

19-0388-GA-CSS

00241540

Case Number

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

Ohio | **Public Utilities
 Commission**

FAX**Formal Complaint Form**

Christopher Crane Bergeret 1441 West Rich Street
 Customer Name (Please Print) Customer Address

Columbus Ohio Apartment
43223-136
 City State Zip

Against

202612040010000
 Account Number

1441 West Rich Street
 Customer Service Address (if different from above)

Columbia Gas of Ohio
 Utility Company Name

Columbus Ohio 43223-136
 City State Zip

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

My gas was shut off without my
 permission and no notice was given

Signature

614-615-9582
 Customer Telephone Number

PUCO

2019 FEB - 7 AM 9:15

RECEIVED-DOCKETING DIV

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 Bmm Date Processed 02/07/19



Account Number: 20261204 001 000

Statement Date: 11/30/201

5019

Page 1 of

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

Your Safety

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

1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
3. 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.



Know what's below.
Call before you dig.

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.

Account Profile

Customer Name:
Christopher C Bergeret

Your Contact Information:
1441 W Rich St 11
Columbus OH 43223

Type of Customer:
Residential
Final Service

Account Number:
20261204 001 000 0

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

Account Summary

Previous Amount Due on 12/07/2018	\$53.70
Payments Received by 11/29/2018 Thank you	\$0.00

Balance on 11/29/2018	\$53.70
Charges for Gas Service This Period	+\$37.97

Current Charges Due by 12/17/2018 **\$91.67**

- If paid after 12/17/18, a late payment charge of 1.5% may be applied to your utility balance.
- For more information regarding these charges, see the Detail Charges section.

You may be eligible to participate in the final service Post PIPP Plan. If you pay your Post PIPP payment in full monthly, you will receive credits applied to your actual account balance. To learn more about the Post PIPP plan, please contact us at 1-800-344-4077.

Thank you for being a Columbia Gas customer. We appreciate your business and are pleased to provide the following information as a credit reference.

Customer Name
Christopher C Bergeret

Service Address
1441 W Rich St 11
Columbus Oh 43223-1368

Period Served: 10/27/2017 To 11/29/2018
Credit Rating: Excellent
Best Wishes, Columbia Gas

Usage Summary

Meter Number:
95541604

Service Address:
1441 W Rich St 11
Columbus OH 43223-1368

Meter Readings - 9 Billing Days

Estimated Reading on 11/29	6598
Actual Reading on 11/20	6586
Gas Used (Ccf)	12

Account Number: 20261204 001 000 C

Statement Date: 11/30/2016

50196

Page 2 of 2

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 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 website or phone numbers shown above.

Applies 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.

Detail Charges

Fixed Monthly Delivery Charge	\$16.75
Infrastructure Replacement Program Rider	\$8.91
Capital Expenditure Program Rider	\$3.51
Federal Tax Reform Credit	-\$1.06
Infrastructure Development Rider	\$0.01
Usage Based Charges	\$0.92
Delivery	+\$29.04
Gross Receipts Tax @ 4.987%	\$1.80
Taxes & Fees	+\$1.80
Standard Choice Offer	\$7.13
Supply	+\$7.13

Total Current Utility Charges

\$37.97

- This bill reflects the approval of rates by the Public Utilities Commission of Ohio, which became effective November 29, 2018, that provide for recovery of costs incurred in the operation of Columbia's Capital Expenditure Program.
- This bill reflects the approval of a reduction in base rates by the Public Utilities Commission of Ohio, retroactive to January 1, 2018, in recognition of the passage of the Tax Reform Act of 2017.
- Current Charges include gas cost recovery of \$7.13 at the SCO rate of \$0.59450 per Ccf. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.23 divided by 10.

3S - Billing Statements Base Application - AEP Ohio Bill

Page 1

AEP OHIO
PO BOX 24401
CANTON, OH 44701-4401

Amount due on or before
January 21, 2019 **\$45.00**

Bill mailing date is Jan 3, 2019
Account #106-375-662-4-0

SERVICE ADDRESS: CHRISTOPHER BERGERET, 1441 W RICH ST APT 11, RICKNBKR TER, COLUMBUS, OH 43223-1368
36009

CYG3

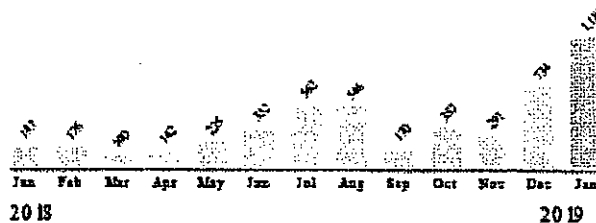
CHRISTOPHER BERGERET
1441 W RICH ST APT 11
COLUMBUS, OH 43223-1368

Notes from AEP Ohio:

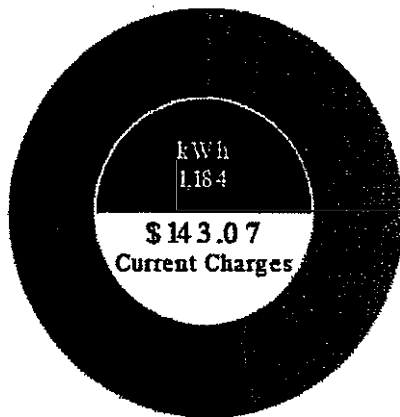
Pay your PEP Plus amount due of \$45.00 by the due date to receive a credit up to \$98.07 on your account. Your total account balance is \$143.07. Your PEP Plus anniversary month is November 2019. Your reactivation date is November 19, 2019.

Usage History (kWh):

Current bill summary:
Billing from 11/30/18 - 01/03/19 (35 days)



Delivery
Charge
\$77.16



Supply
Charge
\$65.91

Methods of Payment

- ☐ aepohio.com
- ☐ PO Box 371496
Pittsburgh, PA 15250-7496
- ☐ 1-800-611-0964 (fee may apply)

Need to get in touch?

Customer Operations Center: 1-855-654-7477
Outages: AEPOhio.com/outages or 1-800-672-2231

Please tear on dotted line.

Turn over for important information!

Thank you for your prompt payment. Please include your account number on your check and return this stub with your payment.

CHRISTOPHER BERGERET, 1441 W RICH ST APT 11, RICKNBKR TER, COLUMBUS, OH 43223-1368



Send Inquiries To:
PO BOX 24401
CANTON, OH 44701-4401

H307
Account #106-375-662-4-0
CHRISTOPHER BERGERET

Amount due on or before
January 21, 2019 **\$45.00**

Payment Amount \$

Make check payable and send to:
AMERICAN ELECTRIC POWER
PO BOX 371496
PITTSBURGH, PA 15250-7496



☐ The Neighbor to Neighbor program helps disadvantaged customers pay their electric bill. I want to help. My payment reflects my gift of \$_____

00000450000000450001000000000010637566240030121010039000009

IS - Billing Statements Base Application - AEP Ohio Bill

Page 2 of 2

We offer several ways for you to pay your bill. In addition to paying in person or by mail, you may receive and pay your bill electronically (e-Bill) or have your payments deducted automatically from your checking or savings account.

Definitions:

Actual: Reflects that a reading was taken from your meter.

Estimate: Reflects that we were unable to read your meter this month. We calculated your bill based on prior usage and seasonal variations. You can choose to call us with an actual meter read at 1-800-672-2231.

Kilowatt-hour (kWh): The unit measure for the electricity you use. For example, you use one kWh of electricity to light a 100-watt light bulb for 10 hours.

Customer Charge: The fixed monthly basic distribution charge to partially cover costs for billing, meter reading, service line maintenance and equipment.

Late Payment Charge: (If applicable) A late charge is added to the overdue amount of the regulated portion of your bill if you do not pay your bill by the due date.

Standard Service Offer: When customers purchase generation through AEP Ohio's auction process and not through a supplier.

Generation Service or Supply: Charges associated with the production of electricity.

Purchased Power Agreement Rider (PPA): The PPA allows AEP Ohio to collect or pass back the difference between total costs and revenues associated with a specific purchase power agreement.

Transmission Service: Charge for moving high-voltage electricity from a generation facility to the distribution station of the local electric utility. Transmission charges show under the delivery portion of the bill.

Distribution Service: Charge for use of local wires, transformers, substations and other equipment used to deliver electricity to your home/business. Distribution charges show under the delivery portion of the bill.

Retail Stability Rider (RSR): The RSR is necessary to provide AEP Ohio with stability while transitioning to 100% auction-based Standard Service Offering (generation service) pricing.

Phase-In Recovery Rider (PIRR): The PIRR will allow AEP Ohio to recover the cost of fuel deferred from 2009-2018 as previously authorized by the PUCO.

Deferred Asset Phase-In Rider (DAPIR): Recovers previously incurred deferral for distribution assets.

Delivery: The graph on the first page shows charges associated with moving electricity through transmission lines and distribution lines as well as costs to maintain those lines and other distribution costs.

We welcome the opportunity to assist you. Our customer service center is open 24 hours a day, 7 days a week. If you have a question, please call us toll free at 1-800-672-2231, or 1-800-672-2231 (TDD/TTY). If you feel your concern has not been resolved, you can file a complaint at www.aepohio.com under iContact Us!, call 1-800-672-2231 or by writing to Customer Concerns, 4500 S. Hamilton Road, Groveport, OH 43125.

Customers may be assessed a deposit if they have not made a full payment (or arrangements) on a bill that contains a previous balance, or have been disconnected for nonpayment, fraudulent practice, tampering, or unauthorized reconnection during the preceding 12 months. Residential deposits may be made through a cash deposit or approved guarantor. Non-residential deposits may be made by cash, approved letters of credit, or approved surety bonds. To discuss any further options please call AEP Ohio. To contest a deposit you can file a complaint at www.aepohio.com under iContact Us!, call 1-800-672-2231 or by writing to Customer Concerns, 4500 S. Hamilton Road, Groveport, OH 43125.

If you have a complaint in regard to this disconnection notice that cannot be resolved after you have called AEP Ohio, or for general utility company information, residential and business customers may contact the public utilities commission 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). You may write to: Public Utilities Commission of Ohio, Attention: CSD, 150 E. Broad Street, Columbus, Ohio 43215-3793.

The Ohio consumer council (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 from eight a.m. to five p.m. weekdays, or at <http://www.pickoco.org>.

Rates Available on Request

Electronic Check Conversion If you pay by check, you authorize us to convert your paper check into an electronic debit.

If you have questions, please call AEP Ohio at 1-800-672-2231 or visit us at www.AEPOhio.com.

3S - Billing Statements Base Application - AEP Ohio Bill

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CHRISTOPHER BERGERET

1441 W RICH ST APT 11

RICKNBKR TER

COLUMBUS, OH 43223-1368

Account # 106-375-662-4-0

Service Period 11/29 - 01/03

Make Payment

Next scheduled read date should be between Jan 31 and Feb 3.

Notes from AEP Ohio:

Price-to-Compare: For tariff 013, in order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than AEP Ohio's price of \$0.055 per kWh for the same usage that appears on this bill. To review available competitive supplier offers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" web site at www.energychoice.ohio.gov.

For Informational Purposes only: The below costs are NOT NEW CHARGES and are approximate values. AEP participates in programs required by the state of Ohio to support energy conservation and to secure renewable energy resources. For more information on energy efficiency programs, please visit aepohio.com/ItsYourPower.

Renewable Programs: \$142
Energy Efficiency Programs: \$174
Peak Demand Reduction Programs: \$127

Thank you for being a paperless customer! Sign up for billing and outage alerts to stay informed. You can manage your account by logging in at aepohio.com.

In case number 16-1852-EL-SSO, the Public Utilities Commission of Ohio approved adjustments to Ohio Power Company's Purchased Power Agreement (PPA) Rider. The PPA allows AEP Ohio to collect or pass back the difference between total costs and revenues associated with a specific purchase power agreement. A residential customer using 1000 kWh of electricity will see an increase of \$0.38 per month.

Pursuant to state law in Case No. 15-976-EL-USF the Universal Service Fund (USF) rider has been adjusted effective with this bill. The USF helps low income customers avoid disconnect during the winter. A residential customer using 1000 kWh per month will see a decrease of \$0.01.

In case number 16-1852-EL-SSO, the Public Utilities Commission of Ohio approved adjustments to Ohio Power Company's Auction Cost Recovery Rider (ACRR) and Alternative Energy Rider (AER). The ACRR allows AEP Ohio to collect or pass back the difference between auction costs billed to customers versus what was paid to auction winners for the procurement of power and includes the costs associated with the competitive bid process. The AER recovers costs related to renewable energy. A residential customer using 1000 kWh will see a decrease of \$0.05 per month.

The Public Utilities Commission of Ohio in Case number 16-2154-EL-RDR on December 5, 2018 approved an adjustment to Ohio Power Company's Enhanced Service Reliability Rider rate effective with this bill. A residential customer using 1000 kWh of electricity will see a decrease of \$0.60 per month.

As a percentage of income payment plan customer you are legally responsible for the entire amount of this bill.

Your PIPP Plus anniversary date is November 20 19. That is the date by which you must pay any PIPP Plus payments missed the prior 12 months to remain on PIPP Plus.

You must re-verify your income by this date to stay on PIPP Plus: November 9, 20 19.

If you pay your PIPP Plus payment on-time and in-full this month you will receive an on-time balance reduction of approximately \$98.07 applied to your account balance.

Due date does not apply to previous balance due.

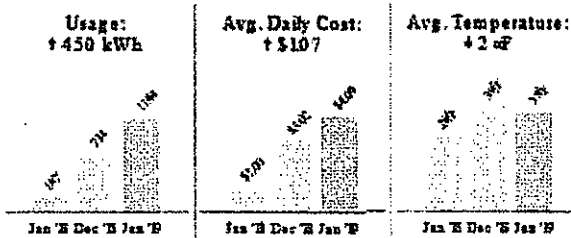
360H

Line Item Charges:

Previous Charges	
Total Amount Due At Last Billing	\$ 31.95
Payment 12/07/18 - Thank You	-31.95
Previous Balance Due	\$.00*
Previous Accumulated PIPP Balance	4.15
On-Time Balance Reduction	-4.15
Accumulated PIPP Balance	.00
Total Previous Balance	\$.00
Current AEP Ohio Charges	
Tariff 013 - Residential Service 01/03/19 Service Delivery Identifier: 00049621059795345	
Generation Service (Supply)	\$ 64.70
Transmission Service	23.73
Distribution Service	42.68
Customer Charge	8.40
Deferred Asset Phase-In Rider	2.35
Power Purchase Agreement Rider	121
Current Electric Charges	\$ 143.07
Active PIPP Plus Amount Due	\$ 45.00*
Total Account Balance	\$ 143.07
Total Balance Due	\$ 45.00
*Charges make up the "Total Balance Due"	

Usage Details:

++Values reflect changes between current month and previous month.



Total usage for the past 12 months: 3,842 kWh

Average (Avg.) monthly usage: 320 kWh

Enjoy the benefits of constant connection. Download our mobile app today, at Google Play and iTunes stores.

[ps://aepohio.com/account/bills/view/?ID=1](https://aepohio.com/account/bills/view/?ID=1)

1/4/2

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SHERROD BROWN
OHIO

COMMITTEES:

AGRICULTURE, NUTRITION,
AND FORESTRY

BANKING, HOUSING,
AND URBAN AFFAIRS

FINANCE

VETERANS' AFFAIRS

United States Senate

WASHINGTON, DC 20510 - 3505

December 4, 2018

Mr. Christopher Bergeret
1441 West Rich Street Apartment 11
Columbus, OH 43223

Dear Mr. Bergeret:

Thank you for your recent email regarding the concerns you have with the staff and management for your apartment building as well as the situation where your gas has been shut off.

If you feel that you have been discriminated against, you may wish to contact the U.S. Department of Housing and Urban Development at (800-765-9372) to discuss filing a complaint. You may also do so using the enclosed paperwork.

Regarding the situation with the gas supply to your apartment, you may wish to contact the Public Utilities Commission of Ohio (PUCO) at (800-686-7826) to determine if the issue needs to be resolved with the service-provider or whether it is specifically related to a maintenance issue within your apartment building. Information regarding the PUCO's complaint process is also enclosed with this letter.

In your email, you also mentioned that you were assaulted on multiple occasions. If you have not yet done so, you should file a police report with the appropriate law enforcement agency. However, if you feel that law enforcement personnel were unresponsive to your reporting being the victim of a crime, you may wish to contact an attorney to determine what recourse you may have in a court of law. In this regard, you may contact the Columbus Bar Association's Lawyer Referral Service at (877-560-1014).

Please do not hesitate to call on me again if you are experiencing difficulties with any federal agency.

Sincerely,



Sherrod Brown
United States Senator

SB:jp

Enclosures



**Public Utilities
Commission**

Asim Z. Haque, Chairman

Commissioners

M. Beth Trombold
Thomas W. Johnson
Lawrence K. Friedman
Daniel R. Conway

December 27, 2018

Christopher Bergeret
1441 West Rich Street
Apt 11
Columbus, OH 43223

CASE ID: 00241540

Dear Christopher Bergeret:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Enclosed is the necessary information for filing a formal complaint.

Please note that all filings must be made on 8-1/2 by 11 inch paper. You must provide one original and two copies of the complaint.

Should you have any additional utility-related questions, please do not hesitate to contact the PUCO Call Center at (800) 686-PUCO (7826) or visit our website at www.PUCO.ohio.gov.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael Coady", written over a horizontal line.

Michael Coady
Lead Customer Service Investigator

Enclosure

180 East Broad Street
Columbus, Ohio 43215-3793

(614) 466-3016
www.PUCO.ohio.gov

An equal opportunity employer and service provider



www.PUCO.ohio.gov
(800) 686-PUCO (7826)

How to File a Complaint with the Public Utilities Commission of Ohio

There are two ways you can file a complaint with the Public Utilities Commission of Ohio (PUCO). One is an informal complaint, which is handled by the staff of the PUCO's Service Monitoring and Enforcement Department, and the other is a formal complaint, which is handled by the PUCO's Legal Department staff and ultimately decided by the PUCO's Commissioners.

Informal Complaint Procedure

Most utility complaints can be resolved by the staff of the PUCO's Call Center through an informal process. The Call Center can be reached at (800) 686-PUCO (7826) from 8:00 am to 5:00 pm Monday through Friday. Consumers can also fill out the online informal complaint form available at www.PUCO.ohio.gov, or can write to the PUCO at 180 East Broad Street, Columbus, Ohio, 43215.

When you contact the PUCO, please be prepared to provide the facts about your complaint clearly and completely. After your initial contact with our Call Center, an investigator will contact the utility and try to resolve your issue in a way that is agreeable to both you and the company. If the investigator is unable to resolve your informal complaint, you have the right to file a formal complaint against the utility company in accordance with Ohio Revised Code Section 4905.26.

Formal Complaint Procedure

The following information outlines the formal complaint procedure and contains a form you can use to initiate your formal complaint. Please be sure to read the following information carefully. There are procedures that must be followed in order for your formal complaint to be investigated further by the PUCO.

A formal complaint states in writing the reason for your complaint. The filing of a formal complaint starts a case before the PUCO. The proceedings involved in the formal complaint process are similar to those held in a court of law. Certain rules must be followed during the formal complaint process.

Your complaint should include:

- Your name, address, and telephone number.
- The account number and service address your complaint is referencing.
- A statement indicating whether you are a customer of the utility company.
- The name of the public utility you are filing a complaint against.
- A brief statement that summarizes the facts which are the basis of your complaint, including the time period involved in your complaint.
- A brief statement that describes what you would like the Commission to do about your complaint.

Your complaint should show that a rule, tariff, rate, charge or practice affecting the service of the public utility is unjust and unreasonable or that the public utility has:

- Violated the law.
- Failed to follow the rules and regulations on file with the PUCO.
- Discriminated against you.
- Provided you with inadequate service.
- Failed to provide you with service.

When you have completed the formal complaint form, please mail one original and two copies on 8 ½" x 11" paper to:

Public Utilities Commission of Ohio
Docketing Division
180 E. Broad St.
Columbus, OH 43215-3793

Once the PUCO receives your complaint, a case number will be assigned to the complaint and a copy will be mailed to the utility with instructions to file an answer and any other response with the Commission within 20 days. The utility will also provide you with a copy of its answer or other response.

Be sure to include your case number on any information or response that you send to the PUCO that is related to your case.

An attorney examiner from the PUCO will then be assigned to review your complaint and the utility's response to determine jurisdiction and if reasonable grounds for your complaint exist. If the attorney examiner determines that there are reasonable grounds and jurisdiction for your complaint, the attorney examiner will schedule a prehearing settlement conference and a hearing on separate days. Both the settlement conference and hearing will be held at the PUCO's offices in Columbus.

The PUCO has made it a policy to conduct prehearing settlement conferences for every complaint case brought before it. The PUCO wants to ensure that every attempt to settle the matter to the satisfaction of both parties has been made before a formal hearing is held. An attorney examiner, who has not been assigned to the complaint, presides over the settlement conference. If a resolution to the complaint is still not achieved by the end of the settlement conference, the public hearing will be held on the scheduled date.

Both sides must attend the settlement conference. The prehearing settlement conference gives each side an opportunity to discuss the issues relevant to the complaint, allow both sides to ask questions of each other, and provide an atmosphere where there is ample opportunity to resolve the complaint. Failure to attend the settlement conference may result in the Commission concluding that you do not wish to pursue your claims and dismissing the complaint.

At the public hearing if the party filing the complaint (complainant) is a corporation an attorney must represent that party. In all complaint cases, the complainant must prove the allegations he/she is

making. The complainant must be prepared to attend the public hearing and present any and all evidence that supports the complaint. The utility will have a chance to present its side of the story. After the hearing, the Commission will review the evidence presented in the case and issue a decision in the form of a written "Opinion and Order". The Commission will base its decision on the evidence presented and Ohio law. You will receive a copy of the Commission's decision by mail. Both you and the utility can ask the Commission to reconsider its decision. The reconsideration request must be made within 30 days from the date of the Commission issues its decision.

Helpful Provisions in Ohio Law

4901-9-01 Ohio Administrative Code

Complaint proceedings

(A) All complaints filed under section 4905.26 of the Revised Code, except complaints filed by a public utility concerning a matter affecting its own product or service, shall be in writing and shall contain the name of the public utility complained against, a statement which clearly explains the facts which constitute the basis of the complaint, and a statement of the relief sought. Sample complaint forms may be obtained by contacting the commission's Service Monitoring and Enforcement Department. If discrimination is alleged, the facts that allegedly constitute discrimination must be stated with particularity. Upon receipt of such a complaint, the docketing division shall serve a copy of the complaint upon the public utility complained against, together with instructions to file an answer with the commission in accordance with the provisions of this rule. The public utility complained against shall file its answer with the commission within twenty days, or such period of time directed by the commission, the legal director or attorney examiner assigned to the case, after the mailing of the complaint, and shall serve a copy upon all parties in accordance with rule 4901-1-05 of the Administrative Code. An answer must be filed in accordance with this paragraph, whether or not the public utility files a motion to dismiss the complaint or any other motion in response to the complaint.

(B) Each defense to a complaint shall be asserted in an answer. In addition, the following defenses or assertions may, at the option of the public utility complained against, also be raised by motion.

- (1) Lack of jurisdiction over the subject matter;
- (2) Lack of jurisdiction over the person;
- (3) Failure to set forth reasonable grounds for complaint; and
- (4) Satisfaction of the complaint or settlement of the case.

(C) The public utility shall state in its answer, in short and plain terms, its defenses to each claim asserted, and shall admit or deny the allegations upon which the complainant relies. If the public utility is without sufficient knowledge or information to form a belief as to the truth of an allegation, it shall so state and this has the effect of a denial. If the public utility intends in good faith to deny all of the allegations in the complaint, it may do so by general denial. If it does not intend to deny all of the allegations in the complaint, it shall either make specific denials of designated allegations or paragraphs, or generally deny all allegations except those

allegations or paragraphs that it expressly admits. Unless otherwise ordered by the commission, the legal director, or the attorney examiner assigned to the case, all material allegations in the complaint which are not denied in the answer shall be deemed admitted for purposes of the proceeding.

(D) If a person filing a complaint against a public utility is facing termination of service by the public utility, the person may request, in writing, that the commission provide assistance to prevent the termination of service during the pendency of the complaint. The person must explain why he or she believes that service is about to be terminated and why the person believes that the service should not be terminated. A person making a request for assistance must agree to pay during the pendency of the complaint all amounts to the utility that are not in dispute. The Commission will issue a ruling on the request.

(E) If the public utility complained against files an answer or motion which asserts that the complaint has been satisfied or that the case has been settled, the complainant shall file a written response within twenty days after the service of the answer or motion, indicating whether the complainant agrees or disagrees with the utility's assertions, and whether he or she wishes to pursue the complaint. If no response is filed within the prescribed period of time, the commission may presume that satisfaction or settlement has occurred and dismiss the complaint. Any filing by a utility that asserts that a complaint has been satisfied or that the case has been settled shall include a statement or be accompanied by another document that states that, pursuant to a commission rule, the complainant has twenty days to file a written response agreeing or disagreeing with the utility's assertions and that, if no response is filed, the commission may presume that satisfaction or settlement has occurred and dismiss the complaint.

4905.26, Ohio Revised Code

Complaints as to Service

Upon complaint in writing against any public utility by any person, firm, or corporation, or upon the initiative or complaint of the public utilities commission, that any rate, fare, charge, toll, rental, schedule, classification, or service, or any joint rate, fare, charge, toll, rental, schedule, classification, or service rendered, charged, demanded, exacted, or proposed to be rendered, charged, demanded, or exacted, is in any respect unjust, unreasonable, unjustly discriminatory, unjustly preferential, or in violation of law, or that any regulation, measurement, or practice affecting or relating to any service furnished by the public utility, or in connection with such service, is, or will be, in any respect unreasonable, unjust, insufficient, unjustly discriminatory, or unjustly preferential, or that any service is, or will be, inadequate or cannot be obtained, and, upon complaint of a public utility as to any matter affecting its own product or service, if it appears that reasonable grounds for complaint are stated, the commission shall fix a time for hearing and shall notify complainants and the public utility thereof. Such notice shall be served not less than fifteen days before hearing and shall state the matters complained of. The commission may adjourn such hearing from time to time.

The parties to the complaint shall be entitled to be heard, represented by counsel, and to have process to enforce the attendance of witnesses.

Upon the filing of a complaint by one hundred subscribers or five per cent of the subscribers to any telephone exchange, whichever number be smaller, or by the legislative authority of any municipal corporation served by such telephone company that any regulation, measurement, standard of service, or practice affecting or relating to any service furnished by the telephone company, or in connection with such service is, or will be, in any respect unreasonable, unjust, discriminatory, or preferential, or that any service is, or will be, inadequate or cannot be obtained, the commission shall fix a time for the hearing of such complaint.

The hearing provided for in the next preceding paragraph shall be held in the county wherein resides the majority of the signers of such complaint, or wherein is located such municipal corporation. Notice of the date, time of day, and location of the hearing shall be served upon the telephone company complained of, upon each municipal corporation served by the telephone company in the county or counties affected, and shall be published for not less than two consecutive weeks in a newspaper of general circulation in the county or counties affected.

Such hearing shall be held not less than fifteen nor more than thirty days after the second publication of such notice.

**THE FOLLOWING PAGES WERE FILED WITH THE FORMAL
COMPLAINT HOWEVER THEY APPEAR TO BE DUPLICATE
PAGES OF THE ORIGINAL DOCUMENT.**



**Public Utilities
Commission**

Asim Z. Haque, Chairman

Commissioners

M. Beth Trombold
Thomas W. Johnson
Lawrence K. Friedeman
Daniel R. Conway

December 27, 2018

Christopher Bergeret
1441 West Rich Street
Apt 11
Columbus, OH 43223

CASE ID: 00241540

Dear Christopher Bergeret:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Enclosed is the necessary information for filing a formal complaint.

Please note that all filings must be made on 8-1/2 by 11 inch paper. You must provide one original and two copies of the complaint.

Should you have any additional utility-related questions, please do not hesitate to contact the PUCO Call Center at (800) 686-PUCO (7826) or visit our website at www.PUCO.ohio.gov.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael Coady".

Michael Coady
Lead Customer Service Investigator

Enclosure



www.PUCO.ohio.gov
(800) 686-PUCO (7826)

How to File a Complaint with the Public Utilities Commission of Ohio

There are two ways you can file a complaint with the Public Utilities Commission of Ohio (PUCO). One is an informal complaint, which is handled by the staff of the PUCO's Service Monitoring and Enforcement Department, and the other is a formal complaint, which is handled by the PUCO's Legal Department staff and ultimately decided by the PUCO's Commissioners.

Informal Complaint Procedure

Most utility complaints can be resolved by the staff of the PUCO's Call Center through an informal process. The Call Center can be reached at (800) 686-PUCO (7826) from 8:00 am to 5:00 pm Monday through Friday. Consumers can also fill out the online informal complaint form available at www.PUCO.ohio.gov, or can write to the PUCO at 180 East Broad Street, Columbus, Ohio, 43215.

When you contact the PUCO, please be prepared to provide the facts about your complaint clearly and completely. After your initial contact with our Call Center, an investigator will contact the utility and try to resolve your issue in a way that is agreeable to both you and the company. If the investigator is unable to resolve your informal complaint, you have the right to file a formal complaint against the utility company in accordance with Ohio Revised Code Section 4905.26.

Formal Complaint Procedure

The following information outlines the formal complaint procedure and contains a form you can use to initiate your formal complaint. Please be sure to read the following information carefully. There are procedures that must be followed in order for your formal complaint to be investigated further by the PUCO.

A formal complaint states in writing the reason for your complaint. The filing of a formal complaint starts a case before the PUCO. The proceedings involved in the formal complaint process are similar to those held in a court of law. Certain rules must be followed during the formal complaint process.

Your complaint should include:

- Your name, address, and telephone number.
- The account number and service address your complaint is referencing.
- A statement indicating whether you are a customer of the utility company.
- The name of the public utility you are filing a complaint against.
- A brief statement that summarizes the facts which are the basis of your complaint, including the time period involved in your complaint.
- A brief statement that describes what you would like the Commission to do about your complaint.

Your complaint should show that a rule, tariff, rate, charge or practice affecting the service of the public utility is unjust and unreasonable or that the public utility has:

- Violated the law.
- Failed to follow the rules and regulations on file with the PUCO.
- Discriminated against you.
- Provided you with inadequate service.
- Failed to provide you with service.

When you have completed the formal complaint form, please mail one original and two copies on 8 ½" x 11" paper to:

Public Utilities Commission of Ohio
Docketing Division
180 E. Broad St.
Columbus, OH 43215-3793

Once the PUCO receives your complaint, a case number will be assigned to the complaint and a copy will be mailed to the utility with instructions to file an answer and any other response with the Commission within 20 days. The utility will also provide you with a copy of its answer or other response.

Be sure to include your case number on any information or response that you send to the PUCO that is related to your case.

An attorney examiner from the PUCO will then be assigned to review your complaint and the utility's response to determine jurisdiction and if reasonable grounds for your complaint exist. If the attorney examiner determines that there are reasonable grounds and jurisdiction for your complaint, the attorney examiner will schedule a prehearing settlement conference and a hearing on separate days. Both the settlement conference and hearing will be held at the PUCO's offices in Columbus.

The PUCO has made it a policy to conduct prehearing settlement conferences for every complaint case brought before it. The PUCO wants to ensure that every attempt to settle the matter to the satisfaction of both parties has been made before a formal hearing is held. An attorney examiner, who has not been assigned to the complaint, presides over the settlement conference. If a resolution to the complaint is still not achieved by the end of the settlement conference, the public hearing will be held on the scheduled date.

Both sides must attend the settlement conference. The prehearing settlement conference gives each side an opportunity to discuss the issues relevant to the complaint, allow both sides to ask questions of each other, and provide an atmosphere where there is ample opportunity to resolve the complaint. Failure to attend the settlement conference may result in the Commission concluding that you do not wish to pursue your claims and dismissing the complaint.

At the public hearing if the party filing the complaint (complainant) is a corporation an attorney must represent that party. In all complaint cases, the complainant must prove the allegations he/she is

Ohio

 | **Public Utilities
Commission**00241540
Case NumberPublic Utilities Commission of Ohio
Attn: Docketing
180 E. Broad St.
Columbus, OH 43215**Formal Complaint Form**

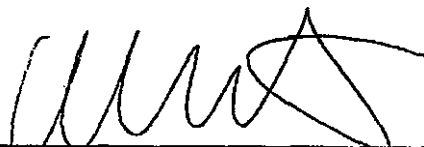
christopher Crane Bergeret 1441 West Rich Street
Customer Name (Please Print) Customer Address Apartment
Columbus Ohio 43223-136
City State Zip

Against202612040010000
Account Number

Columbia Gas of Ohio 1441 West Rich Street
Utility Company Name Customer Service Address (if different from above)
Columbus Ohio 43223-136
City State Zip

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

My gas was shut off without my
permission and no notice was given


Signature
614-615-9582
Customer Telephone Number

00241540
Case NumberPublic Utilities Commission of Ohio
Attn: Docketing
180 E. Broad St.
Columbus, OH 43215

Formal Complaint Form

christopher crane Bergeret 1441 West Rich Street
Customer Name (Please Print) Customer Address Apartment
Columbus Ohio 43223-136
City State Zip

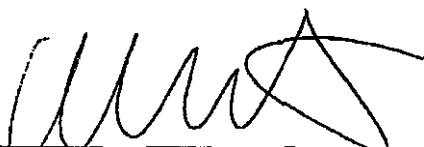
Against

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

My gas was shut off without my
permission and no notice was given


Signature
614-615-9582
Customer Telephone Number

making. The complainant must be prepared to attend the public hearing and present any and all evidence that supports the complaint. The utility will have a chance to present its side of the story. After the hearing, the Commission will review the evidence presented in the case and issue a decision in the form of a written "Opinion and Order". The Commission will base its decision on the evidence presented and Ohio law. You will receive a copy of the Commission's decision by mail. Both you and the utility can ask the Commission to reconsider its decision. The reconsideration request must be made within 30 days from the date of the Commission issues its decision.

Helpful Provisions in Ohio Law

4901-9-01 Ohio Administrative Code

Complaint proceedings

(A) All complaints filed under section 4905.26 of the Revised Code, except complaints filed by a public utility concerning a matter affecting its own product or service, shall be in writing and shall contain the name of the public utility complained against, a statement which clearly explains the facts which constitute the basis of the complaint, and a statement of the relief sought. Sample complaint forms may be obtained by contacting the commission's Service Monitoring and Enforcement Department. If discrimination is alleged, the facts that allegedly constitute discrimination must be stated with particularity. Upon receipt of such a complaint, the docketing division shall serve a copy of the complaint upon the public utility complained against, together with instructions to file an answer with the commission in accordance with the provisions of this rule. The public utility complained against shall file its answer with the commission within twenty days, or such period of time directed by the commission, the legal director or attorney examiner assigned to the case, after the mailing of the complaint, and shall serve a copy upon all parties in accordance with rule 4901-1-05 of the Administrative Code. An answer must be filed in accordance with this paragraph, whether or not the public utility files a motion to dismiss the complaint or any other motion in response to the complaint.

(B) Each defense to a complaint shall be asserted in an answer. In addition, the following defenses or assertions may, at the option of the public utility complained against, also be raised by motion.

- (1) Lack of jurisdiction over the subject matter;
- (2) Lack of jurisdiction over the person;
- (3) Failure to set forth reasonable grounds for complaint; and
- (4) Satisfaction of the complaint or settlement of the case.

(C) The public utility shall state in its answer, in short and plain terms, its defenses to each claim asserted, and shall admit or deny the allegations upon which the complainant relies. If the public utility is without sufficient knowledge or information to form a belief as to the truth of an allegation, it shall so state and this has the effect of a denial. If the public utility intends in good faith to deny all of the allegations in the complaint, it may do so by general denial. If it does not intend to deny all of the allegations in the complaint, it shall either make specific denials of designated allegations or paragraphs, or generally deny all allegations except those

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allegations or paragraphs that it expressly admits. Unless otherwise ordered by the commission, the legal director, or the attorney examiner assigned to the case, all material allegations in the complaint which are not denied in the answer shall be deemed admitted for purposes of the proceeding.

(D) If a person filing a complaint against a public utility is facing termination of service by the public utility, the person may request, in writing, that the commission provide assistance to prevent the termination of service during the pendency of the complaint. The person must explain why he or she believes that service is about to be terminated and why the person believes that the service should not be terminated. A person making a request for assistance must agree to pay during the pendency of the complaint all amounts to the utility that are not in dispute. The Commission will issue a ruling on the request.

(E) If the public utility complained against files an answer or motion which asserts that the complaint has been satisfied or that the case has been settled, the complainant shall file a written response within twenty days after the service of the answer or motion, indicating whether the complainant agrees or disagrees with the utility's assertions, and whether he or she wishes to pursue the complaint. If no response is filed within the prescribed period of time, the commission may presume that satisfaction or settlement has occurred and dismiss the complaint. Any filing by a utility that asserts that a complaint has been satisfied or that the case has been settled shall include a statement or be accompanied by another document that states that, pursuant to a commission rule, the complainant has twenty days to file a written response agreeing or disagreeing with the utility's assertions and that, if no response is filed, the commission may presume that satisfaction or settlement has occurred and dismiss the complaint.

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The parties to the complaint shall be entitled to be heard, represented by counsel, and to have process to enforce the attendance of witnesses.

2019-06-02 15:21:42

1111



Account Number: 20261204 001 000

Statement Date: 11/30/2018

5015

Page 1 of

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:
Christopher C Bergeret

Your Contact Information:
1441 W Rich St II
Columbus OH 43223

Type of Customer:
Residential
Final Service

Account Number:
20261204 001 000 0

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

Account Summary

Previous Amount Due on 12/07/2018	\$53.70
Payments Received by 11/29/2018 Thank you	\$0.00

Balance on 11/29/2018	\$53.70
Charges for Gas Service This Period	+\$37.97

Current Charges Due by 12/17/2018 \$91.67

- If paid after 12/17/18, a late payment charge of 1.5% may be applied to your utility balance.
- For more information regarding these charges, see the Detail Charges section.

You may be eligible to participate in the final service Post PIPP Plan. If you pay your Post PIPP payment in full monthly, you will receive credits applied to your actual account balance. To learn more about the Post PIPP plan, please contact us at 1-800-344-4077.

Thank you for being a Columbia Gas customer. We appreciate your business and are pleased to provide the following information as a credit reference.

Customer Name
Christopher C Bergeret

Service Address
1441 W Rich St II
Columbus Oh 43223-1368

Period Served: 10/27/2017 To 11/29/2018
Credit Rating: Excellent
Best Wishes, Columbia Gas

Your Safety

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

1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
3. 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.



Know what's below.
Call before you dig.

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.

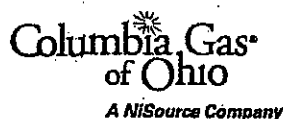
Usage Summary

Meter Number:
95541604

Service Address:
1441 W Rich St II
Columbus OH 43223-1368

Meter Readings - 9 Billing Days

Estimated Reading on 11/29	6598
Actual Reading on 11/20	6586
Gas Used (Ccf)	12



Account Number: 20261204 001 000

Statement Date: 11/30/2018

5019

Page 1 of

Contact Us



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

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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:
Christopher C Bergeret

Your Contact Information:
1441 W Rich St 11
Columbus OH 43223

Type of Customer:
Residential
Final Service

Account Number:
20261204 001 000 0

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

Account Summary

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Balance on 11/29/2018 \$53.70
Charges for Gas Service This Period +\$37.97

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Thank you for being a Columbia Gas customer. We appreciate your business and are pleased to provide the following information as a credit reference.

Customer Name
Christopher C Bergeret

Service Address
1441 W Rich St 11
Columbus Oh 43223-1368

Period Served: 10/27/2017 To 11/29/2018
Credit Rating: Excellent
Best Wishes, Columbia Gas

Usage Summary

Meter Number:
95541604

Service Address:
1441 W Rich St 11
Columbus OH 43223-1368

Meter Readings - 9 Billing Days

Estimated Reading on 11/29 6598
Actual Reading on 11/20 6586

Gas Used (Ccf) 12

Your Safety

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

1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
3. 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.



Know what's below.
Call before you dig.

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.

Account Number: 20261204 001 000 0

Statement Date: 11/30/2018

50198

Page 2 of 2

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 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 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 43218-2318 or contact us at ColumbiaGasOhio.com.

Detail Charges

Fixed Monthly Delivery Charge	\$16.75
Infrastructure Replacement Program Rider	\$8.91
Capital Expenditure Program Rider	\$3.51
Federal Tax Reform Credit	-\$1.06
Infrastructure Development Rider	\$0.01
Usage Based Charges	\$0.92
Delivery	+\$29.04
Gross Receipts Tax @ 4.987%	\$1.80
Taxes & Fees	+\$1.80
Standard Choice Offer	\$7.13
Supply	+\$7.13

Total Current Utility Charges **\$37.97**

- This bill reflects the approval of rates by the Public Utilities Commission of Ohio, which became effective November 29, 2018, that provide for recovery of costs incurred in the operation of Columbia's Capital Expenditure Program.
- This bill reflects the approval of a reduction in base rates by the Public Utilities Commission of Ohio, retroactive to January 1, 2018, in recognition of the passage of the Tax Reform Act of 2017.
- Current Charges include gas cost recovery of \$7.13 at the SCO rate of \$0.59450 per Ccf. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.23 divided by 10.

3S - Billing Statements Base Application - AEP Ohio Bill

Page 1

Ohio
PO BOX 24401
CANTON, OH 44701-4401

Amount due on or before **\$45.00**
January 21, 2019
Bill mailing date is Jan 3, 2019
Account # 106-375-662-4-0

SERVICE ADDRESS: CHRISTOPHER BERGERET, 1441 W RICH ST APT 11, RICKENBCK TER, COLUMBUS, OH 43223-1368
36009

CF83

Notes from AEP Ohio:

Pay your PEP Plus amount due of \$45.00 by the due date to receive a credit up to \$98.07 on your account. Your total account balance is \$143.07. Your PEP Plus anniversary month is November 2019. Your reactivation date is November 19, 2019.

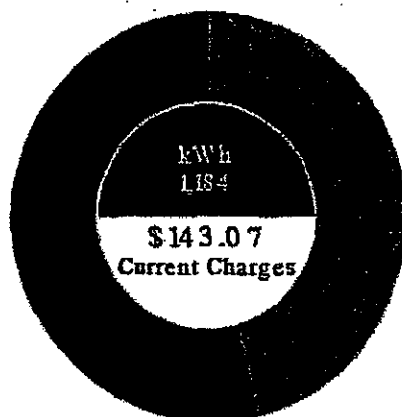
Usage History (kWh):

Current bill summary:

Billing from 11/30/18 - 01/03/19 (33 days)



Delivery
Charge
\$77.16



Supply
Charge
\$65.91

Methods of Payment

- ☒ aepohio.com
- ☒ PO Box 371496
Pittsburgh, PA 15250-7496
- ☐ 1-800-611-0964 (fee may apply)

Need to get in touch?

Customer Operations Center: 1-855-654-7477

Outages: AEPOhio.com/outages or 1-800-672-2231

Please tear on dotted line.

Turn over for important information!

Thank you for your prompt payment. Please include your account number on your check and return this stub with your payment.

CHRISTOPHER BERGERET, 1441 W RICH ST APT 11, RICKENBCK TER, COLUMBUS, OH 43223-1368



Send Inquiries To:
PO BOX 24401
CANTON, OH 44701-4401

H307
Account # 106-375-662-4-0
CHRISTOPHER BERGERET

Amount due on or before **\$45.00**
January 21, 2019

Payment Amount \$

Make check payable and send to:
AMERICAN ELECTRIC POWER
PO BOX 371496
PITTSBURGH, PA 15250-7496



☐ The Neighbors to Neighbor program helps disadvantaged customers pay their electric bill. I want to help. My payment reflects my gift of \$_____

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IS - Billing Statements Base Application - AEP Ohio Bill

Page 1

AEP Ohio
PO BOX 24401
CANTON, OH 44702-4401

Amount due on or before
January 21, 2019 **\$45.00**

Bill mailing date is Jan 3, 2019
Account # 106-375-662-4-0

SERVICE ADDRESS: CHRISTOPHER BERGERET, #41W RICH ST APT 11, RICKENBKR TER, COLUMBUS, OH 43223-1368
36009

CY03

CHRISTOPHER BERGERET
1441 W RICH ST APT 11
COLUMBUS, OH 43223-1368

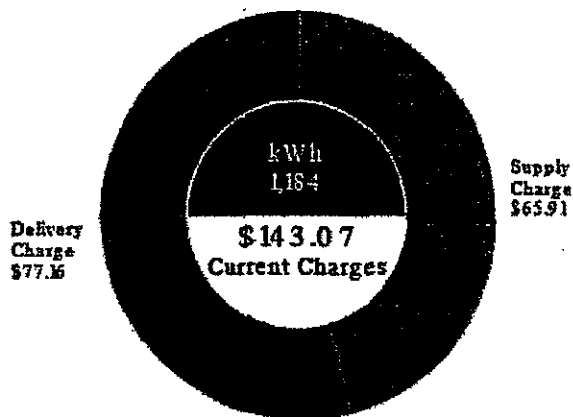
Notes from AEP Ohio:

Pay your PIPP Plus amount due of \$45.00 by the due date to receive a credit up to \$98.07 on your account. Your total account balance is \$143.07. Your PIPP Plus anniversary month is November 2019. Your reactivation date is November 19, 2019.

Usage History (kWh):

Current bill summary:

Billing from 11/30/18 - 01/03/19 (35 days)



Methods of Payment

- ☐ aepohio.com
- ☐ PO Box 371496
Pittsburgh, PA 15250-7496
- ☐ 1-800-611-0964 (fee may apply)

Need to get in touch?

Customer Operations Center: 1-855-654-7477

Outages: AEPOhio.com/outages or 1-800-672-2231

Please tear on dotted line.

Turn over for important information!

Thank you for your prompt payment. Please include your account number on your check and return this stub with your payment.

CHRISTOPHER BERGERET, 1441 W RICH ST APT 11, RICKENBKR TER, COLUMBUS, OH 43223-1368



Send Inquiries To:
PO BOX 24401
CANTON, OH 44702-4401

Account # 106-375-662-4-0
CHRISTOPHER BERGERET

Amount due on or before
January 21, 2019 **\$45.00**

Payment Amount \$

Make check payable and send to:
AMERICAN ELECTRIC POWER
PO BOX 371496
PITTSBURGH, PA 15250-7496



☐ The Neighbor to Neighbor program helps disadvantaged customers pay their electric bill. I want to help. My payment reduces my bill of \$_____

0000045000000045000100000000001063756624003012101003900009

IS - Billing Statements-Base Application - AEP Ohio Bill

Page 2 (

We offer several ways for you to pay your bill. In addition to paying in person or by mail, you may receive and pay your bill electronically (e-Bill) or have your payments deducted automatically from your checking or savings account.

Definitions

Actual: Reflects that a reading was taken from your meter.

Estimate: Reflects that we were unable to read your meter this month. We calculated your bill based on prior usage and seasonal variations. You can choose to call us with an actual meter read at 1-800-672-2231.

Kilowatt-hour (kWh): The unit measure for the electricity you use. For example, you use one kWh of electricity to light a 100-watt light bulb for 10 hours.

Customer Charge: The fixed monthly base distribution charge to partially cover costs for billing, meter reading, service line maintenance and equipment.

Late Payment Charge: (If applicable) A late charge is added to the overdue amount of the regulated portion of your bill if you do not pay your bill by the due date.

Standard Service Offer: When customers purchase generation through AEP Ohio auction process and get through a supplier.

Generation Service or Supply: Charges associated with the production of electricity.

Purchased Power Agreement Rider (PPA): The PPA allows AEP Ohio to collect or pass back the difference between total costs and revenues associated with a specific purchase power agreement.

Transmission Service: Charge for moving high-voltage electricity from a generation facility to the distribution station of the local electric utility. Transmission charges show under the delivery portion of the bill.

Distribution Service: Charge for use of local wires, transformers, substations and other equipment used to deliver electricity to your home/business. Distribution charges show under the delivery portion of the bill.

Retail Standard Rider (RSR): The RSR is necessary to provide AEP Ohio with stability while transitioning to 100% auction-based Standard Service Offering (generation service) pricing.

Phase-In Recovery Rider (PIRR): The PIRR will allow AEP Ohio to recover the cost of fuel delivered from 2009-2011 as previously authorized by the PUCO.

Deferred Asset Phase-In Rider (DAPIR): Recovers previously incurred deferral for distribution assets.

Delivery: The graph on the first page shows charges associated with moving electricity through transmission lines and distribution lines as well as costs to maintain those lines and other distribution costs.

We welcome the opportunity to assist you. Our customer service center is open 24 hours a day, 7 days a week. If you have a question, please call us toll free at 1-800-672-2231, or 1-800-672-2234 (TDD/TTY). If you feel your concern has not been resolved, you can file a complaint at www.aepohio.com under iContact Us, call 1-800-672-2231 or by writing to Customer Concerns, 4500 S. Hamilton Road, Groveport, OH 43123.

Customers may be assessed a deposit if they have not made a full payment (or arrangements) on a bill that contains a previous balance, or have been disconnected for nonpayment, fraudulent practices, tampering, or unauthorized reconnection during the preceding 12 months. Residential deposits may be made through a cash deposit or approved guarantor. Non-residential deposits may be made by cash, approved letters of credit, or approved surety bonds. To discuss any further options please call AEP Ohio. To contest a deposit you can file a complaint at www.aepohio.com under iContact Us, call 1-800-672-2231 or by writing to Customer Concerns, 4500 S. Hamilton Road, Groveport, OH 43123.

If you have a complaint in regard to this disconnection notice that cannot be resolved after you have called AEP Ohio, or for general utility company information, residential and business customers may contact the public utilities commission 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). You may write to: Public Utilities Commission of Ohio, Attention: CSD, 150 E. Broad Street, Columbus, Ohio 43215-3793.

The Ohio consumer council (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-3622 from eight a.m. to five p.m. weekdays, or at <http://www.pucoccc.org>.
Rates Available on Request

Electronic Check Conversion: If you pay by check, you authorize us to convert your paper check into an electronic debit.

If you have questions, please call AEP Ohio at 1-800-672-2231 or visit us at www.AEPOhio.com.

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CHRISTOPHER BERGERET

1441 W RICH ST APT 11

RICKNBKR TER

COLUMBUS, OH 43223-1368

Account # 10 6-375-662-4-0

Service Period 11/29 - 01/03

Meter 1

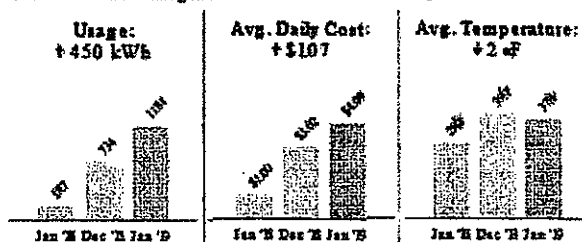
Next scheduled read date should be between Jan 31 and Feb 5

Line Item Charges:

Previous Charges	
Total Amount Due At Last Billing	\$ 3195
Payment 11/07/E - Thank You	-3195
Previous Balance Due	\$.00
Previous Accumulated PIPP Balance	4.15
On-Time Balance Reduction	-4.15
Accumulated PIPP Balance	.00
Total Previous Balance	\$.00
Current AEP Ohio Charges	
Tariff 013 - Residential Service 01/03/19 Service Delivery Meter: 0004062069795345	
Generation Service (Supply)	\$ 64.70
Transmission Service	23.73
Distribution Service	42.68
Customer Charge	8.40
Deferred Asset Phase-In Rider	2.55
Power Purchase Agreement Rider	121
Current Electric Charges	\$ 143.07
Active PIPP Plus Amount Due	\$ 45.00
Total Account Balance	\$ 143.07
Total Balance Due	\$ 45.00
Charges make up the "Total Balance Due"	

Usage Details:

**Values reflect changes between current month and previous month.



Total usage for the past 12 months: 3,642 kWh

Average (Avg.) monthly usage: 300 kWh

Notes from AEP Ohio:

Price-to-Compare: For tariff 013, in order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than AEP Ohio's price of \$0.055 per kWh for the same usage that appears on this bill. To review available competitive supplier offers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" web site at www.energychoice.ohio.gov.

For Informational Purposes only: The below costs are NOT NEW CHARGES and are approximate values. AEP participates in programs required by the state of Ohio to support energy conservation and to secure renewable energy resources. For more information on energy efficiency programs, please visit aepohio.com/ItsYourPower.

Renewable Programs: \$142

Energy Efficiency Programs: \$2.74

Peak Demand Reduction Programs: \$127

Thank you for being a paperless customer! Sign up for billing and outage alerts to stay informed. You can manage your account by logging in at aepohio.com.

In case number 16-1552-EL-SSO, the Public Utilities Commission of Ohio approved adjustments to Ohio Power Company's Purchased Power Agreement (PPA) Rider. The PPA allows AEP Ohio to collect or pass back the difference between total costs and revenues associated with a specific purchase power agreement. A residential customer using 1000 kWh of electricity will see an increase of \$0.38 per month.

Pursuant to state law in Case No. 15-976-EL-USF the Universal Service Fund (USF) rider has been adjusted effective with this bill. The USF helps low income customers avoid disconnect during the winter. A residential customer using 1000 kWh per month will see a decrease of \$0.01.

In case number 16-1552-EL-SSO, the Public Utilities Commission of Ohio approved adjustments to Ohio Power Company's Auction Cost Recovery Rider (ACRR) and Alternative Energy Rider (AER). The ACRR allows AEP Ohio to collect or pass back the difference between auction costs billed to customers versus what was paid to auction winners for the procurement of power and includes the costs associated with the competitive bid process. The AER recovers costs related to renewable energy. A residential customer using 1000 kWh will see a decrease of \$0.05 per month.

The Public Utilities Commission of Ohio in Case number 16-2154-EL-RDR on December 5, 2018 approved an adjustment to Ohio Power Company's Enhanced Service Reliability Rider rate effective with this bill. A residential customer using 1000 kWh of electricity will see a decrease of \$0.60 per month.

As a percentage of income payment plan customer you are legally responsible for the entire amount of this bill.

Your PIPP Plus anniversary date is November 2019. That is the date by which you must pay any PIPP Plus payments missed the prior 12 months to remain on PIPP Plus.

You must re-verify your income by this date to stay on PIPP Plus: November 9, 2019.

If you pay your PIPP Plus payment on-time and in-full this month you will receive an on-time balance reduction of approximately \$95.07 applied to your account balance.

Due date does not apply to previous balance due.

36011

Enjoy the benefits of constant connection. Download our mobile app today, at Google Play and iTunes stores.

[s://aepohio.com/account/bills/view/?ID=1](http://aepohio.com/account/bills/view/?ID=1)

1/4/2

3S - Billing Statements Base Application - AEP Ohio Bill
CHRISTOPHER BERGERET
1441 W RICH ST APT II
RICKNBKR TER
COLUMBUS, OH 43223-1368
 Account #106-375-662-4-0

Page 3

Service Period 12/29 - 01/03	Month Mar 1
Next scheduled read date should be between Jan 31 and Feb 5	

Notes from AEP Ohio:

Price-to-Compare: For tariff 013, in order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than AEP Ohio's price of \$0.055 per kWh for the same usage that appears on this bill. To review available competitive supplier offers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" web site at www.energychoice.ohio.gov.

For Informational Purposes only: The below costs are NOT NEW CHARGES and are approximate values. AEP participates in programs required by the state of Ohio to support energy conservation and to secure renewable energy resources. For more information on energy efficiency programs, please visit aepohio.com/ItsYourPower.

Renewable Programs: \$142
 Energy Efficiency Programs: \$274
 Peak Demand Reduction Programs: \$127

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In case number 15-1552-EL-SSO, the Public Utilities Commission of Ohio approved adjustments to Ohio Power Company's Purchased Power Agreement (PPA) Rider. The PPA allows AEP Ohio to collect or pass back the difference between total costs and revenues associated with a specific purchase power agreement. A residential customer using 1000 kWh of electricity will see an increase of \$0.38 per month.

Pursuant to state law in Case No. 15-976-EL-USF the Universal Service Fund (USF) rider has been adjusted effective with this bill. The USF helps low income customers avoid disconnect during the winter. A residential customer using 1000 kWh per month will see a decrease of \$0.01.

In case number 15-1552-EL-SSO, the Public Utilities Commission of Ohio approved adjustments to Ohio Power Company's Auction Cost Recovery Rider (ACRR) and Alternative Energy Rider (AER). The ACRR allows AEP Ohio to collect or pass back the difference between auction costs billed to customers versus what was paid to auction winners for the procurement of power and includes the costs associated with the competitive bid process. The AER recovers costs related to renewable energy. A residential customer using 1000 kWh will see a decrease of \$0.05 per month.

The Public Utilities Commission of Ohio in Case number 15-2154-EL-RDR on December 5, 2018 approved an adjustment to Ohio Power Company's Enhanced Service Reliability Rider rate effective with this bill. A residential customer using 1000 kWh of electricity will see a decrease of \$0.68 per month.

As a percentage of income payment plan customer you are legally responsible for the entire amount of this bill.

Your PIPP Plus anniversary date is November 2019. That is the date by which you must pay any PIPP Plus payments missed the prior 12 months to remain on PIPP Plus.

You must re-verify your income by this date to stay on PIPP Plus: November 19, 2019.

If you pay your PIPP Plus payment on-time and in-full this month you will receive an on-time balance reduction of approximately \$98.07 applied to your account balance.

Due date does not apply to previous balance due.

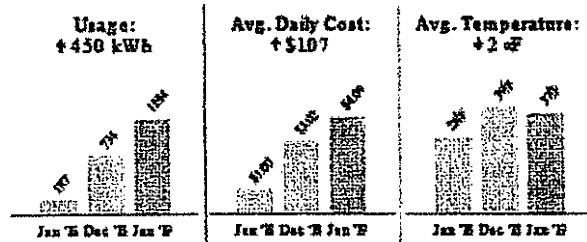
36011

Line Item Charges:

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Payment 12/07/E - Thank You	-3195
Previous Balance Due	\$.00
Previous Accumulated PIPP Balance	4.15
On-Time Balance Reduction	-4.15
Accumulated PIPP Balance	.00
Total Previous Balance	\$.00
Current AEP Ohio Charges	
Tariff 013 - Residential Service 01/03/19 Service Delivery Identifier: 0004062069795345	
Generation Service (Supply)	\$ 64.70
Transmission Service	23.73
Distribution Service	42.68
Customer Charge	8.40
Deferred Asset Phase-In Rider	2.35
Power Purchase Agreement Rider	1.21
Current Electric Charges	\$ 143.07
Active PIPP Plus Amount Due	\$ 45.00
Total Account Balance	\$ 143.07
Total Balance Due	\$ 45.00
*Charges make up the "Total Balance Due"	

Usage Details:

+Values reflect changes between current month and previous month.



Total usage for the past 12 months: 3,842 kWh
 Average (Avg.) monthly usage: 320 kWh

Enjoy the benefits of constant connection. Download our mobile app today, at Google Play and iTunes stores.

[s://aepohio.com/account/bills/view/?ID=1](http://aepohio.com/account/bills/view/?ID=1)

1/4/2

