

**BEFORE  
THE PUBLIC UTILITIES COMMISSION OF OHIO**

In the Matter of the Amendment of	)	Case No. 11-4910-AU-ORD
Certain Rules of the OAC to	)	
Implement Section 4911.021, Revised	)	
Code	)	
	)	
In the Matter of the Application of	)	Case No. 12-1056-GA-WVR
Columbia Gas of Ohio, Inc. for a	)	
Waiver of 4901:1-13-11(B)(5).	)	

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**APPLICATION OF COLUMBIA GAS OF OHIO, INC.**

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Now comes the Applicant, Columbia Gas of Ohio, Inc. ("Columbia"), pursuant to Ohio Adm. Code § 4901:1-18-09(C) and applies for approval of revised bill formats for residential customers as directed by the Public Utilities Commission of Ohio ("Commission") in its February 23, 2012 Entry in Case No. 11-4910-AU-ORD. Columbia also requests a waiver of Ohio Adm. Code § 4901:1-13-11(B)(5) in order to implement stylistic changes to its bill as proposed herein. In support of this Application, Columbia states as follows:

1. Columbia is an Ohio corporation engaged in the business of supplying natural gas to consumers within the state of Ohio. Columbia is a public utility subject to the Commission's jurisdiction.
2. Ohio Adm. Code § 4901:1-18-09 requires any natural gas company under the Commission's jurisdiction to submit to the Commission for its approval any proposed new bill format, and further provides that in the absence of any action by the Commission within forty-five days, the proposed new bill format shall be approved.
3. On November 29, 2011, the Commission issued a Finding and Order in Case Number 11-4910-AU-ORD adopting changes to Ohio Adm. Code Chapter 4901:1-13. The rules adopted reflect the changes made to the Office of the Ohio Consumers' Counsel ("OCC") as the result of the passage of HB 153, which specifically prohibits the OCC from operating a telephone call center for consumer complaints.

4. Ohio Adm. Code 4901:1-13-11(B)(5) now requires natural gas companies to incorporate the following text into its billing statements:

If your complaint is not resolved after you have called (name of utility), or for general utility information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-68-7826 (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 1-87-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.pickocc.org>.

5. On February 23, 2012, the Commission issued an Entry, directing all utilities to file revised bill format applications reflecting the changes required by 4901:1-13-11(B)(5).
6. Columbia hereby submits its revised bill formats, attached hereto as Attachment A, and requests a waiver to modify the required language on its bills as follows:

If your complaint is not resolved after you have called Columbia Gas of Ohio, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1-800-686-826 (toll free) from 8 a.m. to 5 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 from 8 a.m. to 5 p.m. weekdays, or at <http://www.pickocc.org>.

7. Columbia's requested deviation from the language in 4901:1-13-11(B)(5) merely involves stylistic changes and do not in any way alter the meaning of this rule. Columbia believes that these changes will aid consumers in reading their gas bills.

**WHEREFORE**, Columbia respectfully requests that the Commission grant its requested waiver and approved the revised bill format as proposed herein.

Respectfully submitted,  
**COLUMBIA GAS OF OHIO, INC.**

By: /s/ Brooke E. Leslie  
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Email: bleslie@nisource.com

Attorneys for Applicant  
**COLUMBIA GAS OF OHIO, INC.**

## **ATTACHMENT A**

## 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

**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.

**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

**Online** Pay free by electronic check at our Web  
site.

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

**BillMatrix** Call 1-866-694-1828 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.

## Billing & Payment Summary

### Customer Name

Columbia Gas of Ohio Customer

Previous Amount Due on 03/06/2012	\$47.06
Payments Received by 03/01/2012	- \$47.06
Balance on 03/20/2012	= \$0.00
Charges for Gas Service This Period	+ \$32.19

<b>Amount Due by 04/04/2012</b>	<b>=</b>	<b>\$32.19</b>
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### Billing & Payment Notes

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.

## Service Summary

### Service Location

123 Main St  
Anytown OH 12345-6789

### Meter Number

XXXXXXX

### Meter Readings (29 Billing Days)

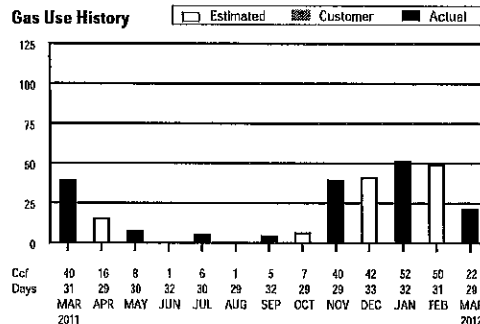
Actual Reading on 3/20	279
Estimated Reading on 2/20	= 257
<b>Gas Used (Ccf)</b>	<b>= 22</b>

### Service Summary Notes

Your next actual meter  
reading date is **5/18/2012**

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 April 16, 2012 and  
April 19, 2012. Your PSID  
number is xxxxxxxxx. See  
meter reading instructions in  
the left column of your bill.

## Gas Use History



## Daily Comparisons

Month	Temp	Avg Daily Usage
Mar '12	47.6°	0.8
Feb '12	35.0°	1.6
Mar '11	40.1°	1.3

Your Average Monthly  
Usage is 21 Ccf

Your Total Annual Usage is  
250 Ccf

## Payment Coupon

Turn Me Over ▶▶  
for more details about  
your account

<b>Amount Due by 4/04/2012</b>	<b>\$32.19</b>
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Payment Enclosed

\$

Make check payable to:

**Account Number**  
XXXXXXXX XXX XXX X

☐ Is your contact information  
on the back incorrect?  
Check this box and detail the  
correction on the reverse  
side.

☐ Check this box and complete  
the form on the back to make  
a tax-deductible donation to  
the HeatShare fuel fund.

**Columbia Gas<sup>®</sup>**  
of Ohio  
A NISource Company

P.O. Box 16581  
Columbus, OH 43216-6581

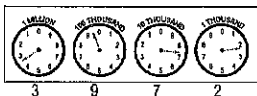
00040534 01 AV 0.3501  
\*\*\*\*\*AUTO\*\*5-DIGIT 12345  
COLUMBIA GAS OF OHIO CUSTOMER  
123 MAIN ST  
BOX 000  
ANYTOWN OH 12345-6789

COLUMBIA GAS  
P O BOX 742510  
CINCINNATI OH 45274-2510



**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 Columbia Gas of Ohio, 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 8 a.m. to 5 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).

**Office of Ohio Consumers' Counsel** The Ohio Consumers' Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 from 8 a.m. to 5 p.m. weekdays, or at <http://www.pickocc.org>.

**Rights and Responsibilities** A summary of customer rights and responsibilities is available at [ColumbiaGasOhio.com](http://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](http://www.PUCO.ohio.gov) or call 1-800-299-7271.

**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

**Safety Tips**

**Gas Odor** If you smell the distinctive odor of gas:

1. Leave the building immediately. Leave the door open, and don't use any electricity, matches or cordless phone.
2. Call 1-800-344-4077 away from the area and wait for our service crew to arrive.

**Call Before You Dig** Call O.U.P.S. at 811 at least 48 hours before you start to dig for any outdoor project. It's for your safety - and it's the law!

**Employee Identification** All of our employees and authorized meter readers and contractors carry photo ID. If someone claims to represent the gas company, ask to see identification. Call the police if you see suspicious activity.

**Contact Information Corrections**

If this mailing address or phone number are incorrect, please make the necessary corrections on the lines below.

123 Main St  
Box000  
Anytown OH 12345-6789  
123-456-7890

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip code \_\_\_\_\_

Home Phone( ) \_\_\_\_\_

**Detail of Charges for Gas Service**

		Service Charges Notes
Fixed Monthly Delivery Charge	\$17.81	Current Charges include gas cost recovery of \$9.52 at the SSO rate of \$0.43260 per Ccf. SSO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.88 divided by 10.
Infrastructure Replacement Program Rider	\$2.63	
Standard Service Offer	\$9.52	
Usage Based Charges	\$0.70	
Gross Receipts Tax @ 4.987%	\$1.53	
Total Charges for Service This Period	\$32.19	

**Additional Account Information**

**Simple Energy Solutions for Your Home**

Great news! Reduce your gas and water bills, plus get a \$10 rebate now, when you buy a select high-performance, energy-efficient showerhead online at [ColumbiaGasOhio.com/e-store](http://ColumbiaGasOhio.com/e-store). Or visit the site for a \$10 mail-in rebate form for eligible showerheads purchased at your local retailer. Call 1-88-542-4767 for more information. Columbia Gas of Ohio -- doing more to help you save money, energy and the environment.

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

**Commission of Ohio Docketing Information System on**

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**in**

**Case No(s). 11-4910-AU-ORD, 12-1056-GA-WVR**

Summary: Application In the Matter of the Application of Columbia Gas of Ohio, Inc. for a Waiver of 4901:1-13-11(B)(5) electronically filed by B. Moss on behalf of Columbia Gas of Ohio