

**SUBURBAN NATURAL GAS COMPANY**  
ESTABLISHED 1882



211 FRONT STREET, P.O. BOX 130  
CYGNET, OHIO 43413-0130  
(419) 655-2345

2626 LEWIS CENTER ROAD  
LEWIS CENTER, OHIO 43035-9206  
(740) 548-2450

WILLIAM J. MICHAEL, ESQ.  
GENERAL COUNSEL

January 15, 2013

Public Utilities Commission of Ohio  
Attn: Docketing  
180 E. Broad Street  
Columbus, Oh 43215

Re: *In the Matter of the Amendment of Certain Rules of the OAC to Implement SEC*  
4911.021 – Case No. 11-4910-AU-ORD

Dear Sir and/or Madam:

Supplementing the letter filed on January 11, 2013, attached is a copy of Suburban's invoice including the PUCO/OCC contact language.

If you have any questions pertaining to this matter please do not hesitate to contact our office.

Sincerely,

William J. Michael, Esq.

Encl.

## 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 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>.

## 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 12<sup>th</sup> 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 month's 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.

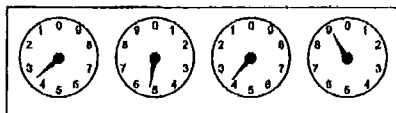
**EMPLOYEE IDENTIFICATION** - All of our employees carry photo identification. If someone claims to be from Suburban Natural Gas Company, ask to see their identification, or call our office if you are unsure before letting the person into your home.

## 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.



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

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

Summary: Correspondence supplementing Suburban's letter filed on 1/11/13 regarding bill format change to include PUCO/OCC contact language electronically filed by Brandi L. Kayser on behalf of Suburban Natural Gas Company