

Via Efile and Overnight Delivery

February 15, 2012

Mr. David J. Collins  
Executive Secretary  
Maryland Public Service Commission  
William Donald Shaefer Tower  
6 St. Paul Street  
Baltimore, Maryland 21202-6806

Maillog No. \_\_\_\_\_

**RE: Customer Transition Plan in Compliance with Letter Order of January 5, 2012**

Dear Mr. Collins,

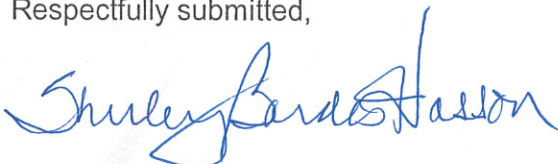
On January 6, 2012 the Maryland Public Service Commission ("Commission") issued a letter order to Columbia Gas of Maryland, Inc. ("Columbia") in response to ML#'s 126119, 129548, 131642 and 132242. Included in the letter order was instruction to "submit to the Commission no later than February 15, 2012, a transition plan to move customers currently in the choice program back to the Company's customer base."

Please accept this filing addressing a customer transition plan in compliance with the letter order.

The transition plan requests that all customers be transitioned for the April 2012 billing cycle. Columbia will need the Commission's direction no later than March 22, 2012 to accomplish an April billing cycle transition. Detail and reasoning for an April 2012 transition is included in the attached document.

I may be contacted via telephone at 724-416-6310 or via email at [sbardes@nisource.com](mailto:sbardes@nisource.com) with any questions that may arise.

Respectfully submitted,



Shirley Bardes Hasson  
Manager, Regulatory Policy

Enclosures

# **Columbia Gas of Maryland, Inc.**

## **Choice Customer Transition Plan**

### **Introduction**

This Choice Customer Transition Plan is submitted pursuant to the letter order issued by the Maryland Public Service Commission (“Commission”) on January 6, 2012, whereby the Commission directed Columbia Gas of Maryland, Inc. (“Columbia” or “Company”) to submit a transition plan to move customers currently in Columbia’s Choice program back to the Company’s customer base.

### **Procedural History**

October 21, 2010 – Columbia submitted its COMAR 20.59 Revised Compliance Plan to the Commission at Maillog No. 126119.

December 13, 2010 – The Commission issued a letter order directing Columbia to cease work on further programming.

March 29, 2011 – Columbia filed with the Commission an Analysis of Options at Maillog No. 129548.

April 27, 2011 – The Commission issued a letter order suspending Columbia’s COMAR 20.59 tariff revisions for an additional 30 days.

May 4, 2011 – The Commission issued a letter order deferring further consideration of the matter to the July 6, 2011, Administrative Meeting and directed Columbia to amend the effective date of the tariff revisions.

May 27, 2011 – Columbia filed its Tariff Compliance filing at Maillog No. 131642 to comply with the Commission’s May 4, 2011 letter order.

June 23, 2011 – At Maillog No. 132242, Columbia filed supplemental comments to Maillog No. 129548.

July 7, 2011 – The Commission issued a letter order rejecting pending tariff revisions without prejudice and determined Columbia was not required to comply with COMAR 20.59 unless otherwise ordered. The Commission scheduled the matter for further consideration at the October 26, 2011 Administrative Meeting.

September 30, 2011 – At Maillog No. 134516 Columbia filed its response to the Supplier Option, Maillog No. 134015.

January 6, 2012 – The Commission issued a letter order granting Columbia an exemption from COMAR 20.59 and directing Columbia to file by February 15, 2012, a plan to transition Choice customers back to the Company's service and to make a compliance filing regarding its plan to recover implementation costs incurred through July 6, 2011.

## **Time of Transition**

Columbia respectfully requests permission to move all customers out of the Choice program as of the beginning of the April 2012 billing cycle. The April 2012 billing cycle begins March 29, 2012. Columbia recommends the April 2012 billing cycle as the first month without Choice for the following reasons:

1. Columbia's next quarterly Purchased Gas Adjustment ("PGA") will become effective with the April billing cycle. The PGA calculation is impacted by the Choice program because pipeline and storage costs assigned to the Choice suppliers are part of the quarterly PGA calculation. Removing customers from Choice effective with the April billing cycle will enable Columbia to revise the quarterly PGA calculation so that it no longer reflects the assignment of pipeline and storage costs to suppliers.
2. Columbia believes it is in the best interest of all its customers to terminate the Choice program as quickly as possible in order to minimize the time that administration and maintenance costs remain in place<sup>1</sup>.
3. Waiting until the April 2012 billing cycle gives Columbia and the suppliers an opportunity to appropriately notify the customers of the pending changes to their service.

## **Transition of Residential Customers**

On January 30, 2012 Columbia mailed a letter to its residential Choice customers in an effort to keep them informed of the elimination of the Choice program. The letter is included as Attachment A. Columbia shared this letter with the current Choice suppliers on January 31, 2012 so their customer contact centers would be prepared to answer any questions if customers contacted them.

When the Commission issues an order specifying when the customers should be removed from the Choice program Columbia will send a second letter to the residential Choice customers so they are aware of when they will see the change of gas supplier on their Columbia bill.

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<sup>1</sup> Columbia will make a separate filing that will address elimination of Choice administration and maintenance costs and recovery of COMAR 20.59 implementation costs through existing base rates.

## **Transition of Commercial Customers**

On February 2, 2012 Columbia held a meeting with the current Choice suppliers<sup>2</sup> and Commission Staff. Peoples Counsel was invited but was unable to attend. The purpose of the meeting was to let the suppliers know of Columbia's intent to assist the suppliers in transitioning the commercial customers from Choice to the Gas Transportation Service program that is available to all commercial and industrial customers on Columbia's system. Columbia offered to include the supplier name and contact information in a letter to the commercial customers and asked the suppliers to notify Columbia of their intentions by February 3, 2012 so the letters could be mailed to commercial customers in a timely manner.

During that meeting Columbia indicated that it would be asking the Commission to direct Columbia to move all Choice customers out of the Choice program effective with the April 2012 billing cycle.

On February 10, 2012, a letter was mailed to the commercial Choice customers notifying them of the pending elimination of the Choice program and alternatives available for their consideration. The commercial letters are included as Attachments B, C and D. There are three letters because Columbia customized them depending on the Choice supplier serving the customer. Glacial Natural Gas and Washington Gas Energy Services elected to offer their Choice customers the opportunity to move to Columbia's Gas Transportation Service program. MXEnergy decided it would not provide service to customers on the Gas Transportation Service program. Each of the suppliers was provided a draft of the letter specific to their customers so they could verify information pertinent to their respective company. The suppliers were also provided the final version of the letter applicable to their customers on February 10, 2012.

A second letter will be mailed to the remaining commercial Choice customers once the Commission has determined the date of the transition.

## **Summary**

For the reasons specified above, Columbia respectfully requests the Commission grant the Company's request to move all customers out of the Choice program no later than the beginning of the April 2012 billing cycle. If the Commission determines that the April billing cycle will be the first month without Choice, Columbia will need an order from the Commission no later than March 22, 2012 for two reasons: 1) so that it may file an accurate Purchased Gas Adjustment rate on March 23, 2012 to be effective with the April billing cycle; and 2) to appropriately notify the customers by letter of the change to their account prior to the transition out of the Choice program effective with the April billing cycle.

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<sup>2</sup> Active Choice suppliers are Glacial Energy, MXEnergy and Washington Gas Energy Services.



January 30, 2012

«Prefix» «First» «Middle» «Last»  
«Mailing\_Address»  
«Mailing\_City», «Mailing\_State» «Mailing\_Zip»-«Mailing\_Zip\_Four»

Acct Number: «PCID»-«SeqNum»

«GreetingLine»

Columbia Gas of Maryland's ("Columbia") records indicate that you are currently participating in its CHOICE program by purchasing natural gas from a supplier other than Columbia. The purpose of this letter is to advise you that the Public Service Commission of Maryland ("Commission") recently issued an order directing Columbia to close its CHOICE program and move existing CHOICE customers back to Columbia's regulated gas supply service. As directed by the Commission, in February, Columbia will be filing a plan to move CHOICE customers from their current natural gas supplier back to Columbia as their gas supplier. The Commission must approve Columbia's transition plan. When the Commission issues an order on this plan, Columbia will contact you regarding the timing of the change from your current gas supplier to Columbia as your gas supplier.

Columbia wishes to stress that under Maryland law, Columbia does not profit on the sale of gas to its retail customers. Our rates for the gas that you consume, which are adjusted quarterly, are designed to recover the cost Columbia pays for gas supplies on a dollar-for-dollar basis. These rates are regulated by the Commission to ensure that you pay what Columbia pays for the gas. The Commission monitors the cost that Columbia pays to purchase natural gas to ensure it is reasonable and equitable for our customers. Columbia Gas earns its profit on the service of delivering natural gas to you, rather than the sale of the gas product that you consume.

Please note there is nothing that you need to do, and there will be no interruption in your gas service. The intent of this letter is to keep you informed of changes to the CHOICE program and your account with us. If you have any questions regarding this transition, please contact Columbia at 1-888-460-4332 or by email at [www.columbiagasmd.com](http://www.columbiagasmd.com) and click on "Contact Us." If you wish to know more about the Commission's order, you may review it by accessing the Commission's web site at [www.psc.state.md.us](http://www.psc.state.md.us), entering "126119" in the "Maillog Search" box, and clicking on "Letter Order: Letter granting an exception from COMAR 20.59."

Columbia appreciates having you as a customer. Thank you for your business.

Sincerely,

Columbia Gas of Maryland, Inc.



February 10, 2012

«Name» «F5»  
«Service\_Address»  
«Service\_City», «Service\_State» «Service\_Zip»-«Service\_Zip\_Four»

Acct Number: «Pcid\_»-«Pcid\_Seq»

Dear «Name» «F5»:

Columbia Gas of Maryland's ("Columbia") records indicate that you are currently participating in its CHOICE program by purchasing natural gas from a supplier other than Columbia. The purpose of this letter is to advise you that the Public Service Commission of Maryland ("Commission") recently issued an order granting Columbia's request to close its CHOICE program. As directed by the Commission, Columbia must file a transition plan for the Commission's approval to move all CHOICE customers out of the Choice program. Columbia will be making that filing later this month. When the Commission issues an order on this plan, Columbia will contact you regarding the timing of the end of the Choice program.

As a commercial customer you have an option regarding the source of your future gas supply. You may contact your current supplier, Glacial Natural Gas, and arrange for them to continue to serve you through another Columbia program known as "Gas Transportation Service," or you may switch to Columbia as your gas supplier. Columbia is not advocating one option over the other, and we urge you to contact your current natural gas supplier before determining which option is best for you.

Your current natural gas supplier, Glacial Natural Gas, can be reached by calling 1-410-320-6588, or by emailing [Steven.Kraemer@glacialenergy.com](mailto:Steven.Kraemer@glacialenergy.com). They will tell you what you will need to do if you decide to continue to receive natural gas supply from them. At a minimum, you will need to sign an agreement to transport your natural gas on Columbia's distribution system. A copy of the agreement you need to sign with Columbia is attached to this letter for your reference when talking with Glacial Natural Gas. Glacial Natural Gas may also require you to sign a contract that includes the rate they will charge for the natural gas supply.

If you decide that you want to purchase your natural gas supply from Columbia, no action is required on your part. When the Commission determines the date Columbia should end the Choice program, Columbia will make the appropriate changes to your account and you will begin receiving Columbia's natural gas supply.

So what is the difference between the two options?

«Name» «F5»  
February 10, 2012  
Page 2

Glacial Natural Gas may offer you a fixed rate per unit of gas for a certain period of time, or they may offer you a variable rate which changes monthly, or they may have other pricing options for you to consider.

Columbia generally adjusts its natural gas supply price quarterly in January, April, July and October to reflect changes in its actual cost of gas. Columbia does not profit on the sale of gas to its retail customers. Our rates for the gas that you consume are designed to recover the cost Columbia pays for gas supplies on a dollar-for-dollar basis. These rates are regulated by the Commission to ensure that you pay what Columbia pays for the gas. The Commission monitors the cost that Columbia pays to purchase natural gas to ensure it is reasonable and equitable for our customers. Columbia Gas earns its profit on the service of delivering natural gas to you, rather than the sale of the gas product that you consume. However, this does not necessarily mean that Columbia's rate will be better than another supplier like Glacial Natural Gas.

Now that we have provided some basic information, you have a decision to make. It is important to begin taking steps to make that decision now because if you decide to stay with Glacial Natural Gas by switching to the Gas Transportation Service program there is paperwork that must be completed and submitted to Columbia within the next couple weeks. Your decision of who provides your gas supply is not a permanent one. You will continue to have the opportunity to decide who your natural gas supplier will be.

The intent of this letter is only to make you aware of the upcoming termination of the CHOICE program and a decision on your part that will affect your account with us. Whatever your decision, please be assured there will be no interruption in your gas service and you will receive the same quality of service, no matter which supply option you exercise.

If you have any questions regarding this transition, please contact Columbia or Glacial Natural Gas. You can reach Columbia at 1-888-460-4332 or by email at [www.columbiagasmd.com](http://www.columbiagasmd.com) and click on "Contact Us." You can reach Glacial Natural Gas at 1-410-320-6588 or by emailing [Steven.Kraemer@glacialenergy.com](mailto:Steven.Kraemer@glacialenergy.com). The Glacial Natural Gas website is [www.glacialenergy.com](http://www.glacialenergy.com). If you wish to know more about the Commission's order, you may review it by accessing the Commission's web site at [www.psc.state.md.us](http://www.psc.state.md.us), entering "126119" in the "Maillog Search" box and clicking on "Letter Order: Letter granting an exemption from COMAR 20.59."

Columbia appreciates having you as a customer. Thank you for your business.

Sincerely,

Columbia Gas of Maryland, Inc.

Enclosure



NOM GROUP#
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## TRANSPORTATION SERVICE APPLICATION & AGREEMENT

Legal Entity/ Corporation Name ("Customer"): \_\_\_\_\_

Customer DBA: \_\_\_\_\_

Customer Billing Address: \_\_\_\_\_  
Street City State Zip

Contact Name: \_\_\_\_\_

E-Mail \_\_\_\_\_ Phone \_\_\_\_\_ Fax \_\_\_\_\_

*(This section should be filled out using the facility's accounts payable information. If invoices are to be mailed to the Agent/3<sup>rd</sup> Party, a "Request for Mailing Address Change" form must also be completed)*

CONTRACT# \_\_\_\_\_

**THIS AGREEMENT**, made and entered into as of the \_\_\_ day of \_\_\_\_\_, 20\_\_\_, by and between **COLUMBIA GAS OF MARYLAND, INC.**, ("Company") and \_\_\_\_\_ ("Customer").

WITNESSETH: Customer is a user of natural gas with facilities in Maryland at specific locations listed in the Transportation Service Addendum; and

**Section 1. Transportation Service to be Rendered.** In accordance with the provisions of the effective applicable Transportation rate schedule of Company's Tariff, on file with the Public Service Commission of Maryland, and the terms and conditions herein contained, Company shall receive the quantities of gas requested by Customer to be transported and shall redeliver said gas to Customer's facilities. The Point(s) of Receipt, Customer facility location, the applicable Rate Schedule, and the service and levels of services to be rendered, shall be set forth in the Transportation Service Addendum of this Agreement.

**Section 2. Incorporation of Tariff Provisions.** This Agreement expressly incorporates by this reference all of the terms and conditions governing Company's Transportation Service (TS) in the applicable rate schedule, included in Company's approved tariff, as well as any general terms and conditions of that tariff applicable to, and consistent with, Company's applicable rate schedule. In all events, the terms and conditions of Company's applicable rate schedule shall be controlling.

**Section 3. Regulatory Approvals.** This Agreement shall be expressly contingent upon the receipt of such regulatory approvals or authorizations as may be required and in the event such approval or authorizations terminate or are withdrawn, then this Agreement shall terminate.

**Section 4. Term.** The term of this Agreement shall be from the date Company first delivers volumes of gas to Customer at its facilities pursuant to this Agreement until the first of the following November, provided, however, that the Agreement shall continue in effect after that date on a year-to-year-basis. Either party may terminate this Agreement, upon written thirty (30) days prior to an effective date of termination, or sixty (60) days if terminating Standby Service, subject to the provisions of this Agreement and the applicable rate schedule.

**Section 5. Notices.** Any notices, except those relating to billing or interruption of service, required or permitted to be given hereunder shall be effective only if delivered to the customer provided in the Transportation Service Addendum of this Agreement.

**Section 6. Cancellation of Prior Agreements.** This Agreement supersedes and cancels, as of the effective date hereof, all previous two party Transportation Agreements and any Commercial or Industrial Gas Service Agreements between the parties for service to Customer's facilities served hereunder.



**Section 7. Volumetric Information.** The Maximum Daily Volume and the Annual Volumes to be distributed by the Company must be specified for each facility on the Transportation Service Addendum. If the Customer does not want to determine the Maximum Daily Volume and the Annual Volumes required for each facility, the Customer has the option of having the Company calculate those figures. In accordance with the Company's tariff, the Maximum Daily Volume and Annual Volumes specified on the Transportation Service Addendum are subject to adjustment by the Company no more than one time each year, to reflect the facility's actual Maximum Daily and Annual Volumes experienced in the most recent November to October period. Upon notice to the Customer, adjusted volumes will become the new contractual volumes. Additionally, an adjustment to the Maximum Daily Volume and Annual Volumes may be made at any time upon agreement of the Customer and the Company.

**Section 8. Banking and Balancing Information.** The Customer understands and agrees that the applicable rate schedule, and the bank tolerance for each facility is subject to change annually, based on each facility's annual individual consumption that occurred during the previous November through October period. If applicable, the change will become effective with the January billing cycle of the following year. Bank tolerances and rate schedules will be established in accordance with the tariff.

**Section 9. Interruption.** The Customer understands and agrees to Rules and Regulations Governing the Distribution and Sale of Gas provisions as specified in the Company's Tariff, interruption of gas transportation or gas deliveries may occur for Customers with less than 100% backup service.

In the event that interruption of gas service is required, one of the following persons should be contacted. At least **two Customer** names, with **two** contact numbers (no fax numbers or Agent/3<sup>rd</sup> Party names please):

Customer Contact Name \_\_\_\_\_ Phone (W) \_\_\_\_\_ (24 Hour) \_\_\_\_\_  
Customer Contact Name \_\_\_\_\_ Phone (W) \_\_\_\_\_ (24 Hour) \_\_\_\_\_  
Other Contact Name \_\_\_\_\_ Phone (W) \_\_\_\_\_ (24 Hour) \_\_\_\_\_

**IN WITNESS WHEREOF**, the parties hereto have accordingly and duly executed this Agreement as of the date hereinabove first mentioned.

**CUSTOMER**

**COLUMBIA GAS OF MARYLAND, INC.**

By: \_\_\_\_\_ By: \_\_\_\_\_  
(Authorized Employee of Customer)

Title: \_\_\_\_\_ Title: \_\_\_\_\_

## TRANSPORTATION SERVICE ADDENDUM

**A. Pipeline Serving Columbia Gas of Maryland**

1) Columbia Gas Transmission Corporation (TCO)

**B. Facility Address:** \_\_\_\_\_

PCID: \_\_\_\_\_

PSID: \_\_\_\_\_

C. Type of Business	D. Volume Detail: To be completed by Customer. *As specified on Transportation Service Agreement						
Description of Business : _____ _____ _____	Human Needs Facility  <input type="checkbox"/> YES  <input type="checkbox"/> NO	Alternate Fuel Type: _____  Alternate Fuel %: _____	January Max Day (Mcf) _____  (If Grain Dryer, Asphalt Plant or Power Generator)	*Maximum Daily Volume (Mcf) _____  (Subject to approval by Company)	*Annual Volume (Mcf) _____  (Subject to approval by Company)	Standby Service Daily (Mcf) _____  (Subject to approval by Company)	Standby Service Annual (Mcf) _____  (Subject to approval by Company)

Customer Notices: (Mailing address for Contract) (Please Print)	Company Notices
<b>Company Name:</b> _____	<b>Columbia Gas of Maryland, Inc</b>
<b>dba (if applicable):</b> _____	200 Civic Center Drive
<b>Address:</b> _____	Columbus, Ohio 43215
<b>City, St, Zip:</b> _____	
<b>Attn:</b> _____ <b>Title:</b> _____	Attn: Gas Transportation
<b>Telephone #:</b> ( ) _____ - _____	
<b>Fax #:</b> ( ) _____ - _____	
<b>E-mail Address:</b> _____	

IN WITNESS WHEREOF, the parties hereto have accordingly and duly executed this Agreement as of the date herein above first mentioned.

**CUSTOMER**

**COLUMBIA GAS OF MARYLAND, INC.**

By: \_\_\_\_\_  
 (Signature)

By: \_\_\_\_\_  
 (Signature)

Printed: \_\_\_\_\_

Printed: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

DO NOT WRITE BELOW THIS LINE-For Columbia Personnel Only - NOTE All Max Day & Annual Volumes Updated Annually									
<input type="checkbox"/> New Customer <input type="checkbox"/> New Facility <input type="checkbox"/> Replacement  _____  PSID# _____	Max Daily Volume (Mcf) _____	Annual Volume (Mcf) _____	Monthly Bank Tolerance 5 %	Standby Service Daily (Mcf) _____  Annual (Mcf) _____	Daily Metering Service <input type="checkbox"/> Y  <input type="checkbox"/> N	Pipeline Scheduling Point (PSP) _____	UN/BK _____  SIC Code _____	GMB# _____  Invoice# <input type="checkbox"/> Separate or <input type="checkbox"/> Combined	MS# _____  Rate Schedule _____

**APPROVAL:**

Company Representative: \_\_\_\_\_ Date: \_\_\_\_\_

Comments: \_\_\_\_\_ Effective Date: \_\_\_\_\_

EFFECTIVE DATE: \_\_\_\_\_

## APPOINTMENT OF AGENT

KNOW ALL MEN BY THESE PRESENTS that \_\_\_\_\_ ("Customer") does hereby make, constitute and appoint \_\_\_\_\_ ("Marketer") as its **AGENT** for the purpose of establishing and administering a gas transportation program on the Columbia Gas of Maryland, Inc. ("Columbia") system for and on behalf of Customer. This appointment authorizes Marketer to establish such gas transportation program on behalf of Customer, including (by way of illustration and not limitation) the following: request gas transportation service with Company; place customer in an aggregation nomination group; obtain Customer's historic and current usage data from Columbia; nominate gas transportation volumes on behalf of Customer; direct Company to send Customer's bill (utility and transport) directly to Marketer; and obtain from Company any information pertaining to prior or current month gas deliveries to Customer, including disbursed volumes, tariff volumes, banked volumes and bank tolerances.

### ACKNOWLEDGEMENT OF SERVICES PROVIDED UNDER THIS TRANSPORTATION SERVICE APPLICATION AND AGREEMENT

The Company shall provide Transportation Service (TS) to the customer in accordance with the Rules Applicable to Transportation Service section of the Company's tariffs to the facilities and at the quantities specified on the Transportation Service Addendum, which is hereby incorporated by reference and made part of this Agreement. As specified in the Company's Tariff, the Customer remains fully responsible to the Company for the payment of any invoices, fees, imbalance purchases, banking and balancing charges, OFO or OMO charges, penalties or other charges arising out of the Marketer's provision of natural gas supply services to the customer, including any differential between the price offered by the Marketer and the rate charged by Company in the event that the Marketer discontinues service or defaults on its contract before its contract with the Customer has expired.

Choose type of Gas Transportation Service (**Check & Initial One Only**):  
*In the event no choice is made, the default will be Aggregation Service*

**Non-Aggregation Service (Stand Alone):**

Customer Initials: \_\_\_\_\_

**Aggregation Service:**

Customer Initials: \_\_\_\_\_

**Elective Balancing Service (EBS) Election:** \_\_\_\_\_  
*(must match election made in August prior to the effective April, unless new Transportation Service customer)*

***The customer agrees to take service under Rider EBS- Elective Balancing Services. The customer may elect to change its option no more than one time per year and must submit the request to change in writing, no later than the fifteenth of August prior to the April in which the elected option becomes effective. If a request to change is not received, the customer will default to Option 1 – Full Balancing Service.***

### APPOINTMENT OF AGENT

Acct. No.	<input type="text"/>	Acct. No.	<input type="text"/>
Acct. No.	<input type="text"/>	Acct. No.	<input type="text"/>
Acct. No.	<input type="text"/>	Acct. No.	<input type="text"/>
Acct. No.	<input type="text"/>	Acct. No.	<input type="text"/>
Acct. No.	<input type="text"/>	Acct. No.	<input type="text"/>
Acct. No.	<input type="text"/>	Acct. No.	<input type="text"/>

**CUSTOMER** (Authorized Employee Information) :

**EXECUTED BY CUSTOMER:** \_\_\_\_\_  
(Must be signed by Authorized Employee of Customer)  
\_\_\_\_\_  
(Please Print Authorized Employee Name)

**Title:**       **Address:**   
**Phone No.:**       **Fax No.:**   
**E-Mail Address:**       **Date:**

**AGENT** (Authorized Employee Information) :

**EXECUTED BY AGENT:** \_\_\_\_\_  
(Must be signed by Authorized Employee of Agent)  
\_\_\_\_\_  
(Please Print Authorized Employee Name)

**Title:**       **Address:**   
**Phone No.:**       **Fax No. :**   
**E-Mail Address:**       **Date:**

**EXECUTED BY COLUMBIA:** \_\_\_\_\_  
(Must be signed by Authorized Employee of Columbia)

**Name** \_\_\_\_\_      **Address:** 200 Civic Center Dr. Cols, OH 43215  
**Title** \_\_\_\_\_      **Date:** \_\_\_\_\_

Legal Contractual Name:

**TRANSPORTATION SERVICE APPLICATION & AGREEMENT  
 ATTACHMENT**

[Redacted]

FOR COLUMBIA PERSONNEL USE ONLY															
Address	PCID & PSID	Maximum Daily Quantity*	Backup Service	Alt. Fuel Type	DIS Rate	Unit/Book		Bank Tolerance Percentage	Retainage	Human Needs	Daily Read	GMB #	Contract #	Nom #	Invoice #
		Annual Volume*	% of Backup Service	% Percentage	GTS Rate	PSP	POD					M.S. #			
			<input type="checkbox"/> Yes <input type="checkbox"/> No					<input type="checkbox"/> 5.0 <input type="checkbox"/> 10.0	<input type="checkbox"/> System <input type="checkbox"/> 1.0 %	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> OMO <input type="checkbox"/> OFO				
			<input type="checkbox"/> Yes <input type="checkbox"/> No					<input type="checkbox"/> 5.0 <input type="checkbox"/> 10.0	<input type="checkbox"/> System <input type="checkbox"/> 1.0 %	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> OMO <input type="checkbox"/> OFO				
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			<input type="checkbox"/> Yes <input type="checkbox"/> No					<input type="checkbox"/> 5.0 <input type="checkbox"/> 10.0	<input type="checkbox"/> System <input type="checkbox"/> 1.0 %	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> OMO <input type="checkbox"/> OFO				

Customer's Signature:

Date:

[Redacted]

[Redacted]

\* Subject to Company approval.

Printed:

[Redacted]



February 10, 2012

«F4» «Name» «Last»  
«Service\_Address»  
«Service\_City», «Service\_State» «Service\_Zip»-«Service\_Zip\_Four»

Acct Number: «Pcid\_»-«Pcid\_Seq»

Dear «F4» «Last»:

Columbia Gas of Maryland's ("Columbia") records indicate that you are currently participating in its CHOICE program by purchasing natural gas from a supplier other than Columbia. The purpose of this letter is to advise you that the Public Service Commission of Maryland ("Commission") recently issued an order granting Columbia's request to close its CHOICE program. As directed by the Commission, Columbia must file a transition plan for the Commission's approval to move all CHOICE customers out of the Choice program. Columbia will be making that filing later this month. When the Commission issues an order on this plan, Columbia will contact you regarding the timing of the end of the Choice program. You have the right to stay with your present natural gas supplier until the Commission issues an order, providing a date certain for the end of the Choice program.

As a commercial customer you have an option regarding the source of your future gas supply. You may continue to purchase gas from a supplier through another Columbia program known as "Gas Transportation Service," or you may prefer to have Columbia as your gas supplier. A list of suppliers participating in the Gas Transportation Service program is attached for your reference.

If you are interested in continuing to purchase your natural gas from a supplier you will need to take some time to contact the suppliers on the list to see what they have to offer. They will tell you what you will need to do if you decide to receive natural gas supply from them. At a minimum, you will need to sign an agreement to transport your natural gas on Columbia's distribution system. The supplier may also require you to sign a contract that includes the rate they will charge for the natural gas supply.

If you decide that you want to purchase your natural gas supply from Columbia, no action is required on your part. When the Commission determines the date Columbia should end the Choice program, Columbia will make the appropriate changes to your account and you will begin receiving Columbia's natural gas supply.

So what is the difference between the two options?

A supplier may offer you a fixed rate per unit of gas for a certain period of time, or they may offer you a variable rate which changes monthly, or they may have other pricing options for you to consider.

«F4» «Name» «Last»

February 10, 2012

Page 2

Columbia generally adjusts its natural gas supply price quarterly in January, April, July and October to reflect changes in its actual cost of gas. Columbia does not profit on the sale of gas to its retail customers. Our rates for the gas that you consume are designed to recover the cost Columbia pays for gas supplies on a dollar-for-dollar basis. These rates are regulated by the Commission to ensure that you pay what Columbia pays for the gas. The Commission monitors the cost that Columbia pays to purchase natural gas to ensure it is reasonable and equitable for our customers. Columbia Gas earns its profit on the service of delivering natural gas to you, rather than the sale of the gas product that you consume. However, this does not necessarily mean that Columbia's rate will be better than another supplier.

Now that we have provided some basic information, you have a decision to make. It is important to begin taking steps to make that decision now because if you decide to continue purchasing your gas from a supplier by switching to the Gas Transportation Service program there is paperwork that must be completed and submitted to Columbia.

Your decision of who provides your gas supply is not a permanent one. You will continue to have the opportunity to decide who your natural gas supplier will be in the future.

The intent of this letter is only to make you aware of the upcoming termination of the CHOICE program and a decision on your part that will affect your account with us. Whatever your decision, please be assured there will be no interruption in your gas service and you will receive the same quality of service, no matter which supply option you exercise.

If you have any questions regarding this transition, please contact Columbia. You can reach Columbia at 1-888-460-4332 or by email at [www.columbiagasmd.com](http://www.columbiagasmd.com) and click on "Contact Us." If you wish to know more about the Commission's order, you may review it by accessing the Commission's web site at [www.psc.state.md.us](http://www.psc.state.md.us), entering "126119" in the "Maillog Search" box and clicking on "Letter Order: Letter granting an exemption from COMAR 20.59."

Columbia appreciates having you as a customer. Thank you for your business.

Sincerely,

Columbia Gas of Maryland, Inc.

Enclosure

**Suppliers Participating in Columbia Gas of Maryland's  
Gas Transportation Program  
(Commercial and Industrial)**

<b>Compass Energy Gas Serv. LLC</b> www.compassenergy.com	280 Golden Oak Court Suite 415 Virginia Beach, VA 23452	252-255-5205
<b>Delta Energy, LLC</b> www.deltaenergyllc.com	674 Federated Blvd Columbus, OH 43235	614-339-2600 614-339-2700 fax
<b>Glacial Energy</b> www.salesmd@glacialenergy.com	24 Route 6A Sandwich, MA 02563	410-320-3588 410-558-6751 fax
<b>Hess Corporation</b> www.hessenergy.com	811 Cromwell Park Suite 103 Glen Burnie, MD 21061	410-760-7781x1010 866-718-5042 fax 410-760-7786 fax
<b>Pepco Energy Services, Inc.</b> www.pepcoenergy.com	120 Rhonda Dr York, PA 17404	717-793-8852 717-793-8842 fax
<b>Shell Energy</b> www.shell.com	229 West Bute Street Suite 250 Norfolk, Virginia 23510	757-961-0840 757-961-0841
<b>UGI Energy Services, Inc.</b> www.gasmark.com	1 Meridian Blvd Suite 305 Wyomissing, PA 19610	800-427-8545 610-374-4288 fax
<b>Washington Gas Energy Services</b> www.wges.com	13865 Sunrise Valley Drive Suite 200 Herndon, VA 20171-4661	410-628-9437 410-628-1391 fax



February 10, 2012



«F4» «Name» «Last»  
«Service\_Address»  
«Service\_City», «Service\_State» «Service\_Zip»-«Service\_Zip\_Four»

Acct Number: «Pcid\_»-«Pcid\_Seq»

Dear «F4» «Last»:

Columbia Gas of Maryland's ("Columbia") records indicate that you are currently participating in its CHOICE program by purchasing natural gas from a supplier other than Columbia. The purpose of this letter is to advise you that the Public Service Commission of Maryland ("Commission") recently issued an order granting Columbia's request to close its CHOICE program. As directed by the Commission, Columbia must file a transition plan for the Commission's approval to move all CHOICE customers out of the Choice program. Columbia will be making that filing later this month. When the Commission issues an order on this plan, Columbia will contact you regarding the timing of the end of the Choice program.

As a commercial customer you have an option regarding the source of your future gas supply. You may contact your current supplier, Washington Gas Energy Services, and arrange for them to continue to serve you through another Columbia program known as "Gas Transportation Service," or you may switch to Columbia as your gas supplier. Columbia is not advocating one option over the other, and we urge you to contact your current natural gas supplier before determining which option is best for you.

Your current natural gas supplier, Washington Gas Energy Services, can be reached by calling 1-866-924-2163, or by emailing [wges\\_info@wges.com](mailto:wges_info@wges.com). They will tell you what you will need to do if you decide to continue to receive natural gas supply from them. At a minimum, you will need to sign an agreement to transport your natural gas on Columbia's distribution system. Washington Gas Energy Services may also require you to sign a contract that includes the rate they will charge for the natural gas supply.

If you decide that you want to purchase your natural gas supply from Columbia, no action is required on your part. When the Commission determines the date Columbia should end the Choice program, Columbia will make the appropriate changes to your account and you will begin receiving Columbia's natural gas supply.

So what is the difference between the two options?

Washington Gas Energy Services may offer you a fixed rate per unit of gas for a certain period of time, or they may offer you a variable rate which changes monthly, or they may have other pricing options for you to consider.

Columbia generally adjusts its natural gas supply price quarterly in January, April, July and October to reflect changes in its actual cost of gas. Columbia does not profit on the sale of gas to its retail customers. Our rates for the gas that you consume are designed to recover the cost Columbia pays for gas supplies on a dollar-for-dollar basis. These rates are regulated by the Commission to ensure that you pay what Columbia pays for the gas. The Commission monitors the cost that Columbia pays to purchase natural gas to ensure it is reasonable and equitable for our customers. Columbia Gas earns its

profit on the service of delivering natural gas to you, rather than the sale of the gas product that you consume. However, this does not necessarily mean that Columbia's rate will be better than another supplier like Washington Gas Energy Services.

Now that we have provided some basic information, you have a decision to make. It is important to begin taking steps to make that decision now because if you decide to stay with Washington Gas Energy Services by switching to the Gas Transportation Service program there is paperwork that must be completed and submitted to Columbia within the next couple weeks. Your decision of who provides your gas supply is not a permanent one. You will continue to have the opportunity to decide who your natural gas supplier will be.

The intent of this letter is only to make you aware of the upcoming termination of the CHOICE program and a decision on your part that will affect your account with us. Whatever your decision, please be assured there will be no interruption in your gas service and you will receive the same quality of service, no matter which supply option you exercise.

If you have any questions regarding this transition, please contact Columbia or Washington Gas Energy Services. You can reach Columbia at 1-888-460-4332 or by email at [www.columbiagasmd.com](http://www.columbiagasmd.com) and click on "Contact Us." You can reach Washington Gas Energy Services at 1-866-924-2163 or by emailing [wges\\_info@wges.com](mailto:wges_info@wges.com). If you wish to know more about the Commission's order, you may review it by accessing the Commission's web site at [www.psc.state.md.us](http://www.psc.state.md.us), entering "126119" in the "Maillog Search" box and clicking on "Letter Order: Letter granting an exemption from COMAR 20.59."

Columbia appreciates having you as a customer. Thank you for your business.

Sincerely,

Columbia Gas of Maryland, Inc.