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FILE



The Public Utilities
Commission of Ohio

RECEIVED-DOCKETING DIV
2007 OCT 18 PM 1:23

07-1120-GA-CSS
Case Number

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

PUCO
Formal Complaint Form

Dennis W. Click
Customer Name

4744 Cypress Grove Drive
Customer Address

Groveport OH 43125
City State Zip

Against

12695733 002 0001
Account Number

Customer Service Address (if different from above)

Columbia Gas of Ohio
Utility Company Name

City State Zip

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

(See attached documents)

Dennis W. Click
Signature

614-835-0233
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 SM Date Processed 10/18/07

The Public Utilities Commission of Ohio
Ted Strickland, Governor • Alan R. Schriber, Chairman
Commissioners: Ronda Hartman Fergus, Judy A. Jones, Valerie A. Lemmie, Donald L. Mason
180 E. Broad Street, Columbus, Ohio 43215-3793 • An Equal Opportunity Employer and Service Provider

Dennis W. Click
4744 Cypress Grove Drive
Groveport, Ohio 43125

October 17, 2007

The Public Utilities Commission of Ohio
Attention: Docketing
180 East Broad Street
Columbus, Ohio 43215

Re: Columbia Gas of Ohio
Residential Account #12695733 002 000 1

I wish to file a complaint about information provided on Columbia Gas of Ohio monthly statements for residential service.

I recently called Columbia Gas to request an explanation of my gas bills during the summer months when our residence was unoccupied and the gas line valve inside our house was closed. In a phone call to Columbia Gas on September 13, 2007, I learned there is a Customer Service Charge of \$6.50 included in each monthly statement. However, that service charge does not appear as an itemized entry on the statement.

I also spoke to Alfred at the The Public Utilities Commission of Ohio about this matter. I advised both the representative at Columbia Gas and the PUCO representative that the Customer Service Charge should be itemized on the monthly statements as a matter of full and appropriate disclosure of charges to customers.

In contrast to the failure of Columbia Gas to disclose the Customer Service Charge, the monthly statements from American Electric Power include an itemized entry of \$4.75 as a Customer Charge. See the enclosed statement from AEP which clearly discloses the Customer Charge, but the enclosed statement from Columbia fails to disclose their Customer Service Charge to customers.

I appeal to The Public Utilities Commission to require that Columbia Gas fully disclose the Customer Service Charge to customers on each monthly statement.

You may call me at 614-835-0233 if there are any questions.



Dennis W. Click

Enclosures

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

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.

Gas Meter Information

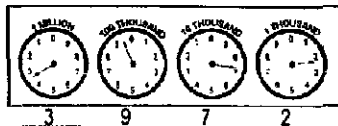
Actual Reading We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

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:



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.

Billing & Payment Summary

Customer Name

Dennis W Click

Previous Amount Due on 08/06/2007

\$5.20

Payments Received by 08/06/2007

\$5.20

Balance on 08/21/2007

\$0.00

Charges for Gas Service This Period

\$7.74

Amount Due

\$7.74

An Automatic Bill Payment of \$7.74 will be made on 09/04/2007 by your Financial Institution.

Billing & Payment Notes

Join the Budget Payment Plan. To enroll, just pay the budget amount of \$32.00 instead of the amount due this month.

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

Service Summary

Service Location

4744 Cypress Grove Dr
Groveport OH 43125-9053

Service Summary Notes

Your next actual meter reading date is 9/20/2007

Meter Number

99441367

Meter Readings (29 Billing Days)

Estimated Reading on 8/21

3064

Actual Reading on 7/23 ✓

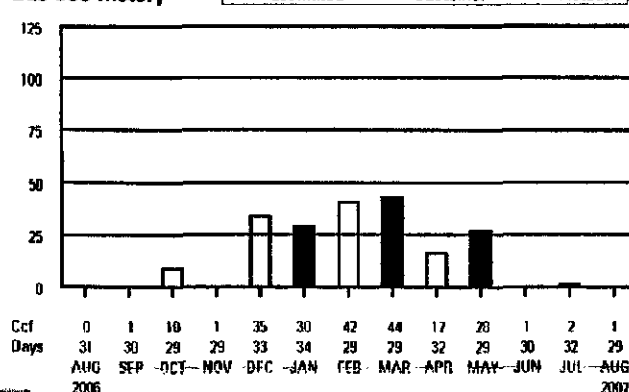
3063

Gas Used (Ccf)

= 1

@ 7.74 = 7.74

Gas Use History



Daily Comparisons

Month	Avg Daily Temp	Avg Daily Usage
Aug '07	76.4°	0.0
Jul '07	73.4°	0.1
Aug '06	76.9°	0.0

Your Average Monthly Usage is 18 Ccf

Your Total Annual Usage is 212 Ccf

Payment Coupon

Turn Me Over ▶▶
for more details about
your account

Legal Notices (continued)

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.

Applies 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.

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

Detail of Charges for Gas Service

		Service Charges Notes
Current Month Charges	\$7.74	Current Charges include gas cost recovery of \$0.98 at the rate of \$0.97536 per Ccf.
Total Charges for Service This Period	\$7.74	



A unit of American Electric Power

Send Inquiries To:
PO BOX 24401
CANTON, OH 44701-4401
108-490-516-2-7 CYC 08 35

6462-1

*****AUTO**5-DIGIT 43125

|||||
DENNIS W CLICK
JOAN S CLICK
4744 CYPRESS GROVE DR
GROVEPORT, OH 43125-9053

Total Amount Due \$ 15.38
Do Not Pay This Bill

1538

Amount Enclosed

\$

Make Check Payable and Send To:

108-490-516-2-7 CYC 08
AMERICAN ELECTRIC POWER
PO BOX 24417
CANTON OH 44701-4417

|||||

0000015380000015380100000000001084905162708082408008900005

Please tear on dotted line and return top portion with your payment

C

SERVICE AT:

DENNIS W CLICK
JOAN S CLICK
4744 CYPRESS GROVE DR
GROVE POINT GROVEPORT OH

For Billing, Outage or
Service Inquiries, Call:
1-800-277-2177
Pay by Phone:
1-800-611-0964

Account Number
108-490-516-2-7

Bill Date 08/08/07
Page 1 of 2 010

PREVIOUS CHARGES:

Total Amount Due at Last Billing
Payment 07/26/07 - Thank You
Previous Balance

Account Balance	Amount Due
\$ 16.34	
16.34 CR	
\$.00	\$.00

CURRENT AEP CHARGES (1-800-277-2177):

08/08/07 Tariff 014 - RESIDENTIAL SERVICE

Service Delivery Identifier Number: 0004-0621-0679-7266-3

Generation Service	\$ 5.56
Transmission Service	.66
Distribution Service	4.04
Customer Charge	4.75
Transition Charge	.37

Current AEP Charges Due \$ 15.38 ✓ \$ 15.38 ✓

Total Amount Due \$ 15.38
Do Not Pay This Bill. This Amount Will Be Deducted
From Your Bank Account On Aug 24.

\$0.53 is your average daily cost for current electric service

108-490-516-27

Price To Compare

For tariff 014, in order to save you money a new supplier must offer you a price lower than 5.3 cents per KWH for the same usage that appears on this bill. You may contact AEP at the phone number shown on this bill to receive additional information, including a written explanation, about this Price-To-Compare.



A unit of American Electric Power

Due date does not
apply to the Previous
Balance Due

See other side for
important information



A unit of American Electric Power

Send Inquiries To:

PO BOX 24401
CANTON, OH 44701-4401

6462-1

SERVICE AT:

DENNIS W CLICK
JOAN S CLICK
4744 CYPRESS GROVE DR
GROVE POINT GROVEPORT OH

For Billing, Outage or
Service Inquiries, Call:

1-800-277-2177

Pay by Phone:

1-800-611-0964

Account Number
108-490-516-2-7

Bill Date 08/06/07
Page 2 of 2

Please return the payment stub on Page 1 with your payment.

USAGE:

Meter Number	Service Period		Meter Reading		Multiplier	Metered Usage
	From	To	Prev CD	Pres CD		
99425552	07/10/07	08/08/07	46036 V	46159 A	1.0000	123 KWH

CD - Read Code: A = Actual Reading
V = Actual Reading

29 Billing Days Next Scheduled Read Date 09/07/07

Month	Usage	Month	Usage	Month	Usage	Month	Usage	Month	Usage	Month	Usage
Aug 06	303	Oct 06	139	Dec 06	145	Feb 07	379	Apr 07	563	Jun 07	513
Sep 06	149	Nov 06	224	Jan 07	400	Mar 07	219	May 07	443	Jul 07	134
Average Monthly Usage: 300 KWH						Total Usage (Past 12 Months): 3611 KWH					

AEP MESSAGES:

Pay by Phone: Call 1-800-611-0964. For inquiries or concerns about your telephone payment, call BillMatrix Customer Services at 1-888-333-4026.

Visit us at www.AEPOhio.com



A unit of American Electric Power

Due date does not
apply to the Previous
Balance Due

See other side for
Important Information