

14-2027-GA-CSS

EHAD0725149N
Case Number

Public Utilities Commission of Ohio
Attn: Docketing
180 E. Broad St.
Columbus, OH 43215

(17)

Formal Complaint Form

EVA M. HADLEY
Customer Name (Please Print)

920 INDIANA AVE.
Customer Address

TOLEDO OH 43607
City State Zip

Against

11260559 001 000 9
Account Number

Customer Service Address (if different from above)

City State Zip

COLUMBIA GASOP OH, INC.
Utility Company Name

Please describe your complaint. (Attach additional sheets if necessary)

RECEIVED-DOCKETING DIV
2014 DEC 29 PM 2:50
PUCO

RECEIVED-DOCKETING DIV
2014 NOV 12 AM 9:34
PUCO

Eva M. Hadley
Signature

419-243-6740
Customer Telephone Number

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.
Technician jc Date Processed DEC 29 2014



Public Utilities Commission

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Eva M. Hadley
Customer Name (Please Print)

920 Indiana Ave
Customer Address

Toledo Ohio 43607
City State Zip

Against

~~Ehado 72514-9N~~ Ehado 72514-9N
Account Number

Columbia Gas
Utility Company Name

Customer Service Address (if different from above)

Toledo Ohio
City State Zip

Please describe your complaint. (Attach additional sheets if necessary)

See attached letter.

Signature

(419) 283-6740
Customer Telephone Number

Copy

My bill for 2/26/14, was \$200.21, which I paid in full. On my bill, it stated in black and white, payment received. By 3/3/14, \$200.21 was the balance on 3/12/14. Charges for gas service this period was \$164.03. Optional services \$3.99; amount due by 3/28/14 was 168.02. I received a letter from HEAP in the mail dated 3/25/14. I received notice informing me that I will receive a onetime credit of \$256.00 on my energy bill, payable to Columbus Gas, not Eva Hadley, to help me on my heating bill. Not Columbia gas. You took this money to help someone else, and to use it where you wanted, so you took it and did what you wanted to with it.

Renee, will you please explain to me how I can have a balance, when I paid my bill in full every month. The previous amount due on 4/23/14, was \$22.86, where did the \$22.86 come from? Please explain that to me optional service of 399, I know where that came from that is a plan I have if I have a problem with anything, my gas service was \$80.29 and add on the 22.96 and 399 that brought me up to \$107.32 That I had to pay with late fees, when I had a balance of \$98.42 after you paid out of HEAP of 256.00 balance credit of \$98.42 according to you, put all of that I received from HEAP, toward my bill the only thing I see you paid out of the HEAP money, was \$137.58. I did not show up in black and white, where you paid anything else, but yet I had a balance left on \$98.42. After you did pay ~~\$137.58~~ out of the HEAP money of \$256.00, the amount showed up on my bill for 7/22/14 that's all that showed up on my bill. Please explain where the 98.42 credit went? You said that the itemized statement you sent to me reflects my HEAP payment in full amount of \$256 being deducted from my actual account balance applied your account balance of 142.18 is correct. You are playing with the money you were hoping that I wouldn't see that you took the money. I am 72 years old woman, and I may not be the sharpest knife in the drawer, but one thing that I am, and that is a person who pays close attention to her bills.

I know that you people have done something wrong, and you have been caught in black and white. By your own words on paper. \$000 you did not put the amount down ~~\$137.58~~, which ~~you paid on 7/22/14~~. You did that to deceive me and other people you please. How am I going to have a 87.98 credit, and an amount due of 22.86 at the same time? How does that work? Especially when the bill was only 168.02 and a credit of \$256.00. If you people are not going to apply the HEAP money has it was intended to be applied, then you should give it back to the HEAP program. If others can't see you people for what you are, then I feel sorry for them. You have not behaved in an honorable manner; in fact you have been completely dishonorable. You should be ashamed of yourselves.

I feel that this matter should be looked into. If you are doing this to me, then how many others have fell victim to this practice of yours. \$98.42 is like a million dollars to me.

I will not give up, until you do the right thing. I will be constant thorn in your side.

Respectfully submitted,

Eva M. Hadley



Public Utilities Commission

John Kasich, Governor
Thomas W. Johnson, Chairman

Commissioners
Steven D. Lesser
Asim Z. Haque
Lynn Slaby
M. Beth Trombold

August 7, 2014

Eva Hadley
920 Indiana Ave.
Toledo, OH 43607

CASE ID: EHAD0725149N

Dear Ms. Hadley:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) and allowing me to address your concerns regarding Columbia Gas of Ohio (CGO).

In your complaint, you stated that when you received a Home Energy Assistance Program (HEAP) payment of \$256 in early 2014, your account was paid in full with current charges due of only \$168. You stated the account is not enrolled on any type of payment plan, including the Percentage of Income Payment Plan Plus (PIPP Plus) program. However, in a response to your complaint filed with the Better Business Bureau, CGO advised that the account had a remaining account balance due of \$142.18 after the application of the HEAP payment. You stated this is untrue and that as a result, late fees have been billed to your account.

CGO's response was to provide a copy of the billing and payment history for your account from June 11, 2013 to July 8, 2014. Upon review of the history, I found that the format provided to you by CGO on May 12, 2014 does not show what the rolling account balance is. Further, I found that the HEAP credit of \$256 posted to the account on April 4, 2014 was applied against the March 12, 2014 billed charges of \$164.03, resulting in a credit balance on the account of \$91.37. This credit was then applied against the April 7, 2014 billed usage charges of \$107.41, resulting in a payment due amount of \$15.44. Following is a chart showing the billed charges, the total payment due, and the payments received between the March 12 and June 6, 2014 billing periods:

Date:	Usage Billing Amount:	Total Amount Due:	Payment Received Amount:
Mar 12, 2014	\$164.03 + \$0 Past Due	\$164.03 By Mar 28, 2014	\$256 HEAP Apr 4, 2014
April 7, 2014	\$107.41 - \$91.97 Credit	\$15.44 By April 23, 2014	\$0
May 7, 2014	\$80.52 + \$15.44 Past Due	\$95.96 By May 22, 2014	\$0
June 6, 2014	\$46.22 + \$95.96 Past Due	\$142.18 By June 23, 2014	\$157.58 June 19, 2014

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 If we are unable to obtain an actual reading, 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

Eva Hadley

Previous Amount Due on 12/27/2013	\$196.01
Payments Received by 01/07/2014	- \$194.98
Billing Adjustment 12/17/2013	- \$1.03
Balance on 01/13/2014	= \$0.00
Charges for Gas Service This Period	+ \$177.89
Current Charges for Optional Services	+ \$3.99

Amount Due by 01/28/2014 = \$181.88

Billing & Payment Notes

We are required to include your name, address, and usage information on lists of eligible customers that are made available to retail natural gas suppliers or governmental aggregators. If you wish to be excluded from the lists, please call 1-800-344-4077 or write Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH, 43216-2318.

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

920 Indiana Av
Toledo OH 43607-2037

Meter Number
M4000028

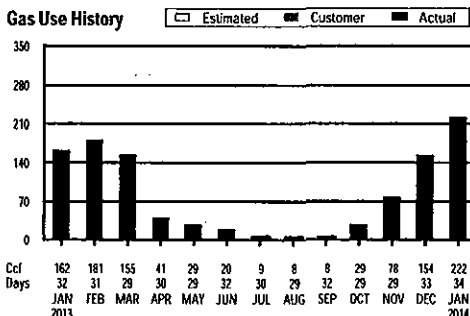
Meter Readings (34 Billing Days)

Actual Reading on 1/13	8124
Actual Reading on 12/10	- 7902
Gas Used (Ccf)	= 222

Service Summary Notes

Your next actual meter reading date is 02/11/2014

Gas Use History



Daily Comparisons

Month	Avg Daily Temp	Avg Daily Usage
Jan '14	22.4°	6.5
Dec '13	34.8°	4.7
Jan '13	30.9°	5.1

Your Average Monthly Usage is 78 Ccf

Your Total Annual Usage is 934 Ccf

Payment Coupon

Turn Me Over ▶
for more details about
your account

Amount Due by 1/28/2014 \$181.88

Payment Enclosed \$

Make check payable to:

Account Number
11260559 001 000 9

☐ 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.

EVA HADLEY
920 INDIANA AV
TOLEDO OH 43607-2037

Columbia Gas[®]
of Ohio
A NiSource Company

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

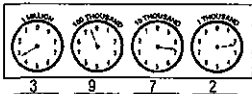
00057737 01 AV 0.360 1
****AUTO**5-DIGIT 43607
EVA HADLEY
920 INDIANA AV
TOLEDO OH 43607-2037

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 (toll free) 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 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 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.

920 Indiana Av
Toledo OH 43607-2037
419-243-6740

Address _____

City _____

State _____ Zip code _____

Home Phone () _____

Detail of Charges for Gas Service

Columbia Gas of Ohio	
Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$4.71
Usage Based Charges	\$18.03
Gross Receipts Tax @ 4.987%	\$2.02
Total Charges for Service This Period	\$42.57

Service Charges Notes

Current Charges include gas supply costs of \$126.47 at the SCO rate of \$0.56970 per Ccf and sales tax of \$8.85. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.29 divided by 10.

Standard Choice Offer (SCO)

Hess Corporation	
Gas Supply Cost Incl Sales Tax	\$135.32
Total Charges For Service This Period	\$135.32

As a participant of the Columbia Gas Standard Choice Offer Program, your gas is being supplied by Hess Corporation. This bill reflects Columbia Gas charges for service and delivery of natural gas and your supplier's charges for the gas supply. For questions about your gas supply charges, please contact Hess Corporation, One Hess Plaza, Woodbridge NJ 07095, at 1-888-209-2625. If your questions are not resolved after you have called your supplier, you may call the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumer's Counsel (OCC) toll free number(s) listed under Legal Notices in the left column of your bill.

Detail of Optional Services

ESP Inside Line (ESP Tel. 1-866-590-2953)	\$3.99
Total Charges for Optional Services This Period	\$3.99

Optional Services Notes

ESP Inside Line	
Previous Balance	\$7.98
Payments Recd	\$7.98CR
Balance at Billing	\$0.00
Current Charges	\$3.99
Current Balance	\$3.99

Optional Services are not regulated utility services. Optional Services are not provided or guaranteed by Columbia Gas or its affiliates.

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. Or visit the site for a \$10 mail-in rebate form for eligible showerheads purchased at your local retailer. Call 1-866-542-4767 for more information. Columbia Gas of Ohio - doing more to help you save money, energy and the environment.

HeatShare Contribution

Administered by The Salvation Army through donations from Columbia Gas customers, employees, and matching company contributions, HeatShare provides financial assistance to your neighbors who have no other options to help maintain their natural gas service.

You can contribute to the program monthly by authorizing the amount of your donation to be added to your monthly gas bill. For a one-time donation, simply make your check payable to the HeatShare Fund and return it to Columbia Gas along with your regular gas bill payment. However you choose to contribute, your donation is tax-deductible.

Monthly Contribution

\$10 ☐

\$5 ☐

\$1 ☐

\$ _____

One-Time Contribution

\$ _____

☐ Track your expenses...

☐ Clothing

☐ Credit Card

☐ Entertainment

☐ Food

☐ Utilities

☐ Insurance

☐ Transportation

☐ Mortgage

☐ Other

☐ TAX-DEDUCTIBLE ITEM

BALANCE FORWARD

THIS CHECK

BALANCE

DEPOSIT

BALANCE FORWARD

NOT NEGOTIABLE

For enhanced SECURITY, your account number and personalization does not appear on this copy.
To REORDER, please call 1-866-925-2432 or order online at www.walmartchecks.com

How to Contact Us

-800-344-4077
or DirectLink self-service 24 hours/day
or billing questions,
call 7 a.m. - 7 p.m., Mon. - Fri. before due date
or quickest response,
call 11 a.m. - 3 p.m., Mon. - Fri.
-800-344-4077
or gas leaks or odor of gas 24 hours/day
press option 2 after the greeting
11
or 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

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.

AutoCheck 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 If we are unable to obtain an actual reading, 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 Eva Hadley		
Previous Amount Due on 02/26/2014		\$200.21
Payments Received by 03/03/2014	-	\$200.21
Balance on 03/12/2014	=	\$0.00
Charges for Gas Service This Period	+	\$164.03
Current Charges for Optional Services	+	\$3.99
Amount Due by 03/28/2014	=	\$168.02

Billing & Payment Notes

Meter reading date changing! Columbia Gas is updating our meter reading operation to better serve our customers. This may change the date your meter is read, and the date your payment is due beginning next month. As a result, the next meter reading date shown on this bill might change. Your next bill will reflect your new meter reading cycle.

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.

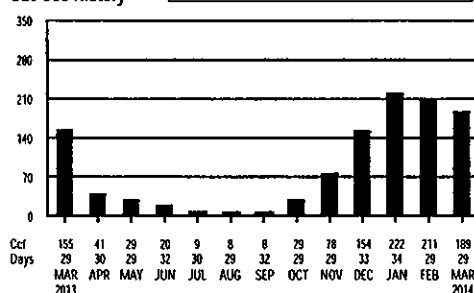
Service Summary

Service Location 920 Indiana Av Toledo OH 43607-2037		
Meter Number M4000028	Meter Readings (29 Billing Days)	
	Actual Reading on 3/12	8524
	Actual Reading on 2/11	8335
	Gas Used (Ccf)	= 189

Service Summary Notes

Your next actual meter reading date is 04/10/2014

Gas Use History



Daily Comparisons

Month	Avg Daily Temp	Avg Daily Usage
Mar '14	21.7°	6.5
Feb '14	16.1°	7.3
Mar '13	30.7°	5.3

Your Average Monthly Usage is 83 Ccf

Your Total Annual Usage is 998 Ccf

Payment Coupon

Amount Due by 3/28/2014	\$168.02
--------------------------------	-----------------

Payment Enclosed \$

Make check payable to:

- ☐ 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.

Account Number
11260559 001 000 9

EVA HADLEY
920 INDIANA AV
TOLEDO OH 43607-2037

Columbia Gas
of Ohio
A NiSource Company

P.O. Box 16581
Columbus, OH 43215-6581

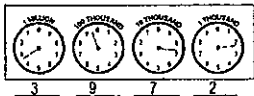
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AUTO**SCH 5-DIGIT 43607
EVA HADLEY
920 INDIANA AV
TOLEDO OH 43607-2037

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:



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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.

920 Indiana Av
Toledo OH 43607-2037
419-243-6740

Address _____

City _____

State _____ Zip code _____

Home Phone () _____

Detail of Charges for Gas Service

Columbia Gas of Ohio		Service Charges Notes
Fixed Monthly Delivery Charge	\$17.81	<i>Current Charges include gas supply costs of \$116.14 at the SCO rate of \$0.61450 per Ccf and sales tax of \$8.13. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.29 divided by 10.</i>
Infrastructure Replacement Program Rider	\$4.71	
Usage Based Charges	\$15.35	
Gross Receipts Tax @ 4.987%	\$1.89	
Total Charges for Service This Period	\$38.76	

Standard Choice Offer (SCO)

Hess Corporation	
Gas Supply Cost Incl Sales Tax	\$124.27
Total Charges For Service This Period	\$124.27

As a participant of the Columbia Gas Standard Choice Offer Program, your gas is being supplied by Hess Corporation. This bill reflects Columbia Gas charges for service and delivery of natural gas and your supplier's charges for the gas supply. For questions about your gas supply charges, please contact Hess Corporation, One Hess Plaza, Woodbridge NJ 07095, at 1-888-209-2625. If your questions are not resolved after you have called your supplier, you may call the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumer's Counsel (OCC) toll free number(s) listed under Legal Notices in the left column of your bill.

Detail of Optional Services

Optional Services Notes	
ESP Inside Line (ESP Tel. 1-866-590-2953)	\$3.99
Total Charges for Optional Services This Period	\$3.99
<i>Optional Services are not regulated utility services. Optional Services are not provided or guaranteed by Columbia Gas or its affiliates.</i>	

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. Or visit the site for a \$10 mail-in rebate form for eligible showerheads purchased at your local retailer. Call 1-866-542-4767 for more information. Columbia Gas of Ohio -- doing more to help you save money, energy and the environment.

HeatShare Contribution

Administered by The Salvation Army through donations from Columbia Gas customers, employees, and matching company contributions, HeatShare provides financial assistance to your neighbors who have no other options to help maintain their natural gas service.

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Monthly Contribution

\$10 ☐

\$5 ☐

\$1 ☐

\$ _____

One-Time Contribution

\$ _____

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.

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E-BILL Go paperless! Sign up for one of our e-bill options and view your bill online.

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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 If we are unable to obtain an actual reading, 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

Eva Hadley

Previous Amount Due on 03/28/2014

\$168.02

Payments Received by 04/07/2014

\$0.00

Energy Assistance

- \$256.00

Balance on 04/07/2014

= \$87.98CR

Charges for Gas Service This Period

+ \$107.41

Current Charges for Optional Services

+ \$3.43

Amount Due by 04/23/2014

= \$22.86

Billing & Payment Notes

New Meter reading date!

We have changed the cycle of your meter readings.

Please note the next meter reading date shown on this bill. This is the date you can expect our meter reader to obtain an actual reading, and the approximate time of month for future readings.

We are required to include your name, address, and usage information on lists of eligible customers that are made available to retail natural gas suppliers or governmental aggregators. If you wish to be excluded from the lists, please call 1-800-344-4077 or write Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH, 43216-2318.

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

920 Indiana Av
Toledo OH 43607-2037

Meter Number
M4000028

Meter Readings (26 Billing Days)

Actual Reading on 4/7 8641

Actual Reading on 3/12 - 8524

Gas Used (Ccf) = 117

Service Summary Notes

Your next actual meter reading date is 05/07/2014

Payment Coupon

Turn Me Over ▶▶
For more details about
your account

Amount Due by 4/23/2014

\$22.86

Payment Enclosed

\$

Make check payable to:

Account Number

11260559 001 000 9

☐ **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.**

EVA HADLEY
920 INDIANA AV
TOLEDO OH 43607-2037

Columbia Gas
of Ohio
A NiSource Company

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

00069960 01 AV 0.381 1
AUTO**SCH 5-DIGIT 43607
EVA HADLEY
920 INDIANA AV
TOLEDO OH 43607-2037

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 (toll free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.pickccc.org>.

Rights and Responsibilities - A summary of customer rights and responsibilities is available at 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 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.

Detail of Charges for Gas Service

Columbia Gas of Ohio	
Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$4.71
Usage Based Charges	\$8.44
Gross Receipts Tax @ 4.987%	\$1.54
Total Charges for Service This Period	\$32.50

Service Charges Notes

Current Charges include gas supply costs of \$70.01 at the SCO rate of \$0.59840 per Ccf and sales tax of \$4.50. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.40 divided by 10.

Standard Choice Offer (SCO)

IGS Energy	
Gas Supply Cost Incl Sales Tax	\$74.91
Total Charges For Service This Period	\$74.91

Standard Choice Offer (SCO) customers may see a different supplier name on their bill effective with the April billing cycle. The Public Utilities Commission of Ohio (PUCO) approved results of Columbia's third retail gas supply auction in February. The auction set a new Retail Price Adjustment (RPA) of \$1.40 per thousand cubic feet (Mcf) for the period April 1, 2014 through March 31, 2015. No matter which supplier's name appears on your bill, all SCO customers pay the same price for natural gas. The SCO rate equals the RPA plus the market price and is adjusted monthly. If you are exempt from paying sales taxes, you will need to submit proper documentation to your SCO supplier.

You may visit www.tax.ohio.gov/forms to obtain the Certificate of Exemption form you need. If you would like to take an active role in your natural gas purchases, you can shop directly for an alternative supplier through the CHOICE program. You may also participate in CHOICE through your community's natural gas aggregation program, if it has one. Visit ColumbiaGasOhio.com for more information.

As a participant of the Columbia Gas Standard Choice Offer Program, your gas is being supplied by IGS Energy. This bill reflects Columbia Gas charges for service and delivery of natural gas and your supplier's charges for the gas supply. For questions about your gas supply charges, please contact IGS Energy, PO Box 9060, Dublin OH 43017, at 1-800-280-4474. If your questions are not resolved after you have called your supplier, you may call the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumer's Counsel (OCC) toll free number(s) listed under Legal Notices in the left column of your bill.

Detail of Optional Services

ESP Inside Line (ESP Tel. 1-866-590-2953)	\$3.43
Total Charges for Optional Services This Period	\$3.43

Optional Services Notes

ESP Inside Line	
Previous Balance	\$3.99
Payments Recd	\$0.00
Balance at Billing	\$3.99
Current Charges	\$3.43
Current Balance	\$7.42
<i>Optional Services are not regulated utility services. Optional Services are not provided or guaranteed by Columbia Gas or its affiliates.</i>	

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. Or visit the site for a \$10 mail-in rebate form for eligible showerheads purchased at your local retailer. Call 1-866-542-4767 for more information. Columbia Gas of Ohio - doing more to help you save money, energy and the environment.

Contact Information Corrections

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

920 Indiana Av
Toledo OH 43607-2037
419-243-6740

Address

City

State

Zip code

Home Phone ()

HeatShare Contribution

Administered by The Salvation Army through donations from Columbia Gas customers, employees, and matching company contributions, HeatShare provides financial assistance to your neighbors who have no other options to help maintain their natural gas service.

You can contribute to the program monthly by authorizing the amount of your donation to be added to your monthly gas bill. For a one-time donation, simply make your check payable to the HeatShare Fund and return it to Columbia Gas along with your regular gas bill payment. However you choose to contribute, your donation is tax-deductible.

Monthly Contribution

\$10 ☐

\$5 ☐

\$1 ☐

\$

One-Time Contribution

\$

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.

Extended Payment Plans Special payment
arrangements and energy assistance are
available, if eligible.

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

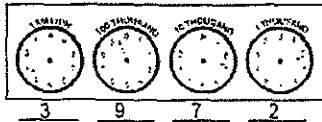
Actual Reading We have read the meter. You're
required to provide us access to read the meter at
least once a year or risk shut-off. Please contact
us to make arrangements if access is required.

Estimated Reading If we are unable to obtain an
actual reading, 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.

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:



Billing & Payment Summary

Customer Name		
Eva Hadley		
Previous Amount Due on 04/23/2014		\$22.86
Payments Received by 05/07/2014		\$0.00
Late Payment Fee	+	\$0.23
Balance on 05/07/2014	=	\$23.09
Charges for Gas Service This Period	+	\$80.29
Current Charges for Optional Services	+	\$3.99

Total Amount Due	=	\$107.37
Amount Due Immediately	=	\$23.09
Amount Due by 05/22/2014	=	\$84.28

Billing & Payment Notes

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.

84.28
23.09
107.37

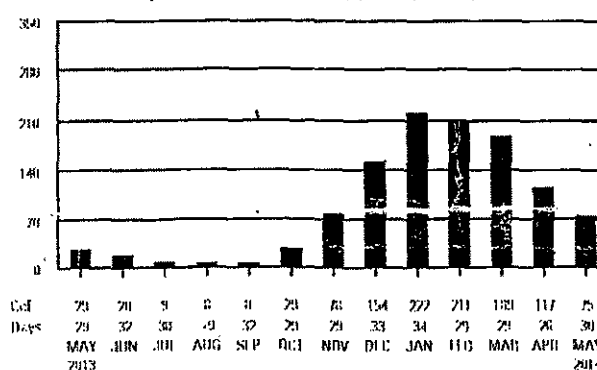
Service Summary

Service Location		
920 Indiana Av Toledo OH 43607-2037		
Meter Number	Meter Readings (30 Billing Days)	
M4000028	Actual Reading on 5/7	8716
	Actual Reading on 4/7	8641
	Gas Used (Ccf)	75

Service Summary Notes

Your next actual meter
reading date is 06/05/2014

Gas Use History



Daily Comparisons

Month	Avg Daily Temp	Avg Daily Usage
May '14	50.7°	2.5
Apr '14	34.0°	4.5
May '13	51.3°	1.0

Your Average Monthly
Usage is 93 Ccf

Your Total Annual Usage is
1120 Ccf

This is my montley Bill
That came to my Home
This Bill should have been pay
out of the Energy money \$256.00

Payment Coupon

Turn Me Over ▶▶
for more details about
your account

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.

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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 If we are unable to obtain an actual reading, 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

Eva Hadley

Previous Amount Due on 03/28/2014 \$168.02

Payments Received by 04/07/2014 \$0.00

Energy Assistance - \$256.00

Balance on 04/07/2014 = \$87.98CR

Charges for Gas Service This Period + \$107.41

Current Charges for Optional Services + \$3.43

Amount Due by 04/23/2014 = \$22.86

Billing & Payment Notes

New Meter reading date!
We have changed the cycle of your meter readings. Please note the next meter reading date shown on this bill. This is the date you can expect our meter reader to obtain an actual reading, and the approximate time of month for future readings.

We are required to include your name, address, and usage information on lists of eligible customers that are made available to retail natural gas suppliers or governmental aggregators. If you wish to be excluded from the lists, please call 1-800-344-4077 or write Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH, 43216-2318.

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

920 Indiana Av
Toledo OH 43607-2037

Service Summary Notes

Your next actual meter reading date is 05/07/2014

Meter Number
M4060028

Meter Readings (26 Billing Days)

Actual Reading on 4/7 8641

Actual Reading on 3/12 8524

Gas Used (Ccf) = 117

I WANT TO KNOW HOW I HAD AMOUNT OF 22.86 DUE WHEN MY BILL WAS 168.00 AND 256.00 HEAR MONEY AND 87.98 CR

This is my amount I bill that came to my home

This Bill should have been pay out of the energy money of \$256.00

Payment Coupon

Turn Me Over ▶▶
for more details about your account

- ☐ Track your expenses...
- | | | |
|--|------------------------------------|---|
| <input type="checkbox"/> Clothing | <input type="checkbox"/> Food | <input type="checkbox"/> Transportation |
| <input type="checkbox"/> Credit Card | <input type="checkbox"/> Utilities | <input type="checkbox"/> Mortgage |
| <input type="checkbox"/> Entertainment | <input type="checkbox"/> Insurance | <input type="checkbox"/> Other _____ |

☐ TAX-DEDUCTIBLE ITEM

375

6/19 14
BALANCE FORWARD

THIS CHECK

157.58

BALANCE

DEPOSIT

BALANCE FORWARD

NOT NEGOTIABLE

For enhanced SECURITY, your account number and personalization does not appear on this copy.
To REORDER please call 1-866-925-2432 or order online at www.walmartchecks.com

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.

Extended Payment Plans Special payment arrangements and energy assistance are available, if eligible.

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.

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P.O. Box 742510
Cincinnati, OH 45274-2510

Gas Meter Information

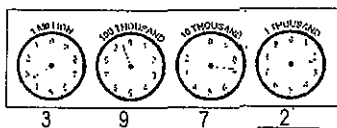
Actual Reading We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

Estimated Reading If we are unable to obtain an actual reading, 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.

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:



Billing & Payment Summary

Customer Name

Eva Hadley

Previous Amount Due on 05/22/2014

\$107.37

Payments Received by 06/06/2014

\$0.00

Late Payment Fee

+ \$1.44

Balance on 06/06/2014

= \$108.81

Charges for Gas Service This Period

+ \$44.78

Current Charges for Optional Services

+ \$3.99

Total Amount Due

= **\$157.58**

Amount Due Immediately

= **\$108.81**

Amount Due by 06/23/2014

= **\$48.77**

Billing & Payment Notes

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

920 Indiana Av
Toledo OH 43607-2037

Meter Number

M4000028

Meter Readings (30 Billing Days)

Actual Reading on 6/6 8742

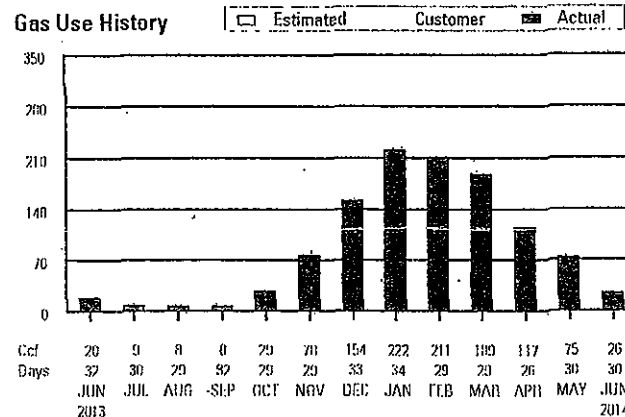
Actual Reading on 5/7 - 8716

Gas Used (Ccf) = 26

Service Summary Notes

Your next actual meter reading date is 07/08/2014

Gas Use History



Daily Comparisons

Month	Avg Daily Temp	Avg Daily Usage
Jun '14	64.3°	0.9
May '14	50.7°	2.5
Jun '13	63.0°	0.6

Your Average Monthly Usage is 94 Ccf

Your Total Annual Usage is 1126 Ccf

I PAID in JUL



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

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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.

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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 If we are unable to obtain an actual reading, 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

Eva Hadley

Previous Amount Due on 07/22/2014 \$157.58

Payments Received by 06/19/2014 - \$157.58

Billing Adjustment 07/07/2014 - \$1.67

Balance on 07/08/2014 = \$1.67CR

Charges for Gas Service This Period + \$32.12

Current Charges for Optional Services + \$3.99

Amount Due by 07/23/2014 = \$34.44

Billing & Payment Notes

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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%.

The new Budget year starts next month! Be sure to check your bill next month for an opportunity to join the Budget Payment Plan and spread the cost of winter heating more evenly over the entire year.

See back of bill for Detail of Charges for Gas Service.

Service Summary

Service Location

920 Indiana Av
Toledo OH 43607-2037

Meter Number
M4000028

Meter Readings (32 Billing Days)

Actual Reading on 7/8 8752

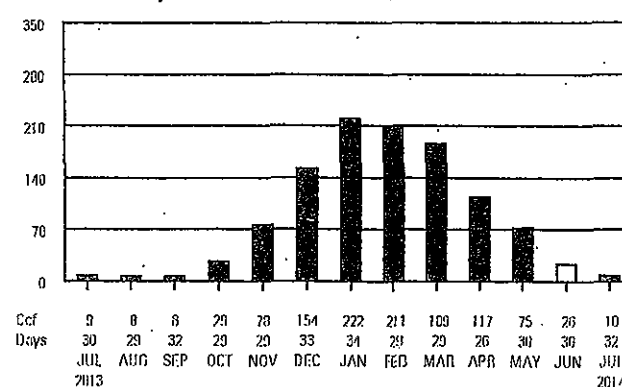
Adjusted Reading on 6/6 - 8742

Gas Used (Ccf) = 10

Service Summary Notes

Your next actual meter reading date is 08/06/2014

Gas Use History



Daily Comparisons

Month	Avg Daily Temp	Avg Daily Usage
Jul '14	70.7°	0.3
Jun '14	64.3°	0.9
Jul '13	69.8°	0.3

Your Average Monthly Usage is 94 Ccf

Your Total Annual Usage is 1127 Ccf

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.

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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.

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Cincinnati, OH 45274-2510

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Gas Usage We measure your gas usage in Ccf equal to 100 cubic feet.

Billing & Payment Summary

Customer Name

Eva Hadley

Previous Amount Due on 07/22/2014

\$157.58

Payments Received by 06/19/2014

\$157.58

Billing Adjustment 07/07/2014

\$1.67

Balance on 07/08/2014

\$1.67 CR

Charges for Gas Service This Period

\$32.12

Current Charges for Optional Services

\$3.99

Amount Due by 07/23/2014

\$34.44

\$98.42

Billing & Payment Notes

We are required to include your name, address, and usage information on lists of eligible customers that are made available to retail natural gas suppliers or governmental aggregators. If you wish to be excluded from the lists, please call 1-800-344-4077 or write Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH, 43216-2318.

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%.

The new Budget year starts next month! Be sure to check your bill next month for an opportunity to join the Budget Payment Plan and spread the cost of winter heating more evenly over the entire year.

See back of bill for Detail of Charges for Gas Service.

Service Summary

Service Location

920 Indiana Av
Toledo OH 43607-2037

Meter Number
M4000028

Meter Readings (32 Billing Days)

Actual Reading on 7/8 8752

Adjusted Reading on 6/6 8742

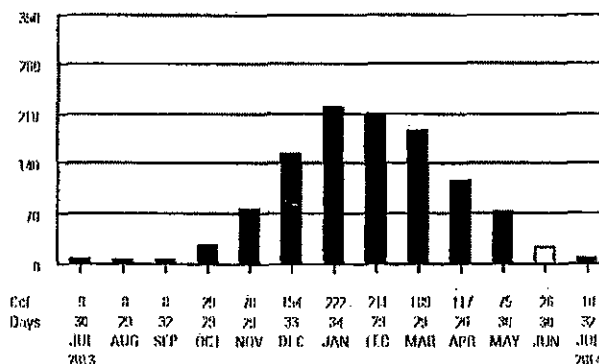
Gas Used (Ccf) 10

Service Summary Notes

Your next actual meter reading date is 08/06/2014

Gas Use History

Estimated Customer Actual



Daily Comparisons

Month	Avg Daily Temp	Avg Daily Usage
Jul '14	70.7°	0.3
Jun '14	64.3°	0.9
Jul '13	69.8°	0.3

Your Average Monthly Usage is 94 Ccf

Your Total Annual Usage is 1127 Ccf

Payment Coupon

Turn Me Over ▶▶
for more details about
your account