surcharge **\$0.29**

Total Charges for Service This Period \$81.49

CANCELLED
MAY 13 2015
 KENTUCKY PUBLIC SERVICE COMMISSION

PUBLIC SERVICE COMMISSION OF KENTUCKY EFFECTIVE 10/27/2009 PURSUANT TO 807 KAR 5:011

SECTION 9 (1)

DATE OF ISSUE: November 6, 2009

DATE By *[Signature]* 11/27, 2009

Issued by authority of an Order of the Public Service Commission in Case No. 2009-0000000000

Executive Director

ISSUED BY: *[Signature]*

President

COLUMBIA GAS OF KENTUCKY, INC.

P.S.C. Ky. No. 5

33a. CUSTOMER BILL FORMAT FOR EAP CUSTOMERS



Gas Bill
Residential Service

Account Number

Statement Date
03/25/2009
448

Page 1 of 2

How to Contact Us

1-800-432-4245
For immediate assistance 24 hours a day
For billing questions
call 8 a.m. - 5 p.m., Mon. - Fri. before due date
For gas service questions
call 8 a.m. - 5 p.m., Tues. - Fri.
1-800-432-4515
For gas leaks or odor of gas 24 hours a day
Press option 1 after the greeting
711
For hearing-impaired relay
www.columbiagas.com
Click on **Direct Link** - Services for account information, online billing and payment services, financial assistance, and other critical needs.

Billing Options

Budget Payment Plan Reduce the impact of higher, variable natural gas prices by spreading the cost of winter heating more evenly throughout the year. Know how much to expect to pay each month.

Payment Options

CheckFree E-bills receive and pay bills online through CheckFree. Enroll at our Web site.

Gas Meter Information

Actual Reading A meter reader has read the meter. You're required to provide us access to read the meter at least once a year or risk shutoff. Please contact us to make arrangements if access is required.

Estimated Reading During the months we don't read the meter, we accurately estimate your reading based on the history of usage at the service address and normal temperatures for the billing period. We verify the reading the next time we read the meter to make sure you pay only for the energy you've used.

Gas Usage We measure your gas usage in Mcf equal to 1,000 cubic feet.

How to Read the Meter When a pointer is between two numbers on a dial-type meter, read the smaller number except when the pointer is between 8 and 9. Record the reading on the date from left to right.



Legal Notices

Rate Schedule information about rate schedules is available upon request.
Bankruptcy Revisions Mail to Columbia Gas of Kentucky, Attention: Recovery, 200 Civic Center Dr., Columbia, OR 97315.
Other Correspondence (accept payment) Mail to Columbia Gas of Kentucky, P.O. Box 2318, Columbia, KY 40316-2318

Columbia Gas of Kentucky
P.O. Box 1431
Lexington, KY 40502-0141

Billing & Payment Summary

Customer Name	
Customer CH2ICE Program	
Previous Amount Due on 03/10/2009	\$43.38
Payments Received by 03/10/2009	\$43.38
Energy Assistance Pgm Credit	\$135.00
Balance on 03/20/2009	\$135.00
Charges for Gas Service This Period	\$113.82

Billing & Payment History

Energy language interpretation services is available if you or someone you know prefers to speak with us in a native language. Whether calling with us or by e-mail or in person, please provide a service with you and someone you know. Payment with an automatic bill will work with you and our representatives to answer your questions or schedule service. The service is also available 24 hours a day, seven days a week to report emergency or to report charges for gas service.

No Payment Due \$21.18CR
No Automatic Bill Payment will be made by your Financial Institution.

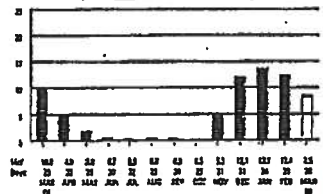
Service Summary

Meter Number	Meter Reading (24 Billing Days)	2167
	Estimated Reading on 3/20	2082
	Actual Reading on 3/20	2167
	Gas (248 IMcf)	8.5

Service Summary Notes

Your meter actual meter reading data is between 04/16/2009 - 04/22/2009

Gas Use History



Daily Comparisons

Month	Any Daily Avg Daily	Usage
Mar 08	0.1	0.1
Apr 08	0.1	0.1
May 08	0.1	0.1
Jun 08	0.1	0.1
Jul 08	0.1	0.1
Aug 08	0.1	0.1
Sep 08	0.1	0.1
Oct 08	0.1	0.1
Nov 08	0.1	0.1
Dec 08	0.1	0.1
Jan 09	0.1	0.1
Feb 09	0.1	0.1
Mar 09	0.1	0.1

Your Average Monthly Usage is 8.1 Mcf
Your Total Annual Usage is 97.5 Mcf

CANCELLED
MAY 13 2016
 KENTUCKY PUBLIC SERVICE COMMISSION

Payment Coupon

No Payment Due \$21.18CR
No Automatic Bill Payment will be made by your Financial Institution.

You May Over Pay For more details about over payment.

Account Number

- In your contract information on the back (enclosed) Check this box and send it the correction to the reverse side.
- I want to help neighbors in need by making a contribution to the WinterCare fund. Check this box and attach to the front of the reverse side.



1059136200100080000000000023

COLUMBIA GAS
P O BOX 2200
LEXINGTON KY 40530-2200

PUBLIC SERVICE COMMISSION
 OF KENTUCKY
 EFFECTIVE
 10/27/2009

PURSUANT TO 807 KAR 5:011

DATE EFFECTIVE: Oct 27, 2009

DATE OF ISSUE: November 6, 2009

Issued by authority of an Order of the Public Service Commission in Case No. 2

26, 2009

ISSUED BY:

Handwritten signature: Howard Kelly

By *Handwritten signature: Jeff D. Brown*
Executive Director