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November 1, 2013

08-0072-GA-AIR

Chairman Todd A. Snitchler
Public Utilities Commission of Ohio
180 E. Broad Street
Columbus, OH 43215

Case ID DLAI101713ZH

Dear Chairman Snitchler:

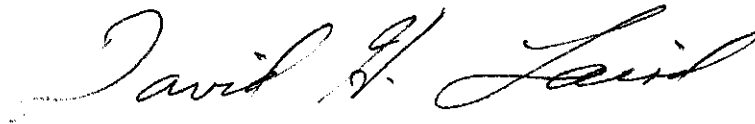
I contacted the PUCO through its website on October 17. Within ten days, I received a reply from Tara Jones, Customer Service Investigator. After thoroughly reading Ms Jones' letter I feel my main issue was not addressed. The issue is double billing of fixed rates at rental property because of billing cycles. The outgoing tenant paid up to the date he vacated the apartment. As landlord I was billed for the remaining five days in the same billing cycle. The scenario is repeated when new tenants move in.

The explanation given by Ms Jones was the minimum charge is due to 'fixed costs'. The fixed costs were paid by two customers for the same billing period. I would like to suggest that the fixed costs be prorated. I do not take issue with paying for gas used.

The reason I bring this matter to your attention is my understanding that the mission of the Public Utilities Commission is to monitor the activities of utility companies, including scrutinizing the rates and service for the protection of the consumer. In my opinion, charging two customers for the same service in the same billing cycle penalizes customers to the advantage of the utility, in this case, Columbia Gas of Ohio.

I would appreciate you sharing this letter with your colleagues: Commissioners Lessner, Haue, Slaby, Trombold.

Very truly yours,



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