

NC

FILE

09-550-GA-CSS



The Public Utilities
Commission of Ohio

Case Number

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

Formal Complaint Form

Michael J. Young
Customer Name

5550 Wood Ridge Drive
Customer Address

Columbus OH 43213
City State Zip

Against

117 389 76 001 000 8
Account Number

Customer Service Address (if different from above)

COLUMBIA GAS of Ohio Inc.
Utility Company Name

City State Zip

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

Columbia Gas has billed me for an amount that I believe is incorrect. They supposedly had a "dead meter" and went back to usage from a previous year as a comparison - they had originally billed me up to an amount of \$13,332.61. Enclosed with this complaint is my MAY 13, 2009 letter to Columbia Gas.

Michael J. Young
Signature
(cell) 614-638-2755 (o) 614-861-1000
Customer Telephone Number

RECEIVED-DOCKETING DIV

2009 JUN 30 PM 2:21

PUCO

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 BT Date Processed 06/30/2009



The Public Utilities Commission of Ohio

*Monitoring marketplaces and enforcing rules to
assure safe, adequate, and reliable utility services*

Ted Strickland, Governor
Alan R. Schriber, Chairman

Commissioners
Ronda Hartman Fergus
Valerie A. Lemmie
Paul A. Centolella
Cheryl Roberto

June 05, 2009

Michael Young
5550 Wood Ridge Dr
Columbus, OH 43213

CASE ID: MYOU05140997

Dear Mr. Young:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO).
Enclosed is the necessary information for filing a formal complaint.

Please note that all filings must be made on 8-1/2 by 11 inch paper. You must
provide one original and 10 copies of the complaint.

If you have any questions about this or any other regulated utility-related matter,
please contact the PUCO Consumer Hotline at 1-800-686-PUCO (7826). For more
information regarding the PUCO, visit us on the web at www.PUCO.ohio.gov.

Sincerely,

Linda Hamilton
Customer Service Investigator
Service Monitoring and Enforcement Department

MICHAEL J YOUNG
5550 WOODRIDGE DR
COLUMBUS OH 43213 2 656



COLUMBIA GAS

of Ohio
P O BOX 742510
CINCINNATI OH 45274

COMPANY OFFICE HOURS
MON-FRI 7:00 TO 7:00

TELEPHONE NO
1-800-344-4077

NAME AND SERVICE ADDRESS

MICHAEL J YOUNG
5550 WOODRIDGE DR
COLUMBUS OH 43213 2656

CUSTOMER ACCOUNT NUMBER
11738976 001 000 8

PAYMENT PLAN VERIFICATION NOTICE

EXTENDED PAYMENT AGREEMENT BILLING PLAN

Date of Agreement:	May 7, 2009		
Account Arrears		\$	2,020.83
Current Amount Billed		\$	154.08
Required Down Payment		\$	0.00
Adjusted Account Balance (Agreement Amount)		\$	2,174.91
Number of Installments			12
Installment Amount		\$	181.25

Upon receipt of future bills, your Installment Amount will be shown as a line item on the bill and will become part of the 'Present Balance Due' which will also include that month's current bill.

Down payment amount (if any) must be received by May 14, 2009 or this payment plan will be canceled.

DESIREE WHEELER
COMPANY CONTACT
COLUMBIA GAS OF OHIO, INC.
800-272-5440

Michael J. Young

5550 Wood Ridge Drive
Columbus, Ohio 43213
614-861-1000 Phone
614-866-2449 Fax
E-Mail: myoung@youprop.com

May 13, 2009

Account Processing Center
Columbia Gas of Ohio
P.O. Box 2318
Columbus, Ohio 43216-2318

RE: 5550 Wood Ridge Drive – Columbus, Ohio
Account No. 11738976 CUST 001 8

Dear Personnel:

I have talked to your account representative regarding this account and have received the following from you in the past week:

May 6, 2009 Gas Bill for \$2174.91

May 8, 2009 Letter regarding your "logic" for this "New bill"

May 11, 2009 "Dead Meter Adjustment Inquiry" Beginning July 7, 2008

Your logic is faulty and incorrect.

From June, 2008 thru December, 2008, I have paid the following bills:

6-12-2008	\$14.30
8-8-2998	\$25.28
9-19-2008	\$13.62
11-21-2008	\$20.43
12-22-2008	\$378.81

This is for service during mainly the warmer months; I was gone for most of October, 2008 and part of November, 2008 and the thermostat turned down to 50 degrees – the home has exceedingly high "R Values" in both the outside walls and above the ceilings and roof – R-70+ in the sidewalls and R-50+ in the ceilings.

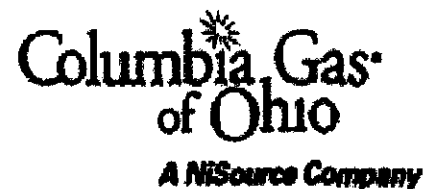
During most of January, 2009 and half of February, 2009 I was away from home mostly and the thermostat turned down to 50 degrees.

It is not my fault that possibly you had inaccurate readings and defective meter – but your methodology in coming up with the \$2174.91 bill is erroneous in regards to the actual usage.

Please contact me so that we might come to some agreement. You can reach me at either (Cell) 614-638-2755 or (o) 614-861-1000.

Very truly yours,

Michael J. Young
Enclosures



May 8, 2009

Michael J Young
5550 Woodridge Dr
Columbus Oh 432132656

Account number: 11738976 CUST 001 8

Dear Customer:

On May 4, 2009, we changed your gas meter because it was not registering usage. After a thorough investigation, we have determined that this condition has existed since July-08.

By using information we have on the heating requirements for this address and average daily temperatures provided by the U.S. Weather Bureau, we have determined that the total amount of gas you would have used during this period is -9,076 CCF at a total cost of -\$11,311.78. After subtracting the payments you have made and adding the unpaid balance, the total amount due is \$2,174.91.

For your convenience, we have placed your account on a 12-month payment plan to clear this adjustment. You will be billed \$181.24 each month in addition to your current monthly bill. Of course, should you choose, you may pay the full amount of the adjustment in a shorter period of time by remitting more than the payment plan amount, plus your current bill. A corrected bill reflecting your new balance and payment plan will follow.

We apologize for any inconvenience this matter might cause you. If you have any questions concerning the adjustment, please call us at 1-800-344-4077, Monday - Friday, 7:00 a.m. - 7:00 p.m.

Sincerely,

Account Processing Center
Columbia Gas of Ohio, Inc.

Columbia Gas of Ohio

A NiSource Company

May 11, 2009

OPER ACTION DEAD METER ADJUSTMENT INQUIRY
CUST NAME MICHAEL J YOUNG PCID 11738976 CUST 001 8
SERV ADDR 5550 WOODRIDGE DR CHECKFREE
CITY COLUMBUS ST OH ZIP 432132656 NON PARTICIPANT

PSID NUMBER 300724242 METER NO. N950914 DISC. PRCNT 0.0 ENERGY ASSIST. NONE

READING DATE			CONSUMPTION		BILLING AMOUNT	
MONTH	DAY	YEAR	CALCULATED	DISCOUNTED	ORIGINAL	ADJUSTED
04	06	2009	891	179	1309.09	263.09
03	06	2009	9735	306	12038.74	393.13
02	05	2009	265	413	336.49	517.11
01	07	2009	0	371	13.08	427.96
12	04	2008	0	274	7.21	398.78
11	03	2008	0	138	6.81	204.72
10	03	2008	0	35	6.81	50.83
09	04	2008	0	36	6.81	54.54
08	05	2008	0	35	6.81	62.90
07	07	2008	11	39	25.28	72.29

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

E-BILL Go paperless! Sign up for one of our e-bill options and view your bill online.

Extended Payment Plans Special payment arrangements and energy assistance are available, if eligible.

Payment Options

Online Pay free by electronic check at our Web site.

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

NCO EasyPay Call 1-800-284-8572 or link from our Web site to pay by credit/debit card, or e-check. A convenience fee will apply.

Authorized Payment Centers Call or visit us online to find a payment center near you. Agents charge a fee for each transaction.

Mail Return coupon below with payment to:

Columbia Gas of Ohio
P.O. Box 742510
Cincinnati, OH 45274-2510

Gas Meter Information

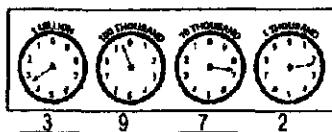
Actual Reading We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

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

Michael J Young

Customer CHOICE Program

Previous Amount Due on 05/20/2009

\$13,332.61

Payments Received by 05/05/2009

\$0.00

Billing Adjustment 05/05/2009

- \$11,311.78

Balance on 05/05/2009

= \$2,020.83

Charges for Gas Service This Period

+ \$154.08

Amount Due by 05/21/2009

= \$2,174.91

Billing & Payment Notes

If we receive your payment for the current total Amount Due by the due date shown on this bill, you will avoid a late payment charge of 1.50%.

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

Service Summary

Service Location

5550 Woodridge Dr

Columbus OH 43213-2656

Meter Number

N950914

Meter Readings (29 Billing Days)

Estimated Reading on 5/5

1701

Adjusted Reading on 4/6

1588

Gas Used (Ccf)

= 113

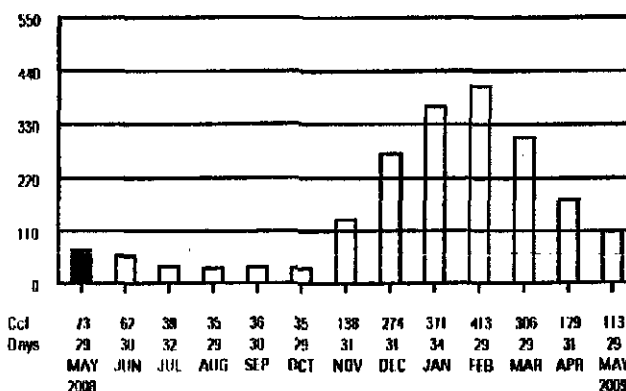
Service Summary Notes

Your next actual meter reading date is 7/6/2009

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 June 1, 2009 and June 4, 2009. Your PSID number is 300724242. See meter reading instructions in the left column of your bill.

Gas Use History

Estimated Customer Actual



Daily Comparisons

Month	Avg Daily Temp	Avg Daily Usage
May '09	54.6°	3.9
Apr '09	49.8°	5.8
May '08	58.5°	2.5

Your Average Monthly Usage is 167 Ccf

Your Total Annual Usage is 2001 Ccf

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

Extended Payment Plans Special payment arrangements and energy assistance are available, if eligible.

Payment Options

Online Pay free by electronic check at our Web site.

CheckFree E-bill Receive and pay bills online through CheckFree. Enroll at our Web site.

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

NCO EasyPay Call 1-800-284-8572 or link from our Web site to pay by credit/debit card, or e-check. A convenience fee will apply.

Authorized Payment Centers Call or visit us online to find a payment center near you. Agents charge a fee for each transaction.

Mail Return coupon below with payment to:

Columbia Gas of Ohio
P.O. Box 742510
Cincinnati, OH 45274-2510

Gas Meter Information

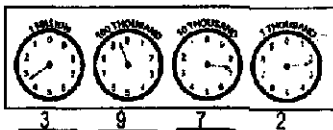
Actual Reading We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

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

Michael J Young

Customer CHOICE Program

Previous Amount Due on 03/23/2009

\$12,023.52

Payments Received by 04/06/2009

\$1,000.00

Late Payment Fee

\$18.05

Balance on 04/06/2009

\$12,203.87

Charges for Gas Service This Period

\$1,128.74

Amount Due Immediately

= \$12,023.52

Amount Due By 04/21/2009

= \$1,309.09

Billing & Payment Notes

We are required to include your name, address and usage information on lists of eligible customers that are made available to utility or government 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.

Foreign language interpreter service is available if you or someone you know prefers to speak with us in a native language. Whether talking with us by phone or in person during a service visit, we will connect you immediately with an interpreter who will work with you and our representative to answer your questions or schedule service. The service is also available 24 hours a day, seven days a week to report emergencies.

If we receive your payment for the current total Amount Due by the due date shown on this bill, you will avoid a late payment charge of 1.50%.

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

***** TERMINATION NOTICE *****

Your account is past-due. To avoid disconnection of service at 5550 Woodridge Dr., Columbus Oh 43213-2656 scheduled on or after April 22, 2009, you must pay **\$12,023.52** in full or provide a payment receipt number by 10:00 PM on **April 21, 2009**. Partial payment will not protect you from shut-off unless you arrange one of the payment plans listed below in advance, if eligible. You can make a payment, report a payment receipt number, or arrange a payment plan by phone through our automated system at 1-800-344-4077, or online through our "Manage Your Account" service at www.columbiagasohio.com.

PAYMENT METHODS

Our representative will not accept payment by cash or personal check at your home. However, you can choose from the following payment options:

- * You may pay by phone or online with your credit card, ATM debit card, or an electronic check. Call NCO EasyPay at 1-800-284-8572 or visit our Web site. NCO charges a convenience fee for each transaction.
- * You may pay in person at an authorized payment center. Visit our Web site or call us for payment locations near you. The payment agent charges a service fee for each transaction.
- * You may pay by electronic check at our Web site at no charge, if you register your account with our online account management service. Go to www.columbiagasohio.com and click on "Manage Your Account" to log in or register your account.

If you pay through NCO or an authorized payment agent, you must report your payment receipt number by 10:00 p.m. on the business day prior to the scheduled shut-off date, and you must pay the total past-due amount to stop termination. Call 1-800-344-4077 and select option 1 from the main menu. After identifying your account, select option 2 from the next menu to report your payment. If you pay through our free online payment option before 10:00 p.m. on the business day prior to the scheduled shut-off date, a payment confirmation number will automatically post to your account and will delay shut-off and any collection activity.

Failure to pay charges for optional, non-regulated products or services that appear on your Columbia Gas of Ohio bill may result in the loss of those products and services.