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07-248-GA-CSS



The Public Utilities Commission of Ohio
MAR 4 4: 09

PUCO

Case Number

Public Utilities Commission of Ohio
Attn: Docketing
180 E. Broad St.
Columbus, OH 43215

Formal Complaint Form

Dawan Clayborne
Customer Name

521 Elm Apt A
Customer Address

Toledo Ohio 43604
City State Zip

Against

17146357 002 000 3
Account Number

PO Box 351702
Customer (if different from above) ← Please mail correspondence

Columbia Gas of Ohio
Utility Company Name

Toledo Ohio 43635
City State Zip

Please describe your complaint. (Attach additional sheets if necessary)

I am a customer of Columbia of Gas of Ohio at 521 Elm Apt A.
I am writing about my bill from ^{2006 2007} Dec-Feb. I was charged \$436.⁰⁰ for service which isn't accurate. I have no previous bill and first time customer. I only used hot water because my furnace is broken. I would like my bill to reflect honest changes. My next bill is \$337.⁸⁰ a month and I don't have heat to my home. I was told by Company that if it got cold, the rate that the person used before me was \$150.⁰⁰ maximum.

D. [Signature]
Signature

419 245-0160
Customer Telephone Number

This is to certify that the above information is true and correct as presented to the Commission. The Commission does not discriminate on the basis of race, color, sex, religion, or national origin. An Equal Opportunity Employee and Service Provider.
Date Processed 3.5.07

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PUCO

They are suppose to charge 97¢ to \$1.00⁰
for every one hundred cubic feet.
Columbia Gas of Ohio is discriminating
against me and my family because
we found out that we're being
put on the internet for profit
better known as human trafficking
They are trying to make bills
excessive to punish us.
This is unjust and unreasonable
that street gas service to a house
is lesser and I live on an apt.
and my bill is higher than my
rent and I don't even have
heat.

How to Contact Us

1-800-344-4077
For DirectLink self-service 24 hours/day
For billing questions,
call 7 a.m. - 7 p.m., Mon. - Fri. before due date
For quickest response,
call 11 a.m. - 3 p.m., Mon. - Fri.

1-800-344-4077
For gas leaks or odor of gas 24 hours/day
Press option 2 after the greeting

711
For hearing-impaired relay

www.columbiagasohio.com
Click on DirectLink e-Services for account information,
online billing and payment services, financial assistance,
and other useful tools.

Payment Options

E-bill Receive and pay your bill online. To enroll,
visit our Web site, www.columbiagasohio.com.

ZipCheck Authorize your bank to pay your bill
automatically each month.

Phone Call NCO EasyPay at 1-800-284-8572 or link
from our Web site to pay by credit card, debit
card or electronic check. NCO charges a
convenience fee for each transaction.

Authorized Payment Centers Visit DirectLink e-
Services on our Web site or call for the location
of an authorized payment center near you. The
agent charges a service fee for each transaction.

Mail Detach and return the coupon below with
payment to:

Columbia Gas of Ohio
P.O. Box 9001847
Louisville, KY 40290-1847

Gas Meter Information

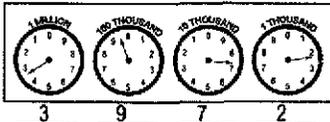
Actual Reading We have read the meter. You're
required to provide us access to read the meter at
least once a year or risk shut-off. Please contact
us to make arrangements if access is required.

Estimated Reading During the months we don't
read the meter, we accurately estimate your
reading based on the history of usage at the
service address and normal temperatures for the
billing period. We verify the reading the next time
we read the meter to make sure you pay only for
the energy you've used.

Gas Usage We measure your gas usage in Ccf
equal to 100 cubic feet.

How to Read the Meter When a pointer is
between two numbers on a dial-type meter, read
the smaller number except when the pointer is
between 9 and 0. Record the reading on the dials
from left to right.

Example:



Billing & Payment Summary

Customer Name	
Dawan B Clayborne	
Percentage Income Payment Plan (PIPP)	
Previous Amount Due on 01/11/2007	\$0.00
Payments Received by 01/25/2007	\$0.00
Payment Plan Balance on 01/25/2007	= \$0.00
PIPP Payment Plan Amount	+ \$0.00

No Payment Due = **\$0.00**

Billing & Payment Notes

Actual Account Status

Begin Balance	\$435.64
Payments Recd	\$0.00
Curr Utility Chgs +	\$337.80
Ending Balance =	\$773.44

You are responsible for the Ending Balance if you go off the payment plan.

We are required to include your name, address, and usage information on lists of eligible customers that are made available to retail natural gas suppliers or governmental aggregators. If you wish to be excluded from the lists, please call 1-800-344-4077 or write Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH, 43216-2318.

See back of bill for Detail of Charges for Gas Service.

Service Summary

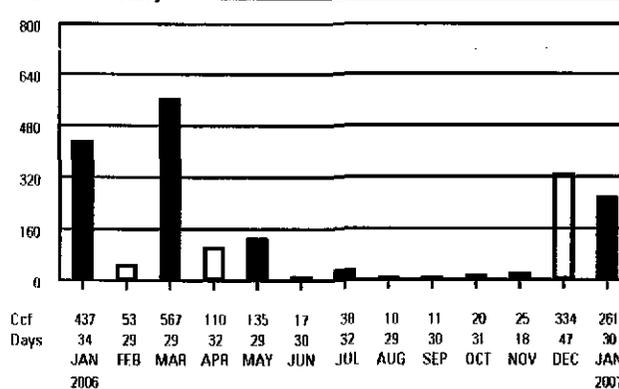
Service Location	
521 Elm St A Toledo OH 43604-2925	
Meter Number	Meter Readings (30 Billing Days)
M1005508	Actual Reading on 1/25 6964
	Estimated Reading on 12/25 - 6703
	Gas Used (Ccf) = 261

Service Summary Notes

Your next actual meter reading date is 3/26/2007

To avoid a calculated bill next month, report your meter reading at 1-800-837-3721 from a touch-tone phone, or 1-800-344-4077 from a rotary phone, between February 20, 2007 and February 23, 2007. Your PSID number is 200581169. See meter reading instructions in the left column of your bill.

Gas Use History



Daily Comparisons

Month	Avg Daily Temp	Avg Daily Usage
Jan '07	34.1°	8.7
Dec '06	39.0°	7.1
Jan '06	35.6°	12.9

Your Average Monthly Usage is 132 Ccf

Your Total Annual Usage is 1581 Ccf

Payment Coupon

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for more details about
your account

Legal Notices

Public Utilities Commission of Ohio If your complaint is not resolved after you have called us, or for general utility information, residential and business customers may call the Public Utilities Commission of Ohio (PUCO) toll-free at 1-800-686-7826 or for TDD/TTY toll-free at 1-800-686-1570 from 8:00 a.m. to 5:30 p.m. weekdays, or visit www.PUCO.ohio.gov.

Apples to Apples For a comparison of available competitive natural gas suppliers, visit the PUCO Web site at www.PUCO.ohio.gov or call 1-800-299-7271.

Office of Ohio Consumers' Counsel The Ohio Consumers' Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted toll-free at 1-877-742-5622 from 8:00 a.m. to 5:00 p.m. weekdays, or visit www.pickocc.org.

Check Processing Information When you pay your Columbia Gas bill by check, you authorize us to convert the check to electronic data and to make a one-time electronic fund transfer from your checking account for that payment. Funds could be transferred as early as the day after we receive your payment. Your financial institution will not return your check but will note the transaction on your financial statement. For more information or if you do not want your check converted to an electronic transfer, please call our check processing agent toll-free at 1-866-282-1850, 7 a.m. - 7 p.m., Mon. - Fri.

Bankruptcy Notices Mail to Columbia Gas of Ohio, Revenue Recovery, 200 Civic Center Dr., Columbus, OH 43215.

Other Correspondence (except payments) Mail to Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318

Safety Tips

Odor of Gas We add a distinctive odor to your natural gas to alert you to a leak in or around your home. If you smell an odor of gas:

1. Leave the building immediately. Leave the door open on your way out, and don't use light switches or matches.
2. Call our 24-hour emergency number from a nearby phone and wait for our service crew to arrive to explain the situation.

Call Before You Dig If you're planning a home construction or landscaping project, call the Ohio Utility Protection Service (OUPS) at 1-800-362-2764 at least 72 hours before you start to dig. A representative will mark the approximate location of underground utility lines on your property.

Employee Identification All of our employees and approved meter readers and contractors carry photo identification. If someone claims to represent the gas company, ask to see identification. Call the police if you see suspicious activity.

Detail of Charges for Gas Service

Current Month Charges	\$337.80
Total Charges for Service This Period	\$337.80

Service Charges Notes

Current Charges include gas cost recovery of \$263.64 at the rate of \$1.01011 per Ccf.

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35 °
Humidity: 66 %
more weather

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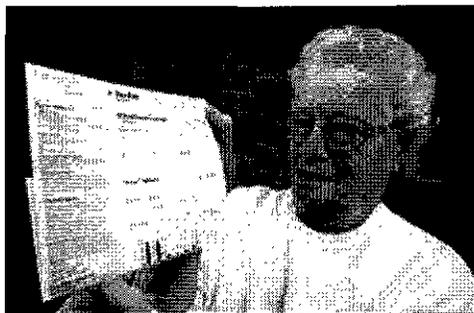
Energy

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Article published Tuesday, January 23, 2007
NATURAL GAS

Low heat bills make some feel warmer

By **JON CHAVEZ**
BLADE BUSINESS WRITER



When her heating fuel contract with Interstate Gas Co. expired last year, Anna Marvin figured any new rate wouldn't be near the rate she was paying.

She switched to Vectren Source, for a higher rate, and expected the natural-gas bill she got this month to rise.

Instead, she found her bill went down significantly.

"We keep our house at about 70 degrees as long as it doesn't get too cold out," the Toledo resident said. She and her husband, Francis, live in a 1½ story house. Her bill this month was \$243, down from \$337 a year ago, as her usage dropped.

Her explanation for the lower heating bill: "We had a little bit warmer weather, I guess."

It was a common circumstance in the Toledo area, with warmer weather and a big drop in natural gas prices this winter. It follows a winter a year ago in which many people had bills of several hundred dollars in a month, at levels they hadn't seen before.

The area had a warmer December, averaging 37 degrees, much warmer than 25 degrees a year earlier, the National Weather Service said.

Most bills received this month will cover at least part of December.

Natural gas prices also fell, helped by record storage and decreased demand for fuel in the warmer temperatures. Such prices typically will be 90 cents to \$1 per

Anna Marvin of Toledo welcomes her natural gas bill, which was lower than last year. Many area residents benefited from lower natural gas rates and the mild weather.

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100 cubic feet. Mrs. Marvin's rate is \$1.11.

Columbia Gas of Ohio, one of the larger providers in metro Toledo, charged \$1.02 in December, down from \$1.29 a year ago.

Jim Halloran, an energy analyst with National City Private Client Group in Cleveland, said the price could go down more.

"And the chances of getting a price spike — unless weather goes below zero — are extremely minimal due to the high amount of gas already in storage," he said.

Ken Howe, of Bedford Township, said his costs dropped to \$140 this month, down from \$284 last January. An Aquila Gas Co. customer, his usage was 134 units of gas for the latest bills, down from 215 a year ago.

"I think it's mostly just temperature," he said. But he said he also put another layer of insulation in the attic last year.

Marian Blanton, of Toledo, added weatherstripping to her windows and her bill dropped nearly \$200.

"The weatherstripping ... that's not enough to account for the drop. But whatever happened, I love it," she said.

Even though metro Toledo customers often can pick an independent gas supplier, she stayed with Columbia Gas, and her bill fell to \$158 from \$350 last year.

Not everyone has benefited. Some people concerned about last winter's high bills took the chance to pick an alternative supplier and locked in a rate for a year or more. Those rates chosen a year or even nine months ago are likely much higher than the latest Columbia Gas rates.

Rose Memire, of Toledo, received a higher bill than last year, mainly because a previous low-priced contract she had expired and she had to find a new supplier, who charged a higher rate.

She paid \$277 this month, with a rate from Commerce Energy at \$1.18 per 100 cubic feet. A year ago, she paid \$259 to Vectren Source, at a rate of 81 cents.

"I know my rate went up because I had to switch suppliers," she said. "It's a gamble."

She said she has kept her thermostat turned down and has an insulated house and an updated furnace.

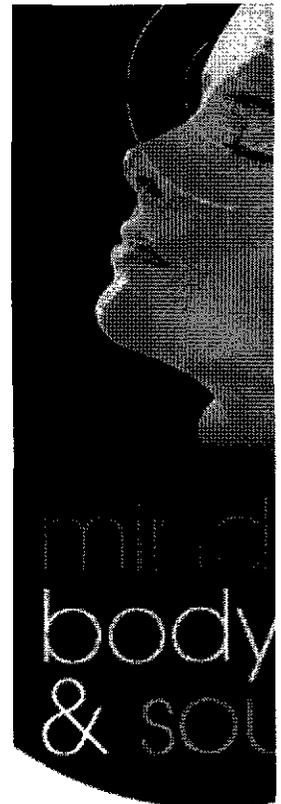
Customers can opt out of most contracts, but usually there's a fee, sometimes \$50 or more.

Contact Jon Chavez at jchavez@theblade.com or 419-724-6128.

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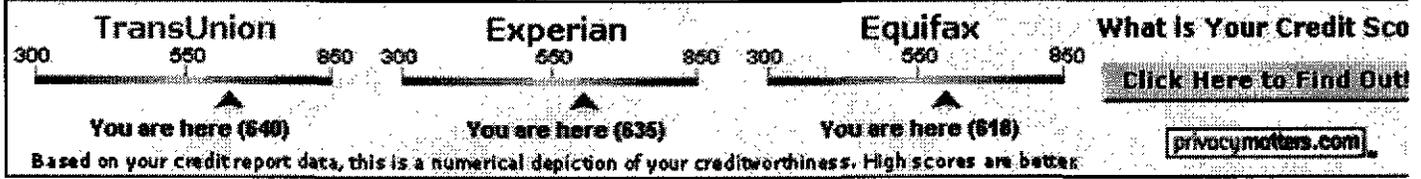
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Article published Saturday, December 16, 2006

Dip in natural gas prices should ease utility bills

The price of natural gas will drop slightly next month for customers of Columbia Gas of Ohio, and homeowners' bills also are expected be less than they were a year ago.

The utility yesterday asked state regulators to allow it to charge \$1.01 per 100 cubic feet in January, down a penny from December's rate and significantly less than the \$1.36 rate of a year ago. The average bill, based on weather predictions, is expected to be \$225 for next month, down 19 percent from an average \$279 a year ago. Regulators typically approve the rate request.

The new rate remains considerably higher than years past. Two years ago, the rate was 99 cents per 100 cubic feet while three years ago, it was 68 cents. Also, a spokesman for the Ohio Consumers' Counsel yesterday warned that, typically, Ohio's coldest months are still ahead and urged consumers to continue to prepare for frigid winter weather.

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