**BEFORE**

**THE PUBLIC UTILITIES COMMISSION OF OHIO**

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| In the Matter of the Amendment of Certain Rules of the OAC to Implement Section 4911.021, Revised Code  In the Matter of the Application of Columbia Gas of Ohio, Inc. for a Waiver of 4901:1-13-11(B)(5). | )  )  )  )  )  )  )  ) | Case No. 11-4910-AU-ORD  Case No. 12-1056-GA-WVR |

**APPLICATION OF COLUMBIA GAS OF OHIO, INC.**

Now comes the Applicant, Columbia Gas of Ohio, Inc. (“Columbia”), pursuant to Ohio Adm. Code § 4901:1-18-09(C) and applies for approval of revised bill formats for residential customers as directed by the Public Utilities Commission of Ohio (“Commission”) in its February 23, 2012 Entry in Case No. 11-4910-AU-ORD. Columbia also requests a waiver of Ohio Adm. Code § 4901:1-13-11(B)(5) in order to implement stylistic changes to its bill as proposed herein. In support of this Application, Columbia states as follows:

1. Columbia is an Ohio corporation engaged in the business of supplying natural gas to consumers within the state of Ohio. Columbia is a public utility subject to the Commission’s jurisdiction.
2. Ohio Adm. Code § 4901:1-18-09 requires any natural gas company under the Commission’s jurisdiction to submit to the Commission for its approval any proposed new bill format, and further provides that in the absence of any action by the Commission within forty-five days, the proposed new bill format shall be approved.
3. On November 29, 2011, the Commission issued a Finding and Order in Case Number 11-4910-AU-ORD adopting changes to Ohio Adm. Code Chapter 4901:1-13. The rules adopted reflect the changes made to the Office of the Ohio Consumers’ Counsel (“OCC”) as the result of the passage of HB 153, which specifically prohibits the OCC from operating a telephone call center for consumer complaints.
4. Ohio Adm. Code 4901:1-13-11(B)(5) now requires natural gas companies to incorporate the following text into its billing statements:

If your complaint is not resolved after you have called (name of utility), or for general utility information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-68-7826 (toll free) from eight a.m. to five p.m. weekdays, or at http://www.puco.ohio.gov. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service).

The Ohio consumers’ counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-87-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.pickocc.org>.

1. On February 23, 2012, the Commission issued an Entry, directing all utilities to file revised bill format applications reflecting the changes required by 4901:1-13-11(B)(5).
2. Columbia hereby submits its revised bill formats, attached hereto as Attachment A, and requests a waiver to modify the required language on its bills as follows:

If your complaint is not resolved after you have called Columbia Gas of Ohio, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1-800-686-826 (toll free) from 8 a.m. to 5 p.m. weekdays, or at http:www.puco.ohio.gov. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio Relay Service)

The Ohio Consumers’ Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 from 8 a.m. to 5 p.m. weekdays, or at <http://www.pickocc.org>.

1. Columbia’s requested deviation from the language in 4901:1-13-11(B)(5) merely involves stylistic changes and do not in any way alter the meaning of this rule. Columbia believes that these changes will aid consumers in reading their gas bills.

**WHEREFORE,** Columbia respectfully requests that the Commission grant its requested waiver and approved the revised bill format as proposed herein.

Respectfully submitted,

**COLUMBIA GAS OF OHIO, INC.**

By: /s/ Brooke E. Leslie

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**COLUMBIA GAS OF OHIO, INC.**

**ATTACHMENT A**