

**BEFORE  
THE PUBLIC UTILITIES COMMISSION OF OHIO**

IN THE MATTER OF THE APPLICATION OF	)	
EASTERN NATURAL GAS COMPANY FOR	)	
APPROVAL OF A REVISED BILL FORMAT	)	CASE NO. 11-4910-AU-ORD
PURSUANT TO RULE 4901:1-13-11, OHIO	)	
ADMINISTRATIVE CODE.	)	

---

**APPLICATION FOR APPROVAL OF  
REVISED BILL FORMAT**


---

Now comes the Applicant, Eastern Natural Gas Company (Eastern), and, in compliance with the Commission's February 23, 2012 Entry ("Entry") in this case, requests approval for the bill format proposal herein, pursuant to the Rule 4901:1-13-11(D), Ohio Administrative Code. In support of its Application, Eastern states as follows:

1. Eastern is an Ohio company engaged in the business of supplying natural gas to consumers in Ohio, and, as such, is a public utility as defined by Sections 4905.02 and 4905.03 of the Ohio Revised Code and is subject to the jurisdiction of the Public Utilities Commission of Ohio ("Commission").
2. In its Entry, the Commission ordered companies to file revised bill formats consistent with certain revised rules in this docket within thirty days of the Entry. The proposed changes, reflected on the back of the bill, reflect the rule revisions made by the Commission.
3. A sample Eastern's proposed bill format is attached as Exhibit A.
4. The Application does not result in a rate increase.

5. Eastern requests Commission approval to use its current bill format until its current bill stock is exhausted. The proposed bill format would become effective for the first billing cycle after the current bill stock is exhausted.
6. Rule 4901:1-13-11(D), Ohio Administrative Code, provides that "[a] gas or natural gas company proposing any new bill format shall file its proposed bill format with the commission for approval. If the commission does not act upon an application for a new bill format within forty-five days, the proposed bill format shall automatically be approved on the forty-sixth day."
7. WHEREFORE, Eastern respectfully requests approval of this Application to revise Eastern's bill format consistent with the provisions of Rule 4901:1-13-11(D), Ohio Administrative Code, to become effective on the first billing cycle after its current bill stock is exhausted.

Respectfully submitted,



Kenneth N. Rosselet, Jr.  
Eastern Natural Gas Company  
P.O. Box 430  
Frazeyburg, Ohio 43822  
Telephone: (740) 828-2892 Ext. 254  
Regulatory Compliance Officer  
Eastern Natural Gas Company

## **EXHIBIT A**

**GAS EMERGENCIES OR SUSPECTED GAS LEAKS**  
**CALL 330-772-3500 (Mon-Fri) OR 1-800-541-2299 ext 200 (After hours, Holidays & Weekends)**

Ways to pay your bill:

Please write your account number on your check to ensure proper posting of your payment.

- Automatic Bank Payment Plan (see Direct Debit Payments below).
- Pay by mail: PO BOX 644617, Pittsburgh, PA 15264-4617.
- Pay at Eastern Natural Gas Office in Kinsman (5940 State Route 7, Kinsman, Ohio).
- Pay at Andover Bank.

Reading Your Meter:

Actual Reading..... A reading by Eastern Natural Gas Company (including transfers and final reads).

Estimated Reading..... When Eastern Natural Gas Company cannot get a reading, consumption is based on the average temperature and on your past energy use.

CCF..... One hundred cubic feet of gas.

Fax Number: (330) 772-3502.

Meter Reading Schedule: We are scheduled to read your meter monthly. Your next scheduled read date is on the front of your bill.

Rate Schedules/Billing Accuracy: An explanation of how to verify calculation of a bill and an explanation of various charges are available upon request by calling (800) 232-1478.

Billing Procedures: Your bill is mailed on approximately the same day each month. The Total Due must be paid by the Due Date to avoid any late charges. Failure to pay your bill by the end of business day on the Due Date could result in a late charge of 1.5% being added to your bill. Payment not received by Due Date will cause account to be considered in arrears and eligible for late charges/disconnection. All returned checks will be charged a \$17 service fee.

Gas Cost Recovery (GCR): The cost of purchasing gas is adjusted monthly.

Direct Debit Payments: With our Direct Debit Payment Plan, you can eliminate the need to write checks or travel to our office to pay your bill. Your payment will automatically be deducted from your checking or savings account on your due date. Call our office for details and authorization form.

Address Change: Please contact the office at (800) 232-1478 during office hours to update your address and contact information.

Customer Assistance: For consumer assistance, you may contact our office on weekdays 9AM-12Noon; 12:30PM-4:00PM, or you can write to the company at Eastern Natural Gas Company, 5940 State Route 7, Kinsman, OH 44428.

EMERGENCIES - 1-330-772-3500

GAS SERVICE - 1-330-772-3500

BILLING INQUIRIES - 1-800-232-1478

Emergencies: For emergencies after 4:00PM Weekdays, Holidays, and Weekends, please call **1-800-541-2299 Extension 200.**

Line Location: CALL BEFORE YOU DIG (811 or 1-800-362-2764) IT IS THE LAW!

Customer Complaints: If your complaint is not resolved after you have called Eastern Natural Gas Company, or for general utility information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.puco.ohio.gov>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service).

The Ohio consumers' counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.pickocc.org>.

PLEASE DO NOT WRITE BELOW THE PERFORATION. ALL CORRESPONDENCE SHOULD BE WRITTEN ON A SEPARATE SHEET.

---

**This foregoing document was electronically filed with the Public Utilities**

**Commission of Ohio Docketing Information System on**

**3/6/2012 11:15:11 AM**

**in**

**Case No(s). 11-4910-AU-ORD**

Summary: Application for approval of revised bill format electronically filed by Mr. Kenneth N Rosselet on behalf of Eastern Natural Gas Company