

ATTACHMENT B

Contact Us



Phone
Emergency Service 24/7
1-800-344-4077
For gas leaks or odors of gas

Customer Service
1-800-344-4077
7 a.m. - 7 p.m. Mon. - Fri.
8 a.m. - 12 p.m. Sat.

For hearing impaired relay call 711.



Web
Make payments and access your
account at ColumbiaGasOhio.com



Mobile
Make payments and access your
account at m.ColumbiaGasOhio.com



Mail Payments
Columbia Gas of Ohio
P.O. Box 742510
Cincinnati, OH 45274-2510



Authorized Payment Locations
Find locations online at
ColumbiaGasOhio.com

Account Profile

Customer Name: [REDACTED]

Your Contact Information: [REDACTED]

Type of Customer:
Residential
Standard Choice Offer

Account Number: [REDACTED]

- Is your contact information correct? Make all changes on the reverse side.

Account Summary

Previous Amount Due on 03/08/2016	\$130.47
Payments Received by 03/22/2016 Thank you	\$0.00
Late Payment Fee	+\$1.96
Balance on 03/22/2016	\$132.43
Charges for Gas Service This Period	+\$78.15
Amount Past Due - Pay Immediately	\$130.47
Current Charges Due by 04/07/2016	\$80.11

- If paid after 04/07/16, a late payment charge of 1.5% may be applied.
- For more information regarding these charges, see the Detail Charges section.

Foreign language interpreter service is available by phone and in-person. This service is available 24/7 to report emergencies.

Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:

- Leave the area immediately.
- Leave windows and doors in their positions and avoid doing anything that could cause a spark.
- From a safe area, call 911 and Columbia Gas at 1-800-344-4077.

Always Call 8-1-1 Before You Dig

If you're planning a home or landscaping project, call O.U.P.S. at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.



Employee Identification

All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

Termination Notice

Your account is past-due. To avoid disconnection of service at [REDACTED] scheduled on or after April 8, 2016, you must pay \$130.47 in full. Please be aware that partial payments will not protect you from shut-off, unless you arrange one of the payment plans listed below in advance, if eligible. To discuss eligibility of one of these payment plans, please call 1-800-344-4077, or visit ColumbiaGasOhio.com.

Payment Plans

- One-ninth Payment Plan - A nine-month budget bill, which includes one-ninth of past-due amounts each month. The plan estimates usage for the nine-month period and may be adjusted periodically.
- One-sixth Payment Plan - Current bill plus one-sixth of the past-due amount monthly.
- Winter Heating Season Plan - One-third of your total bill, including the past due amount.
- Percent of Income Payment Plan Plus (PIPP Plus) - If income eligible, pay 6% of your total monthly household income or \$10, whichever is greater, and receive credits for paying on time and in full. To determine income eligibility, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m.
- Graduate Percentage of Income Payment Plan Plus (Graduate PIPP Plus) - If eligible, pay PIPP Plus installment amount plus budget bill divided by two for 12 months, and receive credits for paying on time and in full. To determine eligibility, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m.

Reconnection Process and Additional Fees

It is your responsibility to pay any bills not in dispute by the due date. Also, you will be charged additional fees:

- If our representative visits your home for payment or termination, a \$5.50 collection fee applies.

Termination Notice continued on next page

▼ Please fold on the perforation below, detach and return with your payment.



Web
ColumbiaGasOhio.com



Mobile
m.ColumbiaGasOhio.com



Phone
1-800-344-4077

Account Number: [REDACTED]
Amount Due by 04/07/2016 \$210.58

Amount Enclosed: \$ [REDACTED]

Columbia Gas[®]
of Ohio
A NiSource Company

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

Make check payable to:
COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510

Helpful Definitions

Ccf is equal to 100 cubic feet and is used to measure your gas usage.

Estimated Readings are calculated based on your typical monthly usage rather than on an actual meter reading.

Fixed Monthly Delivery Charge covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

Usage Based Charges are basic charges for natural gas supply services to retail customers, excluding natural gas distribution services.

Legal Information

Public Utilities Commission of Ohio
If you have a complaint in regard to this disconnection notice that cannot be 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 website or phone numbers shown above.

Apples to Apples
For a comparison of available competitive natural gas suppliers, visit the PUCO website at www.energychoice.ohio.gov or call 1-800-686-7826.

Bankruptcy Notices
Mail to Columbia Gas of Ohio, Revenue Recovery, PO Box 117, Columbus, OH 43216.

Other Correspondence (except payments)
Mail to Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasOhio.com.

Termination Notice continued

- To reconnect service after it has been shut-off, you will be required to pay a \$52.00 reconnection fee in addition to the past-due amount. A \$113.00 security deposit or a creditworthy guarantor may also be required.
- If service is disconnected for 10 business days or less, reconnection will be scheduled by the close of the next business day.
- Service that has been disconnected more than 10 business days will be reconnected within three business days after the required payment has been made.

Energy Assistance - If you meet income requirements, you might qualify for financial aid or weatherization services through the Home Energy Assistance Program (HEAP). To learn more, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m., visit http://www.development.ohio.gov/is/is_heap.htm or visit ColumbiaGasOhio.com.

Medical Certificate - If you or a member of your household has a serious medical condition, a Medical Certificate can delay the disconnection of service for 30 days. Columbia Gas can fax a medical certification form to your licensed health care professional, who must complete, sign and return it to Columbia Gas prior to the shut-off date. Initial certification may be made by telephone if written certification is forwarded to Columbia Gas within seven days. If the service has been disconnected, Columbia Gas must receive the form within 21 days for the restoration of service to the same residence. Be sure to give your doctor or qualified health care provider permission to release your medical information to us.

Customers who utilize a Medical Certificate must enter into a payment plan prior to the end of the medical certificate period or be subject to disconnection. Medical Certificates may be renewed two additional times and may not exceed 90 days per household in a 12-month period.

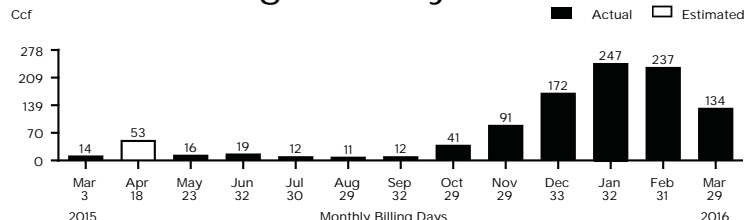
Payment Options

We do not accept payments at your home. However, you can choose from the following payment options:

- Pay by credit/debit card or an electronic check by calling 1-866-694-1828 or visit us online at ColumbiaGasOhio.com. Please note, fees do apply.
- Pay online with your checking account at ColumbiaGasOhio.com. No additional charges apply.
- Pay in-person at an authorized payment center. Visit ColumbiaGasOhio.com to find a list of authorized payment locations near you. Please note, these payment locations do charge an additional fee.

Failure to pay charges for optional, non-regulated products or services that appear on your bill may result in the loss of those products and services. If you have made your payment, please accept our thanks and disregard this notice.

13 Month Usage History



13 Month Usage History continued on next page

Change Contact Information

If information is incorrect in the Account Profile, please update and print clearly in the space provided below.

Address

City

State

Zip Code

Phone Number

Add or Edit Email

13 Month Usage History continued

Meter Number: N456190		Usage Comparison - Ccf			
Service Address: [REDACTED]		Month	Ccf	Avg Temp	Ccf Per Day
		Mar 15	14	31.2°	4.7
		Feb 16	237	31.5°	7.6
		Mar 16	134	44.8°	4.6
Meter Readings - 29 Billing Days		Your Average Monthly Usage = 87 Ccf.			
Actual Reading on 3/22		4101		Your Total Annual Usage = 1045 Ccf.	
Actual Reading on 2/22		3967		Your next meter reading date is	
Gas Used (Ccf)		134		04/21/2016.	

Detail Charges

Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$6.71
Usage Based Charges	\$8.65
<hr/>	
Delivery - Columbia Gas of Ohio	+\$33.17
Gross Receipts Tax @ 4.987%	\$1.75
Taxes & Fees	+\$1.75
<hr/>	
Standard Choice Offer	
Gas Supply Cost Incl Sales Tax	\$43.23
Supply - Constellation Energy Gas Choice	+\$43.23

Total Current Utility Charges **\$78.15**

- Current Charges include gas supply costs of \$40.21 at the SCO rate of \$0.30010 per Ccf and sales tax of \$3.02. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.29 divided by 10.

Standard Choice Offer

As a participant of the Columbia Gas Standard Choice Offer Program, your gas is being supplied by Constellation Energy Gas Choice. 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 Constellation Energy Gas Choice, P.O. Box 4911, Houston TX 77210-4911, at 1-844-225-2545. 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 Consumers' Counsel (OCC) toll free number(s) listed under Legal Information in the left column of your bill.

Message Board

- Enjoy the convenience of managing your account online by enrolling in Paperless Billing. Monthly email alerts, 24/7 account access and up to two years of past bills and payment history! Enroll today at ColumbiaGasOhio.com/PaperlessBilling.
- Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at ColumbiaGasOhio.com.
- Having trouble making ends meet? Take advantage of our special payment arrangements or energy assistance programs. Call 1-800-344-4077 to see if you're eligible.



ATTACHMENT C

Contact Us

- Phone
Emergency Service 24/7
1-800-344-4077
For gas leaks or odors of gas
- Customer Service
1-800-344-4077
7 a.m. - 7 p.m. Mon. - Fri.
8 a.m. - 12 p.m. Sat.
- For hearing impaired relay call 711.
- Web
Make payments and access your account at ColumbiaGasOhio.com
- Mobile
Make payments and access your account at m.ColumbiaGasOhio.com
- Mail Payments
Columbia Gas of Ohio
P.O. Box 742510
Cincinnati, OH 45274-2510
- Authorized Payment Locations
Find locations online at ColumbiaGasOhio.com

Account Profile

- Customer Name:
John Doe

Your Contact Information:
123 Main St.
Anytown, OH 12345-6789

Type of Customer:
Residential
Standard Choice Offer
- Account Number:
12345678 901 234 5
- Is your contact information correct? Make all changes on the reverse side.

Account Summary

Previous Amount Due on 03/08/2016	\$130.47
Payments Received by 03/22/2016 Thank you	\$0.00
Late Payment Fee	+\$1.96
Balance on 03/22/2016	\$132.43
Charges for Gas Service This Period	+\$78.15
Amount Past Due - Pay Immediately	\$130.47
Current Charges Due by 04/07/2016	\$80.11

- If paid after 04/07/16, a late payment charge of 1.5% may be applied.
- For more information regarding these charges, see the Detail Charges section.

Foreign language interpreter service is available by phone and in-person. This service is available 24/7 to report emergencies.

Your Safety

- In case of an emergency, such as odor of gas, carbon monoxide or fire:
- Leave the area immediately.
 - Leave windows and doors in their positions and avoid doing anything that could cause a spark.
 - From a safe area, call 911 and Columbia Gas at 1-800-344-4077.
- Always Call 8-1-1 Before You Dig
If you're planning a home or landscaping project, call O.U.P.S. at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.



Employee Identification
All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

Termination Notice

- Your account is past-due. To avoid disconnection of service at 123 Main St. Anytown, OH 12345-6789 scheduled on or after April 8, 2016, you must pay \$130.47 in full. Please be aware that partial payments will not protect you from shut-off, unless you arrange one of the payment plans listed below in advance, if eligible. To discuss eligibility of one of these payment plans, please call 1-800-344-4077, or visit ColumbiaGasOhio.com.
- Payment Plans
- One-ninth Payment Plan - A nine-month budget bill, which includes one-ninth of past-due amounts each month. The plan estimates usage for the nine-month period and may be adjusted periodically.
 - One-sixth Payment Plan - Current bill plus one-sixth of the past-due amount monthly.
 - Winter Heating Season Plan - One-third of your total bill, including the past due amount.
 - Percent of Income Payment Plan Plus (PIPP Plus) - If income eligible, pay 6% of your total monthly household income or \$10, whichever is greater, and receive credits for paying on time and in full. To determine income eligibility, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m.
 - Graduate Percentage of Income Payment Plan Plus (Graduate PIPP Plus) - If eligible, pay PIPP Plus installment amount plus budget bill divided by two for 12 months, and receive credits for paying on time and in full. To determine eligibility, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m.
- Reconnection Process and Additional Fees
- It is your responsibility to pay any bills not in dispute by the due date. Also, you will be charged additional fees:
- If our representative visits your home ~~for payment or termination~~, and payment is made to our representative whose purpose is to disconnect service and who is authorized to accept such payment, a \$5.50 collect fee applies.

Termination Notice continued on next page

▼ Please fold on the perforation below, detach and return with your payment.

JOHN DOE
123 MAIN ST.
ANYTOWN, OH 12345-6789

Columbia Gas
of Ohio
A NiSource Company

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

- Web
ColumbiaGasOhio.com
- Mobile
m.ColumbiaGasOhio.com
- Phone
1-800-344-4077

Account Number:12345678 901 234 5

Amount Due by 04/07/2016 \$210.58

Amount Enclosed:

\$.

JOHN DOE
123 MAIN ST.
ANYTOWN, OH 12345-6789

Make check payable to:

COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510



Helpful Definitions

Ccf is equal to 100 cubic feet and is used to measure your gas usage.

Estimated Readings are calculated based on your typical monthly usage rather than on an actual meter reading.

Fixed Monthly Delivery Charge covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

Usage Based Charges are basic charges for natural gas supply services to retail customers, excluding natural gas distribution services.

Legal Information

Public Utilities Commission of Ohio
If you have a complaint in regard to this disconnection notice that cannot be 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 website or phone numbers shown above.

Apples to Apples
For a comparison of available competitive natural gas suppliers, visit the PUCO website at www.energychoice.ohio.gov or call 1-800-686-7826.

Bankruptcy Notices
Mail to Columbia Gas of Ohio, Revenue Recovery, PO Box 117, Columbus, OH 43216.

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Termination Notice continued

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Medical Certificate - If ~~disconnection of service would be especially dangerous to the health of any consumer who is a permanent resident of the premises or disconnection of service would make operation of necessary medical or life-supporting equipment impossible or impractical~~ ~~you or a member of your household has a serious medical condition~~, a Medical Certificate can delay the disconnection of service for 30 days. ~~Initial certification may be made by telephone if written certification is forwarded to Columbia Gas within seven days.~~ ~~Initial certification may be made by telephone if written certification is forwarded to Columbia Gas within seven days.~~ Upon request, Columbia will provide the medical certification form to you, which must be completed, signed and returned to Columbia prior to the shut-off date. This form is also available on the Public Utilities Commission of Ohio's website at <http://www.puco.ohio.gov/puco/index.cfm/puco-forms/30-day-medical-certification-form/>, and it must be completed, signed and returned to Columbia prior to the shut-off date. If the service has been disconnected, Columbia Gas must receive the form within 21 days for the restoration of service to the same residence. ~~Be sure to give your doctor or qualified health care provider permission to release your medical information to us.~~

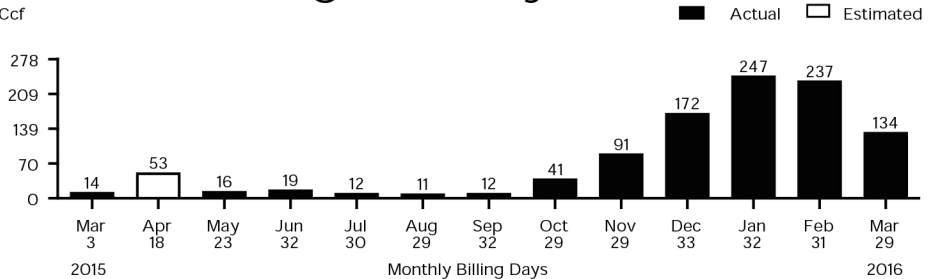
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Payment Options
~~We do not accept payments at your home. However,~~ You can choose from the following payment options:

- Pay by credit/debit card or an electronic check by calling 1-866-694-1828 or visit us online at ColumbiaGasOhio.com. Please note, fees do apply.
- Pay online with your checking account at ColumbiaGasOhio.com. No additional charges apply.
- Pay in-person at an authorized payment center. Visit ColumbiaGasOhio.com to find a list of authorized payment locations near you ~~or you can call Columbia at 1-800-344-4077~~. Please note, these payment locations do charge an additional fee.

Failure to pay charges for optional, non-regulated products or services that appear on your bill may result in the loss of those products and services. If you have made your payment, please accept our thanks and disregard this notice.

13 Month Usage History



13 Month Usage History continued on next page

Change Contact Information

If information is incorrect in the Account Profile, please update and print clearly in the space provided below.

Address

City

State

Zip Code

Phone Number

Add or Edit Email

13 Month Usage History continued

Meter Number: 999999		Usage Comparison - Ccf			
Service Address: 123 Main St. Anytown, OH 12345-6789		Month	Ccf	Avg Temp	Ccf Per Day
		Mar 15	14	31.2°	4.7
		Feb 16	237	31.5°	7.6
		Mar 16	134	44.8°	4.6
Meter Readings - 29 Billing Days		Your Average Monthly Usage = 87 Ccf.			
Actual Reading on 3/22		4101		Your Total Annual Usage = 1045 Ccf.	
Actual Reading on 2/22		3967		Your next meter reading date is	
Gas Used (Ccf)		134		04/21/2016.	

Detail Charges

Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$6.71
Usage Based Charges	\$8.65
Delivery - Columbia Gas of Ohio	
	+\$33.17
Gross Receipts Tax @ 4.987%	\$1.75
Taxes & Fees	
	+\$1.75
Standard Choice Offer	
Gas Supply Cost Incl Sales Tax	\$43.23
Supply - Constellation Energy Gas Choice	
	+\$43.23

Total Current Utility Charges\$78.15

- Current Charges include gas supply costs of \$40.21 at the SCO rate of \$0.30010 per Ccf and sales tax of \$3.02. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.29 divided by 10.
- Standard Choice Offer
- As a participant of the Columbia Gas Standard Choice Offer Program, your gas is being supplied by Constellation Energy Gas Choice. 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 Constellation Energy Gas Choice, P.O. Box 4911, Houston TX 77210-4911, at 1-844-225-2545. 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 Consumers' Counsel (OCC) toll free number(s) listed under Legal Information in the left column of your bill.

Message Board

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- Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at [ColumbiaGasOhio.com](#).
- Having trouble making ends meet? Take advantage of our special payment arrangements or energy assistance programs. Call 1-800-344-4077 to see if you're eligible.



This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

6/21/2016 4:27:06 PM

in

Case No(s). 16-1444-GA-UNC

Summary: Application for Approval of Revised Bill Formats Attachments B and C electronically filed by Cheryl A MacDonald on behalf of Columbia Gas of Ohio, Inc.