

PUCO Case Nos. 21-0637-GA-AIR, et al.  
ELPC Interrogatories Set 1, No. 1  
Respondent: Melissa L. Thompson

**COLUMBIA GAS OF OHIO, INC.**  
**RESPONSE TO THE ENVIRONMENTAL LAW & POLICY CENTER**  
**INTERROGATORIES**  
**DATED NOVEMBER 4, 2022**

**Interrogatory Set 1, No. 1.**

Please provide:

- a) the number of residential customers in arrearage for 2018, 2019, 2020, 2021, and 2022 to date;
- b) the total amount of arrearages (missed bill payments) and the average arrearage per customer for 2018, 2019, 2020, 2021 and 2022 to date;
- c) the average bill amounts for the year for 2018, 2019, 2020, 2021, and 2022 for the customers who had arrearages during the course of those years.

**Response:**

Please refer to 21-0637-GA-AIR ELPC INT Set 1, No. 1 Attachment A.



		Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
(a)	# of Customers w/ Arrears										
	Total Residential Customers	905,904	753,905	485,465	429,858	388,461	363,989	356,201	392,690	510,851	621,829
(b)	\$ Total Arrears										
	Residential	\$ 67,222,124.78	\$ 49,790,093.30	\$ 35,085,883.55	\$ 28,821,799.77	\$ 25,513,040.18	\$ 25,759,643.13	\$ 30,466,731.26	\$ 42,320,217.90	\$ 53,728,320.99	\$ 68,747,818.91
	Average Arrearage (Line 8/Line 5)										
	Residential	\$ 74.20	\$ 66.04	\$ 72.27	\$ 67.05	\$ 65.68	\$ 70.77	\$ 85.53	\$ 107.77	\$ 105.17	\$ 110.56
(c)	# of Customer Bills										
	Total Residential Bills	1,326,890	1,325,352	1,435,586	1,215,010	1,441,040	1,283,816	1,232,156	1,409,868	1,292,036	1,351,299
	Total Residential Billed Revenue	\$51,007,766.68	\$48,841,614.81	\$51,735,604.31	\$44,241,902.37	\$61,470,097.18	\$99,985,550.72	\$153,342,471.23	\$172,363,451.10	\$162,534,985.33	\$148,740,331.52
	Average Residential Bill Amount (Line :	\$38.44	\$36.85	\$36.04	\$36.41	\$42.66	\$77.88	\$124.45	\$122.26	\$125.80	\$110.07



		Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20
(a)	# of Customers w/ Arrears										
	Total Residential Customers	780,645	906,742	878,620	721,055	487,855	425,454	389,996	366,730	351,812	365,532
(b)	\$ Total Arrears										
	Residential	\$ 79,399,536.02	\$ 78,105,647.41	\$ 67,013,016.61	\$ 51,259,416.69	\$ 38,488,489.49	\$ 31,269,489.23	\$ 27,467,778.73	\$ 27,288,978.43	\$ 30,621,328.10	\$ 37,599,701.33
	Average Arrearage (Line 8/Line 5)										
	Residential	\$ 101.71	\$ 86.14	\$ 76.27	\$ 71.09	\$ 78.89	\$ 73.50	\$ 70.43	\$ 74.41	\$ 87.04	\$ 102.86
(c)	# of Customer Bills										
	Total Residential Bills	1,348,941	1,404,493	1,281,454	1,395,127	1,389,651	1,278,767	1,448,625	1,236,026	1,295,542	1,416,641
	Total Residential Billed Revenue	\$104,289,658.07	\$74,885,276.82	\$53,577,379.90	\$53,565,059.54	\$51,840,387.75	\$49,057,070.99	\$60,857,821.11	\$86,512,882.07	\$129,854,655.78	\$142,095,292.72
	Average Residential Bill Amount (Line :	\$77.31	\$53.32	\$41.81	\$38.39	\$37.30	\$38.36	\$42.01	\$69.99	\$100.23	\$100.30



		Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20
(a)	# of Customers w/ Arrears										
	Total Residential Customers	426,505	549,462	637,596	691,203	713,741	629,605	455,378	427,032	407,343	377,132
(b)	\$ Total Arrears										
	Residential	\$ 42,670,420.60	\$ 51,499,808.08	\$ 57,488,315.47	\$ 59,011,365.97	\$ 58,038,367.44	\$ 50,331,072.41	\$ 43,679,234.22	\$ 40,881,662.93	\$ 39,951,435.32	\$ 40,938,894.84
	Average Arrearage (Line 8/Line 5)										
	Residential	\$ 100.05	\$ 93.73	\$ 90.16	\$ 85.37	\$ 81.32	\$ 79.94	\$ 95.92	\$ 95.73	\$ 98.08	\$ 108.55
(c)	# of Customer Bills										
	Total Residential Bills	1,298,094	1,419,814	1,418,731	1,306,339	1,419,694	1,420,168	1,362,512	1,358,338	1,424,877	1,238,189
	Total Residential Billed Revenue	\$126,600,389.07	\$125,701,146.88	\$95,239,822.42	\$79,916,974.12	\$63,649,534.21	\$57,086,228.09	\$55,058,950.47	\$57,700,624.10	\$69,357,381.23	\$82,632,685.78
	Average Residential Bill Amount (Line :	\$97.53	\$88.53	\$67.13	\$61.18	\$44.83	\$40.20	\$40.41	\$42.48	\$48.68	\$66.74



		Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21
(a)	# of Customers w/ Arrears										
	Total Residential Customers	371,142	365,099	459,363	552,504	686,082	743,785	696,760	579,271	391,507	361,838
(b)	\$ Total Arrears										
	Residential	\$ 41,161,378.70	\$ 41,192,791.28	\$ 46,653,641.34	\$ 58,276,363.10	\$ 67,092,483.57	\$ 64,371,178.43	\$ 55,861,167.04	\$ 44,006,799.45	\$ 33,611,653.03	\$ 29,118,194.28
	Average Arrearage (Line 8/Line 5)										
	Residential	\$ 110.90	\$ 112.83	\$ 101.56	\$ 105.48	\$ 97.79	\$ 86.55	\$ 80.17	\$ 75.97	\$ 85.85	\$ 80.47
(c)	# of Customer Bills										
	Total Residential Bills	1,366,106	1,311,739	1,310,927	1,487,114	1,368,490	1,309,136	1,419,386	1,360,034	1,416,538	1,359,219
	Total Residential Billed Revenue	\$129,267,052.62	\$147,811,038.93	\$161,413,655.94	\$158,291,604.19	\$99,331,944.53	\$83,350,310.24	\$71,616,758.08	\$61,801,672.59	\$63,953,788.33	\$63,640,496.77
	Average Residential Bill Amount (Line :	\$94.62	\$112.68	\$123.13	\$106.44	\$72.59	\$63.67	\$50.46	\$45.44	\$45.15	\$46.82



		Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22
(a)	# of Customers w/ Arrears										
	Total Residential Customers	342,164	315,226	316,066	324,214	427,750	590,298	773,538	890,427	930,997	747,488
(b)	\$ Total Arrears										
	Residential	\$ 26,743,769.44	\$ 26,011,617.29	\$ 29,880,915.70	\$ 36,578,985.17	\$ 47,645,520.43	\$ 77,363,250.55	\$ 87,289,350.00	\$ 94,186,474.37	\$ 86,369,659.91	\$ 65,602,977.66
	Average Arrearage (Line 8/Line 5)										
	Residential	\$ 78.16	\$ 82.52	\$ 94.54	\$ 112.82	\$ 111.39	\$ 131.06	\$ 112.84	\$ 105.78	\$ 92.77	\$ 87.76
(c)	# of Customer Bills										
	Total Residential Bills	1,360,052	1,309,991	1,315,651	1,376,226	1,316,855	1,493,063	1,316,555	1,371,344	1,424,142	1,308,409
	Total Residential Billed Revenue	\$69,818,041.56	\$111,448,249.03	\$168,293,902.28	\$195,805,833.20	\$238,172,634.42	\$190,431,448.28	\$144,236,376.00	\$113,957,601.15	\$81,039,054.79	\$67,079,308.92
	Average Residential Bill Amount (Line :	\$51.33	\$85.08	\$127.92	\$142.28	\$180.86	\$127.54	\$109.56	\$83.10	\$56.90	\$51.27



		Aug-22	Sep-22
(a)	# of Customers w/ Arrears		
	Total Residential Customers	436,266	381,429
(b)	\$ Total Arrears		
	Residential	\$ 43,706,340.46	\$ 36,756,472.45
	Average Arrearage (Line 8/Line 5)		
	Residential	\$ 100.18	\$ 96.37
(c)	# of Customer Bills		
	Total Residential Bills	1,476,088	1,364,798
	Total Residential Billed Revenue	\$76,772,831.72	\$74,945,721.52
	Average Residential Bill Amount (Line :	\$52.01	\$54.91



## Arrearage Tracking Summary

	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19
<b>1 # of Customers</b>										
Residential	0	1	1,277,529	1,274,292	1,380,814	1,169,000	1,386,264	1,234,648	1,183,906	1,354,992
PIPP/CAP	52,062	46,895	49,361	51,060	54,772	46,010	54,776	49,168	48,250	54,876
Commercial	113,467	103,540	112,660	107,456	116,287	98,314	116,532	103,916	100,143	114,243
GMB	1,656	1,579	1,680	1,657	1,745	1,514	1,738	1,553	1,572	1,677
GTS	1,973	1,981	1,989	1,984	1,984	1,981	1,978	1,980	1,978	1,975
<b>Total</b>	<b>169,158</b>	<b>153,996</b>	<b>1,443,219</b>	<b>1,436,449</b>	<b>1,555,602</b>	<b>1,316,819</b>	<b>1,561,288</b>	<b>1,391,265</b>	<b>1,335,849</b>	<b>1,527,763</b>
<b>2 # of Customers w/ Arrears</b>										
Residential	0	0	575,755	521,161	261,913	215,445	233,509	198,139	201,326	299,568
PIPP/CAP	25,202	22,887	23,727	24,098	25,273	20,662	24,272	21,885	22,431	26,521
Commercial	22,876	20,775	20,325	20,058	11,907	9,754	11,124	10,390	10,428	14,235
GMB	82	61	74	73	75	71	70	77	72	80
GTS	189	223	189	317	156	379	191	278	276	207
<b>Total</b>	<b>48,349</b>	<b>43,946</b>	<b>620,070</b>	<b>565,707</b>	<b>299,324</b>	<b>246,311</b>	<b>269,166</b>	<b>230,769</b>	<b>234,533</b>	<b>340,611</b>
<b>3 # Arrears 30-60</b>										
Residential	428,696	488,761	469,678	350,250	205,155	188,438	172,421	161,933	171,035	223,222
PIPP/CAP	23,239	22,840	21,997	23,217	22,311	21,822	21,331	21,665	22,085	23,208
Commercial	17,361	16,099	12,391	12,523	7,382	7,028	6,362	6,487	6,980	8,575
GMB	42	35	36	41	41	47	41	35	53	40
GTS	189	223	189	316	155	378	190	278	276	207
<b>Total</b>	<b>469,527</b>	<b>527,958</b>	<b>504,291</b>	<b>386,347</b>	<b>235,044</b>	<b>217,713</b>	<b>200,345</b>	<b>190,398</b>	<b>200,429</b>	<b>255,252</b>
<b>4 # Arrears 60-90</b>										
Residential	169,387	234,528	277,213	223,551	130,616	110,773	97,469	90,047	81,381	77,019
PIPP/CAP	18,912	19,544	19,315	20,528	19,719	19,214	18,766	18,641	17,554	16,506
Commercial	8,747	9,068	6,764	7,814	3,399	2,895	2,457	2,186	2,014	1,886
GMB	14	12	13	17	12	12	16	12	16	12
GTS	38	30	36	36	37	40	30	37	43	25
<b>Total</b>	<b>197,098</b>	<b>263,182</b>	<b>303,341</b>	<b>251,946</b>	<b>153,783</b>	<b>132,934</b>	<b>118,738</b>	<b>110,923</b>	<b>101,008</b>	<b>95,448</b>
<b>5 # Arrears 90&gt;</b>										
Residential	58,131	80,937	102,375	119,499	90,382	72,810	61,786	55,014	48,720	39,356
PIPP/CAP	11,780	13,725	15,326	16,860	17,282	16,801	16,688	16,689	15,426	13,379
Commercial	1,255	2,443	3,921	4,676	1,937	1,533	1,290	1,081	910	680
GMB	4	8	9	9	9	9	8	13	9	10
GTS	6	10	9	14	7	10	6	7	9	7
<b>Total</b>	<b>71,176</b>	<b>97,123</b>	<b>121,640</b>	<b>141,058</b>	<b>109,617</b>	<b>91,163</b>	<b>79,778</b>	<b>72,804</b>	<b>65,074</b>	<b>53,432</b>
<b>6 \$ Arrears 30-60</b>										
Residential	\$34,123,200.48	\$35,960,376.19	\$21,750,985.89	\$12,593,939.37	\$7,492,716.88	\$6,788,486.48	\$6,261,941.33	\$7,451,653.81	\$11,926,990.14	\$20,873,212.67
PIPP/CAP	\$1,766,104.79	\$1,286,497.91	\$927,344.47	\$924,668.82	\$810,066.12	\$790,675.98	\$815,401.00	\$1,090,126.32	\$1,789,883.68	\$2,970,993.88
Commercial	\$3,524,642.79	\$2,027,850.96	\$1,055,480.90	\$986,210.62	\$560,821.76	\$492,284.56	\$465,595.92	\$646,360.86	\$1,214,240.54	\$2,503,710.73
GMB	\$92,976.69	\$51,490.30	\$27,410.08	\$33,472.87	\$29,712.83	\$37,236.38	\$47,770.66	\$64,690.67	\$155,338.22	\$144,472.03
GTS	\$690,055.71	\$824,939.19	\$561,077.56	\$681,104.13	\$300,933.44	\$886,438.36	\$416,848.33	\$754,271.34	\$1,246,914.88	\$780,328.51
<b>Total</b>	<b>\$40,196,980</b>	<b>\$40,151,155</b>	<b>\$24,322,299</b>	<b>\$15,219,396</b>	<b>\$9,194,251</b>	<b>\$8,995,122</b>	<b>\$8,007,557</b>	<b>\$10,007,103</b>	<b>\$16,333,367</b>	<b>\$27,272,718</b>
<b>7 \$ Arrears 60-90</b>										
Residential	\$14,460,699.32	\$16,396,080.50	\$18,115,741.82	\$10,079,635.33	\$5,152,248.34	\$4,093,031.97	\$3,678,520.99	\$3,522,991.49	\$3,954,954.65	\$5,619,156.60
PIPP/CAP	\$2,065,909.37	\$1,528,511.54	\$1,102,430.41	\$1,199,727.10	\$806,335.96	\$726,977.50	\$718,928.48	\$768,089.33	\$900,348.42	\$1,556,200.29
Commercial	\$2,185,633.79	\$1,667,331.39	\$673,195.01	\$844,138.09	\$198,633.37	\$178,196.86	\$129,225.56	\$134,817.37	\$175,664.71	\$265,710.11
GMB	\$69,527.01	\$32,739.81	\$25,253.24	\$45,647.09	\$17,277.05	\$17,467.34	\$16,458.18	\$21,138.86	\$25,592.34	\$33,593.46
GTS	\$76,096.60	\$99,619.03	\$86,027.68	\$131,295.14	\$39,714.30	\$47,685.09	\$37,804.40	\$36,632.57	\$94,196.51	\$56,564.14
<b>Total</b>	<b>\$18,857,866</b>	<b>\$19,724,282</b>	<b>\$20,002,648</b>	<b>\$12,300,443</b>	<b>\$6,214,209</b>	<b>\$5,063,359</b>	<b>\$4,580,938</b>	<b>\$4,483,670</b>	<b>\$5,150,757</b>	<b>\$7,531,225</b>
<b>8 \$ Arrears 90&gt;</b>										
Residential	\$22,428,198.79	\$25,929,773.91	\$27,355,397.07	\$27,116,518.60	\$22,440,918.33	\$17,940,281.32	\$15,572,577.86	\$14,784,997.83	\$14,584,786.47	\$15,827,848.63
PIPP/CAP	\$11,851,482.24	\$12,676,988.26	\$13,244,207.21	\$13,936,318.95	\$13,678,591.00	\$13,383,514.36	\$13,242,885.53	\$14,300,784.42	\$13,384,046.56	\$11,211,831.73
Commercial	\$261,246.45	\$559,393.27	\$995,026.40	\$589,022.47	\$394,439.76	\$303,885.79	\$229,487.75	\$186,569.41	\$178,717.57	\$169,145.75
GMB	\$26,423.13	\$79,240.22	\$68,627.40	\$57,828.48	\$71,881.79	\$61,762.17	\$68,704.04	\$54,113.11	\$61,072.95	\$90,067.16
GTS	\$21,988.13	\$21,988.13	\$29,328.43	\$43,800.85	\$17,808.73	\$16,723.24	\$3,693.30	\$7,267.31	\$3,603.08	\$3,800.63
<b>Total</b>	<b>\$34,567,351</b>	<b>\$39,267,384</b>	<b>\$41,692,587</b>	<b>\$41,743,489</b>	<b>\$36,603,640</b>	<b>\$31,706,167</b>	<b>\$29,117,348</b>	<b>\$29,333,732</b>	<b>\$28,212,227</b>	<b>\$27,302,694</b>



## Arrearage Tracking Summary

	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19
9 <b>\$ Total Arrears [7]</b>										
Residential	\$71,012,098.59	\$78,286,230.60	\$67,222,124.78	\$49,790,093.30	\$35,085,883.55	\$28,821,799.77	\$25,513,040.18	\$25,759,643.13	\$30,466,731.26	\$42,320,217.90
PIPP/CAP	\$15,683,496.40	\$15,491,997.71	\$15,273,982.09	\$16,060,714.87	\$15,294,993.08	\$14,901,167.84	\$14,777,215.01	\$16,159,000.07	\$16,074,278.66	\$15,739,025.90
Commercial	\$5,971,523.03	\$4,254,575.62	\$2,723,702.31	\$2,419,371.18	\$1,153,894.89	\$974,367.21	\$824,309.23	\$967,747.64	\$1,568,622.82	\$2,938,566.59
GMB	\$188,926.83	\$163,470.33	\$121,290.72	\$136,948.44	\$118,871.67	\$116,465.89	\$132,932.88	\$139,942.64	\$242,003.55	\$268,132.65
GTS	\$766,152.31	\$946,546.35	\$676,433.67	\$856,200.12	\$358,456.47	\$950,846.69	\$458,346.03	\$798,171.22	\$1,344,714.47	\$840,693.28
Total	\$93,622,197.16	\$99,142,820.61	\$86,017,533.57	\$69,263,327.91	\$52,012,099.66	\$45,764,647.40	\$41,705,843.33	\$43,824,504.70	\$49,696,350.76	\$62,106,636.32
10 <b>Billed Sales (Mcf Volume)</b>										
Residential		5,865,582.4	1,941,186.4	1,614,270.6	1,627,526.9	1,474,147.9	3,187,031.9	9,651,314.4	15,306,042.4	19,060,176.3
PIPP/CAP		286,759.8	87,517.9	68,526.2	67,734.3	64,070.4	163,971.8	482,208.1	740,910.3	912,555.0
Commercial		2,377,370.7	977,005.2	883,669.8	781,749.5	1,376,983.7	3,655,982.0	6,083,493.1	7,603,830.4	8,009,581.9
GMB		869,487.4	192,003.6	523,921.9	376,305.4	397,159.6	407,239.9	510,493.8	844,568.3	1,306,280.8
GTS	10,147,671.7	7,879,042.8	6,618,709.9	6,478,304	6,731,459	6,847,689	7,887,312	10,373,281	11,828,189	12,548,824
Total	10,147,671.7	17,278,243.1	9,816,423.0	9,568,692.0	9,584,775.2	10,160,050.6	15,301,537.8	27,100,790.6	36,323,540.3	41,837,418.3
11 <b>Billed Total Revenue \$</b>										
Residential		\$74,041,262.79	\$49,073,232.99	\$47,023,495.99	\$49,828,614.87	\$42,596,482.75	\$59,035,581.58	\$95,857,346.29	\$146,657,220.67	\$165,287,485.13
PIPP/CAP		\$3,044,903.38	\$1,934,533.69	\$1,818,118.82	\$1,906,989.44	\$1,645,419.62	\$2,434,515.60	\$4,128,204.43	\$6,685,250.56	\$7,075,965.97
Commercial		\$20,925,040.70	\$11,881,471.45	\$11,658,625.99	\$10,115,445.91	\$15,280,953.55	\$29,585,489.80	\$50,206,677.50	\$58,037,823.66	\$56,321,762.21
GMB		\$1,175,907.66	\$588,497.06	\$636,709.28	\$605,588.23	\$635,001.07	\$889,934.25	\$1,811,454.67	\$2,851,313.95	\$3,567,985.56
GTS	\$7,557,078.61	\$5,724,274.73	\$4,791,339.16	\$4,481,068.68	\$4,607,251.00	\$4,790,289.94	\$5,257,796.59	\$7,992,306.61	\$9,276,236.05	\$9,043,833.67
Total	\$7,557,078.61	\$104,911,389.26	\$68,269,074.35	\$65,618,018.76	\$67,063,889.45	\$64,948,146.93	\$97,203,317.82	\$159,995,989.50	\$223,507,844.89	\$241,297,032.54
12 <b>\$ Revenue (Payments) Received</b>										
Residential	(\$111,081,961.15)	(\$95,901,597.00)	(\$70,777,936.50)	(\$67,582,119.51)	(\$71,147,986.14)	(\$60,022,388.08)	(\$72,694,630.62)	(\$76,068,699.09)	(\$102,256,069.39)	(\$132,448,391.30)
PIPP/CAP	(\$1,952,304.90)	(\$1,823,821.38)	(\$1,654,214.53)	(\$1,557,959.83)	(\$1,620,210.58)	(\$1,430,999.99)	(\$1,718,829.49)	(\$1,483,355.08)	(\$1,522,292.44)	(\$2,286,955.19)
Commercial	(\$40,356,740.87)	(\$31,469,179.81)	(\$16,089,919.02)	(\$14,077,707.11)	(\$14,589,050.59)	(\$11,947,429.58)	(\$15,220,337.56)	(\$19,461,704.75)	(\$35,917,046.95)	(\$53,994,517.60)
GMB	(\$1,395,795.05)	(\$920,985.55)	(\$527,070.58)	(\$383,600.16)	(\$364,238.66)	(\$317,372.79)	(\$378,248.87)	(\$673,142.66)	(\$1,143,384.38)	(\$1,988,390.09)
GTS	(\$8,038,914.45)	(\$7,422,698.71)	(\$5,993,607.49)	(\$4,636,660.49)	(\$4,997,662.28)	(\$3,936,078.94)	(\$5,333,743.07)	(\$4,828,385.54)	(\$7,117,587.93)	(\$9,778,698.04)
Total	(\$162,825,716.42)	(\$137,538,282.45)	(\$95,042,748.12)	(\$88,238,047.10)	(\$92,719,148.25)	(\$77,654,269.38)	(\$95,345,789.61)	(\$102,515,287.12)	(\$147,956,381.09)	(\$200,496,952.22)
13 <b># Revenue (Payments) Received</b>										
Residential	1,611,186	1,676,310	1,554,946	1,542,818	1,577,848	1,331,830	1,603,204	1,412,502	1,380,003	1,559,098
PIPP/CAP	34,368	34,296	32,880	32,864	33,868	30,237	36,442	33,897	33,503	39,525
Commercial	110,103	114,225	103,404	103,350	108,771	89,864	110,534	95,433	95,043	110,859
GMB	677	717	618	652	661	578	696	607	587	724
GTS	1850	1821	1865	1,740	1,870	1,625	1,871	1,755	1,782	1,860
Total	1,758,184	1,827,369	1,693,713	1,681,424	1,723,018	1,454,134	1,752,747	1,544,194	1,510,918	1,712,066
<b>Difference Between Billed and Received</b>										
14 <b>Revenue (Line 12 - Line 13)</b>										
Residential		(\$21,860,334.21)	(\$21,704,703.51)	(\$20,558,623.52)	(\$21,319,371.27)	(\$17,425,905.33)	(\$13,659,049.04)	\$19,788,647.20	\$44,401,151.28	\$32,839,093.83
PIPP/CAP		\$1,221,082.00	\$280,319.16	\$260,158.99	\$286,778.86	\$214,419.63	\$715,686.11	\$2,644,849.35	\$5,162,958.12	\$4,789,010.78
Commercial		(\$10,544,139.11)	(\$4,208,447.57)	(\$2,419,081.12)	(\$4,473,604.68)	\$3,333,523.97	\$14,365,152.24	\$30,744,972.75	\$22,120,776.71	\$2,327,244.61
GMB		\$254,922.11	\$61,426.48	\$253,109.12	\$241,349.57	\$317,628.28	\$511,685.38	\$1,138,312.01	\$1,707,929.57	\$1,579,595.47
GTS	(\$481,835.84)	(\$1,698,423.98)	(\$1,202,268.33)	(\$155,591.81)	(\$390,411.28)	\$854,211.00	(\$75,946.48)	\$3,163,921.07	\$2,158,648.12	(\$734,864.37)
Total	(\$481,835.84)	(\$32,626,893.19)	(\$26,773,673.77)	(\$22,620,028.34)	(\$25,655,258.80)	(\$12,706,122.45)	\$1,857,528.21	\$57,480,702.38	\$75,551,463.80	\$40,800,080.32



Arrearage Tracking Summary

	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	
15	Customers Disconnected for Non-Payment										
	Residential	6715	9718	9456	8678	8121	2704	5391	3455	2596	2337
	PIPP/CAP	224	386	356	429	505	133	276	166	153	135
	Commercial	254	455	357	269	210	66	158	108	104	135
	GMB	0	0	0	1	0	0	1	1	2	0
	GTS										
	Total	7,193	10,559	10,169	9,377	8,836	2,903	5,826	3,730	2,855	2,607
16	Customers on Payment Plans [10]										
	Residential	0	0	34,531	33,035	32,951	26,154	28,685	24,556	22,204	25,793
	PIPP/CAP	0	0	0	0	0	0	0	0	0	0
	Commercial	0	0	101	80	75	65	93	78	63	99
	GMB	0	0	3	2	0	1	2	1	1	2
	GTS										
	Total	0	0	34,635	33,117	33,026	26,220	28,780	24,635	22,268	25,894
17	\$\$ Customers Disconnected for Non-Payment										
	Residential	0	0	0	0	0	0	0	0	0	0
	PIPP/CAP	0	0	0	0	0	0	0	0	0	0
	Commercial	0	0	0	0	0	0	0	0	0	0
	GMB	0	0	0	0	0	0	0	0	0	0
	GTS										
	Total	0	0	0	0	0	0	0	0	0	0



## Arrearage Tracking Summary

	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19
<b>1 # of Customers</b>										
Residential	1,241,332	1,297,867	1,295,314	1,352,431	1,234,559	1,345,766	1,340,981	1,233,897	1,397,633	1,192,272
PIPP/CAP	50,704	53,432	53,627	52,062	46,895	49,361	48,670	44,870	50,992	43,754
Commercial	104,843	109,604	109,169	113,467	103,540	112,660	112,069	103,293	116,780	99,887
GMB	1,601	1,625	1,638	1,656	1,579	1,680	1,697	1,574	1,741	1,511
GTS	1973	1973	1971	1973	1981	1978	1977	1978	1977	1980
<b>Total</b>	<b>1,400,453</b>	<b>1,464,501</b>	<b>1,461,719</b>	<b>1,521,589</b>	<b>1,388,554</b>	<b>1,511,445</b>	<b>1,505,394</b>	<b>1,385,612</b>	<b>1,569,123</b>	<b>1,339,404</b>
<b>2 # of Customers w/ Arrears</b>										
Residential	436,370	568,006	601,348	626,494	561,677	557,143	255,575	224,641	237,555	190,266
PIPP/CAP	24,331	24,423	25,417	25,202	22,887	23,727	23,089	20,750	23,411	19,944
Commercial	17,588	21,439	22,071	22,876	20,775	20,325	11,403	10,127	10,646	8,873
GMB	73	77	67	82	61	74	69	56	68	46
GTS	241	215	255	189	202	210	174	206	193	261
<b>Total</b>	<b>478,603</b>	<b>614,160</b>	<b>649,158</b>	<b>674,843</b>	<b>605,602</b>	<b>601,479</b>	<b>290,310</b>	<b>255,780</b>	<b>271,873</b>	<b>219,390</b>
<b>3 # Arrears 30-60</b>										
Residential	334,953	400,981	466,813	492,408	433,603	359,065	207,150	187,374	175,985	164,070
PIPP/CAP	21,700	22,304	23,719	23,240	22,840	21,998	21,226	20,822	20,667	21,003
Commercial	12,011	14,638	16,587	17,369	16,107	12,399	7,537	6,860	6,099	6,216
GMB	47	43	35	43	36	37	44	30	33	25
GTS	241	215	254	189	202	210	173	206	193	261
<b>Total</b>	<b>368,952</b>	<b>438,181</b>	<b>507,408</b>	<b>533,249</b>	<b>472,788</b>	<b>393,709</b>	<b>236,130</b>	<b>215,292</b>	<b>202,977</b>	<b>191,575</b>
<b>4 # Arrears 60-90</b>										
Residential	88,904	123,410	198,093	272,595	278,025	195,827	133,416	109,741	97,408	91,546
PIPP/CAP	15,932	16,379	17,921	18,913	19,544	19,316	18,687	18,416	18,032	18,184
Commercial	2,290	3,783	6,454	8,752	9,073	6,769	3,374	2,917	2,298	2,153
GMB	11	11	15	14	12	13	8	12	7	8
GTS	29	40	32	38	40	29	34	38	29	33
<b>Total</b>	<b>107,166</b>	<b>143,623</b>	<b>222,515</b>	<b>300,312</b>	<b>306,694</b>	<b>221,954</b>	<b>155,519</b>	<b>131,124</b>	<b>117,774</b>	<b>111,924</b>
<b>5 # Arrears 90&gt;</b>										
Residential	37,764	46,651	60,716	85,168	108,743	108,250	90,828	72,754	61,733	55,680
PIPP/CAP	11,598	12,104	13,383	14,418	15,865	16,599	16,548	16,347	16,171	16,247
Commercial	657	858	1,314	2,308	3,876	3,362	2,040	1,595	1,238	1,031
GMB	9	8	8	9	11	10	6	5	8	7
GTS	6	8	8	6	13	5	6	12	10	8
<b>Total</b>	<b>50,034</b>	<b>59,629</b>	<b>75,429</b>	<b>101,909</b>	<b>128,508</b>	<b>128,226</b>	<b>109,428</b>	<b>90,713</b>	<b>79,160</b>	<b>72,973</b>
<b>6 \$ Arrears 30-60</b>										
Residential	\$27,911,430.84	\$38,177,741.39	\$41,248,603.64	\$31,088,107.95	\$21,245,294.57	\$13,073,602.22	\$7,861,565.81	\$6,999,113.17	\$6,675,847.66	\$7,292,917.33
PIPP/CAP	\$2,664,373.33	\$2,716,849.19	\$2,541,822.25	\$1,766,235.94	\$1,286,497.91	\$927,375.47	\$814,352.80	\$777,576.19	\$814,470.33	\$970,701.43
Commercial	\$3,438,681.75	\$4,866,315.10	\$5,128,177.41	\$3,525,547.47	\$2,028,755.64	\$1,056,385.58	\$616,232.52	\$534,084.51	\$444,045.37	\$513,115.20
GMB	\$192,430.77	\$217,240.63	\$203,391.51	\$93,007.08	\$51,520.69	\$27,440.47	\$82,675.87	\$16,550.80	\$67,274.65	\$13,946.72
GTS	\$950,876.09	\$734,779.21	\$1,192,722.07	\$690,055.71	\$701,056.25	\$541,294.88	\$409,524.94	\$706,194.88	\$454,740.55	\$583,321.44
<b>Total</b>	<b>\$35,157,793</b>	<b>\$46,712,926</b>	<b>\$50,314,717</b>	<b>\$37,162,954</b>	<b>\$25,313,125</b>	<b>\$15,626,099</b>	<b>\$9,784,352</b>	<b>\$9,033,520</b>	<b>\$8,456,379</b>	<b>\$9,374,002</b>
<b>7 \$ Arrears 60-90</b>										
Residential	\$8,791,573.86	\$11,115,674.62	\$15,863,199.72	\$20,112,936.65	\$15,814,592.24	\$9,039,319.21	\$5,526,946.93	\$4,147,533.05	\$3,777,666.68	\$3,726,295.38
PIPP/CAP	\$2,117,379.57	\$2,076,478.35	\$2,214,148.06	\$2,066,045.85	\$1,528,511.54	\$1,102,462.88	\$810,081.24	\$731,514.95	\$727,326.27	\$769,958.32
Commercial	\$420,847.02	\$783,628.73	\$1,481,194.96	\$2,186,532.66	\$1,668,230.26	\$674,093.88	\$230,983.79	\$214,982.45	\$130,255.76	\$130,552.38
GMB	\$37,713.40	\$126,084.68	\$129,281.93	\$69,527.01	\$32,739.81	\$25,253.24	\$8,624.44	\$12,347.19	\$5,079.11	\$5,207.13
GTS	\$59,562.12	\$101,764.75	\$75,355.43	\$76,096.60	\$135,250.93	\$46,338.42	\$60,473.76	\$117,799.51	\$60,991.24	\$50,765.85
<b>Total</b>	<b>\$11,427,076</b>	<b>\$14,203,631</b>	<b>\$19,763,180</b>	<b>\$24,511,139</b>	<b>\$19,179,325</b>	<b>\$10,887,468</b>	<b>\$6,637,110</b>	<b>\$5,224,177</b>	<b>\$4,701,319</b>	<b>\$4,682,779</b>
<b>8 \$ Arrears 90&gt;</b>										
Residential	\$17,025,316.29	\$19,454,402.90	\$22,287,732.66	\$26,904,602.81	\$29,953,129.80	\$29,146,495.26	\$25,099,976.75	\$20,122,843.01	\$17,014,264.39	\$16,269,765.72
PIPP/CAP	\$9,753,389.86	\$9,926,382.89	\$10,604,293.13	\$10,873,431.03	\$11,286,111.32	\$11,509,916.31	\$11,576,501.73	\$11,379,245.01	\$11,385,146.02	\$12,265,011.66
Commercial	\$263,463.96	\$428,849.22	\$712,929.91	\$1,125,057.34	\$1,093,060.75	\$747,280.84	\$567,887.27	\$433,360.41	\$340,963.38	\$241,718.99
GMB	\$93,756.23	\$86,615.69	\$89,175.19	\$79,559.25	\$104,502.41	\$97,579.79	\$86,271.55	\$76,404.01	\$81,387.02	\$69,650.73
GTS	\$5,707.55	\$15,243.80	\$15,364.66	\$19,857.87	\$29,858.32	\$3,964.79	\$7,434.44	\$10,976.62	\$16,577.45	\$2,366.13
<b>Total</b>	<b>\$27,141,634</b>	<b>\$29,911,495</b>	<b>\$33,709,496</b>	<b>\$39,002,508</b>	<b>\$42,466,663</b>	<b>\$41,505,237</b>	<b>\$37,338,072</b>	<b>\$32,022,829</b>	<b>\$28,838,338</b>	<b>\$28,848,513</b>



## Arrearage Tracking Summary

	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19
9 <b>\$ Total Arrears [7]</b>										
Residential	\$53,728,320.99	\$68,747,818.91	\$79,399,536.02	\$78,105,647.41	\$67,013,016.61	\$51,259,416.69	\$38,488,489.49	\$31,269,489.23	\$27,467,778.73	\$27,288,978.43
PIPP/CAP	\$14,535,142.76	\$14,719,710.43	\$15,360,263.44	\$14,705,712.82	\$14,101,120.77	\$13,539,754.66	\$13,200,935.77	\$12,888,336.15	\$12,926,942.62	\$14,005,671.41
Commercial	\$4,122,992.73	\$6,078,793.05	\$7,322,302.28	\$6,837,137.47	\$4,790,046.65	\$2,477,760.30	\$1,415,103.58	\$1,182,427.37	\$915,264.51	\$885,386.57
GMB	\$323,900.40	\$429,941.00	\$421,848.63	\$242,093.34	\$188,762.91	\$150,273.50	\$177,571.86	\$105,302.00	\$153,740.78	\$88,804.58
GTS	\$1,016,145.76	\$851,787.76	\$1,283,442.16	\$786,010.18	\$866,165.50	\$591,598.09	\$477,433.14	\$834,971.01	\$532,309.24	\$636,453.42
Total	\$73,726,502.64	\$90,828,051.15	\$103,787,392.53	\$100,676,601.22	\$86,959,112.44	\$68,018,803.24	\$53,759,533.84	\$46,280,525.76	\$41,996,035.88	\$42,905,294.41
10 <b>Billed Sales (Mcf Volume)</b>										
Residential	19,617,311.9	17,486,255.9	10,474,429.8	5,311,323.0	2,288,577.2	1,771,272.4	1,548,326.1	1,544,671.5	2,617,031.5	8,104,553.4
PIPP/CAP	922,718.9	831,707.9	515,813.0	258,050.2	100,634.8	69,419.8	58,617.2	60,597.8	125,151.8	381,563.6
Commercial	6,955,144.2	4,042,625.3	2,030,171.7	1,084,593.0	924,989.6	843,714.9	829,197.8	1,213,427.1	3,134,900.6	6,113,755.1
GMB	1,555,851.0	1,095,568.4	837,993.0	497,592.8	390,317.2	337,205.5	286,500.2	188,931.6	219,871.7	394,215.0
GTS	12,639,935	11,942,917	9,792,344	8,054,060	6,990,217	6,559,693	6,811,005	6,852,007	7,556,427	9,686,882
Total	41,690,960.9	35,399,074.0	23,650,751.2	15,205,619.4	10,694,736.0	9,581,305.3	9,533,646.0	9,859,635.0	13,653,382.1	24,680,968.8
11 <b>Billed Total Revenue \$</b>										
Residential	\$156,167,484.29	\$142,849,577.50	\$100,127,970.13	\$72,070,707.52	\$51,657,851.50	\$51,746,887.27	\$50,098,513.40	\$47,389,115.78	\$58,677,614.38	\$83,286,270.11
PIPP/CAP	\$6,367,501.04	\$5,890,754.02	\$4,161,687.94	\$2,814,569.30	\$1,919,528.40	\$1,818,172.27	\$1,741,874.35	\$1,667,955.21	\$2,180,206.73	\$3,226,611.96
Commercial	\$49,625,725.02	\$31,641,499.03	\$19,132,420.12	\$12,963,999.05	\$12,278,740.82	\$11,692,320.60	\$11,226,969.70	\$14,429,542.14	\$24,953,404.58	\$42,686,633.73
GMB	\$3,158,459.32	\$2,673,758.20	\$1,942,191.75	\$964,084.51	\$737,415.01	\$649,010.60	\$560,906.55	\$452,157.43	\$578,012.32	\$1,141,269.44
GTS	\$10,177,118.85	\$9,363,376.00	\$7,226,934.77	\$5,747,590.91	\$5,024,848.82	\$4,672,356.45	\$4,698,944.25	\$4,849,858.83	\$5,281,613.52	\$7,282,596.57
Total	\$225,496,288.52	\$192,418,964.75	\$132,591,204.71	\$94,560,951.29	\$71,618,384.55	\$70,578,747.19	\$68,327,208.25	\$68,788,629.39	\$91,670,851.53	\$137,623,381.81
12 <b>\$ Revenue (Payments) Received</b>										
Residential	(\$131,890,520.95)	(\$133,784,607.28)	(\$117,736,875.51)	(\$93,052,130.63)	(\$72,736,593.46)	(\$73,144,771.86)	(\$67,698,859.78)	(\$65,283,625.68)	(\$72,071,807.00)	(\$68,895,826.95)
PIPP/CAP	(\$3,770,267.20)	(\$2,901,274.45)	(\$2,333,299.49)	(\$1,931,341.58)	(\$1,782,838.30)	(\$1,876,754.61)	(\$1,923,405.04)	(\$1,872,663.62)	(\$1,978,936.97)	(\$1,643,099.31)
Commercial	(\$53,961,456.62)	(\$53,526,039.81)	(\$45,452,006.01)	(\$26,686,097.29)	(\$17,142,842.08)	(\$16,079,679.48)	(\$13,818,357.33)	(\$13,132,025.69)	(\$15,354,848.27)	(\$16,985,154.64)
GMB	(\$1,814,327.96)	(\$1,716,034.20)	(\$1,448,177.73)	(\$919,722.85)	(\$6,193.48)	(\$423,586.88)	(\$305,619.87)	(\$365,049.58)	(\$361,824.94)	(\$516,025.35)
GTS	(\$9,247,525.08)	(\$10,286,387.69)	(\$8,958,500.81)	(\$7,802,767.68)	(\$5,654,241.59)	(\$5,294,193.53)	(\$4,817,031.87)	(\$4,395,825.37)	(\$5,191,913.83)	(\$5,064,288.21)
Total	(\$200,684,097.81)	(\$202,214,343.43)	(\$175,928,859.55)	(\$130,392,060.03)	(\$97,322,708.91)	(\$96,818,986.36)	(\$88,563,273.89)	(\$85,049,189.94)	(\$94,959,331.01)	(\$93,104,394.46)
13 <b># Revenue (Payments) Received</b>										
Residential	1,471,981	1,539,422	1,653,120	1,705,922	1,504,286	1,642,386	1,515,330	1,440,026	1,577,989	1,343,860
PIPP/CAP	51,892	48,257	43,676	40,489	37,077	41,022	41,034	40,038	44,626	40,006
Commercial	103,147	106,552	113,365	111,537	97,682	110,995	103,553	97,212	110,808	93,084
GMB	646	698	730	672	636	706	698	629	718	639
GTS	1,795	1,848	1,787	1,838	1,798	1,812	1,824	1,793	1,827	1,766
Total	1,629,461	1,696,777	1,812,678	1,860,458	1,641,479	1,796,921	1,662,439	1,579,698	1,735,968	1,479,355
<b>Difference Between Billed and Received Revenue (Line 12 - Line 13)</b>										
Residential	\$24,276,963.34	\$9,064,970.22	(\$17,608,905.38)	(\$20,981,423.11)	(\$21,078,741.96)	(\$21,397,884.59)	(\$17,600,346.38)	(\$17,894,509.90)	(\$13,394,192.62)	\$14,390,443.16
PIPP/CAP	\$2,597,233.84	\$2,989,479.57	\$1,828,388.45	\$883,227.72	\$136,690.10	(\$58,582.34)	(\$181,530.69)	(\$204,708.41)	\$201,269.76	\$1,583,512.65
Commercial	(\$4,335,731.60)	(\$21,884,540.78)	(\$26,319,585.89)	(\$13,722,098.24)	(\$4,864,101.26)	(\$4,387,358.88)	(\$2,591,387.63)	\$1,297,516.45	\$9,598,556.31	\$25,701,479.09
GMB	\$1,344,131.36	\$957,724.00	\$494,014.02	\$44,361.66	\$731,221.53	\$225,423.72	\$255,286.68	\$87,107.85	\$216,187.38	\$625,244.09
GTS	\$929,593.77	(\$923,011.69)	(\$1,731,566.04)	(\$2,055,176.77)	(\$629,392.77)	(\$621,837.08)	(\$118,087.62)	\$454,033.46	\$89,699.69	\$2,218,308.36
Total	\$24,812,190.71	(\$9,795,378.68)	(\$43,337,654.84)	(\$35,831,108.74)	(\$25,704,324.36)	(\$26,240,239.17)	(\$20,236,065.64)	(\$16,260,560.55)	(\$3,288,479.48)	\$44,518,987.35



## Arrearage Tracking Summary

	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19
15 <b>Customers Disconnected for Non-Payment</b>										
Residential	3662	4761	6035	6922	8031	8808	7724	6420	6581	2468
PIPP/CAP	159	169	259	248	400	578	618	467	484	196
Commercial	252	280	326	274	287	250	261	134	225	137
GMB	1	0	1	1	0	0	0	0	1	0
GTS										
Total	4,074	5,210	6,621	7,445	8,718	9,636	8,603	7,021	7,291	2,801
16 <b>Customers on Payment Plans [10]</b>										
Residential	29,620	34,269	37,448	40,919	37,318	38,440	34,389	29,556	30,380	23,872
PIPP/CAP	0	0	0	0	0	0	0	0	0	0
Commercial	148	220	246	241	185	159	135	114	114	76
GMB	3	3	4	3	3	3	4	4	2	3
GTS										
Total	29,771	34,492	37,698	41,163	37,506	38,602	34,528	29,674	30,496	23,951
17 <b>\$\$ Customers Disconnected for Non-Payment</b>										
Residential	0	0	0	0	0	0	0	0	0	0
PIPP/CAP	0	0	0	0	0	0	0	0	0	0
Commercial	0	0	0	0	0	0	0	0	0	0
GMB	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0



## Arrearage Tracking Summary

	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20
<b>1 # of Customers</b>										
Residential	1,248,517	1,365,804	1,251,124	1,368,458	1,365,784	1,257,272	1,366,173	1,366,856	1,311,604	1,307,767
PIPP/CAP	47,025	50,837	46,970	51,356	52,947	49,067	53,521	53,312	50,908	50,571
Commercial	104,892	114,690	105,169	114,765	114,395	105,224	113,634	113,591	108,782	108,780
GMB	1,551	1,752	1,591	1,671	1,705	1,529	1,659	1,634	1,565	1,617
GTS	1978	1981	1982	1983	1980	1983	1979	1976	1,977	1977
<b>Total</b>	<b>1,403,963</b>	<b>1,535,064</b>	<b>1,406,836</b>	<b>1,538,233</b>	<b>1,536,811</b>	<b>1,415,075</b>	<b>1,536,966</b>	<b>1,537,369</b>	<b>1,474,836</b>	<b>1,470,712</b>
<b>2 # of Customers w/ Arrears</b>										
Residential	206,619	265,314	318,327	451,505	579,763	537,418	598,121	539,210	236,382	227,014
PIPP/CAP	22,360	24,772	23,561	24,641	24,547	20,544	135,624	22,655	21,642	21,886
Commercial	9,699	13,490	15,117	20,361	27,720	24,979	23,619	23,375	14,778	12,630
GMB	48	105	81	80	110	79	79	119	93	75
GTS	517	251	486	378	414	476	319	519	380	380
<b>Total</b>	<b>239,243</b>	<b>303,932</b>	<b>357,572</b>	<b>496,965</b>	<b>632,554</b>	<b>583,496</b>	<b>757,762</b>	<b>585,878</b>	<b>273,275</b>	<b>261,985</b>
<b>3 # Arrears 30-60</b>										
Residential	167,693	198,278	253,344	339,369	378,560	381,505	389,571	316,776	187,739	178,386
PIPP/CAP	21,302	21,984	21,837	21,308	19,581	20,214	20,518	20,620	20,775	21,104
Commercial	6,223	8,130	10,305	14,055	19,035	17,490	15,673	14,230	8,917	8,379
GMB	27	60	53	46	54	42	35	77	36	35
GTS	516	251	486	378	414	475	318	518	380	379
<b>Total</b>	<b>195,761</b>	<b>228,703</b>	<b>286,025</b>	<b>375,156</b>	<b>417,644</b>	<b>419,726</b>	<b>426,115</b>	<b>352,221</b>	<b>217,847</b>	<b>208,283</b>
<b>4 # Arrears 60-90</b>										
Residential	80,911	75,596	83,921	109,822	142,164	171,020	177,549	165,888	123,234	109,859
PIPP/CAP	17,240	16,509	16,525	16,789	16,106	17,319	17,662	18,396	18,677	19,004
Commercial	1,859	1,782	2,014	3,257	7,001	9,291	8,377	7,077	4,288	3,949
GMB	4	4	7	8	15	19	13	16	14	13
GTS	56	26	51	46	107	88	66	103	97	97
<b>Total</b>	<b>100,070</b>	<b>93,917</b>	<b>102,518</b>	<b>129,922</b>	<b>165,393</b>	<b>197,737</b>	<b>203,667</b>	<b>191,480</b>	<b>146,310</b>	<b>132,922</b>
<b>5 # Arrears 90&gt;</b>										
Residential	49,414	39,639	38,291	49,058	68,127	86,640	93,048	91,866	88,086	81,407
PIPP/CAP	15,252	13,526	12,587	13,116	13,058	14,505	15,393	16,059	16,867	17,272
Commercial	850	604	546	917	2,130	3,792	4,444	3,832	2,842	2,514
GMB	7	6	6	5	6	12	12	13	10	11
GTS	7	2	7	7	25	32	21	27	30	26
<b>Total</b>	<b>65,530</b>	<b>53,777</b>	<b>51,437</b>	<b>63,103</b>	<b>83,346</b>	<b>104,981</b>	<b>112,918</b>	<b>149,129.07</b>	<b>107,835</b>	<b>101,230</b>
<b>6 \$ Arrears 30-60</b>										
Residential	\$10,922,564.28	\$16,196,825.42	\$18,470,678.25	\$23,323,081.23	\$24,177,828.05	\$21,410,129.59	\$19,144,972.67	\$11,877,691.57	\$7,389,255.15	\$7,286,453.92
PIPP/CAP	\$1,547,928.38	\$2,138,349.51	\$2,055,160.33	\$1,953,057.36	\$1,640,192.10	\$1,333,656.45	\$1,221,284.43	\$867,593.58	\$824,367.28	\$822,768.86
Commercial	\$1,012,419.71	\$2,177,660.22	\$2,681,296.47	\$3,723,128.74	\$5,100,736.01	\$3,245,338.74	\$2,236,315.77	\$1,431,221.39	\$790,016.27	\$679,492.45
GMB	\$59,900.99	\$90,702.09	\$143,458.10	\$93,931.62	\$103,721.03	\$73,860.10	\$67,568.40	\$44,245.11	\$46,174.05	\$27,400.22
GTS	\$2,032,255.80	\$961,955.38	\$2,284,219.52	\$1,637,523.28	\$1,981,128.62	\$1,738,240.70	\$1,018,440.23	\$1,491,291.07	\$1,128,115.39	\$1,070,855.49
<b>Total</b>	<b>\$15,575,069</b>	<b>\$21,565,493</b>	<b>\$25,634,813</b>	<b>\$30,730,722</b>	<b>\$33,003,606</b>	<b>\$27,801,226</b>	<b>\$23,688,582</b>	<b>\$15,712,043</b>	<b>\$10,177,928</b>	<b>\$9,886,971</b>
<b>7 \$ Arrears 60-90</b>										
Residential	\$3,928,424.53	\$5,197,764.05	\$6,955,791.69	\$9,039,388.28	\$11,814,224.71	\$11,817,608.26	\$9,714,706.20	\$8,308,578.97	\$5,284,780.87	\$4,403,807.24
PIPP/CAP	\$867,125.58	\$1,341,719.11	\$1,684,644.79	\$1,620,629.75	\$1,542,017.68	\$1,517,653.85	\$1,187,725.34	\$1,102,796.99	\$792,838.15	\$768,448.32
Commercial	\$98,818.37	\$175,770.54	\$271,984.61	\$540,739.14	\$1,653,692.88	\$2,095,519.90	\$1,332,265.90	\$896,255.42	\$339,002.91	\$299,171.40
GMB	\$4,419.26	\$5,694.27	\$11,730.09	\$15,182.49	\$26,548.86	\$59,714.53	\$48,162.09	\$19,685.00	\$10,948.94	\$9,245.21
GTS	\$119,162.40	\$93,883.92	\$181,974.51	\$144,243.29	\$367,537.99	\$369,307.91	\$177,674.08	\$336,489.13	\$308,951.85	\$484,590.33
<b>Total</b>	<b>\$5,017,950</b>	<b>\$6,814,832</b>	<b>\$9,106,126</b>	<b>\$11,360,183</b>	<b>\$15,404,022</b>	<b>\$15,859,804</b>	<b>\$12,460,534</b>	<b>\$10,663,806</b>	<b>\$6,736,523</b>	<b>\$5,965,263</b>
<b>8 \$ Arrears 90&gt;</b>										
Residential	\$15,770,339.29	\$16,205,111.86	\$17,243,950.66	\$19,137,338.57	\$21,496,262.71	\$25,783,628.12	\$29,178,688.57	\$30,144,801.87	\$31,005,198.20	\$29,191,401.77
PIPP/CAP	\$11,497,451.86	\$9,844,748.08	\$8,959,503.30	\$9,230,262.00	\$9,930,190.56	\$10,916,862.23	\$11,552,600.47	\$11,983,142.29	\$12,363,505.95	\$12,539,110.91
Commercial	\$179,671.40	\$173,075.22	\$259,968.74	\$575,789.37	\$1,314,200.69	\$1,314,200.69	\$1,885,340.49	\$1,796,819.25	\$1,586,320.79	\$1,357,932.14
GMB	\$63,600.95	\$55,709.80	\$55,418.66	\$54,920.52	\$61,804.64	\$84,727.39	\$132,433.81	\$110,887.11	\$100,076.06	\$95,380.51
GTS	\$18,732.28	\$7,516.54	\$24,521.29	\$30,941.41	\$103,063.67	\$213,536.93	\$134,851.21	\$150,775.00	\$204,852.27	\$201,150.63
<b>Total</b>	<b>\$27,529,796</b>	<b>\$26,286,162</b>	<b>\$26,543,363</b>	<b>\$29,029,252</b>	<b>\$32,905,522</b>	<b>\$38,312,955</b>	<b>\$42,883,915</b>	<b>\$44,186,426</b>	<b>\$45,259,953</b>	<b>\$43,384,976</b>



## Arrearage Tracking Summary

	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20
9 <b>\$ Total Arrears [7]</b>										
Residential	\$30,621,328.10	\$37,599,701.33	\$42,670,420.60	\$51,499,808.08	\$57,488,315.47	\$59,011,365.97	\$58,038,367.44	\$50,331,072.41	\$43,679,234.22	\$40,881,662.93
PIPP/CAP	\$13,912,505.82	\$13,324,816.70	\$12,699,308.42	\$12,803,949.11	\$13,112,400.34	\$13,768,172.53	\$13,961,610.24	\$13,953,532.86	\$13,980,711.38	\$14,130,328.09
Commercial	\$1,290,909.48	\$2,526,505.98	\$3,213,249.82	\$4,839,657.25	\$8,068,629.58	\$6,655,059.33	\$5,453,922.16	\$4,124,296.06	\$2,715,339.97	\$2,336,595.99
GMB	\$127,921.20	\$152,106.16	\$210,606.85	\$164,034.63	\$192,074.53	\$218,302.02	\$248,164.30	\$174,817.22	\$157,199.05	\$132,025.94
GTS	\$2,170,150.48	\$1,063,355.84	\$2,490,715.32	\$1,812,707.98	\$2,451,730.28	\$2,321,085.54	\$1,330,965.52	\$1,978,555.20	\$1,641,919.51	\$1,756,596.45
Total	\$48,122,815.08	\$54,666,486.01	\$61,284,301.01	\$71,120,157.05	\$81,313,150.20	\$81,973,985.39	\$79,033,029.66	\$70,562,273.75	\$62,174,404.13	\$59,237,209.40
10 <b>Billed Sales (Mcf Volume)</b>										
Residential	15,156,013.5	17,571,252.3	16,022,783.7	15,313,635.1	9,835,378.4	7,032,598.0	3,077,560.8	1,758,716.5	1,538,444.7	1,741,399.0
PIPP/CAP	671,867.8	761,947.9	696,579.4	664,627.2	458,434.2	334,931.8	135,624.3	70,276.1	60,761.6	72,347.8
Commercial	7,052,784.5	6,467,466.4	6,011,532.4	3,494,636.1	2,380,941.3	2,380,941.3	1,174,388.7	805,058.4	737,151.0	836,616.9
GMB	542,017.5	1,037,971.9	921,659.3	696,633.3	501,849.8	400,723.1	321,198.1	272,696.1	278,649.0	266,674.2
GTS	11,494,359	11,774,764	12,098,658	10,659,760	8,118,703	7,657,811	6,783,119	6,575,887.9	6,917,723	6,690,037
Total	34,917,042.3	37,613,402.6	35,751,212.7	30,829,291.2	21,295,306.4	17,807,004.7	11,491,890.6	9,482,635.0	9,532,729.3	9,607,074.9
11 <b>Billed Total Revenue \$</b>										
Residential	\$125,145,032.05	\$137,119,847.73	\$122,233,145.29	\$121,369,506.36	\$91,823,087.38	\$76,957,531.08	\$61,334,522.00	\$55,030,641.36	\$53,085,558.17	\$55,606,221.61
PIPP/CAP	\$4,709,623.73	\$4,975,444.99	\$4,367,243.78	\$4,331,640.52	\$3,416,735.04	\$2,959,443.04	\$2,315,012.21	\$2,055,586.73	\$1,973,392.30	\$2,094,402.49
Commercial	\$47,409,922.62	\$42,559,056.64	\$40,364,378.71	\$26,126,869.58	\$20,135,307.32	\$20,135,307.32	\$14,282,805.13	\$12,142,028.05	\$11,705,725.00	\$12,612,282.35
GMB	\$1,542,928.84	\$2,490,708.89	\$2,015,843.55	\$1,790,374.80	\$1,142,613.10	\$917,616.76	\$575,346.72	\$405,278.02	\$371,086.60	\$401,913.25
GTS	\$9,020,694.55	\$9,189,619.33	\$9,404,242.43	\$8,460,330.48	\$6,578,928.54	\$6,348,035.26	\$5,305,542.60	\$4,730,768.38	\$4,930,832.19	\$5,523,010.85
Total	\$187,828,201.79	\$196,334,677.58	\$178,384,853.76	\$162,078,721.74	\$123,096,671.38	\$107,317,933.46	\$83,813,228.66	\$74,364,302.54	\$72,066,594.26	\$76,237,830.55
12 <b>\$ Revenue (Payments) Received</b>										
Residential	(\$98,039,170.68)	(\$115,710,637.62)	(\$109,032,781.17)	(\$116,274,545.92)	(\$98,349,221.89)	(\$80,071,358.89)	(\$77,833,139.44)	(\$69,775,821.40)	(\$67,752,619.11)	(\$68,827,345.20)
PIPP/CAP	(\$1,976,637.22)	(\$2,226,803.86)	(\$3,155,967.80)	(\$4,974,144.93)	(\$5,629,004.48)	(\$2,297,692.85)	(\$2,497,272.05)	(\$2,189,317.67)	(\$1,844,420.89)	(\$1,765,819.41)
Commercial	(\$32,736,176.38)	(\$41,811,509.89)	(\$39,429,465.72)	(\$43,856,789.08)	(\$31,394,850.56)	(\$24,916,533.17)	(\$21,011,234.77)	(\$14,308,820.31)	(\$14,371,106.25)	(\$14,174,211.92)
GMB	(\$949,001.92)	(\$1,060,229.87)	(\$1,080,657.48)	(\$1,369,221.87)	(\$894,822.47)	(\$627,310.31)	(\$476,117.74)	(\$241,678.74)	(\$330,520.77)	(\$271,128.12)
GTS	(\$5,932,134.74)	(\$10,349,124.19)	(\$7,687,547.00)	(\$10,235,615.68)	(\$7,799,010.44)	(\$6,770,723.84)	(\$7,254,723.45)	(\$4,586,519.67)	(\$5,354,302.14)	(\$4,779,682.02)
Total	(\$139,633,120.94)	(\$171,158,305.43)	(\$160,386,419.17)	(\$176,710,317.48)	(\$144,066,909.84)	(\$114,683,619.06)	(\$109,072,487.45)	(\$91,102,157.79)	(\$89,652,969.16)	(\$89,818,186.67)
13 <b># Revenue (Payments) Received</b>										
Residential	1,477,310	1,539,500	1,442,923	1,579,153	1,636,957	1,530,051	1,607,749	1,535,856	1,460,812	1,448,207
PIPP/CAP	44,605	47,257	50,609	61,139	67,638	43,958	46,314	43,581	40,247	40,646
Commercial	100,228	103,413	101,517	110,508	104,110	104,378	110,820	101,810	105,178	101,696
GMB	639	679	682	777	742	724	773	653	741	667
GTS	1,570	1,852	1,588	1,752	1,642	1,667	1,786	1,507	1,700	1,679
Total	1,624,352	1,692,701	1,597,319	1,753,329	1,811,089	1,680,778	1,767,442	1,683,407	1,608,678	1,592,895
14 <b>Difference Between Billed and Received Revenue (Line 12 - Line 13)</b>										
Residential	\$27,105,861.37	\$21,409,210.11	\$13,200,364.12	\$5,094,960.44	(\$6,526,134.51)	(\$3,113,827.81)	(\$16,498,617.44)	(\$14,745,180.04)	(\$14,667,060.94)	(\$13,221,123.59)
PIPP/CAP	\$2,732,986.51	\$2,748,641.13	\$1,211,275.98	(\$642,504.41)	(\$2,212,269.44)	\$661,750.19	(\$182,259.84)	(\$133,730.94)	\$128,971.41	\$328,583.08
Commercial	\$14,673,746.24	\$747,546.75	\$934,912.99	(\$17,729,919.50)	(\$11,259,543.24)	(\$4,781,225.85)	(\$6,728,429.64)	(\$2,166,792.26)	(\$2,665,381.25)	(\$1,561,929.57)
GMB	\$593,926.92	\$1,430,479.02	\$935,186.07	\$421,152.93	\$247,790.63	\$290,306.45	\$99,228.98	\$163,599.28	\$40,565.83	\$130,785.13
GTS	\$3,088,559.81	(\$1,159,504.86)	\$1,716,695.43	(\$1,775,285.20)	(\$1,220,081.90)	(\$422,688.58)	(\$1,949,180.85)	\$144,248.71	(\$423,469.95)	\$743,328.83
Total	\$48,195,080.85	\$25,176,372.15	\$17,998,434.59	(\$14,631,595.74)	(\$20,970,238.46)	(\$7,365,685.60)	(\$25,259,258.79)	(\$16,737,855.25)	(\$17,586,374.90)	(\$13,580,356.12)



## Arrearage Tracking Summary

	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20
15 <b>Customers Disconnected for Non-Payment</b>										
Residential	2429	4340	4460	2642	0	0	0	0	1351	7396
PIPP/CAP	163	254	239	102	0	0	0	0	8	17
Commercial	128	280	281	172	0	0	0	0	59	400
GMB	0	0	0	1	0	0	0	0	0	0
GTS										
Total	2,720	4,874	4,980	2,917	0	0	0	0	1,418	7,813
16 <b>Customers on Payment Plans [10]</b>										
Residential	23,797	26,133	27,599	31,295	30,064	26,415	27,400	29,783	32,319	39,356
PIPP/CAP	0	0	0	0	0	0	0	0	0	0
Commercial	67	73	105	145	116	83	121	320	571	949
GMB	2	1	2	1	0	0	0	2	5	10
GTS										
Total	23,866	26,207	27,706	31,441	30,180	26,498	27,521	30,105	32,895	40,315
17 <b>\$\$ Customers Disconnected for Non-Payment</b>										
Residential	0	0	0	0	0	0	0	0	0	0
PIPP/CAP	0	0	0	0	0	0	0	0	0	0
Commercial	0	0	0	0	0	0	0	0	0	0
GMB	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0



## Arrearage Tracking Summary

	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21
<b>1 # of Customers</b>										
Residential	1,376,118	1,203,140	1,327,564	1,272,007	1,268,209	1,437,132	1,329,731	1,272,633	1,379,509	1,321,530
PIPP/CAP	48,759	35,049	38,542	39,732	42,718	49,982	38,759	36,503	39,877	38,504
Commercial	113,259	99,918	110,009	105,898	105,710	119,728	110,194	105,446	113,834	109,123
GMB	1,596	1,528	1,658	1,572	1,756	1,752	1,641	1,569	1,696	1,625
GTS	1978	1975	1983	1982	1979	1978	1972	1975	1977	1981
<b>Total</b>	<b>1,541,710</b>	<b>1,341,610</b>	<b>1,479,756</b>	<b>1,421,191</b>	<b>1,420,372</b>	<b>1,610,572</b>	<b>1,482,297</b>	<b>1,418,126</b>	<b>1,536,893</b>	<b>1,472,763</b>
<b>2 # of Customers w/ Arrears</b>										
Residential	226,350	198,799	217,725	238,771	373,787	582,127	584,441	559,079	597,095	506,250
PIPP/CAP	20,648	13,967	15,699	17,218	19,121	22,322	16,650	15,698	17,402	16,666
Commercial	11,898	12,072	12,752	13,424	16,350	23,950	22,145	21,262	21,921	18,796
GMB	64	66	83	88	83	69	62	55	65	54
GTS	274	498	809	466	646	305	315	301	193	274
<b>Total</b>	<b>259,234</b>	<b>225,402</b>	<b>247,068</b>	<b>269,967</b>	<b>409,987</b>	<b>628,773</b>	<b>623,613</b>	<b>596,395</b>	<b>636,676</b>	<b>542,040</b>
<b>3 # Arrears 30-60</b>										
Residential	175,511	167,583	173,062	191,230	285,417	364,971	431,754	423,457	389,273	316,667
PIPP/CAP	19,646	13,854	14,422	16,029	17,708	19,063	15,591	15,378	15,586	15,748
Commercial	8,108	8,238	8,112	8,979	11,347	14,411	17,135	16,479	15,205	11,445
GMB	33	45	34	46	47	35	40	30	40	37
GTS	274	498	809	466	646	305	315	301	193	273
<b>Total</b>	<b>203,572</b>	<b>190,218</b>	<b>196,439</b>	<b>216,750</b>	<b>315,165</b>	<b>398,785</b>	<b>464,835</b>	<b>455,645</b>	<b>420,297</b>	<b>344,170</b>
<b>4 # Arrears 60-90</b>										
Residential	103,881	101,295	94,853	80,729	83,435	97,980	164,141	212,155	187,408	144,510
PIPP/CAP	17,452	12,087	12,057	13,040	14,302	15,121	12,868	13,079	13,418	13,929
Commercial	3,737	3,277	2,955	2,634	2,557	3,526	6,610	8,257	7,622	5,897
GMB	9	12	9	8	11	9	8	9	13	15
GTS	65	82	89	88	96	60	78	56	41	57
<b>Total</b>	<b>125,144</b>	<b>116,753</b>	<b>109,963</b>	<b>96,499</b>	<b>100,401</b>	<b>116,696</b>	<b>183,705</b>	<b>233,556</b>	<b>208,502</b>	<b>164,408</b>
<b>5 # Arrears 90&gt;</b>										
Residential	75,018	71,472	66,043	52,836	46,473	42,994	51,523	68,996	79,595	76,320
PIPP/CAP	15,835	10,841	10,705	11,235	12,028	12,375	10,205	10,720	11,480	12,097
Commercial	2,301	1,925	1,726	1,312	1,109	1,128	1,413	2,497	3,273	2,698
GMB	7	9	6	2	3	6	6	6	8	10
GTS	27	27	25	22	22	17	17	14	13	16
<b>Total</b>	<b>93,188</b>	<b>84,274</b>	<b>78,505</b>	<b>65,407</b>	<b>59,635</b>	<b>56,520</b>	<b>63,164</b>	<b>82,233</b>	<b>94,369</b>	<b>91,141</b>
<b>6 \$ Arrears 30-60</b>										
Residential	\$7,382,594.00	\$8,207,681.27	\$10,820,321.45	\$14,600,711.11	\$21,017,357.03	\$32,236,383.98	\$32,808,141.92	\$26,014,561.23	\$20,455,154.89	\$12,750,456.42
PIPP/CAP	\$828,114.44	\$739,587.83	\$1,075,107.40	\$1,596,518.23	\$2,032,949.88	\$2,371,943.59	\$1,621,827.05	\$1,180,417.03	\$1,059,746.73	\$807,023.70
Commercial	\$734,127.60	\$895,838.04	\$1,274,706.62	\$2,415,114.64	\$3,028,486.79	\$4,489,548.82	\$4,535,192.32	\$2,924,396.64	\$2,239,528.92	\$1,147,239.37
GMB	\$44,339.11	\$67,130.74	\$49,221.11	\$141,766.58	\$126,371.59	\$64,959.99	\$158,293.09	\$88,605.40	\$29,066.46	\$27,615.74
GTS	\$847,244.17	\$1,383,315.22	\$2,111,458.89	\$2,032,435.72	\$3,314,417.98	\$1,564,776.81	\$1,658,434.27	\$1,108,781.30	\$596,616.42	\$916,005.80
<b>Total</b>	<b>\$9,836,419</b>	<b>\$11,293,553</b>	<b>\$15,330,815</b>	<b>\$20,786,546</b>	<b>\$29,519,583</b>	<b>\$40,727,613</b>	<b>\$40,781,889</b>	<b>\$31,316,762</b>	<b>\$24,380,113</b>	<b>\$15,648,341</b>
<b>7 \$ Arrears 60-90</b>										
Residential	\$4,407,677.49	\$4,483,622.95	\$4,946,619.73	\$5,308,346.42	\$6,840,090.89	\$8,491,775.92	\$12,950,156.28	\$14,142,455.64	\$10,354,510.27	\$7,747,836.18
PIPP/CAP	\$698,184.03	\$538,638.59	\$689,520.08	\$1,029,449.47	\$1,505,440.46	\$1,771,550.07	\$1,643,045.07	\$1,403,070.33	\$1,034,385.03	\$973,438.24
Commercial	\$293,402.23	\$276,000.06	\$248,853.33	\$319,588.82	\$481,679.74	\$757,329.83	\$1,525,860.36	\$1,777,782.88	\$1,157,691.30	\$746,785.13
GMB	\$21,022.32	\$25,203.84	\$8,352.37	\$17,779.42	\$8,980.15	\$20,098.77	\$19,214.14	\$67,394.66	\$14,929.54	\$7,478.61
GTS	\$146,161.24	\$231,334.72	\$205,496.78	\$236,902.32	\$387,271.30	\$216,769.22	\$313,763.07	\$178,974.95	\$101,866.46	\$125,816.21
<b>Total</b>	<b>\$5,566,447</b>	<b>\$5,554,800</b>	<b>\$6,098,842</b>	<b>\$6,912,066</b>	<b>\$9,223,463</b>	<b>\$11,257,524</b>	<b>\$16,452,039</b>	<b>\$17,569,678</b>	<b>\$12,663,383</b>	<b>\$9,601,354</b>
<b>8 \$ Arrears 90&gt;</b>										
Residential	\$28,161,163.83	\$28,247,590.62	\$25,394,437.52	\$21,283,733.75	\$18,796,193.42	\$17,548,203.20	\$21,334,185.37	\$24,214,161.56	\$25,051,501.88	\$23,508,506.85
PIPP/CAP	\$11,410,702.41	\$8,019,176.75	\$8,611,959.21	\$9,794,626.87	\$11,127,458.84	\$11,943,622.08	\$9,924,866.65	\$10,257,610.57	\$10,762,249.87	\$11,099,616.05
Commercial	\$1,167,157.16	\$933,038.41	\$751,090.65	\$606,160.63	\$499,968.02	\$514,379.03	\$648,906.36	\$1,003,967.54	\$1,280,004.39	\$1,099,666.97
GMB	\$45,923.50	\$36,967.44	\$29,265.61	\$20,043.84	\$8,942.13	\$16,306.26	\$19,943.86	\$24,933.42	\$30,353.06	\$35,843.14
GTS	\$470,217.63	\$493,357.88	\$514,831.94	\$454,915.44	\$464,224.60	\$444,724.40	\$439,531.75	\$475,428.70	\$392,559.53	\$412,195.18
<b>Total</b>	<b>\$41,255,165</b>	<b>\$37,730,131</b>	<b>\$35,301,585</b>	<b>\$32,159,481</b>	<b>\$30,896,787</b>	<b>\$30,467,235</b>	<b>\$32,367,434</b>	<b>\$35,976,102</b>	<b>\$37,516,669</b>	<b>\$36,155,828</b>



## Arrearage Tracking Summary

	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21
9 <b>\$ Total Arrears [7]</b>										
Residential	\$39,951,435.32	\$40,938,894.84	\$41,161,378.70	\$41,192,791.28	\$46,653,641.34	\$58,276,363.10	\$67,092,483.57	\$64,371,178.43	\$55,861,167.04	\$44,006,799.45
PIPP/CAP	\$12,937,000.88	\$9,297,403.17	\$10,376,586.69	\$12,420,594.57	\$14,665,849.18	\$16,087,115.74	\$13,189,738.77	\$12,841,097.93	\$12,856,381.63	\$12,880,077.99
Commercial	\$2,194,686.99	\$2,104,876.51	\$2,274,650.60	\$3,340,864.09	\$4,010,134.55	\$5,761,257.68	\$6,709,959.04	\$5,706,147.06	\$4,677,224.61	\$2,993,691.47
GMB	\$111,284.93	\$129,302.02	\$86,839.09	\$179,589.84	\$144,293.87	\$101,365.02	\$197,451.09	\$180,933.48	\$74,349.06	\$70,937.49
GTS	\$1,463,623.04	\$2,108,007.82	\$2,831,787.61	\$2,724,253.48	\$4,165,913.88	\$2,226,270.43	\$2,411,729.09	\$1,763,184.95	\$1,091,042.41	\$1,454,017.19
Total	\$56,658,031.16	\$54,578,484.36	\$56,731,242.69	\$59,858,093.26	\$69,639,832.82	\$82,452,371.97	\$89,601,361.56	\$84,862,541.85	\$74,560,164.75	\$61,405,523.59
10 <b>Billed Sales (Mcf Volume)</b>										
Residential	3,517,368.7	6,584,037.6	14,093,555.2	18,332,630.3	19,567,642.8	16,955,634.7	8,242,295.2	5,538,460.4	2,946,736.1	1,696,120.6
PIPP/CAP	162,422.8	237,255.9	482,669.5	663,149.0	763,754.9	680,016.0	291,064.4	197,601.1	95,924.6	50,317.8
Commercial	1,388,676.8	2,416,906.5	5,511,831.0	7,299,602.8	7,977,895.3	6,768,831.9	3,189,128.5	2,084,332.4	1,255,515.1	866,420.4
GMB	294,081.5	442,810.5	784,441.6	1,189,051.5	1,419,355.0	803,781.1	582,506.9	450,609.7	299,804.8	264,157.3
GTS	7,792,771	8,978,499	10,945,053	12,255,893	12,661,831	11,060,490	8,829,306	7,987,095	7,015,830	6,538,953
Total	13,155,320.8	18,659,509.5	31,817,550.3	39,740,326.6	42,390,479.0	36,268,753.7	21,134,301.0	16,258,098.6	11,613,810.6	9,415,969.1
11 <b>Billed Total Revenue \$</b>										
Residential	\$66,943,998.88	\$80,187,174.35	\$125,496,932.72	\$143,365,287.34	\$156,172,831.92	\$153,133,052.82	\$96,418,210.55	\$80,908,855.90	\$69,614,511.42	\$60,081,305.13
PIPP/CAP	\$2,413,382.35	\$2,445,511.43	\$3,770,119.90	\$4,445,751.59	\$5,240,824.02	\$5,158,551.37	\$2,913,733.98	\$2,441,454.34	\$2,002,246.66	\$1,720,367.46
Commercial	\$15,753,404.38	\$21,718,072.27	\$39,763,637.39	\$48,440,284.68	\$54,573,139.65	\$51,102,430.97	\$27,522,362.19	\$21,239,045.58	\$16,773,248.97	\$14,040,355.85
GMB	\$677,663.62	\$1,284,263.35	\$2,063,566.95	\$2,047,088.30	\$2,968,489.94	\$2,296,727.71	\$1,203,739.20	\$957,364.95	\$693,090.01	\$638,033.80
GTS	\$5,944,847.96	\$6,592,373.43	\$8,375,955.46	\$9,588,848.01	\$10,519,321.06	\$9,077,181.26	\$7,191,060.62	\$6,751,874.54	\$5,713,988.17	\$5,320,814.94
Total	\$91,733,297.19	\$112,227,394.83	\$179,470,212.42	\$207,887,259.92	\$229,474,606.59	\$220,767,944.13	\$135,249,106.54	\$112,298,595.31	\$94,797,085.23	\$81,800,877.18
12 <b>\$ Revenue (Payments) Received</b>										
Residential	(\$72,903,163.35)	(\$77,499,172.82)	(\$94,811,279.98)	(\$116,412,360.33)	(\$124,844,851.04)	(\$154,188,347.77)	(\$111,107,109.23)	(\$91,921,742.19)	(\$92,091,574.79)	(\$77,667,051.08)
PIPP/CAP	(\$1,818,528.89)	(\$2,415,159.81)	(\$2,101,624.68)	(\$3,340,038.36)	(\$4,533,041.08)	(\$4,161,690.10)	(\$2,252,890.06)	(\$2,091,689.38)	(\$2,571,359.65)	(\$2,096,617.36)
Commercial	(\$14,800,566.78)	(\$17,845,638.98)	(\$28,711,739.95)	(\$40,482,384.14)	(\$48,119,335.92)	(\$60,603,898.11)	(\$36,690,542.24)	(\$27,481,453.52)	(\$22,833,788.88)	(\$16,559,925.48)
GMB	(\$293,109.51)	(\$515,202.57)	(\$963,398.72)	(\$1,178,232.71)	(\$1,463,983.30)	(\$1,747,164.04)	(\$924,831.66)	(\$627,073.23)	(\$572,098.91)	(\$367,698.54)
GTS	(\$5,829,056.02)	(\$5,299,454.27)	(\$6,092,324.47)	(\$8,589,006.60)	(\$8,072,815.89)	(\$12,664,654.14)	(\$8,930,575.47)	(\$7,871,071.33)	(\$7,591,946.25)	(\$5,371,394.01)
Total	(\$95,644,424.55)	(\$103,574,628.45)	(\$132,680,367.80)	(\$170,002,022.14)	(\$187,034,027.23)	(\$233,365,754.16)	(\$159,905,948.66)	(\$129,993,029.65)	(\$125,660,768.48)	(\$102,062,686.47)
13 <b># Revenue (Payments) Received</b>										
Residential	1,490,374	1,409,062	1,453,988	1,456,504	1,451,952	1,705,367	1,613,340	1,571,297	1,709,121	1,553,478
PIPP/CAP	40,085	43,548	40,683	47,631	55,032	61,334	41,724	37,270	42,709	37,778
Commercial	100,868	96,492	102,688	100,207	101,388	118,911	105,908	109,477	114,035	103,307
GMB	721	680	693	674	681	790	696	731	760	673
GTS	1,778	1,567	1,424	1,763	1,542	1,851	1,752	1,785	1,846	1,746
Total	1,633,826	1,551,349	1,599,476	1,606,779	1,610,595	1,888,253	1,763,420	1,720,560	1,868,471	1,696,982
<b>Difference Between Billed and Received</b>										
14 <b>Revenue (Line 12 - Line 13)</b>										
Residential	(\$5,959,164.47)	\$2,688,001.53	\$30,685,652.74	\$26,952,927.01	\$31,327,980.88	(\$1,055,294.95)	(\$14,688,898.68)	(\$11,012,886.29)	(\$22,477,063.37)	(\$17,585,745.95)
PIPP/CAP	\$594,853.46	\$30,351.62	\$1,668,495.22	\$1,105,713.23	\$707,782.94	\$996,861.27	\$660,843.92	\$349,764.96	(\$569,112.99)	(\$376,249.90)
Commercial	\$952,837.60	\$3,872,433.29	\$11,051,897.44	\$7,957,900.54	\$6,453,803.73	(\$9,501,467.14)	(\$9,168,180.05)	(\$6,242,407.94)	(\$6,060,539.91)	(\$2,519,569.63)
GMB	\$384,554.11	\$769,060.78	\$1,100,168.23	\$868,855.59	\$1,504,506.64	\$549,563.67	\$278,907.54	\$330,291.72	\$120,991.10	\$270,335.26
GTS	\$115,791.94	\$1,292,919.16	\$2,283,630.99	\$999,841.41	\$2,446,505.17	(\$3,587,472.88)	(\$1,739,514.85)	(\$1,119,196.79)	(\$1,877,958.08)	(\$50,579.07)
Total	(\$3,911,127.36)	\$8,652,766.38	\$46,789,844.62	\$37,885,237.78	\$42,440,579.36	(\$12,597,810.03)	(\$24,656,842.12)	(\$17,694,434.34)	(\$30,863,683.25)	(\$20,261,809.29)



## Arrearage Tracking Summary

	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21
15 <b>Customers Disconnected for Non-Payment</b>										
Residential	6310	3394	2774	2563	1086	4108	4694	5,682	6,804	6,166
PIPP/CAP	111	140	119	127	32	94	107	67	139	155
Commercial	242	184	74	132	111	229	206	225	242	225
GMB	1	0	0	0	0	0	0	0	0	1
GTS										
Total	6,664	3,718	2,967	2,822	1,229	4,431	5,007	5,974	7,185	6,547
16 <b>Customers on Payment Plans [10]</b>										
Residential	45,975	40,264	44,404	42,196	42,705	47,743	39,234	30,639	28,775	26,211
PIPP/CAP	0	0	0	0	0	0	0	0	0	0
Commercial	1,445	1,161	1,133	1,038	994	1,029	810	554	341	267
GMB	15	9	9	7	6	6	5	6	5	5
GTS										
Total	47,435	41,434	45,546	43,241	43,705	48,778	40,049	31,199	29,121	26,483
17 <b>\$\$ Customers Disconnected for Non-Payment</b>										
Residential	0	0	0	0	0	0	0	0	\$0.00	\$2,458,859.56
PIPP/CAP	0	0	0	0	0	0	0	0	\$0.00	\$137,442.63
Commercial	0	0	0	0	0	0	0	0	\$0.00	\$107,710.37
GMB	0	0	0	0	0	0	0	0	\$0.00	\$907.80
Total	0	0	0	0	0	0	0	0	\$0.00	\$2,704,920.36



## Arrearage Tracking Summary

	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22
<b>1 # of Customers</b>											
Residential	1,375,611	1,319,479	1,319,941	1,271,100	1,275,430	1,333,071	1,274,493	1,443,940	1,272,109	1,325,051	1,376,352
PIPP/CAP	40,927	39,740	40,111	38,891	40,221	43,155	42,362	49,123	44,446	46,293	47,790
Commercial	113,640	108,825	108,870	105,034	106,002	110,793	106,071	120,074	106,081	110,117	114,090
GMB	1,675	1,615	1,638	1,592	1,576	1,642	1,597	1,755	1,577	1,637	1,697
GTS	1981	1983	1986	1992	1983	1977	1969	1976	1964	1954	1951
<b>Total</b>	<b>1,533,834</b>	<b>1,471,642</b>	<b>1,472,546</b>	<b>1,418,609</b>	<b>1,425,212</b>	<b>1,490,638</b>	<b>1,426,492</b>	<b>1,616,868</b>	<b>1,426,177</b>	<b>1,485,052</b>	<b>1,541,880</b>
<b>2 # of Customers w/ Arrears</b>											
Residential	229,989	212,579	206,957	188,255	194,133	241,371	365,289	612,135	569,185	598,369	614,878
PIPP/CAP	17,605	17,002	17,299	17,296	18,825	21,152	21,596	23,129	18,529	18,075	16,523
Commercial	11,226	10,403	10,556	10,029	12,180	15,105	17,398	23,815	20,982	21,871	22,859
GMB	68	53	67	60	84	100	95	94	62	64	57
GTS	237	273	241	299	368	365	412	258	313	207	216
<b>Total</b>	<b>259,125</b>	<b>240,310</b>	<b>235,120</b>	<b>215,939</b>	<b>225,590</b>	<b>278,093</b>	<b>404,790</b>	<b>659,431</b>	<b>609,071</b>	<b>638,586</b>	<b>654,533</b>
<b>3 # Arrears 30-60</b>											
Residential	176,475	166,057	160,031	146,352	154,566	176,073	277,137	409,865	475,498	510,470	510,128
PIPP/CAP	15,849	16,069	16,292	16,632	17,702	19,043	18,512	18,173	16,785	16,410	12,862
Commercial	7,318	7,117	6,799	6,559	8,120	9,074	11,217	15,539	17,236	17,785	18,148
GMB	37	27	36	39	49	56	35	49	32	39	34
GTS	236	272	241	299	368	365	412	258	312	206	215
<b>Total</b>	<b>199,915</b>	<b>189,542</b>	<b>183,399</b>	<b>169,881</b>	<b>180,805</b>	<b>204,611</b>	<b>307,313</b>	<b>443,884</b>	<b>509,863</b>	<b>544,910</b>	<b>541,387</b>
<b>4 # Arrears 60-90</b>											
Residential	105,654	93,226	85,211	77,823	73,565	66,714	72,395	100,012	208,637	260,098	288,971
PIPP/CAP	14,073	14,223	14,316	14,253	14,096	14,069	13,962	12,680	13,366	13,161	10,696
Commercial	3,319	3,040	2,592	2,339	2,425	2,396	2,333	3,585	7,460	9,255	10,586
GMB	10	8	7	12	13	14	11	12	19	20	17
GTS	69	52	44	58	65	50	71	44	63	36	48
<b>Total</b>	<b>123,125</b>	<b>110,549</b>	<b>102,170</b>	<b>94,485</b>	<b>90,164</b>	<b>83,243</b>	<b>88,772</b>	<b>116,333</b>	<b>229,545</b>	<b>282,570</b>	<b>310,318</b>
<b>5 # Arrears 90&gt;</b>											
Residential	66,913	59,502	53,517	47,452	43,685	36,645	35,002	40,018	49,923	79,980	99,862
PIPP/CAP	12,543	12,761	12,797	12,714	12,452	11,670	10,742	9,550	9,329	10,308	8,478
Commercial	1,855	1,558	1,352	1,117	1,063	907	789	919	1,369	3,190	4,536
GMB	8	6	5	7	9	5	4	6	6	13	14
GTS	21	21	17	19	25	16	14	9	14	10	15
<b>Total</b>	<b>81,340</b>	<b>73,848</b>	<b>67,688</b>	<b>61,309</b>	<b>57,234</b>	<b>49,243</b>	<b>46,551</b>	<b>50,502</b>	<b>60,641</b>	<b>93,501</b>	<b>112,905</b>
<b>6 \$ Arrears 30-60</b>											
Residential	\$7,836,788.80	\$7,312,416.82	\$7,184,622.75	\$7,584,268.38	\$12,082,201.41	18,201,510	\$26,142,456.81	\$50,597,882.35	\$47,221,544.00	\$45,892,009.51	\$33,754,615.30
PIPP/CAP	\$760,470.87	\$760,867.54	\$807,779.30	\$1,054,949.93	\$1,763,320.80	2,616,018	\$2,679,326.71	\$3,470,606.75	\$2,293,784.00	\$2,057,416.02	\$1,219,730.44
Commercial	\$782,424.39	\$715,095.82	\$664,687.16	\$664,256.90	\$2,008,477.77	3,833,985	\$4,689,941.29	\$6,977,817.87	\$5,730,207.00	\$5,389,139.58	\$3,543,018.59
GMB	\$10,997.42	\$103,930.66	\$35,546.94	\$25,981.21	\$89,757.21	110,928	\$44,199.04	\$233,697.62	\$81,878.00	\$56,942.32	\$16,332.30
GTS	\$728,459.89	\$881,290.26	\$852,193.72	\$1,123,704.97	\$1,438,923.96	\$1,391,708.36	\$2,329,366.44	\$1,307,252.65	\$1,825,669.71	\$1,171,564.38	\$676,625.03
<b>Total</b>	<b>\$10,119,141</b>	<b>\$9,773,601</b>	<b>\$9,544,830</b>	<b>\$10,453,161</b>	<b>\$17,382,681</b>	<b>\$26,154,150</b>	<b>\$35,885,290.29</b>	<b>\$62,587,257.24</b>	<b>\$57,153,082.71</b>	<b>\$54,567,071.81</b>	<b>\$39,210,321.66</b>
<b>7 \$ Arrears 60-90</b>											
Residential	\$5,033,860.89	\$4,176,816.46	\$3,867,260.61	\$3,670,993.66	\$4,005,150.29	5,280,438	\$7,780,777.20	\$10,805,761.19	\$21,157,859.00	\$22,342,670.71	\$23,060,710.31
PIPP/CAP	\$727,785.70	\$694,475.83	\$695,051.59	\$732,561.35	\$930,097.96	1,441,202	\$1,983,409.87	\$1,967,199.21	\$2,612,173.00	\$1,815,927.89	\$1,385,503.21
Commercial	\$273,982.77	\$230,897.59	\$213,376.62	\$184,680.90	\$219,542.27	430,667	\$648,560.35	\$1,019,391.60	\$2,418,837.00	\$2,603,479.91	\$2,697,538.77
GMB	\$12,080.26	\$2,823.50	\$67,525.41	\$15,746.41	\$11,077.83	21,977	\$18,161.00	\$14,004.66	\$72,866.00	\$39,497.97	\$15,694.31
GTS	\$154,321.87	\$146,988.57	\$217,685.74	\$153,652.28	\$241,266.52	\$113,868.03	\$227,766.00	\$173,511.64	\$206,456.72	\$112,900.27	\$163,575.68
<b>Total</b>	<b>\$6,202,031</b>	<b>\$5,252,002</b>	<b>\$5,060,900</b>	<b>\$4,757,635</b>	<b>\$5,407,135</b>	<b>\$7,288,152</b>	<b>\$10,658,674.42</b>	<b>\$13,979,868.30</b>	<b>\$26,468,191.72</b>	<b>\$26,914,476.75</b>	<b>\$27,323,022.28</b>
<b>8 \$ Arrears 90&gt;</b>											
Residential	\$20,741,003.34	\$17,628,961.00	\$15,691,886.08	\$14,756,355.25	\$13,793,564.00	13,097,037	\$13,722,286.42	\$15,959,607.01	\$18,909,947.00	\$25,951,794.15	\$29,554,334.30
PIPP/CAP	\$11,360,122.38	\$11,338,552.13	\$11,237,006.92	\$11,409,741.94	\$11,358,583.13	11,053,300	\$10,223,402.08	\$9,263,964.87	\$8,850,016.00	\$9,589,262.90	\$8,674,895.54
Commercial	\$904,537.14	\$710,241.24	\$529,045.28	\$407,808.54	\$338,418.54	309,283	\$338,395.16	\$505,202.71	\$677,288.00	\$1,459,613.37	\$1,918,672.07
GMB	\$34,067.14	\$37,911.00	\$34,329.78	\$88,710.13	\$92,907.31	80,528	\$87,279.41	\$87,740.98	\$87,193.00	\$102,729.79	\$105,126.21
GTS	\$438,706.68	\$494,316.76	\$222,121.67	\$266,261.67	\$264,505.94	\$116,278.23	\$55,601.79	\$24,670.22	\$81,062.00	\$41,729.31	\$59,898.92
<b>Total</b>	<b>\$33,478,437</b>	<b>\$30,209,982</b>	<b>\$27,714,390</b>	<b>\$26,928,878</b>	<b>\$25,847,979</b>	<b>\$24,656,427</b>	<b>\$24,426,964.86</b>	<b>\$25,841,185.79</b>	<b>\$28,605,506.00</b>	<b>\$37,145,129.52</b>	<b>\$40,312,927.04</b>



## Arrearage Tracking Summary

	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22
9 <b>\$ Total Arrears [7]</b>											
Residential	\$33,611,653.03	\$29,118,194.28	\$26,743,769.44	\$26,011,617.29	\$29,880,915.70	\$36,578,985.17	\$47,645,520.43	\$77,363,250.55	\$87,289,350.00	\$94,186,474.37	\$86,369,659.91
PIPP/CAP	\$12,848,378.95	\$12,793,895.50	\$12,739,837.81	\$13,197,253.22	\$14,052,001.89	\$15,110,520.78	\$14,886,138.66	\$14,701,770.83	\$13,755,973.00	\$13,462,606.81	\$11,280,129.19
Commercial	\$1,960,944.30	\$1,656,234.65	\$1,407,109.06	\$1,256,746.34	\$2,566,438.58	\$4,573,935.17	\$5,676,896.80	\$8,502,412.18	\$8,826,332.00	\$9,452,232.86	\$8,159,229.43
GMB	\$57,144.82	\$144,665.16	\$137,402.13	\$130,437.75	\$193,742.35	\$213,432.99	\$149,639.45	\$335,443.26	\$241,937.00	\$199,170.08	\$137,152.82
GTS	\$1,321,488.44	\$1,522,595.59	\$1,292,001.13	\$1,543,618.92	\$1,944,696.42	\$1,621,854.62	\$2,612,734.23	\$1,505,434.51	\$2,113,188.43	\$1,326,193.96	\$900,099.63
Total	\$49,799,609.54	\$45,235,585.18	\$42,320,119.57	\$42,139,673.52	\$48,637,794.94	\$58,098,728.73	\$70,970,929.57	\$102,408,311.33	\$112,226,780.43	\$118,626,678.08	\$106,846,270.98
10 <b>Billed Sales (Mcf Volume)</b>											
Residential	1,601,639.5	1,630,732.9	2,111,953.9	6,796,116.0	13,789,923.4	18,304,905	20,092,654	16,208,250	10,439,245	5,636,567	2,167,563
PIPP/CAP	48,042.1	51,024.2	79,823.4	262,926.5	513,462.8	690,992	764,709	631,041	435,492	236,494	81,500
Commercial	849,749.6	848,070.8	1,009,437.4	2,594,998.1	5,536,396.9	7,502,236	8,377,454	6,542,927	4,099,581	2,279,121	1,066,852
GMB	304,050.0	309,806.1	344,232.3	469,440.2	750,948.6	839,410	1,254,511	733,941	573,064	472,271	288,708
GTS	7,073,643	6,971,545	7,589,438	9,160,765	10,693,397	12,712,732	12,612,608	11,055,465	9,646,600	7,534,539	6,506,569
Total	9,877,124.2	9,811,179.0	11,134,885.0	19,284,245.8	31,284,128.7	40,050,275.2	43,101,936.2	35,171,623.2	25,193,982.0	16,158,992.1	10,111,191.4
11 <b>Billed Total Revenue \$</b>											
Residential	\$62,133,611.45	\$61,781,718.80	\$67,613,152.70	\$107,601,218.10	\$162,492,771.71	189,275,693	229,439,944.99	183,786,309.51	138,828,450.00	109,679,668.70	\$78,229,172.84
PIPP/CAP	\$1,820,176.88	\$1,858,777.97	\$2,204,888.86	\$3,847,030.93	\$5,801,130.57	6,530,141	8,732,689.43	6,645,138.77	5,407,926.00	4,277,932.45	\$2,809,881.95
Commercial	\$14,619,960.42	\$14,609,402.52	\$16,636,430.22	\$30,329,250.17	\$52,171,295.56	64,690,025	79,657,237.21	60,453,308.74	43,670,732.00	\$1,542,886.46	\$20,795,778.86
GMB	\$795,415.18	\$915,864.71	\$1,212,375.47	\$2,124,827.32	\$2,997,637.74	2,818,387	3,796,554.69	2,841,930.68	2,025,605.00	1,655,116.70	\$1,050,490.09
GTS	\$5,472,075.07	\$5,644,839.68	\$6,005,207.55	\$7,221,059.94	\$9,226,597.74	\$9,893,564.20	\$10,744,991.22	\$9,066,087.03	\$8,725,127.79	\$7,033,092.94	\$5,451,199.18
Total	\$84,841,239.00	\$84,810,603.68	\$93,672,054.80	\$151,123,386.46	\$232,689,433.32	\$273,207,808.95	\$332,371,417.54	\$262,792,774.73	\$198,657,840.79	\$154,188,697.25	\$108,336,522.92
12 <b>\$ Revenue (Payments) Received</b>											
Residential	(\$81,713,394.50)	(\$79,089,258.48)	(\$81,595,674.05)	(\$91,944,863.44)	(\$117,779,718.97)	(\$149,079,635.30)	(\$171,354,219.13)	(\$190,401,654.17)	(\$140,262,013.96)	(\$129,302,802.97)	(\$109,040,589.99)
PIPP/CAP	(\$2,077,907.77)	(\$1,854,359.69)	(\$1,739,653.57)	(\$1,533,128.11)	(\$1,402,391.35)	(\$3,215,270.18)	(\$5,729,213.35)	(\$11,999,713.88)	(\$9,547,104.54)	(\$4,646,010.98)	(\$9,480,507.31)
Commercial	(\$17,245,367.21)	(\$16,486,844.56)	(\$17,488,621.11)	(\$22,121,549.92)	(\$37,823,528.77)	(\$52,265,448.32)	(\$68,788,678.90)	(\$77,742,996.72)	(\$48,848,985.56)	(\$42,548,440.69)	(\$28,048,792.53)
GMB	(\$423,074.87)	(\$523,956.63)	(\$432,607.11)	(\$1,406,025.03)	(\$1,214,386.61)	(\$2,028,936.31)	(\$2,168,611.78)	(\$2,314,116.63)	(\$1,343,160.01)	(\$1,217,559.57)	(\$833,930.29)
GTS	(\$5,609,506.18)	(\$5,343,219.46)	(\$5,867,226.79)	(\$5,711,074.07)	(\$7,027,118.78)	(\$9,534,387.72)	(\$8,945,383.52)	(\$11,896,707.47)	(\$8,549,416.00)	(\$9,247,133.40)	(\$6,924,010.25)
Total	(\$107,069,250.53)	(\$103,297,638.82)	(\$107,123,782.63)	(\$122,716,640.57)	(\$165,247,144.48)	(\$216,123,677.83)	(\$256,986,106.68)	(\$294,355,188.87)	(\$208,550,680.07)	(\$186,961,947.61)	(\$154,327,830.37)
13 <b># Revenue (Payments) Received</b>											
Residential	1,566,188	1,461,188	1,454,463	1,464,311	1,395,257	1,523,481	1,469,739	1,656,666	1,567,987	1,716,375	1,707,439
PIPP/CAP	38,165	36,325	35,336	36,550	35,770	44,478	47,235	69,970	65,832	49,688	63,233
Commercial	107,045	100,884	99,878	100,615	97,256	103,802	105,995	119,055	106,775	114,958	111,240
GMB	708	699	697	725	677	724	749	805	717	752	748
GTS	1,778	1,758	1,811	1,739	1,686	1,740	1,672	1,843	1,709	1,790	1,395
Total	1,713,884	1,600,854	1,592,185	1,603,940	1,530,646	1,674,225	1,625,390	1,848,339	1,743,020	1,883,563	1,884,055
<b>Difference Between Billed and Received</b>											
14 <b>Revenue (Line 12 - Line 13)</b>											
Residential	(\$19,579,783.05)	(\$17,307,539.68)	(\$13,982,521.35)	\$15,656,354.66	\$44,713,052.74	\$40,196,057.22	\$58,085,725.86	(\$6,615,344.66)	(\$1,433,563.96)	(\$19,623,134.27)	(\$30,811,417.15)
PIPP/CAP	(\$257,730.89)	\$4,418.28	\$465,235.29	\$2,313,902.82	\$4,398,739.22	\$3,314,870.50	\$3,003,476.08	(\$5,354,575.11)	(\$4,139,178.54)	(\$368,078.53)	(\$6,670,625.36)
Commercial	(\$2,625,406.79)	(\$1,877,442.04)	(\$852,190.89)	\$8,207,700.25	\$14,347,766.79	\$12,424,576.25	\$10,868,558.31	(\$17,289,687.98)	(\$5,178,253.56)	(\$11,005,554.23)	(\$7,253,013.67)
GMB	\$372,340.31	\$391,908.08	\$779,768.36	\$718,802.29	\$1,783,251.13	\$789,450.67	\$1,627,942.91	\$527,814.05	\$682,444.99	\$437,557.13	\$216,559.80
GTS	(\$137,431.11)	\$301,620.22	\$137,980.76	\$1,509,985.87	\$2,199,478.96	\$359,176.48	\$1,799,607.70	(\$2,830,620.44)	\$175,711.79	(\$2,214,040.46)	(\$1,472,811.07)
Total	(\$22,228,011.53)	(\$18,487,035.14)	(\$13,451,727.83)	\$28,406,745.89	\$67,442,288.84	\$57,084,131.12	\$75,385,310.86	(\$31,562,414.14)	(\$9,892,839.28)	(\$32,773,250.36)	(\$45,991,307.45)



## Arrearage Tracking Summary

	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	
15	Customers Disconnected for Non-Payment											
	Residential	5,896	5,629	5,157	3,521	2,907	1,150	2,588	6,109	6,474	6,377	7,520
	PIPP/CAP	200	181	154	179	148	50	118	168	84	91	110
	Commercial	211	184	194	125	101	141	176	371	262	312	264
	GMB	1	0	0	1	0	0	0	0	1	1	2
	GTS											
	Total	6,308	5,994	5,505	3,826	3,156	1,341	2,882	6,648	6,821	6,781	7,896
16	Customers on Payment Plans [10]											
	Residential	25,627	26,342	28,692	22,343	18,249	21,249	25,690	33,829	50,534	64,873	51,533
	PIPP/CAP	0	0	0	0	0	0	0	0	0	0	0
	Commercial	225	369	806	500	106	130	231	393	1,329	1,788	1,133
	GMB	7	4	9	8	3	7	6	5	13	14	9
	GTS											
	Total	25,859	26,715	29,507	22,851	18,358	21,386	25,927	34,227	51,876	66,675	52,675
17	\$\$ Customers Disconnected for Non-Payment											
	Residential	\$2,479,681.38	\$2,010,821.43	\$1,885,491.40	\$1,089,739.88	\$928,580.00	\$351,296.44	\$878,915.60	\$2,347,683.53	\$2,572,776.56	\$2,545,884.45	\$3,037,669.76
	PIPP/CAP	\$119,087.07	\$108,552.61	\$78,387.19	\$78,128.89	\$85,525.76	\$16,331.26	\$49,260.61	\$107,622.87	\$56,313.94	\$81,099.81	\$65,378.01
	Commercial	\$120,358.18	\$73,500.19	\$86,492.47	\$52,379.50	\$38,548.60	\$46,501.68	\$86,259.40	\$167,566.55	\$168,287.67	\$150,235.30	\$137,504.67
	GMB	\$444.14	\$0.00	\$0.00	\$182.62	\$0.00	\$0.00	\$0.00	\$0.00	\$7,541.08	\$101.60	\$1,318.79
	GTS											
	Total	\$2,719,570.77	\$2,192,874.23	\$2,050,371.06	\$1,220,430.89	\$1,052,654.36	\$414,129.38	\$1,014,435.61	\$2,622,872.95	\$2,804,919.25	\$2,777,321.16	\$3,241,871.23



## Arrearage Tracking Summary

	Jul-22	Aug-22	Sep-22
<b>1 # of Customers</b>			
Residential	1,264,479	1,425,466	1,317,459
PIPP/CAP	43,930	50,622	47,339
Commercial	104,998	118,216	109,098
GMB	1,563	1,739	1,626
GTS	1944	1946	1943
Total	1,416,914	1,597,989	1,477,465
<b>2 # of Customers w/ Arrears</b>			
Residential	530,813	261,527	221,213
PIPP/CAP	12,039	14,042	13,066
Commercial	19,653	12,606	10,732
GMB	50	65	52
GTS	269	193	288
Total	562,824	288,433	245,351
<b>3 # Arrears 30-60</b>			
Residential	358,652	194,335	172,849
PIPP/CAP	11,593	12,120	12,078
Commercial	13,365	7,806	7,492
GMB	32	29	31
GTS	269	191	286
Total	383,911	214,481	192,736
<b>4 # Arrears 60-90</b>			
Residential	249,953	122,598	104,651
PIPP/CAP	10,079	10,606	10,469
Commercial	8,726	3,955	3,435
GMB	17	11	12
GTS	46	41	40
Total	268,821	137,211	118,607
<b>5 # Arrears 90&gt;</b>			
Residential	108,809	87,287	72,111
PIPP/CAP	8,402	9,320	9,271
Commercial	5,033	2,562	2,106
GMB	12	10	6
GTS	16	15	9
Total	122,272	99,194	83,503
<b>6 \$ Arrears 30-60</b>			
Residential	\$19,285,673.91	\$9,801,276.77	\$8,799,254.14
PIPP/CAP	\$741,392.48	\$678,180.76	\$676,058.49
Commercial	\$1,769,562.52	\$897,274.82	\$986,947.52
GMB	\$14,374.66	\$49,099.51	\$173,810.19
GTS	\$797,070.90	\$589,033.73	\$804,999.12
Total	\$22,608,074.47	\$12,014,865.59	\$11,441,069.46
<b>7 \$ Arrears 60-90</b>			
Residential	\$15,426,640.59	\$6,871,475.54	\$5,370,405.69
PIPP/CAP	\$989,688.25	\$676,335.22	\$612,177.14
Commercial	\$1,595,043.07	\$447,311.53	\$347,022.69
GMB	\$11,475.29	\$4,986.99	\$6,953.80
GTS	\$115,627.88	\$83,324.08	\$76,579.12
Total	\$18,138,475.08	\$8,083,433.36	\$6,413,138.44
<b>8 \$ Arrears 90&gt;</b>			
Residential	\$30,890,663.16	\$27,033,588.15	\$22,586,812.62
PIPP/CAP	\$8,442,969.23	\$9,017,110.50	\$8,856,675.90
Commercial	\$2,268,935.03	\$1,630,428.03	\$1,362,926.85
GMB	\$103,172.53	\$26,245.36	\$19,121.65
GTS	\$102,137.13	\$79,397.82	\$63,461.66
Total	\$41,807,877.08	\$37,786,769.86	\$32,888,998.68



## Arrearage Tracking Summary

	Jul-22	Aug-22	Sep-22
9 <b>\$ Total Arrears [7]</b>			
Residential	\$65,602,977.66	\$43,706,340.46	\$36,756,472.45
PIPP/CAP	\$10,174,049.96	\$10,371,626.48	\$10,144,911.53
Commercial	\$5,633,540.62	\$2,975,014.38	\$2,696,897.06
GMB	\$129,022.48	\$80,331.86	\$199,885.64
GTS	\$1,014,835.91	\$751,755.63	\$945,039.90
Total	\$82,554,426.63	\$57,885,068.81	\$50,743,206.58
10 <b>Billed Sales (Mcf Volume)</b>			
Residential	1,554,451	1,607,977	1,646,164
PIPP/CAP	55,341	57,719	62,419
Commercial	807,047	859,671	875,665
GMB	364,587	304,957	275,777
GTS	6,565,207	6,915,750	6,935,731
Total	9,346,632.8	9,746,073.6	9,795,755.2
11 <b>Billed Total Revenue \$</b>			
Residential	\$64,856,494.62	\$74,136,624.12	\$72,302,391.77
PIPP/CAP	\$2,222,814.30	\$2,636,207.60	\$2,643,329.75
Commercial	\$16,423,571.58	\$19,007,633.30	\$19,026,182.92
GMB	\$880,020.77	\$1,057,466.12	\$1,127,737.37
GTS	\$5,148,672.82	\$5,590,273.22	\$5,771,294.84
Total	\$89,531,574.09	\$102,428,204.36	\$100,870,936.65
12 <b>\$ Revenue (Payments) Received</b>			
Residential	(\$97,646,832.68)	(\$110,386,845.51)	(\$99,784,708.76)
PIPP/CAP	(\$5,231,650.85)	(\$3,086,707.20)	(\$6,189,372.12)
Commercial	(\$20,329,898.09)	(\$24,065,160.83)	(\$20,506,400.06)
GMB	(\$551,276.55)	(\$531,872.99)	(\$431,298.93)
GTS	(\$5,182,784.09)	(\$5,771,320.68)	(\$5,391,171.94)
Total	(\$128,942,442.26)	(\$143,841,907.21)	(\$132,302,951.81)
13 <b># Revenue (Payments) Received</b>			
Residential	1,527,317	1,652,195	1,427,705
PIPP/CAP	48,162	47,115	79,372
Commercial	102,117	115,492	94,667
GMB	683	753	610
GTS	1,547	1,754	1,664
Total	1,679,826	1,817,309	1,604,018
<b>Difference Between Billed and Received</b>			
14 <b>Revenue (Line 12 - Line 13)</b>			
Residential	(\$32,790,338.06)	(\$36,250,221.39)	(\$27,482,316.99)
PIPP/CAP	(\$3,008,836.55)	(\$450,499.60)	(\$3,546,042.37)
Commercial	(\$3,906,326.51)	(\$5,057,527.53)	(\$1,480,217.14)
GMB	\$328,744.22	\$525,593.13	\$696,438.44
GTS	(\$34,111.27)	(\$181,047.46)	\$380,122.90
Total	(\$39,410,868.17)	(\$41,413,702.85)	(\$31,432,015.16)



**Arrearage Tracking Summary**

	Jul-22	Aug-22	Sep-22
15 <b>Customers Disconnected for Non-Payment</b>			
Residential	5,892	7,727	2,184
PIPP/CAP	141	173	70
Commercial	228	265	81
GMB	0	0	0
GTS			
Total	6,261	8,165	2,335
16 <b>Customers on Payment Plans [10]</b>			
Residential	46,932	56,887	51,599
PIPP/CAP	0	0	0
Commercial	1,019	1,118	953
GMB	7	5	3
GTS			
Total	47,958	58,010	52,555
17 <b>\$\$ Customers Disconnected for Non-Payment</b>			
Residential	2,640,851.31	3,413,660.94	951,460.60
PIPP/CAP	133,571.55	130,361.19	47,090.37
Commercial	134,641.78	173,812.70	51,209.50
GMB	0.00	0.00	0.00
Total	2,909,064.64	3,717,834.83	1,049,760.47



PUCO Case Nos. 21-0637-GA-AIR, et al.  
ELPC Interrogatories Set 1, No. 2  
Respondent: Melissa L. Thompson

**COLUMBIA GAS OF OHIO, INC.**  
**RESPONSE TO THE ENVIRONMENTAL LAW & POLICY CENTER**  
**INTERROGATORIES**  
**DATED NOVEMBER 4, 2022**

**Interrogatory Set 1, No. 2.**

Please indicate by how much the (a) overall revenue requirement, (b) revenue requirement by class, (c) customer charge by class, and (d) volumetric charges by class are changed by an increase in the allowed ROE of one basis point, e.g., from 10.00 percent to 10.01 percent.

**Response:**

There is no change to the rate of return, revenue requirement, or to customer rates for a 1 basis-point (or 0.01%) change to the ROE as weighted cost of capital rates are rounded to the second decimal place.



PUCO Case Nos. 21-0637-GA-AIR, et al.  
ELPC Interrogatories Set 1, No. 3  
Respondent: Melissa L. Thompson

**COLUMBIA GAS OF OHIO, INC.**  
**RESPONSE TO THE ENVIRONMENTAL LAW & POLICY CENTER**  
**INTERROGATORIES**  
**DATED NOVEMBER 4, 2022**

**Interrogatory Set 1, No. 3.**

Has Columbia analyzed how inflation may affect residential customers' ability to pay bills? If yes, has it done so by customer income levels?

**Response:**

No.



PUCO Case Nos. 21-0637-GA-AIR, et al.  
ELPC Interrogatories Set 1, No. 4  
Respondent: Melissa L. Thompson

**COLUMBIA GAS OF OHIO, INC.**  
**RESPONSE TO THE ENVIRONMENTAL LAW & POLICY CENTER**  
**INTERROGATORIES**  
**DATED NOVEMBER 4, 2022**

**Interrogatory Set 1, No. 4.**

How many residential customers does Columbia Gas have?

**Response:**

Customer counts are available on page 62 of the annual reports filed by Columbia with the Public Utilities Commission of Ohio, available here: <https://puco.ohio.gov/documents-and-rules/resources/annual-reports/filed-annual-reports>.



PUCO Case Nos. 21-0637-GA-AIR, et al.  
ELPC Interrogatories Set 1, No. 5  
Respondent: Melissa L. Thompson

**COLUMBIA GAS OF OHIO, INC.**  
**RESPONSE TO THE ENVIRONMENTAL LAW & POLICY CENTER**  
**INTERROGATORIES**  
**DATED NOVEMBER 4, 2022**

**Interrogatory Set 1, No. 5.**

How many customers does it have who would qualify for the low-income DSM program WarmChoice?

**Response:**

Columbia does not track customer income information and therefore does not know how many customers it has who would qualify for the low-income DSM program WarmChoice®.



PUCO Case Nos. 21-0637-GA-AIR, et al.  
ELPC Interrogatories Set 1, No. 6  
Respondent: Melissa L. Thompson

**COLUMBIA GAS OF OHIO, INC.**  
**RESPONSE TO THE ENVIRONMENTAL LAW & POLICY CENTER**  
**INTERROGATORIES**  
**DATED NOVEMBER 4, 2022**

**Interrogatory Set 1, No. 6.**

What was the average price of gas Columbia residential customers paid for each month during 2018, 2019, 2020, 2021 and 2022 to date?

**Response:**

The monthly historic Standard Choice Offer price from 2018 to present is available on the PUCO's website at the following link:

<https://puco.ohio.gov/utilities/gas/resources/columbia-gas-sco-historical-charts>

The average price charged by CHOICE suppliers per year is listed on the table below:

Year	Average Supplier Price
2018	\$6.3359
2019	\$5.3399
2020	\$4.7928
2021	\$5.6860
2022	\$7.1313



PUCO Case Nos. 21-0637-GA-AIR, et al.  
ELPC Interrogatories Set 1, No. 7  
Respondent: Melissa L. Thompson  
As to the Objections: Joseph M. Clark

**COLUMBIA GAS OF OHIO, INC.**  
**RESPONSE TO THE ENVIRONMENTAL LAW & POLICY CENTER**  
**INTERROGATORIES**  
**DATED NOVEMBER 4, 2022**

**Interrogatory Set 1, No. 7.**

What is the average price of gas Columbia projects its customers will pay for the each of the remaining months of 2022, each month of 2023 and 2024? If Columbia does not yet have breakdowns by month for 2023 and 2024 please provide all projections that it does have.

**Response:**

Objection: Columbia objects inasmuch as this interrogatory calls for speculation. Further, Columbia objects that the phrase “average price of gas Columbia projects its customers will pay” is vague and ambiguous.

Notwithstanding the foregoing, Columbia responds as follows:

Columbia does not project its Standard Choice Offer rate, nor what customers will pay on its CHOICE Program.



PUCO Case Nos. 21-0637-GA-AIR, et al.  
ELPC Interrogatories Set 1, No. 8  
Respondent: Melissa L. Thompson

**COLUMBIA GAS OF OHIO, INC.**  
**RESPONSE TO THE ENVIRONMENTAL LAW & POLICY CENTER**  
**INTERROGATORIES**  
**DATED NOVEMBER 4, 2022**

**Interrogatory Set 1, No. 8.**

Please provide all analysis Columbia has done comparing its expected revenues when customers pay the proposed fixed customer charges in its original application compared to current fixed monthly customer charges.

**Response:**

Columbia has not prepared an analysis comparing its expected revenues from the application's fixed customer charges to the current fixed monthly customer charges.



PUCO Case Nos. 21-0637-GA-AIR, et al.  
ELPC Interrogatories Set 1, No. 9  
Respondent: Melissa L. Thompson

**COLUMBIA GAS OF OHIO, INC.**  
**RESPONSE TO THE ENVIRONMENTAL LAW & POLICY CENTER**  
**INTERROGATORIES**  
**DATED NOVEMBER 4, 2022**

**Interrogatory Set 1, No. 9.**

Please explain exactly what fixed charges customers will pay each month?

Is it accurate to characterize all the fixed charges as a total of the Monthly Delivery Charge (Stipulation Appendix C) plus the Infrastructure Replacement Program Rider: (Stipulation page 15) plus the Capital Expenditure Program Rider: (Stipulation page 17) for any given year?

**Response:**

The fixed charges customers pay include the Fixed Monthly Customer Charge (also known as the Monthly Delivery Charge in Stipulation Appendix C), the Infrastructure Replacement Program Rider (Rider IRP), the Capital Expenditure Program Rider (CEP Rider), and the Infrastructure Development Rider (IDR).



PUCO Case Nos. 21-0637-GA-AIR, et al.  
ELPC Interrogatories Set 1, No. 10  
Respondent: Melissa L. Thompson  
As to the Objection: Joseph M. Clark

**COLUMBIA GAS OF OHIO, INC.**  
**RESPONSE TO THE ENVIRONMENTAL LAW & POLICY CENTER**  
**INTERROGATORIES**  
**DATED NOVEMBER 4, 2022**

**Interrogatory Set 1, No. 10.**

What are the total fixed charges residential customers will pay for each of the next five years?

**Response:**

Objection: Columbia objects inasmuch as the interrogatory calls for speculation about the inputs for future annual reports and other regulatory filings before the Public Utilities Commission of Ohio.

Notwithstanding this Objection, Columbia responds as follows:

Columbia cannot provide the total fixed charges residential customers will pay for each of the next five years beginning in 2023, as Columbia cannot know all of the inputs that determine total fixed customer charges.



PUCO Case Nos. 21-0637-GA-AIR, et al.  
ELPC Interrogatories Set 1, No. 11  
Respondent: Melissa L. Thompson  
As to the Objections: Joseph M. Clark

**COLUMBIA GAS OF OHIO, INC.**  
**RESPONSE TO THE ENVIRONMENTAL LAW & POLICY CENTER**  
**INTERROGATORIES**  
**DATED NOVEMBER 4, 2022**

**Interrogatory Set 1, No. 11.**

What are the comparable fixed charges residential customers will pay for other natural gas utilities owned by NiSource in 2023, 2024, 2025, 2026 and 2027?

**Response:**

Objection: Columbia objects as this interrogatory requests information that is not relevant to the subject matters of these proceedings and seeks information not reasonably calculated to lead to the discovery of admissible evidence.



PUCO Case Nos. 21-0637-GA-AIR, et al.  
ELPC Requests for Production Set 1, No. 1  
Respondent: Melissa L. Thompson

**COLUMBIA GAS OF OHIO, INC.**  
**RESPONSE TO THE ENVIRONMENTAL LAW & POLICY CENTER**  
**REQUESTS FOR PRODUCTION OF DOCUMENTS**  
**DATED NOVEMBER 4, 2022**

**Requests for Production Set 1, No. 1.**

Provide all documents that You relied upon in answering the above interrogatories.

**Response:**

Please refer to Columbia's Response to ELPC's First Set of Interrogatories.



PUCO Case Nos. 21-0637-GA-AIR, et al.  
ELPC Requests for Production Set 1, No. 2  
Respondent: Sarah Poe

**COLUMBIA GAS OF OHIO, INC.**  
**RESPONSE TO THE ENVIRONMENTAL LAW & POLICY CENTER**  
**REQUESTS FOR PRODUCTION OF DOCUMENTS**  
**DATED NOVEMBER 4, 2022**

**Requests for Production Set 1, No. 2.**

In Witness Poe's testimony, on page 3 lines 16-25, she states the following:

Yes. Throughout the current DSM Program implementation period, Columbia met with its DSM Stakeholder Group annually in 2017 and 2018, and biannually in 2019 and 2020. At these meetings, the DSM Stakeholder Group discussed DSM Program performance. At its biannual meetings in 2019 and 2020, Columbia shared updates on marketing and outreach efforts to make more customers aware of its WarmChoice® program. At its May 14, 2021 stakeholder group meeting, Columbia informed the stakeholder group that it will be filing for an extension of its DSM Program on June 30, 2021.

Please provide all documents, including presentation materials and the company's notes, that the Company has from the stakeholder meetings in 2017, 2018, 2019, 2020 and 2021.

**Response:**

Please refer to "21-0637-GA-AIR ELPC RPD Set 1 No 2 Attachment A.pdf".



**Columbia Gas of Ohio DSM Stakeholder Group**  
**290 W Nationwide Blvd**  
**1-290-C**  
**April 17, 2017**  
**9:00 am**  
**Meeting Minutes**

**Call to Order/Welcome**

Jack Lavery called the meeting to order starting with a roll call. Jack thanked all attendees for joining the Stakeholder Group meeting and introduced Melissa Thompson for a brief welcome. Melissa thanked attendees for participating and for starting out the new six-year program with us. She noted that since 1983, DSM has been a key customer initiative for Columbia and that the company has been a leader of Best in Class in energy efficiency services for customers. Melissa noted that in addition to the natural gas reductions that customers experience, customer safety continues to be a key focus for our company and DSM programs contribute to customer safety. Melissa thanked everyone for their support.

**Stakeholders Present**

Dale Arnold (OFBF)  
Hanna Balla (COH)  
Evan Betterton (IGS)  
Marilyn Bussard (COH)  
Joe Clark (COH)  
Dave Davenport (GLS)  
Bill Farnsel (NHST)  
Randy Hall (Cornerstone)  
Brandon Jenkins (PUCO)  
John Johnson Jr (GLS)  
Kris Klaus (OHBA)  
Jack Lavery (COH)  
Megan Melby (COH)  
Andrew Metz (COH)  
Christina O'Keeffe (MORPC)  
Scott Pigg (Seventhwave) via phone  
Sarah Poe (COH)  
Ron Rees (COAD)  
Jim Ripke (PUCO)  
Tonja Stewart (PUCO) via phone  
Melissa Thompson (COH)  
Robert Wolfe (PUCO) via phone







## Agenda

- Welcome and Introductions
  - Opening remarks
    - Vince Parisi, Vice President, Regulatory and Finance
    - Melissa Thompson, Director, Regulatory Policy
  - Safety moment/logistics
  - Attendance
- 2012 – 2016 DSM Program Plan, Results
- 2017 – 2022 DSM Program Plan, 2017 Progress
- Adjournment



## Meet the Team

Name	Title	Email
Adrian Andrews	WarmChoice Team Leader	<a href="mailto:aandrews@nisource.com">aandrews@nisource.com</a>
Andrew Metz	Financial & Analytics Lead	<a href="mailto:amet@nisource.com">amet@nisource.com</a>
Erv McKinney	Quality Assurance Representative	<a href="mailto:emckinn@nisource.com">emckinn@nisource.com</a>
Hanna Balla	Manager of Energy Efficiency Marketing	<a href="mailto:hballa@nisource.com">hballa@nisource.com</a>
Jack Lavery	Manager, Energy Efficiency	<a href="mailto:jlavery@nisource.com">jlavery@nisource.com</a>
Larry Titus	Quality Assurance Representative	<a href="mailto:ltitus@nisource.com">ltitus@nisource.com</a>
Marilyn Bussard	Administrative Assistant	<a href="mailto:mbussard@nisource.com">mbussard@nisource.com</a>
Megan Melby	New Buildings Program Manager	<a href="mailto:mmelby@nisource.com">mmelby@nisource.com</a>
Paul Racher	Existing Buildings Program Manager	<a href="mailto:pracher@nisource.com">pracher@nisource.com</a>
Sarah Poe	Manager of Energy Efficiency Programs	<a href="mailto:spoe@nisource.com">spoe@nisource.com</a>

**Columbia Gas**  
**of Ohio**  
A NISOURCE Company

- Jack Lavery discussed the new team structure, including new titles for Sarah Poe and Andrew Metz.



## Overview of Columbia Gas of Ohio (COH)

- Subsidiary of NiSource, Inc.
- Investor-owned, natural gas utility
- Publicly-regulated by the PUCO
- Largest natural gas local distribution company (LDC) in Ohio
  - 61 of 88 counties
  - 1.4MM customers
  - 19,000 miles of distribution main



Columbia Gas  
of Ohio  
A NiSource Company



## COH DSM/EE Program History



- Since 1983 Columbia Gas of Ohio has provided EE services to its customers
  - 1983: Residential Conservation Service (RCS) Energy Audits (Operation Home Check)
    - 1986: Columbia Ohio Weatherization Program
  - 1987: WarmChoice®
  - 2009: DSM Portfolio
    - 2012: DSM Program expansion/continuation
    - 2016: DSM Program expansion/continuation



### DSM/EE Program Approach

- Use building science to safely create savings for customers
- Accelerate energy efficiency services to customers
- Maintain/improve customer satisfaction with programs
- Continue energy efficiency as a core competency of Columbia Gas of Ohio
- Execute Best Practice/Best-in-Class Portfolio of Programs



Columbia Gas  
of Ohio  
A Williams-Sonoma Company



### 2012-2016 DSM Program Plan – Review

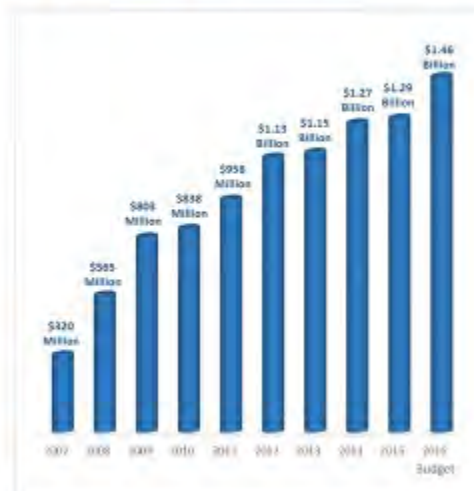
- Case # 11-5028/5029-GA-AAM
- Application: 9/9/2011
- Joint Recommendation and Stipulation: 10/28/2011
- Finding and Order: 12/14/2011
- 5-year plan – 2012-2016
  - ~\$29M/year
  - Continuity of services for customers
  - Stability for business partners
- Annual inflation adjustment built into budgets
- Shared savings
  - Incentivizes overachievement of energy savings targets in DSM portfolio



## AGA Nationwide Natural Gas DSM Expenditures

### Commitment to Energy Efficiency

- At the state and national level, natural gas energy efficiency programs continue to grow.



Columbia Gas  
of Ohio  
A NiSource Company



### Some Multiple Benefits of DSM/EE

- Safety
- Health & well-being
- Employment
- Poverty alleviation
- Disposable income
- Building durability
- Energy savings
- GHG emissions reduced
- Energy security
- Energy delivery
- Energy prices
- Macroeconomic impacts
- Local air pollution
- Resource management
- Public budgets
- Asset values
- Resiliency



## DSM Programs

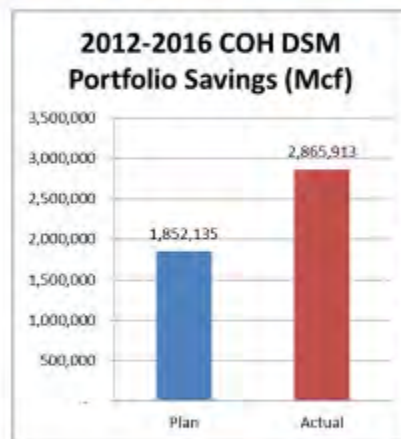
Name in 2012-2016 Finding and Order	Updated Program Name
Behavior Modification/Home Energy Reports	Home Energy Efficiency Reports
Energy Design Solutions	Small Commercial Construction
Energy Efficiency Education for Students	e <sup>3</sup> smart
Energy Efficient New Homes	EfficiencyCrafted™ Homes
EPA Portfolio Manager	EPA Portfolio Manager
High Efficiency Heating System Rebates	Appliance Rebates
Home Performance Solutions	Home Energy Audit and Rebates
Innovative Energy Solutions	Innovative Energy Solutions
On-Line Energy Audit	Home Energy Efficiency Checkup
Residential Code Training	EfficiencyCrafted™ Homes
Simple Energy Solutions	Simple Energy Solutions
WarmChoice®	WarmChoice®

 Columbia Gas of Ohio  
A AllSource Company

- Jack noted that some programs renamed to align with program names used in contracts.



## 2012-2016 DSM Program Plan – Savings Target Results



Columbia Gas  
of Ohio  
A AlSource Company

11

- Jack noted that the 5 year DSM plan completed in 2016 had exceeded its natural gas savings goals.



## 2016 DSM Program – Metrics and Highlights

- 0 accidents
- Customer H&S
- Exceeded plan natural gas savings target
  - Mcf savings, lifetime: 8,842,498
  - Reduced tons CO<sub>2</sub>, lifetime: 525,556
  - Customers served: 434,532
- Exceeded quality assurance inspection goals



- Community partnerships
  - Nelsonville
  - Athens County GUEP
  - Oberlin GUEP
  - Portsmouth
  - Findlay
  - Bowling Green

Columbus Gas  
of Ohio  
A Buckeye Company

- Jack discussed some of the overall highlights of the 2016 program year, referencing the above slide.



## Home Energy Audit and Rebates – 5-Year Highlights

Program Manager: Paul Racher

- Diagnostic, computerized energy audits
- Rebates on Energy Efficiency Upgrades:
  - Attic insulation
  - Wall insulation
  - Air sealing
  - High efficiency furnaces
  - Identified 15,573 safety issues in customers' homes since 2012
    - Detected 31 interior gas leaks in 2016
    - 420 combustion safety issues in 2016
    - 1,155 Mold and Moisture issues in 2016



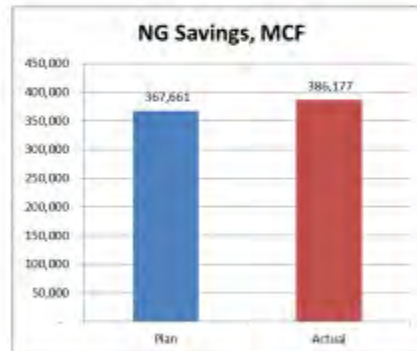
Columbia Gas  
of Ohio  
A AllSource Company

- Jack discussed the highlights of the Home Energy Audit and Rebates (HEAR) program in the above slide. In addition to the energy efficiency measures installed in the program, thousands of health and safety issues were identified in customers' homes during energy audits.



## Home Energy Audit and Rebates – 5-Year Highlights

- 105% of NG Savings Target



Columbia Gas  
of Ohio  
A AlSource Company

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- The HEAR program exceeded its natural gas savings target.



## WarmChoice™ – 5-Year Highlights

Program Manager: Adrian Andrews

- LI Customer whole house weatherization program
- One stop shop for leveraging EE, housing, and social services
- National/Regional/State award winning program
- Customer Satisfaction Surveys (scale 1-5, 5 highest)
  - Customer Satisfaction, 88% rate it 4-5
- Health and Safety Inspections
  - 8,383 issues identified
    - 843 interior gas leaks
    - 2,173 cracked heat exchangers
    - 4,707 venting issues



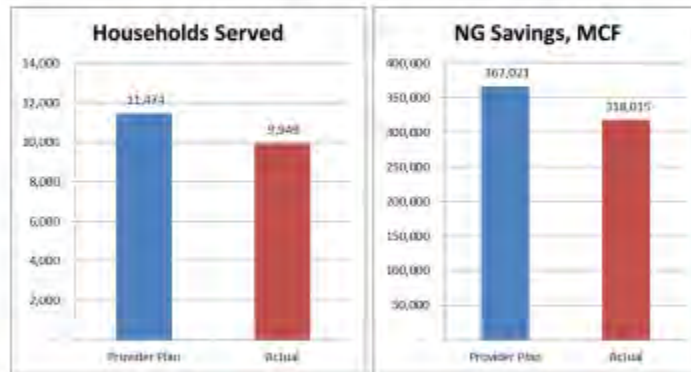
Columbus Gas  
of Ohio  
A Williams-Sonoma Company

- Jack reviewed the accomplishments of WarmChoice in the slide above, including some of the non energy benefits of health and safety issues discovered in customers' homes during WarmChoice inspections.



## WarmChoice™ – 5-Year Metrics

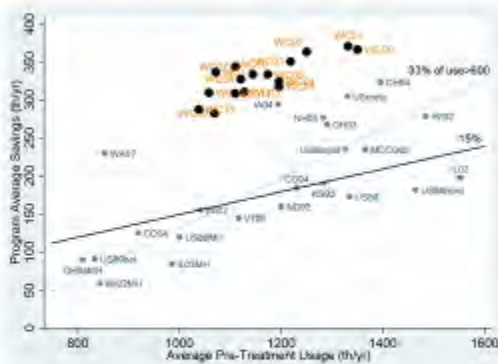
- NG Savings Target: 88% of Provider Plans



- The WarmChoice program served nearly 10,000 customer households.



## WarmChoice® – Metrics



- Comparison to other low-income weatherization programs
- Average Cost Per Home
  - HWAP - \$10,000+
  - WarmChoice - \$5,307

Columbia Gas of Ohio  
A AllSource Company

- Jack noted in the slide that WarmChoice continues to have the highest natural gas savings of any income eligible residential customer weatherization program in the nation and that the average cost per homes is nearly ½ that of the Home Weatherization Assistance Program.



## Simple Energy Solutions – 5-Year Highlights

Program Manager: Paul Racher

- Energy Efficiency Upgrades
  - EE Showerheads
  - EE Aerators
  - Programmable Thermostats
- Valpak, On-Bill Messaging, Community Coupon Books successful
- Satisfaction Survey, 1-5 scale with 5 highest
  - Products: 4.56
  - Program: 4.61
  - Purchase Effort: 4.61

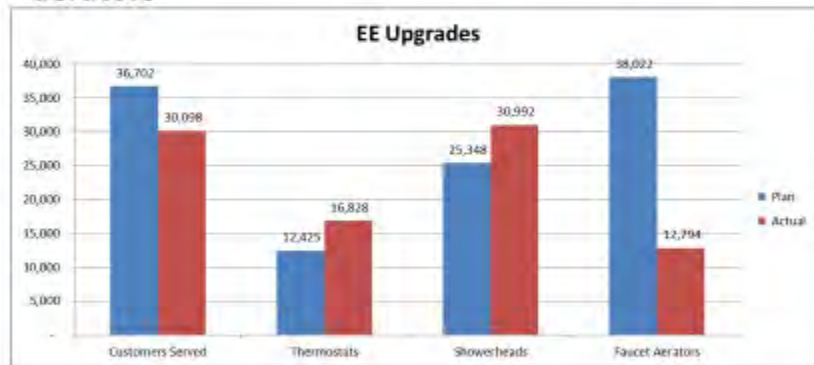
Columbus Gas  
of Ohio  
A Allstate Company

- Jack reviewed the Simple Energy Solutions (SES) program and some of its outcomes.



## Simple Energy Solutions – 5-Year Metrics

- 135% thermostats, 122% showerheads, 33.6% aerators



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of Ohio  
A AlSource Company

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- SES exceeded its natural gas savings targets for all energy efficiency upgrades but faucet aerators.



## Simple Energy Solutions – 5-Year Metrics

- 138% of NG Savings Target



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of Ohio  
A AlSource Company

- For the period 2012-2016, SES far exceeded its natural gas savings target.



## Appliance Rebates – 5-Year Highlights

Program Manager: Paul Racher

- Successful 4th year
- 197 participating contractors; training and program requirements
- \$300 instant discounts on furnaces with AFUE  $\geq$  96%;  
\$350 instant discounts on boilers with AFUE  $\geq$  90%



Columbus Gas  
of Ohio  
A Allstate Company

- Jack noted that the program was fully launched in 2013 and mentioned that going forward, the furnace/boiler EE upgrades would require EnergyStar certification.



## Appliance Rebates – 5-Year Metrics

- 110% of Customers; 176% of NG Savings Target



Columbus Gas  
of Ohio  
A AllSource Company

- The appliance rebates program exceeded its 5 year goals.



## EfficiencyCrafted™ Homes – 5-Year Highlights

Program Manager: Megan Melby

- Incentives to build homes at least 30% better than code; some homes have been built nearly 70% better than code
- 133 enrolled builders, 102 active
- 29 home energy rating companies, 10 active
- Joint partnership with AEP in 45 overlapping counties



- Jack reviewed some key points about the EfficiencyCrafted Homes (ECH) program.



### EfficiencyCrafted™ Homes – 5-Year Highlights

- 2012 to 2013 ENERGY STAR Partner of the Year
- 2014 to 2017 ENERGY STAR Sustained Excellence Partner of the Year
- 2012 to 2016 ENERGY STAR Market Leader Award



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of Ohio  
A AllSource Company

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- Jack reviewed some of the awards that ECH received.



## EfficiencyCrafted™ Homes – 5-Year Metrics

- 96% of Homes Built; 145% of NG Savings Target
  - 4,230 ENERGY STAR Certified homes



Columbus Gas  
of Ohio  
A Algonquin Company

- ECH exceeded its natural gas saving targets for the 5 year period.



### e<sup>3</sup> smart – 5-Year Highlights

Program Manager: Megan Melby

- Energy education curriculum delivered to students in 4-12 grade classes
- Partnership/cost share with AEP in jointly served counties; stand alone program elsewhere
- 415 schools, 697 teachers participated
- Students get a kit of energy efficiency materials to install; installation rates surveyed
- Scratch-N-Sniff cards in each kit



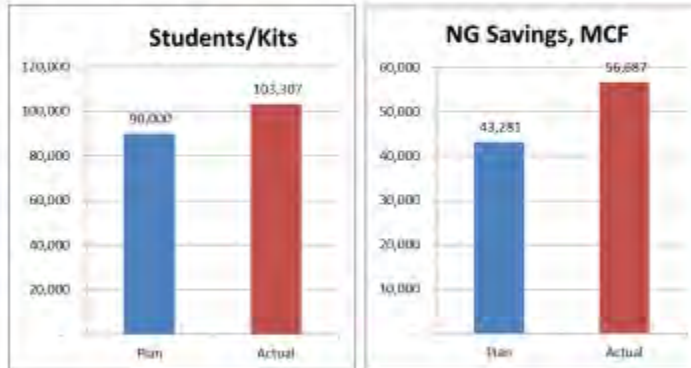
Celebrating 100  
Years of Ohio  
A Historic Journey

- Jack discussed the e3smart program items above.



### e<sup>3</sup> smart – 5-Year Metrics

- 115% of Students; 131% of NG Savings Target




Columbus Gas  
of Ohio  
A Allsource Company

- Jack noted the great program accomplishments of e3smart and discussed why it is an important education opportunity to reach children on conservation in an early part of their lives



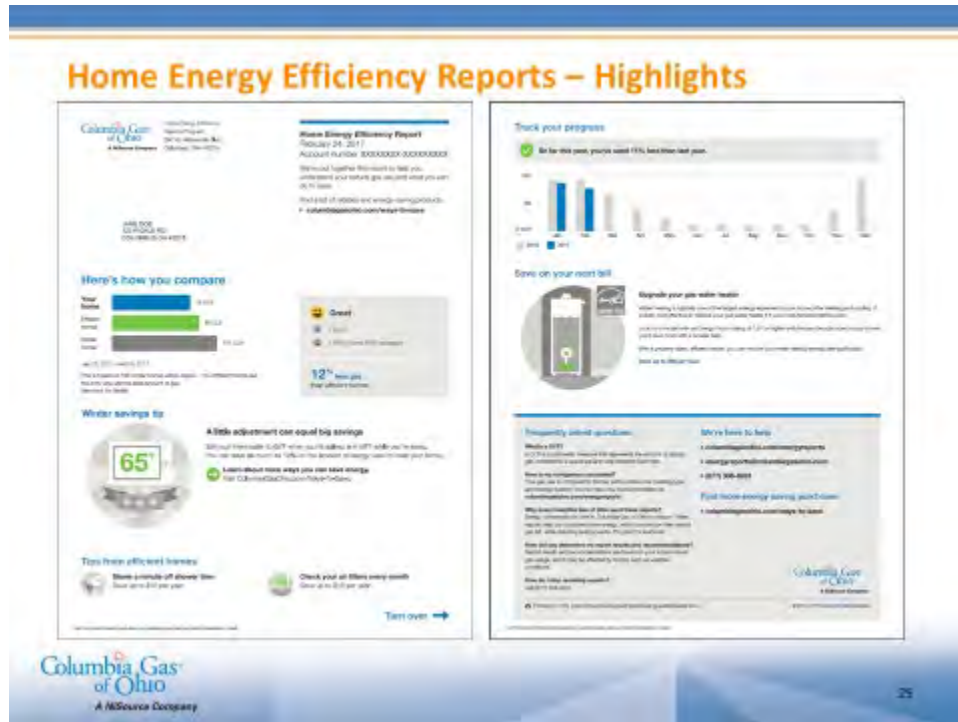
**Home Energy Efficiency Reports – 5-Year Highlights**  
Program Manager: Megari Melby

- Compare customers' home energy use to similar homes; comparison motivates customers to take action
- High customer acceptance
  - Low opt out rate
  - Low dissatisfaction due to up front communications and strategic report design modifications
- Customer segmentation
  - Target customers with appropriate energy efficiency program messages based on their annual usage, income level, and past COH EE program participation

Columbia Gas of Ohio  
A Williams-Sonoma Company

- Jack noted that the Home Energy Efficiency Reports (HEER) program continued to focus on customized messages to customers based on segmentation.
- Jack also noted that Oracle purchased OPower.



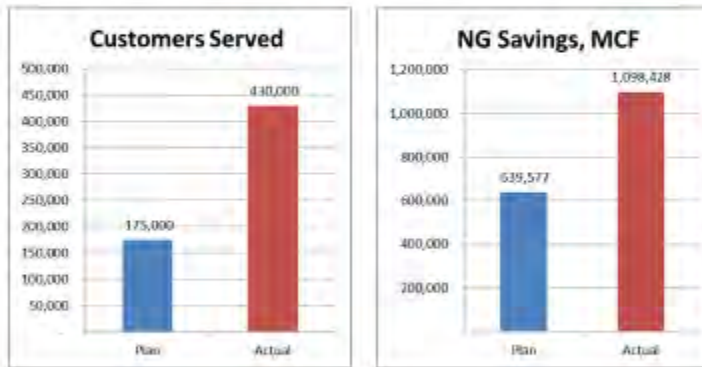


- Jack discussed some of the report elements and why it was an important and effective way to engage customers in energy efficiency.



## Home Energy Efficiency Reports – 5-Year Metrics

- 246% of Customers; 172% of Savings Target



Columbus Gas  
of Ohio  
A Hathor Inc. Company

- Jack noted the high level of success of the HEER program over the 5 year DSM period.



## Home Energy Efficiency Checkup – Highlights

Program Managers: Megan Melby & Paul Racher

- On-line, user friendly energy audit
- Customized recommendations for Columbia's EE programs and tips
- ColumbiaGasOhio.com/checkup
- 7,050 on-line energy audits; 6,774 were referred to a COH EE program



Columbia Gas  
of Ohio  
A Allstate Company

- Jack reviewed the on line energy audit tool, Home Energy Efficiency Checkup (HEEC).



## Innovative Energy Solutions – 5-year Highlights

Program Manager: Paul Rather

- Eligible Customers
  - Non-Profits
  - Houses of Worship
  - Public buildings
  - Businesses/Farms
- EE Measures
  - Energy Audits
  - Custom Rebates
  - Prescriptive Rebates
  - More than 75% of ECMs were to schools, churches, libraries, medical centers, and small businesses.

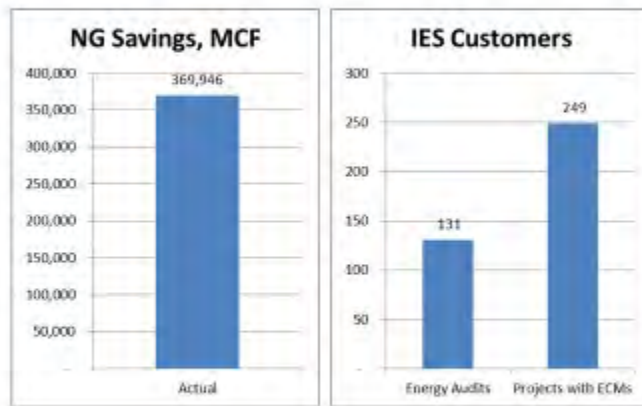


Columbia Gas  
of Ohio  
A AllSource Company

- Jack discussed the energy audit requirements and some of the prescriptive energy efficiency upgrades offered.
- Ron Rees of COAD inquired whether through this program we're able to coordinate with property assessment funding out in marketplace. Jack noted that we had partnered with the Franklin Co Finance Authority on a project, and that there was continued coordination with the Toledo Port Authority.



## Innovative Energy Solutions – 5-Year Metrics



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- The Innovative Energy Solutions (IES) program was successful in serving customers and delivering natural gas savings.



## EPA ENERGY STAR® Portfolio Manager – Highlights

- Ohio Interfaith Power and Light
- Ohio Hospital Association
- City of Columbus
- <https://www.energystar.gov/buildings/facility-owners-and-managers/existing-buildings/use-portfolio-manager>



- Jack discussed the COH partnership with the Ohio Hospital Association through which we provided quarterly (now monthly) usage data to help them benchmark the energy use of their members' hospital buildings. He also discussed partnerships with the city of Columbus and Ohio Interfaith Power and Light.



### Small Commercial Construction – Highlights

Program Manager: Megan Melby

- 28 training sessions held on building more efficient than commercial code, including information on COH energy efficiency incentives
- 243 attendees, consisting of developers, equipment distributors, engineers, architects, construction managers and other design professionals.
- 4,128 Mcf saved for 9 projects.



- Jack discussed key outcomes for the Small Commercial Construction energy efficiency program.



### 2017-2022 DSM Program Progress

- Smart thermostat rebates; discussions with AEP
- Walk through Energy Assessments
- Home Performance with ENERGY STAR alignment
- Direct install multi-family
- Appliance rebates: complete Energy Star alignment
- Collaboration with AEP on EPA Portfolio Manager



- Jack discussed some important opportunities for the 2017-2022 DSM Program, including
  - Working with AEP to make rebate seamless process
  - Launching walk through energy audit – quicker (2 hr vs 4 hr) process
  - Multi-family energy efficiency in coordination with AEP
  - Energy Star alignment increasing opportunities to deliver more savings to customers



## 2017 Marketing Strategy

- Moments that Matter
  - Focus on points that resonate with consumers when they resonate with consumers
  - Developed messaging hierarchy to support each program, while also linking the suite of COH's energy efficiency offerings

**Free Home Weatherization**

**72 Smart Learning Thermostat Rebate**

**Saving Matters**

ENERGY EFFICIENCY delivered for Columbia Gas of Ohio

**Simple Energy Solutions**  
Every Degree Matters  
Every Drop Matters

**Efficiency Certified Homes**  
Every Detail Matters  
Every Material Matters

**WarmChoice**  
Every Home Matters

**Home Energy Efficiency Checkup**  
Every Choice Matters

**Home Energy Audit and Rebates**  
Every Upgrade Matters  
Every Room Matters

**Appliance Rebates**  
Every Appliance Matters  
Every Rebate Matters

**Columbia Gas of Ohio**  
A AllSource Company

- Jack reviewed some of the key aspects of marketing energy efficiency programs to customers in the slide above.



## 2017 Marketing Strategy

- Marketing and customer segmentation
  - Targeting customers
    - Savings potential
    - Demographics
    - Prior actions
- Testing and Optimization
  - Testing messages
  - Reviewing metrics
  - Adjusting creative and messaging based on performance



Columbia Gas  
of Ohio  
A Millstone Company

- Jack discussed additional facets of the energy efficiency marketing approach.



## 2017 Marketing Strategy

- Digital Marketing

- Introduced digital marketing strategies mid-2016

- Search/PPC
- Display ads
- Social media marketing
- YouTube pre-roll
- Pandora radio



- Cost effective and measurable

- Increased average monthly web visits to HEA/R's web page by more than 300%

- Optimize customer's experience online

- More than 900 form requests through HEA/R's web page from July – December 2016.

Columbia Gas  
& Oil  
A Williams Company

- Jack discussed some of the successes of the marketing campaign that will continue in 2017.



## 2017 Opportunities and Challenges

- Potential Challenges
  - State of Ohio DOE/HHS Home Weatherization Assistance Program (HWAP) coordination and/or federal funding
  - Energy Star support and/or funding at Federal level
  - Warm winters



- Jack discussed some of the challenges facing energy efficiency, including:
  - Coordination with federal funding sources.
  - Potential administration changes to Energy Star.
  - Warmer than typical versus cold winter weather impacts on customer engagement in energy efficiency.



### 2017 Opportunity: Energy Efficiency Team Structure

- DSM Team realigned and rebranded as the Columbia Energy Efficiency Team.
- Sarah Poe promoted to the Manager of Energy Efficiency Programs
  - Sarah will work with program managers to execute their program requirements and work with program implementation consultants
- Andrew Metz promoted to the Financial and Analytics Lead
  - Andrew will provide both budgetary support and supervision for all programs, and will oversee program measurement and metrics

Columbia Gas  
of Ohio  
A Williams Company

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- Jack noted the structural changes to the COH DSM team and its renaming to Energy Efficiency.



## Thank you!

- [www.columbiagasohio.com/SavingMatters](http://www.columbiagasohio.com/SavingMatters)
- Jack Laverty, Manager, Energy Efficiency
  - [jlaverty@nisource.com](mailto:jlaverty@nisource.com)
  - 614-460-4714
- Have a safe day!



- Jack thanked participants for their support in 2012-2016 as well as for the next 6 years.
- Ron Rees expressed thanks to Columbia Gas of Ohio and to the PUCO for the support of energy efficiency. He noted that his organization and its member agencies see firsthand the difference that weatherization and DSM programs make for customers and discussed an example of a Nelsonville food pantry that was helped by Columbia Gas and AEP to make it more energy efficient. Ron added that he appreciated opportunities to help customers and the fact that the PUCO enabled the programs to continue. He also emphasized that his organization and member agencies see so many unsafe situations in customers' homes and that health and safety are an equally important part of programs because people do what they need to do to keep warm. He said that the program makes huge difference, and that it just doesn't save energy – it also saves lives.
- Jack added that the food pantry had two apartments above that qualified for WarmChoice weatherization and that the food pantry was able to serve 500 more meals due to the savings from energy efficiency.
- Jack asked participants for any questions. Hearing none, Jack adjourned the meeting.



**Columbia Gas of Ohio DSM Stakeholder Group**  
**290 W Nationwide Blvd**  
**1-290-C**  
**April 27, 2018**  
**10:00 am**

**Meeting Minutes**

**Call to Order/Welcome**

Jack welcomed attendees to the DSM Stakeholder Group meeting. Andrew Metz was introduced to lead a safety moment. As April is National Distracted Driving Awareness month, Andrew explained the three types of distracted driving (visual/ manual/cognitive (mind). After roll call, Vince Parisi opened by thanking attendees for their time and stating energy efficiency is critical part of his team as the mission of Columbia Gas is to provide safe, reliable, and affordable natural gas to customers. Columbia Gas has led way since 1983 in driving EE programs for customers. Vince then introduced Melissa Thompson who welcomed participants and stated that 2017 was a great year. Along with the savings for customers, we're making it safer for customers. Melissa also brought up engagement with customers with our new digital EE marketing campaign and the new look for marketing materials.

**Stakeholders Present**

Adrian Andrews (COH)  
Marilyn Bussard (COH)  
Joe Clark (COH)  
William Farnsel (NeighborWorks Toledo)  
Steve Garnack (MORPC)  
Chris Healey (OCC)  
John Johnson, Jr (GLS)  
Kris Klaus (OHBA)  
John Lavery (COH)  
Andrew Metz (COH)  
Debbie Ohler (OBBS) via phone  
Vince Parisi (COH)  
Nicole Peoples (COAD)



Sarah Poe (COH)  
Christine Rausch (COH)  
Jim Ripke (PUCO)  
Michael Sachs (NeighborWorks Toledo)  
Jeff Starkey (Atlas Butler)  
Melissa Thompson (COH)



April 27, 2018

**COH DSM Stakeholder Group Meeting**





## Agenda

- Safety Moment
- Welcome and Introductions
  - Introductions
  - Opening remarks
    - Vince Parisi, Vice President, External & Customer Affairs
    - Melissa Thompson, Director, Regulatory Policy
- 2017 DSM Program
- Adjournment

- Jack Lavery welcomed the Stakeholder Group to the meeting and reviewed the agenda.



## April is National Distracted Driving Awareness Month

- Three types of distractions:
  - Visual
    - Any time the driver takes their eyes off the road
  - Manual
    - Any time the driver takes their hands off the wheel
  - Cognitive
    - Any time the driver takes their mind off driving



- Andrew Metz discussed the importance of safety in our work and personal lives, and distracted driving in particular.



## COH DSM/EE Program History



- Since 1983 Columbia Gas of Ohio has provided EE services to its customers
  - 1983: Residential Conservation Service (RCS) Energy Audits (Operation Home Check)
  - 1986: Columbia Ohio Weatherization Program
- 1987: WarmChoice®
- 2009: DSM Portfolio
- 2012: DSM Program expansion/continuation
- 2017: DSM Program expansion/continuation

- Jack Laverty reviewed the history of the DSM programs at COH.



## Meet the COH EE Team

Name	Title	Email
Adrian Andrews	WarmChoice Team Leader	<a href="mailto:aandrews@nisource.com">aandrews@nisource.com</a>
Andrew Metz	Financial & Analytics Lead	<a href="mailto:ametz@nisource.com">ametz@nisource.com</a>
Chris Rausch	Existing Buildings Program Manager	<a href="mailto:crusch@nisource.com">crusch@nisource.com</a>
Erv McKinney	Quality Assurance Representative	<a href="mailto:emckinn@nisource.com">emckinn@nisource.com</a>
Hanna Balla	Manager of Energy Efficiency Marketing	<a href="mailto:hballa@nisource.com">hballa@nisource.com</a>
Jack Lavery	Manager, Energy Efficiency	<a href="mailto:jlavery@nisource.com">jlavery@nisource.com</a>
Larry Titus	Quality Assurance Representative	<a href="mailto:ltitus@nisource.com">ltitus@nisource.com</a>
Marilyn Bussard	Administrative Assistant	<a href="mailto:mbussard@nisource.com">mbussard@nisource.com</a>
Sarah Poe	Manager of Energy Efficiency Programs	<a href="mailto:spoe@nisource.com">spoe@nisource.com</a>
Vacant	New Buildings Program Manager	<a href="mailto:spoe@nisource.com">spoe@nisource.com</a>

- Jack introduced the EE team members.



## COH DSM/EE Program Approach

- Use building science to safely create savings for customers
- Accelerate energy efficiency services to customers
- Maintain/improve customer satisfaction with programs
- Continue energy efficiency as a core competency of Columbia Gas of Ohio
- Execute Best Practice/Best-in-Class Portfolio of Programs



Columbia Gas of Ohio | [ColumbiaGasOhio.com](http://ColumbiaGasOhio.com) | [f](#) [t](#) [in](#) [v](#)

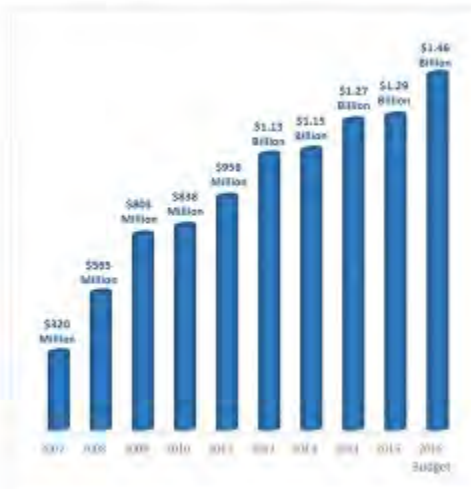
- Jack discussed the COH EE program philosophy, including “Safety first” and “do no harm” as the hallmarks of COH EE programs.
- The COH EE programs have high customer satisfaction results from a variety of survey tools.



## AGA Nationwide Natural Gas DSM Expenditures

### Commitment to Energy Efficiency

- At the state and national level, natural gas energy efficiency programs continue to grow.



Columbia Gas of Ohio | [ColumbiaGasOhio.com](http://ColumbiaGasOhio.com) | [f](#) [t](#) [in](#) [v](#)

- Jack mentioned the continued support of EE at natural gas utilities throughout the nation.



## 2017 DSM Program – Metrics and Highlights

- Exceeded planned natural gas savings target
  - Mcf savings, lifetime: 12,694,807
  - Reduced tons CO<sub>2</sub>, lifetime: 76,169
  - Customers served: 598,329



- Jack reviewed high level DSM stats for the 2017 program portfolio.



## 2017 DSM Program – Metrics and Highlights

- Health and Safety Statistics

H&S Description	# Homes
Asbestos	243
Combustion Safety	506
Cracked Heat Exchanger	637
Gas Leaks	160
Mold & Moisture	1,213
Venting Issues	1,505
Wiring Issues	532

Columbia Gas of Ohio | [ColumbiaGasOhio.com](http://ColumbiaGasOhio.com) | [f](#) [t](#) [in](#) [v](#)

- Jack discussed that in some homes, health and safety items need to be mitigated before we can start EE work.



## WarmChoice® – Highlights

Program Manager: Adrian Andrews

- LI Customer whole house weatherization program
- One stop shop for leveraging EE, housing, and social services
- National/Regional/State award winning program
- Customer Satisfaction: 9.64/10
- Health and Safety Inspections
  - 112 interior gas leaks
  - 637 cracked heat exchangers
  - 1,505 venting issues



- Adrian Andrews presented the WarmChoice results. She has been with WarmChoice since its inception in 1987.
- Adrian indicated that she and Sarah Poe were presenting about the program at the ACEEE summer study in August.
- Adrian noted the leadership of the WarmChoice providers Jack Laverty noted that Nicole Peoples (COAD) was appointed by US Department of Energy Secretary Perry to the State Energy Advisory Board for DOE.



## WarmChoice® – Metrics

- NG Savings Target: 95% of Customers and Savings



- Adrian indicated that it takes effective marketing to create customer awareness and participation.



## WarmChoice - Program Impact

### S. Murphy — Groveport

- Permanent injuries from a car accident
- Struggling with bills and home maintenance
- Tired and sick - carbon monoxide present
- Furnace replacement, insulation and air sealing
- Lower utility bills and a safer, more comfortable home

Ms. Murphy, a volunteer and neighborhood leader, is certain the WarmChoice program saved her life.

- Adrian presented some customer stories and mentioned that the providers conduct a program open house at the home of a customer who received services. This customer participated in a program open house.



## WarmChoice - Program Impact

### M. Ackley, Nelsonville, Ohio

- Living primarily in the dining room
- Furnace, water heater, air sealing, sidewall and attic insulation

From a home that wasn't safe or comfortable to having a home to enjoy and feel safe in. Her quality of life has improved.

*"I feel peace of mind knowing my home is safe and prepared for cold winter weather." -M. Ackley: Mom, Grandma, friend, and good neighbor*



- Adrian discussed the customer experience with WarmChoice as part of the COH weatherization initiative in Nelsonville, Ohio.



## WarmChoice - Program Impact

### M. Christian, Oberlin, Ohio

- Without hot water for several years
- Hot plate and mini fridge
- Hesitant to ask for or accept help
- Furnace, water heater, refrigerator, gas cook stove, insulation and additional EE measures provided by HWAP, WarmChoice and POWER



*"I am at a point in my life where I am preparing for the next stage. The insulation, the furnace...these services will allow me to stay in my home." – M. Christian: Advocate, Historian, Author, Dance Instructor, and Social Worker*

Columbiana County of Ohio | ColumbianaGasOhio.com |    

14

- Adrian was asked whether WarmChoice does any long-term follow up of customers to see how they're doing later. Adrian responded we follow up with impact evaluation for savings but really don't have process for going back except for post-weatherization inspections of the work quality and customer experience. Letters are sometimes received by customers as well as additional requests for other resources. Jack Lavery noted that COH has performed persistence studies in the past, and that over time the energy savings results are remarkably consistent.



## Simple Energy Solutions – Highlights

Program Manager: Chris Radzen

- Energy Efficiency Upgrades
  - EE Showerheads
  - EE Aerators
  - Smart and Programmable Thermostats
- Nest and ecobee rebate specials
- Exceeded smart thermostat goals

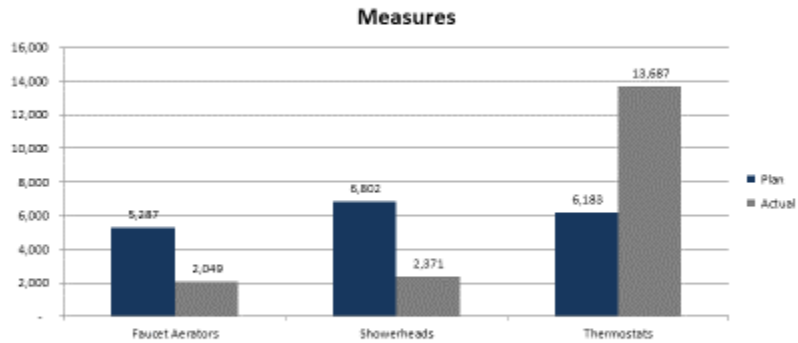


- Andrew Metz reviewed the EE upgrades that customers could receive through SES and some of the successes for 2017.



## Simple Energy Solutions – Metrics

- 221% thermostats, 35% showerheads, 39% aerators



- Andrew reviewed the success with programmable/smart thermostats and the energy savings that resulted from that success.



## Simple Energy Solutions – Metrics

- 207% of NG Savings Target



- Andrew reviewed the savings slide and the fact that the program far exceeded its natural gas savings goal.



## Appliance Rebates – Highlights

Program Manager: Chris Rauach

- Successful 5th year
- 183 participating contractors; training and program requirements
- \$300 instant discounts on furnaces with AFUE  $\geq$  96%;  
\$350 instant discounts on boilers with AFUE  $\geq$  90%
- \$50 instant discounts on water heaters with an EF  $\geq$  .67;  
\$100 instant discounts on tankless water heaters with an EF  $\geq$  .91

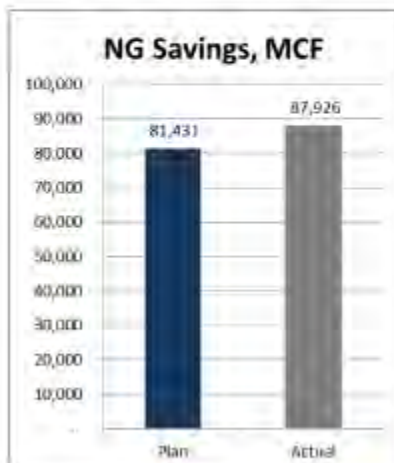
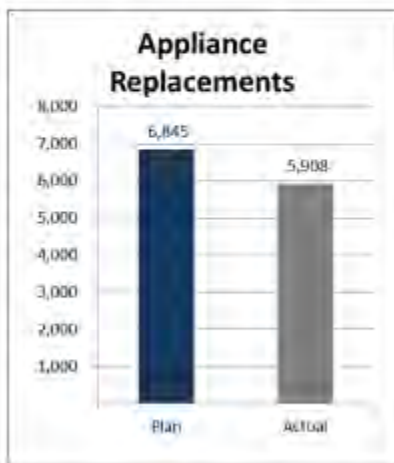


- Andrew reviewed the program rebates and some of the program criteria. COH started offering tank water heater and tankless water heater rebates in program this year



## Appliance Rebates – Metrics

- 86% of Customers; 108% of NG Savings Target



- Andrew remarked that the savings target was exceeded because customers purchased appliances with higher efficiencies than expected.



## Home Energy Audit and Rebates – Highlights

Program Manager: Chris Rausch

- Diagnostic, computerized energy audits
- Rebates on Energy Efficiency Upgrades:
  - Attic and Wall insulation
  - Air sealing
  - High efficiency furnaces
  - Identified 2,323 safety issues in customers' homes
    - Detected 48 interior gas leaks
    - 506 combustion safety issues
    - 1,213 Mold and Moisture issues
- Customer Satisfaction: 9.28/10



Columbia Gas of Ohio | [ColumbiaGasOfOhio.com](http://ColumbiaGasOfOhio.com) | [f](#) [t](#) [in](#) [v](#)

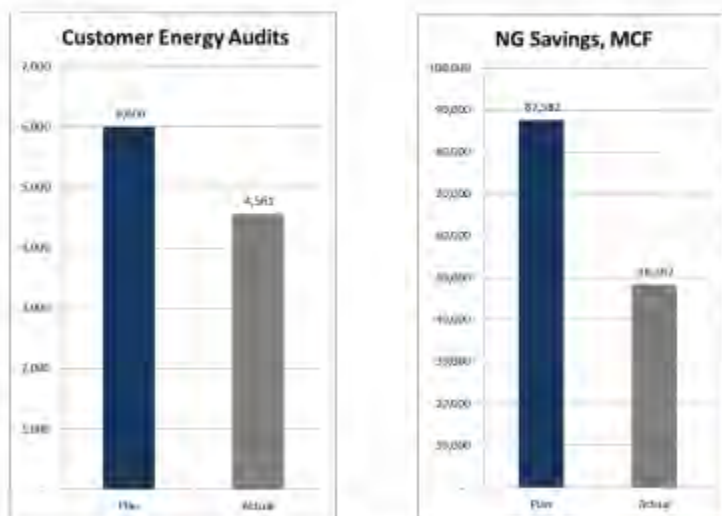
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- Andrew reviewed the HEAR program with the stakeholder group and the excellent customer satisfaction the program had achieved.



## Home Energy Audit and Rebates – Highlights

- 76% of Customer Target



- Andrew discussed the 2017 program performance.



## EfficiencyCrafted™ Homes – Highlights

Program Manager: Megan Melby

- Incentives to build homes better than code; some homes have been built nearly 70% better than code
- 70 builders participating
- USEPA Energy Star Award Partner of the Year since 2012



- Sarah Poe reviewed the ECH program and informed the stakeholder group that this program received Energy Star Award Partner of the Year for 2018.



## EfficiencyCrafted™ Homes – Metrics

- 112% of Homes Built; 112% of NG Savings Target
  - 461 ENERGY STAR Certified homes



- Sarah reviewed the program metrics.
- Melissa Thompson asked about the difference in EfficiencyCrafted and ENERGY STAR certified home; Sarah stated that there were extra steps needed for ENERGY STAR certification. In addition to having ENERGY STAR appliances, ENERGY STAR homes also must meet additional criteria.



### e<sup>3</sup> smart – Highlights

Program Manager: Megan Wyleby

- Energy education curriculum delivered to students in 4-12 grade classes
- Partnership with AEP in jointly served counties; stand alone program elsewhere
- 221 schools, 309 teachers participated
- Students get a kit of energy efficiency materials to install; installation rates surveyed
- Scratch-N-Sniff cards in each kit

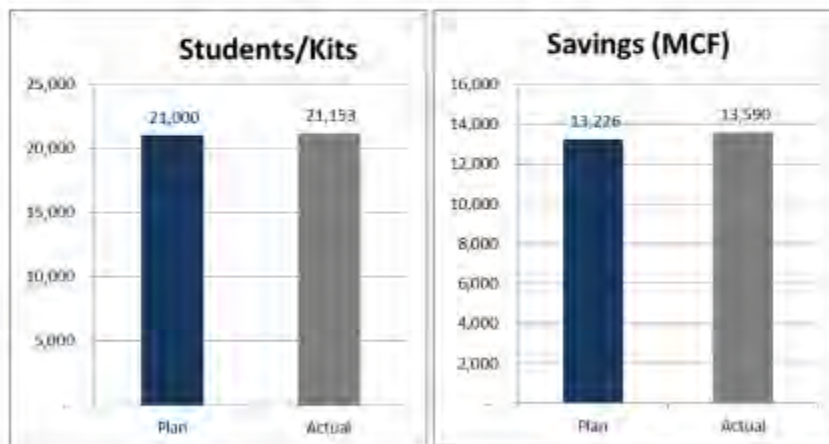


- Sarah Poe reviewed the program with the stakeholder group.
- The purpose of the program is to train participating teachers to provide education to students about energy efficiency. The curriculum is approved by the state of Ohio, Department of Education.



### e<sup>3</sup> smart – Metrics

- 101% of Students; 103% of NG Savings Target



- Sarah reviewed the program metrics with the stakeholder group.



## Home Energy Efficiency Reports – Highlights

Program Manager: Megan Melby

- Compare customers' home energy use to similar homes; comparison motivates customers to take action
- High customer acceptance
  - Low opt out rate
  - Low dissatisfaction due to up front communications and strategic report design modifications
- Customer segmentation
  - Target/segment customers with appropriate energy efficiency program messages based on their annual usage, income level, and past COH EE program participation



- Sarah Poe reviewed the HEER program with the stakeholder group. Jack Lavery commented we've been working with Opower for a while and we're first utility to further segment customers so that energy efficiency messages are applicable to them and their home which also enabled us to market our programs through the reports.
- Chris Healey asked about customer segmentation by income level. Sarah responded that in the instance of PIP customers they may qualify for WarmChoice program and could be provided with specific energy efficiency tips.



## Home Energy Efficiency Reports – Highlights



- Sarah reviewed the report structure with the stakeholder group.



## Home Energy Efficiency Reports – Metrics

- 126% of Customers; 98% of Savings Target



- Sarah reviewed the program metrics and mentioned that the program added more customers in 2017.



## Home Energy Efficiency Checkup – Highlights

Program Manager: Chris Rausch

- Online, user friendly energy audit
- Additional EE on ramp for customers
- Customized tips and recommendations for Columbia's EE programs
- [ColumbiaGasOhio.com/checkup](http://ColumbiaGasOhio.com/checkup)
- 7,720 online energy audits; 6,938 were referred to a COH EE program



- Andrew reviewed the HEEC program and the advantages of an on-line energy audit for customers who did not want someone in their house for a comprehensive energy audit.



## Innovative Energy Solutions – Highlights

Program Manager: Chris Rauech

- Eligible Customers
  - Non-Profits
  - Houses of Worship
  - Public buildings
  - Businesses/Farms
- EE Measures
  - Energy Audits
  - Custom Rebates
  - Prescriptive Rebates



- Andrew discussed the energy efficiency upgrades available to eligible customers.



## Innovative Energy Solutions – Metrics



- Andrew reviewed the program metrics.



## Small Commercial Construction – Highlights

Program Manager: Megan Melby

- Training sessions held on building more efficient than commercial code, including information on COH energy efficiency incentives
- Incentives for building better than energy code
- 5,895 Mcf saved for 27 projects



- Sarah reviewed the SCC program and its focus on incentives, training, and education for trade allies and customers to build commercial buildings better than Ohio's commercial building energy code.



## EE Marketing – 2017 Highlights

- Built a new look and feel with consistency for all EE program marketing materials
- COH earned more than 45.1 million impressions through TV/Cable, Print, Pandora and Outside Media



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- Jack reviewed the marketing for the programs and mentioned that we had at least quadrupled the number of impressions over last year's marketing campaign. This is important to create awareness with customers.
- "Saving Matters" is the name of the energy efficiency awareness campaign; each individual program also has its own marketing approach specific to the program design and target market.



## EE Marketing – 2017 Highlights

- Customers purchased more smart thermostats through the e-store in 2017 than the total quantity of thermostats sold from 2014 – 2016
- Increased traffic to the SES e-store by 1,340% YoY
- Increased traffic to the WarmChoice web page by 114% YoY
- Built new capability for EfficiencyCrafted Homes via Find Your Builder
- Achieved 129% of the Home Energy Efficiency Checkup customer participation target

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- Jack reviewed some of the marketing highlights. The USEPA Energy Star brand (most recognized brand by customers) brought additional value to customers.



## EE Marketing - 2018

- Continue to deploy tactics that were successful in 2017
- Continue to build EE Program awareness through consistency in all marketing materials
- Test new strategies to continue to increase customer participation
  - Targeting ads to customers listening to music on their connected device
  - Pop-up events
  - Email nurture campaign
  - Behavioral/participation targeting
  - Video: TV/Cable & online



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- Jack reviewed some of the marketing components for 2018. A key focus is to create EE program awareness in communities.
- In addition, a nurture campaign to nudge customers who have had an energy audit but did not complete all of the energy efficiency upgrades is planned.



## 2017 DSM Program Awards/Recognition

- 2018 ENERGY STAR Sustained Excellence in Program Delivery, Partner of the Year (for 2017)
  - EfficiencyCrafted Homes
  - Appliance Rebates
  - Simple Energy Solutions
  - Home Energy Audits/Rebates



- 2017 USEPA ENERGY STAR Homes Market Leader
- 2017 COAD Weatherization Champion – Adrian Andrews
- Marcom Platinum award in the Video/Audio | Television (Broadcast & Cable) promotion Category
- Finalist for Best in Data Insight – PRWEEK Awards
- Finalist for marketing impacts – SABRE Awards

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- Jack reviewed some of the program awards and recognition. COH received a 5 Year Sustained Excellence award from USEPA for its continued success with its program portfolio.



## Thank you!

- [www.ColumbiaGasOhio.com/SavingMatters](http://www.ColumbiaGasOhio.com/SavingMatters)
- Jack Lavery, Manager, Energy Efficiency
  - [jlavery@nisource.com](mailto:jlavery@nisource.com)
  - 614-460-4714
- Have a safe day!





## Appendices

- Overview of Columbia Gas of Ohio
- Multiple Benefits of DSM/Energy Efficiency
- WarmChoice Historic Exemplary Performance



## Overview of Columbia Gas of Ohio (COH)





## Multiple Benefits of DSM/EE

- Safety
- Health & well-being
- Employment
- Poverty alleviation
- Disposable income
- Building durability
- Energy savings
- GHG emissions reduced
- Homelessness prevention
- Energy security
- Energy delivery
- Energy prices
- Macroeconomic impacts
- Local air pollution
- Resource management
- Public budgets
- Asset values
- Resiliency/future proofing



- Comparison to other low-income weatherization programs
- Average Cost Per Home
  - HWAP - \$10,000+
  - WarmChoice - \$6,099



**Columbia Gas of Ohio DSM Stakeholder Group  
Meeting 1  
290 W Nationwide Blvd  
1-290-C  
June 28, 2019  
10:00 am**

**Meeting Minutes**

**Stakeholders Participating**

Adrian Andrews (COH)  
Marilyn Bussard (COH)  
Dave Davenport (GLS)  
Ed Frantz (COH)  
Steve Garnack (MORPC)  
Randy Hall (Cornerstone Energy)  
Chris Healey (OCC)  
John Johnson, Jr. (GLS)  
Kris Klaus (OHBA)  
John Lavery (COH)  
Erv McKinney (COH)  
Andrew Metz (COH)  
Nicole Peoples (COAD)  
Sarah Poe (COH)  
Chris Rausch (COH)  
Ron Rees (COAD)  
Richard Ricks (COH)  
Brennan Riggs (PUCO)  
Jim Ripke (PUCO)  
Jeff Scott (Fahlgren Mortine)  
Tonja Stewart (PUCO) via phone  
Ryan Stredney (COH)  
Hartley Sutor (Fahlgren Mortine)  
Mark Swepston (Atlas Butler)  
Dora Tharp (OPAE)  
Melissa Thompson (COH)  
Larry Titus (COH)  
Matt Vorndran (CLEAResult)



## COH DSM Stakeholder Group Meeting

Columbus, Ohio

June 28, 2019





## Agenda

- Safety Moment
- Welcome and Introductions
  - Introductions
  - Opening remarks
    - Melissa Thompson, Director, Regulatory Policy
    - Jack Lavery, Manager, Energy Efficiency
- 2018 DSM Program Results and 2019 Initiatives
- Regulatory Compliance Matters
- Adjournment

- Jack Lavery welcomed attendees to the DSM Stakeholder Group meeting and reviewed the agenda.



## Safety Moment – Smoke and Carbon Monoxide Alarms

### Smoke Alarms

- Most smoke alarms should be replaced every 10 years
- 10-year battery – even if hard wired
- Install on every level of home
- Test monthly, change batteries when time changes
- Consider a dual function for smoke and CO



- Jack introduced Ervin McKinney and Larry Titus to lead the safety moment.
- Larry initiated the discussion, noting the importance of installing smoke alarms according to manufacturer instructions and key replacement timeframes.



## Safety Moment – Smoke and Carbon Monoxide Alarms

### Carbon Monoxide

- Smokers, pregnant women, elderly, children and people with anemia/heart or lung conditions are more prone to the effects of Carbon Monoxide poisoning.

### Consider when purchasing a CO alarm

- Purchase alarms with sealed batteries so they cannot be removed
- Alarms with electrochemical sensors are more stable during humidity/temperature changes/resist reacting to common household chemicals.
- End-of-life warning
- UL or CSA listed
- Plug-in with battery backup for protection during short-term power outages
- Digital display screen shows level of CO detected/updates every 15 seconds
- Peak-Level memory records the highest level of CO present
- Voice Warning announces the threat present /includes traditional alarm beep

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- Erv reviewed major considerations when purchasing CO alarms.
- Jack concluded that Safety First is the mantra of our company.



## Meet the COH EE Team

Name	Title	Email
Sarah Poe	Manager of Energy Efficiency Programs	<a href="mailto:spoe@nisource.com">spoe@nisource.com</a>
Adrian Andrews	WarmChoice Program Manager	<a href="mailto:sandrews@nisource.com">sandrews@nisource.com</a>
Larry Titus	Quality Assurance Representative	<a href="mailto:ltitus@nisource.com">ltitus@nisource.com</a>
Erv McKinney	Quality Assurance Representative	<a href="mailto:emckinn@nisource.com">emckinn@nisource.com</a>
Chris Rausch	Existing Buildings Program Manager	<a href="mailto:crusch@nisource.com">crusch@nisource.com</a>
Ryan Stredney	New Buildings Program Manager	<a href="mailto:rstredney@nisource.com">rstredney@nisource.com</a>
Andrew Metz	Financial & Analytics Lead	<a href="mailto:ametz@nisource.com">ametz@nisource.com</a>
Marilyn Bussard	Administrative Assistant	<a href="mailto:mbussard@nisource.com">mbussard@nisource.com</a>
Jack Laverty	Manager, Energy Efficiency	<a href="mailto:jlaverty@nisource.com">jlaverty@nisource.com</a>

- Jack introduced the Energy Efficiency (EE) team.
- Jack also mentioned other EE partners in attendance: Matt Vorndran (CLEAResult) and Jeff Scott and Hartley Suter (Fahlgren Mortine).
- Hartley Suter gave a brief account of Fahlgren's involvement with the EE program over past couple of years.
- Melissa Thompson welcomed attendees, highlighting savings to customers of 10 million Mcf of gas and programs should be able to reduce greenhouse emissions by 60,000 tons of carbon dioxide. She also emphasized that safety is key for Columbia Gas. Melissa also noted how digital marketing is used to reach customers with help of Fahlgren.



## 2018 DSM Program – Metrics and Highlights

- Exceeded planned natural gas savings target
  - Mcf savings, lifetime: 10,152,794
  - Reduced tons CO<sub>2</sub>, lifetime: 60,917
  - Customers served: 568,718



- Jack reviewed high level metrics for the 2018 program.



## 2018 DSM Program – Metrics and Highlights

- Health and Safety (H&S) Statistics

H&S Category	# Homes
Asbestos	527
Combustion Safety	646
Cracked Heat Exchanger	647
Gas Leaks	180
Mold & Moisture	1,766
Venting Issues	1,583
Wiring Issues	643

- Jack reiterated that safety is our first priority – homes are not weatherized until safety issues are fixed.
- WarmChoice® customer health and safety issues are mitigated through the weatherization process; customers receiving rebates from the Home Energy Audit/Rebate program are required to mitigate health and safety issues before moving forward with weatherization.



## WarmChoice® – Highlights

Program Manager: Adrian Andrews

- LI Customer whole house weatherization program
- One stop shop for leveraging EE, housing, and social services
- Qualified as a Home Performance with ENERGY STAR® program
- Recognized as Exemplary Energy Efficiency Program, Low-Income: Natural Gas Utility in ACEEE's Fourth National Review



- Adrian Andrews presented the WarmChoice program, preferring to refer to it as an income qualifying program rather than a low income program.
- Providers can refer customers to social service partners when they see other customer needs.
- WarmChoice was qualified this year as a Home Performance with ENERGY STAR program.
- The program received ACEEE exemplary program recognition for the third time; this time because of the amount of collaboration the program does to reach underserved customers in difficult to reach areas.



## WarmChoice® – Metrics

- NG Savings Target: 96% of Customers Served and 88% of Savings



- Adrian reviewed the WarmChoice metrics.



## WarmChoice® - Program Impact

**WarmChoice®**



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- Adrian played a video of a customer in Coshocton expressing her appreciation of the program.



## WarmChoice® – Health and Safety

Program Manager: Adrian Andrews

- Health and Safety Inspections detected and repaired in 2018:
  - 108 interior gas leaks
  - 647 cracked heat exchangers
  - 1,583 venting issues
- Leveraged Health and Safety Funding Sources
  - HWAP E – furnace, water heater, wiring and roof repair/replace
  - Area Office on Aging
  - Senior Programs
  - USDA Rural Housing/Housing Trust Fund
- Other potential funding sources for non-energy efficiency health and safety?

- Adrian reviewed health and safety benefits of WarmChoice noting that providers do a great job of looking for, and partnering with, other resources to make the money go as far as it can to service as many customers as we can.
- Adrian asked whether meeting participants had other funding source suggestions or recommendations for non-energy efficiency health and safety items. No suggestions or recommendations were forthcoming.



## WarmChoice® and Energy Assistance

- Coordinating with Columbia's Energy Assistance Team
  - Cross promotion of Energy Assistance and WarmChoice
    - Marketing materials
    - COH website
    - Emails
    - Referrals
- Collaborating on Customer Concerns
  - High bills/Payment plans
  - Appliance concerns
  - Comfort issues



**SAFER ENERGY. SAVE MONEY.**

**Saving Matters.**

Payment plans and saving energy can stretch your dollars by lowering your natural gas bill!

Here are some ways we can help:

**Call 1-800-344-4077 to learn about Payment Assistance.**

**Home Energy Assistance Program**  
A one-time assistance payment to your Columbia Gas account.

**Percentage of Income Payment Plan**  
Pay 1% of your household monthly income - as little as \$10 per month - for your gas bill.

**WarmChoice® - No Cost Weatherization Service**  
Middle-class homeowners and renters may receive energy efficiency services that include insulation, air sealing and natural gas appliance improvements - all at no cost! Save energy and make your home safe and comfortable all year long.

Call Cooperative for Ohio Appalachian Development at 800-807-9781 for assistance, or visit [ColumbiaGasOhio.com/WarmChoice](http://ColumbiaGasOhio.com/WarmChoice) for more information.

**START SAVING AT [COLUMBIAGASOHIO.COM/WARMCHOICE](http://COLUMBIAGASOHIO.COM/WARMCHOICE)**

- Adrian noted how closely the WarmChoice program works with Energy Assistance.



## WarmChoice™ - Program Impact/Collaboration


- Virginia, 91 years old
  - HEAP and PIPP participant
  - Interior Gas Line Emergency
  - Columbia Gas Service Tech Contacts WC
  - HWAP/WarmChoice Applicant – LEADS
  - High Gas Use – 1538 Ccf
  - Cost share with HWAP - New furnace, gas lines
  - HWAP E - New roof to allow weatherization



- Adrian shared a customer story that resulted from the collaboration of several COH departments to assist the customer.






## WarmChoice® Community Outreach and Partnerships



The flyer features a green header with the WarmChoice logo and a photo of two young girls smiling. Below the photo, it states: 'Columbus is the City's exception and addition...'. A central section titled 'COMMUNITY ENERGY SAVERS LAUNCH TIMELINE' lists dates and locations: 2019 (March 14-15 Columbus, April 25 Franklinton, June 14 Hilltop, August 14 Linden), 2020 (March 14-15 Columbus, April 25 Franklinton, June 14 Hilltop, August 14 Linden), and 2021 (March 14-15 Columbus, April 25 Franklinton, June 14 Hilltop, August 14 Linden). A sidebar on the left mentions 'ALL RESIDENTS OF COLUMBUS ARE ELIGIBLE FOR A HOME ENERGY AUDIT!' and 'To help reduce this work, an opportunity neighborhood is solicited in the Downtown, Brang, Sevier, Jackson, through AEP Ohio and Columbus Gas. Mail CommunityEnergySaver@comcast.com'.

- Columbus – American Cities Climate Challenge
  - 30,000 energy audit goal
  - Kick-off event – July 21 at Land-Grant in Franklinton
- Community Energy Savers
  - Toronto
  - Linden
  - Franklinton
  - Hilltop
- Joint partnership with AEP Ohio and City of Columbus

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- Sarah Poe presented on various community outreach and partnerships including the American Cities Climate Challenge (ACCC) with the city of Columbus and AEP Ohio. Columbus is one of 25 cities participating in ACCC.
- She also discussed targeted neighborhoods being served in conjunction with AEP Ohio through a partnership with their Community Energy Savers program.



## WarmChoice® – 2018 Outreach

- Promoting the program and Energy Assistance where our customers seek assistance

- Community Action Agencies
- Jobs and Family Services/HEAP Offices
- Mid-Ohio Food Bank
- St Stephen's Community House
- Local Matters - Franklin County and Delaware County
- The Breathing Association
- Ohio Healthy Homes Network
- Food Pantries



- Marketing toolkits to Providers to promote locally

- Adrian discussed some of the many partnerships promoting the WarmChoice program.



## WarmChoice® – 2018 Marketing Outreach

- Deployed a hyper-local program targeting low-income customers
  - Localized distribution of more than 80K cash jackets in check-cash locations across the footprint
  - Went beyond the ZIP code; targeted distribution of more than 23K door hangers by street/block
  - Secured more than 1.1 million paid social impressions through heavy ups targeted to low-income customers
- Paid search was an “always-on” tactic
- Bill inserts delivered the message to every customer



- Hartley Suter discussed WarmChoice marketing tactics used to reach potentially eligible customers.



## Simple Energy Solutions – Highlights

Program Manager: Chris Kauten

- Energy Efficiency Upgrades
  - EE Showerheads
  - EE Aerators
  - Smart and Programmable Thermostats
- Coordinated marketing efforts with Google Nest and ecobee smart thermostat rebate specials drive participation
- Far exceeded smart thermostat goal
- Web links between AEP and Columbia
- Web link on ENERGY STAR® smart thermostat website as a utility partner



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- Sarah Poe presented highlights for the Simple Energy Solutions program noting that working directly with manufacturers helped to exceed the smart thermostat goal.



## Simple Energy Solutions – Highlights

### Multiple Delivery Methods

Program Manager: Chris Rausch

- Online – instant via an e-store
- Online – instant via BestBuy.com, ecobee.com, and Lowes.com
- Instant in-store via Lowe's, Home Depot, and Best Buy
- Post-purchase via an online or mail-in application

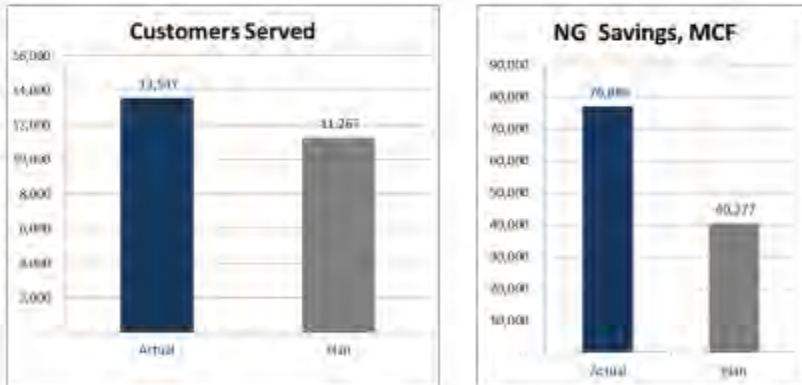
The screenshot displays the Columbia Gas of Ohio website. The main banner features 'WATER-SAVING PRODUCTS' with a blue background and water droplets. Below this, 'FEATURED PRODUCTS' are listed with circular icons and prices: \$72, \$75, and \$70. A prominent blue box on the right side of the page advertises '\$75 Instant Savings on select ENERGY STAR certified smart thermostats'. It includes a three-step process: 1. Download code at [ColumbiaGasOfOhio.com/MS](http://ColumbiaGasOfOhio.com/MS), 2. Show code at checkout, and 3. Save \$75. To the right of this box, there is a 'GREEN' logo and a 'COLUMBIA GAS' logo. The footer of the website shows the company name 'Columbia Gas of Ohio | ColumbiaGasOfOhio.com' and social media icons for Facebook, Twitter, LinkedIn, and YouTube. A page number '18' is visible in the bottom right corner.

- Sarah highlighted the various delivery methods of the SES program.



## Simple Energy Solutions – Metrics

- 120% of customers; 191% of NG Savings Target



- Sarah reviewed program metrics noting that both customer participation and natural gas savings far exceeded targets.



## Simple Energy Solutions – 2018 Marketing Outreach

- Focused efforts to continue to drive greater conversion
  - Paid search drove 2.7x more smart thermostat conversions than in 2017
- Leveraged multi-channel approach to generate more than 5 million impressions
  - Paid Social
  - Paid Search
  - Pandora
    - Crafted custom messages for smart speaker users



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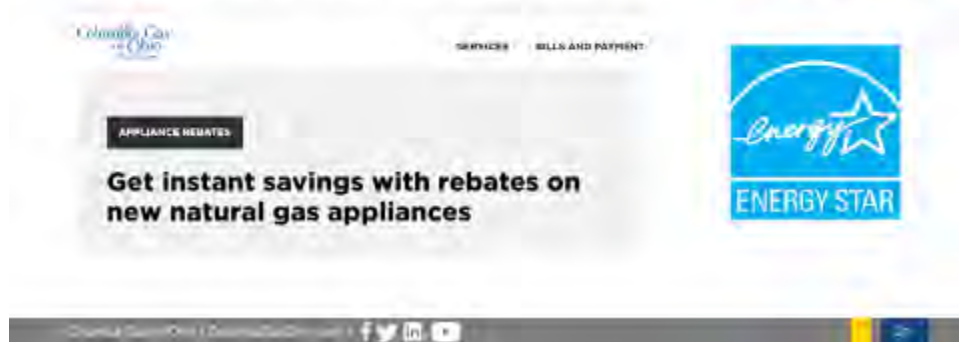
- Hartley Suter discussed SES marketing tactics, noting that its success was due to partnerships and timely access to data and analytics.
- One key tactic was utilizing Pandora is the largest radio station across our service territory.



## Appliance Rebates – Highlights

Program Manager: Chris Rausch

- 187 participating contractors; training and program requirements
- \$300 instant discounts on furnaces with AFUE  $\geq$  96%;  
\$350 instant discounts on boilers with AFUE  $\geq$  90%
- \$50 instant discounts on water heaters with an EF  $\geq$  .67;  
\$100 instant discounts on tankless water heaters with an EF  $\geq$  .91

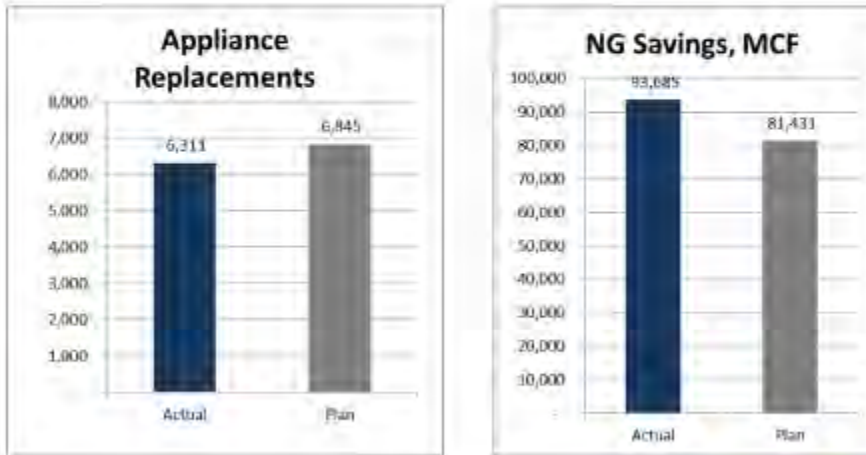


- Sarah reviewed the rebates for the Appliance Rebates Program.



## Appliance Rebates – Metrics

- 92% of Customers; 115% of NG Savings Target



- Sarah Poe indicated that slightly fewer than planned customers participated in the program, but that the program exceeded its natural gas savings target.



## Home Energy Audit and Rebates – Highlights

- Diagnostic, computerized home energy audits
- Rebates on Energy Efficiency Upgrades:
  - Attic and Wall insulation
  - Air/duct leakage sealing
  - Upgrade available from programmable to smart thermostat
  - Identified 3,396 health and safety issues in customers' homes
    - Detected 72 interior gas leaks
    - 646 combustion safety issues
    - 1,766 Mold and Moisture issues
- Net Promoter Score: 8.98/10
- Partnership with Ohio Interfaith Power & Light

Program Manager: Chris Kausen



### Home Energy Audit

Sign up for our home energy audit to receive a comprehensive evaluation of your home's energy efficiency, along with recommendations for upgrades and generous discounts on energy efficiency improvements.

[Get an Audit](#)

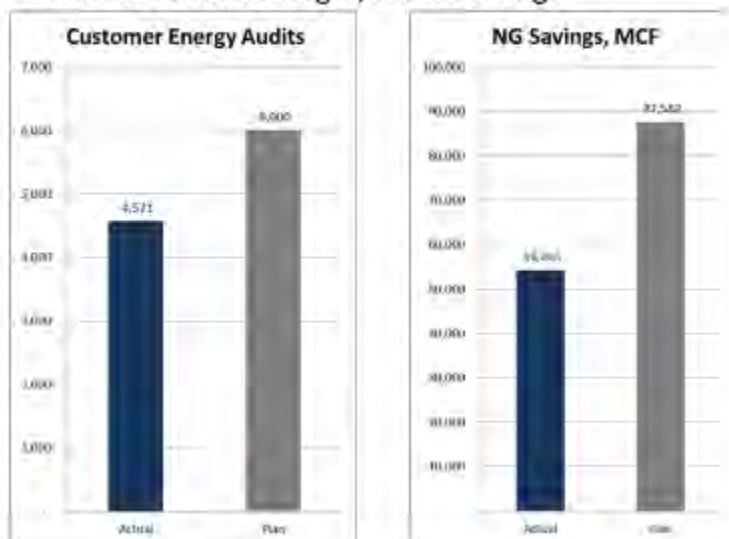


- Sarah reviewed highlights of the Home Energy Audit and Rebates (HEAR) program.
- The program is for customers above the income guidelines for WarmChoice.
- We recently added a smart thermostat component to program that customers can upgrade to from a programmable with an additional cost.
- A partnership with Ohio Interfaith Power & Light promotes Home Energy Audits to houses of worship.



## Home Energy Audit and Rebates – Highlights

- 76% of Customer Target; 62% of savings



- Sarah discussed the program metrics.



## Home Energy Audit and Rebates – Customer Impacts

- “The new thermostat is awesome. It already feels warmer in the living room and “dining” room. I had it set at the same 70 degrees. ... I look forward to getting this insulation project completed and to working on the other projects you recommended” – Kathleen F.
- “The confidence in my increased efficiency and knowing that I am helping the environment and my energy bill has resulted in me recommending program to several people already.” – Teresa C.
- “Excellent follow through on all aspects of the program, money saving and energy savings that starts right away.” – Leon & Barbara R.
- “I think the program met the needs and concerns that were expressed. Very well done thank you! I appreciate Columbia Gas efforts!” – Kathy H.

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- Sarah presented some quotes from customers noting a focus on measuring customer satisfaction to ensure an excellent customer experience.



## Home Energy Audit/Rebates – 2018 Marketing Outreach

- Managed a multifaceted demand generation and awareness campaign targeting current customers who qualify for the Home Energy Audit/Rebates program
- Digital media ran throughout the entire year



- Jeff Scott presented on the marketing tactics for the HEAR program which included the use of online banners.



## Home Energy Audit/Rebates – 2018 Marketing Outreach



- Jeff discussed metrics related to HEA/R marketing tactics.



## EfficiencyCrafted<sup>SM</sup> Homes – Highlights

Program Manager: Ryan Stredney

- Incentives to build homes better than code; some homes have been built nearly 70% better than code
- 2018 USEPA ENERGY STAR Homes Market Leader
- Habitat for Humanity Build in Linden – July 12, 2019

### Energy-Efficient Features

EfficiencyCrafted Homes are built to the ENERGY STAR® standard.



- 1. IMPROVED INSULATION**  
Improves thermal resistance (R-value) in walls, floors, and ceilings, reducing heat loss and energy costs.
- 2. AIR SEALING**  
Seals leaks in the building envelope, reducing energy costs and improving indoor air quality.
- 3. HIGH-PERFORMANCE WINDOWS**  
Reduces heat loss and improves indoor air quality, reducing energy costs.
- 4. HIGH-EFFICIENCY WATER EQUIPMENT**  
Reduces water and energy costs by using low-flow toilets, showers, and faucets.
- 5. MODERNLY INSTALLED DUCT SYSTEM**  
Improves duct system efficiency, reducing energy costs.
- 6. ENERGY STAR CERTIFIED APPLIANCES**  
Reduces energy costs by using Energy Star certified appliances, including refrigerators, freezers, washers, and dryers.
- 7. ENERGY STAR CERTIFIED LIGHTING**  
Reduces energy costs by using Energy Star certified lighting, including compact fluorescent lamps (CFLs) and light-emitting diodes (LEDs).
- 8. MECHANICAL VENTILATION**  
Improves indoor air quality by providing fresh air from the outdoors.
- 9. HIGH-EFFICIENCY WATER EQUIPMENT**  
Reduces water and energy costs by using low-flow toilets, showers, and faucets.
- 10. HIGH-PERFORMANCE WINDOWS**  
Reduces heat loss and improves indoor air quality, reducing energy costs.

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- Ryan Stredney discussed highlights for the EfficiencyCrafted Homes program.



## EfficiencyCrafted<sup>SM</sup> Homes – Program Impact

Program Manager: Ryan Stredney

### EfficiencyCrafted<sup>SM</sup> Homes



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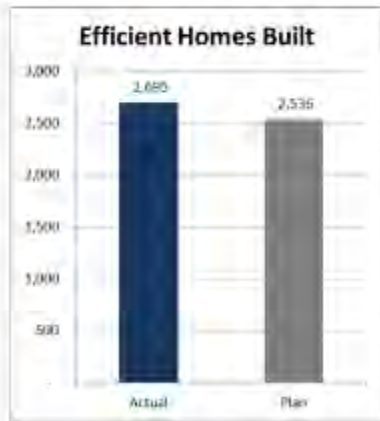
- Ryan shared a customer testimonial video for the ECH program.



## EfficiencyCrafted<sup>SM</sup> Homes – Metrics



- 106% of Homes Built; 115% of NG Savings Target
  - 435 ENERGY STAR certified homes



- Ryan reviewed program metrics and noted that out of over 2,600 new homes built through the program, 435 were ENERGY STAR certified.



## EfficiencyCrafted Homes – 2018 Marketing Outreach

- Reached the customer and generated more than 4.4 million impressions through

- NPR
- Search Retargeting
- Paid Social
- Paid Search

- Drove greater engagement than 2017

- Increased site traffic by 22%
- Drove 3% more clicks to builder sites



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- Hartley Suter discussed the marketing tactics for ECH.



### e<sup>3</sup> smart – Highlights

- Energy education curriculum delivered to students in 4-12 grade classes; separated curriculums into two levels
- Partnership with AEP in jointly served counties; stand alone program elsewhere
- 314 teachers within 210 schools in 132 school districts participated.
- 21,075 students were educated and received EE kits
  - Increasing kit goal in 2019/2020 school year
- 55% of teachers participating in program work in schools with 50% or greater free/reduced lunch programs
- Celebrated 25 years partnering with Ohio Energy Project

Program Manager, Ryan Stredney



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- Ryan reviewed the e<sup>3</sup> smart program highlights and noted that we worked to include as many schools and students as possible in our stand-alone territory as well as partnering with AEP Ohio in overlapping service territories.



### e<sup>3</sup> smart – Metrics

- 133.8% of Students; 105% of NG Savings Target



- Ryan reviewed the e<sup>3</sup> smart program metrics.



## Home Energy Efficiency Reports – Highlights

Program Manager: Ryan Strechay

- Compare customers' home energy use to similar homes; comparison motivates customers to take action
- High customer acceptance
  - Low opt out rate
  - Low dissatisfaction due to up front communications and strategic report design modifications
- Customer segmentation
  - Target/segment customers with appropriate energy efficiency program messages based on their:
    - annual usage,
    - income level, and
    - past COH EE program participation
- Moving to a new contractor, Bidgely, to implement the program through 2022

- Ryan reviewed the Home Energy Efficiency Reports (HEER) program highlights focusing on customer segmentation to promote messages appropriate to customers.
- Ryan noted a recent change in the HEER program contractor from Oracle to Bidgely. Chris Healy of the OCCC asked about the change in implementers. Ryan stated that the contract was up and that we had put the program out for bid through an RFP process. The process included face-to-face interviews with potential contractors. Bidgely was selected as a result of the process.



## Home Energy Efficiency Reports – Customer Impacts



- Ryan reviewed a copy of a home energy efficiency report and explained the different report segments.



## Home Energy Efficiency Reports – Customer Impacts

*"I was fortunate to benefit from your WarmChoice<sup>®</sup> program about a year and a half ago. I just thought you might be as pleased as I am with this report from Columbia Gas indicating that my house is now consuming gas at a rate of 35% less than other houses that are considered "efficient." Thank you so much for what you do!" - Customer who learned about WarmChoice through Home Energy Efficiency Report*

- Ryan discussed a customer who learned about, and participated in the WarmChoice program as a result of receiving the report.



## Home Energy Efficiency Reports – Metrics

- 119% of Customers; 137% of Savings Target



- Ryan reviewed the HEER program metrics.



## Home Energy Efficiency Checkup – Highlights

Program Manager: Chris Rausch

- Online, user friendly energy audit
- Additional EE on-ramp for customers
- Customized tips and recommendations for Columbia's EE programs
- 6,987 online energy audits
- 140% of customer participation target
- [ColumbiaGasOhio.com/checkup](http://ColumbiaGasOhio.com/checkup)



### Online Home Energy Checkup

Take our fast, easy online survey to learn about the energy efficiency of your home. Once the survey is completed, you'll receive customized advice on how to begin saving energy right away.

[Start Saving Now](#)

- Sarah Poe reviewed the Home Energy Efficiency Checkup (HEEC) on-line energy audit process for customers to enter information on their home (which takes about 5 minutes) resulting in recommendations for ways to save energy in their home.
- Information from the audit is used by Columbia to help refer customers to our energy efficiency programs for next steps through a direct web page link to that program.
- This program is partnering with the city of Columbus' American Cities Climate Challenge.



## Innovative Energy Solutions – Highlights

Program Manager: Chris Rausch

- Eligible Customers
  - Non-Profits
  - Houses of Worship
    - Partnership with OhIPL
  - Public buildings and Schools
  - Businesses/Farms
    - Partnership with City of Columbus Health Department
- EE Upgrade Options
  - Energy Audits
  - Custom Rebates
  - Prescriptive Rebates



### Existing Facility Improvements

Get rebates for energy audits and facility improvements on existing buildings that will help reduce your monthly natural gas bills.

[Learn More](#)

- Sarah discussed the energy efficiency options available to eligible customers through the Innovative Energy Solutions (IES) program, highlighting two partnerships with Ohio Interfaith Power & Light and the City of Columbus Health Department.



## Innovative Energy Solutions – Metrics



- Sarah reviewed the program metrics noting that the program exceeded targets.



## Small Commercial Construction – Highlights

- Two training programs held:
  - “Optimizing Building Performance through Early Energy Analysis”
  - “Pathway to Zero Energy Building”
  - Trainings also included information on COH energy efficiency incentives
- Incentives for building better than commercial building energy code
- 9,753 Mcf saved for 25 projects; achieved 100% of customer participation goal

Program Manager: Ryan Stredney



### Small Commercial Construction

Take advantage of rebates that will help lower your monthly natural gas bills by building energy efficiency into your space.

[Learn More](#)

- Ryan reviewed the Small Commercial Construction (SCC) program for new commercial buildings to be built better than Ohio’s commercial building energy code.



## EPA Portfolio Manager Automated Benchmarking – Highlights

Program Manager: Ryan Stredney

- Launched a platform to provide an automated flow of natural gas data to the EPA's ENERGY STAR Portfolio Manager tool.
- 2018 (Nov and Dec) 1 customer enrolled
- Worked in conjunction with AEP:
  - Co-brand landing site
  - Email blast to participating customers
  - State wide press release



- Ryan reviewed the EPA Portfolio Manager program which launched in November of 2018.
- One customer enrolled in 2018



## EE Marketing – Broader Awareness

- Leveraged power of the collective program portfolio with individual programs
- Continued to evolve program messaging, leading with customer benefits, and streamlined the customer experience
- Created first TV spot
- Earned more than 80 million impressions through online video, audio, print, outdoor, paid search, paid social and TV/Cable



- Hartley reviewed marketing efforts to promote overall awareness of Columbia's energy efficiency programs.
- A variety of marketing tactics and messages were used in order to reach the diversity in customers and their geographical distribution in Ohio.
- The key focus of the campaign was on the value of energy efficiency to the customer and the potential energy savings.



## EE Marketing – Broader Awareness

- Positioned video as lead tactic and leveraged across channels
- 7.1 million impressions across TV (linear, CTV, TVE, OTT, Set Top), paid social, podcasts, Hulu, Pandora and paid search



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- Hartley highlighted a 30 second TV spot containing four running story lines to reach different customers.



## 2019 DSM Portfolio and Marketing Awards

- 2019 ENERGY STAR Sustained Excellence in Program Delivery, Partner of the Year (for 2018)

- EfficiencyCrafted Homes
- Appliance Rebates
- Simple Energy Solutions
- Home Energy Audits/Rebates



- 2019 PRWeek Honorable Mention for Best in Data Insight
- 2019 Bronze Anvil Winner for Best Use of Data/Analytics
- 2019 North American SABRE Finalist for Energy and Natural Resources (Diamond SABRE winner in 2018)
- Two 2019 Silver Telly Awards (Public Awareness and B2C categories) for Saving Matters TV Spot

- Hartley reviewed the listing of marketing awards noting that this was the eighth year for an ENERGY STAR award.



## 2019 DSM Portfolio Update

- Customer participation rates are typically not linear



- Andrew Metz reviewed the participation numbers for the retrofit programs noting the natural fluctuation in customer participation every month due to weather and other reasons.



## 2019 DSM Portfolio Update

Program	2019 Customers Served Target	2019 Customers Served (Thru May)	2019 Percent of Annual Customers Served Achieved (Thru May)
Home Energy Audits and Rebates	6,000	2,068	34%
WarmChoice	2,150	693	32%
Appliance Rebates	6,845	3,206	47%
EfficiencyCrafted Homes	2,729	1,526	56%
Home Energy Efficiency Reports	430,000	N/A	N/A
Simple Energy Solutions	11,267	4,029	36%
e <sup>3</sup> smart	15,750	N/A	N/A
On Line Audit	5,000	4,097	82%
Innovative Energy Solutions	35	30	86%
Small Commercial Construction	25	7	28%
EPA Portfolio Manager Automated Benchmarking	25	24	96%

- Andrew reviewed the number of customers served targets along with numbers served to date in 2019.



## 2019 DSM Portfolio Update

- 2019 Year-to-Date Energy Efficiency Program Participation, as of May 2019 (42% of year complete)

Program	2017 Percent of Annual Customers Served Achieved (Thru May)	2018 Percent of Annual Customers Served Achieved (Thru May)	2019 Percent of Annual Customers Served Achieved (Thru May)
Home Energy Audits and Rebates	26%	36%	34%
WarmChoice	30%	35%	32%
Appliance Rebates	32%	36%	47%
EfficiencyCrafted Homes	12%	43%	56%
Home Energy Efficiency Reports	N/A	N/A	N/A
Simple Energy Solutions	17%	51%	36%
e <sup>3</sup> smart	N/A	N/A	N/A
On Line Audit	14%	16%	82%
Innovative Energy Solutions	14%	77%	86%
Small Commercial Construction	16%	60%	28%
EPA Portfolio Manager Automated Benchmarking	N/A	N/A	96%

- Andrew reviewed programs comparing to 2017 and 2018 historic participation rates to current participation through May of each year.



## WarmChoice – 2019 Marketing Outreach

- Expand partnerships and activated a 13-county partnership with Veterans Service Offices
- Drive engagement
  - 337% increase in paid search impressions YoY
  - 266% increase in paid search ad clicks YoY
  - 73% of site sessions were driven by display ads and 95% of users have been new users
- Generated nearly 1 million paid social impressions YTD
- Maintain always-on activity



- Hartley reviewed 2019 WarmChoice marketing outreach tactics, including outreach to veterans.



## Simple Energy Solutions – 2019 Marketing Outreach

- Continued multi-channel approach for maximum impact
  - Paid Search
    - 93% increase in paid search conversions, YoY through May
    - 47% decrease in cost-per-click
  - Native/Display
  - Paid Social
  - Nearly 700K impressions generated across channels, YTD
- Deeper targeting to smart speaker users and podcast listeners
  - Pandora Connected Home
  - NPR Podcasts



- Hartley reviewed 2019 marketing outreach tactics for SES.



## EfficiencyCrafted Homes – 2019 Marketing Outreach

- Continued multi-channel approach; added additional mediums to generate nearly 2 million impressions, YTD
  - Explore the power of Pinterest
    - 0.40% CTR (above benchmark)
  - Host first-ever ECH sweepstakes
- Drove greater efficiency YoY
  - 134% increase in conversions
  - 335% decrease in CPC



- Hartley reviewed marketing tactics for ECH indicating that we appear to be the first utility to market on Pinterest.



## Home Energy Audit/Rebates – 2019 Marketing Outreach

- Developed a robust schedule of nurturing email and direct mail components in order to enhance recall and maintain top-of-mind awareness with our customers
- Thus far in 2019:
  - 7.3% increase in major measure conversions
  - 54% increase in paid search impressions YoY
  - YouTube viewing to completion up to 43.32%
  - Launched a summer radio campaign consisting of 3,400,000 impressions targeting those customers identified in the segmentation research study within Columbus Metro
- Maintaining a continuous marketing presence with multiple touch points while taking a “test and learn” approach to *messaging and tactics*



- Jeff Scott reviewed marketing tactics for HEA/R indicating more emphasis in 2019 on e-mail messaging and an increase in radio spots.



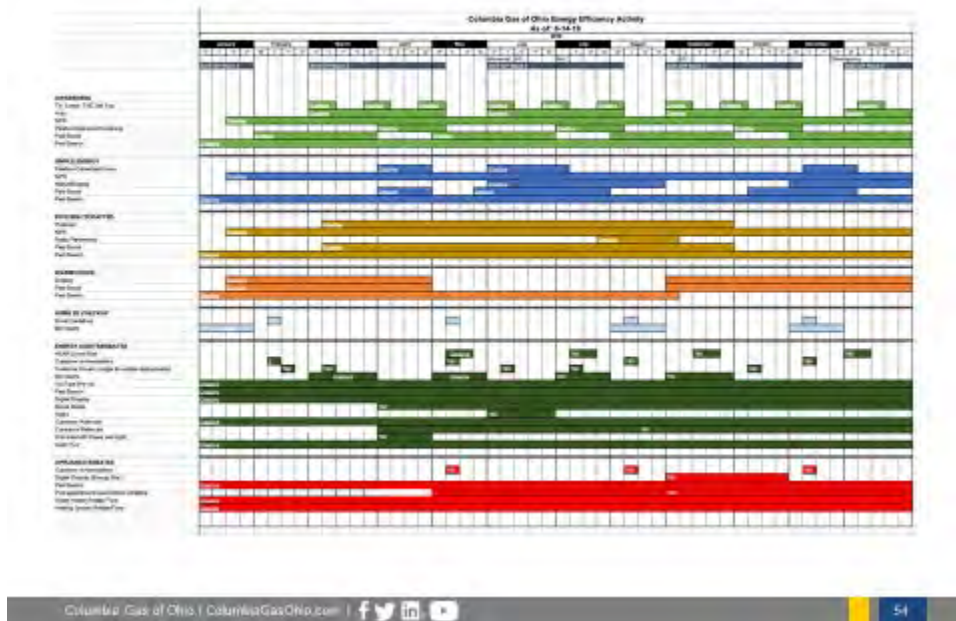
## Home Energy Audit/Rebates – 2019 Marketing Outreach



- Jeff reviewed the mix of marketing tactics for HEA/R.



## EE Marketing Program Plan for Remainder of 2019



- Jeff reviewed a snapshot of all marketing strategies currently underway for the various programs, noting that that our base marketing strategy is to assume that no two customers are alike.



## Regulatory Compliance Matters

- On April 10, 2019, the Commission issued a Second Entry on Rehearing in Columbia's DSM Extension proceeding
- In that Entry, Columbia was ordered to work with AEP, FirstEnergy, CRES and CRNG suppliers that serve any portion of Columbia's service area to develop a consolidated smart thermostat program
- Columbia held its first meeting of this working group on June 19, 2019
- Columbia will be launching its survey to gather programmatic information from these parties next week
- Columbia anticipates a series of meetings to discuss the details and work to launch a consolidated smart thermostat rebate process
- The next meeting will be held on Wednesday, July 31 at 10:00 am in hearing Room 11-C

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- Melissa Thompson reviewed regulatory requirements that came out after the last extension case.
- She extended an invitation to the stakeholder group to engage in the creation of a consolidated smart thermostat program and requested that interested attendees reach out to her to stay informed of the process.



## Thank you!

- [www.ColumbiaGasOhio.com/SavingMatters](http://www.ColumbiaGasOhio.com/SavingMatters)
- Jack Laverty, Manager, Energy Efficiency
  - [jlaverty@nisource.com](mailto:jlaverty@nisource.com)
  - 614-460-4714
- Have a safe day!



- Jack referenced the appendix on slide 61 about the costs of WarmChoice versus the costs of Ohio's Home Weatherization Assistance program (HWAP) program. WarmChoice services average about \$5,700 per customer; the average cost per customer for HWAP is over \$10,000. He noted that WarmChoice providers do good job keeping costs low by finding other resources.
- Jack shared video of a home with chickens in a basement where the customer's hot water tank was located to demonstrate that providers encounter unique challenges to provide services.
- Ron Rees of COAD commented that when interacting with National Association of State Community Service Programs (NASCS), members comment on how fortunate Ohio is to have multiple energy efficiency and home repair funding streams to blend together to do better job with home weatherization assistance program. Ohio is one of only 6 states that leverages multiple funding sources well.
- Nicole Peoples of COAD commented that during a recent meeting with a Best Practices group that was sharing information on crew size and merging programs, she noted that WarmChoice allows providers to have matching



funds to serve homes that may have been previously deferred from receiving weatherization services.

- Jack asked for any additional comments, questions, or concerns. Hearing none, Jack adjourned the 1<sup>st</sup> COH DSM Stakeholder meeting of 2019.



**Columbia Gas of Ohio DSM Stakeholder Group  
Meeting 2  
290 W Nationwide Blvd  
1-290-C  
November 1, 2019  
10:00 am**

**Meeting Minutes**

**Stakeholders Participating**

Bethany Allen (IGS) via phone  
Adrian Andrews (COH)  
Marilyn Bussard (COH)  
Carolyn Cox (ELPC) via phone  
Dave Davenport (GLS)  
Steve Garnack (MORPC)  
Randy Hall (Cornerstone Energy) via phone  
John Johnson, Jr (GLS)  
David Jones (Atlas Butler)  
Kris Klaus (OHBA)  
John Laverty (COH)  
Andrew Metz (COH)  
Debbie Ohler (OBBS)  
Nicole Peoples (COAD)  
Sarah Poe (COH)  
Chris Rausch (COH)  
Brennan Riggs (PUCO) via phone  
Dave Rinebolt (OPAE)  
Jeff Scott (Fahlgren Mortine) via phone  
Colleen Shutrump (OCC) via phone  
Tonja Stewart (PUCO) via phone  
Ryan Stredney (COH)  
Matt Vorndran (COH)



## COH DSM Stakeholder Group Meeting


Columbus, Ohio  
November 1, 2019





## Agenda

- Safety Moment and Meet Safe
- Attendance and Introductions
  - Introductions
  - Opening remarks
    - Jack Lavery, Manager, Energy Efficiency
- 2019 Program Updates through 9/30/2019
- Regulatory Compliance Matters
- Adjournment

- 
- Jack Lavery welcomed meeting participants to the second Columbia Gas of Ohio DSM Group Stakeholder Meeting of 2019.



## Safety Moment – Winter Safety Tips

### Meet Safe

#### Winterize your automobile

- Winter wiper blades
- Winter (snow) tires
- Washer fluid
- Winter safety kit
- Vehicle service
- Tire pressure
- Gas tank full
- Clean snow and debris from vehicle
- Window defrosters
- [www.OhGo.com](http://www.OhGo.com) for current traffic and road conditions

- Ryan Stredney presented the meet safe and safety moments providing in person meeting participants with information on being safe in the building, including the nearest emergency exits, and information on winterizing your automobile.



### Meet the COH EE Team

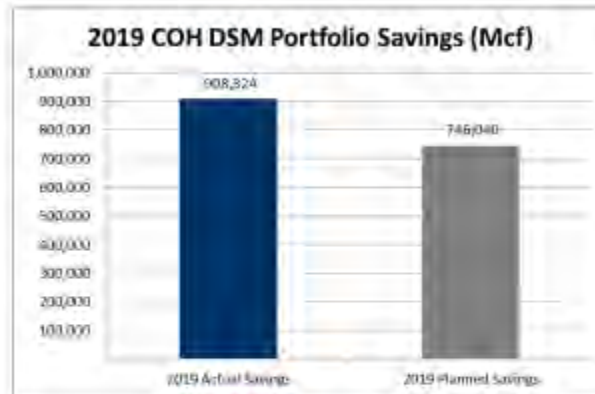
Name	Title	Email
Sarah Poe	Manager of Energy Efficiency Programs	<a href="mailto:spoe@nsource.com">spoe@nsource.com</a>
Adrian Andrews	WarmChoice Program Manager	<a href="mailto:andrews@nsource.com">andrews@nsource.com</a>
Larry Titus	Quality Assurance Representative	<a href="mailto:ltitus@nsource.com">ltitus@nsource.com</a>
Erv McKinney	Quality Assurance Representative	<a href="mailto:emckinn@nsource.com">emckinn@nsource.com</a>
Chris Rausch	Existing Buildings Program Manager	<a href="mailto:crusch@nsource.com">crusch@nsource.com</a>
Ryan Stredney	New Buildings Program Manager	<a href="mailto:rstredney@nsource.com">rstredney@nsource.com</a>
Andrew Metz	Financial & Analytics Lead	<a href="mailto:ametz@nsource.com">ametz@nsource.com</a>
Marilyn Bussard	Administrative Assistant	<a href="mailto:mbussard@nsource.com">mbussard@nsource.com</a>
Jack Laverty	Manager, Energy Efficiency	<a href="mailto:jlaverty@nsource.com">jlaverty@nsource.com</a>

- Jack reviewed the EE team members including two contractors, Jeff Scott (Fahlgren Mortine) and Matthew Vorndran (CLEAResult).
- Attendees in person as well as those attending via phone introduced themselves.



## 2019 DSM Program – Metrics & Highlights (Jan. – Sept.)

- Exceeded planned natural gas savings target
  - Mcf savings, lifetime: 7,488,114
  - Reduced tons CO<sub>2</sub>, lifetime: 44,929
  - Customers served: 596,167



- Jack mentioned that during the first DSM Stakeholder Group of 2019 on June 28 we had reviewed the exceptional 2018 program year results as well as the DSM marketing plan for 2019.
- Today's meeting covers the first 9 months of performance for 2019. Jack introduced Sarah Poe to present the highlights for the period 1/1/2019-9/30/2019.



## 2019 DSM Program – Metrics & Highlights (Jan. – Sept.)

- Health and Safety (H&S) Statistics

H&S Category	# Homes
Asbestos	279
Combustion Safety	231
Cracked Heat Exchanger	450
Gas Leaks	110
Mold & Moisture	843
Venting Issues	1030
Wiring Issues	220

- Sarah reviewed health and safety metrics for the first 9 months. She mentioned that while in WarmChoice customers' homes, we're able to identify and mitigate health and safety issues to enable the weatherization process to proceed.
- Colleen Shutrump of the OCC asked if these issues were applicable to all customers served, not just low income customers. Sarah explained that these issues were identified through the Home Energy Audit/Rebates (HEA/R) and WarmChoice programs when auditors/inspectors are in the homes.
- Colleen wanted to know whether this included paying for the mitigation of health and safety issues for non-low-income customers. Sarah said that customers of the HEA/R program had to pay to have health and safety issues mitigated.



## WarmChoice® – Metrics (Jan. – Sept.)

- 63% of Customers; 58% of NG Savings Target



- Adrian Andrews presented the WarmChoice metrics for first nine months of 2019.
- Program performance is typical for this point in time. Much of year is spent performing inspections, while weatherization work is completed throughout and towards the end of the year.



## WarmChoice® – Health and Safety Update

- Health and Safety Inspections detected and repaired in 2019:
  - 80 interior gas leaks
  - 450 cracked heat exchangers
  - 1,030 venting issues
- Leveraged Health and Safety Funding Sources
  - HWAP E – furnace, water heater, wiring and roof repair/replace
  - Area Office on Aging
  - Senior Programs
  - USDA Rural Housing/Housing Trust Fund
  - HomeServe Cares
- Other potential funding sources for non-energy efficiency health and safety?

- Adrian indicated that the WarmChoice providers work hard to find additional funds to partner with WarmChoice funds. Some of those sources are listed on the slide.
- Adrian asked whether meeting participants had other funding source suggestions or recommendations for non-energy efficiency health and safety items. No suggestions or recommendations were forthcoming.



## WarmChoice® and Energy Assistance

- Coordinating with Columbia's Energy Assistance Team
  - Cross promotion of Energy Assistance and WarmChoice
    - Marketing materials
    - COH website
    - Emails
    - Events and Presentations
    - Organizations where customers seek assistance
- Collaborating on Customer Concerns
  - High bills/Payment plans
  - Appliance concerns
  - Comfort issues

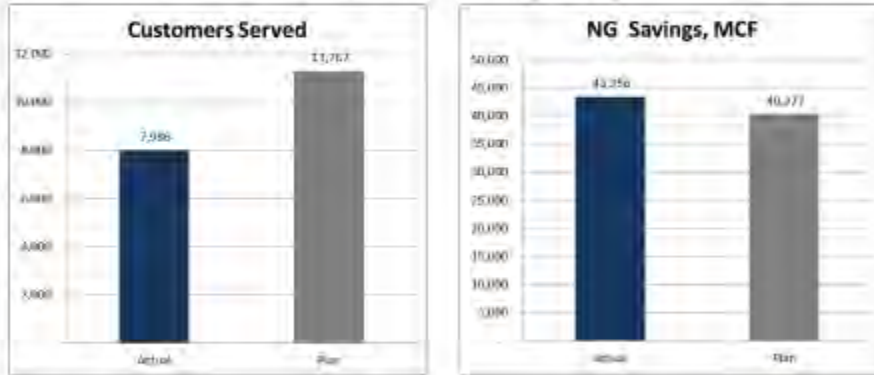


- Adrian discussed internal collaboration with the Columbia Gas energy assistance team, including referrals from the field and from the PUCO.



## Simple Energy Solutions – Metrics (Jan. – Sept.)

- 71% of Customers; 108% of NG Savings Target



- Andrew Metz discussed the Simple Energy Solutions (SES) program metrics to date. He reiterated that many programs tend to have higher customer participation rates in the fall and winter, so we normally see an increase in last three months of the program year. For instance, SES is a good example since people like to buy techy gadgets for Christmas. We expect to participation rates increase toward the end of the year.



### Appliance Rebates – Metrics (Jan. – Sept.)

- 74% of Customers; 99% of NG Savings Target

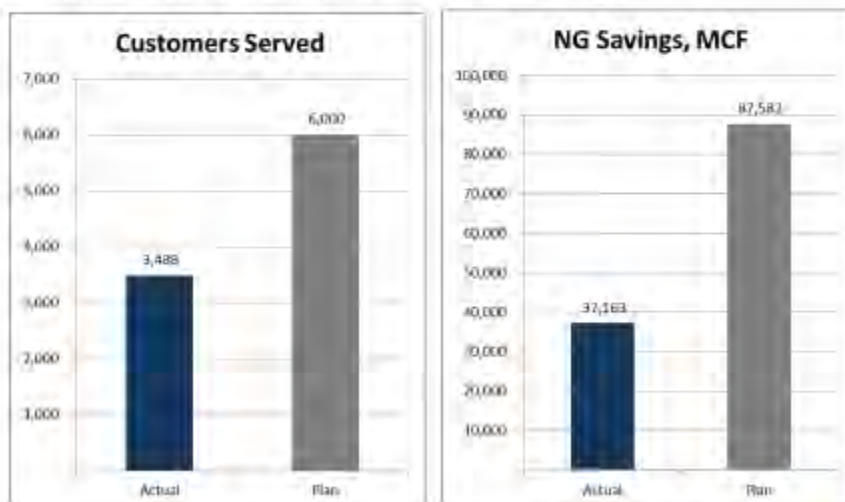


- Andrew reviewed the metrics of Appliance Rebates (AR) program for the first 9 months of 2019.



### Home Energy Audit and Rebates – Metrics (Jan. – Sept.)

- 58% of Customers; 42% of NG Savings Target



- Andrew reviewed the HEA/R program metrics for the first 9 months of the year. He said that the last three months are usually very big for program participation. Currently, many energy audits are booked. We expect to see another 1000 energy audits before the end of year.



### EfficiencyCrafted<sup>SM</sup> Homes – Metrics (Jan. – Sept.)

- 92% of Homes Built; 95% of NG Savings Target

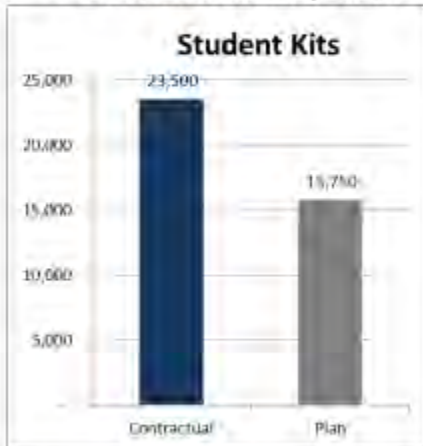


- Andrew reviewed the EfficiencyCrafted Homes (ECH) program metrics. He indicated this program usually slows down toward end of year as weather worsens or the building cycle is near completion.



### e<sup>3</sup> smart – Metrics (Jan. – Sept.)

- 149% of Students; 102% of NG Savings Target



Actuals are not provided until January 2020

- Andrew reviewed the e<sup>3</sup> smart program metrics and noted that we won't get actual participation rates for this program until January 2020.



## Home Energy Efficiency Reports – Metrics (Jan. – Sept.)

- 127% of Customers; 137% of NG Savings Target

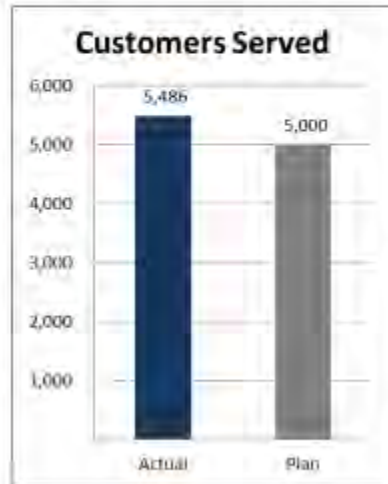


- Andrew indicated that Home Energy Efficiency Reports (HEER) was contracted to be well over goal for both customers and savings targets.
- He reminded the DSMSG that we had a new contractor this year.



## Home Energy Efficiency Checkup – Metrics (Jan. – Sept.)

- 110% of Customers



- Andrew reminded attendees that we had partnered with City of Columbus for the American Cities Climate Challenge and had found good ways of getting customers to take the on line energy audit through the Home Energy Efficiency Checkup (HEEC) program. This could be a record year for customer participation in this program.



## Innovative Energy Solutions – Metrics (Jan. – Sept.)

- 223% of Customers; 367% of NG Savings Target

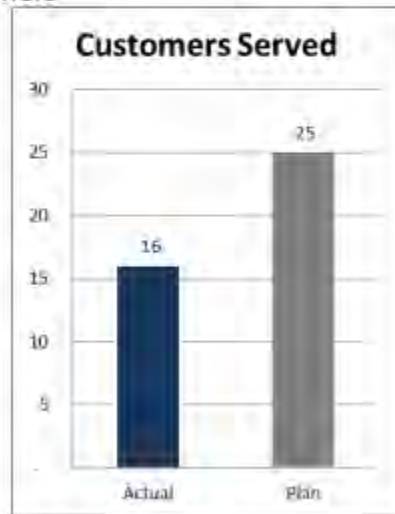


- Andrew reviewed the metrics for the Innovative Energy Solutions (IES) program.



## Small Commercial Construction – Metrics (Jan. – Sept.)

- 64% of Customers

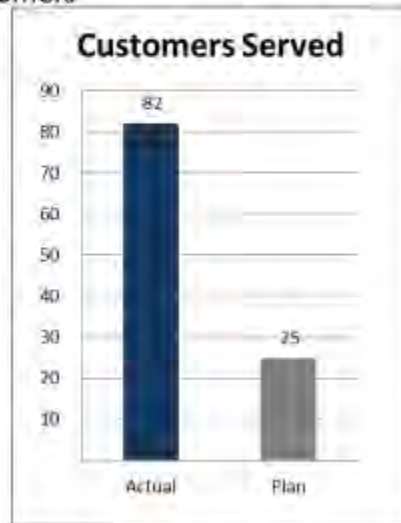


- Andrew reviewed the Small Commercial Construction (SCC) program metrics and indicated we should have more than enough participation to hit goal by end of year.
- Colleen Shutrump asked about the savings associated with the program; Andrew indicated that he thought it was over 5,000 Mcf, but that he didn't think there was a filed savings target for this program.
- Colleen asked a clarifying question about what measures were installed; Andrew indicated these were all new construction. Ryan Stredney stated that these were smaller new construction buildings and that the incremental natural gas savings were modeled with builder/designer ahead of time to implement as many natural gas energy efficiency measures as possible.



## EPA Portfolio Manager Automated Benchmarking – Metrics (Jan. – Sept.)

- 328% of Customers



- Andrew noted that the EPA Portfolio Manager (EPAPM) program is relatively new and that 2019 will be the first full year.
- It appears as if well over 100 buildings were benchmarked through October and the number is constantly going up.



## 2019 DSM Portfolio Update

- 2019 EE program customer participation rates, as of September 2019 (75% of year complete)

Program	2017 Percent of Annual Customers Served Achieved (Thru September)	2018 Percent of Annual Customers Served Achieved (Thru September)	2019 Percent of Annual Customers Served Achieved (Thru September)
Home Energy Audits and Rebates	39%	57%	58%
WarmChoice	62%	67%	63%
Appliance Rebates	58%	64%	74%
EfficiencyCrafted Homes	57%	83%	92%
Home Energy Efficiency Reports	124%	127%	127%
Simple Energy Solutions	75%	82%	71%
e <sup>3</sup> smart	134%	134%	149%
On Line Audit	44%	27%	110%
Innovative Energy Solutions	43%	440%	223%
Small Commercial Construction	68%	76%	64%
EPA Portfolio Manager Automated Benchmarking	N/A	N/A	328%

- Andrew reviewed year-over-year program performance for the same time period for 2019 compared to the same point in time in 2017 and 2018. He indicated that program performance in 2019 appears to be on track.



## Regulatory Compliance Matters

- On April 10, 2019, the Commission issued a Second Entry on Rehearing in Columbia's DSM Extension proceeding
- In that Entry, Columbia was ordered to work with AEP, FirstEnergy, CRES, and CRNG suppliers that serve any portion of Columbia's service area to develop a consolidated smart thermostat program
- Columbia held its first meeting of this working group on June 19, 2019
- Columbia has continued holding these meetings to refine and develop the online consolidated smart thermostat rebate process
- The next meeting will be held on Tuesday, December 10 at 10:00 am in Conference Room 380.

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- Jack reviewed the part of the Commission's Second Entry on Rehearing for our extension proceeding that mandated Columbia Gas to meet with electric partner utilities and gas and electric marketers to create a consolidated smart thermostat rebate. Those meetings have been ongoing since April 10 and will continue. Interested parties are encouraged to participate.



## Thank you!

- [www.ColumbiaGasOhio.com/SavingMatters](http://www.ColumbiaGasOhio.com/SavingMatters)
- Jack Lavery, Manager, Energy Efficiency
  - [jlavery@nisource.com](mailto:jlavery@nisource.com)
  - 614-460-4714
- Have a safe day!

- 
- Jack reiterated that programs are in progress and many are ahead of goal. In some cases, we've already met or far exceeded the annual goal for some programs. Some programs will have participation rates that graph as an inverse bell curve where there is heavy participation in winter at beginning of the program year and heavy participation in fall and winter at end of the program year.
  - In Columbus, we continue working on partnerships, one of which is the American Cities Climate Challenge (ACCC) that includes a goal to complete 30,000 home energy audits in Columbus in 2019/2020 combined. Jack encouraged meeting participants to participate in Columbia Gas' EE programs if they are Columbia Gas customers, whether they lived in Columbus or elsewhere.
  - Jack asked whether there were any other comments, questions, or concerns. Hearing none, Jack thanked meeting participants and invited those present to stay if they want to talk further, and adjourned the meeting.



**Columbia Gas of Ohio DSM Stakeholder Group  
2020 Meeting #1  
Via WEBEX  
June 26, 2020  
10:00 am**

**Meeting Minutes**

**Stakeholders Participating**

Adrian Andrews (COH)  
Marilyn Bussard (COH)  
Carolyn Cox (ELPC)  
Kristin DuPree (PUCO)  
Randy Hall (Cornerstone Energy)  
Christopher Healey (OCC)  
John Johnson, Jr (GLS)  
Jack Lavery (COH)  
Ervin McKinney (COH)  
Andrew Metz (COH)  
Debbie Ohler (OBBS)  
Mariam Omodele (IGS)  
Nicole Peoples (COAD)  
Sarah Poe (COH)  
Megan Riddlebarger (COAD)  
Dave Rinebolt (OPAE)  
James Ripke (PUCO)  
Bobbi Ritzi (Fahlgren Mortine)  
John Sarver (OPAE)  
Jeff Scott (Fahlgren Mortine)  
Colleen Shutrump (OCC)  
Tonja Stewart (PUCO)  
Ryan Stredney (COH)  
Hartley Suter (Fahlgren Mortine)  
Dora Tharp (OPAE)  
Melissa Thompson (COH)  
Larry Titus (COH)  
Matt Vorndran (COH)



## COH DSM Stakeholder Group Meeting


Columbus, Ohio  
June 26, 2020





## Agenda

- Welcome
  - Introductions
  - Roll Call
  - Safety Moment
  - Opening remarks
    - Melissa Thompson, Director, Regulatory Policy
    - Jack Lavery, Manager, Energy Efficiency
- 2019 DSM Program Results and 2020 Initiatives
- Regulatory Compliance Matters
- Adjournment

- 
- Jack Lavery welcomed attendees to the first of two DSM Stakeholder Group meetings in 2020.



## Meet the COH EE Team

Name	Title	Email
Sarah Poe	Manager of Energy Efficiency Programs	<a href="mailto:spoe@nisource.com">spoe@nisource.com</a>
Adrian Andrews	WarmChoice Program Manager	<a href="mailto:aandrews@nisource.com">aandrews@nisource.com</a>
Larry Titus	Quality Assurance Representative	<a href="mailto:ltitus@nisource.com">ltitus@nisource.com</a>
Erv McKinney	Quality Assurance Representative	<a href="mailto:emckinn@nisource.com">emckinn@nisource.com</a>
Chris Rausch	Existing Buildings Program Manager	<a href="mailto:crusch@nisource.com">crusch@nisource.com</a>
Ryan Stredney	New Buildings Program Manager	<a href="mailto:rstredney@nisource.com">rstredney@nisource.com</a>
Andrew Metz	Financial & Analytics Lead	<a href="mailto:ametz@nisource.com">ametz@nisource.com</a>
Marilyn Bussard	Administrative Assistant	<a href="mailto:mbussard@nisource.com">mbussard@nisource.com</a>
Jack Laverty	Manager, Energy Efficiency	<a href="mailto:jlaverty@nisource.com">jlaverty@nisource.com</a>

- Jack reviewed the Energy Efficiency staff members including Matthew Vorndran, consultant from CLEAResult who performs data analytics, as well as marketing partners from Fahlgren Mortine, Hartley Suter, Jeff Scott and Bobby Ritzi.





## Safety Moment – Tornado Safety Awareness

Erv McKinney and Larry Titus

- **Tornado Watch**: conditions are favorable for tornado development
- **Tornado Warning**: a tornado has been sighted
- When a tornado threatens, you need to have a safe place to go and time to get there.
- Warning times may be short or sometimes not possible.
- Life saving information:
  - receive and understand the warning
  - know what to do, and the safest place to go
- Have a plan ready to ensure the well being of ourselves, our families, and co-workers

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- Erv McKinney initiated the safety moment in discussing tornado safety awareness noting the difference between a watch and a warning.





## Safety Moment – Tornado Safety Awareness

Erv McKinney and Larry Titus

### What to do Before a Tornado:

- Be alert to changing weather conditions
- Listen or check for updates:
  - NOAA weather radio, television, radio or smart phone alerts
  - workplace announcements
- Look for the danger signs of approaching storms:
  - dark, often greenish sky, large hail
  - large, dark, low-lying cloud, possibly with rotation
  - loud roar, similar to a freight train
- Pay attention to the tornado sirens!
- Prepare to take shelter immediately!

- Larry Titus discussed ways to be alerted for possible tornadoes.





## Safety Moment – Tornado Safety Awareness

Erv McKinney and Larry Titus

### What to do if a Tornado Strikes:

- At Home or Work: designate a safe area to meet and go to during a tornado:
  - A windowless, interior room
  - Storm cellar or basement or lowest level of the building
  - Stay away from windows
- If you don't have a basement:
  - Go to an inner hallway or smaller inner room without windows, such as a bathroom or closet
  - Get under a piece of sturdy furniture such as a workbench or heavy table and hold on to it
  - Get on your knees in a safe area and use arms to protect head & neck areas
  - Stay away from windows
- If you're in your vehicle: *Never try to out-drive a tornado!*
  - If possible - get out of the vehicle immediately; take shelter in the nearest building
  - Get out of the car and lie in a ditch or low-lying area away from the vehicle
  - Protect your head and neck with your arms
  - Be aware of possible flooding

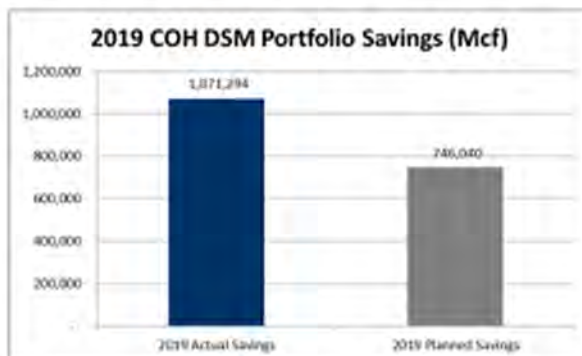
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- Erv McKinney discussed instructions in the event a tornado strikes.
- Larry Titus added that it's a good idea to have a portable way to charge your cell phone or a crank power radio to receive updates on the weather.
- Jack advised that an emergency kit is good to have in the house during tornado season.



## 2019 DSM Program – Metrics and Highlights

- Exceeded planned natural gas savings target
  - Mcf savings, lifetime: 9,806,320
  - Reduced tons CO<sub>2</sub>, lifetime: 58,838
  - Customers served: 675,875



- Melissa Thompson welcomed all to review the success of the 2019 program year, emphasizing that the key focus of the company continues to be safety, noting statistics on safety issues found and remediated in customer homes.
- Melissa also remarked on continuing to engage customers through digital campaigns and marketing materials with Fahlgren Mortine.
- Sarah Poe indicated that 2019 was a highly successful year for the DSM program.



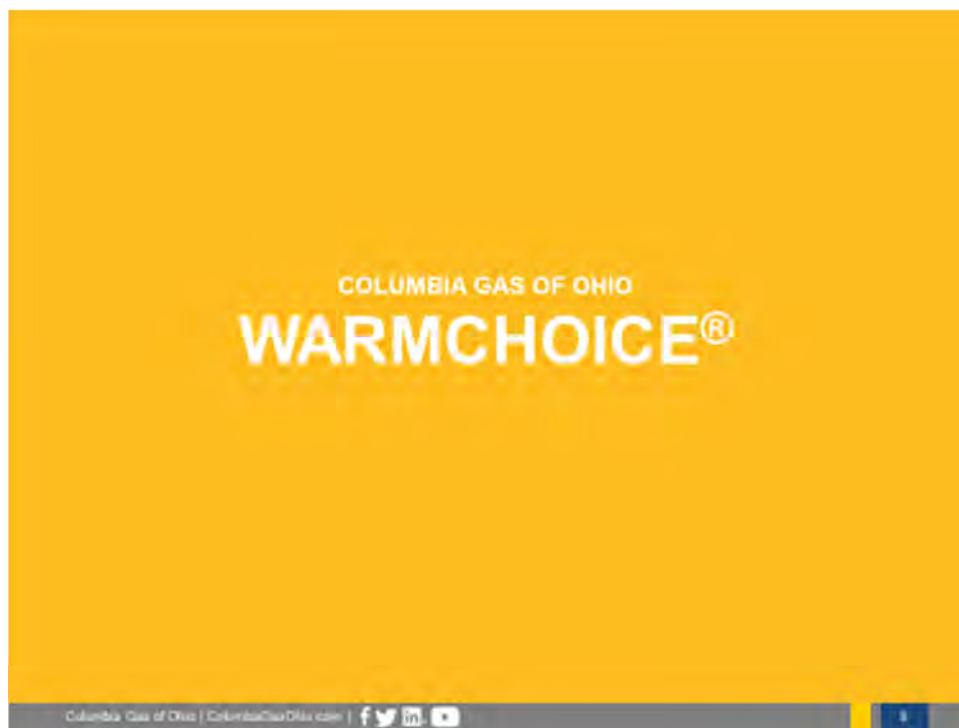
## 2019 DSM Program – Metrics and Highlights

- Health and Safety (H&S) Statistics

H&S Category	# Homes
Asbestos	418
Combustion Safety	289
Cracked Heat Exchanger	644
Gas Leaks	198
Mold & Moisture	1,095
Venting Issues	1,427
Wiring Issues	307

- Sarah Poe noted key health and safety findings from the Home Energy Audit and WarmChoice programs.







## WarmChoice® – Highlights

Program Manager: Adrian Andrews

- LI Customer whole house weatherization program
- One stop shop for leveraging EE, housing, and social services
- Positive awareness through media coverage of WarmChoice open house events throughout service territory
- The Columbus Savings Expo, hosted by Columbus City Council Member Rob Doran, featured information on Energy Assistance (especially PIPP Plus) and Energy Efficiency programs designed for low-income families
- Partnership with MORPC and Columbus Metropolitan Housing Authority to promote WarmChoice to property owners in the housing voucher program

- Adrian Andrews noted that WarmChoice is the longest operating energy efficiency program that Columbia offers which is specifically designed for income eligible customers at or below 150% of Federal Poverty Guidelines.



## WarmChoice® – Metrics

- NG Savings Target: 90% of Customers Served and 79% of Savings



- Adrian reviewed the WarmChoice metrics with achievement of 90% of customers served.



## WarmChoice® – Health and Safety

Program Manager: Adrian Andrews

- Health and Safety Inspections detected and repaired in 2019:
  - 116 interior gas leaks
  - 644 cracked heat exchangers
  - 1,427 venting issues
- Leveraged Health and Safety Funding Sources
  - HWAP E – furnace, water heater, wiring and roof repair/replace
  - Area Office on Aging
  - Senior Programs
  - USDA Rural Housing/Housing Trust Fund
- Other potential funding sources for non-energy efficiency health and safety?

- Adrian noted that identifying and mitigating health and safety issues is critical to the WarmChoice program; without being able to address health and safety, the program would not be able to perform energy efficiency services.



## WarmChoice® and Energy Assistance

- Coordinating with Columbia's Energy Assistance Team
  - Cross promotion of Energy Assistance and WarmChoice
    - Marketing materials
    - COH website
    - Emails
    - Referrals
- Collaborating on Customer Concerns
  - High bills/Payment plans
  - Appliance concerns
  - Comfort issues



**Saving Matters.**

Payment plans and saving energy can stretch your dollars by lowering your natural gas bill!

Here are some ways we can help:

Call 1-800-344-4077 to learn about Payment Assistance.

**Home Energy Assistance Program**  
A one-time assistance payment to your Columbia Gas account.

**Percentage of Income Payment Plan**  
Pay 4% of your household monthly income - as little as \$10 per month - for your gas bill.

**WarmChoice® - No Cost Weatherization Service**  
Income-eligible homeowners and renters may receive energy efficiency services that include insulation, air sealing and natural gas appliance improvements - all at no cost! Save energy and make your home safe and comfortable all year long.

Call Corporation for Ohio Appalachian Development at 800-807-9781 for assistance, or visit [ColumbiaGasOhio.com/WarmChoice](http://ColumbiaGasOhio.com/WarmChoice) for more information.

START SAVING AT [COLUMBIAGASOHIO.COM/WARMCHOICE](http://COLUMBIAGASOHIO.COM/WARMCHOICE)

- Adrian noted that WarmChoice and Energy Assistance have worked together for decades.



## WarmChoice® - Program Impact/Collaboration

- Linda C.
  - 75 year old widow in her own home
  - Columbia Gas customer since 1976
  - Learned of WarmChoice through HEAP
  - High Gas Use
  - Insulation installed – attic, sidewalls, crawlspace
  - Air leakage reduced by 52%

"I thank Columbia Gas and all who participated in making my home more energy efficient. My bill has been drastically reduced and my home is more comfortable. I could never have done this myself. Please extend my thanks to all concerned. I am very grateful and thankful."

- Adrian discussed the testimonial of a customer's experience participating in the WarmChoice program.



## WarmChoice® Community Outreach and Partnerships



- Columbus – American Cities Climate Challenge
  - Joint partnership with AEP Ohio and the City of Columbus
  - 30,000 energy audit goal
- Community Energy Savers – 2019 Results:
  - Linden, Franklinton and Hilltop exceeded goals
- Community Energy Savers – 2020 Communities (June 1 – Sept 30):
  - Milo-Grogan
  - Near East
  - University District/Italian Village
  - Worthington
- Clintonville GreenSpot Neighborhood

- Adrian highlighted partnerships benefiting communities.



## WarmChoice® – 2019 Outreach

- Promoting WarmChoice and Energy Assistance where our customers seek assistance
- New Partner Opportunities
  - Local Matters/Veggie Van produce distribution in Columbus Communities. EE and EA materials distributed.
  - Salvation Army - over 3,000 WarmChoice information cards were provided to Ohio Salvation Army offices to share with Columbia Gas customers seeking HeatShare dollars.
  - Clintonville Resource Center. Reusable grocery bags stuffed with EE and EA materials distributed to food pantry patrons.
  - Church sponsored food pantries in central Ohio shared EE and EA materials with patrons.

- Adrian highlighted 2019 outreach for WarmChoice.



## WarmChoice® – 2019 Marketing Outreach

- Deployed a digital program targeting low-income customers
  - Delivered more than 7.9M display impressions, which delivered an above benchmark CTR and 5.2M paid social impressions, all targeting income-eligible households within the service territory
  - Digital tactics drove more than 17K site sessions
- Paid search was an “always-on” tactic during colder months



- Hartley Suter (Fahlgren Mortine) noted this is Fahlgren’s 4<sup>th</sup> year partnering with Columbia Gas and they have benefitted from their ability to learn about programs and modify approaches.
- Of note, we’ve learned that low income customers’ primary access to the internet is via mobile devices.







## Product Rebates – Highlights

Program Manager: Chris Rausch

- Rebates on Energy Efficiency Upgrades
  - EE Showerheads
  - EE Faucet Aerators
  - Smart and Programmable Thermostats
- Coordinated marketing efforts with Google Nest, ecobee, Honeywell and Emerson smart thermostat rebate specials drive participation
  - Black Friday deals generated over 5,500 ST sales over the holiday weekend
- Far exceeded smart thermostat goal
- Web links between AEP Ohio and Columbia
- Web link on ENERGY STAR® website



- Sarah provided rebate descriptions for energy efficiency rebates: \$75 for ENERGY STAR® certified smart thermostats, \$25 for programmable thermostats, \$10 for showerheads, and \$.50 for faucet aerators.

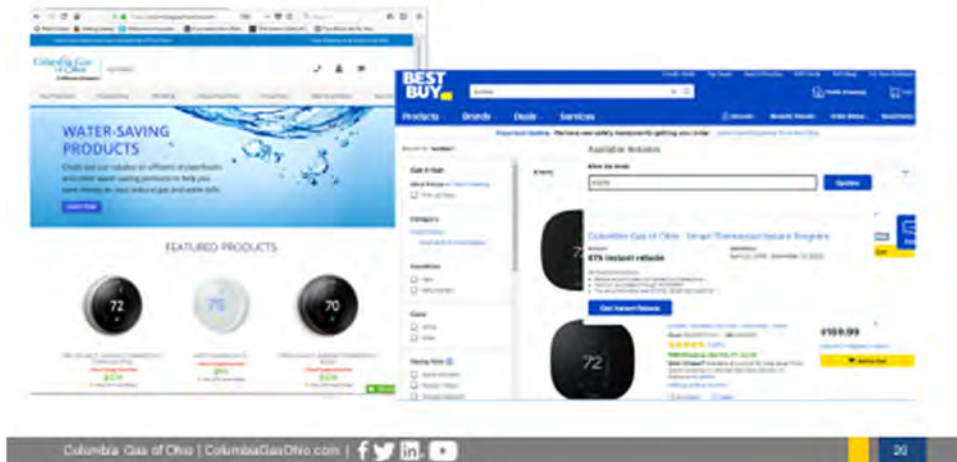


## Product Rebates – Highlights

### Multiple Delivery Methods

Program Manager: Chris Rausch

- Online – instant via an e-store at ColumbiaGasOhioStore.com
- Online – instant via BestBuy.com, ecobee.com, and Lowes.com
- Post-purchase via an online or mail-in application

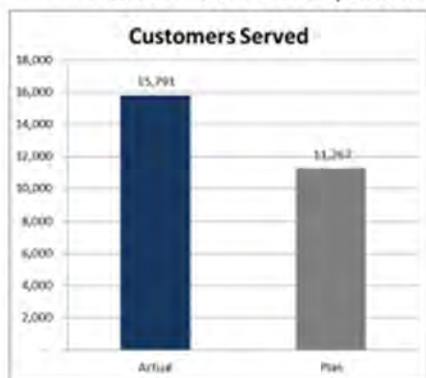


- Sarah noted that there are various methods available for customers to receive product rebates.



## Product Rebates – Metrics

- 140% of customers; 228% of NG Savings Target



- Sarah shared that the product rebate program was very successful.



## Product Rebates – 2019 Marketing Outreach

- Focused on continuing to drive greater conversion
  - A total of 14,714 smart thermostat purchases in 2019
- Leveraged multi-channel approach to generate more than 10M impressions
  - Tactics included audio, display and native, paid social and search
- Promoted lower-priced smart stats, including a \$4 Honeywell
- Rebated more smart stats in 2019 than in previous years



- Bobbi Ritzi (Fahlgren Mortine) shared samples of the marketing outreach for product rebates.
- Lower-priced promotions helped the program drive a record number of thermostat rebates – over 14,700 incentivized in 2019 (new program record).







## Appliance Rebates – Highlights

Program Manager: Chris Rausch

- 187 participating contractors; training and program requirements
- \$300 instant discounts on furnaces with AFUE  $\geq$  96%;  
\$350 instant discounts on boilers with AFUE  $\geq$  90%
- \$50 instant discounts on water heaters with an EF  $\geq$  .67;  
\$100 instant discounts on tankless water heaters with an EF  $\geq$  .91

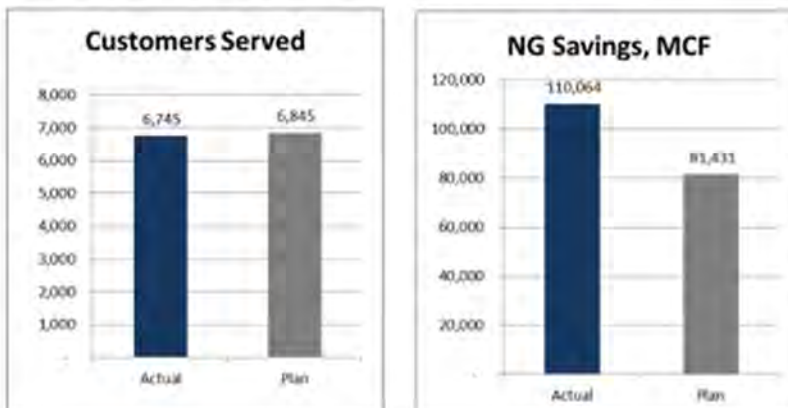


- Sarah shared the various discounts for the high efficiency, ENERGY STAR-certified heating and water heating rebates when purchased through a participating contractor.



## Appliance Rebates – Metrics

- 99% of Customers; 135% of NG Savings Target



- Sarah shared that over 6,700 customers were served, and the program achieved 135% of the savings target.



COLUMBIA GAS OF OHIO  
**HOME ENERGY  
AUDITS/REBATES**



## Home Energy Audit and Rebates – Highlights

- Diagnostic, computerized home energy audits
- Rebates on Energy Efficiency Upgrades:
  - Attic and Wall insulation
  - Air/duct leakage sealing
  - Upgrade available from programmable to smart thermostat
  - Identified 2,027 health and safety issues in customers' homes
    - Detected 82 interior gas leaks
    - 289 combustion safety issues
    - 1,095 Mold and Moisture issues
- Net Promoter Score: 9.16/10
- Partnership with Ohio Interfaith Power & Light

Program Manager: Chris Rausch



### Home Energy Audit

Sign up for our home energy audit to receive a comprehensive evaluation of your home's energy efficiency, along with recommendations for upgrades and generous discounts on energy efficiency improvements.

[Get an Audit](#)

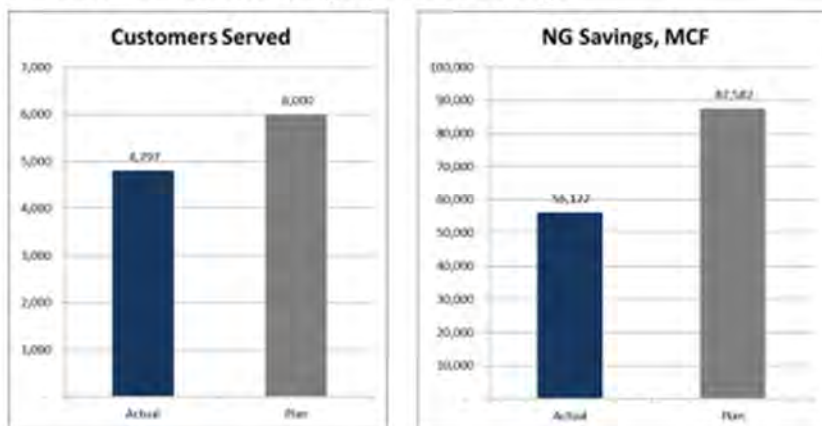


- Sarah shared highlights of the Home Energy Audit and Rebates (HEAR) program. Diagnostic tools in the home energy audit utilize an infrared camera and blower door test, and replacement of thermostat and showerheads, if needed. Customers are offered a smart thermostat upgrade for additional cost.
- Health and safety issues are a key part of the program.
- High level of customer satisfaction with program.
- Continued partnership with Ohio Interfaith Power & Light offering the program to houses of worship.



## Home Energy Audit and Rebates – Highlights

- 80% of Customer Target; 64% of savings



- Sarah shared the customers served target and savings percentage of the HEAR program.



## Home Energy Audit and Rebates – Customer Impacts

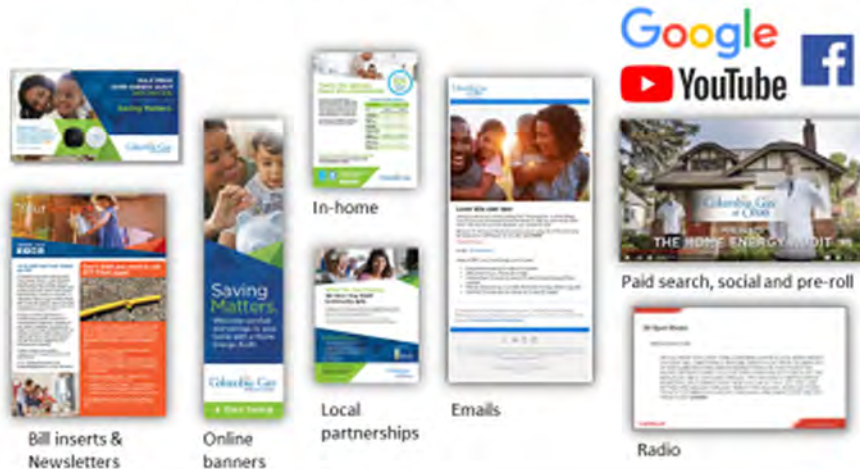
- “The cheapest energy is the energy you don’t use! As a homeowner, the best home improvement money I’ve ever spent was the investment in attic insulation recommended in our home energy audit. Our house is noticeably more comfortable. The money we spent on insulation will save us far more than we spent.”
- “The environmental impact of using less gas is really important to us. Even if we can afford it, we shouldn’t be using more energy than necessary. If you had an audit done, follow through and save money! I know for certain that the comfort level in our house has improved.”
- “We followed up with the insulation recommendations and received our rebates. We have seen an immediate difference in our gas bill. I have recommended this to other people. I think it’s a great program.”
- “As a homeowner it provided essential information to move forward with our goals.”

- Sarah shared customer feedback for the HEAR program.



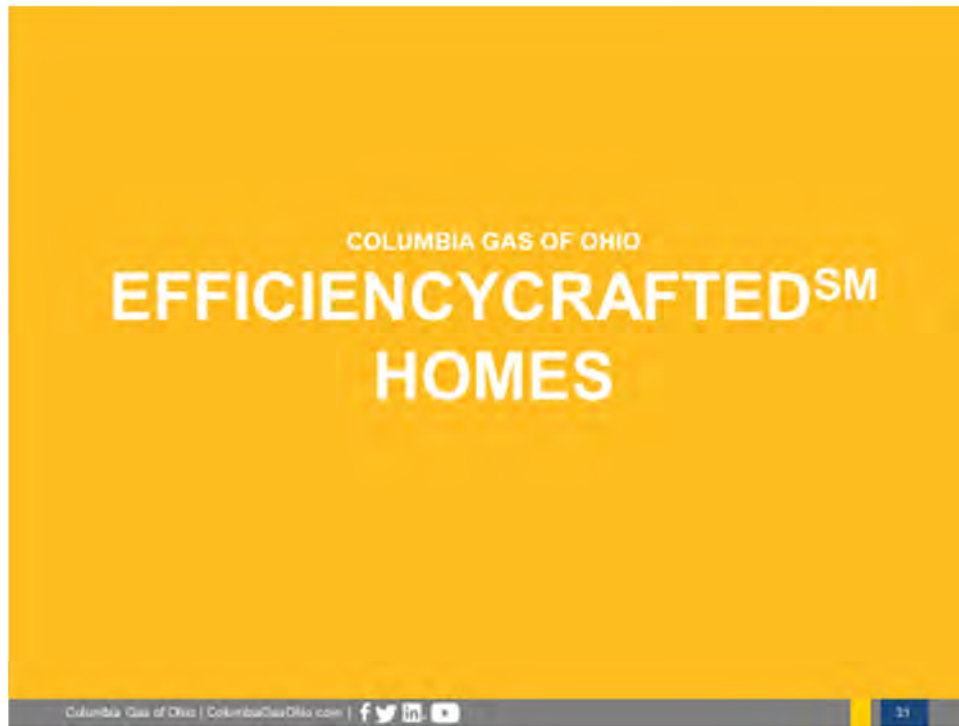
## Home Energy Audit/Rebates – 2019 Marketing Outreach

- Managed a multifaceted demand generation and awareness campaign targeting current customers who qualify for the Home Energy Audit/Rebates program
- Introduced Hard Copy Newsletters, Radio, and Social Media marketing



- Jeff Scott (Fahlgren Mortine) shared modes of HEAR outreach to drive participation with a mix of utilizing previous tried and true methods as well as new targeted marketing.







## EfficiencyCrafted<sup>SM</sup> Homes – Highlights

Program Manager: Ryan Stredney

- Incentives to build homes better than code; some homes have been built nearly 60% better than code
- 2019 & 2020 USEPA ENERGY STAR<sup>®</sup> Homes Market Leader



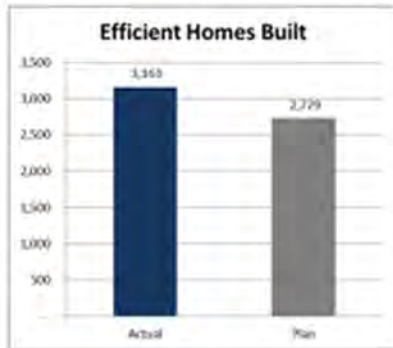
- Ryan Stredney highlighted the EfficiencyCrafted Homes (ECH) program that works with builders to construct homes better than code and offers incentives to builders.
- The program works across the state with production builders as well as small custom home builders.



## EfficiencyCrafted<sup>SM</sup> Homes – Metrics



- 116% of Homes Built; 119% of NG Savings Target
  - 519 ENERGY STAR<sup>®</sup> certified homes



- Ryan shared high level metrics indicating the program exceeded targets for homes built and natural gas savings.



## EfficiencyCrafted<sup>SM</sup> Homes – 2019 Marketing Outreach

- Generated more than 7.7 million impressions
  - Tactics included NPR, Pinterest, paid social and paid search
- Drove greater engagement than 2018
  - Site traffic increased by 84% YOY
  - Drove 85% more outbound clicks to builder sites



- Hartley highlighted the connection through Pinterest to engage with customers deciding to build an EfficiencyCrafted Home –which gained a positive response.







### e<sup>3</sup> smart – Highlights

- Energy education curriculum delivered to students in 4-12 grade classes; separated curriculums into two levels
- Partnership with AEP in jointly served counties; stand alone program elsewhere
- 347 teachers within 247 schools participated.
- 23,393 students were educated and received EE kits
  - Increased kit goal in 2019/2020 and 2020/2021 school years
- 55% of teachers participating in program work in schools with 50% or greater free/reduced lunch programs
- Celebrated 25 years partnering with Ohio Energy Project

Program Manager: Ryan Stredney



- Ryan highlighted features of the educational energy efficiency program within the service territory.
- Two different curriculums: 4<sup>th</sup>-7<sup>th</sup> grades and 8<sup>th</sup>-12<sup>th</sup> grades.
- The program partners with AEP Ohio in shared service territories.



## e<sup>3</sup> smart – Customer Impacts

Program Manager: Ryan Stredney



Meet Nikkie. e<sup>3</sup> smart participant & detector of gas leaks.

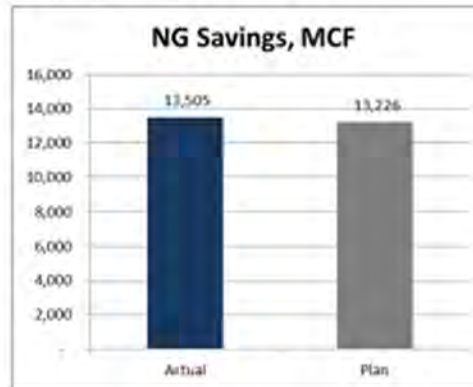
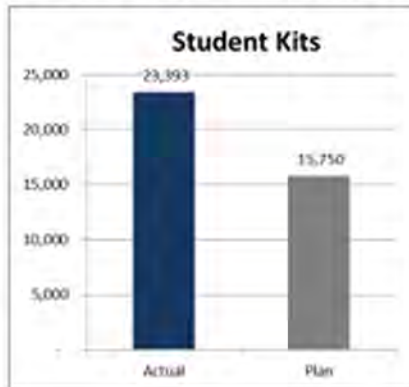
- Student in Zanesville used what she learned through e<sup>3</sup> smart safety lessons, smelled gas, had her mom call Columbia, and we found a leak nearby.

- Ryan shared a student's story resulting from what she learned through the program.



### e<sup>3</sup> smart – Metrics

- 149% of Students; 102% of NG Savings Target



- Ryan indicated that the metrics of program show that it exceeded natural gas savings and student kits.







## Home Energy Efficiency Reports – Highlights

Program Manager: Ryan Strédnely

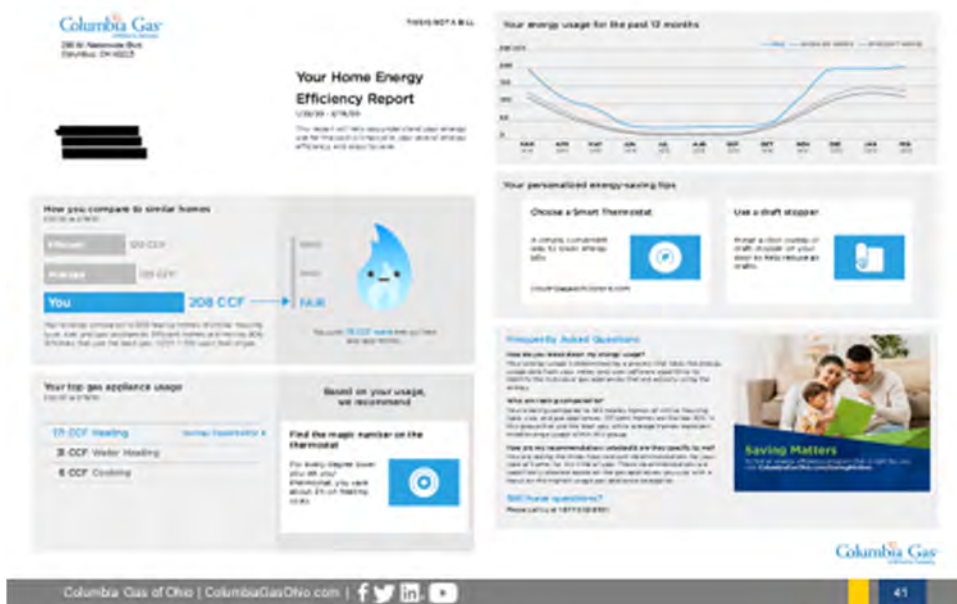
- Selected a new implementation partner (Bidgely) through 2022
- Three types of reports distributed to treatment customers:
  - Similar Homes Comparison Report\* motivates customers to take action
  - Energy Usage Summary\* gives customers a in depth look at their usage
  - Standard Home Energy Efficiency Report
- High customer acceptance
  - Low opt out rate
  - Low dissatisfaction due to up front communications and strategic report design modifications
- New gas appliance usage tool that gives customers a breakdown of estimated usage of each gas appliance within their home
- Home profile tool lets customers update the details of their home to make their report and data more accurate

\*Indicates an emailed report

- Ryan explained that this program communicates with customers via paper/e-mail reports and provides tips to focus on energy efficiency in the home.
- Customers can update their home details in the home profile tool to make their report more accurate.



## Home Energy Efficiency Reports – Customer Impacts



- Ryan showed an example of new, updated report with new program implementer, Bidgely.



## Home Energy Efficiency Reports – Customer Impacts

"Shows environmental impact by translating CCF use to CO2 impact to # of trees. It's important that people understand in simple terms how their individual energy use impacts our environment! Thank you for this important public service."

"I love this report. Look forward to it every month. It helps me to be more energy efficient. Thank you!"

"With COVID19 money is getting much tighter and it appears we are just at the beginning of the cycle. Your info helps point us in the right direction. Thank you!"

"Compares my energy usage to how many trees it will take. When I see what an impact I'm having on the environment it makes me want to do better and I will."

"The rating system comparing me to similar homes and energy-efficient homes. I strive to receive a 'great' rating on every home energy report."

- Ryan shared positive customer feedback on the program.



## Home Energy Efficiency Reports – Metrics

- 143% of Customers; 138% of Savings Target



- Ryan stated that the metrics show that the program exceeded customer and savings targets.



COLUMBIA GAS OF OHIO  
**HOME ENERGY  
EFFICIENCY CHECKUP**



## Home Energy Efficiency Checkup – Highlights

Program Manager: Chris Rausch

- Online, user friendly energy audit
- Additional EE on-ramp for customers
- Customized tips and recommendations for Columbia's EE programs
- 6,131 online energy audits
- 123% of customer participation target
- [ColumbiaGasOhio.com/checkup](http://ColumbiaGasOhio.com/checkup)



### Online Home Energy Checkup

Take our fast, easy online survey to learn about the energy efficiency of your home. Once the survey is completed, you'll receive customized advice on how to begin saving energy right away.

[Start Saving Now](#)

- Sarah explained the online home energy checkup takes about 5 minutes.
- The tool provides customized tips and recommendations to the customer based on their responses.







## Innovative Energy Solutions – Highlights

Program Manager: Chris Rausch

- Eligible Customers
  - Non-Profits
  - Houses of Worship
    - Partnership with OHIPL
  - Public buildings and Schools
  - Businesses/Farms
    - Partnership with City of Columbus Health Department
- EE Upgrade Options
  - Energy Audits
  - Custom Rebates
  - Prescriptive Rebates



### Existing Facility Improvements

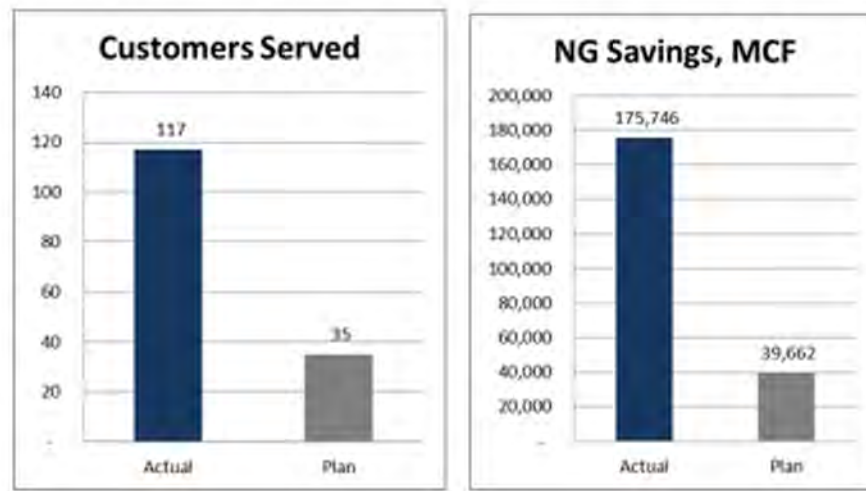
Get rebates for energy audits and facility improvements on existing buildings that will help reduce your monthly natural gas bills.

[Learn More](#)

- Sarah shared highlights of the commercial energy efficiency program, including types of customers and options to upgrade.



## Innovative Energy Solutions – Metrics



- Sarah shared that the program exceeded customers served and savings targets.







## Small Commercial Construction – Highlights

- Two training programs held:
  - “Optimizing Building Performance through Early Energy Analysis”
  - Energy Efficiency panel and state wide industry process sharing
  - Trainings also included information on COH energy efficiency incentives
- Incentives for building better than commercial building energy code
- 9,912 Mcf saved for 19 customers served

Program Manager: Ryan Stredney



### Small Commercial Construction

Take advantage of rebates that will help lower your monthly natural gas bills by building energy efficiency into your space.

[Learn More](#)

- Ryan explained that the program is for small commercial customers to build above code.
- A key to the program is early identification of building by working with engineering before the design phase.



COLUMBIA GAS OF OHIO

# ENERGY STAR PORTFOLIO MANAGER® AUTOMATED BENCHMARKING



## ENERGY STAR Portfolio Manager® Automated Benchmarking – Highlights

Program Manager: Ryan Stredney

- Platform provides an automated flow of natural gas data to the EPA's ENERGY STAR Portfolio Manager tool.
- 126 customers were enrolled in 2019
- Worked in conjunction with AEP:
  - Co-brand landing site
  - Email blast to participating customers
  - State wide press release
- 2020 ENERGY STAR Partner of the Year Excellence Award for Data Innovation



- Ryan discussed the automated benchmarking program – many states are now working to benchmark in their cities to be more energy efficient.
- The program makes it easier for commercial customers to track their usage.
- The program is still new; it launched in 2018.
- The program received a 2020 ENERGY STAR Partner of the Year Excellence Award for Data Innovation.







## EE Marketing – Broader Awareness

- In 2019, utilized a video-first strategy to generate more than 28M impressions across broadcast, advanced TV, audio streaming, paid social and paid search
- Continued to leverage this same strategy in early 2020, incorporating YouTube ads into the marketing mix
  - Earned more than 1.8M impressions through Hulu and YouTube video, paid social and paid search during the first flight



- Hartley discussed creating broader awareness for the entire portfolio.
- Incorporated YouTube into the marketing mix.



## 2020 DSM Portfolio and Marketing Awards

- 2020 ENERGY STAR Sustained Excellence in Program Delivery, Partner of the Year (for 2019)

- WarmChoice
- EfficiencyCrafted Homes
- Appliance Rebates
- Product Rebates
- Home Energy Audits/Rebates
- ENERGY STAR Portfolio Manager – Automated Benchmarking



- 2019 PRWeek Honorable Mention for Best in Data Insight
- 2019 Bronze Anvil Winner for Best Use of Data/Analytics
- Two 2019 Silver Telly Awards (Public Awareness and B2C categories) for Saving Matters TV Spot
- 2020 North American SABRE Winner in Energy and Natural Resources category (finalist in 2019)

- Hartley shared recognition that Columbia's energy efficiency programs have received– all indicate the ability to achieve measurable results, and include both national and international recognition.
- Ninth consecutive year for ENERGY STAR Partner of the Year and 7<sup>th</sup> Sustained Excellence Partner.



## 2020 DSM Portfolio Update

Program	2020 Customers Served Target	2020 Customers Served (Thru April)	2020 Percent of Annual Customers Served Achieved (Thru April)
Home Energy Audits and Rebates	6,000	1,026	17%
WarmChoice	2,150	500	23%
Appliance Rebates	6,845	2,712	40%
EfficiencyCrafted Homes	2,937	1,253	43%
Home Energy Efficiency Reports	430,000	-	N/A
Simple Energy Solutions	11,267	6,404	57%
e <sup>3</sup> smart	-	-	N/A
On Line Audit	5,000	898	18%
Innovative Energy Solutions	35	26	74%
Small Commercial Construction	25	4	16%
EPA Portfolio Manager Automated Benchmarking	30	87	290%

\*Operations of the Home Energy Audits and Rebates and WarmChoice programs were suspended per Commission order (20-591-AU-UNC) on March 20. These programs will resume full operation July 13 (20-0637-GA-UNC).

- Andrew Metz shared a portfolio update through April. Most participation is in the fall rather than the summer.
- Look at trends to compare with previous year(s).



## 2020 DSM Portfolio Update

- 2020 Year-to-Date Energy Efficiency Program Participation, as of April 2019 (33% of year complete)

Program	2018 Percent of Annual Customers Served Achieved (Thru April)	2019 Percent of Annual Customers Served Achieved (Thru April)	2020 Percent of Annual Customers Served Achieved (Thru April)
Home Energy Audits and Rebates	22%	20%	17%
WarmChoice	27%	25%	23%
Appliance Rebates	31%	40%	40%
EfficiencyCrafted Homes	36%	42%	43%
Home Energy Efficiency Reports	N/A	N/A	N/A
Simple Energy Solutions	41%	28%	57%
e <sup>3</sup> smart	N/A	N/A	N/A
On Line Audit	15%	45%	18%
Innovative Energy Solutions	91%	74%	74%
Small Commercial Construction	8%	20%	16%
EPA Portfolio Manager Automated Benchmarking	N/A	420%	290%

- Andrew provided a year-over-year participation comparison (one month delay).
- Indications seem probable targets will likely be met based on current numbers.



## WarmChoice – 2020 Marketing Outreach

- Generated 867 clicks to Find Your Provider prior to March pause
  - Delivered more than 2M impressions across paid social, paid search and native
- Native article exceeded benchmarks with target audience spending nearly one minute reading the content
- Paid search visibility throughout the full year
  - Introduced a 'click-to-text' function for MORPC and COAD, based on provider feedback, providing more options for customers to connect



- Hartley indicated that an insight from the providers of WarmChoice is that many of this population are skeptical of the program – free or no cost seems too good to be true. The program is experimenting in 2020 with the idea of using a customer testimonial article so that others can see the value of the program.
- Dual working customers can make it difficult for someone to be home for scheduling appointments so the program is initiating Click-to-Text ability.



## Product Rebates – 2020 Marketing Outreach

- Continued multi-channel approach for maximum impact
  - More than 2.1 million impressions delivered across NPR and Pandora audio, Wayfair display, paid social and paid search
- Based on learnings from 2019, team enhanced digital targeting and supported promos with lower costs per conversion; actions have generated 5,369 smart thermostat rebates thus far thru April
  - Demand for lower-priced products within regular promos
  - Impressive May results



- Bobbi discussed marketing outreach for product rebates, including the examples shown.
- Success of lower-priced thermostats have achieved almost 60% of goal as of April.
- Results from May not shown but had fantastic results.



## EfficiencyCrafted<sup>SM</sup> Homes – 2020 Marketing Outreach

- Continued digital-focused approach to reach a quality audience
  - Delivered more than 1M impressions across NPR, paid social, Pinterest and paid search
- Driving strong engagement with 2,516 Find a Builder pageviews



- Hartley indicated strong results from engagement of Find a Builder pageviews with more assets breaking down some of the myths about being expensive and not very custom.
- Colleen Shutrump (OCC) asked about issue of homes not being custom and too expensive. Hartley shared feedback received, mostly from a 3<sup>rd</sup> party, in thinking of energy efficient homes, you can only use certain kind of material or not as nice of finishes or low flow showerheads prohibiting the customer from putting in their own style. Also, the research indicated that customers thought that energy efficient homes have to be more expensive. The program is trying to use creative to dispel some of those misconceptions.



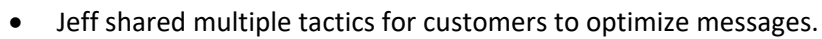
## Home Energy Audit/Rebates – 2020 Marketing Outreach

- Developed a robust series of nurture emails and direct mail components to enhance recall and maintain top-of-mind awareness with customers
- YouTube viewing to completion increased to 40.87%, approximately 10 percentage points above the industry benchmark
- Maintaining a continuous marketing presence with multiple touch points while taking a “test and learn” approach to *messaging* and *tactics*



- Jeff indicated a focus on high converting tactics for marketing outreach.
- Increasing the frequency of e-mails with multiple messages has been very successful.
- YouTube also proved to be very successful.







## EE Marketing – Broader Awareness

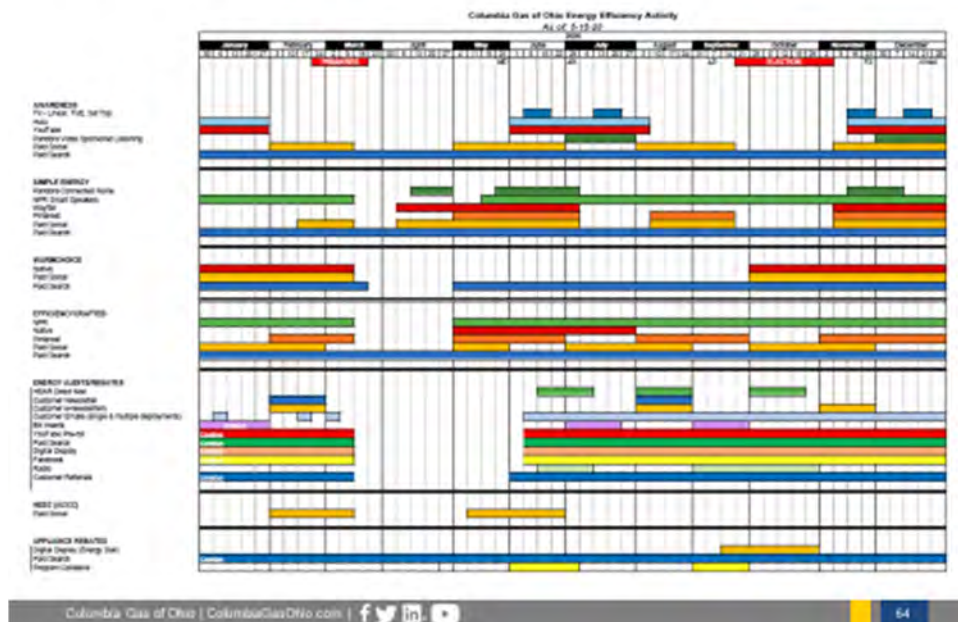
- When COVID-19 hit, team focused strategy to align with changes in customer media consumption habits
  - Budgets were shifted to reach more users across TVE and Pandora Audio since more customers were streaming
- Developed animated videos with aggressive calls to action (in lieu of using live talent for new TV creative) to comply with stay-at-home orders, maximize budget, generate awareness and drive program participation
  - New creative (:15 videos and :30 audio) went live June 1



- Hartley indicated once COVID-19 hit, we shifted budgets to more streaming channels as more people are connecting from home.
- Developed animated videos with a strong call to action.



## EE Marketing Program Plan for Remainder of 2020




- Hartley shared an at-a-glance view of the rest of the year activities which could shift.



## Regulatory Compliance Matters

- On April 10, 2019, the Commission issued a Second Entry on Rehearing in Columbia's DSM Extension proceeding
- In that Entry, Columbia was ordered to work with AEP, FirstEnergy, CRES and CRNG suppliers that serve any portion of Columbia's service area to develop a consolidated smart thermostat program
- Columbia held numerous meetings with this working group on June 19, 2019; July 31, 2019; September 18, 2019; October 23, 2019; December 10, 2019; and March 3, 2020
- At the October 23, 2019 meeting FirstEnergy announced that it was not interested in participating in the consolidated smart thermostat rebate process.
- At the December 10, 2019 meeting AEP Ohio noted it was not interested in participating in the consolidated smart thermostat rebate process.
- At the March 3, 2020 meeting Columbia informed all meeting attendees that no EDU, CRES, or CRNGS expressed interest in immediately pursuing the consolidated smart thermostat rebate process.

- 
- Jack closed out the meeting with regulatory compliance matters.
  - Columbia continues to partner with AEP with linked websites for program rebates.
  - 2019 was another fabulous year – third year of six year portfolio. In spite of COVID-19, the portfolio is still on track to hit natural gas savings targets.
  - Following all CDC guidelines and we've been in-touch with providers to ramp up programs.
  - Jack thanked the DSM stakeholders for support as this is his last DSM Stakeholder Group meeting.
  - After opening up for questions and receiving none, Jack adjourned the meeting.



## Thank you!

- [www.ColumbiaGasOhio.com/SavingMatters](http://www.ColumbiaGasOhio.com/SavingMatters)
- Jack Lavery, Manager, Energy Efficiency
  - [jlavery@nisource.com](mailto:jlavery@nisource.com)
  - 614-460-4714
- Sarah Poe, Manager of Energy Efficiency Programs
  - [spoe@nisource.com](mailto:spoe@nisource.com)
  - 614-460-4632
- Have a safe day!



**Columbia Gas of Ohio DSM Stakeholder Group  
2020 Meeting #2  
Via WEBEX  
November 5, 2020  
1:00 pm**

**Meeting Minutes**

**Stakeholders Participating**

Adrian Andrews (COH)  
Marilyn Bussard (COH)  
Carolyn Cox (ELPC)  
Kristin DuPree (PUCO)  
Steve Garnack (MORPC)  
Randy Hall (Cornerstone Energy)  
Christopher Healey (OCC)  
John Johnson, Jr (GLS)  
Rob Mason (GLS)  
Ervin McKinney (COH)  
Andrew Metz (COH)  
Debbie Ohler (OBBS)  
Nicole Peoples (COAD)  
Sarah Poe (COH)  
Christine Rausch (COH)  
Megan Riddlebarger (COAD)  
Dave Rinebolt (OPAE)  
James Ripke (PUCO)  
Jeff Scott (Fahlgren Mortine)  
Colleen Shutrump (OCC)  
Tonja Stewart Shaw (PUCO)  
Ryan Stredney (COH)  
Hartley Suter (Fahlgren Mortine)  
Mark Swepston (Atlas Butler)  
Dora Tharp (OPAE)  
Melissa Thompson (COH)  
Matt Vorndran (COH)



## COH DSM Stakeholder Group Meeting


Columbus, Ohio  
November 5, 2020





## Agenda

- Safety Moment
- Attendance and Introductions
  - Introductions
  - Opening remarks
- 2020 Program Updates through 9/30/2020
- Regulatory Compliance Matters
- Adjournment

- 
- Sarah Poe thanked all for joining the second of two DSM Stakeholder Group meetings for 2020.
  - Sarah shared that the team will be providing energy efficiency program updates for first nine months of the year.



## Safety Moment – Fall Driving Tips

**Don't brake on leaves.** Wet leaves can be slippery; drive slowly through them and avoid hard braking.

**Avoid sun glare.** On and near the autumnal equinox, the first 15 to 45 minutes after sunrise and before sunset can make for more difficult driving due to sun glare.

**Use your rain smarts.** When it's raining, be sure to maintain a safe distance from the car in front of you, as the wet roads may be more slippery than usual and you may be at higher risk of hydroplaning. Use your low beams or fog lights in fog conditions.

**Be careful on bridges.** As the temperature begins to drop, morning frost can leave icy patches on bridges, overpasses and shaded spots on the road. Slow down.

**Watch out for deer.** Autumn marks the beginning of deer breeding season and they will be more active in areas near the road. Deer are most active during sunset and sunrise so be extra watchful when driving near the woods and near deer crossing signs.

**Make sure your vehicle is up to the task.** That means you should:

- Check your tire pressure.
- Replace your windshield wipers.
- Adjust your headlights. If your headlights seem too dim, ask your mechanic to make sure they're aligned.

- Ryan Stredney led the safety moment depicting important driving tips to heed specifically in fall weather.



## Meet the COH EE Team

Name	Title	Email
Adrian Andrews	WarmChoice Program Manager	<a href="mailto:aandrews@nisource.com">aandrews@nisource.com</a>
Larry Titus	Quality Assurance Representative	<a href="mailto:ltitus@nisource.com">ltitus@nisource.com</a>
Erv McKinney	Quality Assurance Representative	<a href="mailto:emckinn@nisource.com">emckinn@nisource.com</a>
Chris Rausch	Existing Buildings Program Manager	<a href="mailto:crusch@nisource.com">crusch@nisource.com</a>
Ryan Stredney	New Buildings Program Manager	<a href="mailto:rstredney@nisource.com">rstredney@nisource.com</a>
Andrew Metz	Financial & Analytics Lead	<a href="mailto:ametz@nisource.com">ametz@nisource.com</a>
Marilyn Bussard	Administrative Assistant	<a href="mailto:mbussard@nisource.com">mbussard@nisource.com</a>
Sarah Poe	Manager of Energy Efficiency	<a href="mailto:spoe@nisource.com">spoe@nisource.com</a>

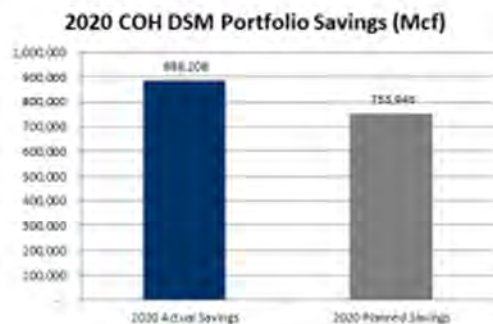
Columbia Gas of Ohio | [ColumbiaGasOfOhio.com](http://ColumbiaGasOfOhio.com) | [f](#) [t](#) [in](#) [v](#)

- Sarah introduced the energy efficiency team members and their roles along with consultants Jeff Scott (Fahlgren Mortine) for marketing and Matthew Vorndran (CLEAResult) for data analytics.
- Marilyn Bussard did a roll call for attendees.
- Sarah introduced Melissa Thompson, Director of Regulatory Policy, for opening remarks.
- Melissa expressed appreciation for attending to review progress of 2020 energy efficiency programs indicating excellent results for the past 9 months.
- Continued focus on safety, and addressed many health and safety issues making customers' homes safer on daily basis.
- Melissa thanked partners, emphasizing that partnerships are key to success.
- The energy efficiency portfolio is on target to exceed natural gas savings targets this year.
- Also thanked contractors and teams for helping customers live in more affordable homes, especially in 2020.



## 2020 DSM Program – Metrics & Highlights (Jan. – Sept.)

- Exceeded planned natural gas savings target
  - Mcf savings, lifetime: 7,032,493
  - Reduced tons CO<sub>2</sub>, lifetime: 42,195
  - Customers served: 668,756



- Sarah reviewed key savings from the programs year to date.



## 2020 DSM Program – Metrics & Highlights (Jan. – Sept.)

- Health and Safety (H&S) Statistics

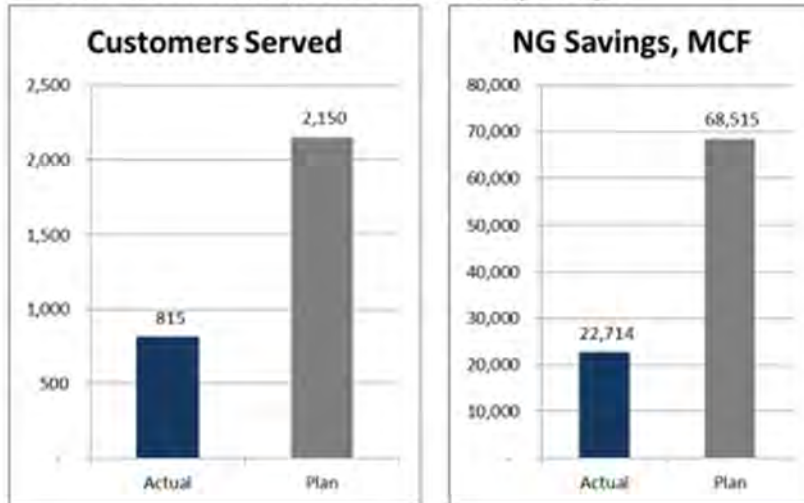
H&S Category	# Homes
Asbestos	264
Combustion Safety	101
Cracked Heat Exchanger	258
Gas Leaks	142
Mold & Moisture	518
Venting Issues	572
Wiring Issues	140

- Sarah shared health and safety statistics addressed when in customer homes during inspections from the WarmChoice and Home Energy Audit programs.



## WarmChoice® – Metrics (Jan. – Sept.)

- 38% of Customers; 33% of NG Savings Target



- Andrew Metz reviewed metrics year to date for the WarmChoice program, the income qualified program established in 1980's.



## WarmChoice® – Health and Safety Update

- Health and Safety Inspections detected and repaired in 2020:
  - 39 interior gas leaks
  - 258 cracked heat exchangers
  - 572 venting issues
- Leveraged Health and Safety Funding Sources
  - Continued partnerships with ODSA HWAP
  - USDA Rural Housing/Housing Trust Fund
  - Community Housing Improvement Program
- Other potential funding sources for non-energy efficiency health and safety?

- Adrian Andrews reiterated health and safety issues identified and addressed during WarmChoice inspections in conjunction with making homes more energy efficient.
- Partnerships allow more customers to be served.
- Always looking for other potential funding sources.



## WarmChoice® and Energy Assistance

- Coordinating with Columbia's Energy Assistance Team
  - Cross promotion of Energy Assistance and WarmChoice
    - Marketing materials
    - COH website
    - Emails
    - Home Energy Assistance Program Partners
    - COH Philanthropy
  - Identifying organizations where customers seek assistance – food and clothing
    - Lutheran Social Services
    - Military and Service Heroes (MASH)
- Collaborating on Customer Concerns
  - High bills/Payment plans
  - Gas appliance concerns
  - Comfort issues

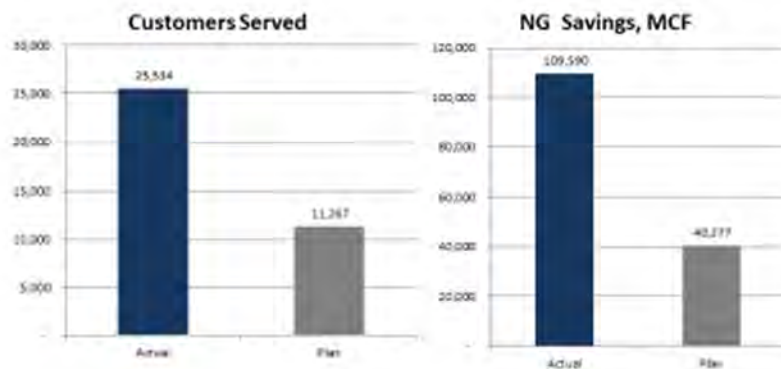


- Adrian noted collaborations with the internal Energy Assistance Team and cross promotion of materials and sources to help customers.
- New organizations this year are Lutheran Social Services (distribution of WarmChoice materials at food pantries and other assistance) and MASH (Delaware County).



## Simple Energy Solutions – Metrics (Jan. – Sept.)

- 227% of Customers; 272% of NG Savings Target

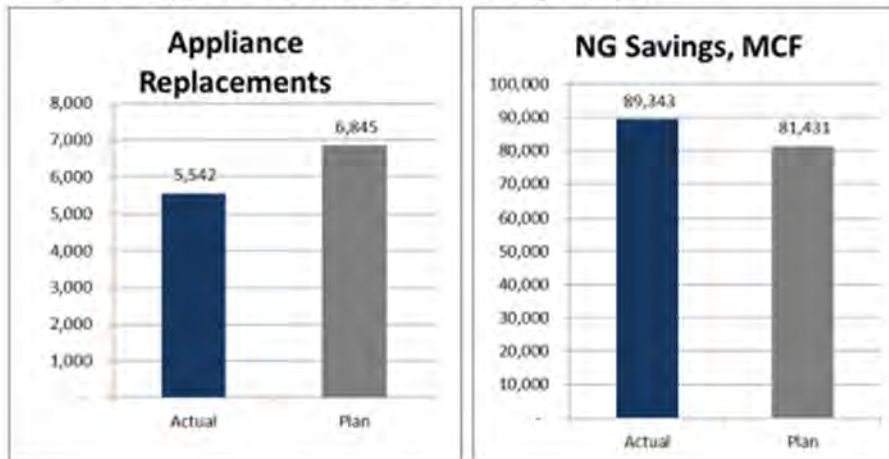


- Andrew shared metrics for the Simple Energy Solutions program (rebates for programmable & smart thermostats/showerheads/faucet aerators) noting that most participation is online.



## Appliance Rebates – Metrics (Jan. – Sept.)

- 81% of Appliances; 110% of NG Savings Target

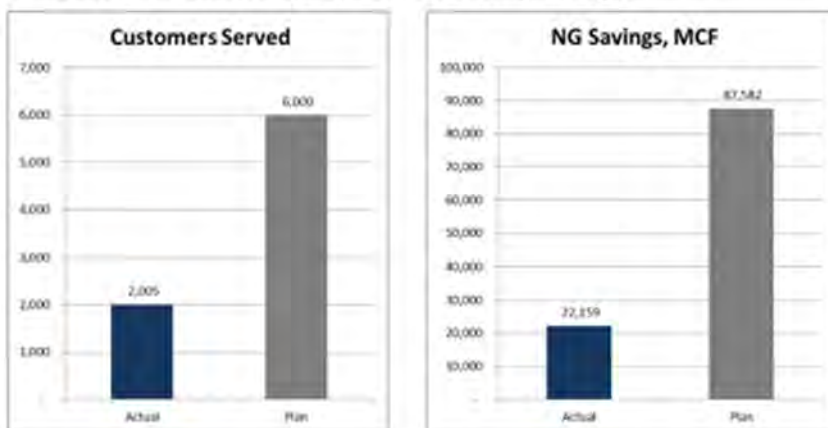


- Andrew reviewed metrics for the Appliance Rebates program (rebates for furnaces and water heaters).



## Home Energy Audit and Rebates – Metrics (Jan. – Sept.)

- 33% of Customers; 25% of NG Savings Target

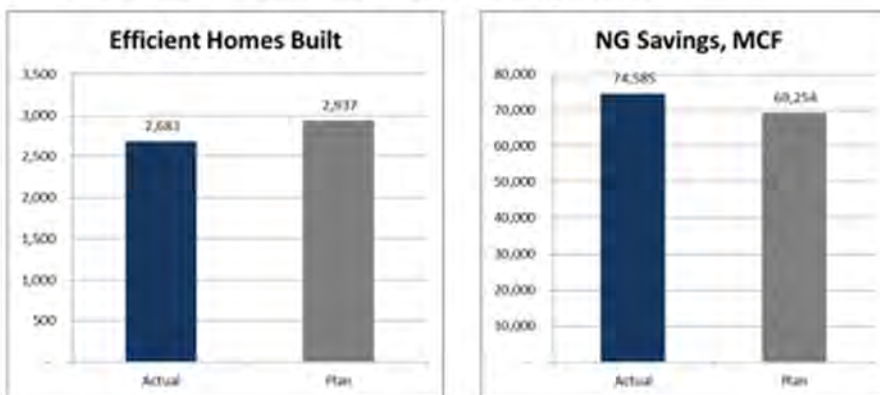


- Andrew shared metrics for the Home Energy Audit program.



### EfficiencyCrafted<sup>SM</sup> Homes – Metrics (Jan. – Sept.)

- 91% of Homes Built; 108% of NG Savings Target



- Andrew shared metrics for the EfficiencyCrafted Homes program (new homes).



### e<sup>3</sup> smart – Metrics (Jan. – Sept.)

- 149% of Students; 102% of NG Savings Target



Actuals are not provided until January 2020

- Andrew shared metrics for the e3 Smart program pointing out that actual numbers won't be available until the end of the year.



## Home Energy Efficiency Reports – Metrics (Jan. – Sept.)

- 140% of Customers; 145% of NG Savings Target

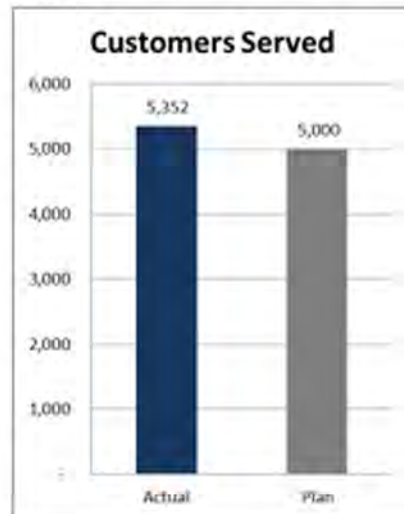


- Andrew reviewed the metrics for the Home Energy Efficiency Reports program, which consists of sending reports or e-mailing customers encouraging action on energy efficiencies for their home.



## Home Energy Efficiency Checkup – Metrics (Jan. – Sept.)

- 107% of Customers

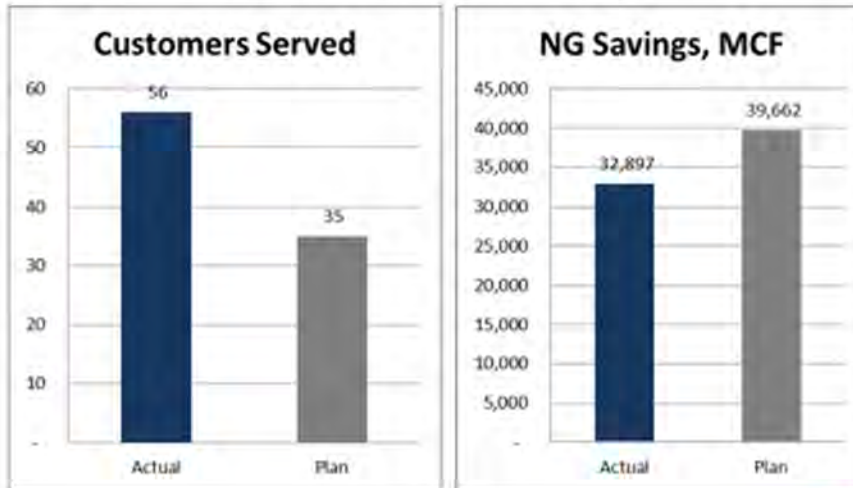


- Andrew reviewed metrics for the Home Energy Efficiency Checkup program available on Columbia's website to assess current home efficiency and determine actions to improve.



## Innovative Energy Solutions – Metrics (Jan. – Sept.)

- 160% of Customers; 83% of NG Savings Target

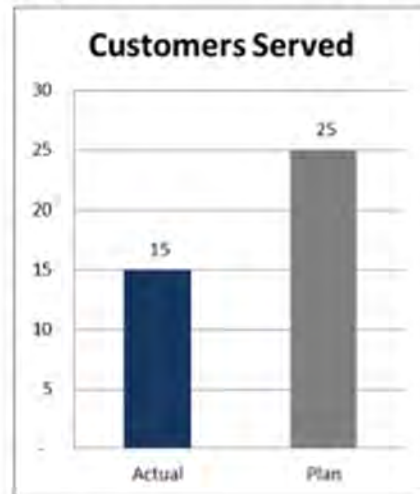


- Andrew shared metrics for the Innovative Energy Solutions program for commercial customers.



## Small Commercial Construction – Metrics (Jan. – Sept.)

- 60% of Customers

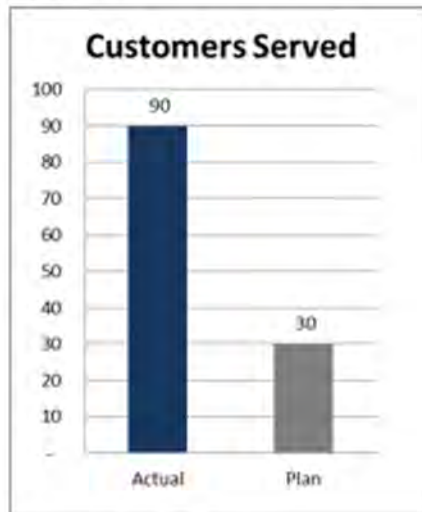


- Andrew reviewed metrics for the Small Commercial Construction program consisting of new construction for commercial customers.
- No savings target in the action plan for this program.



### EPA Portfolio Manager Automated Benchmarking – Metrics (Jan. – Sept.)

- 300% of Customers



- Andrew reviewed metrics for the EPA Portfolio Manager program, which provides a tool for automated benchmarking.



## 2020 DSM Portfolio Update

- 2020 EE program customer participation rates, as of September 2020 (75% of year complete)

Program	2018 Percent of Annual Customers Served Achieved (Thru Sept)	2019 Percent of Annual Customers Served Achieved (Thru Sept)	2020 Percent of Annual Customers Served Achieved (Thru Sept)
Home Energy Audits and Rebates	57%	58%	33%
WarmChoice	67%	63%	38%
Appliance Rebates	64%	74%	80%
EfficiencyCrafted Homes	83%	92%	91%
Home Energy Efficiency Reports	127%	140%	140%
Simple Energy Solutions	82%	71%	227%
e <sup>3</sup> smart	134%	149%	149%
On Line Audit	27%	110%	107%
Innovative Energy Solutions	440%	223%	160%
Small Commercial Construction	76%	64%	60%
EPA Portfolio Manager Automated Benchmarking	N/A	273%	300%

- Andrew shared participation rates for customers in the DSM portfolio.



## Regulatory Compliance Matters – COVID-19

- In Case No. 20-591-AU-UNC, On March 12, 13, and 20, 2020, the Commission issued a series of entries responding to the COVID-19 pandemic for those utilities under its jurisdiction.
- The Commission directed all utility companies “to suspend, for the duration of the emergency, any non-essential functions that would require or cause in-person contact that may create unnecessary COVID-19 spread risks, unless otherwise directed by the Commission.”
- The Commission further described the non-essential functions to include “in-home energy efficiency audits, weatherization programs.”

- Melissa discussed the impact of COVID-19 specifically affecting the Home Energy Audit Rebate and WarmChoice programs resulting in lower numbers than in past years.



## Regulatory Compliance Matters – COVID-19

- In Case No. 20-637-GA-UNC, Columbia filed a Motion to Suspend on March 18, 2020, where Columbia requested a suspension of “the 75% underperforming customer participation threshold for its energy efficiency programs that involve work in customers’ homes (e.g., WarmChoice, Home Energy Audits), as continuing to do these programs during the pandemic would create unnecessary risks of social contact between Columbia personnel, Columbia contractors, Columbia customers, and the general public.”
- This motion and subsequent extensions were approved automatically and by Commission Order.
- In Case No. 20-637-GA-UNC, Columbia also filed a Transition Plan on May 29, 2020. Pursuant to Paragraph 7c of the Transition Plan, Columbia proposed to resume its in-home energy audit programs and weatherization programs on July 13, 2020. Columbia’s Transition Plan was approved by Supplemental Finding and Order on June 17, 2020.

- Melissa discussed Columbia’s Motion to Suspend for the WarmChoice and Home Energy Audit Rebate programs.
- Despite COVID-19, participation statistics and energy savings still show good program numbers.



## Thank you!

- ColumbiaGasOhio.com/SavingMatters
- Sarah Poe, Manager, Energy Efficiency
  - [spoe@nisource.com](mailto:spoe@nisource.com)
  - 614-460-4632
- Have a safe day!

- Sarah opened up for questions to which John Johnson (Ground Level Solutions) responded by thanking Columbia Gas and the DSM team for support & commitment to customers and providers during this tough year noting support is always consistent through the years. He expressed appreciation and is continuing to look forward to working together as well as getting the pandemic under control.
- Sarah thanked all for support and meeting was adjourned.



**Columbia Gas of Ohio DSM Stakeholder Group  
2021 Meeting #1  
May 14, 2021  
10:00 am**

**Meeting Minutes**

**Stakeholders Participating**

Adrian Andrews (Columbia Gas)  
Christine Rausch (Columbia Gas)  
Colleen Shutrump (Ohio Consumers' Council)  
Dale Arnold (Ohio Farm Bureau Federation)  
Debbie Ohler (Ohio Board of Building Standards)  
Dora Tharp (Ohio Partners for Affordable Energy)  
Hartley Suter (Fahlgren Mortine)  
James Ripke (Public Utilities Commission of Ohio)  
Jeff Scott (Fahlgren Mortine)  
John Johnson (Ground Level Solutions)  
Keith Long (NeighborWorks Toledo Region)  
Kristin DuPree (Public Utilities Commission of Ohio)  
Larry Titus (Columbia Gas)  
Marilyn Bussard (Columbia Gas)  
Matt Vorndran (Columbia Gas)  
Megan Riddlebarger (Corporation for Ohio Appalachian Development)  
Melissa Thompson (Columbia Gas)  
Nicole Peoples (Corporation for Ohio Appalachian Development)  
Robert Williams (Mid-Ohio Regional Planning Commission)  
Ryan Stredney (Columbia Gas)  
Sarah Poe (Columbia Gas)  
Steve Garnack (Mid-Ohio Regional Planning Commission)



## COH DSM Stakeholder Group Meeting

Columbus, Ohio  
May 14, 2021





## Agenda

- Welcome
  - Introductions
  - Roll Call
  - Safety Moment
  - Opening remarks
    - Melissa Thompson, Director, Regulatory Policy
- 2020 DSM Program Results and 2021 Initiatives
- Regulatory Compliance Matters
- Adjournment

- 
- Sarah Poe welcomed all to the first of two DSM Stakeholder Group meetings for 2021.



## Meet the COH EE Team

Name	Title	Email
Adrian Andrews	WarmChoice® Program Manager	<a href="mailto:aandrews@nisource.com">aandrews@nisource.com</a>
Larry Titus	Quality Assurance Representative	<a href="mailto:ltitus@nisource.com">ltitus@nisource.com</a>
Erv McKinney	Quality Assurance Representative	<a href="mailto:emckinn@nisource.com">emckinn@nisource.com</a>
Chris Rausch	Existing Buildings Program Manager	<a href="mailto:crusch@nisource.com">crusch@nisource.com</a>
Ryan Stredney	New Buildings Program Manager	<a href="mailto:rstredney@nisource.com">rstredney@nisource.com</a>
Matt Vorndran	Financial & Analytics Lead	<a href="mailto:mvorndran@nisource.com">mvorndran@nisource.com</a>
Marilyn Bussard	Administrative Assistant	<a href="mailto:mbussard@nisource.com">mbussard@nisource.com</a>
Sarah Poe	Manager, Energy Efficiency	<a href="mailto:spoe@nisource.com">spoe@nisource.com</a>

- Sarah introduced members of the Energy Efficiency team as well as Melissa Thompson, Director of Regulatory Policy, and Hartley Suter and Jeff Scott of Fahlgren Mortine who will be sharing marketing updates.
- Marilyn Bussard did a roll call of attendees.



## Safety Moment – Spring Driving Hazards

Erv McKinney and Larry Titus

As the winter gives away to spring weather, we will be facing a whole new set of driving challenges that will need to be actively mitigated. This time of the year remember the following:

- Be sure to slow down in School Zones and be aware of children darting out from behind cars.
- Extra caution should be used this time of year, as pedestrians and bicyclists increase in number. Children can be very unpredictable. Be prepared for them to turn directly into your path.
- Motorcycles and mopeds will be returning to our roadways. Remember to look for motorcycles and mopeds and share the road.

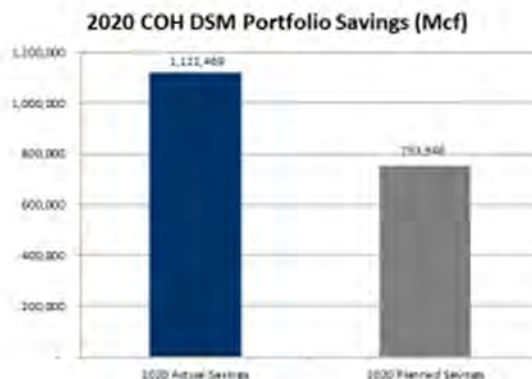


- Larry Titus led the safety moment on the topic of transitioning from winter driving to spring driving hazards.



## 2020 DSM Program – Metrics and Highlights

- Exceeded planned natural gas savings target
  - Mcf savings, lifetime: 10,655,267
  - Reduced tons CO<sub>2</sub>e, lifetime: 639,316
  - Customers served: 668,163



- Melissa Thompson thanked all for virtually attending to review the success of the 2020 program year, which had excellent results.
- Columbia continues to have a strong focus on customer safety, and Melissa shared statistics on safety issues that were found and mitigated in customers' homes through the WarmChoice program.
- Melissa thanked partners for collaborating to help make the programs successful, and shared that attendees will also hear about how we are continuing to engage customers through digital campaigns and marketing materials.



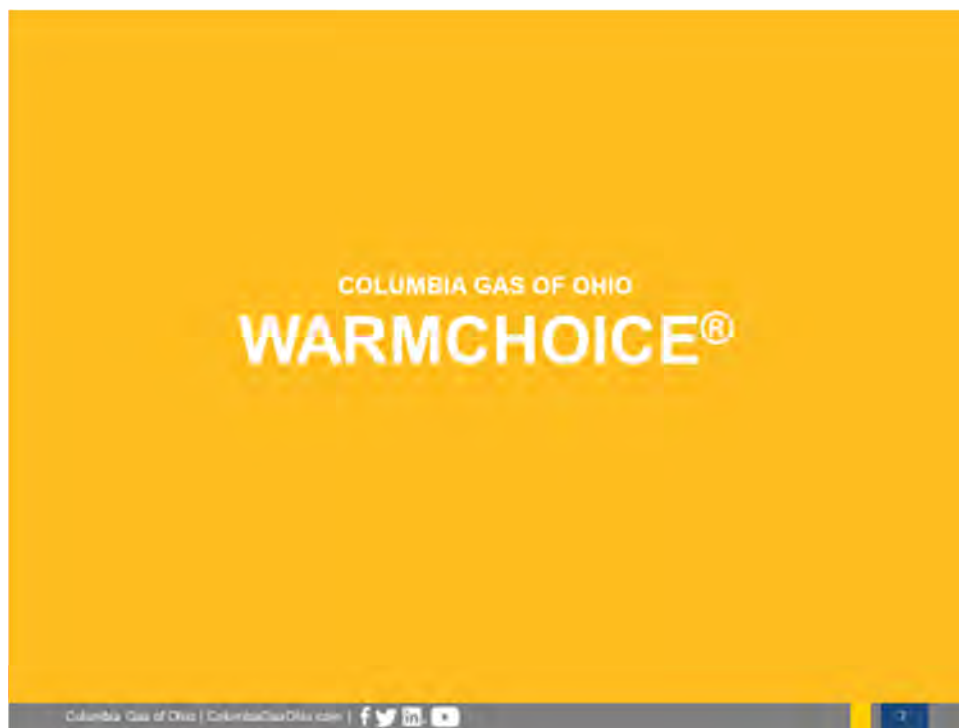
## 2020 DSM Program – Metrics and Highlights

- Health and Safety (H&S) Statistics

H&S Category	# Homes
Asbestos	441
Combustion Safety	162
Cracked Heat Exchanger	399
Gas Leaks	228
Mold & Moisture	829
Venting Issues	835
Wiring Issues	88

- Sarah Poe shared that identifying health and safety issues continues to be important through energy efficiency programs, mainly through the WarmChoice and the Home Energy Audit programs.







## WarmChoice® – Highlights

Program Manager: Adrian Andrews

- Comprehensive whole house energy efficiency program for income eligible customers
- Strong partnerships with community actions agencies, housing and social service providers, cities and small communities



### WarmChoice® Income Eligible Weatherization

Let us help. Income-eligible customers can receive no-cost home weatherization, plus safety checks of natural gas appliances and energy inspections, attic and wall insulation, air sealing, natural gas furnace repair or replacement, and natural gas water heater repair or replacement – all at zero cost.

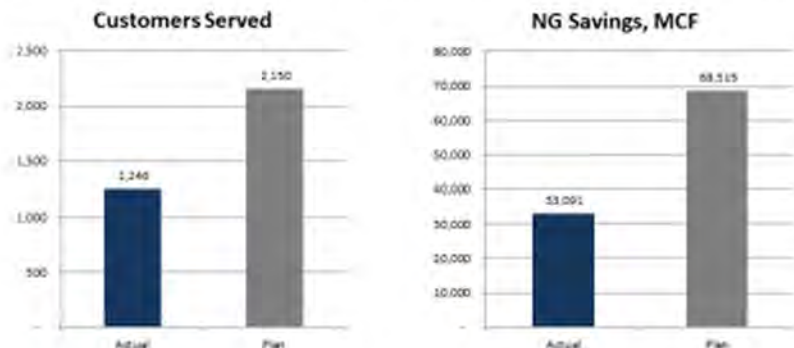
[Get Started](#)

- Adrian Andrews reviewed highlights of the WarmChoice program stating that eligibility for customers is at or below 150% of the federal poverty guidelines.
- The program is not possible without strong partnerships of four major program implementers: Ground Level Solutions, Corporation for Ohio Appalachian Development (both multi-county service providers), Mid-Ohio Regional Planning Commission (Franklin County) and NeighborWorks Toledo Region (Lucas County).
- Screenshot shows the “Get Started” button on the Columbia Gas website for customers to submit an application.



## WarmChoice® – Metrics

- NG Savings Target: 58% of Customers Served and 48% of Savings



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- Adrian commented on some of the challenges for in home programs in 2020 – WarmChoice had strong January – February production numbers, but had to stop in mid-March due to COVID and had a soft restart in July. Contractors and employees had to implement new policies to protect customers.
- The program was still able to reach over 58% of its customers served goal due to all stepping up to meet challenges.



## WarmChoice® – Health and Safety

Program Manager: Adrian Andrews

- Health and Safety Issues Identified and Repaired in 2020:
  - 64 interior gas leaks
  - 399 cracked heat exchangers
  - 835 venting issues
- Leveraged Health and Safety Funding Sources
  - HWAP E – furnace, water heater, wiring and roof repair/replace
  - Area Office on Aging
  - Senior Programs
  - USDA Rural Housing/Housing Trust Fund/Community Housing Improvement Program
- Do you have a suggestion for a potential partner to leverage WC H&S funds?

- Adrian reviewed health and safety issues encountered and noted sources for leveraging funding stating that when more money is saved on correcting health and safety issues, more customers can be served.
- Adrian invited attendees to share if they had other suggestions for potential partners to help leverage health and safety funds.



## WarmChoice® and Energy Assistance

- Coordinating with Columbia's Energy Assistance Team
  - Cross promotion of Energy Assistance and WarmChoice
    - Marketing materials
    - COH website
    - Referrals
    - Events
- Collaborating on Customer Concerns
  - High bills/Payment plans
  - Appliance concerns
  - Comfort issues



- Adrian noted multiple areas of coordination and collaboration between the Energy Efficiency Team and the Energy Assistance Team.
- Customer Service also can refer customers into the program and provide program information.



## WarmChoice® - Program Impact/Collaboration

- **Russell and Phyllis S.**

- New Year's Day interruption of gas service due to 3<sup>rd</sup> party dig in, upon relight gas boiler and water heater were found to be unsafe and were red tagged
- Columbia Gas customer since 1968
- Married 50 years, foster family to over 400 children, including a 2 year old present in the home
- Swift collaboration with COH service techs, FOL, Communications, WarmChoice, contractors, local community action
- Partnership with local community action enabled significant leveraging of boiler and water heater replacement, venting and gas lines
- Whole home energy efficiency measures services – attic and sidewall insulation, air sealing, addressing the crawlspace and much more

- Adrian highlighted the impact that the program had on a customer, and how collaboration among multiple groups helped offer the customer more resources to get things done, and done safely.



## WarmChoice® – 2020 Outreach

- **Promoting WarmChoice and Energy Assistance where our customers seek assistance**
- **New Partner Opportunities** - WC and EA materials shared
  - Lutheran Social Services of NW and Central Ohio drive-through food distribution
  - City of Dublin free lunch distribution for area seniors
  - The Military and Service Heroes (MASH) organization to military service families utilizing the food and personal needs pantry sites in Delaware, Grove City and Chillicothe
  - The Breathing Association and numerous churches and non-profits continue to share WC materials

- Adrian highlighted new partnership opportunities to provide materials for WarmChoice and Energy Assistance to customers.



## WarmChoice® Community Outreach and Partnerships



### 2019-2020 American Cities Climate Challenge in Columbus

- Celebrated completing 30,000 Energy Audits on October 7, 2020
- Joint partnership with AEP Ohio and the City of Columbus

### Community Energy Savers – 2020 Successful Communities:

- Near East
- University District
- Milo Grogan
- Worthington



- Adrian shared the wrap-up of the American Cities Climate Challenge in Columbus in October and the four communities that completed the Community Energy Savers program, where customers living in those areas could participate in energy efficiency programs and earn points toward energy efficient upgrades to buildings in their community.



## WarmChoice® – 2020 Marketing Outreach

- Continued to leverage tactics that efficiently **generated awareness and drove participation** among income-eligible households
  - Delivered more than 5.1M impressions across native, paid social and paid search
- Leveraged paid search throughout the full year\*
  - Introduced a 'click-to-text' function for MORPC and COAD providing more options for customers to connect
- Developed doorhangers, landlord packets and referral cards to support marketing outreach



\*Search program paused March 19 – July 15 due to COVID-19

- Jeff Scott (Fahlgren Mortine) reviewed marketing tactics used to promote WarmChoice.
- A new "click-to-text" feature was successful and to be continued in 2021.







## Product Rebates – Highlights

Program Manager: Chris Rausch

- Rebates on Energy Efficiency Upgrades
  - Energy Efficient Showerheads
  - Energy Efficient Faucet Aerators
  - ENERGY STAR® Certified Smart and Programmable Thermostats
- Coordinated marketing efforts with Google Nest, ecobee, Honeywell and Emerson; smart thermostat rebate specials drive participation
  - One day sales of over 5,000 smart thermostats
- Far exceeded smart thermostat goal
- Web links between AEP Ohio and Columbia
- Web link on ENERGY STAR® website



- Chris Rausch reviewed highlights of the Product Rebates program, noting the value of working with large thermostat manufacturers that offer discounts in addition to Columbia's rebate to make a more compelling offer to customers to make a purchase.
- Combined electric and gas utility rebates offered to customers were successful -- AEP's program ended in September.

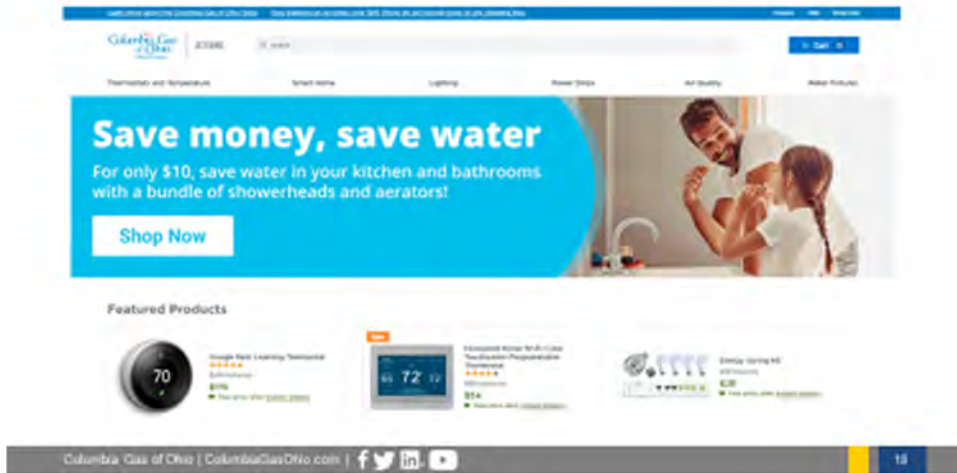


## Product Rebates – Highlights

### Multiple Delivery Methods

Program Manager: Chris Rausch

- Online – instant via an e-store at ColumbiaGasOhioStore.com
- Post-purchase via an online or mail-in application

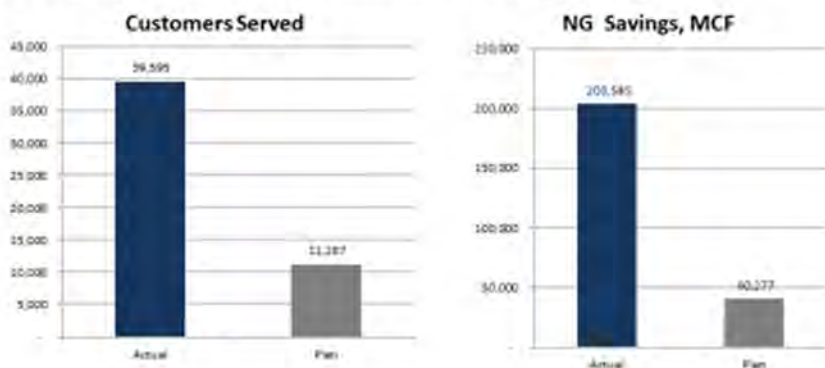


- Chris reviewed rebate options available to customers.



## Product Rebates – Metrics

- 351% of customers; 505% of NG Savings Target



- Chris reviewed the customers served and savings targets for Product Rebates.



## Product Rebates – 2020 Marketing Outreach

- Focused on continuing to **drive even more efficient conversions**
  - 31,793 smart thermostat purchases in 2020
  - 45% reduction in cost-per-conversion YOY
- Leveraged multi-channel approach to generate more than 9M impressions
  - Tactics included audio, display, Pinterest, paid social and search
- Promoted lower-priced smart stats, including a \$4 Honeywell



- Hartley Suter (Fahlgren Mortine) reviewed marketing for Product Rebates, helping produce great results for the program.
- E-mail played a significant role in driving participation.







## Appliance Rebates – Highlights

Program Manager: Chris Rausch

- 207 participating contractors; training and program requirements
- \$300 instant discounts on furnaces with AFUE  $\geq$  96%;  
\$350 instant discounts on boilers with AFUE  $\geq$  90%
- \$50 instant discounts on water heaters with an EF  $\geq$  .67;  
\$100 instant discounts on tankless water heaters with an EF  $\geq$  .91

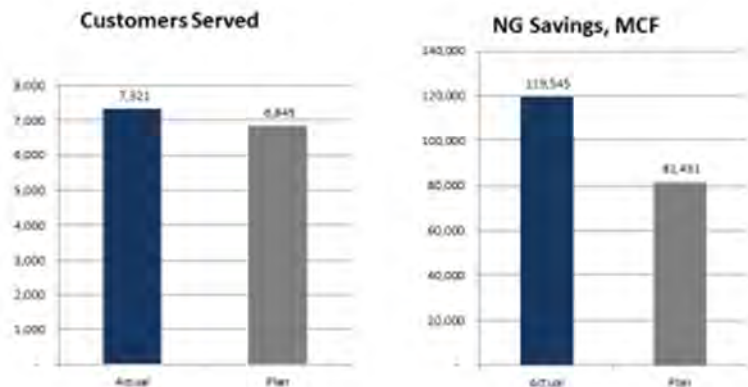


- Chris discussed the various rebates available through the Appliance Rebates program.



## Appliance Rebates – Metrics

- 107% of Customers; 147% of NG Savings Target



- Chris reviewed the customers served and savings targets for the Appliance Rebates program.



COLUMBIA GAS OF OHIO  
**HOME ENERGY  
AUDITS/REBATES**



## Home Energy Audit and Rebates – Highlights

- Diagnostic, computerized home energy audits
- Rebates on Energy Efficiency Upgrades:
  - Attic and Wall insulation
  - Air/duct leakage sealing
  - Upgrade available from programmable to smart thermostat
  - Identified 1,719 health and safety issues in customers' homes
    - Detected 164 interior gas leaks
    - 162 combustion safety issues
    - 829 Mold and Moisture issues
- Net Promoter Score: 9.27/10
- Partnership with Ohio Interfaith Power & Light

Program Manager: Chris Rausch



### Home Energy Audit

Sign up for our home energy audit to receive a comprehensive evaluation of your home's energy efficiency, along with recommendations for upgrades and generous discounts on energy efficiency improvements.

[Get an Audit](#)

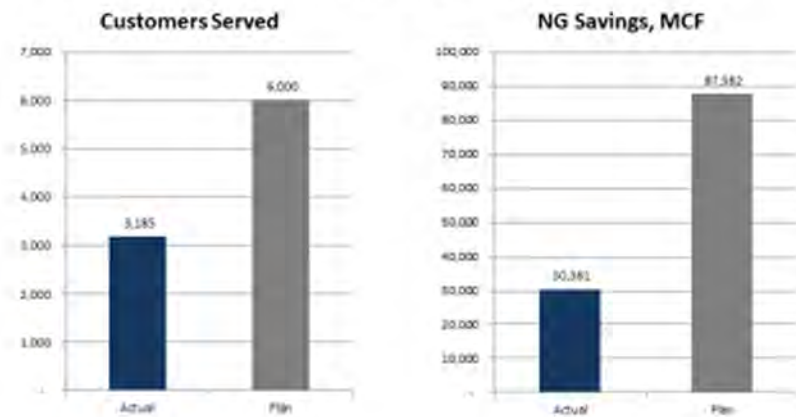


- Chris explained that the Home Energy Audit and Rebates program is a high-touch program that helps educate customers on the efficiency of their home.
- Health and safety issues are identified in this program.



## Home Energy Audit and Rebates – Highlights

- 53% of Customer Target; 35% of savings



- Chris reviewed the customers served and savings targets for the Home Energy Audit and Rebates program, noting that the program had been shut down for 4 months due to COVID.



## Home Energy Audit and Rebates – Customer Impacts

“If you had an audit done, follow through and save money! I know for certain that the comfort level in our house has improved.”

“We’re so thrilled with the outcome. Although we were a little skeptical at first because it seemed too good to be true, it really is exactly as presented, energy savings at an incredible savings. When they say you’ll get so much done for nearly free, you really need to follow through.”

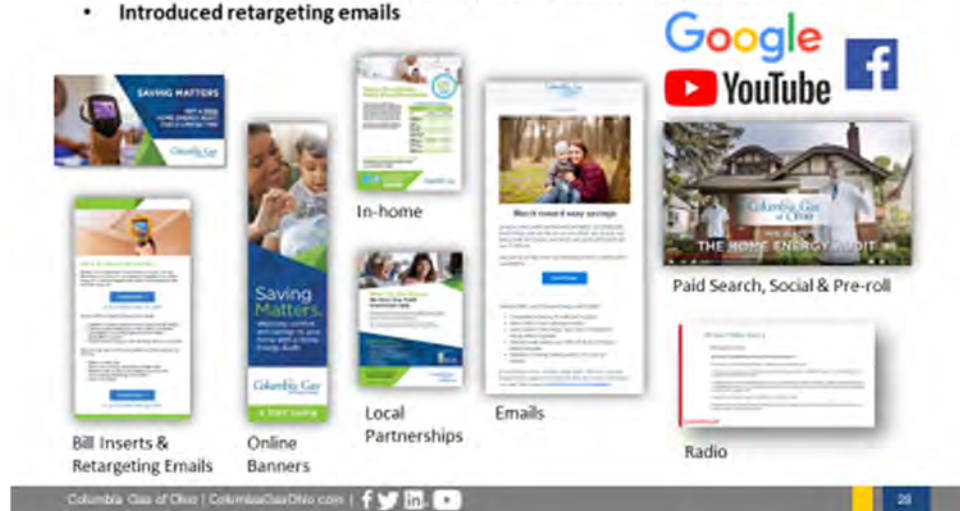
“The environmental impact of using less gas is really important to us. Even if we can afford it, we shouldn’t be using more energy than necessary.”

- Chris shared testimonials from customers participating in the Home Energy Audit and Rebates program.



## Home Energy Audit/Rebates – 2020 Marketing Outreach

- **Managed a multifaceted demand generation and awareness campaign** targeting current customers who qualified for the Home Energy Audit/Rebates program
- Reinforced messaging that Columbia is here to help customers save energy and reduce their natural gas expenses
  - Before COVID-19, audits were \$25 (half price); following relaunch, the program offered free audits
- **Introduced retargeting emails**



- Jeff reviewed marketing tactics for the Home Energy Audit and Rebates program, noting that at relaunch of the program, energy audits were free, boosting numbers in second half of the year.
- Retargeting emails were successful in driving program participation.



COLUMBIA GAS OF OHIO  
**HOME ENERGY  
EFFICIENCY CHECKUP**



## Home Energy Efficiency Checkup – Highlights

Program Manager: Chris Rausch

- Online, user friendly energy audit
- Additional EE on-ramp for customers
- Customized tips and recommendations for Columbia's EE programs
- 6,397 online energy audits
- 128% of customer participation target
- [ColumbiaGasOhio.com/checkup](http://ColumbiaGasOhio.com/checkup)



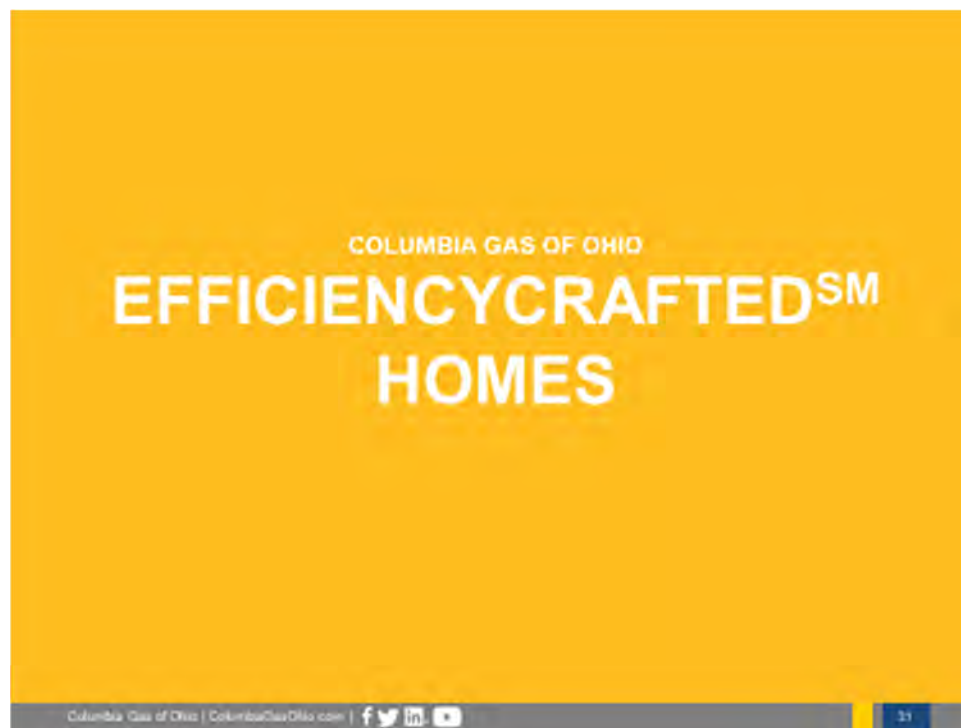
### Online Home Energy Checkup

Take our fast, easy online survey to learn about the energy efficiency of your home. Once the survey is completed, you'll receive customized advice on how to begin saving energy right away.

[Start Saving Now](#)

- Chris reviewed highlights of the Home Energy Efficiency Checkup program, showing great customer participation.







## EfficiencyCrafted<sup>SM</sup> Homes – Highlights

Program Manager: Ryan Stredney

To increase the energy efficiency of residential new construction, the EfficiencyCrafted<sup>SM</sup> program:

- Provides builders with incentives for building energy efficient homes
- Provides partners with technical educational opportunities and support as well as provides builders with sales/marketing support
- Conducts comprehensive quality assurance

Builders are encouraged to participate in training provided by the Program:

- Sales Training
- Technical Bulletins
- Technical/Field Training



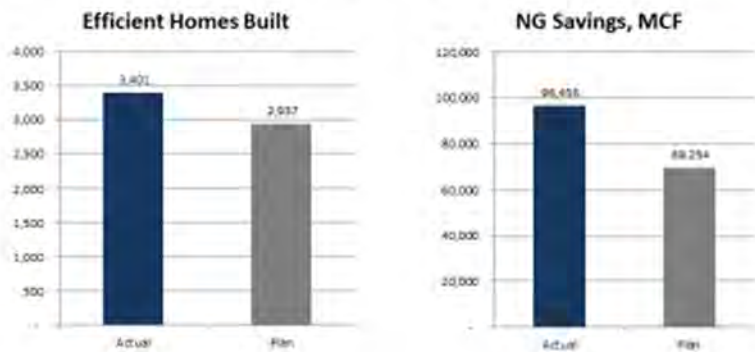
- Ryan Stredney reviewed highlights of the EfficiencyCrafted Homes program. Homes built through the program are more energy efficient than code.



## EfficiencyCrafted<sup>SM</sup> Homes – Metrics



- 116% of Homes Built; 139% of NG Savings Target
  - 508 ENERGY STAR<sup>®</sup> certified homes



- Ryan reviewed metrics from the EfficiencyCrafted Homes program, showing that the program is well above target in homes built and energy savings.



## EfficiencyCrafted<sup>SM</sup> Homes – 2020 Marketing Outreach

- Generated more than 7 million impressions
  - Tactics included NPR, native, Pinterest, paid social and paid search
- Drove even greater engagement than in 2019
  - Find A Builder clicks up 157% YOY
  - Find A Builder pageviews increased 87% YOY
  - Total pageviews increased by 24% YOY



- Hartley explained a different approach for EfficiencyCrafted Homes marketing, as building a new home is a big decision. Marketing continued to drive engagement on the program website.
- Engagement from marketing increased from 2019 to 2020.







### e<sup>3</sup> smart – Highlights

Program Manager: Ryan Stredney

- Energy education curriculum delivered to students in 3-12 grade classes; separated curriculums into two levels
- Partnership with AEP in jointly served counties; stand alone program elsewhere
- Launched digital Canvas platform allowing teachers and students to learn hands-on science no matter their school environment—the classroom or virtual learning at home
- 320 teachers in over 200 schools participated
- 21,196 students were educated and received EE kits
- Greater than 50% of teachers participating in program work in schools with 50% or greater free/reduced lunch programs
- Established funding partnership with Facebook



- Ryan reviewed highlights of the e3 Smart program, noting that with the onset of online learning, the program had to shift to a digital Canvas platform to help teachers successfully provide lessons in a virtual teaching environment.
- The program is opening new channels to try to increase funding.



## e<sup>3</sup> smart – Customer Impacts

Program Manager: Ryan Stredney

One student immediately installed the low-flow showerhead. She told me how she and her dad did it together as a father-daughter project. He was really excited about the materials you provided. - Melissa [REDACTED] Westlake High School

General parent feedback is typically, "Wow, I didn't know energy companies cared about using less energy." – Christopher [REDACTED] Carey Exempted Village School

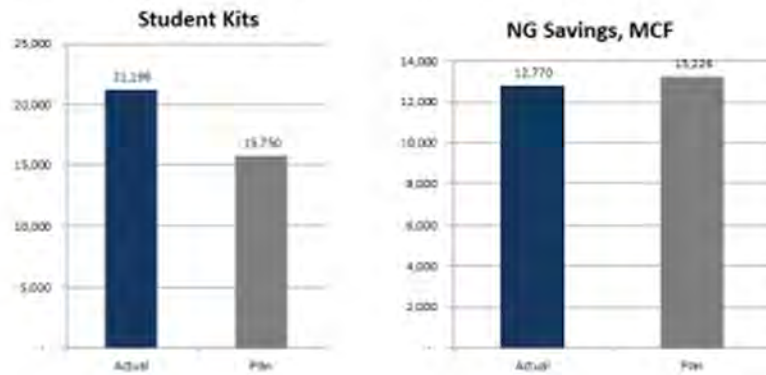
I specifically remember a girl being so happy about the weather stripping from a previous year. She lived in an older home with older windows that did not close properly. She had been using rolled up socks to stick against the window seal to prevent a draft. She was so excited to share with me that she installed the weather stripping and her room was much warmer because of it. – Brian [REDACTED] Canfield High School

- Ryan shared feedback from students/parents regarding the e3 Smart program.



### e<sup>3</sup> smart – Metrics

- 135% of Students; 97% of NG Savings Target



- Ryan reviewed metrics for the e<sup>3</sup> smart program, noting program achievements through the circumstances of COVID.







## Home Energy Efficiency Reports – Highlights

Program Manager: Ryan Stredney

- High Savings and Customer Satisfaction Rate on paper and digital HERs.
  - Overall positive feedback rate of 85%
- New interactive web energy dashboard that lets customers drill-down various details of their usage.
- Includes personalized insights, savings tips, recommendations to Columbia Gas energy efficiency programs, comparison of past period usage, etc.
- Provides a holistic view of the customer's gas consumption trends while offering next best actions to save energy and money.
- Promotes relevant Columbia Gas energy efficiency programs to individual users and drives action to leveraging benefits/rebates being offered.

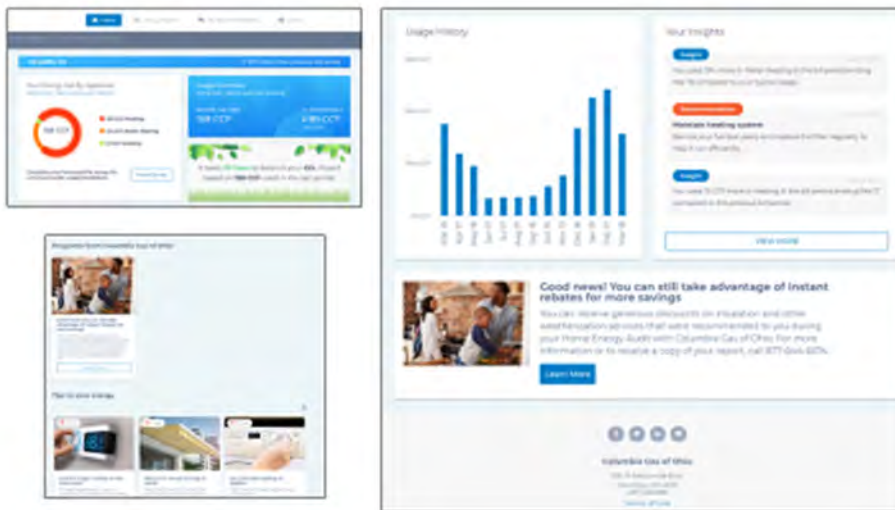
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- Ryan reviewed highlights of the Home Energy Efficiency Reports program, noting that it touches many customers digitally and via paper reports.



## Home Energy Efficiency Reports – Home Energy Dashboard



- Ryan shared the new dashboard for the Home Energy Efficiency Reports program, noting that it includes an overall comparison of usage, tips and tricks, and links for social media.
- The program has an 85% positive feedback rate, indicating that customers like what they're getting.



## Home Energy Efficiency Reports – Customer Impacts

"It's wonderful that you take out of your time to help your customers understand what they can do to benefit from lowering their use of gas. Thank you so very much for the understanding of what I can do."

"You and your tech is the only way we customers know this detail. Thanks"

"I love the part that describes my carbon footprint in terms of how many trees it takes to offset my CO2. Very informative. Thanks"

"I love the little hints like using cold water for garbage disposal. Keep this kind of hints coming. You have a chance of making us better consumers"

"I like all the facts provided. I even enjoyed know it takes 64 trees to makes that impact. It will make me more cautious next winter."

"I am blind in one eye and can't see my bill too good, so seeing the info over the phone is great"

- Ryan shared some customer testimonials for the Home Energy Efficiency Reports program.



## Home Energy Efficiency Reports – Metrics

- 136% of Customers; 145% of Savings Target



- Ryan reviewed metrics for the program, stating that the program is well above customers served and savings targets.







## Innovative Energy Solutions – Highlights

Program Manager: Chris Rausch

- Eligible Customers
  - Non-Profits
  - Houses of Worship
    - Partnership with OHIPL
  - Public buildings and Schools
  - Businesses/Farms
- EE Upgrade Options
  - Energy Audits
  - Custom Rebates
  - Prescriptive Rebates



### Existing Facility Improvements

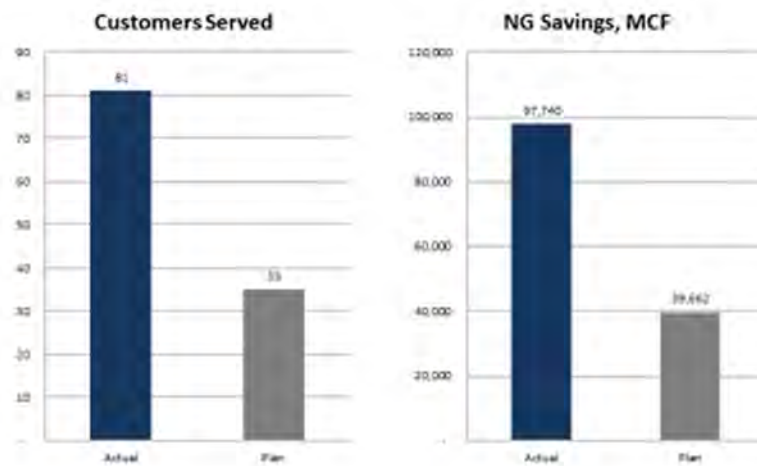
Get rebates for energy audits and facility improvements on existing buildings that will help reduce your monthly natural gas bills.

[Learn More](#)

- Chris reviewed highlights of the Innovative Energy Solutions program.
- The program provides rebates on ASHRAE Level II audits to help identify ways to save natural gas; and rebates are offered for energy efficiency measures.
- Prescriptive rebates are offered to customers using less than 3,000 Ccf/year.



## Innovative Energy Solutions – Metrics



- Chris shared successful metrics of the Innovative Energy Solutions program.



COLUMBIA GAS OF OHIO

# SMALL COMMERCIAL CONSTRUCTION

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## Small Commercial Construction – Highlights

- Four training sessions offered:
  - SmartBuildings (ecobee)
  - Ozone Laundry: Upgrading Standard Cleaning Processes
  - Very High-Efficiency Dedicated Outdoor Air Systems
  - Demand Control Ventilation
  - All trainings included information on Columbia Gas energy efficiency incentives
- Incentives for building better than commercial building energy code
- Net Promoter Score of 9.64
- 14,609 Mcf saved for 28 customers served

Program Manager: Ryan Stredney



### Small Commercial Construction

Take advantage of rebates that will help lower your monthly natural gas bills by building energy efficiency into your space.

[Learn More](#)

- Ryan shared highlights of the Small Commercial Construction program.
- Trainings are offered to educate attendees on program benefits.



COLUMBIA GAS OF OHIO

# ENERGY STAR PORTFOLIO MANAGER® AUTOMATED BENCHMARKING



## ENERGY STAR Portfolio Manager® Automated Benchmarking – Highlights

Program Manager: Ryan Stredney

- Platform provides an automated flow of natural gas data to the EPA's ENERGY STAR Portfolio Manager tool.
- 93 customers were enrolled in 2020.
- Conducted an RFP for the program in late 2020. Selected a new implementation partner, in progress on the new platform launch.
- Working with local municipalities on future of benchmarking across Ohio.



- Ryan reviewed the ENERGY STAR Portfolio Manager program.
- A new implementation partner was selected for the program.



COLUMBIA GAS OF OHIO

# ENERGY EFFICIENCY MARKETING

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## EE Marketing – 2020 Awareness

- Implemented a video-first strategy to generate more than 17M impressions across broadcast, advanced TV and YouTube, audio streaming, paid social and paid search
- Developed animated videos with aggressive calls to action to comply with stay-at-home orders and maximize budget
- Concepted and produced our *Saving matters. For everyone.* campaign, generating program awareness and driving participation



- Hartley shared strategies utilized to create more awareness of the energy efficiency portfolio and to drive customers to participate in our programs.



## 2020 DSM Portfolio and Marketing Awards

- 2021 ENERGY STAR Sustained Excellence in Program Delivery, Partner of the Year (for 2020)

- WarmChoice®
- EfficiencyCrafted<sup>SM</sup> Homes
- Appliance Rebates
- Product Rebates
- Home Energy Audits/Rebates
- ENERGY STAR Portfolio Manager – Automated Benchmarking



- Sustained Excellence Partner of the Year for the 8<sup>th</sup> consecutive year; ENERGY STAR® Partner of the Year for the 10<sup>th</sup> straight year
- 2020 ENERGY STAR Certified Homes Market Leader Award – EfficiencyCrafted<sup>SM</sup> Homes
- 2020 PRISM Award for Use of Data/Analytics from PRSA Central Ohio Chapter
- 2020 North American SABRE Winner in Energy and Natural Resources category (finalist in 2019)

- Hartley shared awards of third party recognition for energy efficiency program marketing.
- Hartley shared that to continue to be recognized year after year by ENERGY STAR, the programs must not only sustain results, but also need to continue to innovate and improve year over year.



## WarmChoice® – Q1 2021 Marketing Outreach

- Digital tactics generated awareness of the program, delivering nearly 1.2M impressions to date
  - Implemented conversion tracking on the site which allows us to track outbound clicks to the application and provider pages
- Working to identify partnership opportunities with multiple touchpoints to provide meaningful connections with our program audience
- Evolved our current satisfaction survey to help define audience characteristics we can leverage in future marketing
  - Developed an additional survey to be deployed to those who have not yet participated, helping define clearer customer profiles and who may be most likely to participate



- Jeff reviewed Q1 2021 marketing efforts for the WarmChoice program, continuing successful digital tactics.
- A new survey was created to send to customers who haven't participated in the program to develop a profile on how to reach customers effectively.



## Product Rebates – Q1 2021 Marketing Outreach

- Continued multi-channel approach for maximum impact
  - More than 580k impressions delivered across Pandora connected home, paid social and paid search
- Thermostat sales are up ~200% YOY
  - Driven by impressive demand for our lower priced thermostats



- Jeff shared marketing tactics for the Product Rebates program, which are showing continued success.



## Home Energy Audit/Rebates – Q1 2021 Marketing Outreach

- Developed a robust series of nurture and blast emails, direct mail components and online interaction to enhance recall and maintain top-of-mind awareness with customers
- YouTube viewing to completion increased to 42.36%, approximately 12 percentage points above the industry benchmark
- Maintaining a continuous marketing presence with multiple touch points while taking a “test and learn” approach to *messaging* and *tactics*



- Jeff reviewed marketing strategies for the Home Energy Audit/Rebates program, noting continuation of the nurture style e-mails.
- YouTube has been successful in helping drive awareness and has seen high video completion rates.



## Home Energy Audit/Rebates – Q1 2021 Marketing Outreach



:15 YouTube Pre-roll



In-home Flyer



Mobile Banners



Radio



In-home Referral Program



Digital Retargeting



Multi-program Messaging



Paid Search & Paid Social

- More examples of marketing strategies for the Home Energy Audit/Rebates program were shared with the group.



## EfficiencyCrafted<sup>SM</sup> Homes – Q1 2021 Marketing Outreach

- Continued digital-focused approach to reach a quality audience
  - Delivered more than 550k impressions across Pinterest, paid social, and paid search
- Find A Builder clicks up 469% YOY
- Continue to optimize Pinterest and paid social images and copy based on performance data
- Launched new interactive unit in April



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- Hartley stated that the focus of marketing for the EfficiencyCrafted Homes program is about getting customers engaged in the program.



## EfficiencyCrafted<sup>SM</sup> Homes – Q1 2021 Marketing Outreach



- Hartley detailed an interactive ad unit created for the EfficiencyCrafted Homes program that allows customers to tour parts of home where customers gets value from an EfficiencyCrafted home and gives customers the opportunity to experience the benefits.



## EE Marketing – Q1 2021 Awareness

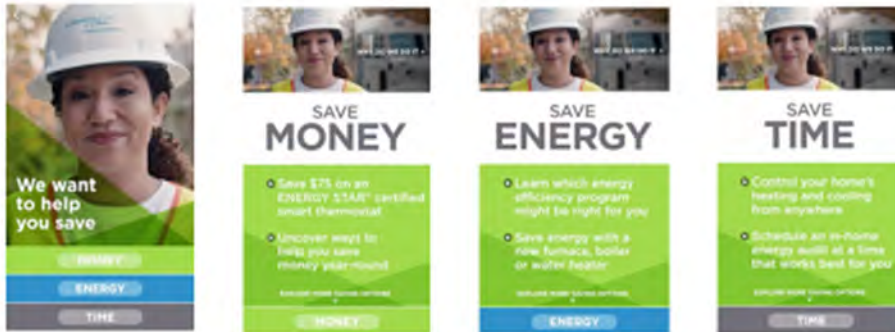
- Continued to utilize paid tactics to **generate aggressive awareness** of the full portfolio
  - Delivered more than 4.5M impressions across broadcast, advanced TV, YouTube, paid social and paid search
  - Total EE pageviews are up 37% YOY**
  - Introduced new tactics like high-impact banners and Instant Experience that will allow us **greater insights into our audience segments** (Money/Energy/Time) and measure program consideration
- Investigating a potential partnership with real estate agents to serve as trusted third-party energy efficiency ambassadors



- Hartley shared an introduction of a new Instant Experience ad that allows gathering of more insights into our audience to help understand what is important to them.
- The team is investigating a potential partnership with real estate agents to further educate as energy efficiency ambassadors.



## EE Marketing – Q1 2021 Awareness



- Hartley shared an example of the interactive ad units currently on Facebook to drive customers to take action and participate in an energy efficiency program.



## 2021 DSM Portfolio Update

Program	2021 Customers Served Target	2021 Customers Served (Thru March)	2021 Percent of Annual Customers Served Achieved (Thru March)
Home Energy Audits and Rebates	6,000	1,508	25%
WarmChoice	2,150	382	18%
Appliance Rebates	6,845	2,333	34%
EfficiencyCrafted Homes	3,161	859	27%
Home Energy Efficiency Reports	430,000	-	N/A
Simple Energy Solutions	11,267	6,008	53%
e <sup>3</sup> smart	15,750	-	N/A
On Line Audit	5,000	667	13%
Innovative Energy Solutions	35	6	17%
Small Commercial Construction	25	2	8%
EPA Portfolio Manager Automated Benchmarking	30	-	N/A

- Matt shared an update of the Q1 2021 portfolio with strong numbers – the programs are on track to meet customers served goals for 2021.



## 2021 DSM Portfolio Update

- 2021 Year-to-Date Energy Efficiency Program Participation, as of March 2021 (25% of year complete)

Program	2019 Percent of Annual Customers Served Achieved (Thru March)	2020 Percent of Annual Customers Served Achieved (Thru March)	2021 Percent of Annual Customers Served Achieved (Thru March)
Home Energy Audits and Rebates	22%	17%	25%
WarmChoice	18%	21%	18%
Appliance Rebates	30%	33%	34%
EfficiencyCrafted Homes	37%	30%	27%
Home Energy Efficiency Reports	N/A	N/A	N/A
Simple Energy Solutions	18%	32%	53%
e <sup>5</sup> smart	N/A	N/A	N/A
On Line Audit	32%	8%	13%
Innovative Energy Solutions	37%	60%	17%
Small Commercial Construction	12%	16%	8%
EPA Portfolio Manager Automated Benchmarking	87%	73%	N/A

- Matt showed a comparison of the previous two years indicating that the programs are in a strong spot as of Q1 2021.



COLUMBIA GAS OF OHIO

# Regulatory Compliance Matters



## Regulatory Compliance Matters – COVID-19

- In Case No. 20-591-AU-UNC, On March 12, 13, and 20, 2020, the Commission issued a series of entries responding to the COVID-19 pandemic for those utilities under its jurisdiction.
- The Commission directed all utility companies “to suspend, for the duration of the emergency, any non-essential functions that would require or cause in-person contact that may create unnecessary COVID-19 spread risks, unless otherwise directed by the Commission.”
- The Commission further described the non-essential functions to include “in-home energy efficiency audits, weatherization programs.”

- Melissa shared a timeline of the Commission directive during the suspension of non-essential functions which affected the WarmChoice and Home Energy Audit/Rebates programs.



## Regulatory Compliance Matters – COVID-19

- In Case No. 20-637-GA-UNC, Columbia filed a Motion to Suspend on March 18, 2020, where Columbia requested a suspension of “the 75% underperforming customer participation threshold for its energy efficiency programs that involve work in customers’ homes (e.g., WarmChoice, Home Energy Audits), as continuing to do these programs during the pandemic would create unnecessary risks of social contact between Columbia personnel, Columbia contractors, Columbia customers, and the general public.”
- This motion and subsequent extensions were approved automatically and by Commission Order.
- In Case No. 20-637-GA-UNC, Columbia also filed a Transition Plan on May 29, 2020. Pursuant to Paragraph 7c of the Transition Plan, Columbia proposed to resume its in-home energy audit programs and weatherization programs on July 13, 2020. Columbia’s Transition Plan was approved by Supplemental Finding and Order on June 17, 2020.



COLUMBIA GAS OF OHIO  
**2023 – 2027 DSM  
Program Continuation**



## Proposed 2023-2027 DSM Action Plan Overview

- Filing on June 30, 2021 to continue our successful portfolio of Energy Efficiency programs for the period of January 1, 2023 – December 31, 2027
- Programs help lower customers' natural gas usage and bills, and can result in improved health and safety, reduced greenhouse gas emissions, and reduced electricity and water usage.



- Sarah shared an overview of the plan to file on June 30, 2021 an Application to continue Columbia's successful energy efficiency programs January 1, 2023-December 31, 2027.



## Proposed 2023-2027 DSM Programmatic Changes

- **Columbia Gas is proposing to continue, with very minor modifications, its award-winning DSM Program. Some enhancements include:**
  - Increase eligibility in the WarmChoice® Program (no-cost weatherization program for income qualified customers) to 200% of Federal Poverty Guidelines.
    - Maintain \$7.1 million of WarmChoice funding in base rates, and continue the DSM Rider
  - Continue the student energy efficiency education program (e3 smart), even without electric program support
  - Appliance Rebates: Expand the minimum AFUE requirement for furnaces through program.
    - Incorporate rebates for ENERGY STAR® certified smart and programmable thermostats into the program.
  - Proposing to add \$100,000 to pilot innovative energy efficiency technology in the program.

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- Sarah shared some of the proposed changes in the DSM filing for 2023-2027.
- Melissa added that the DSM extension will be part of the Ohio Rate Case filing, with the Application being filed June 30, 2021 and Columbia's Notice of Intent on May 28, 2021.
- Nicole Peoples of Corporation for Ohio Appalachian Development (COAD) expressed full support for the increased income guidelines for the WarmChoice program adding that it would align with HWAP guidelines supporting a more leveraged program.



Thank you!

ColumbiaGasOhio.com/SavingMatters

Sarah Poe

Manager of Energy Efficiency

[spoe@nisource.com](mailto:spoe@nisource.com)

614-460-4632

Have a safe day!

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- Sarah shared her contact information, and thanked all for support of the DSM programs.
- Meeting was adjourned.



**Columbia Gas of Ohio DSM Stakeholder Group  
2021 Meeting #2  
November 15, 2021  
1:00 pm**

**Meeting Minutes**

**Stakeholders Participating**

Adrian Andrews (Columbia Gas)  
Christine Rausch (Columbia Gas)  
Dale Arnold (Ohio Farm Bureau Federation)  
Debbie Ohler (Ohio Board of Building Standards)  
Dora Tharp (Ohio Partners for Affordable Energy)  
Ervin McKinney (Columbia Gas)  
James Ripke (Public Utilities Commission of Ohio)  
Jeff Scott (Fahlgren Mortine)  
John Johnson (Ground Level Solutions)  
John Ryan (Columbia Gas)  
Larry Titus (Columbia Gas)  
Marilyn Bussard (Columbia Gas)  
Matt Vorndran (Columbia Gas)  
Megan Pederson (CLEAResult Contractor for Columbia Gas)  
Melissa Thompson (Columbia Gas)  
Nicole Peoples (Corporation for Ohio Appalachian Development)  
Rachel Neri (NeighborWorks Toledo Region)  
Randy Hall (Cornerstone Energy)  
Ryan Stredney (Columbia Gas)  
Sarah Poe (Columbia Gas)  
Tonja Stewart Shaw (Public Utilities Commission of Ohio)



## COH DSM Stakeholder Group Meeting


Columbus, Ohio  
November 15, 2021





## Agenda

- Welcome
  - Safety Moment
  - Introductions
  - Roll Call
  - Opening remarks
    - Melissa Thompson, Director, Regulatory Policy
- 2021 Program Updates through 9/30/2021
- Adjournment

- 
- Sarah Poe welcomed attendees and thanked them for attendance at the second of two required DSM Stakeholder Group meetings for 2021.



## Safety Moment – Work from Home Winter Safety

### Cardiac and Physical

- More opportunity for injury (cardiac and physical)
- More opportunity for slips, trips, and falls

### Mental Health – Break the stigma

- Seasonal Depression
- Big Lots Behavioral Health Pavilion

### Driving

- Less driving than average
- Adjusting to conditions
- 17% of all U.S. car accidents occur in winter conditions
- Ohio rates in the top states each year for fatal accidents during winter months

- Ryan Stredney initiated the home winter safety moment referencing the small snowstorm in Columbus the previous day and noting that working remotely presents other opportunities for being out in the winter weather.
- Ryan mentioned with working remotely, the City of Columbus focused on mental health and breaking the stigma, and that it is important to exercise the brain as well as the body.



## Meet the COH EE Team

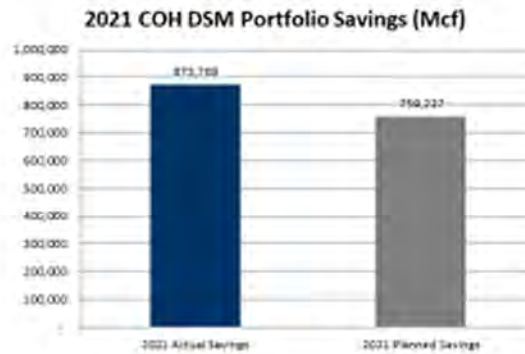
Name	Title	Email
Adrian Andrews	WarmChoice® Program Manager	<a href="mailto:aandrews@nisource.com">aandrews@nisource.com</a>
Larry Titus	Quality Assurance Representative	<a href="mailto:ltitus@nisource.com">ltitus@nisource.com</a>
Erv McKinney	Quality Assurance Representative	<a href="mailto:emckinn@nisource.com">emckinn@nisource.com</a>
Chris Rausch	Existing Buildings Program Manager	<a href="mailto:crusch@nisource.com">crusch@nisource.com</a>
Ryan Stredney	New Buildings Program Manager	<a href="mailto:rstredney@nisource.com">rstredney@nisource.com</a>
Matt Vorndran	Financial & Analytics Lead	<a href="mailto:mvorndran@nisource.com">mvorndran@nisource.com</a>
Marilyn Bussard	Energy Efficiency Coordinator	<a href="mailto:mbussard@nisource.com">mbussard@nisource.com</a>
Sarah Poe	Manager, Energy Efficiency	<a href="mailto:spoe@nisource.com">spoe@nisource.com</a>

- Sarah introduced members of the COH Energy Efficiency team, including contractors, Megan Pederson, Program Analyst, and Jeff Scott with one of our marketing partners, Fahlgren Mortine.
- Marilyn Bussard did a roll call of attendees.



## 2021 DSM Program – Metrics & Highlights (Jan. – Sept.)

- Exceeded planned natural gas savings target
  - Mcf savings, lifetime: 7,503,205
  - Reduced tons CO<sub>2</sub>, lifetime: 450,192
  - Customers served: 596,096



- Melissa Thompson thanked all for virtual attendance at the meeting to review progress of the 2021 program year for energy efficiency programs.
- Excellent results were noted with savings and reduced CO<sub>2</sub> emissions.
- Columbia continues to have a strong focus on safety as noted in the number of health & safety issues found and mitigated in customer homes.
- Thanks to partner collaboration in helping make programs successful.



## 2021 DSM Program – Metrics & Highlights (Jan. – Sept.)

- Health and Safety (H&S) Statistics

H&S Category	# Homes
Asbestos	559
Combustion Safety	179
Cracked Heat Exchanger	387
Gas Leaks	190
Mold & Moisture	1143
Venting Issues	909
Wiring Issues	255

- Matt Vorndran shared health and safety metrics through September.



## WarmChoice® – Metrics (Jan. – Sept.)

- 62% of Customers; 51% of NG Savings Target



- Matt noted achievement of over 1,300 customers served with savings of over 35,000 Mcf through the WarmChoice program.



## WarmChoice® – Health and Safety Update

- Health and Safety Inspections detected and repaired in 2021:
  - 61 interior gas leaks
  - 387 cracked heat exchangers
  - 909 venting issues
- Leveraged Health and Safety Funding Sources
  - Continued partnership with ODOD HWAP
  - USDA Rural Housing/Housing Trust Fund
  - Community Housing Improvement Program
- Other potential funding sources for non-energy efficiency health and safety?

- Adrian Andrews noted health and safety issues are usually identified during the inspection, and providers and contractors address before moving on to provide energy efficiency services.
- Continued partnerships to leverage health and safety funding sources.
- Always looking for additional funding sources.



## WarmChoice® and Energy Assistance

- Coordinating with Columbia's Energy Assistance Team
  - Cross promotion of Energy Assistance and WarmChoice
    - Marketing materials
    - COH website
    - Emails
    - Home Energy Assistance Program Partners
    - COH Customer Engagement
    - Identifying organizations where customers seek assistance – food and clothing
      - Lutheran Social Services
      - Salvation Army
      - Local Matters – Veggie Van Mobile Grocery
      - Mid Ohio Food Market
- Collaborating on Customer Concerns
  - High bills/Payment plans
  - Gas appliance concerns
  - Comfort issues

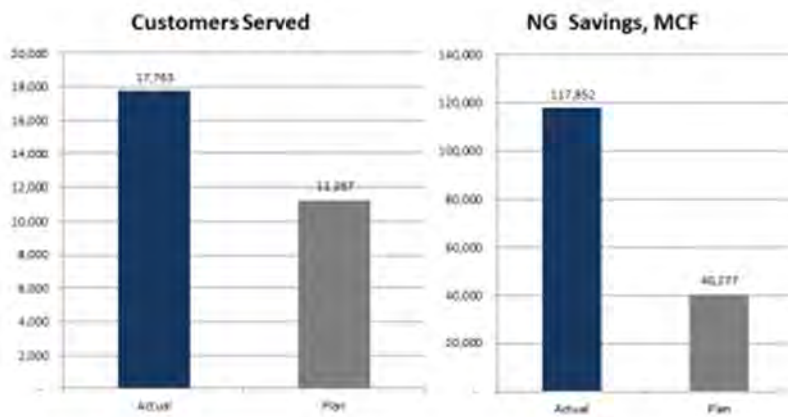


- Adrian noted cross promotion and collaboration with Columbia's Energy Assistance Team.



## Simple Energy Solutions – Metrics (Jan. – Sept.)

- 158% of Customers; 293% of NG Savings Target

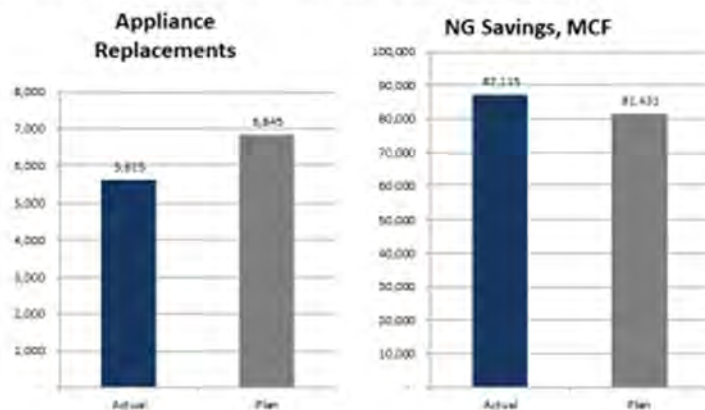


- Matt reviewed the Product Rebates program results through September.



## Appliance Rebates – Metrics (Jan. – Sept.)

- 82% of Appliances; 107% of NG Savings Target

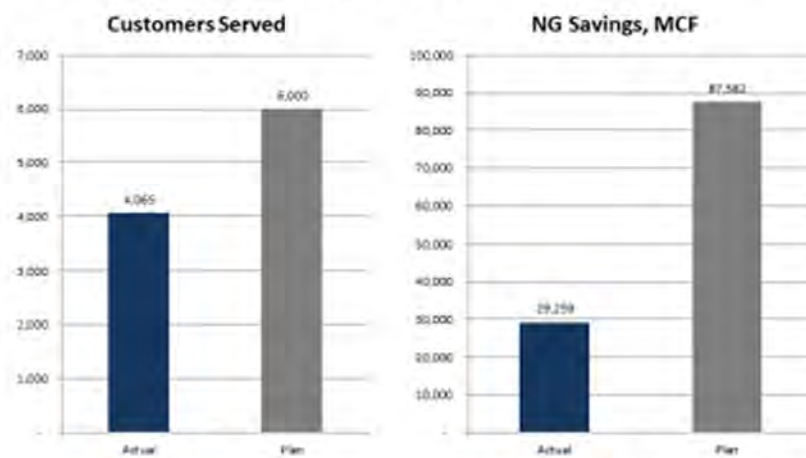


- Matt reviewed the Appliance Rebate metrics through September.



## Home Energy Audit and Rebates – Metrics (Jan. – Sept.)

- 68% of Customers; 33% of NG Savings Target

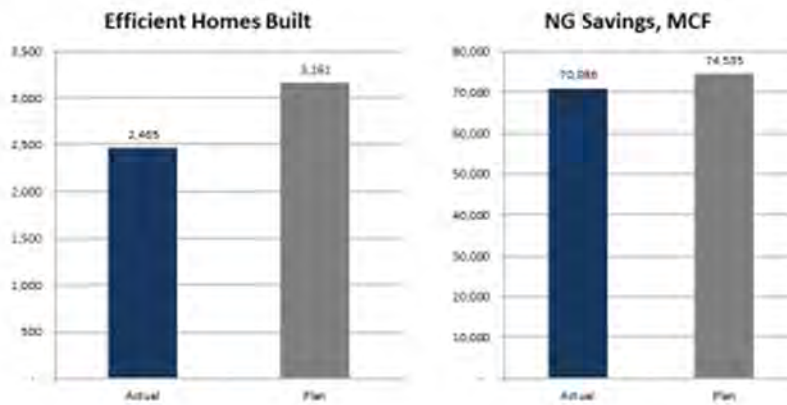


- Matt reviewed the Home Energy Audit and Rebates program metrics through September.



### EfficiencyCrafted<sup>SM</sup> Homes – Metrics (Jan. – Sept.)

- 78% of Homes Built; 95% of NG Savings Target

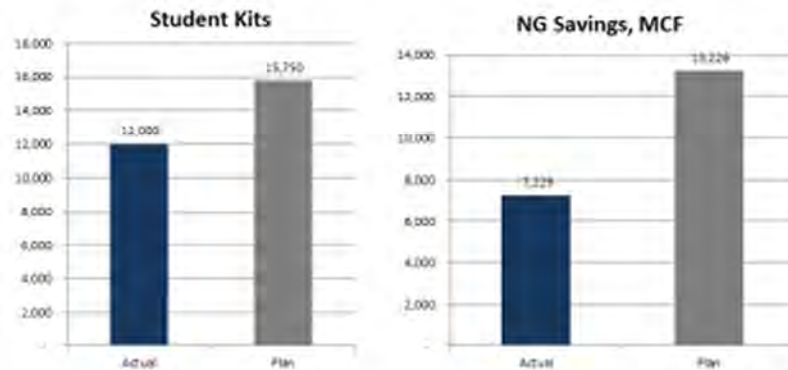


- Matt reviewed the metrics for the EfficiencyCrafted Homes program through September.



### e<sup>3</sup> smart – Metrics (Jan. – Sept.)

- 76% of Students; 55% of NG Savings Target



Actuals are not provided until January 2022

- Matt relayed that more than 12,000 student kits were distributed for the e3 Smart program.
- Final kit numbers will be available in January.



## Home Energy Efficiency Reports – Metrics (Jan. – Sept.)

- 127% of Customers; 134% of NG Savings Target

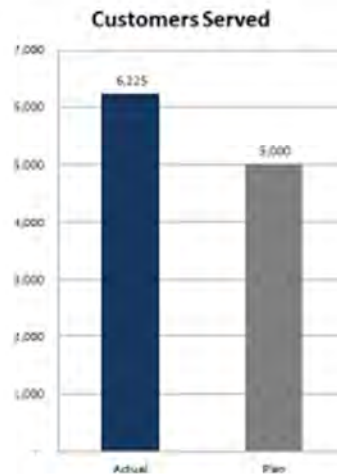


- Matt reviewed the Home Energy Efficiency Reports metrics through September, exceeding both targets for the year.



## Home Energy Efficiency Checkup – Metrics (Jan. – Sept.)

- 125% of Customers

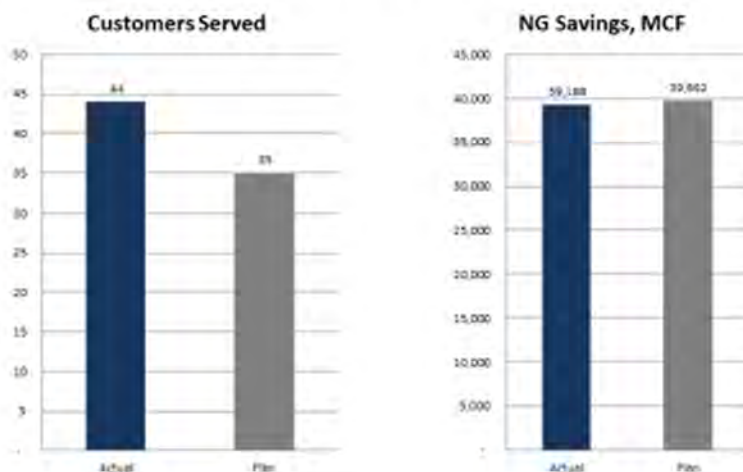


- Matt reviewed the Home Energy Efficiency Checkup program, also noting that the program has exceeded the customers served target.



## Innovative Energy Solutions – Metrics (Jan. – Sept.)

- 126% of Customers; 99% of NG Savings Target

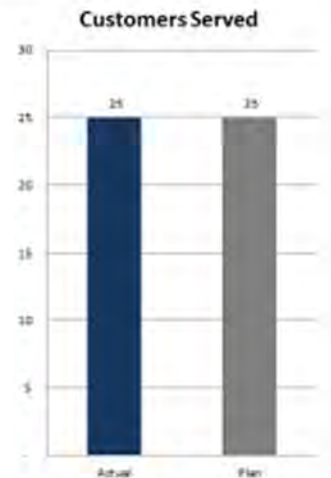


- Matt reviewed Innovative Energy Solutions metrics and quickly approaching targets.



## Small Commercial Construction – Metrics (Jan. – Sept.)

- 100% of Customers



- Matt stated that the Small Commercial Construction program has hit the target for the year for customers served.



## EPA Portfolio Manager Automated Benchmarking – Metrics (Jan. – Sept.)

- Conducted an RFP for the program in late 2020.
- In early 2021 Columbia selected Accelerated Innovations to implement the program.
- Throughout 2021, Columbia worked with Accelerated Innovations on development of the benchmarking tool.
- Soft launch of new Automated Benchmarking tool in 2021.
- Continue to provide Ohio Hospital Association with usage data on a monthly basis for Benchmarking.



- Ryan discussed the EPA Portfolio Manager – Automated Benchmarking program; a new implementer for program has been selected.



## 2021 DSM Portfolio Update

- 2021 EE program customer participation rates, as of September 2021 (75% of year complete)

Program	2019 Percent of Annual Customers Served Achieved (Thru Sept)	2020 Percent of Annual Customers Served Achieved (Thru Sept)	2021 Percent of Annual Customers Served Achieved (Thru Sept)
Home Energy Audits and Rebates	58%	33%	68%
WarmChoice	63%	38%	62%
Appliance Rebates	74%	80%	90%
EfficiencyCrafted Homes	92%	91%	78%
Home Energy Efficiency Reports	140%	140%	127%
Simple Energy Solutions	71%	227%	158%
e <sup>2</sup> smart	149%	149%	76%
On Line Audit	110%	107%	125%
Innovative Energy Solutions	223%	160%	126%
Small Commercial Construction	64%	60%	100%
EPA Portfolio Manager Automated Benchmarking	273%	300%	N/A

- Matt stated that 8 out of 10 programs have already surpassed the 75% customers served goals through September.



## Thank you!

- ColumbiaGasOhio.com/SavingMatters
- Sarah Poe, Manager, Energy Efficiency
  - [spoe@nisource.com](mailto:spoe@nisource.com)
  - 614-460-4632
- Have a safe day!

- Sarah opened for questions or comments; hearing none, the meeting was adjourned.



PUCO Case Nos. 21-0637-GA-AIR, et al.  
ELPC Requests for Production Set 1, No. 3  
Respondent: Melissa L. Thompson

**COLUMBIA GAS OF OHIO, INC.**  
**RESPONSE TO THE ENVIRONMENTAL LAW & POLICY CENTER**  
**REQUESTS FOR PRODUCTION OF DOCUMENTS**  
**DATED NOVEMBER 4, 2022**

**Requests for Production Set 1, No. 3.**

Please provide all surveys Columbia has done regarding customer preference to pay SFV.

**Response:**

Columbia has not conducted any surveys regarding customer preference to pay SFV.



PUCO Case Nos. 21-0637-GA-AIR, et al.  
ELPC Requests for Production Set 1, No. 4  
Respondent: Melissa L. Thompson

**COLUMBIA GAS OF OHIO, INC.**  
**RESPONSE TO THE ENVIRONMENTAL LAW & POLICY CENTER**  
**REQUESTS FOR PRODUCTION OF DOCUMENTS**  
**DATED NOVEMBER 4, 2022**

**Requests for Production Set 1, No. 4.**

Please provide a redline comparison of the changes made between the filing of the Stipulation Appendix A and the corrected Appendix A on November 4, 2022.

**Response:**

Columbia cannot complete a redline comparison because Stipulation Appendix A is a Microsoft Excel document. Even though a redline cannot be completed, Columbia will detail the changes between Stipulation Appendix A filed on October 31, 2022 and the corrected Stipulation Appendix A filed on November 3, 2022.

On Schedule A-1, Line 12, Columbia corrected the Net Increase from 21.30% to 27.07 and 7.38% to 7.97%, respectively. Columbia also added Schedules B-3, B-3.1, and B-3.2, as is referenced in Footnote 4 of the Stipulation on Page 4.



**This foregoing document was electronically filed with the Public Utilities  
Commission of Ohio Docketing Information System on  
11/16/2022 11:22:00 AM**

**in**

**Case No(s). 21-0637-GA-AIR, 21-0638-GA-ALT, 21-0639-GA-UNC, 21-0640-GA-AAM**

Summary: Exhibit ELPC-2 electronically filed by Ms. Janean R. Weber on behalf of  
Environmental Law & Policy Center