

**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 SAMPLE BILLS

Eastern Natural Gas Company, Pike Natural Gas Company, and Southeastern Natural Gas Company (Companies) have made the revisions to their billing formats as agreed to with the staff of the Public Utilities Commission of Ohio (PUCO) reviewing the billing formats. On August 21, 2015 a set of the revised formats were provided to the PUCO staff for their preliminary review prior to an official filing in the above identified dockets. On August 25, 2015 the Companies were notified that the samples provided on the 21st addressed the issues that had been previously discussed and to proceed with filing the samples in the dockets.

Attached is a sample Regular Bill, PIPP Bill, and Budget Bill for each Company and a Bill Back applicable to each company and bill type.

Respectfully submitted,

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

Kenneth N. Rosselet, Jr.
Eastern Natural Gas Company
Pike Natural Gas Company
Southeastern Natural Gas Company
7390 Mapleleaf Blvd.
Columbus, Ohio 43235-4220
(614) 792-2873
(614) 395-0622 (Cell)
KNRosselet@columbus.rr.com

August 27, 2015

ATTACHMENT A
EASTERN NATURAL GAS
BILL SAMPLES



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

To pay your bill on line, please visit www.easternNaturalgas.org

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#	9999-99999-999	
Net Due On or Before	08/07/15	-150.49
Late Payment Charge		0.00
Pay After	08/07/15	-150.49

MAKE CHECKS PAYABLE AND REMIT TO:

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

JOE SAMPLE
123 MAIN STREET
NOWHERE OH 44444-4444



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

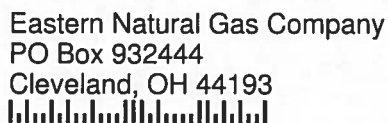
PLEASE MAKE CHECKS PAYABLE TO:
Eastern Natural Gas Company

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



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

JOE SAMPLE
123 MAIN STREET
NOWHERE OH 44444-4444



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Ann Date 02/01/10 Rev Mo Jul

PLEASE MAKE CHECKS PAYABLE TO:
Eastern Natural Gas Company

To pay your bill on line, please visit www.easternNaturalgas.org

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#	9999-99999-999	
Net Due On or Before	08/07/15	68.00
Late Payment Charge		0.00
Pay After	08/07/15	68.00

MAKE CHECKS PAYABLE AND REMIT TO:

JOE SAMPLE
123 MAIN STREET
NOWHERE OH 44444-4444



Eastern Natural Gas Company
PO Box 932444
Cleveland, OH 44193
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ATTACHMENT B
PIKE NATURAL GAS
BILL SAMPLES



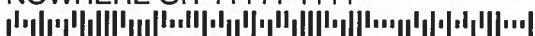
For Billing Inquiries: 1-888-863-0032
Send correspondence to: PO Box 35519
Canton, OH 44735

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.



JOE SAMPLE
123 MAIN STREET
NOWHERE OH 44444-4444



Pike Natural Gas Company
PO Box 932452
Cleveland, OH 44193
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For Billing Inquiries: 1-888-863-0032
Send correspondence to: PO Box 35519
Canton, OH 44735

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.



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JOE SAMPLE
123 MAIN STREET
NOWHERE OH 44444-4444

Pike Natural Gas Company
PO Box 932452
Cleveland, OH 44193

5

ATTACHMENT C
SOUTHEASTERN NATURAL GAS
BILL SAMPLES



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

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.



ACCOUNT#	9999-99999-999	
Net Due On or Before	08/03/15	10.02
Late Payment Charge		0.00
Pay After	08/03/15	10.02


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

JOE SAMPLE
123 MAIN STREET
NOWHERE OH 44444-4444

Southeastern Natural Gas Company
PO Box 932431
Cleveland, OH 44193
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ACCOUNT#		ACCOUNT NAME		SERVICE ADDRESS		
9999-99999-999		JOE SAMPLE		1234 MAIN STREET Residential		
SERVICE DESCRIPTION	METER	READING DATES	PREVIOUS	PRESENT	USAGE	CHARGES
Prior Account Balance						56.50
Total Payments Received						-90.00
Balance Forward						-33.50
GCR - \$0.53756 per Ccf	4008545	05/26/15 06/23/15	7880	7883	3	1.61
Delivery - \$0.225 per Ccf						0.68
Customer Charge						6.50
Gross Receipts Tax						0.43
PIPP Arrears						-24.28
PIPP Installment Due						45.00
Current Charges						9.22
			Net Due On or Before		08/03/15	45.00
			Late Payment Charge			0.00
			Pay After		08/03/15	45.00

Ann Date 01/28/15 Rev Mo Jan

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

To pay your bill on line, please visit www.southeasternnaturalgas.org

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.

JOE SAMPLE
123 MAIN STREET
NOWHERE OH 44444-4444

ACCOUNT#	9999-999999-999	
Net Due On or Before	08/03/15	45.00
Late Payment Charge		0.00
Pay After	08/03/15	45.00

MAKE CHECKS PAYABLE AND REMIT TO:

Southeastern Natural Gas Company
PO Box 932431
Cleveland, OH 44193
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ATTACHMENT D
BILL BACK APPLICABLE TO EACH
COMPANY

UNDERSTANDING YOUR BILL

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 (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.

Ann Date - Your PIPP Plus anniversary date. This is the date by which you must pay any PIPP Plus payments missed in the prior 12 months to remain on PIPP Plus.

Rev Mo - Your PIPP Plus reverification month. You must re-verify your income to stay on PIPP Plus.

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)

This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

8/27/2015 10:31:39 AM

in

Case No(s). 13-1985-GA-UNC, 13-1986-GA-UNC, 13-1987-GA-UNC

Summary: Exhibit Revised sample bills and bill back. electronically filed by Mr. Kenneth N Rosselet on behalf of Eastern Natural Gas Company and Pike Natural Gas Company and Southeastern Natural Gas Company