



Charter TV is going 100% digital!

Have your set-top boxes shipped directly to your home.

Dear Charter Customer,

Charter is committed to provide you with the very best products, at the very best value. We have invested over two billion dollars in our fiber rich network to enable us to bring you the highest level of performance and innovation. To deliver even more value to you, we are implementing Charter TV* in a 100% All-Digital format.

Once this conversion is complete you will have the opportunity to enjoy over 200 channels of high definition TV. This is more than any other provider can deliver. We will also be significantly raising our internet data speeds. Combined with our reliable, full featured voice service, Charter will have upgraded your area to our highest level of service, Charter Spectrum.

In order to take advantage of all this, **you will be required to have a Charter-issued set-top box on each TV in your home by February 25, 2014. To help with this transition, we will supply you with 1 additional digital set-top box or 1 HD set-top box or 1 CableCARD at no cost for 12 months.***

By adding a Charter set-top box to every TV in your home, will have access to Charter On Demand, where you can choose from a library of over 10,000 movies and shows, 1,800 in HD, to watch instantly on your schedule. Charter TV* in HD features breathtaking clarity with up to 6x sharper resolution than standard TV. And with Charter DVR* you can pause and rewind live TV, even create your own instant replays.

What should I do?

To get your set-top box and self-installation kit, call 1-877-959-1617. We'll ship directly to your home at no additional cost, so you can install it on your schedule. You don't even have to leave the house. Or if you'd prefer, you can also pick one up from a nearby Charter Store. You'll find all the equipment your TVs need to be 100% digital ready, plus simple step-by-step instructions...no technician necessary.

What about my TV channels?

Some of your current channels will be moving to a new location and some of your channels will be removed. These changes will allow us to offer you a more expansive channel offering and exciting new products and services that we are sure you will enjoy. For your convenience, please find your new channel lineup on the following pages. It outlines the changes and will serve as a handy reference guide so you can easily find all of your new channels.

What will it cost to upgrade?

We will supply you with **1 additional digital set-top box or 1 HD set-top box or 1 CableCARD at no cost for 12 months.***

Questions?

Visit charter.com/digitalnow or call 1-877-959-1617 for more detailed instructions and answers to frequently asked questions.

Call 1-877-959-1617 to order your set-top box and self-installation kit. We'll ship directly to your home at no additional cost.

Sincerely,

Peter Cirelli
Vice President of Marketing

P.S. The sooner you order your digital set-top box, the sooner you can enjoy all the benefits digital TV has to offer!

IMPORTANT NOTICE

To get your set-top box and self-installation kit, call 1-877-959-1617. We'll ship directly to your home at no additional cost, so you can install it on your schedule. You don't even have to leave the house. Or if you'd prefer, you can also pick one up from a nearby Charter Store.

Charter Store

216 Moore Ave., Suffolk, VA 24343
Monday thru Friday 9:00am - 6:00pm
Saturday 9:00am - 1:00pm

Expanded Store Hours: February 17 - March 1

Monday thru Friday 8:00am - 7:00pm
Saturday 9:00am - 5:00pm

Charter Store

107 N. Main St., Franklin, VA 23851
Monday thru Friday 9:00am - 5:30pm

Expanded Store Hours: February 17 - March 1

Monday thru Friday 9:00am - 6:00pm
Saturday 9:00am - 5:00pm

Coming soon!
Stay tuned for more information.



©2013 Charter Communications, Inc. Offer expires June 25, 2014. Offer valid to qualified residential customers who have no outstanding obligation to Charter. *Standard rates apply after promotional period ends. Standard rates will apply for installation, taxes, fees, surcharges and additional equipment. On Demand programming varies by level of service; pricing, ratings and scheduling are subject to change. Charter HD set-top box required to receive HD programming. TV must be HD capable; HD programming may vary. Additional Charter DVR service rates may apply. Service is subject to all applicable service terms and conditions, which are subject to change. Services not available in all areas. Restrictions may apply. Call for full details.

Your new HD channel lineup.

Effective February 25, 2014.

Basic HD		658	MoviePlex HD - East	New!	Latino View HD		
702	WVBT - FOX HD	761	Disney Jr. HD	New!	722	Fox Deportes HD	New!
703	WSKY - IND HD		Digi Tier 1 HD			HD Premium	
704	WTKR - CBS HD	865	FamilyNet HD	New!	501	HBO HD - East	
705	WHRO - PBS HD	New!	Digital View/Charter TV Select HD		502	HBO HD - West	New!
706	QVC HD	786	Bloomberg HD	New!	503	HBO2 HD - East	New!
707	WGNT - CW HD	851	Hallmark Movie Channel HD	New!	504	HBO2 HD - West	New!
709	WTVZ - MyTV HD		Digital View/Digi Tier 1 HD		505	HBO Signature HD - East	New!
710	HSN HD	726	The Hub Network HD	New!	506	HBO Signature HD - West	New!
711	WAVY - NBC HD	727	Sprout HD	New!	507	HBO Family HD - East	New!
712	WVEC - ABC HD	728	Nick Jr. HD	New!	508	HBO Family HD - West	New!
714	WPXV - ION HD	731	ShopHQ HD	New!	509	HBO Comedy HD - East	New!
715	C-SPAN HD	737	Jewelry Television HD	New!	510	HBO Comedy HD - West	New!
733	TV Guide Network HD	739	WE tv HD	New!	511	HBO Zone HD - East	New!
736	WGN America HD	750	LMN HD	New!	512	HBO Zone HD - West	New!
864	TBN HD	754	Nicktoons Network HD	New!	513	HBO Latino HD - East	New!
866	INSP HD	755	DIY Network HD	New!	514	HBO Latino HD - West	New!
	Expanded Basic HD	765	Destination America HD	New!	531	Cinemax HD - East	
729	Animal Planet HD	768	Science HD		532	Cinemax HD - West	New!
732	TV Land HD	770	Military Channel HD	New!	533	MoreMAX HD - East	New!
744	E! HD	793	Fox Business Network HD	New!	534	MoreMAX HD - West	New!
745	Esquire Network HD	794	Fusion HD	New!	535	ActionMAX HD - East	New!
746	Oxygen HD	815	Longhorn Network HD		536	ActionMAX HD - West	New!
747	Bravo HD	849	ReelzChannel HD	New!	537	ThrillerMAX HD - East	New!
748	TLC HD	878	GAC HD	New!	538	ThrillerMAX HD - West	New!
749	Lifetime HD		Digital View/Digi Tier 1 HD,		539	5StarMAX HD - East	New!
751	Food Network HD		HD Ultra View/Digi Tier 2 HD		541	MovieMAX HD - East	New!
752	HGTV HD	857	AXS TV		543	OuterMAX HD - East	New!
756	Disney Channel HD		Digital View/Digi Tier 1 HD, Sports		545	MAX Latino HD - East	New!
757	Disney XD HD		View/Digi Tier 2 HD		561	Showtime HD - East	
758	Nickelodeon HD	810	ESPNU HD	New!	562	Showtime HD - West	New!
759	Cartoon Network HD	828	FOX Sports 2 HD	New!	563	Sho 2 HD - East	New!
760	ABC Family HD		Digi Tier 2 HD		564	Sho 2 HD - West	New!
762	National Geographic HD	792	BBC World News HD	New!	565	Showtime Showcase HD - East	New!
764	Travel Channel HD		Digi Tier 2 HD, Latino View HD		566	Showtime Showcase HD - West	New!
766	HISTORY HD	720	UniMás HD	New!	567	Sho Beyond HD - East	New!
767	Comedy Central HD		Digital View Plus/Digi Tier 1 HD		569	Showtime Extreme HD - East	New!
769	Investigation Discovery HD				570	Showtime Extreme HD - West	New!
771	TCM HD				571	Sho Women HD - East	New!
772	AMC HD				573	Sho Next HD - East	New!
773	A&E HD				591	The Movie Channel HD - East	
774	TruTV HD				592	The Movie Channel HD - West	New!
775	OWN HD				593	The Movie Channel Xtra HD - East	New!
778	Velocity				594	The Movie Channel Xtra HD - West	New!
779	Discovery HD				606	Starz HD - East	
780	TBS HD				607	Starz HD - West	New!
781	TNT HD				608	Starz in Black HD - East	New!
782	USA HD				610	Starz Comedy HD - East	New!
783	Hallmark Channel HD				612	Starz Cinema HD - East	New!
784	FX HD				614	Starz Kids and Family HD - East	New!
787	FOX News Channel HD				616	Starz Edge HD - East	New!
788	CNN HD				631	Encore HD - East	New!
789	CNBC HD				632	Encore HD - West	New!
790	msnbc HD				633	Encore Action HD - East	New!
791	HLN HD				635	Encore Classic HD - East	New!
797	The Weather Channel HD				637	Encore Suspense HD - East	New!
808	ESPN HD				639	Encore Black HD - East	New!
809	ESPN2 HD				671	EPIX HD - East	New!
811	Comcast Sportsnet Baltimore HD				672	EPIX HD - West	New!
813	Regional Sports Extra Games HD				968	Playboy TV HD	New!
814	Charter Sports Southeast HD					HD Pay-Per-View	
819	MLB Network HD				958	HD Pay-Per-View	
820	Mid-Atlantic Sports Network HD						
821	Mid-Atlantic Sports Network 2 HD						
823	Golf Channel HD						
825	NBC Sports Network HD						
826	FOX Sports 1 HD						
842	GSN HD						
843	SyFy HD						
844	Spike HD						
874	MTV HD						
875	VH1 HD						
876	CMT HD						
877	BET HD						
879	MTV2 HD						
	Charter TV Select HD						
656	IndiePlex HD						
657	RetroPlex HD						



On February 25, 2014, Charter will start encrypting the Basic Service Tier offering on your cable system. If you have a set-top box, digital transport adapter (DTA), or a retail CableCARD device connected to each of your TVs, you will be unaffected by this change. However, if you are currently receiving the Basic Service Tier offering on any TV without equipment supplied by Charter, you will lose the ability to view any channels on that TV. If you are affected, you should contact Charter to arrange for the equipment you need to continue receiving your services. In such case, you are entitled to receive equipment at no additional charge or service fee for a limited period of time. The number and type of devices you are entitled to receive and for how long will vary depending on your situation. If you are a Basic Service Tier offering customer and receive the service on your TV without Charter-supplied equipment, Charter will provide you up to two devices for two years (five years if you also receive Medicaid). If you subscribe to a higher level of service and receive the Basic Service Tier offering on a secondary TV without Charter-supplied equipment, Charter will provide you one device for one year. You can learn more about this equipment offer and eligibility at charter.com/digitalnow or by calling 1-877-959-1617. To qualify for any equipment at no additional charge or service fee, you must request the equipment between February 25, 2014 and June 25, 2014 and satisfy all other eligibility requirements.

©2013 Charter Communications, Inc. Programming may vary. Channels, Tiers and Packaging subject to change. Services not available in all areas. Charter issued digital set-top box or CableCARD required to view programming channels. Charter issued digital set-top box required to view PPV and On Demand programming (where available). HD capable equipment required to view HD programming (where available). All programming may not be available to CableCARD customers. All service levels may contain channels with some R-rated programming, which can be blocked using the Parental Control feature on your on-screen program guide.

805-1-106-38 12/14 P-1

52301 - DM #1 - RES ENG, BASIC W/STB - HD CUT 7 SUFFOLK



New channel lineup. Effective February 25, 2014.

Programming Service	Current Channel Number & Tier	New Channel Number & Tier	Programming Service	Current Channel Number & Tier	New Channel Number & Tier
5StarMAX - East	519 Digital Premium	554 Digital Premium	ESPN2	13 Expanded Basic	13, 128 Expanded Basic All Digital
5StarMAX HD - East	New	539 HD Premium	ESPN2 HD	609 Expanded Basic HD	609 Expanded Basic All Digital
70V	410 Digital Music	910 Digital Music	ESPN3	300 Sports View/Dig Tier 2	300 Sports View/Dig Tier 2
70V HD	929 Digital Music	929 Digital Music	ESPN3 HD	New	811 Sports View/Dig Tier 2 HD
90V	928 Digital Music	928 Digital Music	ESPN3 HD	300 Digital View/Dig Tier 1, Sports View/Dig Tier 2	300 Digital View/Dig Tier 1, Sports View/Dig Tier 2
AXE	48 Expanded Basic	48 Expanded Basic All Digital	ESPN3 HD	New	810 Digital View/Dig Tier 1 HD, Sports View/Dig Tier 2 HD
AXE HD	773 Expanded Basic HD	773 Expanded Basic All Digital	ESPN4	25 Expanded Basic	25 Expanded Basic All Digital
ABC Family	55 Expanded Basic	55 Expanded Basic All Digital	ESPN4 HD	New	745 Expanded Basic HD
ABC Family HD	New	160 Expanded Basic HD	ESPN5	100 Digital View/Dig Tier 1	100 Digital View/Dig Tier 1
AcornAAA - East	517 Digital Premium	554 Digital Premium	ESPN5 HD	New	106 Dig Tier 1
AcornAAA HD - East	New	535 HD Premium	ESPN6	111 Expanded Basic (In-Host)	111 Dig Tier 1 (In-Host)
AcornAAA HD - West	New	536 HD Premium	ESPN6 HD	New	112 Dig Tier 1 (In-Host)
Adult Alternative	918 Digital Music	918 Digital Music	ESPN7	12 Expanded Basic	12 Expanded Basic All Digital
Adult On Demand	919 Video On Demand	919 Video On Demand	ESPN7 HD	New	351 Expanded Basic HD
Alternative	917 Digital Music	917 Digital Music	ESPN8	172 Digital View/Dig Tier 1	172 Digital View/Dig Tier 1
AMC	60 Expanded Basic	60 Expanded Basic All Digital	ESPN8 HD	New	761 Digital View/Dig Tier 1 HD
AMC HD	862 Expanded Basic HD	862 Expanded Basic All Digital	ESPN9	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
Annual Planet	54 Expanded Basic	729 Expanded Basic All Digital	ESPN9 HD	New	125 Digital View/Dig Tier 1 HD
Animal Planet HD	729 Expanded Basic HD	729 Expanded Basic All Digital	ESPN10	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
Animals On Demand	889 Video On Demand	889 Video On Demand	ESPN10 HD	New	125 Digital View/Dig Tier 1 HD
AWE	New	154 Dig Tier 2	ESPN11	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
AWE HD	159 HD Ultra View/Dig Tier 2 HD	159 HD Ultra View/Dig Tier 2 HD	ESPN11 HD	New	125 Digital View/Dig Tier 1 HD
AXS TV	857 Digital View/Dig Tier 2 HD	857 Digital View/Dig Tier 2 HD	ESPN12	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
BBC America	701 Digital View Plus/Dig Tier 1	137 Digital View Plus/Dig Tier 1	ESPN12 HD	New	125 Digital View/Dig Tier 1 HD
BBC America HD	New	785 Digital View Plus/Dig Tier 1 HD	ESPN13	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
BBC World News	New	138 Dig Tier 2	ESPN13 HD	New	125 Digital View/Dig Tier 1 HD
BBC World News HD	New	792 Dig Tier 2 HD	ESPN14	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
BE	72 Expanded Basic	72 Expanded Basic All Digital	ESPN14 HD	New	125 Digital View/Dig Tier 1 HD
BET HD	New	872 Expanded Basic HD	ESPN15	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
BIG	121 Digital View Plus/Dig Tier 1	75, 123 Digital View Plus/Dig Tier 1	ESPN15 HD	New	125 Digital View/Dig Tier 1 HD
BIG HD	New	779 Digital View Plus/Dig Tier 1 HD	ESPN16	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
Bloomberg	111 Digital View/Charter TV Select	11, 113 Digital View/Charter TV Select	ESPN16 HD	New	125 Digital View/Dig Tier 1 HD
Bloomberg HD	New	766 Digital View/Charter TV Select HD	ESPN17	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
Blue	945 Digital Music	945 Digital Music	ESPN17 HD	New	125 Digital View/Dig Tier 1 HD
Bloomberg	118 Digital View Plus/Dig Tier 2	94, 118 Digital View Plus/Dig Tier 2	ESPN18	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
Bravo	64 Expanded Basic	64 Expanded Basic All Digital	ESPN18 HD	New	125 Digital View/Dig Tier 1 HD
Bravo HD	747 Expanded Basic HD	747 Expanded Basic All Digital	ESPN19	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
Bravo HD	807 Sports View/Dig Tier 2	807 Sports View/Dig Tier 2	ESPN19 HD	New	125 Digital View/Dig Tier 1 HD
Bravo HD	807 Sports View/Dig Tier 2 HD	807 Sports View/Dig Tier 2 HD	ESPN20	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
Cable Network	233 Latent View	233 Latent View	ESPN20 HD	New	125 Digital View/Dig Tier 1 HD
Cartoon Network	58 Expanded Basic	58 Expanded Basic All Digital	ESPN21	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
Cartoon Network HD	New	749 Expanded Basic HD	ESPN21 HD	New	125 Digital View/Dig Tier 1 HD
CBS Sports Network	303 Sports View/Dig Tier 1	303 Sports View/Dig Tier 1	ESPN22	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
CBS Sports Network HD	812 Sports View/Dig Tier 1 HD	812 Sports View/Dig Tier 1 HD	ESPN22 HD	New	125 Digital View/Dig Tier 1 HD
Comix	180 Digital View/Dig Tier 1	180 Digital View/Dig Tier 1	ESPN23	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
Comix On Demand	1, 999 Video On Demand	1, 999 Video On Demand	ESPN23 HD	New	125 Digital View/Dig Tier 1 HD
Charter Sports Southeast	111 Expanded Basic All Digital	111 Expanded Basic All Digital	ESPN24	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
Charter Sports Southeast HD	New	814 Expanded Basic HD	ESPN24 HD	New	125 Digital View/Dig Tier 1 HD
Cine Music	226 Latent View	226 Latent View	ESPN25	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
CineMax - East	515 Digital Premium	543 Digital Premium	ESPN25 HD	New	125 Digital View/Dig Tier 1 HD
CineMax - West	New	550 Digital Premium	ESPN26	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
CineMax HD - East	896 HD Premium	531 HD Premium	ESPN26 HD	New	125 Digital View/Dig Tier 1 HD
CineMax HD - West	New	532 HD Premium	ESPN27	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
CineMax HD On Demand	New	530 Video On Demand	ESPN27 HD	New	125 Digital View/Dig Tier 1 HD
CineMax On Demand	498 Video On Demand	548 Video On Demand	ESPN28	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
Classic Country	915 Digital Music	915 Digital Music	ESPN28 HD	New	125 Digital View/Dig Tier 1 HD
Classic Rock	920 Digital Music	920 Digital Music	ESPN29	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
CLOD	565 Dig Tier 2	565 Dig Tier 2	ESPN29 HD	New	125 Digital View/Dig Tier 1 HD
CMT	71 Expanded Basic	71 Expanded Basic All Digital	ESPN30	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
CMT HD	New	676 Expanded Basic HD	ESPN30 HD	New	125 Digital View/Dig Tier 1 HD
CMT Pure Country	183 Digital View/Dig Tier 1	183 Digital View/Dig Tier 1	ESPN31	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
CNBC	41 Expanded Basic	41 Expanded Basic All Digital	ESPN31 HD	New	125 Digital View/Dig Tier 1 HD
CNBC HD	789 Expanded Basic HD	789 Expanded Basic All Digital	ESPN32	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
CNN	43 Expanded Basic	43 Expanded Basic All Digital	ESPN32 HD	New	125 Digital View/Dig Tier 1 HD
CNN en Español	258 Latent View	258 Latent View	ESPN33	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
CNN HD	New	788 Expanded Basic HD	ESPN33 HD	New	125 Digital View/Dig Tier 1 HD
CNN International	192 Digital View/Dig Tier 1	136 Digital View/Dig Tier 1	ESPN34	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
Comcast Sportsnet Baltimore	35 Expanded Basic	34 Expanded Basic All Digital	ESPN34 HD	New	125 Digital View/Dig Tier 1 HD
Comcast Sportsnet Baltimore HD	New	811 Expanded Basic HD	ESPN35	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
Comedy Central	67 Expanded Basic	67 Expanded Basic All Digital	ESPN35 HD	New	125 Digital View/Dig Tier 1 HD
Comedy Central HD	New	767 Expanded Basic HD	ESPN36	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
Contemporary Christian	936 Digital Music	936 Digital Music	ESPN36 HD	New	125 Digital View/Dig Tier 1 HD
Cooking Channel	152 Digital View Plus/Dig Tier 1	152 Digital View Plus/Dig Tier 1	ESPN37	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
Cooking Channel HD	New	753 Digital View Plus/Dig Tier 1 HD	ESPN37 HD	New	125 Digital View/Dig Tier 1 HD
Courtside 360	914 Digital Music	914 Digital Music	ESPN38	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
CSPAN	18 Basic	18 Basic All Digital	ESPN38 HD	New	125 Digital View/Dig Tier 1 HD
CSPAN HD	New	715 Basic HD	ESPN39	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
C-SPAN2	111 Basic Digital	111 Basic All Digital	ESPN39 HD	New	125 Digital View/Dig Tier 1 HD
Cartoon/Toon	905 Digital Music	905 Digital Music	ESPN40	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
Destination America	152 Digital View/Dig Tier 1	152 Digital View/Dig Tier 1	ESPN40 HD	New	125 Digital View/Dig Tier 1 HD
Destination America HD	New	765 Digital View/Dig Tier 1 HD	ESPN41	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
Discovery	49 Expanded Basic	49 Expanded Basic All Digital	ESPN41 HD	New	125 Digital View/Dig Tier 1 HD
Discovery 360	226 Latent View	226 Latent View	ESPN42	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
Discovery Family	211 Latent View	211 Latent View	ESPN42 HD	New	125 Digital View/Dig Tier 1 HD
Discovery HD	398 Sports View/Dig Tier 2	398 Sports View/Dig Tier 2	ESPN43	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
Discovery HD	779 Expanded Basic HD	779 Expanded Basic All Digital	ESPN43 HD	New	125 Digital View/Dig Tier 1 HD
Disney Channel	54 Expanded Basic	54 Expanded Basic All Digital	ESPN44	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
Disney Channel HD	New	756 Expanded Basic HD	ESPN44 HD	New	125 Digital View/Dig Tier 1 HD
Disney Jr.	89, 111	89, 111	ESPN45	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
Disney Jr. HD	New	761 Charter TV Select HD	ESPN45 HD	New	125 Digital View/Dig Tier 1 HD
Disney XD	773 Expanded Basic Digital	88, 117	ESPN46	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
Disney XD HD	New	757 Expanded Basic HD	ESPN46 HD	New	125 Digital View/Dig Tier 1 HD
DIT Network	151 Digital View/Dig Tier 1	151 Digital View/Dig Tier 1	ESPN47	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
DI Network HD	New	755 Digital View/Dig Tier 1 HD	ESPN47 HD	New	125 Digital View/Dig Tier 1 HD
DI	24 Expanded Basic	24 Expanded Basic All Digital	ESPN48	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
DI HD	New	744 Expanded Basic HD	ESPN48 HD	New	125 Digital View/Dig Tier 1 HD
Easy Listening	947 Digital Music	947 Digital Music	ESPN49	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
Encore - East	420 Digital Premium	444 Digital Premium	ESPN49 HD	New	125 Digital View/Dig Tier 1 HD
Encore - West	New	445 Digital Premium	ESPN50	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
Encore Action - East	421 Digital Premium	444 Digital Premium	ESPN50 HD	New	125 Digital View/Dig Tier 1 HD
Encore Action HD - East	New	633 HD Premium	ESPN51	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
Encore Back - East	425 Digital Premium	445 HD Premium	ESPN51 HD	New	125 Digital View/Dig Tier 1 HD
Encore Classic - East	422 Digital Premium	647 Digital Premium	ESPN52	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
Encore Classic HD - East	New	635 HD Premium	ESPN52 HD	New	125 Digital View/Dig Tier 1 HD
Encore Español - East	New	635 Digital Premium	ESPN53	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
Encore Family - East	631 Digital Premium	631 Digital Premium	ESPN53 HD	New	125 Digital View/Dig Tier 1 HD
Encore HD - East	631 HD Premium	631 HD Premium	ESPN54	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
Encore HD - West	New	632 HD Premium	ESPN54 HD	New	125 Digital View/Dig Tier 1 HD
Encore Suspense - East	424 Digital Premium	647 Digital Premium	ESPN55	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
Encore Suspense HD - East	New	639 HD Premium	ESPN55 HD	New	125 Digital View/Dig Tier 1 HD
Encore Western - East	423 Digital Premium	648 Digital Premium	ESPN56	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
ENK - East	490 Digital Premium	676 Digital Premium	ESPN56 HD	New	125 Digital View/Dig Tier 1 HD
ENK - West	New	677 Digital Premium	ESPN57	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
ENK HD - East	New	671 HD Premium	ESPN57 HD	New	125 Digital View/Dig Tier 1 HD
ENK HD - West	New	672 HD Premium	ESPN58	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
ENK HD On Demand	489 Video On Demand	670 Video On Demand	ESPN58 HD	New	125 Digital View/Dig Tier 1 HD
ENK On Demand	489 Video On Demand	670 Video On Demand	ESPN59	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
ESPN	54 Expanded Basic	32, 327 Expanded Basic All Digital	ESPN59 HD	New	125 Digital View/Dig Tier 1 HD
ESPN Classic	301 Sports View/Dig Tier 2	301 Sports View/Dig Tier 2	ESPN60	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
ESPN Deportes	215 Latent View	215 Latent View	ESPN60 HD	New	125 Digital View/Dig Tier 1 HD
ESPN Goal Line/ buzzer Beater	New	325 Sports View/Dig Tier 2	ESPN61	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1
ESPN Goal Line/ buzzer Beater HD	New	816 Sports View/Dig Tier 2 HD	ESPN61 HD	New	125 Digital View/Dig Tier 1 HD
ESPN HD	808 Expanded Basic HD	808 Expanded Basic HD	ESPN62	124 Digital View/Dig Tier 1	124 Digital View/Dig Tier 1

T. Borden Ellis
Senior Counsel
Legal

RECEIVED JAN 30 2014

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January 27, 2014

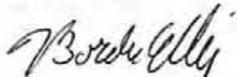
To: Chairmen of Boards of Supervisors
County Attorneys
Mayors or City Managers
Equivalent Officials in Cities, Towns or Counties
Having Alternate Forms of Government

**RE: Application of Columbia Gas of Virginia, Inc.
for authorization to amend its conservation
and ratemaking efficiency plan pursuant to
Chapter 25 of Title 56 of the Code of Virginia
Case No. PUE-2013-00114**

Dear Sir or Madam:

Attached is a copy of the January 6, 2014 Order for Notice and Comment ("Order") in the above referenced proceeding before the Virginia State Corporation Commission ("Commission") as required by Paragraph 3 of the Order. Please take notice of its contents.

Sincerely,



T. Borden Ellis

Enclosure

COMMONWEALTH OF VIRGINIA
STATE CORPORATION COMMISSION
AT RICHMOND, JANUARY 6, 2014

APPLICATION OF

COLUMBIA GAS OF VIRGINIA, INC.

CASE NO. PUE-2013-00114

For authority to amend its natural gas
conservation and ratemaking efficiency plan
pursuant to Chapter 25 of Title 56 of the
Code of Virginia

ORDER FOR NOTICE AND COMMENT

On December 11, 2013, Columbia Gas of Virginia, Inc. ("Columbia Gas" or the "Company"), filed an application ("Application") with the State Corporation Commission ("Commission") requesting authority to amend its natural gas conservation and ratemaking efficiency plan ("Current CARE Plan") approved by the Commission in Case No. PUE-2012-00013.¹ The Commission approved the Company's Current CARE Plan on April 27, 2012, for the three-year period January 1, 2013, through December 31, 2015. The Company's initial CARE Plan ("Initial CARE Plan") was approved by the Commission in Case No. PUE-2009-00051 for a three-year period that ended December 31, 2012.²

Columbia Gas's Application requests authority to amend its Current CARE Plan to add a high-efficiency gas storage water heater measure and a high-efficiency tankless water heater measure to the Home Savings Program and to increase the approved customer rebate amounts for the existing high-efficiency natural gas furnace with an average fuel utilization rate efficiency

¹ *Application of Columbia Gas of Virginia, Inc., For authority to extend and amend its natural gas conservation and ratemaking efficiency plan*, Case No. PUE-2012-00013, 2012 S.C.C. Ann. Rept. 395, Final Order (Apr. 27, 2012).

² *Application of Columbia Gas of Virginia, Inc., For approval to implement a natural gas conservation and ratemaking efficiency plan including a decoupling mechanism*, Case No. PUE-2009-00051, 2009 S.C.C. Ann. Rept. 484, Final Order (Dec. 4, 2009).

("AFUE") \geq 90% measure and the attic insulation measure, both of which are measures currently included in the Home Savings Program (collectively, the "Home Savings Program Amendments"). The Application requests authority to implement the Home Savings Program Amendments effective April 30, 2014, for the remainder of the Current CARE Plan through December 31, 2015, and to incorporate the Home Savings Program Amendments into the previously approved Revenue Normalization Adjustment ("RNA"), CARE Program Adjustment ("CPA") and Program Performance Incentive ("PPI") mechanisms of the Current CARE Plan.

The Application states that year-over-year participation under the Current CARE Plan has declined compared to participation under the Initial CARE Plan and that during 2013, 31% fewer projects were completed as part of the Current CARE Plan as compared to 2012, the last year of the Initial CARE Plan.³ The Application states that the high-efficiency gas storage water heater and high-efficiency tankless water heater measures were part of the Company's Initial CARE Plan but that they were not included in the Current CARE Plan.⁴ Columbia Gas further states that the rebate amounts for the high-efficiency gas furnace (AFUE \geq 90%) and attic insulation measures also were reduced in the Current CARE Plan compared to the Initial CARE Plan.⁵ The Company asserts that these changes from the Initial CARE Plan correlate to the reduced rate of customer participation experienced under the Current CARE Plan and that the changes to the Current CARE Plan proposed by the Application are being requested to expand available options for residential customers and increase customer participation.⁶

³ Application at 5-6.

⁴ *Id.*

⁵ *Id.*

⁶ *Id.*

Specifically, Columbia Gas proposes that the high-efficiency gas storage water heater measure include a customer rebate of \$50 per qualifying unit, which it states is equivalent to the rebate offered under the Initial CARE Plan.⁷ For the proposed high-efficiency tankless water heater measure, the Company requests the customer rebate be approved in the amount of \$200 per qualifying unit.⁸ Columbia Gas proposes to increase the high-efficiency gas furnace (AFUE \geq 90%) measure from \$200 per qualifying unit to \$300 per qualifying unit and to increase the rebate for the attic insulation measure from \$0.18 per square foot to \$0.30 per square foot for qualifying insulation installed, both of which it states are consistent with the Initial CARE Plan rebate amount for these measures.⁹ The Company proposes to add \$25,000 each year to the Home Savings Program portion of the Education and Outreach Program budget for the remaining two years of the Current CARE Plan in order to increase customer awareness of the changes to the Home Savings Program and to increase participation.¹⁰ The Application indicates that this increase can be made within the overall approved budget for the Current CARE Plan.¹¹

The Company states that the impact of the Home Savings Program Amendments is a slight decrease of \$6,000 from the Commission-approved budget and that the Company proposes to invest a total of \$5.7 million, inclusive of the Home Savings Program Amendments, over the period of the Current CARE Plan, to be recovered under the previously approved CPA tracking

⁷ Application at 6.

⁸ *Id.*

⁹ *Id.*

¹⁰ Application at 13.

¹¹ *Id.*

mechanism.¹² The CPA, inclusive of the Home Savings Program Amendments, will cost the average residential customer using approximately 70 mcf approximately \$8 in 2014, the same annual cost as currently approved.¹³ The Company proposes no methodological changes to the approved RNA or CPA mechanisms contained in the Current CARE Plan.¹⁴

Through the PPI, the Company recovers up to 15% of the net verified economic benefits created by the utility's approved CARE Plan as provided by § 56-602 F of the Code of Virginia. The Company proposes to modify the usage reduction targets set forth in the Company's approved PPI to incorporate the Home Savings Program Amendments.¹⁵ In addition, the Company states that it has modified the definition of actual cost of gas to include upstream pipeline capacity costs, consistent with the Commission's ruling in Case No. PUE-2012-00118,¹⁶ for the purposes of the gross cumulative energy benefits used to calculate the PPI. To reflect the same Commission ruling, Columbia Gas also has revised the associated acronym from WACCOG, weighted average commodity cost of gas, to WACOG, weighted average cost of gas, in the PPI calculation.¹⁷

NOW THE COMMISSION, having considered the Company's Application and the applicable law, is of the opinion and finds that this matter should be docketed; that Columbia Gas should provide public notice of its Application; that interested persons should be afforded an

¹² Application at 7; Pre-filed Testimony of Charles Griffin at 9.

¹³ Application at 11.

¹⁴ Application at 10-11.

¹⁵ Application at 12.

¹⁶ *Application of Virginia Natural Gas, Inc., For approval of a natural gas conservation and ratemaking efficiency plan and rider*, Case No. PUE-2012-00118, Doc. Cont. Cen. No. 130570069, Order Approving Natural Gas Conservation and Ratemaking Efficiency Plan (May 30, 2013).

¹⁷ Application at 12.

opportunity to file comments on the Company's Application; and that the Commission's Staff ("Staff") should investigate the Application and file a Report containing the Staff's findings and recommendations.

Accordingly, IT IS ORDERED THAT:

- (1) Columbia Gas's Application shall be docketed as Case No. PUE-2013-00114.
- (2) On or before January 31, 2014, Columbia Gas shall cause a copy of the following notice to be published as display advertising (not classified) on one (1) occasion in newspapers of general circulation throughout the Company's service territory within the Commonwealth of Virginia:

NOTICE TO THE PUBLIC OF AN APPLICATION BY
COLUMBIA GAS OF VIRGINIA, INC. TO AMEND ITS
NATURAL GAS CONSERVATION AND RATEMAKING
EFFICIENCY PLAN
CASE NO. PUE-2013-00114

On December 11, 2013, Columbia Gas of Virginia, Inc. ("Columbia Gas" or the "Company"), filed an application ("Application") with the State Corporation Commission ("Commission") requesting authority to amend its natural gas conservation and ratemaking efficiency plan ("Current CARE Plan") approved by the Commission in Case No. PUE-2012-00013. The Commission approved the Company's Current CARE Plan on April 27, 2012, for the three-year period January 1, 2013, through December 31, 2015. The Company's initial CARE Plan ("Initial CARE Plan") was approved by the Commission in Case No. PUE-2009-00051 for a three-year period that ended December 31, 2012.

Columbia Gas's Application requests authority to amend its Current CARE Plan to add a high-efficiency gas storage water heater measure and a high-efficiency tankless water heater measure to the Home Savings Program and to increase the approved customer rebate amounts for the existing high-efficiency natural gas furnace with an average fuel utilization rate efficiency ("AFUE") $\geq 90\%$ measure and the attic insulation measure, both of which are measures currently included in the Home Savings Program (collectively, the "Home Savings Program

Amendments"). The Application requests authority to implement the Home Savings Program Amendments effective April 30, 2014, for the remainder of the Current CARE Plan through December 31, 2015, and to incorporate the Home Savings Program Amendments into the previously approved Revenue Normalization Adjustment ("RNA"), CARE Program Adjustment ("CPA") and Program Performance Incentive ("PPI") mechanisms of the Current CARE Plan.

The Application states that year-over-year participation under the Current CARE Plan has declined compared to participation under the Initial CARE Plan and that during 2013, 31% fewer projects were completed as part of the Current CARE Plan as compared to 2012, the last year of the Initial CARE Plan. The Application states that the high-efficiency gas storage water heater and high-efficiency tankless water heater measures were part of the Company's Initial CARE Plan but that they were not included in the Current CARE Plan. Columbia Gas further states that the rebate amounts for the high-efficiency gas furnace (AFUE $\geq 90\%$) and attic insulation measures also were reduced in the Current CARE Plan compared to the Initial CARE Plan. The Company asserts that these changes from the Initial CARE Plan correlate to the reduced rate of customer participation experienced under the Current CARE Plan and that the changes to the Current CARE Plan proposed by the Application are being requested to expand available options for residential customers and increase customer participation.

Specifically, Columbia Gas proposes that the high-efficiency gas storage water heater measure include a customer rebate of \$50 per qualifying unit, which it states is equivalent to the rebate offered under the Initial CARE Plan. For the proposed high-efficiency tankless water heater measure, the Company requests the customer rebate be approved in the amount of \$200 per qualifying unit. Columbia Gas proposes to increase the high-efficiency gas furnace (AFUE $\geq 90\%$) measure from \$200 per qualifying unit to \$300 per qualifying unit and to increase the rebate for the attic insulation measure from \$0.18 per square foot to \$0.30 per square foot for qualifying insulation installed, both of which it states are consistent with the Initial CARE Plan rebate amount for these measures. The Company proposes to add \$25,000 each year to the Home Savings Program portion of the Education and Outreach Program budget for the remaining two years of the Current CARE Plan in order to increase customer awareness of the changes to the Home Savings Program and to increase participation. The Application indicates that this increase

can be made within overall approved budget for the Current CARE Plan.

The Company states that the impact of the Home Savings Program Amendments is a slight decrease of \$6,000 from the Commission-approved budget and that the Company proposes to invest a total of \$5.7 million, inclusive of the Home Savings Program Amendments, over the period of the Current CARE Plan, to be recovered under the previously approved CPA tracking mechanism. The CPA, inclusive of the Home Savings Program Amendments, will cost the average residential customer using approximately 70 mcf approximately \$8 in 2014, the same annual cost as currently approved. The Company proposes no methodological changes to the approved RNA or CPA mechanisms contained in the Current CARE Plan.

Through the PPI, the Company recovers up to 15% of the net verified economic benefits created by the utility's approved CARE Plan as provided by § 56-602 F of the Code of Virginia. The Company proposes to modify the usage reduction targets set forth in the Company's approved PPI to incorporate the Home Savings Program Amendments. In addition, the Company states that it has modified the definition of actual cost of gas to include upstream pipeline capacity costs, consistent with the Commission's ruling in Case No. PUE-2012-00118, for the purposes of the gross cumulative energy benefits used to calculate the PPI. To reflect the same Commission ruling, Columbia Gas also has revised the associated acronym from WACCOG, weighted average commodity cost of gas, to WACOG, weighted average cost of gas, in the PPI calculation.

The details of these and other proposals are set forth in the Company's Application. Interested persons are encouraged to review the Company's Application and supporting testimony and exhibits for the details of these proposals.

The Commission entered an Order for Notice and Comment that, among other things, directed the Company to provide notice to the public and provided interested persons an opportunity to comment on the Company's Application.

A copy of the Company's Application may be obtained at no charge by requesting a copy of the same from the Company's counsel, T. Borden Ellis, Senior Counsel, Columbia Gas of Virginia, Inc., 1809 Coyote Drive, Chester, Virginia 23836. The Application and related documents also shall be available for

review in the Commission's Document Control Center, Tyler Building, First Floor, 1300 East Main Street, Richmond, Virginia 23219, between the hours of 8:15 a.m. and 5 p.m., Monday through Friday, excluding holidays. Interested persons also may download unofficial copies from the Commission's website: <http://www.scc.virginia.gov/case>.

On or before February 21, 2014, interested persons may file written comments on Columbia Gas's Application with Joel H. Peck, Clerk, State Corporation Commission, P.O. Box 2118, Richmond, Virginia 23218. Interested persons desiring to submit comments electronically may do so, on or before February 21, 2014, by following the instructions on the Commission's website: <http://www.scc.virginia.gov/case>. Comments shall refer to Case No. PUE-2013-00114.

On or before February 21, 2014, interested persons may request that the Commission convene a hearing on the Company's Application by filing a request for hearing with the Clerk of the Commission at the address set forth above. Requests for hearing must refer to Case No. PUE-2013-00114 and include: (i) a precise statement of the filing party's interest in the proceeding; (ii) a statement of the specific action sought to the extent then known; (iii) a statement of the legal basis for such action; and (iv) a precise statement why a hearing should be conducted in this matter.

A copy of any written comments, requests for hearing, and notices of participation shall simultaneously be sent to counsel for the Company: T. Borden Ellis, Senior Counsel, Columbia Gas of Virginia, Inc., 1809 Coyote Drive, Chester, Virginia 23836.

COLUMBIA GAS OF VIRGINIA, INC.

(3) On or before January 31, 2014, Columbia Gas shall serve a copy of this Order for Notice and Comment on the chairman of the board of supervisors and county attorney of each county and upon the mayor or manager (or upon equivalent officials) of every city and town in which Columbia Gas provides service in the Commonwealth of Virginia. Service shall be made by personal delivery or by first class mail, postage prepaid, to the customary place of business or residence of the person served.

(4) Columbia Gas shall promptly make a copy of the Application available to the public, who may obtain a copy of the Application at no charge by requesting a copy of the same in writing from the Company's counsel, T. Borden Ellis, Senior Counsel, Columbia Gas of Virginia, Inc., 1809 Coyote Drive, Chester, Virginia 23836. The Application and related documents also shall be available for interested persons to review in the Commission's Document Control Center, Tyler Building, First Floor, 1300 East Main Street, Richmond, Virginia, between the hours of 8:15 a.m. and 5 p.m., Monday through Friday, excluding holidays. Interested persons also may download unofficial copies from the Commission's website: <http://www.scc.virginia.gov/case>.

(5) On or before February 21, 2014, interested persons may file comments concerning the issues in this case with Joel H. Peck, Clerk, State Corporation Commission, P.O. Box, 2118, Richmond, Virginia 23218. Interested persons desiring to submit comments electronically may do so, on or before February 21, 2014, by following the instructions found on the Commission's website: <http://www.scc.virginia.gov/case>. Comments shall refer to Case No. PUE-2013-00114.

(6) On or before February 21, 2014, interested persons may request that the Commission convene a hearing on the Company's Application by filing a request for hearing with the Clerk of the Commission at the address set forth above. Requests for hearing must refer to Case No. PUE-2013-00114 and include: (i) a precise statement of the filing party's interest in the proceeding; (ii) a statement of the specific action sought to the extent then known; (iii) a statement of the legal basis for such action; and (iv) a precise statement why a hearing should be conducted in this matter.

(7) On or before February 21, 2014, the Company shall provide the Commission with the proof of notice and service required by Ordering Paragraphs (2) and (3).

(8) The Commission Staff shall investigate the Application. On or before February 28, 2014, the Staff shall file with the Clerk of the Commission an original and fifteen (15) copies of a Staff Report containing its findings and recommendations and shall promptly serve a copy of the same on counsel to the Company and all respondents.

(9) On or before March 7, 2014, Columbia Gas may file with the Clerk of the Commission any response to requests for hearing, the Staff Report and any comments filed by interested persons in this proceeding.

(10) The Company shall respond to written interrogatories or requests for the production of documents within four (4) business days after the receipt of the same. Except as so modified, discovery shall be in accordance with Part IV of the Commission's Rules of Practice and Procedure.

(11) This matter is continued generally pending further order of the Commission.

AN ATTESTED COPY hereof shall be sent by the Clerk of the Commission to:
T. Borden Ellis, Senior Counsel, Columbia Gas of Virginia, Inc., 1809 Coyote Drive, Chester, Virginia 23836; Vishwa B. Link, McGuireWoods LLP, One James Center, 901 East Cary Street, Richmond, Virginia 23219; and C. Meade Browder, Jr., Senior Assistant Attorney General, Office of the Attorney General, Division of Consumer Counsel, 900 East Main Street, Second Floor, Richmond, Virginia 23219; and a copy shall be delivered to the Commission's Office of General Counsel and Divisions of Utility Accounting and Finance and Energy Regulation.