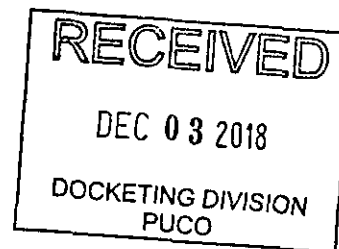


FILE  
**FAX**

December 3, 2018

ATTN: Anna Sanyal, Attorney Examiner  
PUBLIC UTILITIES COMMISSION OF OHIO  
180 E. Broad St.  
Columbus, Ohio 43215-3793



Case No. 17-2536-GA-CSS

Dear Ms. Sanyal:

This letter constitutes the complainant's notice that Columbia is still not in compliance with the PUCO's rules concerning termination of his natural gas services. Complainant states that he informed Columbia via fax that he never received a 14-day termination disconnect notice for nonpayment/billing statement as required by Ohio Adm. Code 4901:1-18-06(A). On December 3, 2018, Columbia improperly disconnected the gas service pursuant to Ohio Adm. Code 4901:1-18-06(A)(2) (copy attached). Complainant firmly believes that the amount owed to Columbia is factually incorrect and should be disregarded. Accordingly, the complainant made a partial payment in the amount of \$200 on 11/30/2018, in order prevent the disconnection of gas service during the winter reconnect season, which ends on April 15, 2019.

Thank-you for your much-anticipated cooperation in this matter.

Respectfully submitted,



Gregory T. Howard  
381 S. Detroit Avenue  
Toledo, Ohio 43609-2068  
[hwrdrgrgy@yahoo.com](mailto:hwrdrgrgy@yahoo.com)

Enclosures

cc: Columbia Gas of Ohio-Facsimile to: (614) 460-8403  
Eric B. Gallon, Esq. Porter, Wright, Morris & Arthur LLP- Facsimile to: (614) 227-2100  
PUCO Docketing Division- Fax to: (614) 466-0313

This is to certify that the images appearing are an accurate and complete reproduction of a fax file document delivered in the regular course of business.  
Technician Jon Date Processed 12/4/18

CASE NO. 17-2536-GA-CSS

**Columbia Gas  
of Ohio**

A NiSource Company

**Service Termination Notice**

*Handled*

Account # 19812447-001-00002 Amount Past-Due 1874.92 Date 12-3-16  
Service Address 381 S Detroit Av

The service has been terminated at this residence for one or more of the reasons indicated below.

- ☒ Non-payment of a delinquent bill
- ☐ Failure to post a security deposit
- ☐ Unauthorized use of gas and/or illegal tampering with meter
- ☐ Check returned for insufficient funds or closed account

To restore service, you must take all of the following steps.

- Pay the past-due account balance (see \* below)
- Pay a \$52 reconnection fee
- Pay a security deposit, if one is required
- Contact us at 1-800-344-4077 to schedule reconnection

**Residential Reconnection**

- Disconnected ten business days or less: You must call us with your payment receipt number before 12:30 p.m., Monday through Friday, to be reconnected the same day. Otherwise, reconnection will be scheduled for our next regular working day.
- Disconnected more than ten business days: You will be reconnected within three business days after payment.

**Commercial Reconnection**

- Reconnection will be scheduled for our next regular working day.

\*The amount of this notice is valid only until your final bill is issued. Once the final bill is issued, your entire past due account balance must be paid to restore service.

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). 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>.

Columbia Gas of Ohio cannot support customers who threaten our employees. Actions may be taken to engage law enforcement where appropriate and/or refusal of utility service until our employees have a safe work atmosphere.