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September 11, 2006

Charles L. A. Terreni, Esquire
Chief Clerk and Administrator
Public Service Commission of South Carolina
Post Office Box 11649
Columbia, South Carolina 29211

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SC PUBLIC SERVICE
COMMISSION

Re: Allowable Ex Parte Communication Briefing held on September 6, 2006

Dear Mr. Terreni:

Pursuant to the provisions of S.C. Code Ann. § 58-3-260 (Supp. 2005) and as Mr. Scott's designee, I am attaching my certified statement with copies of the certified statements from all persons present (see sign in sheets also attached) at the September 6, 2006 Allowable Ex Parte Communication Briefing regarding Piedmont Natural Gas Company's Management Reorganization Initiative, Customer Service Commitments, and Gas Price Projections for Upcoming Winter. The Allowable Ex Parte Communication Briefing was held at 10:30 a.m.

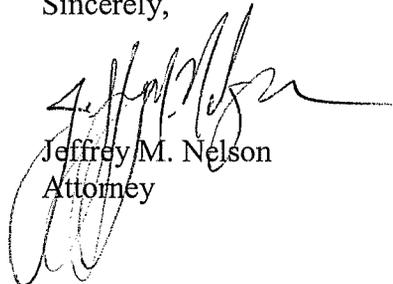
Please find enclosed a copy of the verbatim transcript of the briefing and accompanying presentation materials. Any written materials utilized or referenced at the briefing by any of the attendees or Commissioners are included in the binder.

It is my understanding that the transcript of the briefing will be posted on your website, and this transcript is incorporated by reference in all certified statements. The transcripts are intended to satisfy the summary requirement of § 58-3-260(C)(6)(a)(ii).

As required by law, please post all documents relating to these briefings on your website.

Thank you for your assistance.

Sincerely,



Jeffrey M. Nelson
Attorney

Enclosures

cc: Jane Lewis-Raymond, Esquire (w/out enc.)

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BEFORE THE PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

COLUMBIA, SOUTH CAROLINA

HEARING # 10805

SEPTEMBER 6, 2006

10:30 A.M.

ORIGINAL

PIEDMONT NATURAL GAS COMPANY — *Allowable Ex Parte Communication Briefing Regarding Management Reorganization Initiative, Customer Service Commitments, and Gas Price Projections for Upcoming Winter.*

BRIEFING BEFORE: G. O’Neal HAMILTON, CHAIRMAN, C. Robert MOSELEY, Vice CHAIRMAN; and COMMISSIONERS John E. “Butch” HOWARD, David A. WRIGHT, Randy MITCHELL, Elizabeth B. “Lib” FLEMING, and Mignon L. CLYBURN.

STAFF: Charles L.A. Terreni, Chief Clerk/Administrator; and Jocelyn G. Boyd, Esq., Deputy Clerk; Joseph M. Melchers, Esq., Chief Counsel, F. David Butler, Esq., Senior Counsel, and B. Randall Dong, Esq., and Josh Minges, Esq., Legal Staff; James B. Spearman, PhD., Executive Assistant to Commissioners; Philip Riley, Advisory Staff; MaryJane Cooper, Court Reporter, and Deborah Easterling, Hearing Room Assistant.

APPEARANCES:

Tom Skains, Chairman, President & CEO; June Moore, VP Customer Service, and Frank Yoho, SVP Commercial Operations., representing **PIEDMONT NATURAL GAS COMPANY.**

Wendy B. Cartledge, Esq., and Jeffrey M. Nelson, Esq., representing **THE OFFICE OF REGULATORY STAFF.**

TRANSCRIPT OF TESTIMONY AND PROCEEDINGS

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CHAIRMAN HAMILTON: Please be seated. I'd like

to call the hearing to order and welcome all of the members from Piedmont Natural Gas Company that have come to us today to bring us some information. We appreciate you taking your time, and we look forward to hearing from you. So, we'll turn it over to you at this time, sir.

MR. TOM SKAINS: Thank you.

PRESENTATION BY MR. SKAINS:

Mr. Chairman, Commissioners, good morning to all of you. On behalf of everyone here from Piedmont Natural Gas, it's a pleasure to be with you in Columbia. I want to thank you for taking time out of your busy schedule to hear from us today. Our presentation today is an informal briefing that will cover a couple of topics and during the course of the presentation, we will introduce all of the Piedmont Gas representatives who are here today in this room, including two fellow presenters from the Company who are with me at this table. The table says "INTERVENORS", we are PRESENTERS today.

[Laughter]

[Mr. Skains] It's a wonderful pleasure to be here, as I mentioned to some of the members of the ORS, without a docket next to our name, and I just want to emphasize that this presentation is informational about some changes that have taken place at Piedmont Natural Gas, some initiatives that we're pursuing to better serve our customers in all three states that we serve, but particularly in South Carolina as well, and some events that we see in the natural gas marketplace in terms of where prices are presently in the wholesale market, and they impact the bills that we give our customers this winter, as well as

1 some steps that we have taken and will continue to take in the future to mitigate
2 the upward pressure that our industry has seen on wholesale natural gas prices.

3 What I would like to do first this morning is introduce our new executive
4 management team. We've sent you in the past some of our public announce-
5 ments about some changes that have taken place in our Company. I wanted
6 to take this opportunity in person to bring our entire new executive management
7 team here to meet you in person, and they are all present with me today, and
8 I'm happy about that.

9 After my presentation, I'm going to turn the discussion over to June Moore,
10 our Vice President of Customer Service, who's going to give you a customer
11 service update on the multiple measures and significant work that we pursued
12 since last winter to enhance and improve our customer service for this winter
13 and the future. I think you'll be pleased with what you hear about that.

14 And then finally, Frank Yoho, our Senior Vice President of Commercial
15 Operations, who is to my right, will give you an update on what we see in the
16 natural gas marketplace, the externalities that we face as well as some matters
17 that we have pursued, again, to mitigate the impact of high natural gas prices
18 on our customers.

19 So, Mr. Chairman, with your permission, I would like to proceed with the
20 discussion, unless there are matters that you would like to cover first.

21 CHAIRMAN HAMILTON: No, please go forward

22 sir.

23 MR. SKAINS: Thank you, sir.

24 *[Mr. Skains]* Again, I would suggest, with your indulgence, that we make this
25 as conversational and informal as you would like. If you would like to ask any

1 questions or make any observations during the course of our discussion, please
 2 feel free to do so; otherwise, we can take questions at the end. We are here to
 3 provide a benefit to you in terms of the information that we have and will give
 4 you. So, feel free to proceed in any way that best serves your needs.

5 CHAIRMAN HAMILTON: Thank you very much.
 6 And I assume that, Mr. Nelson, if ORS has any questions
 7 that they would be happy to hear those too.

8 MR. SKAINS: Absolutely. We would welcome
 9 questions from the ORS staff as well.

10 *[Mr. Skains]* So, with that, if you turn to page 2 of the materials that we brought
 11 with us in our handout, we would first like to address our Management Restructuring
 12 Initiative that we undertook earlier in the year. The whole purpose and goal of
 13 that initiative is to deliver competitive services to our customers in the most
 14 efficient manner possible. Some of the principles behind that management
 15 restructuring activities would increase organizational efficiency by consolidating
 16 and reducing layers of management within Piedmont Natural Gas, to enhance
 17 customer service to meet the best-in-class service standards, which you will
 18 hear about momentarily from June Moore, to promote career and professional
 19 development opportunities for new leaders within our Company with the focus
 20 on cross-functional training and development, and to establish management
 21 within our Company and leadership consistent with the new corporate culture
 22 and core values that we're trying to establish at Piedmont Natural Gas and that
 23 mainly is to break down departmental silos to think about our business and our
 24 customers on an enterprise basis and establish better communication and
 25 teamwork to better serve our Company and our customers.

1 The new Executive Management Team that resulted from this process
2 is on page 3. We've included a very high level organization chart about the
3 team that's here today. First, again, my name is Tom Skains, and I'm Chairman,
4 President and CEO of the Company. I've been with Piedmont 11 years, have
5 26 years with industry experience. Prior to my tenure with Piedmont, I was with
6 the Transcontinental Gas Pipeline Corporation in Houston, Texas, for 15 years.
7 I might add that the average industry experience of this entire Executive
8 Management Team exceeds 20 years, so we are all seasoned veterans in the
9 natural gas business.

10 Moving from left to right on this page, on this organizational chart, our
11 Senior Vice President and Chief Financial Officer remains Dave Dzuricky, and
12 Dave is here with us in the room.

13 MR. SKAINS: Dave, would you stand please?

14 [*Mr. Dzuricky stands*]

15 MR. SKAINS: Thank you, Dave.

16 A [*Mr. Skains*] Dave is also an 11 year veteran at Piedmont Natural Gas. I actually
17 arrived two weeks before he did in 1995. So, we've been joined at the hip with
18 the Company for a little over 11 years. Dave, like me, his former experience in
19 the business was in the pipeline side of the industry with a company that also
20 had distribution companies as well, called Consolidated Natural Gas. Consolidated
21 Natural Gas is now a division of Dominion Resources up in Virginia. Dave, in
22 his role as Senior Vice President and Chief Financial Officer, oversees the
23 many activities listed on this page, including finance, accounting, corporate
24 planning, business development, information services, and a whole other of
25 related activities. So, he has his staff that's busily working on the Company's

1 finances to keep our financial health where it is so that we can serve our share-
2 holders and customers in the best way possible.

3 To the right on this chart next to Dave is our new Vice President, General
4 Counsel and Chief Compliance Officer and Corporate Secretary, and her name
5 is Jane Lewis-Raymond.

6 MR. SKAINS: Jane, could you please stand?

7 [*Ms. Lewis-Raymond stands*]

8 MR. SKAINS: Thank you.

9 A [*Mr. Skains*] Many of you probably met Jane with the American Gas Association
10 where she was the Vice President of Regulatory Affairs. She was quite active
11 at NARUC, quite active at the FERC. She has 11 years of experience at the
12 American Gas Association. Before that, practiced law with Morgan, Lewis &
13 Bockius out of Washington, DC, on behalf of natural gas utilities. The group
14 focus for the Company will be legal affairs, corporate secretary matters, as well
15 as corporate compliance, and we're just tickled pink that Jane is with us.

16 To Jane's right on this page is our Vice President of Customer Service,
17 June Moore. June is to my left. And June has been with the Company over
18 20 years. We just celebrated June's 20th anniversary with the Company last
19 week at our board meeting. She's been in her present position two years and
20 before that was our Vice President of Information Technology, Information
21 Services. Her duties today include all matters related to customer service,
22 including our call center, our back office operations, the meter reading which
23 we are converting from manual meter reading to automated meter reading,
24 which you may have heard about. So, she and her staff are very busy, and
25 she's going to be a part of this program in just a few minutes.

1 To Jane's right is a new Senior Vice President with the Company, Kevin
2 O'Hara, in charge of corporate and community affairs.

3 MR. SKAINS: Kevin, could you please stand? To
4 Jane's left.

5 *[Mr. O'Hara stands]*

6 MR. SKAINS: Thank you.

7 A *[Mr. Skains]* Kevin is not new to the Company, however; he has 19 years of
8 experience with Piedmont Natural Gas; was formally our Corporate Planning
9 and Development Officer for many years; and also had the joint venture of
10 responsibility and non-utility responsibility for our Company for a few years. In
11 his present capacity, he will oversee legislative affairs, community affairs, cor-
12 porate communications, and human resources, all internal HR activities. So,
13 we're very pleased that Kevin has accepted this new and expanded area of
14 responsibility.

15 To Kevin's right on the page and to my right here at the table is our Senior
16 Vice President of Commercial Operations, Frank Yoho. Frank is also an industry
17 veteran. He's been with Piedmont four years in this capacity, but before that
18 was with Public Service North Carolina out of Gastonia, which is now a division of
19 SCANA, as I know you are aware. They're now with SCANA's operations in
20 North Carolina. Frank has all facets of our commercial activities, including gas
21 procurement, the transportation of the gas, both on pipelines as well as our own
22 transportation on our systems, sales and marketing, supply and planning activities,
23 but also some enhanced responsibilities as part of this new organization, including
24 state regulatory affairs and that is our relationship with the state commissions
25 that regulate our business, including the Public Service Commission of South

1 Carolina, federal regulatory affairs activities at the FERC in Washington, DC,
2 and our gas accounting activities since they're so closely related to our gas
3 procurement activities.

4 And then finally on this page is a new leader with the Company, like Jane
5 Lewis. His name is Michael Yount, and he is our new Senior Vice President of
6 Utility Operations.

7 [Mr. Yount stands]

8 MR. SKAINS: Thank you, Michael.

9 A [Mr. Skains] Michael also has many years of industry experience that he, like
10 me, spent about 15 years at Transcontinental Gas Pipeline Corporation in Houston.
11 But, for the most recent 10 years of his career, was a partner and leadership
12 consultant with Senn Delaney Leadership Management Consultants that have
13 done some work with Piedmont to enhance our corporate culture and the leader-
14 ship capabilities of our employees. Michael in his current capacity will oversee
15 all of our field operations, distribution and utility, field services, engineering,
16 basically all the utility operations of the Company, as his title would suggest.
17 And we're very pleased that Michael is here. Most of the employees in our
18 Company report now to Michael through the regional executives that we have
19 in the three states that we serve.

20 COMMISSIONER CLYBURN: I have a question
21 at this point.

22 CHAIRMAN HAMILTON: Yes, ma'am.

23 **EXAMINATION BY COMMISSIONER CLYBURN:**

24 Q You mentioned about the streamlining of, you know, to increase the efficiency.
25 When you say streamlining in terms of numeric or number of persons, how

1 many people did that impact?

2 A On the leadership team, basically the management layers of the Company, there
3 were about 40 positions that were either – the incumbents took early retirements
4 or their positions were eliminated. During this process, we eliminated some
5 layers of management to flatten the organization, make the organization more
6 effective in terms of communications and spans of control within the organization.
7 The vast majority of the individuals who left the Company took a voluntary early
8 retirement offer. There were 23 of our leadership team members who were
9 eligible for that plan, 22 out of the 23 members voluntarily elected to take
10 retirement. The one individual who did not elect to take that retirement plan is
11 still with the Company.

12 Q So, 40 positions inside that layer. Was there a ripple effect, did it affect anything
13 in the lower levels of the structure?

14 A There were additional management positions that were also eliminated as part
15 of this restructuring process that we did not consider part of the leadership
16 team as such. Let me ask Kevin how many more positions that would be.

17 A [Kevin O'Hara] In all, there were about 40 positions that were affected and as
18 Tom mentioned, most of those positions were mid to upper management. When
19 you talk about ripple, it was really confined to that upper end.

20 CHAIRMAN HAMILTON: Will you get to the mic?

21 [Short Pause]

22 A [Mr. O'Hara] The position changes were primarily confined to middle, upper
23 management positions. Of that 40, there were approximately 10 positions that
24 were vacancies that with the management changes, we decided to eliminate.
25 But, it was really confined to the upper management group.

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But when you make – the ripple effect was really as a result of changes in management personnel at the upper level, so we were able to look at the organizational structures underneath and making sure that we had the right people there. But in terms of eliminating or refusing the number of positions, it was mid- to upper management.

Q Okay. And my second question goes to Mr. Skains, where you talked about the average number of years — I know y'all look good and I'm sure exercise every day and eat right — you are talking about you've got 20 plus years. I'm assuming you don't want to drop dead at the office; you'll want to retire one day. So I guess my question, after being a little blunt, is, in terms of pools of successors, you know, I'm wondering what type of, if I'm not being too forward and too nosy, what type of plans do you have in terms of training and making sure that – it's not just you; it's here, it's across the board — say, because a lot of people are seemingly losing a wealth of persons who have got 20 to 30 years or so and they're about to retire.

A [Mr. Skains] I think that's an excellent question. It's not too forward at all. As a matter of fact, at our Company board meeting last week, the topic of succession planning did arise. We engaged in the succession planning process a few years ago, which we actually took into account with this new reorganization. But, now that we have done so, it's time for us to update that succession plan. So, we are doing that as we speak and will be getting back to our board of directors with our new succession plan over the course of the next six months.

We have ongoing, though, within our Company training and development opportunities for all employees, managers as well as technical employees, and those processes continue. With respect to succession planning, though, the

1 concept there is to identify potential successors to all of the key jobs within the
2 Company, from internal placement candidates as well as identify the way we
3 may need to go outside to replace certain key positions. Examine the strengths
4 and weaknesses of all the potential candidates in that pool and develop some
5 professional development opportunities for those candidates to strengthen
6 their capabilities to be successful if they're chosen to be successors.

7 It's an ongoing process. It never ends. The activities that we've just
8 undertaken, it does compel us to kick-start that process again to breathe more
9 life into it than it has had over the past several years.

10 Q My final question in that same vein is – you're very active in AGA, I've seen
11 you at the dinners and conferences; I'm a strange groupie, I like listening to
12 speakers. I know a lot of people that don't care for them that much because,
13 you know, it's a traditional speaker or whatever, but I love it. I guess from that
14 – I guess I'm wondering whether or not your trade associations or, you know,
15 wherever you're a member, is this an ongoing topic that you guys deal with, and
16 are you exchanging best practices among them?

17 A Yes, this is one of many topics that AGA addresses. There's several functions
18 that AGA fulfills. The first is to serve as our industry's advocacy to advocate
19 healthy legislative and regulatory initiatives to better serve our customers within
20 our industry. We rely heavily on AGA for that purpose. AGA also serves as the
21 basis for best practices, collection and sharing among the members to make
22 sure that we're all doing things the best way possible; and human resources
23 practices, succession planning are just as important as operational practices,
24 in what AGA covers.

25 We remain committed to the American Gas Association. We are very

1 active in that respect. And I have been nominated, as a matter of fact, to serve in
 2 the leadership rotation, which if approved by the members later this month, will
 3 put me in a position to chair the Association in 2009. So, our involvement in
 4 AGA will continue and actually be enhanced from even where it is today. Of
 5 course, we have a lot of relationships with AGA with the leadership here at the
 6 Company that's been in place for many years, including Dave Dzuricky who's
 7 chairing the Finance Committee at AGA. Of course, we went back and maybe
 8 interrupted AGA's internal succession plan by recruiting Jane Lewis-Raymond
 9 for our Company. So, she was part of our succession planning process, and
 10 now AGA has to go back and fill her position, and we're just pleased she's with
 11 us. But, AGA serves our industry well. I think it has served natural gas customers
 12 very well, and we're pleased to be a part of it and provide leadership as well.

13 Q Thank you.

14 CHAIRMAN HAMILTON: Mr. Moseley – I believe
 15 Mr. Moseley has a question.

16 **EXAMINATION BY VICE CHAIRMAN MOSELEY:**

17 Q I'm going to talk about, probably Ms. Moore, in customer service, so we can
 18 get down to the basic facts. I know about the Executive Management Team
 19 and all that up the line, but I want to get down a little lower. How long have you
 20 been with the Company?

21 A [Ms. Moore] I have been with the Company for 20 years.

22 Q Okay. How long have you been Vice President of Customer Service?

23 A For two years.

24 Q Okay. What did you do before that?

25 A Before that, I was responsible for Information Technology, and one of the

1 projects I worked on in the last 20 years was working a great deal with customer
2 service, implementing our customer service system and working directly with
3 the people in that area.

4 Q Okay. Have you been through a major storm?

5 A I've been through –

6 Q I mean, were you in charge of this Department in the last couple of years –
7 because y'all had some real problems with Customer Service, not only in
8 South Carolina but in North Carolina.

9 A Yes, we –

10 Q And, I want you to explain the process when you're Customer Service is
11 overloaded, where your backup is, and then what type languages, people you
12 have to translate? That's what I would like to hear, mainly because of all the
13 problems upstate and everything.

14 A [Ms. Moore] Right.

15 A [Mr. Skains] Thank you, Commissioner. We intend to do just that. And if you'll
16 give me two minutes to get through my remaining two slides, we'll be right into
17 customer service activities.

18 Q Okay.

19 A But June, and I, and every other Piedmont Natural Gas lived through the Customer
20 Service tsunami that we faced last winter. We have taken numerous initiatives
21 to address and respond to enhance our capabilities this year and what we
22 believe will be best-in-class industry service levels, and we're anxious to talk
23 with you about that.

24 On page four, if you look just briefly at the service area, and we're proud
25 and privileged to serve in South Carolina, and that is the Upstate region of the

1 State, from Anderson, Greenville, and Spartanburg to Gaffney. As a part of our
2 restructuring process, we did announce Minh Tran as our Regional Executive
3 over our South Carolina operations. Minh also has 21 years of service at Pied-
4 mont Natural Gas. He was formerly the District Manager in Gaffney, South
5 Carolina. Most recently he was the District Manager of New Bern, North Carolina,
6 and before his service as District Manager, he was Manager of Technical
7 Services serving our industrial customers.

8 Not with us today, but our new Community Relations Manager, which
9 is a new position to the Company, of the three states area, is with us today —
10 Hank McCullough.

11 MR. SKAINS: Hank, could you please stand?

12 [*Mr. McCullough stands*]

13 A [*Mr. Skains*] Hank is our new Community Relations Manager. These are new
14 positions that we created to strengthen our ties to the communities that we
15 serve in all three states, and to strengthen our ties to the Legislature through
16 our legislative affairs activities. Hank has 10 years of experience at Piedmont
17 Natural Gas, is at Greenville, and comes to us with experience in commercial
18 and technical services activities. So, he knows the business very well. He
19 knows customer service very well. I think he can apply that to the Community
20 Relations. So, Hank, we're just pleased to have you as part of this team.

21 On page five, this is my last slide. I want to talk a moment about our
22 regulatory and legislative relations and to clearly divide the role between the
23 two for you. We have a team approach to both our regulatory and our
24 legislative relations with respect to each of these areas. Our key regulatory
25 contacts, that'd be contacts with yourself as well as David Carpenter. David is

1 here with us today.

2 MR. SKAINS: David, could you please stand?

3 *[Mr. Carpenter stands]*

4 A *[Mr. Skains]* David is our Managing Director of Regulatory Affairs, has numerous
5 years of experience in regulatory affairs and rates. I think it's well known to
6 virtually everyone here that deals with natural gas in South Carolina, and we're
7 very pleased that Dave has taken on this role. David reports to Frank Yoho,
8 who is also involved and available to you as far as a regulatory contact. Jane
9 Lewis-Raymond, who you've already met. Pia Powers, our Manager of
10 Regulatory Affairs.

11 MR. SKAINS: Pia, could you please stand?

12 *[Ms. Powers stands]*

13 A *[Mr. Skains]* Pia has three years of experience with Piedmont and before that
14 was with the EIA in Washington, DC, where she had experience with the
15 federal government. Of course, any member of the Executive Management
16 Team is available to you at any time should you have any questions or needs
17 from the Company.

18 In terms of our key legislative contacts, George Baldwin, our Managing
19 Director of Legislative Affairs, could not be here today, but he's going to take
20 the lead on those activities. George reports to Kevin O'Hara, who you've met,
21 who is here. Jane will also be involved in legislative matters along with all the
22 members of the Executive Management Team.

23 So, thank you for indulging me on that. Now, we would like to turn the
24 subject, with your permission, over to our Customer Service levels, talked a
25 little bit about what we faced last year and why and what we've done to face

1 those challenges and to position ourselves to provide customer service at levels
2 which we think will be pleasing to our customers and to this Commission for
3 this winter and into the future.

4 MS. JUNE MOORE: Thank you, Tom.

5 **PRESENTATION BY MS. MOORE:**

6 A As you mentioned, we did have our challenges last winter with customer
7 service. The wholesale prices of natural gas going up, the high bills, the very
8 cold December, all converged for a very challenging January for us where
9 customers had difficulty reaching us or experienced long wait times. As a
10 result of that, we've made a commitment to deliver best-in-class customer
11 service in our industry and that is an 80/20 service level target. That means
12 we've committed to answering 80% of our calls in 20 seconds, and that is –
13 it's an enterprise goal; it's not just a call center goal and it's not just about the
14 numbers. It's about answering the calls with quality because if we just try to
15 rush through and get people off the phone, they're going to call back, and we
16 won't hit that target. So, this is a real balance of quantity and quality. We also
17 want to make sure we fulfill every request end to end the best that we can,
18 and that's why this is an enterprise effort. We have increased our staffing
19 levels. We have done that internally in our contact centers as well as engaging
20 third party contact centers for peak staffing, because as you know, during the
21 summer we don't have as much demand from our customers as we do during
22 the fall and winter. We have also backup people within the Company. There
23 are people who work in our business office and in the corporate office who
24 have customer service training that we will call to action if we need them in
25 the very busy times. So, that is our storm plan and how we address those

1 peaks. We've also added more customer service to our interactive voice
2 response and to our website so that there are more things that customers can
3 do for themselves because while we recognize some people prefer talking to
4 us, other people prefer doing things for themselves.

5 On our website we added the bill analysis where people can look at
6 their history and compare their usage, their bill amounts, the average temperature,
7 and also get some conservation tips, ways to use energy more wisely while
8 they're there as well as enrolling in the Equal Payment Plan, the bank draft,
9 and making a payment arrangement. Those three things are also available on
10 our interactive voice response.

11 We also increased the capacity of our phone system so that all customers
12 can get through and with improving our interactive voice response where
13 people that can do more for themselves, we didn't want those lines to be tied
14 up and keep the people – we want to make sure people who wanted to talk to
15 us have plenty of capacity to get through, so we built in some additional lines.

16 If you go to the next page, page seven, you'll see that in the last six
17 months we have put together an approach to work on customer service. One
18 thing – our approach was to work with the people, the process and the
19 technology. There was no silver bullet, and one of those things by itself was
20 not going to be enough. So, in terms of the people, we did some restructuring
21 within customer service and within the organization to make sure we brought
22 it all under the customer service umbrella. We worked with staffing levels.
23 We've done a lot of training for management and for our customer service
24 representatives to make sure they're trained on new processes and have
25 instituted a daily coaching routine in our contact centers to make sure all of

1 our representatives stay up to date.

2 In terms of process, we have brought in consultants who are experts in
3 the industry, who brought in best practices, and we trained all our managers,
4 and we changed our management approach. We have three major contact
5 centers that are linked together and operate as one. We made a number of
6 enhancements to our customer system to make it easier for our representatives to
7 navigate and find information and handle customer calls, did more training in
8 our third party contact centers to make sure that they were operating to our
9 standards, and have really worked on our enterprise communication to make
10 sure everyone who's serving the customers is serving to the best of their
11 ability. In addition to this, we made a lot of changes to our quality monitoring
12 program to make sure that our representatives' calls are monitored for quality
13 to make sure that they are working for the first call response to make sure
14 that the first call completes every request.

15 In terms of technology, we have increased the capacity of the phone
16 system, redesigned all our call flows and made it more efficient and worked
17 very hard in our interactive voice response and web self service. We will
18 continue to enhance those. We have not stopped. All these things we will
19 continue to enhance ongoing.

20 CHAIRMAN HAMILTON: Commissioner Wright.

21 **EXAMINATION BY COMMISSIONER WRIGHT:**

22 Q Good morning.

23 A Good morning.

24 Q Customer service is critical in a lot of areas. I'm going to kind of like get to the
25 worst case with all this stuff, okay, and as it applies to natural gas because I

1 know it might be different with other types of – whether, you know, electricity,
2 water, sewer or whatever, telephone. But, as it applies to natural gas, if you've
3 got a major outage, okay, where there's disruption like you have in an ice
4 storm, are y'all looking at implementing some type of a enhanced 911 for
5 example, where – I mean, I would think that if you've got your customers,
6 you'd probably have a contact phone number. Have you looked at possibly
7 instead of getting flooded by calls maybe being a little more proactive in
8 putting out – okay, we've got a problem here and do it by zone or by a zip
9 code or by however it works. Is that something that maybe you're looking at?
10 That's number one, okay. Website postings might accomplish the same thing
11 in the event that power is not lost and people can access their webs, you
12 know, be it through cell phones or through regular channels or whatever.

13 And, then I guess the last thing is how are you – do you have a media
14 plan in place that would accomplish the same thing to have media com-
15 munication, more consistent communication with the news outlets, radios,
16 especially those radio stations or TV stations that might still be up and running,
17 because I've been involved in media for a while, and I know they go out too.
18 So, how does those three areas, how have you taken that into consideration?

19 A Okay. We do have an outage plan and although with our system we don't
20 have the same kinds of challenges as some of the other utilities do because
21 the natural gas service is very reliable. But, in the case where there's an
22 outage in an area, we do have plans for addressing how we communicate
23 with the customers, and the website posting is one of those ways that we
24 have that is part of our plan as well as – if we have a small outage, we can
25 call and in a lot of cases, our phone numbers are not as up to date as we

1 would like them to be. In terms of media, the plan also does call for contacts
2 for the media and how we would address that.

3 A [Mr. Skains] Commissioner Wright, let me add an example of the philosophy
4 that you're suggesting and as we implemented it this year – it's a different
5 approach and that is typically every year there's a subset of our customers
6 that don't pay their bills. As the winter begins to thaw then we're put in a position
7 of disconnecting service in the spring, early summer, and then they reapply
8 for service and bring their payments up to date going into the following winter.
9 This year the customer focus was to initiate phone calls to the customers asking
10 those customers who had not paid their bills whether they would like to enter
11 into payment arrangements over the course of the summer that would alleviate
12 the need for us to go out and disconnect service and then reconnect them in
13 the winter - taking our call centers' capabilities in making outward bound pro-
14 active calls instead of waiting for the customer to call us in response to the
15 door tag or some other communication in the case that a disconnect was
16 imminent. It's that same type of philosophy I think you're suggesting here that
17 we've begun to implement in other areas. But, this is an excellent suggestion.

18 Just to amplify what June mentioned, widespread natural gas outages
19 are rare. Ice storms don't typically impact us like they do electric companies
20 although gas appliances that have electric ignition do not work when the
21 power's lost in the house. But, typically natural gas service is not interrupted
22 at all – water heating, cooking, other services, gas will continue even despite
23 those outages. But, we have some overflow impact because customers lose
24 their gas service if they require electric ignition because of an electric outage.
25 So, there is some ripple effect, but in most cases typically the electric utilities

1 take on communications in terms of time because we are dependent upon
2 their time to restore our service because we're really the tail and they're the
3 dog and we can't wag that big dog. They typically have more impacts than we
4 do.

5 But, web postings where customers have access to power is an excellent
6 example of things that we could do as well as just the media plan. Frankly,
7 the issue we had last year, [INAUDIBLE] a media plan with the major newspapers
8 and other media outlets and markets that we serve. I personally sat down with
9 the editorial staff at the Greenville paper, the upstate, and the same thing with
10 Charlotte, talked about the winter to come after Hurricanes Katrina and Rita,
11 caused a supply shortage, a physical supply shortage last winter. What we
12 did not foresee in January with the high gas prices, the high bills, and the
13 much colder than normal weather in December, was a more than doubling
14 during January of the inward bound phone calls in our call centers than we
15 had ever experienced in the history of the Company.

16 So, when you design for an expectation at one peak level and then you
17 receive twice that overnight, that's not something typically that companies
18 plan for, work and respond to them immediately. Now, that we have seen
19 what can happen, we have responded accordingly. We have increased our
20 staff both internal and through third party systems substantially [INAUDIBLE]
21 significant calls to the Company. The same is true with respect to the design
22 of our infrastructure], and that is the phone capacity on the systems to handle
23 the phone calls as well as just the process by engaging AT&T to come in,
24 experts in the field, to work with us to develop a best-of-class customer service
25 operation.

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The proof is in the pudding, we can't wait to perform this winter and show you what we can do based upon everything we've invested to do it.

Q Thank you. The only reason I bring up the reverse 911 idea is not necessarily use a live operator, but, you know, there's technologies out there that are very, very inexpensive where you can blast, it's almost like blast-emailing. You can blast prerecorded messages out which might keep the number of incoming calls from growing to an exorbitant level, if you wanted to try to do some proactive planning. I don't who's doing it out there, but it seems to me it'd be something that might be feasible, maybe not natural gas quite as much as other utilities we've talked about. But, it does have a place I think.

A [Mr. Skains] An outage on our system if it were to occur, which would most likely be a very defined geographical area, as the result of a dig-in for example, on one of our pipes that requires to take that system down until it's repaired, then we bring it back up. Another way to handle that could be with the IVR technology. The customer does call in. If we have done something to anticipate that call, if they do call in, to redirect a customer from a region who's calling about outage in that area to the certain number and they get information on the expected time of repair.

But, thank you, an excellent observation.

CHAIRMAN HAMILTON: Does any other Commissioner have any questions?

COMMISSIONER FLEMING: Yes.

EXAMINATION BY COMMISSIONER FLEMING:

Q I'd like to follow-up. It sounds like you have a much improved customer service plan in place. What I'd like to know is how are you going to educate

1 the customer as to this plan? What measures are you putting in place for that?
2 And, also, I'd like to suggest that local papers are mostly what the customer
3 reads. So, is there an effort to reach all of the local papers in the areas that
4 you serve rather than just maybe two of the more major papers?

5 A [Mr. Skains] Excellent questions, thank you, Commissioner. We have, just
6 like last year, embarked already on a communications plan for this winter, and
7 the focus of that plan is to communicate information to our customers on what
8 to expect. One, what to expect in terms of pricing and bills, so the customers
9 aren't surprised. No one likes a surprise unless it's your birthday. Typically
10 people by their very nature want some heads up on what to expect, and we
11 want to give our customers a heads up of what to expect this winter in terms
12 of what natural gas bills could look like. Part of that too though is to continue
13 to urge our customers, in light of the higher prices in general for natural gas
14 service across our nation, to sign up for our Equal Payment Plan, that is to
15 reduce those high winter bills and spread payments out over the course of a
16 full year, basically, lowering winter payments, spreading it out into the spring
17 and summer to make natural gas service more affordable and to also urge
18 our customers to conserve energy and use energy wisely. We are now in the
19 process of putting together a campaign, which we'll be unveiling going into
20 the fall and winter, that provides a variety of conservation, best practice tips
21 on how consumers can cut their energy costs, but still remain comfortable.
22 Each in its individual application may not be significant, but when we add it all
23 together, it adds up. The theme around the communication will be, "it all adds
24 up". So, conservation will be our message, the Equal Payment Plan will
25 continue to be our message, and get it out through as many media outlets as

1 we can to educate the public on what to expect this winter and then just have
 2 the customer service capabilities when customers need us that exceed their
 3 expectation by answering 80% or more of our calls in 20 seconds or less, and
 4 we're anxious to do that.

5 CHAIRMAN HAMILTON: Commissioner Clyburn.

6 **EXAMINATION BY COMMISSIONER CLYBURN:**

7 Q I wanted to ask the question – if you call in anywhere now, you do hear the
 8 prompt, “this call may be monitored for service quality purposes”. What
 9 percentage on average of those calls are actually monitored for that purpose?

10 A We actually record all calls and in terms of monitoring, we try to monitor at
 11 least five calls per representative per month. And, in cases where we're
 12 seeing problems, we may monitor more and if we have issues where
 13 customers have called in and complained about their treatment, we always
 14 monitor those calls as well.

15 **FURTHER EXAMINATION BY COMMISSIONER FLEMING:**

16 Q Where is that calling service located?

17 A Our contact centers are located at Charlotte and Fayetteville, North Carolina,
 18 and in Nashville, Tennessee.

19 CHAIRMAN HAMILTON: Any other questions?

20 Commissioner Howard.

21 **EXAMINATION BY COMMISSIONER HOWARD:**

22 Q Your restructuring, I'm just concerned about the physical impact in the state of
 23 South Carolina. Do you have offices, any offices, any people employed in
 24 South Carolina? Did this restructuring have any impact on employees within
 25 South Carolina?

1 A [Mr. Skains] No, sir. Other than the management staff in South Carolina, who
 2 elected to take voluntary early retirement and then the new appointments that
 3 we've mentioned and some redeployment of individuals from one job to
 4 another, there's been no job reduction within South Carolina other than those
 5 few. In terms of the number of employees and offices we have, the office, the
 6 physical offices that we have in South Carolina have not changed. They will
 7 remain. We have physical offices in Anderson and Greenville and
 8 Spartanburg and Gaffney, and we have approximately – (Kevin, how many
 9 employees do we have in South Carolina?)

10 KEVIN O'HARA: I would say 400 to 500.

11 [Unidentified Individual] No, I think the number's
 12 significantly smaller. I would say it's about 150.

13 A [Mr. Skains] We can get you the exact number of employees who are in South
 14 Carolina, but it hasn't changed other than the handful that were impacted,
 15 again by this management restructuring activity. This was designed to make
 16 our Company more nimble, communicate better, better serve our customers.
 17 We did not impact employees that provide customer service or technical
 18 service to homes or any other operation of services. This was strictly a
 19 management restructuring process.

20 CHAIRMAN HAMILTON: Commissioner Mitchell.

21 **EXAMINATION BY COMMISSIONER MITCHELL:**

22 Q I appreciate y'all coming and sharing with us all your topics of upgrading the
 23 Company. The 80/20 thing sort of fascinates me a little bit. Are you reaching
 24 that goal as far as the calls coming in, as far as you reaching 80% within 20
 25 seconds? Have you really been tested as far as this system being tested

1 when it's a major outage? Was this implemented prior to the challenges that
2 we've heard addressed earlier or – speak to me a little bit about that.

3 A [Mr. Skains] Commissioner, this commitment we made to the 80/20 standard
4 was on the heels of experience that we faced last winter. So, all of these are
5 corrective actions we've taken in response to our experience last winter. It's
6 not a switch you can turn over night; it takes time to put all of these initiatives
7 into effect. But, we have met the 80/20 standard every month since –

8 A [Ms. Moore] Since April.

9 A [Mr. Skains] Since April. As a matter of fact, I just saw some internal numbers
10 this week, in August, we were over 90% at 20 seconds or less. I think 92%, if
11 I'm not mistaken. I've been watching these numbers fairly carefully myself.
12 But, our performance has been outstanding to date. I will tell you that obviously
13 these are months where we receive lesser calls than we do in the winter. The
14 real test will be in the winter. We think we're ready. We're anxious to receive
15 the calls and prove our worth.

16 Q Will they be answered by live people or is this recorded? Are they receiving
17 recorded messages?

18 A [Mr. Skains] The first message that a customer receives when a customer
19 calls our call center is the Interactive Voice Response system. It's the recording
20 which gives the customer several options. You can choose 1 for this, 2 for
21 that, and if you want to talk to a person, you can opt out and talk to a person.
22 The 20 seconds rule applies from the moment the customer opts out to talk to
23 a person until we pick up the phone and respond.

24 Q Thank you.

25 MR. SKAINS: Mr. Chairman, with your indulgence,

1 we'd like to move forward and turn the program over to
2 Frank Yoho to talk about activities in the natural gas
3 market [INAUDIBLE].

4 FRANK YOHO: Thank you, Tom.

5 **PRESENTATION BY MR. YOHO:**

6 A On page eight of the presentation, the line chart. As you can look at the blue
7 line, it takes us back to last year and last year at this time we were on the
8 heels of Katrina and heading toward Rita, we saw in November prices around
9 \$14, and we saw – these are actual prices which are the blue line from last
10 winter for Gulf Coast pricing on the NYMEX. Prices stayed high and then we
11 hit the record warm January. If you recall, it was 30% warmer than normal,
12 and the market responded in prices that relatively fell off a cliff, relative to the
13 \$14 high we saw in November through February and March. Going to the
14 green line, those are current projected prices giving the NYMEX futures that
15 we are currently looking at. So, that assumes normal weather which the
16 marketplace indicates through the NYMEX mechanism.

17 Going to page nine, now what does that mean to our customers, which
18 is the most important thing. We looked at actual usage in the winter of '05-'06
19 and compared it to projected, or estimated – these are estimated usages and
20 estimated benchmarks based on these NYMEX prices you currently see. We
21 see that while last year with the weather which was approximately 10% warmer
22 than normal, we used over 50 dekatherms – our average customer used
23 approximately 50 dekatherms. We saw what the benchmark prices and what
24 it ended up in a winter bill to an average residential customer was \$836. For
25 the actual weather, we saw lower usage and we saw prices drop off. Going

1 into next winter, even though we see prices that are on the average lower
2 than last year, we do project normal weather. [INAUDIBLE] that assumption and
3 usage goes up. With normal weather, with the normal projected usage, we
4 would expect an average customer in South Carolina for their winter bill to be
5 \$864. Given that, that would be a \$29 increase over the winter versus what
6 that customer saw last year or approximately 3.4%. So, we're doing a lot of
7 education at being prepared that we are – once again, our customers are
8 going to have a relatively high bill, relative from a historic basis. A bill similar
9 to last year, and we want to be prepared from our call centers and also from
10 our customer relations so we can get out – get information out so customers
11 know what to expect and can take actions through conservation to hopefully
12 bring that down lower.

13 From the industry, and we've heard this many times in conversations
14 we've had and in the conference we attended, the demand component of our
15 business, [INAUDIBLE] natural gas continues to grow, and it will continue to
16 grow. Production is struggling to keep pace in the Gulf Coast. Even with these
17 high prices, those places where there's a lot of incremental supplies are
18 limited and so the fields of production is just hanging in there to keep its nose
19 above water, and the results are relatively speaking high prices. And, if you
20 have a change from normal, whether it be a storm, colder than normal
21 weather, weather which is different than normal, you see a lot of volatility, a
22 major swing in prices. We expect that to continue going into this winter and the
23 foreseeable futures for the next few years. The work we do as an industry and
24 as a Company, natural gas, we believe when we see it's plentiful, we want to
25 encourage a reasonable balance between the economics and environmental

1 values regarding to land access. As we see very strong encouragement for
2 power generation and natural gas because the environmental benefits. What
3 we don't want to have is a, "no more drilling" perspective from an environmental
4 perspective. We need to have a strong balance and allow additional access
5 for additional drilling [INAUDIBLE], but on a very responsible basis, not just
6 [INAUDIBLE], but do it responsibly as this industry should and can do. The new
7 reserves are off the Gulf Coast of Florida, discussions are off the coast, the East
8 Coast, and also bringing in the Alaskan Pipeline and as we see the nearest term –
9 large volumes that we're seeing come into play is the importation of LNG. Those
10 facilities are two to three years out. We're starting to - most industry experts project
11 that that will have an impact but will probably be '09, '10 before we see an impact
12 on the delivery of imported LNG in significant incremental quantities. And, that
13 is both the facilities built in the US and also the facilities have to be built in
14 those countries to liquefy the natural gas which will be imported to the North
15 American market. Also, we are seeing some increases in the [INAUDIBLE] with
16 increased access in that area, that has seen some good growth. They're
17 bringing incremental supplies to offset some of the Gulf Coast decline.

18 The part that is not listed here, but probably the longest term factor and
19 the biggest we really need to focus with our customer and our Company is
20 conservation. We're getting that message out and that message from an
21 industry, from a company, and really from a public service perspective,
22 continues and must be driven home to our customers. It's about usage; it's
23 not necessarily about sacrifice, but it's about using energy wisely, turning
24 down the thermostat, weatherizing your home, just using energy wisely.

25 Piedmont has taken initiatives to support our growing market because

1 in our [INAUDIBLE] market and all across our system, we're very fortunate in
2 our economy, the market is growing. We have a good economy, and we see
3 good things happening. We've committed to a Hardy Storage Project as both
4 a customer and plus an investor, which we should have access to in the
5 winter of 2007. The beauty of this is a market area and storage that is located
6 in West Virginia, so we can take that gas into Transco and it takes no
7 incremental capacity on Transco to back haul it to the Carolinas. So, this is a
8 very attractive project for our customers. Also, we have contracted for
9 capacity off the Midwestern Pipeline, which would move across on East
10 Tennessee to Transco in North Carolina to bring into the Carolinas. The
11 beauty of this, it accesses gas supplies from Canada, the Rocky Mountains,
12 and Chicago Hub Access. This gives us diversity away from strictly being a
13 Gulf Coast supplied market. So, what we saw with the hurricanes when
14 there's major disruptions, there are bases for pricing advantages because
15 there wasn't disruptions for gas coming out of the Midwest, coming out of the
16 Chicago Hub, because Canadian's and Rocky Mountain's supplies are not
17 interrupted. So, we will have this. It could come in – we're projecting for mid to
18 late this winter, but definitely next winter have supplies off of those pipelines
19 to add diversity for our customers.

20 We continue our hedging programs, which in South Carolina had
21 added approximately \$2.6 million net costs of value to our customers. The
22 way we view our hedging programs, it is not about - it is not trying to beat the
23 market, it is insurance. Hopefully, you don't need insurance, but when you
24 have hurricanes hit or prices really fly up, you're glad you have that insurance
25 in place. So, we continue to have those – our hedging tools in place to buy

1 protection for our customers when we see extreme price spikes. Also, we
2 continue the advocacy for long term solutions through AGA, working with our
3 commissions, and advocating on a national local basis to be smart about
4 bringing on new supplies, to encourage conservation, to get costs back in line
5 for our customers.

6 **EXAMINATION BY COMMISSIONER CLYBURN:**

7 Q I know in the last 72 hours we've been hearing some, I guess, exciting
8 potential news about maybe there's oil in the Gulf of Mexico. So, what type of
9 impact – and, I know, you know, we won't really know anything, you know, the
10 picture won't be clear for another three to five years, but, is there – what type
11 of short impact – I'm curious as to how in terms of that news. Does that have
12 a short term impact on prices? I guess I'm wondering if that type of "euphoria"
13 does have an impact on pricing and attitudes or not?

14 A [Mr. Skains] Commissioner, may I respond to that? I just read the report of
15 that discovery this morning in the paper, and it is very exciting for energy
16 consumers and everyone involved in the energy business. What I read would
17 indicate that that field, which is in the deep water of the Gulf of Mexico
18 discovered by Chevron, could potentially produce as much as 15% of our
19 nation's current levels of oil production daily. It could even add as much as
20 50% additional oil reserves to our domestic reserves. So, it's very, very
21 exciting. I did read a comment that Daniel [INAUDIBLE] made that the impact
22 though of this field will not really be felt, in his opinion, until five, maybe six
23 years. Whether it has a more immediate impact on the futures curve for
24 crude, we would have to look and see. The thing I would mention though, a
25 comparable size activity on the natural gas side of the business is the Alaska

1 Pipeline. Up at Prudhoe Bay, there's production of natural gas at levels
2 approaching 8 billion cubic feet a day with the oil that's produced on the Artic
3 Slope in Alaska where this gas is re-injected every day back into the earth
4 because there's no natural gas pipeline to take those natural gas supplies to
5 the markets. As you're aware, there was federal legislation last year that was
6 passed which provided incentives for industry in the state of Alaska to work
7 together to try to put together a commercial deal that would build this \$20
8 billion or more investment in the pipeline to bring those natural gas supplies
9 down to the lower 48 markets. Politically that seems maybe to have stalled
10 out for now. We're still hopeful that one day – it's a long lead time project,
11 over ten years of development and construction, but one day that project will
12 bring those supplies to consumers in the United States. The daily amount of
13 production, 8 billion cubic feet a day is about 15% of our nation's current daily
14 production of natural gas. The Prudhoe natural gas reserves up there, which
15 I've seen quoted at about 37 ccf is a full year and a half's worth of
16 consumption by our nation, but the potential on the North Slope in Prudhoe
17 Bay is even much greater than that. So, to me Prudhoe Bay for natural gas
18 has the same type of excitement, actually even more because we're in the
19 natural gas business, than this discovery offshore in the Gulf of Mexico on the
20 oil side, but that's positive, positive news for all of —

21 Q But, as you mentioned politics on the Western side are a little bit, it's a little bit
22 more sensitive, you know why. I understand what you mean about the
23 excitement there, but the reality in terms of which will come first in terms of,
24 you know, the exploration as well as any possibility of delivery. I'm assuming
25 the Gulf of Mexico will be the sure bet, if I were a betting person.

1 A [Mr. Skains]I would think it's the more sure of the two. As we know, this is an
2 election year and politics is reality, so we'll have to see what happens with the
3 State of Alaska and their ability to negotiate a deal with [INAUDIBLE].

4 CHAIRMAN HAMILTON: Commissioner Mitchell.

5 **EXAMINATION BY COMMISSIONER MITCHELL:**

6 Q Just curious, on the hedging issue and noting that your savings of \$2.6
7 million, I assume for the customers in South Carolina?

8 A That's correct.

9 Q Would you have witnessed that had not we had the catastrophes that we
10 experienced in the last year or so? Do you think that had an overbearing
11 experience weight on that or not?

12 A Absolutely it had a significant, and like I mentioned, it's an insurance policy
13 which is smart to have in place to address like that, but like a car insurance
14 policy, I hope I never have to use it. [INAUDIBLE] insurance policies, but when
15 these events happen which are significant, we're glad we have these hedging
16 plans in effect. You're absolutely right, that did have an impact in creating that
17 value there for our customers. That protection was there for our customers.

18 Q I guess for that period of time, what my question would have been in trying to
19 reason what impact that had – what would have been the comparison had we
20 not experienced that? Would we have any numbers that – would this plan
21 have still made money for the customers in South Carolina had not we
22 experienced those hazards?

23 A It probably had a significant amount of the \$2.6, but [INAUDIBLE] our customers
24 are also able to get value out of it from their increases for that period. The
25 past three winters, there were two winters of which value was created and at

1 the end of the day - I'm very pleased that we had it in place, but we had a lot
 2 of calls. You know when your hedging plan is creating value, it means you
 3 have a lot of calls at the call center as prices are going up and this is one
 4 relatively small part of [INAUDIBLE]. So, to have this insurance in place, I'd
 5 much rather see them create no value, be in place, see prices drop because
 6 that means our customers are probably happier because bills are lower. But,
 7 yes, it was valued at two out of three winters, value was created off of these
 8 plans that we've seen so far. That basically is the nature. Things have been
 9 so volatile for the past few years.

10 Q So, summarizing your statement, if those numbers hadn't been there, if they
 11 had been relatively – a lot smaller, you would still continue with the hedging
 12 program. You think it would be necessary?

13 A Yes. Given these volatile times and the nature of the risks out there, I think it's
 14 reasonable. It's the right thing to do for our customers.

15 CHAIRMAN HAMILTON: Any other

16 Commissioner questions? Commissioner Fleming.

17 **EXAMINATION BY COMMISSIONER FLEMING:**

18 Q Yes, I'd like to know, as you've gone through all of this strategic planning and
 19 overhaul of the Company, what are your primary goals, say for over the next
 20 ten years, to keep Piedmont Natural Gas a successful company as it has
 21 been? And, I assume conservation is one of those [INAUDIBLE] mentioned that
 22 a good bit today, and we all realize the importance of that. What are your
 23 plans to kind of help maintain that delicate balance of conservation plus
 24 continuing to make money for the Company?

25 A [Mr. Skains] Excellent question, Commissioner. Thank you. We are what we

1 call in our industry, a pure [INAUDIBLE] natural gas utility. We're proud of that.
2 We're focused on the natural gas utility business. Piedmont is fortunate to
3 serve some of the fastest growing natural gas markets in the country because
4 of our robust geographical growth in the three states that we serve, including
5 the Upstate of South Carolina where we continue to see growth in our
6 business. We want to remain healthy financially and financially strong so we
7 can afford to spend the capital that's necessary to meet the growth demands
8 of the markets that we serve. We want to invest in customer service to give
9 our customers the quality of service that they deserve and expect, and we
10 think we're there for this winter and will continue to prove that in future years
11 as well. We value our regulatory relationships. One of the things that we pride
12 ourselves on is working collaboratively with all parties in the regulatory
13 process to make sure we're employing best practices and doing the right
14 things to best serve our customers.

15 As far as conservation is concerned, we've always promoted
16 conservation as a good corporate citizen. Although gas utilities and electric utilities will
17 tell you that the historic rate structure that is in place across the nation where utilities
18 margins are derived by through-put or volumes dis-incenta a company to reduce
19 business because that volume business drives your profitability. So, we have been an
20 advocate and a leader of what is called the de-coupling movement, which I know
21 you've probably all heard about here in the state and at NARUC conferences.
22 We have a de-coupling tariff in place in North Carolina. It was put into place
23 last year and has proven to be successful and as a result, it allows us to
24 promote conservation more aggressively to assist our consumers without
25 jeopardizing our financial strength at the same time. We have a similar

1 mechanism in place here. It's not identical, but through the RSA, or the Rate
2 Stabilization Act, that the legislature created and that this Commission is
3 implementing, there's essentially a one year lag in the true-up on our costs
4 and our expenses and our volumes and our through-put. So, to the extent that
5 we see conservation in a prior year, it's taken into account in setting the rates
6 in the following year along with the true-up of all our costs and revenues and
7 expenses. We're pleased with the way that the RSA is operating, and we're
8 pleased with the way that we've been able to work collaboratively with the
9 parties who are involved in that effort to make it work for our consumers. The
10 RSA, you know, provides a degree of financial strength to us. It allows us to
11 put capital in place to serve our customers, to serve our growth, with the
12 knowledge that within a year we'll be trueing-up our costs and revenues to
13 maintain the financial strength of the Company. I think this state should be
14 proud of that mechanism, just like North Carolina is proud of the de-coupling
15 tariff that they approved. We need to have similar discussions on those types
16 in Tennessee where we have neither of those tariffs in place at this juncture,
17 but at some point we hope to replicate in Tennessee something similar to
18 what has proven to be successful in South Carolina and North Carolina.

19 Did that answer your question?

20 Q Well, yeah, to a degree.

21 A [Mr. Skains] Along the way – and, this is just good proven policy. You know,
22 our Company will be successful, more successful at a low wholesale gas
23 price environment than we are at the high price department. As you are
24 aware, we don't make money on our cost of gas. It's a flow through item
25 subject to prudence review year to year. When gas costs go up, our margin

1 remains the same at base rates that this Commission has approved though
2 our product is more expensive. When our product is more expensive,
3 consumers use less and when consumers use less, particularly industrial
4 consumers that can switch to oil. Right now oil prices are higher so there's
5 issues on the oil side as well. But, our profitability is impacted. Again, the RSA
6 mitigates some of that and so we're able to promote conservation to our
7 consumers and our customers using our service wisely with the knowledge
8 that there will be true-ups year after year under the RSA mechanism.

9 Q What's your vision of what Piedmont Natural Gas will look like in five to ten
10 years?

11 A [Mr. Skains] I think – I don't see us looking substantially different than we look
12 like today. We're going to be focused on customer service. It is a real passion
13 in our Company. It's something where we really ignited the fire under every
14 employee to understand the value of good customer service. We want to be
15 financially strong. We want to continue to grow. We want to be [INAUDIBLE]
16 vibrant part in the communities that we serve, which in South Carolina is the
17 Upstate. I think we're going to take where we are now and just incrementally
18 improve. I don't think you're going to see significant changes in the way we
19 operate. We have great employees. We have a great culture. We just need to
20 focus on doing good things better and continue to improve year after year.

21 CHAIRMAN HAMILTON: Thank you.

22 Mr. Skains, we appreciate each of you being here
23 today and the presentations that have been made. We're
24 sure that it took a lot of hard work and a lot of
25 preparation, but it's been well received by the

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Commission. We certainly appreciate your openness with the questions that were asked and the willingness to go forward.

Mr. Yoho, you gave me something to carry home with me. Last year I had to lose the starter for my wife's decorative gas logs, but maybe I can go home and find it now.

[Laughter from audience]

CHAIRMAN HAMILTON: We do appreciate each of you being here and making your presentation. With that, we'll close this briefing.

WHEREUPON, at approximately 11:45 A.M., on September 6, 2006, the Briefing was adjourned]

MaryJane Cooper, *Certified Court Reporter*
Public Service Commission of South Carolina
101 Executive Center Drive, Columbia SC 29210
P.O. Box 11649, Columbia SC 29211
☎ (803) 896-5108
MaryJane.Cooper@psc.sc.gov

Certification

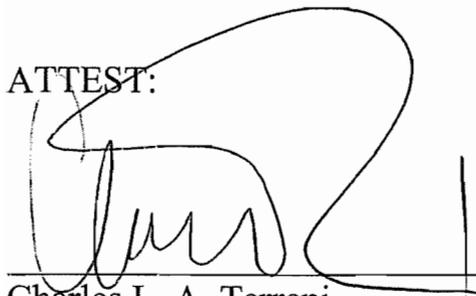
THIS IS TO CERTIFY that the foregoing is the official RECORD of the Public Service Commission of South Carolina and is a true and accurate transcription, to the best of my skill and ability, of the RECORD of the TESTIMONY AND PROCEEDINGS in the stated cause.

9-08-06

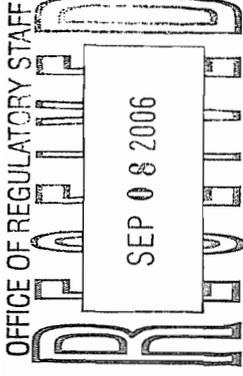
[Date]

Mary Jane Cooper.
Mary Jane Cooper
Court Reporter

ATTEST:



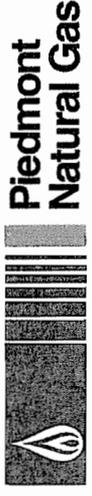
Charles L. A. Terreni
CHIEF CLERK/ADMINISTRATOR



Piedmont Natural Gas Company Update

SC Public Service Commission

September 6, 2006



Piedmont's Management Restructuring Initiative

To Deliver Competitive Services to Customers in the Most Efficient Manner Possible

- Increase Organizational Efficiency
- Enhance Customer Service
- Career and Professional Development Opportunities for New Leaders
- Management Leadership Consistent with New Corporate Culture and Core Values

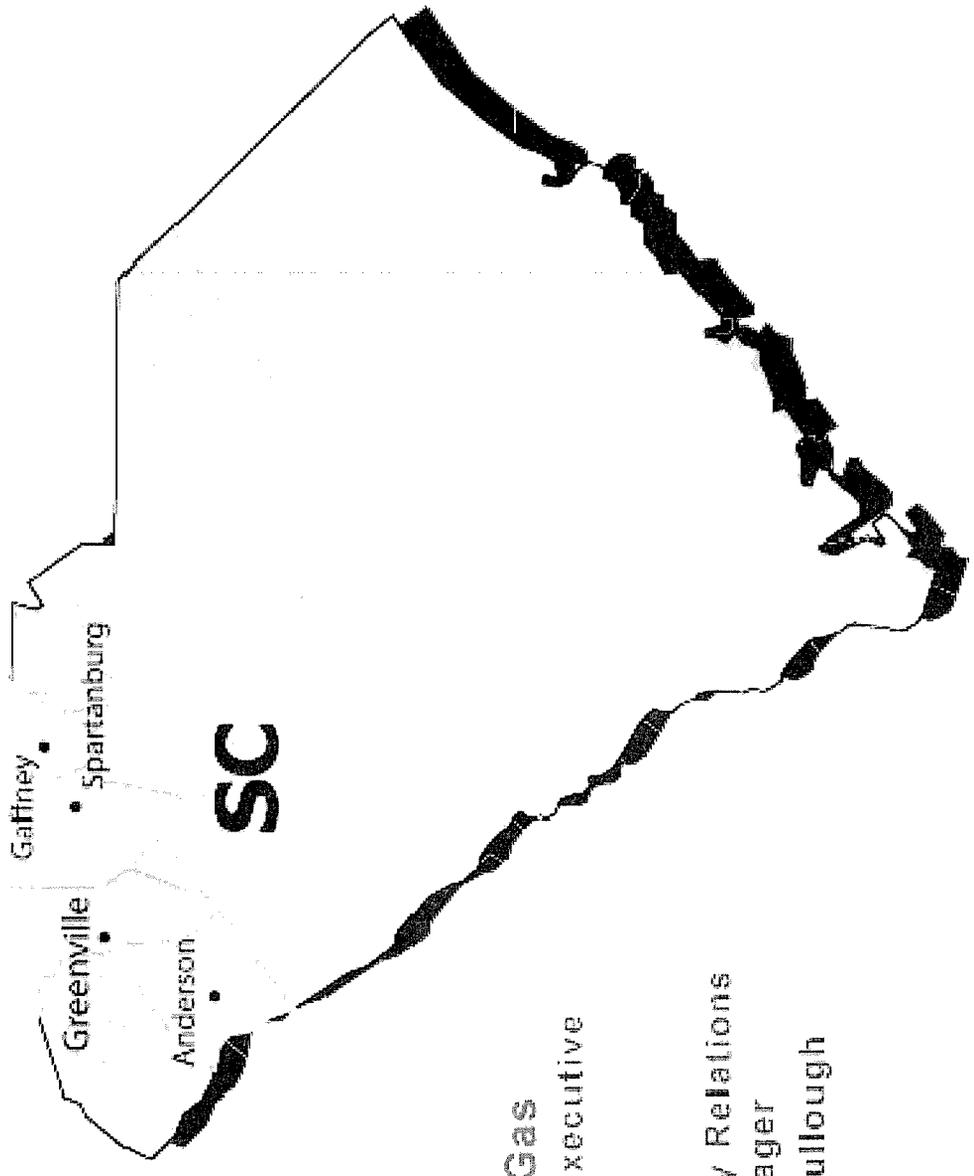
New Executive Management Team

Chairman, President & CEO
Tom Skains

SVP & CFO Dave Dzuricky	VP, General Counsel & Chief Compliance Officer Jane Lewis-Raymond	VP Customer Service June Moore	SVP C & C Affairs Kevin O'Hara	SVP Comm Ops Frank Yoho	SVP Utility Ops Michael Yount
<ul style="list-style-type: none"> • Controller • Accounting • Treasurer • Investor Relations • Corporate Planning • Business Development • Information Services • Risk Insurance • Credit Policy • Risk Management • Benefit Investment Management • Joint Venture Management & Administration • Procurement 	<ul style="list-style-type: none"> • Legal Affairs • Corporate Secretary • Corporate Compliance 	<ul style="list-style-type: none"> • Customer Service • Credit & Collection • Customer Contact Centers • Back Office Business Operations • Meter Reading 	<ul style="list-style-type: none"> • Legislative Affairs • Community Affairs • PNG Foundation • Corporate Communications • Media Relations • Human Resources • Compensation • Labor Relations • Employee Benefits Administration • Organizational & Professional Development • Employee Wealth • Building Services 	<ul style="list-style-type: none"> • Sales and Marketing • Transportation Services (Upstream & Downstream) • Supply Planning • Gas Supply & Wholesale Marketing • State Regulatory Affairs • Federal Regulatory Affairs • Gas Accounting 	<ul style="list-style-type: none"> • Distribution & Utility Services • Field Operations • Engineering • Construction • Environmental • Operations Support & Services • Codes & Standards • Measurement • System Design • OQ & Technical Training • Pipeline Safety • GIS • Gas Control



Piedmont Natural Gas South Carolina Region



Piedmont Natural Gas
SC Region Regional Executive
SC Minh Tran
Community Relations
Manager
Hank McCullough



Regulatory and Legislative Relations

Clearly Defined Roles Between Regulatory and Legislative Relations

- **Key Regulatory Contacts**
 - David Carpenter
 - Frank Yoho
 - Jane Lewis-Raymond
 - Pia Powers
 - Any Member of Executive Management Team

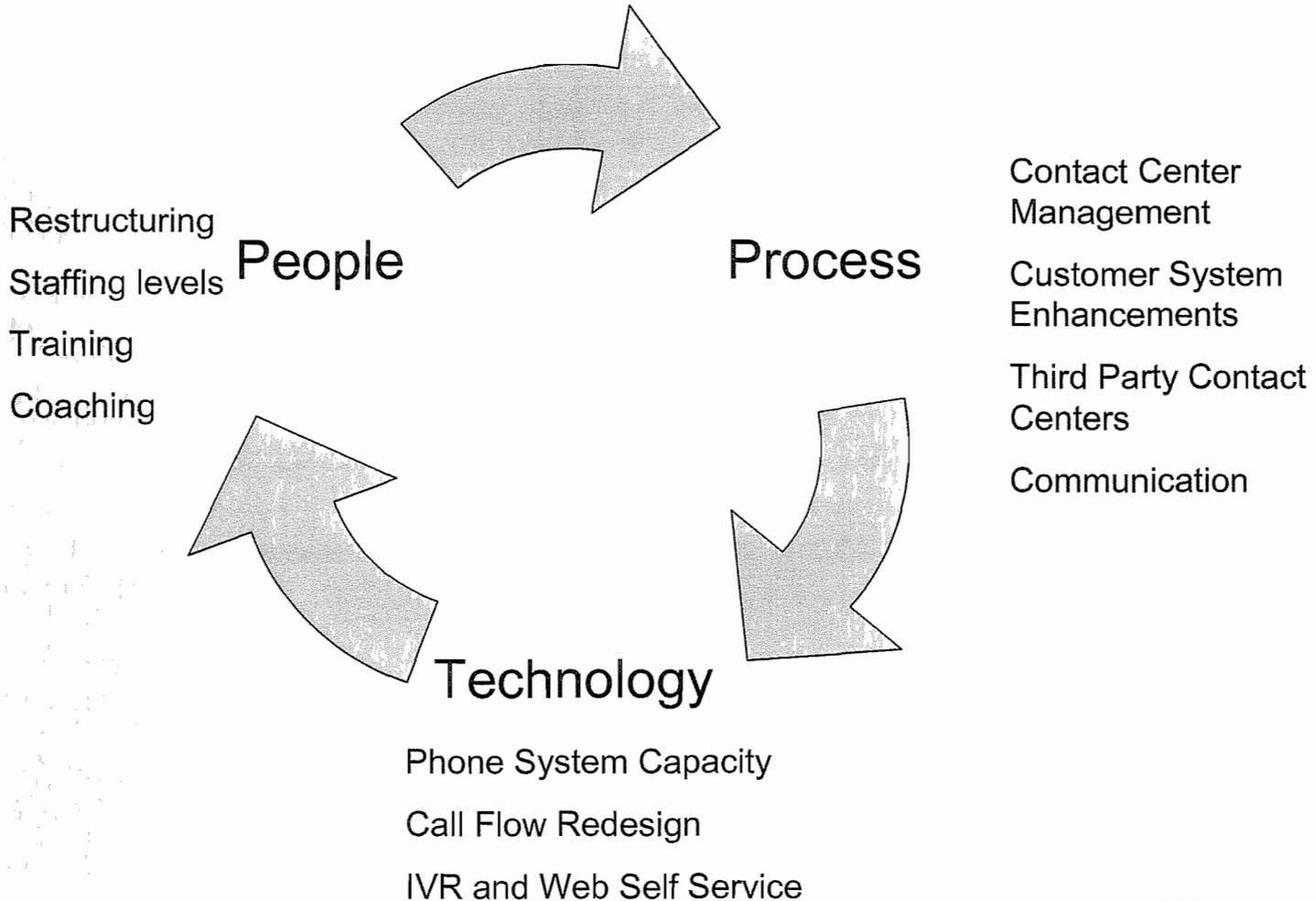
- **Key Legislative Contacts**
 - George Baldwin
 - Kevin O'Hara
 - Jane Lewis-Raymond
 - Any Member of Executive Management Team

Customer Service Enhancements

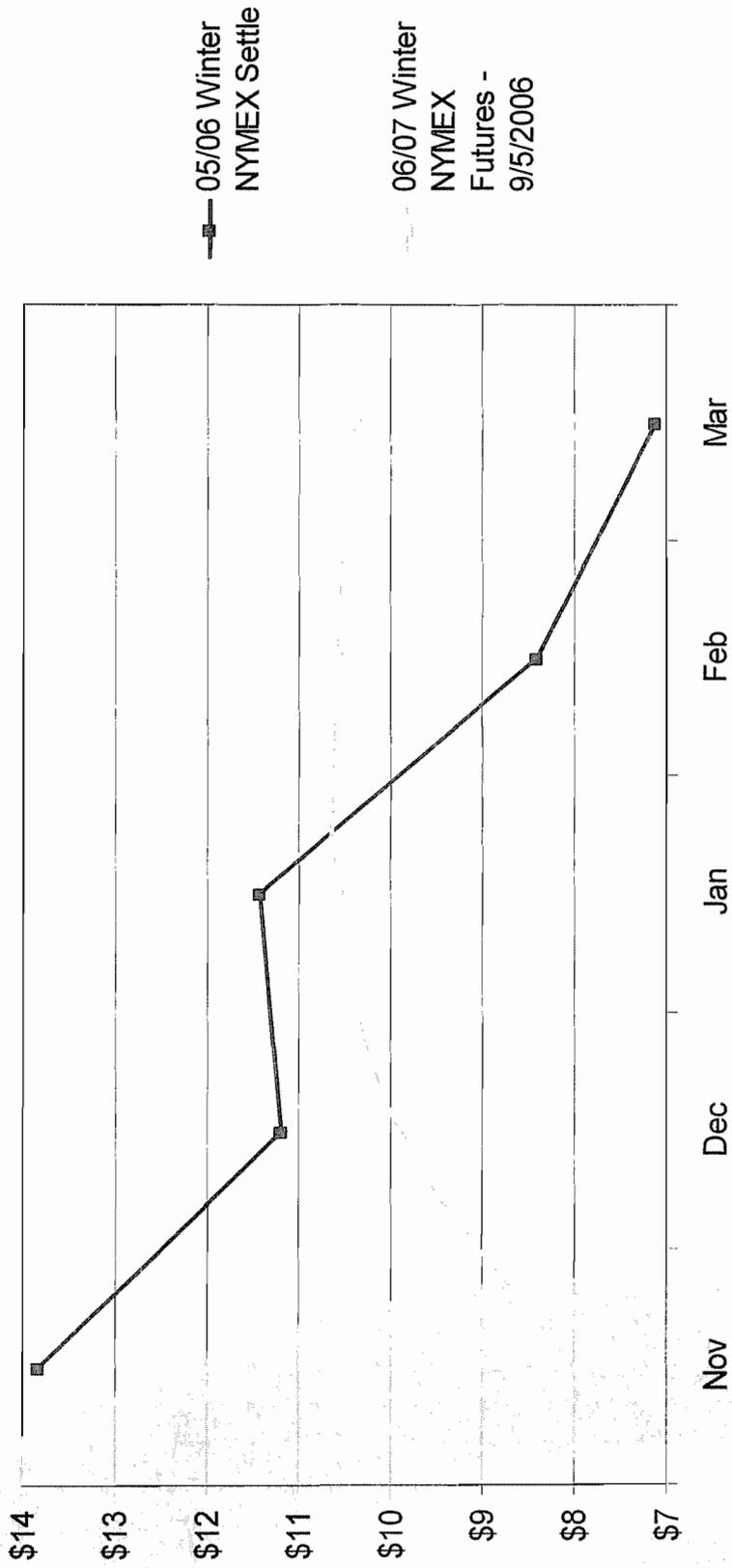
Contact Center

- 80/20 Service Level Target
- Increased staffing levels
- Additional customer self service functions for web site and IVR
- Increased phone system capacity

Customer Service Action Plan



Winter NYMEX



Average Residential Value Bill

	<u>Actual 2005 - 2006</u>			<u>Projected 2006 - 2007</u>		
	<u>Actual DTs</u>	<u>Actual Benchmark</u>	<u>Total Bill</u>	<u>Normal DTs</u>	<u>Projected Benchmark</u>	<u>Total Bill</u>
November	4.6	\$13	\$101	7.4	\$10	\$112
December	11.2	\$13	\$206	11.5	\$10	\$168
January	13.6	\$11	\$224	15.2	\$10	\$219
February	11.7	\$9	\$171	14.9	\$10	\$215
March	9.5	\$9	\$134	10.3	\$10	\$151
	50.6		\$836	59.3		\$864
				Increase		\$29
				% Increase		3.4%

Note : 2005-2006 weather was 10% warmer than normal



Where Are We?

- Demand has Grown and Will Continue to Grow
- Production is Struggling to Keep Pace
- The Result is High Prices and Volatility

What Can We Do?

Longer Term Options

- Natural Gas is Plentiful in America
- Encourage a Reasonable Balance Between Economic and Environmental Values with Regard to Land Access
- Access to New High Potential Reserves that are Currently Off Limits
- Imported LNG
- Alaskan Pipeline

Piedmont Initiatives

1. Hardy Storage Project (Winter 2007)
2. Midwestern/East Tennessee Service (Tentative Winter 2006)
 - Canadian, Rocky Mountain and Chicago Hub Access
 - Appalachian Access
3. Hedging Program – November 2002 to June 2006
 - \$2.6 Million Gas Cost Savings
4. Continued Advocacy for Long-Term Solutions

**Allowable *Ex Parte* Communication Briefing
Piedmont Natural Gas Company, Inc.**

Briefing regarding Management Reorganization Initiative, Customer Service Commitments, and Gas Price Projections for Upcoming Winter

**Public Service Commission of South Carolina Hearing Room
Synergy Business Park
101 Executive Center Drive
Columbia, South Carolina 29210**

**Wednesday, September 6, 2006
10:30 a.m.**

(PLEASE PRINT)

NAME	ADDRESS	ORGANIZATION	EMAIL ADDRESS	PHONE NO.
DAN ARNETT		ORS	darnett@orsstaff.sc.gov	737-0804
Paul TOWNS		ORS		
PIA POWERS		PIEDMONT	pia.powers@ Piedmontng.com	704-731-4259
Jane Lewis-Raymond		Piedmont	jane.lewis-raymond@ Piedmontng.com	704-731-4261
June Moore		"	june.moore@ Piedmontng.com	704-731-4333
ROY BARNETTE		ORS		737-0974

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NAME	ADDRESS	ORGANIZATION	EMAIL ADDRESS	PHONE NO.
Michael Yount		Piedmont Nat. Gas	michael.yount@ ^{Piedmontng.com}	704.731.4260
Frank Yoho		"	Frank.yoho@ Piedmontng.com	704.364. 3120
Hank McCouch		Piedmont Nat Gas	hankmccouch@ PiedmontNG.com	864-235 5844 x3086
Phil Riley		PSCSC	philip.riley@PSC.SC.GOV	803-896 5154
James Spearman		PSCSC	James.spearman	803-896-5142
David Butler		"	"	—

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Jeffrey M. Nelson		ORS	jnelson@regstaff.sc.gov	737-0823
Douglas H. Carlisle		ORS	dcarlisle@regstaff.sc.gov	737-0540
Wendy Cartledge		ORS	wcartle@regstaff.sc.gov	737-0863
Carey M. Flynt		ORS	cflynt@regstaff.sc.gov	737-0875
Tom Skaris		Piedmont Natural Gas	thomas.skaris@piedmontng.com	704-731-4286
DAVE DZURICKY		" "	david.dzuricky@piedmontng.com	704-731-4547

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NAME	ADDRESS	ORGANIZATION	EMAIL ADDRESS	PHONE NO.
Jocelyn Boyd	P.O.D. 11649	PSC	Jocelyn.boyd@psc.sc.gov	6-5114
Brent Sims		ONS		7-0221
Charlie Terreni	Po Drawer 11649	PSC		6-5133
David Carpenter		Piedmont		
Kevin O'Hara	Piedmont	Piedmont		
Joseph Melchers		PSC		6-5118

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NAME	ADDRESS	ORGANIZATION	EMAIL ADDRESS	PHONE NO.
Mary Jane Cooper		PSC		6-5108

**ALLOWABLE EX PARTE COMMUNICATION BRIEFING
CERTIFIED STATEMENT
 (Commissioner/Commission Employee)**

THIS CERTIFICATION IS TO:

- BE SIGNED AND COMPLETED BY **EACH** COMMISSIONER AND PUBLIC SERVICE COMMISSION EMPLOYEES ATTENDING THE BRIEFING, AND
- BE FILED WITH THE OFFICE OF REGULATORY STAFF [1441 MAIN STREET, COLUMBIA, SOUTH CAROLINA 29201] **WITHIN FORTY-EIGHT HOURS** OF THIS BRIEFING.

Name: <i>Elizabeth B. Fleming</i>	Date of Meeting: <i>9.6.2006</i>
PSC Position Title: <i>Commissioner, Dist. 4</i>	Matter:
	Docket No.:

By signing this Certification, I certify that:

1. No commitment, predetermination, or prediction of any Commissioner's action as to any ultimate or penultimate issue or any Commission employee's opinion or recommendation as to any ultimate or penultimate issue in any proceeding was requested by any person or party nor any commitment, predetermination, or prediction was given by any Commissioner or Commission employee as to any Commission action or Commission employee opinion or recommendation on any ultimate or penultimate issue. [S.C. Code Ann. §58-3-260(C)(6)(a)(iii)]
2. I have accurately summarized the discussions occurring during the briefing in full either in the space below or on an attached sheet. If a sheet is attached, it is noted as being attached on the lines below. [S.C. Code Ann. §58-3-260(C)(6)(a)(ii)]

see transcript and attachment

3. I have attached copies of any written materials utilized, referenced, or distributed during the briefing. [S.C. Code Ann. §58-3-260(C)(6)(a)(ii)]

4. I will comply with State law requiring me to grant to every other party or person requesting an allowable ex parte communication briefing on the same or similar matter that is or can reasonably be expected to become an issue in a proceeding, similar access and a reasonable opportunity to communicate, directly or indirectly, regarding any fact, law, or other matter that is or can reasonably be expected to become an issue in a proceeding under the provisions of subsection S.C. Code Ann. §58-3-260(C)(6). [S.C. Code Ann. §58-3-260(C)(6)(a)(iv)]

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Signature of South Carolina Public Service
Commissioner or Commission Employee

Date: 9.6.06

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Name: <i>George O'Neal Hamel</i>	Date of Meeting: <i>9/6/06</i>
PSC Position Title: <i>Chairman PSC</i>	Matter: <i>Piedmont Natural Gas Co. Corp</i>
	Docket No.: _____

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Name: <i>Ken R. Mosely</i>	Date of Meeting: <i>9/6/06</i>
PSC Position Title: <i>Commissioner PSC</i>	Matter: <i>Pickens Natural Gas Co. (update)</i>
	Docket No.:

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Name: JOHN HOWARD	Date of Meeting: 9/27/06
PSC Position Title: COMMISSIONER	Matter: PIEDMONT NAT'L GAS
	Docket No.: —

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Name: <i>David A. Wright</i>	Date of Meeting: <i>9/6/06</i>
PSC Position Title: <i>Commissioner</i>	Matter: <i>Piedmont Nat. Gas Co. Update</i>
	Docket No.:

By signing this Certification, I certify that:

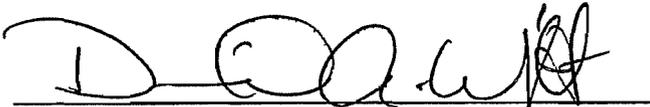
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This concludes my Certified Statement.

A handwritten signature in black ink, appearing to be "D. A. W.", written over a horizontal line.

Signature of South Carolina Public Service
Commissioner or Commission Employee

Date: 9/6/06

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Name: <i>Randy Mitchell</i>	Date of Meeting: <i>9-6-06</i>
PSC Position Title: <i>Commissioner</i>	Matter: <i>§ NG-Update</i>
	Docket No.:

By signing this Certification, I certify that:

1. No commitment, predetermination, or prediction of any Commissioner's action as to any ultimate or penultimate issue or any Commission employee's opinion or recommendation as to any ultimate or penultimate issue in any proceeding was requested by any person or party nor any commitment, predetermination, or prediction was given by any Commissioner or Commission employee as to any Commission action or Commission employee opinion or recommendation on any ultimate or penultimate issue. [S.C. Code Ann. §58-3-260(C)(6)(a)(iii)]
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<i>see transcript and attachment</i>

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Name: <i>Mignon Clyburn</i>	Date of Meeting: <i>September 6, 2006</i>
PSC Position Title: <i>SCPSC Commissioner #6</i>	Matter: <i>Ex Parte briefing PNGC</i>
	Docket No.:

By signing this Certification, I certify that:

1. No commitment, predetermination, or prediction of any Commissioner's action as to any ultimate or penultimate issue or any Commission employee's opinion or recommendation as to any ultimate or penultimate issue in any proceeding was requested by any person or party nor any commitment, predetermination, or prediction was given by any Commissioner or Commission employee as to any Commission action or Commission employee opinion or recommendation on any ultimate or penultimate issue. [S.C. Code Ann. §58-3-260(C)(6)(a)(iii)]
2. I have accurately summarized the discussions occurring during the briefing in full either in the space below or on an attached sheet. If a sheet is attached, it is noted as being attached on the lines below. [S.C. Code Ann. §58-3-260(C)(6)(a)(ii)]

<i>See attachment and transcript</i>

3. I have attached copies of any written materials utilized, referenced, or distributed during the briefing. [S.C. Code Ann. §58-3-260(C)(6)(a)(ii)]

4. I will comply with State law requiring me to grant to every other party or person requesting an allowable ex parte communication briefing on the same or similar matter that is or can reasonably be expected to become an issue in a proceeding, similar access and a reasonable opportunity to communicate, directly or indirectly, regarding any fact, law, or other matter that is or can reasonably be expected to become an issue in a proceeding under the provisions of subsection S.C. Code Ann. §58-3-260(C)(6). [S.C. Code Ann. §58-3-260(C)(6)(a)(iv)]

This concludes my Certified Statement.

A handwritten signature in black ink, consisting of a large, stylized loop followed by a horizontal line extending to the right.

Signature of South Carolina Public Service
Commissioner or Commission Employee

Date: September 6, 2006

**ALLOWABLE EX PARTE COMMUNICATION BRIEFING
CERTIFIED STATEMENT
(Attendee)**

THIS CERTIFICATION IS TO:

- BE SIGNED BY **EACH** BRIEFING ATTENDEE **EXCEPT** COMMISSIONERS AND PUBLIC SERVICE COMMISSION EMPLOYEES, AND
- BE FILED WITH THE OFFICE OF REGULATORY STAFF [1441 MAIN STREET, COLUMBIA, SOUTH CAROLINA 29201] **WITHIN FORTY-EIGHT HOURS** OF THIS BRIEFING.

Name: DAN ARNETT	Date of Meeting: 9/6/06
Occupation: Chief of Staff	Matter: Piedmont
Attending on behalf of/for: ORS	Docket No.:

By signing this Certification, I certify that:

1. No commitment, predetermination, or prediction of any commissioner's action as to any ultimate or penultimate issue or any commission employee's opinion or recommendation as to any ultimate or penultimate issue in any proceeding was requested by any person or party nor any commitment, predetermination, or prediction was given by any commissioner or commission employee as to any commission action or commission employee opinion or recommendation on any ultimate or penultimate issue. [§58-3-260(C)(6)(a)(iii)]

2. I have accurately summarized the discussions occurring during the briefing in full either in the space below or on an attached sheet. If a sheet is attached, it is noted as being attached on the lines below. [§58-3-260(C)(6)(a)(ii)]

<i>See transcript</i>

3. I have attached copies of any written materials utilized, referenced, or distributed during the briefing. [§58-3-260(C)(6)(a)(ii)]

This concludes my Certified Statement.

Dan L. Bennett
Signature of Briefing Attendee

Date: *9/6/06*

**ALLOWABLE EX PARTE COMMUNICATION BRIEFING
CERTIFIED STATEMENT
 (Attendee)**

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- BE FILED WITH THE OFFICE OF REGULATORY STAFF [1441 MAIN STREET, COLUMBIA, SOUTH CAROLINA 29201] **WITHIN FORTY-EIGHT HOURS OF THIS BRIEFING.**

Name: PAUL TOWNES	Date of Meeting: 9/6/06
Occupation: Auditor	Matter: GNG EX PARTE
Attending on behalf of/for: ORS	Docket No.:

By signing this Certification, I certify that:

1. No commitment, predetermination, or prediction of any commissioner's action as to any ultimate or penultimate issue or any commission employee's opinion or recommendation as to any ultimate or penultimate issue in any proceeding was requested by any person or party nor any commitment, predetermination, or prediction was given by any commissioner or commission employee as to any commission action or commission employee opinion or recommendation on any ultimate or penultimate issue. [§58-3-260(C)(6)(a)(iii)]

2. I have accurately summarized the discussions occurring during the briefing in full either in the space below or on an attached sheet. If a sheet is attached, it is noted as being attached on the lines below. [§58-3-260(C)(6)(a)(ii)]

See Attached

3. I have attached copies of any written materials utilized, referenced, or distributed during the briefing. [§58-3-260(C)(6)(a)(ii)]

This concludes my Certified Statement.



Signature of Briefing Attendee

Date: 9/6/06

**ALLOWABLE EX PARTE COMMUNICATION BRIEFING
CERTIFIED STATEMENT
 (Attendee)**

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Name: PIA POWERS	Date of Meeting: 9/6/06
Occupation: MANAGER- REGULATORY AFFAIRS	Matter: PIEDMONT PRESENTATION
Attending on behalf of/for: PIEDMONT	Docket No.: NONE

By signing this Certification, I certify that:

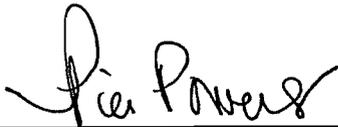
1. No commitment, predetermination, or prediction of any commissioner's action as to any ultimate or penultimate issue or any commission employee's opinion or recommendation as to any ultimate or penultimate issue in any proceeding was requested by any person or party nor any commitment, predetermination, or prediction was given by any commissioner or commission employee as to any commission action or commission employee opinion or recommendation on any ultimate or penultimate issue. [§58-3-260(C)(6)(a)(iii)]

2. I have accurately summarized the discussions occurring during the briefing in full either in the space below or on an attached sheet. If a sheet is attached, it is noted as being attached on the lines below. [§58-3-260(C)(6)(a)(ii)]

See transcript

3. I have attached copies of any written materials utilized, referenced, or distributed during the briefing. [§58-3-260(C)(6)(a)(ii)]

This concludes my Certified Statement.



Signature of Briefing Attendee

Date: 9/6/06

**ALLOWABLE EX PARTE COMMUNICATION BRIEFING
CERTIFIED STATEMENT
 (Attendee)**

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- BE FILED WITH THE OFFICE OF REGULATORY STAFF [1441 MAIN STREET, COLUMBIA, SOUTH CAROLINA 29201] **WITHIN FORTY-EIGHT HOURS OF THIS BRIEFING.**

Name: <i>Jane Lewis-Raymond</i>	Date of Meeting: <i>9/6/06</i>
Occupation: <i>Attorney</i>	Matter: <i>Piedmont Business Update</i>
Attending on behalf of/for: <i>Piedmont Natural Gas</i>	Docket No.:

By signing this Certification, I certify that:

1. No commitment, predetermination, or prediction of any commissioner's action as to any ultimate or penultimate issue or any commission employee's opinion or recommendation as to any ultimate or penultimate issue in any proceeding was requested by any person or party nor any commitment, predetermination, or prediction was given by any commissioner or commission employee as to any commission action or commission employee opinion or recommendation on any ultimate or penultimate issue. [§58-3-260(C)(6)(a)(iii)]

2. I have accurately summarized the discussions occurring during the briefing in full either in the space below or on an attached sheet. If a sheet is attached, it is noted as being attached on the lines below. [§58-3-260(C)(6)(a)(ii)]

See transcript

3. I have attached copies of any written materials utilized, referenced, or distributed during the briefing. [§58-3-260(C)(6)(a)(ii)]

This concludes my Certified Statement.


Signature of Briefing Attendee

Date: 9/6/06

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(Attendee)**

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Name: <i>June Moore</i>	Date of Meeting: <i>9/6/06</i>
Occupation: <i>VP Customer Service</i>	Matter: <i>Piedmont Briefing</i>
Attending on behalf of/for: <i>Piedmont Natural Gas</i>	Docket No.:

By signing this Certification, I certify that:

1. No commitment, predetermination, or prediction of any commissioner's action as to any ultimate or penultimate issue or any commission employee's opinion or recommendation as to any ultimate or penultimate issue in any proceeding was requested by any person or party nor any commitment, predetermination, or prediction was given by any commissioner or commission employee as to any commission action or commission employee opinion or recommendation on any ultimate or penultimate issue. [§58-3-260(C)(6)(a)(iii)]

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See transcript

3. I have attached copies of any written materials utilized, referenced, or distributed during the briefing. [§58-3-260(C)(6)(a)(ii)]

This concludes my Certified Statement.



Signature of Briefing Attendee

Date: 9/6/06

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Name: <i>Ray W. BARNETTE</i>	Date of Meeting: <i>9-6-04</i>
Occupation: <i>Auditor</i>	Matter: <i>Piedmont - Ex Parte Briefing</i>
Attending on behalf of/for: <i>URS</i>	Docket No.: <i>_____</i>

By signing this Certification, I certify that:

1. No commitment, predetermination, or prediction of any commissioner's action as to any ultimate or penultimate issue or any commission employee's opinion or recommendation as to any ultimate or penultimate issue in any proceeding was requested by any person or party nor any commitment, predetermination, or prediction was given by any commissioner or commission employee as to any commission action or commission employee opinion or recommendation on any ultimate or penultimate issue. [§58-3-260(C)(6)(a)(iii)]

2. I have accurately summarized the discussions occurring during the briefing in full either in the space below or on an attached sheet. If a sheet is attached, it is noted as being attached on the lines below. [§58-3-260(C)(6)(a)(ii)]

SEE Handouts

3. I have attached copies of any written materials utilized, referenced, or distributed during the briefing. [§58-3-260(C)(6)(a)(ii)]

This concludes my Certified Statement.



Signature of Briefing Attendee

Date: 9-6-06

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(Attendee)**

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- BE FILED WITH THE OFFICE OF REGULATORY STAFF [1441 MAIN STREET, COLUMBIA, SOUTH CAROLINA 29201] **WITHIN FORTY-EIGHT HOURS** OF THIS BRIEFING.

Name: MICHAEL YOUNT	Date of Meeting: 9/6/06
Occupation: SR. VP. Utility Ops - Piedmont	Matter: Piedmont Briefing
Attending on behalf of/for: Piedmont Nat. Gas Co.	Docket No.:

By signing this Certification, I certify that:

1. No commitment, predetermination, or prediction of any commissioner's action as to any ultimate or penultimate issue or any commission employee's opinion or recommendation as to any ultimate or penultimate issue in any proceeding was requested by any person or party nor any commitment, predetermination, or prediction was given by any commissioner or commission employee as to any commission action or commission employee opinion or recommendation on any ultimate or penultimate issue. [§58-3-260(C)(6)(a)(iii)]

2. I have accurately summarized the discussions occurring during the briefing in full either in the space below or on an attached sheet. If a sheet is attached, it is noted as being attached on the lines below. [§58-3-260(C)(6)(a)(ii)]

SEE HANDOUT - Piedmont

3. I have attached copies of any written materials utilized, referenced, or distributed during the briefing. [§58-3-260(C)(6)(a)(ii)]

This concludes my Certified Statement.



Signature of Briefing Attendee

Date: 9/6/06

ALLOWABLE EX PARTE COMMUNICATION BRIEFING
CERTIFIED STATEMENT
(Attendee)

2

THIS CERTIFICATION IS TO:

- BE SIGNED BY EACH BRIEFING ATTENDEE EXCEPT COMMISSIONERS AND PUBLIC SERVICE COMMISSION EMPLOYEES, AND
- BE FILED WITH THE OFFICE OF REGULATORY STAFF [1441 MAIN STREET, COLUMBIA, SOUTH CAROLINA 29201] **WITHIN FORTY-EIGHT HOURS** OF THIS BRIEFING.

Name: Frank Yoho	Date of Meeting: 9-6-06
Occupation: Piedmont Nat'l Gas	Matter: PNG overrule
Attending on behalf of/for: Piedmont	Docket No.:

By signing this Certification, I certify that:

1. No commitment, predetermination, or prediction of any commissioner's action as to any ultimate or penultimate issue or any commission employee's opinion or recommendation as to any ultimate or penultimate issue in any proceeding was requested by any person or party nor any commitment, predetermination, or prediction was given by any commissioner or commission employee as to any commission action or commission employee opinion or recommendation on any ultimate or penultimate issue. [§58-3-260(C)(6)(a)(iii)]

2. I have accurately summarized the discussions occurring during the briefing in full either in the space below or on an attached sheet. If a sheet is attached, it is noted as being attached on the lines below. [§58-3-260(C)(6)(a)(ii)]

See handouts

3. I have attached copies of any written materials utilized, referenced, or distributed during the briefing. [§58-3-260(C)(6)(a)(ii)]

This concludes my Certified Statement.



Signature of Briefing Attendee

Date: 9-6-06

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CERTIFIED STATEMENT
 (Attendee)**

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Name: <i>Hank McCulloch</i>	Date of Meeting: <i>9-6-06</i>
Occupation: <i>Community Relations Man</i>	Matter: <i>Prevention Ex Parte Briefing</i>
Attending on behalf of/for: <i>PNG</i>	Docket No.:

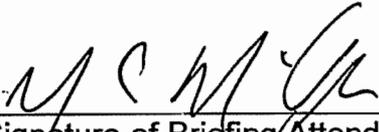
By signing this Certification, I certify that:

1. No commitment, predetermination, or prediction of any commissioner's action as to any ultimate or penultimate issue or any commission employee's opinion or recommendation as to any ultimate or penultimate issue in any proceeding was requested by any person or party nor any commitment, predetermination, or prediction was given by any commissioner or commission employee as to any commission action or commission employee opinion or recommendation on any ultimate or penultimate issue. [§58-3-260(C)(6)(a)(iii)]

2. I have accurately summarized the discussions occurring during the briefing in full either in the space below or on an attached sheet. If a sheet is attached, it is noted as being attached on the lines below. [§58-3-260(C)(6)(a)(ii)]

3. I have attached copies of any written materials utilized, referenced, or distributed during the briefing. [§58-3-260(C)(6)(a)(ii)]

This concludes my Certified Statement.



Signature of Briefing Attendee

Date: 9-6-06

**ALLOWABLE EX PARTE COMMUNICATION BRIEFING
CERTIFIED STATEMENT
 (Commissioner/Commission Employee)**

THIS CERTIFICATION IS TO:

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- BE FILED WITH THE OFFICE OF REGULATORY STAFF [1441 MAIN STREET, COLUMBIA, SOUTH CAROLINA 29201] WITHIN FORTY-EIGHT HOURS OF THIS BRIEFING.

Name: <i>Philip Riley</i>	Date of Meeting: <i>9/6/06</i>
PSC Position Title: <i>Advisory Engineer IV</i>	Matter: <i>PreSmart Natural Gas Company Update</i>
	Docket No.:

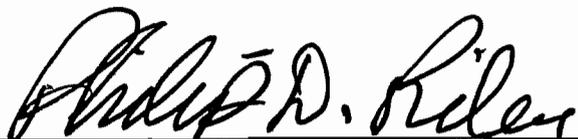
By signing this Certification, I certify that:

1. No commitment, predetermination, or prediction of any Commissioner's action as to any ultimate or penultimate issue or any Commission employee's opinion or recommendation as to any ultimate or penultimate issue in any proceeding was requested by any person or party nor any commitment, predetermination, or prediction was given by any Commissioner or Commission employee as to any Commission action or Commission employee opinion or recommendation on any ultimate or penultimate issue. [S.C. Code Ann. §58-3-260(C)(6)(a)(iii)]
2. I have accurately summarized the discussions occurring during the briefing in full either in the space below or on an attached sheet. If a sheet is attached, it is noted as being attached on the lines below. [S.C. Code Ann. §58-3-260(C)(6)(a)(ii)]

3. I have attached copies of any written materials utilized, referenced, or distributed during the briefing. [S.C. Code Ann. §58-3-260(C)(6)(a)(ii)]

4. I will comply with State law requiring me to grant to every other party or person requesting an allowable ex parte communication briefing on the same or similar matter that is or can reasonably be expected to become an issue in a proceeding, similar access and a reasonable opportunity to communicate, directly or indirectly, regarding any fact, law, or other matter that is or can reasonably be expected to become an issue in a proceeding under the provisions of subsection S.C. Code Ann. §58-3-260(C)(6). [S.C. Code Ann. §58-3-260(C)(6)(a)(iv)]

This concludes my Certified Statement.



Signature of South Carolina Public Service
Commissioner or Commission Employee

Date:

9/6/06

**ALLOWABLE EX PARTE COMMUNICATION BRIEFING
CERTIFIED STATEMENT
 (Commissioner/Commission Employee)**

THIS CERTIFICATION IS TO:

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Name: <i>James E. Spearman</i>	Date of Meeting: <i>9-6-06</i>
PSC Position Title: <i>Executive Assistant & Senior Technical Advisor</i>	Matter: <i>Allowable Ex Parte Briefing</i>
	Docket No.: <i>Piedmont Natural Gas</i>

By signing this Certification, I certify that:

1. No commitment, predetermination, or prediction of any Commissioner's action as to any ultimate or penultimate issue or any Commission employee's opinion or recommendation as to any ultimate or penultimate issue in any proceeding was requested by any person or party nor any commitment, predetermination, or prediction was given by any Commissioner or Commission employee as to any Commission action or Commission employee opinion or recommendation on any ultimate or penultimate issue. [S.C. Code Ann. §58-3-260(C)(6)(a)(iii)]
2. I have accurately summarized the discussions occurring during the briefing in full either in the space below or on an attached sheet. If a sheet is attached, it is noted as being attached on the lines below. [S.C. Code Ann. §58-3-260(C)(6)(a)(ii)]

<i>Transcript attached</i>

3. I have attached copies of any written materials utilized, referenced, or distributed during the briefing. [S.C. Code Ann. §58-3-260(C)(6)(a)(ii)]

4. I will comply with State law requiring me to grant to every other party or person requesting an allowable ex parte communication briefing on the same or similar matter that is or can reasonably be expected to become an issue in a proceeding, similar access and a reasonable opportunity to communicate, directly or indirectly, regarding any fact, law, or other matter that is or can reasonably be expected to become an issue in a proceeding under the provisions of subsection S.C. Code Ann. §58-3-260(C)(6). [S.C. Code Ann. §58-3-260(C)(6)(a)(iv)]

This concludes my Certified Statement.



Signature of South Carolina Public Service
Commissioner or Commission Employee

Date: 9-6-06

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 (Commissioner/Commission Employee)**

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Name: <i>F. David Butler</i>	Date of Meeting: <i>September 6, 2006</i>
PSC Position Title: <i>Senior Counsel</i>	Matter: <i>Piedmont Natural Gas</i>
	Docket No.:

By signing this Certification, I certify that:

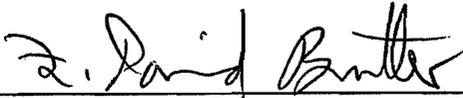
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<i>see attachments</i>

3. I have attached copies of any written materials utilized, referenced, or distributed during the briefing. [S.C. Code Ann. §58-3-260(C)(6)(a)(ii)]

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This concludes my Certified Statement.



Signature of South Carolina Public Service
Commissioner or Commission Employee

Date: September 6, 2006

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 (Attendee)**

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- BE FILED WITH THE OFFICE OF REGULATORY STAFF [1441 MAIN STREET, COLUMBIA, SOUTH CAROLINA 29201] **WITHIN FORTY-EIGHT HOURS OF THIS BRIEFING.**

Name: <i>Jeffrey M. Nelson</i>	Date of Meeting: <i>9/6/06</i>
Occupation: <i>Attorney</i>	Matter: <i>Piedmont NG Co. Ex Parte Brief</i>
Attending on behalf of/for: <i>ORS</i>	Docket No.: <i>10805</i>

By signing this Certification, I certify that:

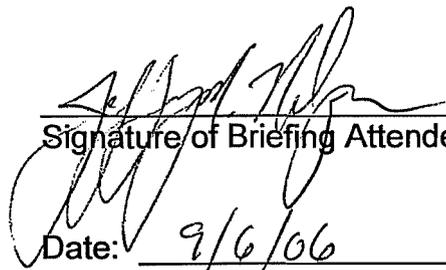
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2. I have accurately summarized the discussions occurring during the briefing in full either in the space below or on an attached sheet. If a sheet is attached, it is noted as being attached on the lines below. [§58-3-260(C)(6)(a)(ii)]

Piedmont Natural Gas Management Reorganization Initiative, Customer Service Commitments, and Gas Price Projections for Upcoming Winter See Attached Transcript

3. I have attached copies of any written materials utilized, referenced, or distributed during the briefing. [§58-3-260(C)(6)(a)(ii)]

This concludes my Certified Statement.



Signature of Briefing Attendee
Date: 9/6/06

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 (Attendee)**

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Name: <i>Douglas H. Carlisle, Jr.</i>	Date of Meeting: <i>9-6-06</i>
Occupation: <i>Economist</i>	Matter: <i>Piedmont Nat. Gas</i> <i>(Allowable ex parte)</i>
Attending on behalf of/for: <i>Off. of Regulatory Staff</i>	Docket No.: <i>Herzog: 10805</i>

By signing this Certification, I certify that:

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- Piedmont Natural Gas Reorganization Initiative
- Customer Service Commitments
- Gas Price Projections for Upcoming Winter
- See attached transcript

3. I have attached copies of any written materials utilized, referenced, or distributed during the briefing. [§58-3-260(C)(6)(a)(ii)]

This concludes my Certified Statement.


Signature of Briefing Attendee

Date: 9-6-06

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THIS CERTIFICATION IS TO:

- BE SIGNED BY EACH BRIEFING ATTENDEE EXCEPT COMMISSIONERS AND PUBLIC SERVICE COMMISSION EMPLOYEES, AND
- BE FILED WITH THE OFFICE OF REGULATORY STAFF [1441 MAIN STREET, COLUMBIA, SOUTH CAROLINA 29201] **WITHIN FORTY-EIGHT HOURS OF THIS BRIEFING.**

Name: <i>Wendy B. Cartledge</i>	Date of Meeting: <i>September 6, 2006</i>
Occupation: <i>Attorney</i>	Matter: <i>Piedmont Natural Gas - Ex parte Briefing</i>
Attending on behalf of/for: <i>ORS</i>	Docket No.: <i>Hearing No. 10805</i>

By signing this Certification, I certify that:

1. No commitment, predetermination, or prediction of any commissioner's action as to any ultimate or penultimate issue or any commission employee's opinion or recommendation as to any ultimate or penultimate issue in any proceeding was requested by any person or party nor any commitment, predetermination, or prediction was given by any commissioner or commission employee as to any commission action or commission employee opinion or recommendation on any ultimate or penultimate issue. [§58-3-260(C)(6)(a)(iii)]

2. I have accurately summarized the discussions occurring during the briefing in full either in the space below or on an attached sheet. If a sheet is attached, it is noted as being attached on the lines below. [§58-3-260(C)(6)(a)(ii)]

<i>see attached transcript</i>
<i>Piedmont Natural Gas Management Reorganization Initiative</i>
<i>Customer Service Commitments and Gas</i>
<i>Price Projections for Upcoming Winter</i>

3. I have attached copies of any written materials utilized, referenced, or distributed during the briefing. [§58-3-260(C)(6)(a)(ii)]

This concludes my Certified Statement.

Wendy B. Cartledge
Signature of Briefing Attendee

Date: *September 7, 2006*

**ALLOWABLE EX PARTE COMMUNICATION BRIEFING
CERTIFIED STATEMENT
 (Attendee)**

THIS CERTIFICATION IS TO:

- BE SIGNED BY EACH BRIEFING ATTENDEE EXCEPT COMMISSIONERS AND PUBLIC SERVICE COMMISSION EMPLOYEES, AND
- BE FILED WITH THE OFFICE OF REGULATORY STAFF [1441 MAIN STREET, COLUMBIA, SOUTH CAROLINA 29201] **WITHIN FORTY-EIGHT HOURS** OF THIS BRIEFING.

Name: <i>Carey M. Flynn +</i>	Date of Meeting: <i>9/6/06</i>
Occupation: <i>Mgr., Gas Regulation</i>	Matter: <i>Piedmont Ex Parte</i>
Attending on behalf of/for: <i>ORC</i>	Docket No.:

By signing this Certification, I certify that:

1. No commitment, predetermination, or prediction of any commissioner's action as to any ultimate or penultimate issue or any commission employee's opinion or recommendation as to any ultimate or penultimate issue in any proceeding was requested by any person or party nor any commitment, predetermination, or prediction was given by any commissioner or commission employee as to any commission action or commission employee opinion or recommendation on any ultimate or penultimate issue. [§58-3-260(C)(6)(a)(iii)]

2. I have accurately summarized the discussions occurring during the briefing in full either in the space below or on an attached sheet. If a sheet is attached, it is noted as being attached on the lines below. [§58-3-260(C)(6)(a)(ii)]

<i>• Management Re-Organization</i>
<i>• Customer Service</i>
<i>• Gas Price Projections</i>
<i>See Attached Transcript</i>

3. I have attached copies of any written materials utilized, referenced, or distributed during the briefing. [§58-3-260(C)(6)(a)(ii)]

This concludes my Certified Statement.

Cary Sue Flint

Signature of Briefing Attendee

Date: 9/6/06

**ALLOWABLE EX PARTE COMMUNICATION BRIEFING
CERTIFIED STATEMENT
 (Attendee)**

THIS CERTIFICATION IS TO:

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- BE FILED WITH THE OFFICE OF REGULATORY STAFF [1441 MAIN STREET, COLUMBIA, SOUTH CAROLINA 29201] **WITHIN FORTY-EIGHT HOURS OF THIS BRIEFING.**

Name: <i>Tom Skains</i>	Date of Meeting: <i>9/6/06</i>
Occupation: <i>President</i>	Matter: <i>Piedmont Presentation</i>
Attending on behalf of/for: <i>Piedmont Natural Gas</i>	Docket No.: <i>None</i>

By signing this Certification, I certify that:

1. No commitment, predetermination, or prediction of any commissioner's action as to any ultimate or penultimate issue or any commission employee's opinion or recommendation as to any ultimate or penultimate issue in any proceeding was requested by any person or party nor any commitment, predetermination, or prediction was given by any commissioner or commission employee as to any commission action or commission employee opinion or recommendation on any ultimate or penultimate issue. [§58-3-260(C)(6)(a)(iii)]

2. I have accurately summarized the discussions occurring during the briefing in full either in the space below or on an attached sheet. If a sheet is attached, it is noted as being attached on the lines below. [§58-3-260(C)(6)(a)(ii)]

<u>See Transcript.</u>

3. I have attached copies of any written materials utilized, referenced, or distributed during the briefing. [§58-3-260(C)(6)(a)(ii)]

See Handout,

This concludes my Certified Statement.

M E M

Signature of Briefing Attendee

Date: 9/6/06

**ALLOWABLE EX PARTE COMMUNICATION BRIEFING
CERTIFIED STATEMENT
 (Attendee)**

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- BE FILED WITH THE OFFICE OF REGULATORY STAFF [1441 MAIN STREET, COLUMBIA, SOUTH CAROLINA 29201] **WITHIN FORTY-EIGHT HOURS** OF THIS BRIEFING.

Name: <i>DAVID J. DZURICKY</i>	Date of Meeting: <i>9-6-06</i>
Occupation: <i>SUP & CFO</i>	Matter: <i>PIEDMONT BRIEFING</i>
Attending on behalf of/for: <i>PIEDMONT</i>	Docket No.:

By signing this Certification, I certify that:

1. No commitment, predetermination, or prediction of any commissioner's action as to any ultimate or penultimate issue or any commission employee's opinion or recommendation as to any ultimate or penultimate issue in any proceeding was requested by any person or party nor any commitment, predetermination, or prediction was given by any commissioner or commission employee as to any commission action or commission employee opinion or recommendation on any ultimate or penultimate issue. [§58-3-260(C)(6)(a)(iii)]

2. I have accurately summarized the discussions occurring during the briefing in full either in the space below or on an attached sheet. If a sheet is attached, it is noted as being attached on the lines below. [§58-3-260(C)(6)(a)(ii)]

SEE TRANSCRIPT

3. I have attached copies of any written materials utilized, referenced, or distributed during the briefing. [§58-3-260(C)(6)(a)(ii)]

This concludes my Certified Statement.

David J. Purichy
Signature of Briefing Attendee

Date: 9/6/06

**ALLOWABLE EX PARTE COMMUNICATION BRIEFING
CERTIFIED STATEMENT
 (Commissioner/Commission Employee)**

THIS CERTIFICATION IS TO:

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- BE FILED WITH THE OFFICE OF REGULATORY STAFF [1441 MAIN STREET, COLUMBIA, SOUTH CAROLINA 29201] **WITHIN FORTY-EIGHT HOURS** OF THIS BRIEFING.

Name: <i>Jocelyn Boyd</i>	Date of Meeting: <i>Sept. 6, 2006</i>
PSC Position Title: <i>Deputy Clerk</i>	Matter: <i>PNGC Update</i>
	Docket No.: <i>_____</i>

By signing this Certification, I certify that:

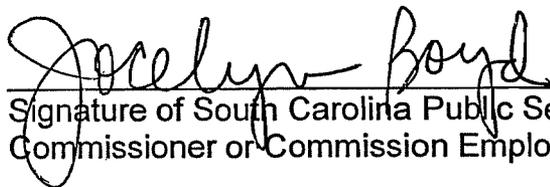
1. No commitment, predetermination, or prediction of any Commissioner's action as to any ultimate or penultimate issue or any Commission employee's opinion or recommendation as to any ultimate or penultimate issue in any proceeding was requested by any person or party nor any commitment, predetermination, or prediction was given by any Commissioner or Commission employee as to any Commission action or Commission employee opinion or recommendation on any ultimate or penultimate issue. [S.C. Code Ann. §58-3-260(C)(6)(a)(iii)]
2. I have accurately summarized the discussions occurring during the briefing in full either in the space below or on an attached sheet. If a sheet is attached, it is noted as being attached on the lines below. [S.C. Code Ann. §58-3-260(C)(6)(a)(ii)]

<i>see transcript and attachment</i>

3. I have attached copies of any written materials utilized, referenced, or distributed during the briefing. [S.C. Code Ann. §58-3-260(C)(6)(a)(ii)]

4. I will comply with State law requiring me to grant to every other party or person requesting an allowable ex parte communication briefing on the same or similar matter that is or can reasonably be expected to become an issue in a proceeding, similar access and a reasonable opportunity to communicate, directly or indirectly, regarding any fact, law, or other matter that is or can reasonably be expected to become an issue in a proceeding under the provisions of subsection S.C. Code Ann. §58-3-260(C)(6). [S.C. Code Ann. §58-3-260(C)(6)(a)(iv)]

This concludes my Certified Statement.


Signature of South Carolina Public Service
Commissioner or Commission Employee

Date: Sept. 6, 2006

**ALLOWABLE EX PARTE COMMUNICATION BRIEFING
CERTIFIED STATEMENT
 (Attendee)**

THIS CERTIFICATION IS TO:

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- BE FILED WITH THE OFFICE OF REGULATORY STAFF [1441 MAIN STREET, COLUMBIA, SOUTH CAROLINA 29201] **WITHIN FORTY-EIGHT HOURS** OF THIS BRIEFING.

Name: <i>Brent L. Sykes</i>	Date of Meeting: <i>9/6/06</i>
Occupation: <i>Rate Analyst</i>	Matter: <i>Red. Ex. Parate</i>
Attending on behalf of/for: <i>ORS</i>	Docket No.:

By signing this Certification, I certify that:

1. No commitment, predetermination, or prediction of any commissioner's action as to any ultimate or penultimate issue or any commission employee's opinion or recommendation as to any ultimate or penultimate issue in any proceeding was requested by any person or party nor any commitment, predetermination, or prediction was given by any commissioner or commission employee as to any commission action or commission employee opinion or recommendation on any ultimate or penultimate issue. [§58-3-260(C)(6)(a)(iii)]

2. I have accurately summarized the discussions occurring during the briefing in full either in the space below or on an attached sheet. If a sheet is attached, it is noted as being attached on the lines below. [§58-3-260(C)(6)(a)(ii)]

1) Rent Negotiation
2) Customer Service
3) Gas Pave Projects

3. I have attached copies of any written materials utilized, referenced, or distributed during the briefing. [§58-3-260(C)(6)(a)(ii)]

This concludes my Certified Statement.



Signature of Briefing Attendee

Date: 9/6/06

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CERTIFIED STATEMENT
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- BE FILED WITH THE OFFICE OF REGULATORY STAFF [1441 MAIN STREET, COLUMBIA, SOUTH CAROLINA 29201] **WITHIN FORTY-EIGHT HOURS OF THIS BRIEFING.**

Name: <i>Charles L. A. Terreni</i>	Date of Meeting: <i>9-6-06</i>
PSC Position Title: <i>Chief Clerk/Administrator</i>	Matter: <i>Piedmont Natural Gas Co.</i>
	Docket No.: <i>N/A</i>

By signing this Certification, I certify that:

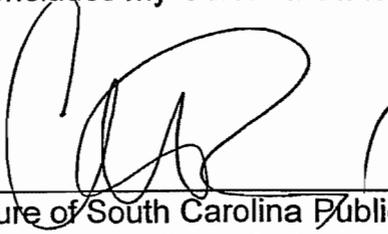
1. No commitment, predetermination, or prediction of any Commissioner's action as to any ultimate or penultimate issue or any Commission employee's opinion or recommendation as to any ultimate or penultimate issue in any proceeding was requested by any person or party nor any commitment, predetermination, or prediction was given by any Commissioner or Commission employee as to any Commission action or Commission employee opinion or recommendation on any ultimate or penultimate issue. [S.C. Code Ann. §58-3-260(C)(6)(a)(iii)]
2. I have accurately summarized the discussions occurring during the briefing in full either in the space below or on an attached sheet. If a sheet is attached, it is noted as being attached on the lines below. [S.C. Code Ann. §58-3-260(C)(6)(a)(ii)]

<i>See Transcript and attachment</i>

3. I have attached copies of any written materials utilized, referenced, or distributed during the briefing. [S.C. Code Ann. §58-3-260(C)(6)(a)(ii)]

4. I will comply with State law requiring me to grant to every other party or person requesting an allowable ex parte communication briefing on the same or similar matter that is or can reasonably be expected to become an issue in a proceeding, similar access and a reasonable opportunity to communicate, directly or indirectly, regarding any fact, law, or other matter that is or can reasonably be expected to become an issue in a proceeding under the provisions of subsection S.C. Code Ann. §58-3-260(C)(6). [S.C. Code Ann. §58-3-260(C)(6)(a)(iv)]

This concludes my Certified Statement.

A handwritten signature in black ink, consisting of a large, stylized initial 'W' followed by a surname that is partially obscured by a horizontal line.

Signature of South Carolina Public Service
Commissioner or Commission Employee

Date: 9-6-06

**ALLOWABLE EX PARTE COMMUNICATION BRIEFING
CERTIFIED STATEMENT
(Attendee)**

THIS CERTIFICATION IS TO:

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- BE FILED WITH THE OFFICE OF REGULATORY STAFF [1441 MAIN STREET, COLUMBIA, SOUTH CAROLINA 29201] **WITHIN FORTY-EIGHT HOURS** OF THIS BRIEFING.

Name: <i>David Carpenter</i>	Date of Meeting: <i>9/6/06</i>
Occupation: <i>Mg Director - Reg Affair</i>	Matter: <i>Piedmont Ex-Parte</i>
Attending on behalf of/for: <i>Piedmont</i>	Docket No.:

By signing this Certification, I certify that:

1. No commitment, predetermination, or prediction of any commissioner's action as to any ultimate or penultimate issue or any commission employee's opinion or recommendation as to any ultimate or penultimate issue in any proceeding was requested by any person or party nor any commitment, predetermination, or prediction was given by any commissioner or commission employee as to any commission action or commission employee opinion or recommendation on any ultimate or penultimate issue. [§58-3-260(C)(6)(a)(iii)]

2. I have accurately summarized the discussions occurring during the briefing in full either in the space below or on an attached sheet. If a sheet is attached, it is noted as being attached on the lines below. [§58-3-260(C)(6)(a)(ii)]

<i>See transcript</i>

3. I have attached copies of any written materials utilized, referenced, or distributed during the briefing. [§58-3-260(C)(6)(a)(ii)]

See hand out

This concludes my Certified Statement.



Signature of Briefing Attendee

Date: 9/6/06

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Name: <i>KEVIN O'HARA</i>	Date of Meeting: <i>9.06.06</i>
Occupation: <i>PIEDMONT OFFICER</i>	Matter: <i>PSC PRESENTATION/BRIEFING</i>
Attending on behalf of/for:	Docket No.:

By signing this Certification, I certify that:

1. No commitment, predetermination, or prediction of any commissioner's action as to any ultimate or penultimate issue or any commission employee's opinion or recommendation as to any ultimate or penultimate issue in any proceeding was requested by any person or party nor any commitment, predetermination, or prediction was given by any commissioner or commission employee as to any commission action or commission employee opinion or recommendation on any ultimate or penultimate issue. [§58-3-260(C)(6)(a)(iii)]

2. I have accurately summarized the discussions occurring during the briefing in full either in the space below or on an attached sheet. If a sheet is attached, it is noted as being attached on the lines below. [§58-3-260(C)(6)(a)(ii)]

<i>SEE TRANSCRIPT</i>

3. I have attached copies of any written materials utilized, referenced, or distributed during the briefing. [§58-3-260(C)(6)(a)(ii)]

This concludes my Certified Statement.



Signature of Briefing Attendee

Date: 5-06-06

**ALLOWABLE EX PARTE COMMUNICATION BRIEFING
CERTIFIED STATEMENT
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- BE FILED WITH THE OFFICE OF REGULATORY STAFF [1441 MAIN STREET, COLUMBIA, SOUTH CAROLINA 29201] **WITHIN FORTY-EIGHT HOURS OF THIS BRIEFING.**

Name: <i>Joseph Melchers</i>	Date of Meeting: <i>9/6/06</i>
PSC Position Title: <i>Chief Counsel</i>	Matter: <i>PNG Restructuring Presentation</i>
	Docket No.: <i>N/A</i>

By signing this Certification, I certify that:

1. No commitment, predetermination, or prediction of any Commissioner's action as to any ultimate or penultimate issue or any Commission employee's opinion or recommendation as to any ultimate or penultimate issue in any proceeding was requested by any person or party nor any commitment, predetermination, or prediction was given by any Commissioner or Commission employee as to any Commission action or Commission employee opinion or recommendation on any ultimate or penultimate issue. [S.C. Code Ann. §58-3-260(C)(6)(a)(iii)]
2. I have accurately summarized the discussions occurring during the briefing in full either in the space below or on an attached sheet. If a sheet is attached, it is noted as being attached on the lines below. [S.C. Code Ann. §58-3-260(C)(6)(a)(ii)]

<i>see attached</i>

3. I have attached copies of any written materials utilized, referenced, or distributed during the briefing. [S.C. Code Ann. §58-3-260(C)(6)(a)(ii)]

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This concludes my Certified Statement.



Signature of South Carolina Public Service
Commissioner or Commission Employee

Date: 9/6/06

ALLOWABLE EX PARTE COMMUNICATION BRIEFING
CERTIFIED STATEMENT
(Commissioner/Commission Employee)

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- BE FILED WITH THE OFFICE OF REGULATORY STAFF [1441 MAIN STREET, COLUMBIA, SOUTH CAROLINA 29201] **WITHIN FORTY-EIGHT HOURS OF THIS BRIEFING.**

Name: <i>MaryJane Cooper</i>	Date of Meeting: <i>9-06-06</i>
PSC Position Title: <i>Court Reporter</i>	Matter: <i>PNG - Briefing</i>
	Docket No.: <i>Hearing 10805</i>

By signing this Certification, I certify that:

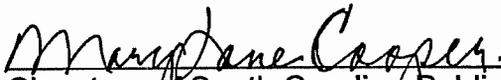
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<i>(See TRANSCRIPT)</i>

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This concludes my Certified Statement.



Signature of South Carolina Public Service
Commissioner or Commission Employee

Date: 9-06-06