

FILE
NC

4

BEFORE THE PUBLIC UTILITIES COMMISSION OF OHIO

In the Matter of the Application
of Suburban Natural Gas Company
for Approval of New Bill Format.

Case No. 11- 1926-GA-UNC

RECEIVED-DOCKETING DIV
2011 MAR 31 PM 1:07
PUCO

APPLICATION

Suburban Natural Gas Company ("Suburban") respectfully requests that the Commission review the attached sample bill ("Attachment A") and notify it of any deficiencies. In support of its Application, Suburban states the following:

1. Suburban is an Ohio corporation engaged in the business of supplying natural gas to consumers located within the State of Ohio and is a public utility subject to the jurisdiction of this Commission. Suburban's principal office is located at 2626 Lewis Center Road, Lewis Center, Ohio 43035-9206.
2. Ohio Administrative Code Rule 4901:1-18-10(C) requires that Attachment A be filed with this Commission and provides for automatic approval upon the expiration of forty-five (45) days if no changes are ordered by the Commission.

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 M Date Processed MAR 31 2011

3. Suburban has worked extensively with the Commission's staff in developing the new bill format and has incorporated all of the staff's requested changes.

WHEREFORE, Suburban respectfully requests that the Commission review its new bill format and issue an order approving it at the earliest possible date.

Respectfully submitted,

SUBURBAN NATURAL GAS COMPANY

By David L. Pemberton, Jr. Pres.

David L. Pemberton, Jr., President
2626 Lewis Center Road
Lewis Center, OH 43035-9206
(740) 548-2450



SUBURBAN NATURAL GAS COMPANY

274 E FRONT STREET, P.O. BOX 130
COLUMBUS OH 43018
(614) 650-2346

2628 LEWIS CENTER ROAD
LEWIS CENTER OH 43085
(740) 548-2450

HOURS: 8:00 a.m. - 4:30 p.m. Monday through Friday

Customer Name
Address
Street, City Zip Code

ACCOUNT NUMBER
000-0000-00
BILL DATE
1/24/2011
DUE DATE
2/07/2011
AMOUNT DUE
249.12

PLEASE MAKE CHECKS PAYABLE TO:
SUBURBAN NATURAL GAS COMPANY
TO AVOID ADDITIONAL EXPENSE -
YOUR PAYMENT MUST BE RECEIVED
BY THE DUE DATE



SERVICE LOCATION				SERVICE FROM	SERVICE THRU	NUMBER OF DAYS	
12345 Street Address				12/10/10	1/12/11	33 DAYS	
Charge Type	Previous Read	Current Read	Multiplier	Usage	UOM	Charges	
MONTHLY SERVICE CHG							9.18
GAS COST RECOVERY	7729	7954	1.0000	225	CCF		156.33
GAS COSTS CALCULATED AT A RATE OF .694810 PER CCF							
DELIVERY CHARGE							71.78
GROSS RECEIPTS TAX							11.83
						CURRENT CHARGES	249.12

HISTORICAL USAGE (CCF)
Dec 137 Nov 49 Oct 13 Sep 7
Aug 8 Jul 7 Jun 6 May 29
Apr 58 Mar 163 Feb 209 Jan 235
TOTAL- 918 AVG- 77
NEXT METER READ DATE ON OR ABOUT 2/09/2011

PREVIOUS ACCOUNT BALANCE 155.35
LATE PAYMENT CHARGES .00
PAYMENTS (THANK YOU) 155.35
CURRENT CHARGES 249.12
ADJUSTMENTS .00
PRESENT ACCOUNT BALANCE 249.12

PLEASE RETURN STUB WITH PAYMENT

ACCOUNT NUMBER	BILL DATE	SERVICE FROM	SERVICE THRU	DUE DATE	PAY BEFORE DUE DATE	PAY AFTER DUE DATE
000-0000-00	1/24/2011	12/10/10	1/12/11	2/07/2011	249.12	261.58

THE DUE DATE DOES DOES NOT APPLY TO ANY BALANCE THAT IS
PAST DUE. PAST DUE AMOUNTS MAY BE ELIGIBLE FOR
DISCONNECTION. YOU MAY CALL OUR OFFICE AND PAY YOUR
INVOICE USING A MASTERCARD, VISA OR DISCOVER DEBIT OR
CREDIT CARD



IF PAYING IN PERSON PLEASE BRING ENTIRE BILL.
IF MAILING PLEASE REMOVE BOTTOM PORTION AND RETURN
WITH YOUR PAYMENT TO:

SUBURBAN NATURAL GAS COMPANY
PO BOX 183035
COLUMBUS OH 43218-3035



SEE BACK OF BILL FOR MORE INFORMATION

021027901012420110000249121

INFORMATION REGARDING YOUR GAS SERVICE

Please call our office in Cygnet at (419) 655-2345, or in Lewis Center at (740) 548-2450 if you have any questions regarding your gas service. Our customer service representatives are available to answer your questions and resolve your complaints.

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

Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll-free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.pickocc.org.

INFORMATION ABOUT YOUR BILL

Meters are read monthly. Your bill is not estimated.

You are billed per CCF of gas used. CCF is a unit of measurement (UOM) of gas usage equal to 100 cubic feet. Rates and explanations as to their application are available upon request.

This bill may be paid at our office, participating banks or any authorized payment agency. Be sure to bring the entire bill when paying in person. (For the location of a payment agency near you, please call the office nearest to you.) Bills are payable by the due date.

Please make checks or money orders payable to Suburban Natural Gas Company, and record your account number.

Payments may also be made by Debit or Credit Card. We accept Visa, MasterCard or Discover.

Automated Bill Payment – Your account can be set up for automatic bill payment. This payment option allows you to have your payments automatically taken out of your checking account or charged to your credit card on the due date each month. Authorization forms are available upon request. To obtain an authorization form or for more information, please contact our office in Cygnet or Lewis Center.

PAYMENT PLANS

Budget Payment Plan – The budget program officially begins in June, but customers may enroll at any time. (Enrolling in the program after June will result in a higher budget amount because the payments are spread over fewer months). The budget plan spreads your winter heating bills over an eleven month period. In the 12th month (May), customers will see an adjustment made on their bills to make up for any difference between the past 11 months' payments and actual natural gas usage. This could result in either a credit or a charge. Any charges must be paid in full by the due date on that months' bill.

Extended Payment Plans – If you have a problem paying your bill, there are several extended payment plans available to help you to make affordable payments and maintain service. You may also be eligible for assistance. Please call our office for more information.

FOR YOUR SAFETY

CALL 1-800-362-2764 or 8-1-1 before you dig: It's the law!

By law, everyone MUST contact the Ohio Utilities Protection Service, 1-800-362-2764 or 8-1-1, at least 48 hours but no more than 10 working days (excluding weekends and legal holidays) before beginning any digging project.

IN CASE OF EMERGENCY: In Northwest Ohio, call our Cygnet office at 419-655-2345 or In Central Ohio, call our Lewis Center office at 740-548-2450, 8:00 a.m. – 4:30 p.m. Monday Through Friday. For a gas emergency after business hours call 1-877-485-8223.

ODOR OF GAS – We add distinctive odor to your natural gas to alert you to a leak in or around your property. If you smell an odor of gas:

1. Leave the building immediately. Leave the door open.
2. Do not light matches, flip electrical switches on or start engines.
3. Call our office immediately from a nearby phone.

EMPLOYEE IDENTIFICATION – All of our employees carry photo identification. If someone claims to be from Suburban Natural Gas Company, ask to see their identification, or call our office if you are unsure before letting the person into your home.

YOUR GAS METER

Meter Tampering is illegal – Tampering with a gas meter is illegal and can cause property damage and serious personal injury. If you suspect that a meter has been tampered with, please report it to us. Your call will be kept confidential.

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

EXAMPLE:
If the hand is between two numbers, read it as the lower number.

