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The Public Utilities Commission of Ohio

JUN 29 2007

07-773-LA-CSS
Case Number

INVESTIGATION AND AUDIT DIVISION
PUBLIC UTILITIES COMMISSION OF OHIO

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

Formal Complaint Form

Glen C. Probert
Customer Name

35 Kilton Rd. Ext.
Customer Address

RECEIVED-DOCKETING

2007 JUL -2 AM 11:

PUCO

Against

Gallipolis OH 45631
City State Zip

152391240010009
Account Number

Customer Service Address (if different from above)

Columbia Gas of Ohio
Utility Company Name

City State Zip

Ohio PECO

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

Under Details of charges for Gas Service there are no details of charges above the cost of repairing. So what are those charges & who gets the money. Your excuse of I did not participate in the apply to apply garbage is no excuse to not send me a complete Bill. The excuse that I have gotten both from the Gas Co + PECO. They don't have to tell me what those charges are + PECO I should trust the Gas Co. to not over charge me because you I trust them.

(I don't.)

a complete Bill is due me, & your job is to see that it get!

Glen C. Probert
Signature

1-740-441-1078
Customer Telephone Number

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.

Technician JS Date Processed 7-2-07

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.

Billing Options

Budget Payment Plan Reduce the impact of higher, unstable natural gas prices by spreading the cost of winter heating more evenly throughout the year. Know how much to expect to pay each month.

Customer CHOICE Purchase your natural gas from an unregulated supplier and have more control over the gas cost portion of your bill, which amounts to nearly two-thirds of your bill. Columbia Gas will still deliver the gas and provide safe, reliable service.

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:

Billing & Payment Summary

Customer Name

Glen C Roberts

Previous Amount Due on 05/23/2007

\$44.89

Payments Received by 06/04/2007

- \$89.78

Balance on 06/07/2007

= \$44.89CR

Charges for Gas Service This Period

+ \$15.39

No Payment Due

= \$29.50CR

Billing & Payment Notes

Lower your winter heating bill now! For a limited time, you can enroll in the new Extended Budget Payment Plan and spread the cost of heating more evenly through July 2008. Just pay \$53.00 instead of the amount due this month. We'll review your budget amount in March 2007, August 2007 and again in March 2008 to make sure your account balance is on track.

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

Service Summary

Service Location

35 Keaton Rd
Gallipolis OH 45631-1564

Meter Number

340861

Meter Readings (30 Billing Days)

Estimated Reading on 6/7 8130

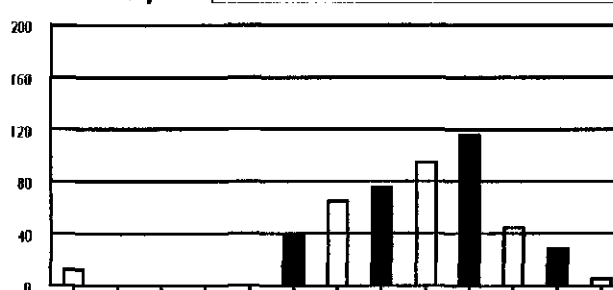
Actual Reading on 5/8 - 8123

Gas Used (Ccf) = 7

Service Summary Notes

Your next actual meter reading date is 7/9/2007

Gas Use History



Daily Comparisons

Month	Avg Daily Temp	Avg Daily Usage
Jun '07	68.6°	0.2
May '07	58.0°	1.0
Jun '06	63.9°	0.5

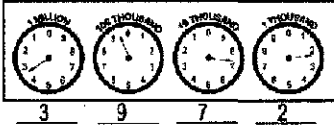
Your Average Monthly Usage is 40 Ccf

Your Total Annual Usage is 485 Ccf

Gas Meter Information (continued)

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:



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.

Rights and Responsibilities - A summary of customer rights and responsibilities is available at www.columbiagasohio.com or by calling 1-800-344-4077. Information covers rules regarding service installation; security deposits; billing and payment; payment plans; low-income assistance; disconnection and reconnection of service; meter reading and testing; usage and payment history; natural gas safety; maintenance of customer-owned service lines; employee identification; rate information and alternatives; Customer CHOICE; privacy rights; and complaint procedures. You may obtain a copy of the full minimum gas service standards at the PUCO Web site or phone numbers shown above.

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.

Detail of Charges for Gas Service

Current Month Charges	\$15.39
Total Charges for Service This Period	\$15.39

Service Charges Notes

Current Charges include gas cost recovery of \$7.15 at the rate of \$1.02083 per Ccf.

7:15 - 15.39
Where are the items
that cost \$6.24?