

**BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO**

In the Matter of the Application of Co-)
lumbia Gas of Ohio, Inc. for Approval to) Case No. 14-1615-GA-AAM
Change Accounting Methods.)

**ANNUAL REPORT OF
COLUMBIA GAS OF OHIO, INC.**

Columbia Gas of Ohio, Inc. (“Columbia”), pursuant to the Commission’s December 14, 2014 Finding and Order adopting the Pipeline Safety Program (“PSP”) the Commission’s August 26, 2016 Opinion and Order amending the PSP, and the Commission’s January 26, 2023 Opinion and Order approving Columbia’s rate case, respectfully submits its annual report detailing Columbia’s PSP-related expenses deferred in calendar year 2022. In support of its annual report, Columbia states as follows:

1. Columbia is a natural gas company and a public utility within the meaning of R.C. 4905.02 and 4905.03, and is therefore subject to the jurisdiction of the Commission.

2. On December 17, 2014, pursuant to R.C. 4905.13, the Commission approved Columbia’s application to establish a regulatory asset to defer to up to \$15 million annually to increase customer safety through the PSP. The Commission required Columbia to file an annual report for its PSP by June 1 each year. The Commission further required Columbia’s annual report to include an audit report prepared by Columbia’s external auditor summarizing its findings with respect to the accuracy of Columbia’s accounting for PSP-related expenditures.

3. The Commission also established that, with the filing of the annual report, Staff conducts an annual review of reported program expenditures and should file a Staff Report no later than 90 days subsequent to the annual report. Once the Staff Report is filed, Columbia is granted 30 days to accept Staff’s recommendations or to object thereto.

4. On August 26, 2016, the Commission authorized Columbia to defer up to \$25 million annually beginning in calendar year 2016. This incremental \$10 million of deferral authority would have a fixed 3% interest rate per annum for carrying costs and would fund solely Columbia's Damage Prevention Technology Initiative through December 31, 2023. Thereafter, Columbia's authority to defer would revert back to \$15 million annually.

5. On June 30, 2021, in Case Nos. 21-0637-GA-AIR, *et al.*, Columbia filed a rate case application to recover the deferred PSP amounts from 2015 through March 31, 2021. Columbia filed a Joint Stipulation and Recommendation on October 31, 2022, recommending that Columbia continue the PSP "through December 31, 2030, to complete the remediation of Columbia's GPS data currently being gathered in its service area." The Stipulation continued that the deferral "would accrue carrying charges at three percent through December 31, 2023, as ordered in Case No. 16-552-GA-AAM." The Stipulation concluded that "[e]ffective January 1, 2024, through December 31, 2030, the carrying charges shall accrue at the Company's then-current overall long-term debt rate." On January 26, 2023, the Commission approved the Joint Stipulation and Recommendation, and Columbia put its rates into effect on March 1, 2023. This annual report, therefore, shows expenses deferred through calendar year 2022 from January 1, 2022 through December 31, 2022.

6. In support of this annual report, Columbia includes the following appendices:

Attachment A – Financial Schedules detailing the PSP-related expenses deferred in calendar year 2022 from January 1, 2022 through December 31, 2022.

Attachment B – Agreed Upon Procedure Report prepared by Columbia's independent auditor, Deloitte & Touche, LLP

Attachment C – PSP Programmatic Review for the four initiatives supported by the PSP

WHEREFORE, Columbia respectfully submits this annual report for Commission Staff's review, and requests a recommendation that the 2022 PSP-related expenses incurred from January 1, 2022 through December 31, 2022 be deferred.

Respectfully submitted by,

COLUMBIA GAS OF OHIO, INC.

/s/ John R. Ryan

John R. Ryan (Counsel of Record)

Joseph M. Clark, Asst. Gen. Coun. (0080711)

John R. Ryan, Sr. Counsel (0090607)

P.O. Box 117

290 W. Nationwide Blvd.

Columbus, Ohio 43216-0117

Telephone: (614) 285-2220

E-mail: johnryan@nisource.com

josephclark@nisource.com

(Willing to accept service by email)

Attorneys for

COLUMBIA GAS OF OHIO, INC.

ATTACHMENT A

**Columbia Gas of Ohio
Pipeline Safety Program
2022 Annual Report**

Initiative	2021	2022	Total
Enhanced Public Awareness Initiative (EPAI)	\$ 683,110.12	\$ 1,153,326.65	\$ 1,836,436.77
Cross Bore Safety Initiative (CBSI)	\$ 662,120.31	\$ 1,262,793.79	\$ 1,924,914.10
Advanced Workforce Training Initiative (AWTI)	\$ 3,739,606.92	\$ 5,064,769.72	\$ 8,804,376.64
Damage Prevention Technology Initiative (DPTI)	\$ 11,852,556.61	\$ 15,176,570.65	\$ 27,029,127.26
Carrying Costs	\$ 4,283,425.06	\$ 6,237,517.28	\$ 10,520,942.34
Total	\$ 21,220,819.02	\$ 28,894,978.09	\$ 50,115,797.11

2021 Initiative	January	February	March	April	May	June	July	August	September	October	November	December	Total
Enhanced Public Awareness Initiative (EPAI)	-	-	-	-	265,550.92	177,137.76	127,252.90	53,958.21	114,623.57	113,937.46	123,164.71	177,701.12	\$ 1,153,326.65
Cross Bore Safety Initiative (CBSI)	95,565.37	124,822.84	151,770.50	92,540.98	84,732.39	120,543.86	100,911.63	44,472.26	66,081.22	99,344.49	109,939.87	172,068.38	\$ 1,262,793.79
Advanced Workforce Training Initiative (AWTI)	386,938.89	360,867.68	506,613.22	467,416.65	563,471.32	365,035.69	356,695.10	409,028.60	445,308.92	436,337.56	330,957.38	436,098.71	\$ 5,064,769.72
Damage Prevention Technology Initiative (DPTI)	986,238.62	738,149.07	975,647.46	1,481,055.55	461,064.60	1,394,685.81	893,002.12	1,047,297.48	761,753.89	2,777,130.60	1,993,701.97	1,666,843.48	\$ 15,176,570.65
Program Cost Total	1,468,742.88	1,223,839.59	1,634,031.18	2,041,013.18	1,374,819.23	2,057,403.12	1,477,861.75	1,554,756.55	1,387,767.60	3,426,750.11	2,557,763.93	2,452,711.69	\$ 22,657,460.81
Carrying Costs	498,805.82	454,159.25	507,323.86	495,782.92	517,888.91	506,353.69	528,529.95	533,028.61	520,120.20	545,212.76	551,110.97	579,200.34	\$ 6,237,517.28
Total	\$ 1,967,548.70	\$ 1,677,998.84	\$ 2,141,355.04	\$ 2,536,796.10	\$ 1,892,708.14	\$ 2,563,756.81	\$ 2,006,391.70	\$ 2,087,785.16	\$ 1,907,887.80	\$ 3,971,962.87	\$ 3,108,874.90	\$ 3,031,912.03	\$ 28,894,978.09

ATTACHMENT B

INDEPENDENT ACCOUNTANT'S REPORT

To the Board of Directors of
Columbia Gas of Ohio, Inc.
Columbus, OH 43215

Public Utilities Commission of Ohio No. 14-1615-GA-AAM, No. 16-0552-GA-AAM and No. 21-0637-GA-AIR, et al.

We have performed the procedures enumerated below, which were agreed to by Columbia Gas of Ohio, Inc. (the "Company" or "you" or "your"), a wholly-owned subsidiary of NiSource Inc. and the Public Utilities Commission of Ohio (the "PUCO") for purposes of the evaluation of the Company's assertion regarding compliance with PUCO Case No. 14-1615-GA-AAM, No. 16-0552-GA-AAM and No. 21-0637-GA-AIR, et al. ("PUCO filings") with regard to the balance of accumulated cost deferrals for the Pipeline Safety Program ("PSP") ("subject matter") for the period January 1, 2022 through December 31, 2022 ("intended purpose"). The Company is responsible for the subject matter.

The Company has agreed to and acknowledged that the procedures performed are appropriate to meet the intended purpose of the Company's compliance with requirements of the PSP.

We make no representation regarding the appropriateness of the procedures either for the purpose for which our report has been requested or for any other purpose. Accordingly, this report may not be suitable for either the purpose of which this report has been requested or for any other purpose. The procedures performed may not address all the items of interest to a user of this report and may not meet the needs of all users of this report and, as such, users are responsible for determining whether the procedures performed are appropriate for their purposes.

For the purpose of reporting exceptions, differences due to rounding were not reported. In accordance with the terms of the engagement letter and as deemed appropriate by the Company, we attribute one dollar or less to be rounding difference.

The procedures and the associated findings are as follows:

PSP AGREED-UPON PROCEDURES

- 1) We obtained the detail of the PSP cost deferrals by month for the period from January 1, 2022, to December 31, 2022, and agreed the cost deferrals in total to the Company's PSP schedule and identified a difference of \$2,770. We also performed the following procedures:
 - a. We agreed the total PSP activity to the change in accounts 18236600, 18236601, 18236602 and 18236603 from January 1, 2022 to December 31, 2022, in the Company's general ledger.

- b. We randomly selected three months included in the schedule obtained in Step 1 above. For each month selected, we randomly selected five individual cost line items from the schedule (15 total selections) and agreed the cost included in the detail to supporting documentation. See below for results:
 - i. We selected 3 labor charges of full-time employees and recalculated the total charges by multiplying the total hours charged by the employee to a PSP work order by the employee labor rate with no exception. We agreed the total hours charged and the employee labor rate for each selection to the IBM Cognos system and identified no differences.
 - ii. We selected 3 labor charges of temporary personnel and recalculated the total charges by multiplying the total hours charged by temporary personnel to a PSP work order by temporary personnel labor rate with no exception. We agreed the total hours charged and temporary personnel labor rate to a screenshot from the Agile One system and identified no differences.
 - iii. We selected 3 electric utility charges and agreed those charges to a third-party invoice and identified no differences.
 - iv. We selected 3 consulting service charges and agreed those charges to a third-party invoice and identified no differences.
 - v. We selected 3 charges for other maintenance services and agreed those charges to a third-party contractor invoice and identified no differences.
- 2) We obtained the monthly detail of the carrying charges included in the PSP deferrals for the period from January 1, 2022 to December 31, 2022, and performed the following procedures:
 - a. We agreed the total activity per the monthly detail of the carrying charges to the total carrying charges included in the schedule obtained in Step 1 above by filtering the detail to include only the cost element '9257' and identified no differences greater than \$1,000.
 - b. We randomly selected 3 months in the period from January 1, 2022 to December 31, 2022, and recalculated the monthly carrying charges for each selected month by multiplying the Company's weighted average long-term debt interest rate of 4.42% from January 1, 2022 to October 31, 2022, and 4.58% from November 1, 2022 to December 31, 2022, or 3.00% for Damage Prevention Technology Initiative (DPTI) charges, by the average of the monthly beginning and ending balance of accounts 18236600, 18236601, 18236602 and 18236603 and identified no differences greater than \$1,000.
 - i. We agreed the month's beginning balance of accounts 18236600, 18236601, 18236602 and 18236603 to the sum of 2021 PSP Deferral balance and 2022 year-to-date activity from the detail of the PSP cost deferrals by month obtained in Step 1, excluding PSP carrying costs.
 - ii. We agreed the month's ending balance of accounts 18236600, 18236601, 18236602 and 18236603 to the sum of 2021 PSP deferral balance and 2022 year-to-date activity from the detail of the PSP cost deferrals by month

obtained in Step 1, excluding PSP carrying costs.

We were engaged by Columbia Gas of Ohio, Inc. to perform this agreed-upon procedures engagement and conducted our engagement in accordance with attestation standards established by the American Institute of Certified Public Accountants. We were not engaged to, and did not conduct an examination or review engagement, the objective of which would be the expression of an opinion or conclusion, respectively, on the subject matter. Accordingly, we do not express such an opinion or conclusion. Had we performed additional procedures, other matters might have come to our attention that would have been reported to you.

We are required to be independent of Columbia Gas of Ohio, Inc. and to meet our other ethical responsibilities, in accordance with the relevant ethical requirements related to our agreed-upon procedures engagement.

This report is intended solely for the information and use of the Company and the PUCO, and is not intended to be, and should not be used by anyone other than these specified parties.

Deloitte & Touche LLP

May 26, 2023

ATTACHMENT C

CROSS BORE SAFETY AND REMEDIATION INITIATIVE

CROSS BORES IDENTIFIED AND REMEDIATED

Targeted Camera Program

	2015	2016	2017	2018	2019	2020	2021	2022
Sewer mains, laterals & storm sewer facilities inspected (miles)	87	192.9	149.5	127	122.6	82.1	91.9	103.6
Gas Cross bores	23	35	58	40	27	20	9	20
Non-Gas Cross Bores	20	34	54	86	81	39	80	40

Cross Bores Identified in the Field

	2015	2016	2017	2018	2019	2020	2021	2022
Gas cross Bores reported to Columbia	50	116	94	87	97	82	89	82

- Cross bores identified in the field during AMRP projects, construction, or by municipalities, plumbers and other stakeholders

CROSS BORE RISK RANKING MODEL

- The cross bore risk model identified Southern Ohio, Springfield, Delaware and Columbus as well as Cross Bores reported to guide Columbia's inspections
- Columbia's tool is being updated to Synergi Pipeline to advance performance down to the detailed pipeline segment level and improve the metrics driving locations to find legacy cross bores
- This improved model will be included as part of the overall DIMP risk model to assist in assessing overall risk.

REDUCING CROSS BORE RISK

- In the long-term, cross bore risk on Columbia's DIMP should decrease as Cross Bores are remediated.

CROSS BORE WEBSITE, PLUMBER BROCHURE, AND PUBLIC EDUCATION

- Columbia continues to update its sewer safety website: www.columbiagasohio.com/safety/natural-gas-safety/sewer-line-safety
- Columbia enhanced its digital cross bore education campaign by creating a video now viewable on the website and is now in out for distribution by the Damage Prevention specialist across Ohio.
- Columbia engaged a public awareness email regarding sewer safety on 8/17/2022 to 739,936 customers with 524,817 opened.
- Columbia continued its public awareness messaging on YouTube. The video has now been viewed 4782 times.

OTHER MEASURES OF EFFECTIVENESS

PROGRESS TOWARDS REDUCING RISKS TO COLUMBIA'S SYSTEM

- By identifying and remediating cross bores, the initiative will decrease cross bores

RESULTS OF ONGOING AND FUTURE INVESTIGATIONS

- With additional education to municipalities and plumbers, Columbia is receiving more referrals and notifications of cross bores

MIDTERM ADJUSTMENTS TO DAMAGE PREVENTION TECHNOLOGY INITIATIVE

- Columbia looks for new and innovative ways to reach out to plumbers and contractors.

- There were three participants that qualified in 2022 and COH plans to continue this effort to gain momentum in 2023.

IDENTIFYING INEFFICIENCIES AND IMPLEMENTING COST SAVINGS MEASURES

- Columbia continuously monitors the contractor costs per foot to minimize expenses
- Columbia renewed its contract with external business partners through 2023 with minimal (2%) increase in costs.

ADVANCED WORKFORCE TRAINING INITIATIVE

TRAINING BY THE STATISTICS

New Service Technicians

2022 attendees / hours			Program totals / hours:	
Service 1	49	1,960	250	10,000
Service 2A	54	3,888	240	15,576
Service 2B	53	4,240	224	17,920
Service 3	60	2,400	226	9,040
2022 graduates: 59				
Cumulative program graduates: 197				

New Plant Technicians

2022 attendees / hours			Program totals / hours:	
Plant Basic	63	7,560	406	48,720
Plant 1A	67	804	362	4,816
Plant 1B	77	2,930	371	12,618
Plant 1C	66	4,277	354	21,165
2022 graduates: 85				
Cumulative program graduates: 314				

Community and Company Outreach

- Trained 129 external emergency responders and contractors on Gas Basics, Fire School, and emergency response activities.
- Facility tours and utilization were still operating under COVID-19 restrictions for the majority of 2022.
- **Training Facility – Year in Review** – Since January 2, 2022, the Training Facility delivered approximately 294 courses to 1,929 attendees. Since the Training Facility opened, Columbia delivered approximately 1,611 courses to 10,822 attendees.

TRAINING CURRICULUM: BUILDING NEW MODULES

Pipeline Integrity, Safety, and Customer Service

- Columbia continued enhancements to the modernized training programs by implementing High Consequence Tasks and Standard Operating Procedures and integrating them into content for future employees.
- Columbia initiated the modernization of our Welding Training Program by conducting initial analysis, learning framework design and began development plans.

OTHER MEASURES OF EFFECTIVENESS

PROGRESS TOWARDS REDUCING RISKS TO COLUMBIA'S SYSTEM

- With a more comprehensive training, employees are able to better maintain Columbia's system
- Columbia will also be able to reduce incidents and other safety hazards due to operator error
- Columbia implemented Standard Operating Procedures (SOPs) for identified High Consequence Tasks (HCTs) to further help reduce risk

MIDTERM ADJUSTMENTS TO ADVANCED WORKFORCE TRAINING INITIATIVE

- Columbia incorporated lessons learned from past safety incidents into its curriculum

IDENTIFYING INEFFICIENCIES AND IMPLEMENTING COST SAVINGS MEASURES

- Columbia is sharing the cost of building new curriculum with its affiliates

RESULTS OF ONGOING AND FUTURE INVESTIGATIONS

- Columbia is utilizing data to prioritize curriculum development and revisions.

DAMAGE PREVENTION TECHNOLOGY INITIATIVE

2022 DISTRIBUTION FACILITIES LOCATED

Columbia Gas of Ohio – 2021 Year-to-Date Statistics ¹	
Total Distribution Facility Footage	36,751,309
Main Lines	17,730,797
Service Lines	19,020,512
Transmission Lines	0

¹ Walked footage as of December 31, 2022.

TOTAL FACILITIES LOCATED (2015 – 2021)

Columbia Gas of Ohio – Program Statistics ¹	
Total Distribution Facility Footage	155,289,103
Main Lines	85,514,977
Service Lines	69,770,798
Transmission Lines	3,328

DAMAGE PREVENTION RISK MODEL (URBINT LENS)

- The Urbint Lens damage prevention solution displays the Damage Threat (likelihood) and the potential Impact (consequence) of each ticket separately.
- Urbint’s Damage Threat model focuses on ensuring that the Very High Threat Category is optimized so that Columbia Gas Damage Prevention Specialists can focus and mitigate more damages on fewer tickets.

DAMAGES FROM RECORD ERRORS

- Columbia Gas has implemented a systematic approach for submitting mainline map corrections by utilizing DevonWay which has made employees more efficient in updating records in Columbia’s system.
- Columbia has utilized a central Service Line Record QA/QC team to review all new service line records submitted by the field to decrease its damages due to poor records.
- To set a baseline for this metric, in 2014, out of the 1933 damages, 494 were due to record errors (25.5%). In 2015, out of 1,802 damages, 367 were due to record error (20.4%); in 2016, out of 1,251 damages, 265 were due to record error (21.1%); in 2017 out of 1,625 damages, 287 were due to record error (17.6%); in 2018, out of 1,589 damages, 267 were due to record error (16.8%); in 2019, out of 1,826 damages, 438 were due to record error (24%); in 2020, out of 1,557 damages, 349 were due to record error (22.4%); in 2021, out of 1,533 damages, 373 were due to record error (24.3%); in 2022, out of 1,650 damages, 337 were due to record error (20.4%). Columbia anticipates, over the life of the program, a decrease in damages from record error.

OTHER MEASURES OF EFFECTIVENESS

PROGRESS TOWARDS REDUCING RISKS TO COLUMBIA’S SYSTEM

- Once it meets a critical mass, damages due to records errors should decrease
- Urbint Lens guides DPSs to meet in the field with excavators working on the highest threat tickets.

RESULTS OF ONGOING AND FUTURE INVESTIGATIONS

- Columbia’s management of DPS’s will continue to drive full utilization of Urbint Lens, with particular focus on Very High Threat tickets.

MIDTERM ADJUSTMENTS TO DAMAGE PREVENTION TECHNOLOGY INITIATIVE

- Columbia began collecting GPS points, through our advanced locate program, when facilities were not locatable by traditional means.

IDENTIFYING INEFFICIENCIES AND IMPLEMENTING COST SAVINGS MEASURES

- Columbia continues to move geographically throughout its service territory to obtain GPS data.
- Columbia continues to review collection processes to manage towards higher quality, and identify cost savings for the program.

ENHANCED PUBLIC AWARENESS INITIATIVE

INCREASING NATURAL GAS AWARENESS AND GAS INFRASTRUCTURE SAFETY

Baseline Survey (August 2015) & Annual Surveys (May 2016, May 2017, May 2018, May 2019, May 2020, May 2021, May 2022 and May 2023)

	Affected Public									Excavators									Emergency Responders									Public Officials								
	2015	2016	2017	2018	2019	2020	2021	2022	2023	2015	2016	2017	2018	2019	2020	2021	2022	2023	2015	2016	2017	2018	2019	2020	2021	2022	2023	2015	2016	2017	2018	2019	2020	2021	2022	2023
Natural Gas in close proximity.	90%	90%	66%	72%	67%	64%	60%	63%	64%										84%	91%	86%	*	85%	89%	84%	82%	85%	84%	76%	78%	80%	81%	84%	85%	57%	68%
In the past year, do you recall seeing, hearing or reading any information regarding natural gas safety?	44%	41%	39%	51%	35%	36%	37%	36%	29%	40%	53%	75%	54%	62%	67%	65%	46%	57%	45%	55%	63%	77%	62%	68%	53%	49%	47%	46%	56%	48%	60%	57%	54%	53%	27%	45%
Do you know what natural gas smells like?	88%	88%	87%	94%	80%	85%	80%	77%	80%	95%	92%	100%	84%	98%	100%	98%	88%	91%	97%	98%	97%	77%	96%	97%	97%	94%	96%	93%	96%	95%	75%	98%	96%	97%	84%	89%
Aware of locator service?	83%	79%	90%	75%	79%	80%	80%	77%	80%	97%	99%	100%	99%	100%	100%	87%	93%	98%	92%	97%	*	99%	99%	98%	94%	93%	98%	100%	99%	99%	97%	99%	99%	84%	97%	
What number are you supposed to call before digging?*	18%	32%	39%	22%	66%	57%	70%	79%	29%	56%	64%	70%	88%	72%	71%	87%	83%	51%	44%	69%	65%	*	80%	81%	78%	88%	83%	50%	58%	62%	*	79%	84%	89%	98%	66%
Heard of '811' or another free 'One Call' number?	45%	51%	57%	75%	49%	54%	50%	12%	*	90%	92%	92%	83%	98%	96%	98%	53%	*	82%	91%	93%	*	97%	93%	92%	72%	*	88%	90%	82%	*	90%	89%	89%	46%	*
Is calling before you dig required by law?	22%	29%	26%	63%	24%	39%	34%	35%	54%	62%	75%	82%	*	76%	94%	84%	61%	88%	80%	82%	76%	*	81%	87%	82%	79%	86%	64%	60%	56%	76%	61%	68%	63%	55%	59%
Ohio has significant penalties for digging without calling to have utilities located.	47%	42%	27%	94%	32%	40%	41%	31%	41%	65%	71%	38%	*	44%	58%	63%	52%	70%	48%	47%	44%	*	42%	51%	52%	43%	46%	47%	46%	40%	*	48%	39%	44%	32%	43%

*For calendar year 2018, Columbia utilized the Ohio Gas Association survey for its PSP Public Awareness survey. This survey does not include several comparable questions to previous surveys.
 **2023, in previous studies, question 'what number are you supposed to call before digging' was only asked to those who indicated they were aware they could request to have utility facilities located before you dig, landscape or grade your property. In 2023, this question was asked to all respondents, which explains the decline in correct responses and eliminated the need to ask 'Hear of 811 or another free 'one call' number'. In future iterations of this survey, the 2023 question wording will serve as the new benchmark for this question.

STATISTICS AND SUCCESSES

1. Paid Media Campaigns

- Stop. Leave. Call. (Jan – March, Oct – Dec), Call 811 (April – Sept, Jan-Dec) and CO Safety (Feb – March, Nov – Dec)
- **Total Impressions:** 34,329,752 (+65% YoY)
- **Total Video Completions:** 7,077,408 (-24% YoY)
- **Total Clicks:** 90,908 (+68% YoY)
- **Average CTR:** 0.26% (flat YoY)

2. Animal Shelter Partnerships

- Launched a new partnership program with 12 animal shelters throughout the service territory to promote CO Safety during National Animal Safety and Protection Month. Through this partnership program, CO detectors, CO safety information cards, and branded tote bags were distributed to pet adopters. The

paid media campaign for this program generated 1.1 million impressions.

3. Nursery and Hardware Partnerships

- Columbia Gas partnered with 30+ regional garden and hardware stores to tag and distribute branded stock with 811 messages.

4. Families Dig Into Natural Gas Safety

- Seasonal, kid-friendly activity sheets created moments for families to discuss natural gas safety. 1,405 families participated and the seasonal safety message was distributed across the service territory via email.

5. Fire Safety and Safety Towns

- Provided books and scratch and sniff cards to 11 fire safety organizations across Ohio (120% incr. YoY) and 33 safety town programs (30 % incr. YoY).

OTHER MEASURES OF EFFECTIVENESS

PROGRESS TOWARD REDUCING RISKS TO COLUMBIA'S SYSTEM

- City leaders continue to serve as conduits for delivering safety messages to both residents and city contractors. A templated newsletter continues to be shared for extended municipality outreach.
- Columbia Gas designed a [webpage](#) targeted for excavator outreach. The page shares contact information across the service territory and important safety facts for damage prevention. A QR code has been created for Damage Prevention Specialists business cards and to utilize across the territory for interactions with excavators.

messaging through engaging at-home activities or onsite educational opportunities.

IDENTIFYING EFFICIENCIES THAT DRIVE MEANINGFUL RESULTS

- After seeing 2021 success with the Good Call. Great Yard. 811 contest, we promoted this user-generated content contest again that collected images and short videos from customers sharing why they deserved a yard makeover, raising awareness to call 811 before starting any digging projects. This contest generated 2K entries and drove the most entries to-date for one of our natural gas safety contests.

CREATING MEANINGFUL SAFETY CONVERSATIONS

- Our Stop. Leave. Call, Call 811 and CO Safety community programs reached over 8,300 families with critical safety

**This foregoing document was electronically filed with the Public Utilities
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Case No(s). 14-1615-GA-AAM

Summary: Annual Report of Columbia Gas of Ohio, Inc. electronically filed by Ms.
Melissa L. Thompson on behalf of Columbia Gas of Ohio, Inc..