

**BEFORE  
THE PUBLIC UTILITIES COMMISSION OF OHIO**

In the Matter of the Application of Suburban )  
Natural Gas Company for Approval of Revised ) Case No. 18-1456-GA-UNC  
Bill Formats Pursuant to Ohio Adm. Code )  
4901:1-13-11 )

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**APPLICATION OF SUBURBAN NATURAL GAS COMPANY**

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Pursuant to Ohio Adm. Code 4901:1-13-11(D), Suburban Natural Gas Company (Suburban) hereby requests that the Public Utilities Commission of Ohio (Commission) approve the new bill formats proposed herein. Suburban further requests that the Commission approve this Application in accordance with the 45-day timeframe provided for in Ohio Adm. Code 4901:1-13-11(D) so that Suburban may implement the proposed changes as quickly as is practicable given recent Commission decisions approving said modifications in Suburban's alternative rate plan proceeding. In support of the Application, Suburban states as follows:

1. Suburban is an Ohio corporation engaged in the business of supplying natural gas to consumers located within the State of Ohio and is a public utility subject to the jurisdiction of the Commission. Suburban's principle office is located at 2626 Lewis Center Road, Lewis Center, Ohio 43035. Suburban is a public utility pursuant to R.C. 4905.02 and R.C. 4905.03, and is, thus, subject to the jurisdiction of the Commission.
2. Suburban's current bill format complies with the Commission's rules. A sample of the current bill format is attached to this Application as Attachment A.

3. The proposed bill changes are attached to this Application as Attachment B. Attachment B contains the following modifications to the current bill format:
  - a. On November 1, 2017, in Case No. 17-594-GA-ALT, the Commission authorized Suburban to institute an alternative rate plan. The proposed bill format incorporates the modifications to Suburban's rates and charges that were approved in the alternative rate plan, including the approved rate design, tariff classification, and Energy Efficiency Program (EEP) Rider.
  - b. The current bill format has been reformatted to improve its readability and to minimize the number of pages included in the bill.
4. Suburban's proposed changes improve upon the existing bill format because it will address the modifications to Suburban's rates to implement the straight fixed variable rate design, approved in Case No. 17-594-GA-ALT, as well as the addition of a tariff classification and the EEP Rider. Additionally, the proposed changes make Suburban's monthly bill easier to read, which will provide customers with greater clarity as they review their monthly bills.
5. This Application will not result in a change in rates paid by Suburban's customers.
6. The modifications to the monthly bill are consistent with the Commission's November 1, 2017 Finding and Order in Case No. 17-594-GA-ALT, and approval of this Application would enable Suburban to provide customers with a bill that more accurately reflects the rate design and charges that the Commission has already approved.

7. Subject to the utilization of Suburban's supply of current bill stock, Suburban proposes to implement the proposed new billing format (Attachment B) beginning with the first billing cycle after Commission approval, or as soon as is practicable.

WHEREFORE, Suburban respectfully requests that the Commission approve this Application, thus allowing Suburban to begin using the proposed bill format contained in Attachment B for its monthly bills to customers as soon as practicable after Commission approval.

Respectfully Submitted,

/s/ Kimberly W. Bojko

Kimberly W. Bojko (0069402) (Counsel of Record)

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Carpenter Lipps & Leland LLP

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Columbus, Ohio 43215

Telephone: (614) 365-4100

Bojko@carpenterlipps.com

Dressel@carpenterlipps.com

(willing to accept service by email)

*Counsel for Suburban Natural Gas Company*

**SUBURBAN NATURAL GAS COMPANY**

211 FRONT STREET, P.O. BOX 130

CYGNET, OH 43413-0130

(419) 655-2345

**TEMP- RETURN SERVICE REQUESTED**

2626 LEWIS CENTER ROAD

LEWIS CENTER, OH 43035

(740) 548-2450

HOURS: 8:00 a.m. - 4:30 p.m. Monday through Friday

**Account Number**

000-0000-00

**Bill Date**

00/00/00

**Due Date**

00/00/00

**Amount Due**

0.00

CUSTOMER NAME

CUSTOMER MAILING ADDRESS

CITY, STATE ZIP

PLEASE MAKE CHECKS PAYABLE TO:  
SUBURBAN NATURAL GAS COMPANY  
TO AVOID ADDITIONAL EXPENSE -  
YOUR PAYMENT MUST BE RECEIVED  
BY THE DUE DATE

SERVICE LOCATION		SERVICE FROM	SERVICE THRU	NUMBER OF DAYS		
LOCATION ADDRESS <u>RATE (SGS/LGS)</u>		00/00/0000	00/00/0000	00 Days		
Charge Type	Previous Read	Current Read	Multiplier	Usage	UOM	Charges

GAS COST RECOVERY	000000	000000	0.0000	0	CCF	0.00
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GAS COSTS CALCULATED AT A RATE OF .00000 PER CCF

~~MONTHLY SERVICE CHG MONTHLY CUSTOMER SERVICE CHARGE~~

0.00

GAS COST RECOVERY	000000	000000	0.0000	0	CCF	0.00
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GAS COSTS CALCULATED AT A RATE OF .00000 PER CCF

INFRASTRUCTURE REPLACEMENT RIDER

0.00

ENERGY EFFICIENCY PROGRAM RIDER

0.00

~~DELIVERY CHARGE USAGE BASED CHARGES~~

0.00

GROSS RECEIPTS TAX @4.9810%

0.00

CURRENT CHARGES	=====	0.00
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## HISTORICAL USAGE (CCF)

Jul 0000 Jun 0000 May 0000 Apr 0000

Mar 0000 Feb 0000 Jan 0000 Dec 0000

Nov 0000 Oct 0000 Sep 0000 Aug 0000

TOTAL- 0000 AVG- 0000

NEXT METER READ DATE ON OR ABOUT 00/00/0000

PREVIOUS ACCOUNT BALANCE 0.00

LATE PAYMENT CHARGES 0.00

PAYMENTS (THANK YOU) 0.00

CURRENT CHARGES 0.00

ADJUSTMENTS 0.00

PRESENT ACCOUNT BALANCE 0.00

## PLEASE RETURN STUB WITH PAYMENT

ACCOUNT NUMBER	BILL DATE	SERVICE FROM	SERVICE THRU	DUE DATE	PAY BEFORE DUE DATE	PAY AFTER DUE DATE
000-0000-00	00/00/0000	00/00/0000	00/00/0000	00/00/0000	000.00	000.00

\*\* MISC ANNOUNCEMENTS HERE \*\*

THE DUE DATE DOES NOT APPLY TO ANY BALANCE THAT IS PAST DUE. PAST DUE AMOUNTS MAY BE  
ELIGIBLE FOR DISCONNECTION..

WE ACCEPT VISA, MASTERCARD AND DISCOVER CREDIT CARD PAYMENTS OVER THE PHONE.

IF PAYING IN PERSON PLEASE BRING ENTIRE BILL

IF MAILING PLEASE REMOVE BOTTOM PORTION AND  
RETURN WITH YOUR PAYMENT TO:

CUSTOMER NAME

SUBURBAN NATURAL GAS COMPANY  
P.O. BOX 130

## INFORMATION REGARDING YOUR GAS SERVICE

Please call our office in Cygnet at (419) 655-2345, or in Lewis Center at (740) 548-2450 if you have any questions regarding your gas service. Our customer service representatives are available to answer your questions and resolve your complaints.

If your complaint is not resolved after you have called Suburban Natural Gas Company, or for general utility information, residential and business customers may contact the [Public Utilities Commission](http://www.puco.ohio.gov) of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five 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).

The Ohio consumers' [Consumer's Counsel](http://www.pickocc.org) (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.pickocc.org>.

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## INFORMATION ABOUT YOUR BILL

Meters are read monthly. Your bill is not estimated, unless we do not have access to your meter. You are billed per CCF of gas used. CCF is a unit of measurement (UOM) of gas usage equal to 100 cubic feet. Rates and explanations as to their application are available upon request.

This bill may be paid at our office, participating banks, or by calling our office or on our website at [www.sngco.com](http://www.sngco.com) or any authorized payment agency. Be sure to bring the entire bill when paying in person. Bills are payable by the due date. (For the location of a payment agency near you, please call the office nearest to you). Bills are payable by the due date.

Please make checks or money orders payable to Suburban Natural Gas Company, and record your account number.

Payments by phone or through our website may also be made by Debit or Credit Card. We accept Visa, MasterCard or Discover.

Automated Bill Payment (AutoPay) – Your account can be set up for automatic bill payment. This payment option allows you to have your payments automatically taken out of your checking account or charged to your credit card on the due date each month. Authorization forms are available upon request. To You can obtain an authorization form or for more information, please contact by contacting our either office in Cygnet or Lewis Center, or download the authorization form from our website at [www.sngco.com](http://www.sngco.com).

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## PAYMENT PLANS

**Budget Payment Plan** – The budget program officially begins in June, but customers may enroll at any time. (Enrolling in the program after June will result in a higher budget amount because the payments are spread over fewer months). The budget plan spreads your winter heating gas bills uniformly over an eleven month period. In the 12<sup>th</sup> month (May), customers will see an adjustment made on their bills to make up for any difference between the past 11 months' payments and actual natural gas usage. This could result in either a credit or a charge. Any charges must be paid in full by the due date on that month's bill.

**Extended Payment Plans** - If you have a problem paying your bill, there are several extended payment plans available to help you to make affordable payments and maintain service. You may also be eligible for assistance. Please call our office for more information.

## FOR YOUR SAFETY

**CALL 1-800-362-2764 OR 8-1-1 before you dig. It's the law!**  
By law, everyone MUST contact the Ohio Utilities Protection Service, 1-800-362-2764 or 8-1-1, at least 48 hours but no more than 10 working days (excluding weekends and legal holidays) before beginning any digging project.

**IN CASE OF EMERGENCY:** In Northwest Ohio, call our Cygnet office at 419-655-2345 or in Central Ohio, call our Lewis Center office at 740-548-2450, 8:00 a.m. – 4:20 p.m., Monday through Friday. For a gas emergency after business hours call 1-877-485-8222.

**ODOR OF GAS** We add distinctive odor to your natural gas to alert you to a leak in or around your property. If you smell an odor of gas:

1. Leave the building immediately. Leave the door open.
2. Do not light matches, flip electrical switches on or start engines.
3. Call our office immediately from a nearby phone.

**EMPLOYEE IDENTIFICATION** – All of our employees carry photo identification. If someone claims to be from Suburban Natural Gas Company, ask to see their identification, or call our office if you are unsure before letting the person into your home.

## YOUR GAS METER

**Meter Tampering is illegal**—Tampering with a gas meter is illegal and can cause property damage and serious personal injury. If you suspect that a meter has been tampered with, please report it to us. Your call will be kept confidential.

**How to Read Your Meter** – When a pointer is between two numbers on a dial always read the smaller number except when the pointer is between 9 and 0. Record the reading on the dials from left to right.

EXAMPLE:  
If the hand is between  
two numbers, read it  
as the lower number.



#### HELPFUL DEFINITIONS

Ccf is a unit of measurement (UOM) of gas usage equal to 100 cubic feet. You are billed per CCF of gas used.

Monthly customer service charge covers a portion of the fixed costs required to ensure that natural gas service is available to your home. The 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

#### RIGHTS & RESPONSIBILITIES

A summary of customer rights and responsibilities is available at [www.sngco.com](http://www.sngco.com) or by calling either office. Information covers rules regarding service installation, security deposits, billing and 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, privacy rights and complaint procedures. You may obtain a copy of the full minimum gas service standards at the PUCO website or by calling them at 1-800-686-7826.

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

1. Leave the building immediately.
2. Leave the windows and doors in their positions and avoid doing anything that could cause a spark.
3. Do not light matches, flip electrical switches on or start engines.
4. From a safe area, call 911 and our office immediately from a nearby phone. In Northwest Ohio, call our Cypnet office at 419-655-2345 or in Central Ohio, call our Lewis Center office at 740-548-2450, 8:00 a.m. – 4:30 p.m. Monday through Friday. For a gas emergency after business hours call 1-877-485-8223.

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CUSTOMER MAILING ADDRESS  
CITY, STATE ZIP

***SEE BACK OF BILL FOR MORE INFORMATION***

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BY THE DUE DATE

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LOCATION ADDRESS		RATE SGS		00/00/0000		00 Days
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GROSS RECEIPTS TAX @4.9810%						0.00
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Please make checks or money orders payable to Suburban Natural Gas Company, and record your account number.

Payments by phone or through our website may be made by Debit or Credit Card. We accept Visa, MasterCard or Discover.

**AutoPay** – Your account can be set up for automatic bill payment. This payment option allows you to have your payments automatically taken out of your checking account or charged to your credit card on the due date each month. Authorization forms are available upon request. You can obtain an authorization form by contacting either office, or download the authorization form from our website at [www.sngco.com](http://www.sngco.com).

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**This foregoing document was electronically filed with the Public Utilities**

**Commission of Ohio Docketing Information System on**

**9/21/2018 5:23:11 PM**

**in**

**Case No(s). 18-1456-GA-UNC**

Summary: Application Of Suburban Natural Gas Company electronically filed by Mrs. Kimberly W. Bojko on behalf of Suburban Natural Gas Company