

**BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO**

In the Matter of the Application of Eastern)	
Natural Gas Company for Approval of a New)	
Bill Format pursuant to Ohio Administrative)	Case No. 13-1985-GA-UNC
Code §4901:1-13-11(D))	

In the Matter of the Application of Pike)	
Natural Gas Company for Approval of a New)	
Bill Format pursuant to Ohio Administrative)	Case No. 13-1986-GA-UNC
Code §4901:1-13-11(D))	

In the Matter of the Application of Southeastern)	
Natural Gas Company for Approval of a New)	
Bill Format pursuant to Ohio Administrative)	Case No. 13-1987-GA-UNC
Code §4901:1-13-11(D))	

REVISED APPLICATION

On September 23, 2013, Eastern Natural Gas Company, Pike Natural Gas Company, and Southeastern Natural Gas Company (Companies) filed an Application for approval of new bill formats. On November 5, 2013 the Commission ordered that the Application filed by the Companies be suspended from the automatic approval process. The attorney examiner found that additional time was necessary in order to complete a review of the Application and the cases should be suspended from the automatic approval process in order for the Commission and Staff to review the Application further.

Since the date of the original filing the Companies have engaged in an ongoing review process with the Commission Staff which has resulted in the set of sample bill formats for which the Companies are seeking approval. Additionally, as the new billing system matures and expected upgrades to the software are implemented in 2015, the Companies will continue to modify their billing formats to reflect the enhancements that have been made available. These anticipated future revisions will be filed with the Commission for its review and approval prior to implementation.

Finally concerning a related topic, the Companies wish to inform the Commission of their new online application. The Companies are making available to their customers online bill payment. This application will allow customers: to review their current bill online; pay their bill online, including a credit card payment; and review actual copies of their prior twelve months of bills.

Now, the Companies respectfully requests that the Commission review and approve the attached sample bill formats. Attachment A contains samples of the front page of the proposed bill formats. Bills samples are actual bills with the customer name, address, and account number

redacted. Attachment A, with the exceptions of the company name and return address are identical for each company.

- Attachment A, contains for Eastern Natural Gas Company: a bill face for a customer that is not on a payment plan (regular bill); a bill face for a customer on budget bill; a bill face for a customer on PIPP, and a bill back that would apply to all.
- Attachment B, contains for Pike Natural Gas Company: a bill face for a customer that is not on a payment plan (regular bill); a bill face for a customer on budget bill; a bill face for a customer on PIPP, and a bill back that would apply to all.
- Attachment C, contains for Southeastern Natural Gas Company: a bill face for a customer that is not on a payment plan (regular bill); a bill face for a customer on budget bill; a bill face for a customer on PIPP, and a bill back that would apply to all..

In support of its Application, the companies state the following:

1. The Companies are Ohio corporations engaged in the business of supplying natural gas to consumers located within the state of Ohio. The Companies are public utilities subject to this Commission's jurisdiction and the customers of the Companies are served pursuant to each company's approved tariffs.
2. Each company, as of December 12, 2012, is a wholly owned subsidiary of Utility Pipeline Ltd, Inc., which is an Ohio corporation.
3. The transfer of ownership from the previous owner Clearfield Ohio Holding was approved in the Commission's Findings and Order in Case No. 12-2792-GA-UNC, dated December 12, 2012.
4. The local offices of the Companies and their service areas are:
 - Eastern Natural Gas: Principal address is 5940 State Route 7, Kinsman, Ohio 44428. It serves approximately 6,500 customers in the eastern portion of Ashtabula and Trumbull counties in Ohio.
 - Pike Natural Gas: Principal address is 144 Bowers Ave., Hillsboro, Ohio 45133. It serves approximately 7,000 customers in Clinton, Highland, Pike, Jackson, and Ross counties in Ohio.
 - Southeastern Natural Gas: Principal address is 4455 Walnut Rd., Suite E, Buckeye Lake, Ohio 43008. It serves approximately 1,500 customers in Perry, Hocking, Athens, Morgan, Washington, Delaware, Union, Pickaway, Fairfield counties in Ohio.
5. The Companies customer billings from December 2012 thru June 2013 were provided by the previous owners, Clearfield Holdings using the bill format

approved by the Commission in its Findings and Order in Cases No. 09-1039, 1040, and 1041-GA-UNC.

6. The Companies parent company Utility Pipeline Ltd. starting with the July 2013 bills, is now responsible for the Companies customer billings.
7. Utility Pipeline Ltd. to accommodate the addition of the Companies to its billing system, contracted with an outside company to develop a new billing system, which has necessitated modifications in the bill formats.
8. Since the date of the original filing, September 23, 2013 the Companies have engaged in an ongoing dialogue with the Commission Staff which has resulted in the sample bill formats being filed for approval.
9. Ohio Administrative Code §4901:1-13-11(D) 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 day, the proposed new bill format automatically shall be approved on the forty-sixth day.

WHEREFORE, the Companies respectfully request that the Commission review and approval the new bill format.

Respectfully submitted,

/s/ *Kenneth N. Rosselet, Jr.*

Kenneth N. Rosselet, Jr.
Regulatory Compliance Officer
Eastern Natural Gas Company
Pike Natural Gas Company
Southeastern Natural Gas Company
4100 Holiday St. N.W., Suite 201
Canton, Ohio 44718
(614) 395-0622 (Cell)
KNRosselet@columbus.rr.com

ATTACHMENT A
EASTERN NATURAL GAS COMPANY

[illegible]

Net Due On or Before	08/13/14	22.75
Late Payment Charge		0.00
Pay After	08/13/14	22.75

For Billing Inquiries: 1-888-863-0032
Send correspondence to: PO Box 35519
Canton, OH 44735

For Emergencies Only: 1-888-784-6160

PLEASE MAKE CHECKS PAYABLE TO:
Eastern Natural Gas Company

PLEASE RETURN BOTTOM PORTION WITH PAYMENT. PLEASE DO NOT STAPLE, FOLD OR ATTACH ANYTHING TO THIS PORTION.

ACCOUNT#	0905-00089-001	
Net Due On or Before	08/13/14	22.75
Late Payment Charge		0.00
Pay After	08/13/14	22.75



☐ PLEASE CHECK THIS BOX AND FILL OUT THE REVERSE SIDE
IF YOU WANT TO USE OUR DIRECT PAYMENT PLAN.

JOHN DOE
100 ANYWHERE STREET
ANYWHERE OH 44403

MAKE CHECKS PAYABLE AND REMIT TO:

Eastern Natural Gas Company
PO Box 932444
Cleveland, OH 44193
|||||

09050008900100000022750000022752



BUDGET BILL

ACCOUNT#	ACCOUNT NAME	SERVICE ADDRESS
0905-00086-001	JOHN DOE	100 Anywhere Street

SERVICE DESCRIPTION	METER	READING DATES	PREVIOUS	PRESENT	USAGE	CHARGES
Prior Account Balance						106.22
Account Balance Forward						106.22
GCR - \$0.59648 per Ccf	0T003089	05/08/14 06/09/14	5692	5729	37	22.07
Delivery - \$0.04534 per Ccf						1.68
Uncollectible Rider						-0.03
PIPP Plus Rider						-0.01
Gross Receipts Tax						1.18
Customer Charge						20.00
DSM Rider						1.03
Gross Receipts Tax						1.04
Account Ending Balance						153.25
Budgeted Payment Due						90.00
Budget Arrears						90.00
Current Charges						46.96

June GCR \$.59648 per CCF

Net Due On or Before	08/13/14	180.00
Late Payment Charge		0.00
Pay After	08/13/14	180.00

905013980

For Billing Inquiries: 1-888-863-0032
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Canton, OH 44735

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PLEASE MAKE CHECKS PAYABLE TO:
Eastern Natural Gas Company

PLEASE RETURN BOTTOM PORTION WITH PAYMENT. PLEASE DO NOT STAPLE, FOLD OR ATTACH ANYTHING TO THIS PORTION.



ACCOUNT#	0905-00086-001
Net Due On or Before	08/13/14 180.00
Late Payment Charge	0.00
Pay After	08/13/14 180.00

PO Box 35519 Canton, OH 44735


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JOHN DOE
100 ANYWHERE STREET
ANYWHERE OH 44403

MAKE CHECKS PAYABLE AND REMIT TO:

Eastern Natural Gas Company
PO Box 932444
Cleveland, OH 44193
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0905000860010000180000000180007



ACCOUNT#		ACCOUNT NAME		SERVICE ADDRESS		
0905-00077-001		JOHN DOE		100 Anywhere Street		

SERVICE DESCRIPTION	METER	READING DATES	PREVIOUS	PRESENT	USAGE	CHARGES	
Prior Account Balance						1735.08	
Account Balance Forward						1735.08	
GCR - \$0.59648 per Ccf	11495697	05/08/14 06/09/14	3352	3419	67	39.96	
Delivery - \$0.04534 per Ccf						3.04	
Uncollectible Rider						-0.06	
PIPP Plus Rider						-0.01	
Gross Receipts Tax						2.13	
Customer Charge						20.00	
DSM Rider						1.03	
Gross Receipts Tax						1.04	
Total PIPP Arrears							1802.30
PIPP Installment Due							12.00
PIPP Default		120.00					
Current Charges						67.13	
June GCR \$.59648 per CCF			Net Due On or Before		08/13/14	132.00	
			Late Payment Charge			0.00	
			Pay After		08/13/14	132.00	

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For Billing Inquiries: ***1-888-863-0032***
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Canton, OH 44735

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PLEASE MAKE CHECKS PAYABLE TO:
Eastern Natural Gas Company

PLEASE RETURN BOTTOM PORTION WITH PAYMENT. PLEASE DO NOT STAPLE, FOLD OR ATTACH ANYTHING TO THIS PORTION.



PO Box 35519 Canton, OH 44735

☐ PLEASE CHECK THIS BOX AND FILL OUT THE REVERSE SIDE
IF YOU WANT TO USE OUR DIRECT PAYMENT PLAN.

ACCOUNT#	0905-00077-001	
Net Due On or Before	08/13/14	132.00
Late Payment Charge		0.00
Pay After	08/13/14	132.00

MAKE CHECKS PAYABLE AND REMIT TO:

JOHN DOE
100 ANYWHERE STREET
ANYWHERE OH 44403

Eastern Natural Gas Company
PO Box 932444
Cleveland, OH 44193
|||||

0905000770010000132000000132008

UNDERSTANDING YOUR BILL

Gas Cost Recovery (GCR) - The cost of gas purchased by the company for sale to its customers.

Delivery - The charge billed each month for the delivery of gas from its origin to the meter.

Customer Charge - a monthly charge to cover various costs such as maintaining the gas lines that serve you, meter reading and billing, and 24 hour emergency response costs along with other operating costs.

Late Payment Charge - If your payment is not received by the due date, your account is subject to be charged a late payment charge.

Gross Receipts Tax - Ohio tax levied on public utilities.

Actual Reading - a meter reader physically reads your gas meter.

Estimated or Calculated Reading - during the months we don't read your meter, your bill is based on previous gas usage, gas rates and the weather. An estimated or calculated bill will be verified the following month when your meter is read.

CCF - 100 cubic feet of gas; a measure of gas usage.

MCF - 1000 cubic feet of gas; a measure of gas usage.

Ending Balance - The total current account balance.

FOR YOUR SAFETY

Make sure your gas appliances are properly installed and adjusted. Check venting systems. Call a qualified service company for needed repairs.

In accordance with governmental regulation, we ensure that there is a distinct odor to natural gas for your safety.

- If you smell gas, leave the house...immediately! Don't light matches or flip an electrical switch.
- call 1-888-784-6160, the gas company's 24-hour emergency service, from a telephone other than your own.

WE'RE ALWAYS READY TO HELP

Call our office whenever you have a question. Our employees are always ready to help. Please contact our Service Center at 1-888-863-0032, Monday thru Friday between the hours of 8:30 AM and 4:30 PM.

Customer Complaints: If your complaint is not resolved after you have called Customer Service or for general information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from 8:00 AM to 5:00 PM weekdays or at 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 8:00 AM to 5:00 PM weekdays or at www.pickocc.org.



**Know what's below.
Call before you dig.**

*Please use the enclosed envelope
and remit to the address on
the reverse side.*

Please Remember:

- Do not send cash through the mail
- Write your account number on your check
- Make sure you sign your check
- Include your payment stub with your check

Pay automatically from your bank account

Tired of writing checks? Sign up for your Direct Payment Plan to have your bill paid directly from your bank account electronically each month. You will continue to receive a copy of your bill by mail each month. Your gas utility electronic payment will appear on the following month's bill, just as it would if you had written a check. Complete the following information and return it with your payment of this bill.

I hereby authorize a direct debit of my bank account for payment of my future gas bills.

Signature: _____ Date: _____

Complete the following for your checking or savings account.

Financial Institution Name _____ Financial Institution City _____

Bank Routing Number Your Bank Account Number _____

USE THE NUMBERS FROM THE BOTTOM OF A CHECK FOR THIS INFORMATION (NOT A DEPOSIT SLIP)

ATTACHMENT B
PIKE NATURAL GAS COMPANY





BUDGET BILL

ACCOUNT#	ACCOUNT NAME	SERVICE ADDRESS
0909-01915-001	JOHN DOE	100 Anywhere Street

SERVICE DESCRIPTION	METER	READING DATES	PREVIOUS	PRESENT	USAGE	CHARGES
Prior Bill Balance						153.43
Total Payments						-240.00
Account Balance Forward						-86.57
GCR - \$0.44117 per Ccf	03024213	06/05/14 07/06/14	9802	9821	19	8.38
Delivery - \$0.06319 per Ccf						1.20
Uncollectible Rider						-0.02
PIPP Plus Rider						-0.16
Gross Receipts Tax						0.47
Customer Charge						15.00
DSM Rider						0.95
Gross Receipts Tax						0.79
Account Ending Balance						-59.96
Budgeted Payment Due						80.00
Current Charges						26.61

Budget Anniversary Month
Please see insert

Net Due On or Before	09/01/14	80.00
Penalty Amount		0.00
Pay After	09/01/14	80.00

909042261

For Billing Inquiries: 1-888-863-0032
Send correspondence to: PO Box 35519
Canton, OH 44735

For Emergencies Only: 1-888-784-6160

PLEASE MAKE CHECKS PAYABLE TO:
Pike Natural Gas Company

PLEASE RETURN BOTTOM PORTION WITH PAYMENT. PLEASE DO NOT STAPLE, FOLD OR ATTACH ANYTHING TO THIS PORTION.



ACCOUNT#	0909-01915-001
Net Due On or Before	09/01/14 80.00
Penalty Amount	0.00
Pay After	09/01/14 80.00

PO Box 35519 Canton, OH 44735

☐ PLEASE CHECK THIS BOX AND FILL OUT THE REVERSE SIDE
IF YOU WANT TO USE OUR DIRECT PAYMENT PLAN.

JOHN DOE
100 ANYWHERE STREET
ANYWHERE OH 45133-1394

MAKE CHECKS PAYABLE AND REMIT TO:

Pike Natural Gas Company
PO Box 932452
Cleveland, OH 44193
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09090191500100000800000000080007



ACCOUNT#	ACCOUNT NAME	SERVICE ADDRESS
0909-01917-001	JOHN DOE	100 Anywhere Street

SERVICE DESCRIPTION	METER	READING DATES	PREVIOUS	PRESENT	USAGE	CHARGES
Prior Bill Balance						804.32
Account Balance Forward						804.32
GCR - \$0.44117 per Ccf	R200327009	06/05/14 07/31/14	1299	1299	0	0.00
Customer Charge						15.00
DSM Rider						0.95
Gross Receipts Tax						0.79
Total PIPP Arrears						821.06
PIPP Payment Due						160.00
PIPP Default						31.00
Current Charges						16.74

Budget Anniversary Month
Please see insert

Net Due On or Before	09/01/14	191.00
Penalty Amount		0.00
Pay After	09/01/14	191.00

909096996

For Billing Inquiries: 1-888-863-0032
Send correspondence to: PO Box 35519
Canton, OH 44735

For Emergencies Only: 1-888-784-6160

PLEASE MAKE CHECKS PAYABLE TO:
Pike Natural Gas Company

PLEASE RETURN BOTTOM PORTION WITH PAYMENT. PLEASE DO NOT STAPLE, FOLD OR ATTACH ANYTHING TO THIS PORTION.



PO Box 35519 Canton, OH 44735

☐ PLEASE CHECK THIS BOX AND FILL OUT THE REVERSE SIDE
IF YOU WANT TO USE OUR DIRECT PAYMENT PLAN.

ACCOUNT#	0909-01917-001	
Net Due On or Before	09/01/14	191.00
Penalty Amount		0.00
Pay After	09/01/14	191.00

MAKE CHECKS PAYABLE AND REMIT TO:

JOHN DOE
100 ANYWHERE STREET
ANYWHERE OH 45133-1130

Pike Natural Gas Company
PO Box 932452
Cleveland, OH 44193

A standard linear barcode consisting of vertical black bars of varying widths on a white background.

0909019170010000191000000191006

UNDERSTANDING YOUR BILL

Gas Cost Recovery - The cost of gas purchased by the company for sale to its customers.

Delivery - The charge billed each month for the delivery of gas from its origin to the meter.

Customer Charge - a monthly charge to cover various costs such as maintaining the gas lines that serve you, meter reading and billing, and 24 hour emergency response costs along with other operating costs.

Late Payment Charge (Penalty Amount) - If your payment is not received by the due date, your account is subject to be charged a late payment charge.

Gross Receipts Tax - Ohio tax levied on public utilities.

Actual Reading - a meter reader physically reads your gas meter.

Estimated or Calculated Reading - during the months we don't read your meter, your bill is based on previous gas usage, gas rates and the weather. An estimated or calculated bill will be verified the following month when your meter is read.

CCF - 100 cubic feet of gas; a measure of gas usage.

MCF - 1000 cubic feet of gas; a measure of gas usage.

Ending Balance - The total current account balance.

FOR YOUR SAFETY

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- If you smell gas, leave the house...immediately! Don't light matches or flip an electrical switch.
- call 1-888-784-6160, the gas company's 24-hour emergency service, from a telephone other than your own.

WE'RE ALWAYS READY TO HELP

Call our office whenever you have a question. Our employees are always ready to help. Please contact our Service Center at 1-888-863-0032, Monday thru Friday between the hours of 8:30 AM and 4:30 PM.

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**Know what's below.
Call before you dig.**

*Please use the enclosed envelope
and remit to the address on
the reverse side.*

Please Remember:

- Do not send cash through the mail
- Write your account number on your check
- Make sure you sign your check
- Include your payment stub with your check

Pay automatically from your bank account

Tired of writing checks? Sign up for your Direct Payment Plan to have your bill paid directly from your bank account electronically each month. You will continue to receive a copy of your bill by mail each month. Your gas utility electronic payment will appear on the following month's bill, just as it would if you had written a check. Complete the following information and return it with your payment of this bill.

I hereby authorize a direct debit of my bank account for payment of my future gas bills.

Signature: _____ Date: _____

Complete the following for your checking or savings account.

Financial Institution Name _____ Financial Institution City _____

Bank Routing Number Your Bank Account Number _____

USE THE NUMBERS FROM THE BOTTOM OF A CHECK FOR THIS INFORMATION (NOT A DEPOSIT SLIP)

ATTACHMENT C
SOUTHEASTERN NATURAL GAS COMPANY

[illegible]

Net Due On or Before	08/29/14	125.63
Late Payment Charge		0.00
Pay After	08/29/14	125.63

904075730

For Billing Inquiries: 1-888-863-0032
Send correspondence to: PO Box 35519
 Canton, OH 44735

For Emergencies Only: 1-888-784-6160

PLEASE MAKE CHECKS PAYABLE TO:
Southeastern Natural Gas Company

PLEASE RETURN BOTTOM PORTION WITH PAYMENT. PLEASE DO NOT STAPLE, FOLD OR ATTACH ANYTHING TO THIS PORTION.



PO Box 35519 Canton, OH 44735

☐ PLEASE CHECK THIS BOX AND FILL OUT THE REVERSE SIDE
IF YOU WANT TO USE OUR DIRECT PAYMENT PLAN.

ACCOUNT#	0904-00156-001	
Net Due On or Before	08/29/14	125.63
Late Payment Charge		0.00
Pay After	08/29/14	125.63

MAKE CHECKS PAYABLE AND REMIT TO:

JOHN DOE
100 ANYWHERE STREET
ANYWHERE OH 45732

Southeastern Natural Gas Company
PO Box 932431
Cleveland, OH 44193
|||||

0904001560010000125630000125630

BUDGET BILL

ACCOUNT#	ACCOUNT NAME	SERVICE ADDRESS
0904-00157-001	JOHN DOE	100 Anywhere Street

[illegible]

Budget Anniversary Month
See Insert

Net Due On or Before	08/29/14	71.00
Late Payment Charge		0.00
Pay After	08/29/14	71.00

MEMO BILL - DO NOT PAY

For Billing Inquiries: **1-888-863-0032**
Send correspondence to: **PO Box 35519**
Canton, OH 44735

For Emergencies Only: 1-888-784-6160

PLEASE MAKE CHECKS PAYABLE TO:
Southeastern Natural Gas Company

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PO Box 35519 Canton, OH 44735

☐ PLEASE CHECK THIS BOX AND FILL OUT THE REVERSE SIDE
IF YOU WANT TO USE OUR DIRECT PAYMENT PLAN.

ACCOUNT#	0904-00157-001	
Net Due On or Before	08/29/14	71.00
Late Payment Charge		0.00
Pay After	08/29/14	71.00

MAKE CHECKS PAYABLE AND REMIT TO:

JOHN DOE
100 ANYWHERE STREET
ANYWHERE OH 45732-0204

Southeastern Natural Gas Company
PO Box 932431
Cleveland, OH 44193
|||||

0904001570010000071000000071007



SERVICE DESCRIPTION	METER	READING DATES	PREVIOUS	PRESENT	USAGE	CHARGES
Prior Account Balance						304.40
Total Payments Received						-43.00
Account Balance Forward						261.40
GCR - \$0.54129 per Ccf	10022345	06/30/14 07/28/14	5649	5649	0	0.00
Customer Charge						6.50
Gross Receipts Tax						0.32
Total PIPP Arrears						268.22
PIPP Installment Due						43.00
Current Charges						6.82

Net Due On or Before	08/29/14	43.00
Late Payment Charge		0.00
Pay After	08/29/14	43.00

904028323

For Billing Inquiries: 1-888-863-0032
Send correspondence to: PO Box 35519
Canton, OH 44735

For Emergencies Only: 1-888-784-6160

PLEASE MAKE CHECKS PAYABLE TO:
Southeastern Natural Gas Company

PLEASE RETURN BOTTOM PORTION WITH PAYMENT. PLEASE DO NOT STAPLE, FOLD OR ATTACH ANYTHING TO THIS PORTION.



PO Box 35519 Canton, OH 44735

☐ PLEASE CHECK THIS BOX AND FILL OUT THE REVERSE SIDE
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ACCOUNT#	0904-00268-001	
Net Due On or Before	08/29/14	43.00
Late Payment Charge		0.00
Pay After	08/29/14	43.00

MAKE CHECKS PAYABLE AND REMIT TO:

JOHN DOE
100 ANYWHERE STREET
ANYWHERE OH 43764

Southeastern Natural Gas Company
PO Box 932431
Cleveland, OH 44193
|||||

090400268001000004300000004300?

UNDERSTANDING YOUR BILL

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Delivery - The charge billed each month for the delivery of gas from its origin to the meter.

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Pay automatically from your bank account

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I hereby authorize a direct debit of my bank account for payment of my future gas bills.

Signature: _____ Date: _____

Complete the following for your checking or savings account.

Financial Institution Name _____ Financial Institution City _____

Bank Routing Number Your Bank Account Number _____

USE THE NUMBERS FROM THE BOTTOM OF A CHECK FOR THIS INFORMATION (NOT A DEPOSIT SLIP)

This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

9/26/2014 11:51:59 AM

in

Case No(s). 13-1987-GA-UNC

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