

One Source Energy, LLC
52 East Park Ave. Niles, Ohio 44446
Phone: 330-505-1315
Cell: 330-282-7432
Fax: 330-505-1621
WWW.Onesourceenergyohio.com



AUGUST 4, 2019

Per Paragraph 44 following is an up-to date customer list

Limited to :

One Source Energy Location Services - Condensed

Sort Order : Customer No.

Location No.	Alt Location ID	Route	Revenue Class	Location Address	Customer No.	Customer Name	Service Count
1		ROUTE 01	Residential	3553 Hoffman Norton Road	1	Robert Haas	4
3		ROUTE 01	Residential	3486 Hoffman Norton Road	3	Desiree Livezey	4
4		ROUTE 01	Residential	3601 Hoffman Norton Road	4	Raymond Filkom	4
5		ROUTE 01	Residential	3627 Hoffman Norton Road	5	William Weaver	4
6		ROUTE 01	Residential	3600 Hoffman Norton Road	6	Stanley Hanes	4
10		ROUTE 01	Residential	3700 Hoffman Norton Road	10	David McCafferty	4
11		ROUTE 01	Residential	3710 Hoffman Norton Road	11	Megan Courtney	4
12		ROUTE 01	Residential	3732 Hoffman Norton Road	12	Stacie Baugher	4
13		ROUTE 01	Residential	3731 Hoffman Norton Road	13	Wayne Kwaliek	4
14		ROUTE 01	Residential	3755 Hoffman Norton Road	14	Joseph Badanjek	4
16		ROUTE 01	Residential	3807 Hoffman Norton Road	16	James Badanjek	4
17		ROUTE 01	Residential	3818 Hoffman Norton Road	17	Robert Fanning	4
18		ROUTE 01	Residential	3833 Hoffman Norton Road	18	Russ Lichty	4
19		ROUTE 01	Residential	3900 Hoffman Norton Road	19	Bill Woodley	4
20		ROUTE 01	Residential	3987 Hoffman Norton Road	20	Melvin Milliron	4
21		ROUTE 01	Residential	4107 Hoffman Norton Road	21	Betty Len	4
23		ROUTE 01	Residential	4275 Hoffman Norton Road	23	Doug Warnick	4
24		ROUTE 01	Residential	3976 Hoffman Norton Road	24	William Holk	4
25		ROUTE 01	Residential	4044 Hoffman Norton Road	25	Regis Doran	4
26		ROUTE 01	Residential	4285 Hoffman Norton Road	26	Richard Hancosky	4
28		ROUTE 01	Residential	4360 Hoffman Norton Road	28	Wayne Pilot	4
30		ROUTE 01	Residential	3365 County Line Turnpike Road	30	Judy Graham	4
31		ROUTE 01	Residential	3301 County Line Turnpike Road	31	Christopher Brook	4
32		ROUTE 01	Residential	3324 County Line Turnpike Road	32	Patricia Rackeck	4
35		ROUTE 01	Residential	3320 County Line Turnpike Road	35	Susan Winters	4
35-A	Slide Building	ROUTE 01	Residential	House	35	Susan Winters	4
38	House	ROUTE 01	Residential	3320 County Line Turnpike Road	38	Thomas Doan	4
38-A	Shop	ROUTE 01	Residential	4546 Hoffman Norton Road - House	38	Thomas Doan	4
39		ROUTE 01	Residential	4546 Hoffman Norton Road - Shop	39	Dave Deitre	3
40		ROUTE 01	Residential	4616 Hoffman Norton Road	40	Christopher White	4
41		ROUTE 01	Residential	4640 Hoffman Norton Road	41	Bruce Evans	4
42	House	ROUTE 01	Residential	4643 Hoffman Norton Road	42	Walt Shevel	4
42-A	Shop	ROUTE 01	Residential	4645 Hoffman Norton Road - House	42	Walt Shevel	4
43		ROUTE 01	Residential	4645 Hoffman Norton Road - Shop	43	Ryan Brundage	3
45		ROUTE 01	Residential	4635 Hoffman Norton Road	45	Steven Byler	4
		ROUTE 01	Residential	4660 Hoffman Norton Road	45	Steven Byler	4

Location No.	Alt Location ID	Route	Revenue Class	Location Address	Customer No.	Customer Name	Service Count
47	Front Building	ROUTE 01	Residential	4413 Barclay Messerly Road - Front Building	47	Bob Baugher	4
47-A	Grain Dryer	ROUTE 01	Residential	4413 Barclay Messerly Road - Grain Dryer	47	Bob Baugher	4
48		ROUTE 01	Residential	3222 County Line Turnpike Road	48	Robert Windle	4
49		ROUTE 01	Residential	3166 County Line Turnpike Road	48	Reuben Miller	4
50		ROUTE 01	Residential	3139 County Line Turnpike Road	50	Thomas Bugosh	4
52	House	ROUTE 01	Residential	3144 County Line Turnpike Road	52	Dennis James	4
53		ROUTE 01	Residential	House	53	David Hohman	4
54		ROUTE 01	Residential	3050 County Line Turnpike Road	53	David Hohman	4
55		ROUTE 01	Residential	3041 County Line Turnpike Road	54	Gary Foer	4
57		ROUTE 01	Residential	3715 County Line Turnpike Road	55	Craig Gementz	4
59		ROUTE 01	Residential	3819 County Line Turnpike Road	57	Gordon Avnlo	4
60		ROUTE 01	Residential	3919 County Line Turnpike Road	59	Janet Doan	4
61		ROUTE 01	Residential	3926 County Line Turnpike Road	60	Baron Vance	4
62		ROUTE 01	Residential	3931 County Line Turnpike Road	61	Joseph Fisher	4
63		ROUTE 01	Residential	3952 County Line Turnpike Road	62	Andrew Rice	4
64		ROUTE 01	Residential	4013 County Line Turnpike Road	63	Thomas Collier	4
65		ROUTE 01	Residential	4089 County Line Turnpike Road	64	Jesse Hostetler	4
66		ROUTE 01	Residential	4242 Barclay Messerly Road	65	Robert Durcan	4
67		ROUTE 01	Residential	4164 Barclay Messerly Road	66	Jerome Gordon	4
68		ROUTE 01	Residential	4146 Barclay Messerly Road	67	Delbert Cummins	4
69		ROUTE 01	Residential	4120 Barclay Messerly Road	68	Thomas Leam	4
70		ROUTE 01	Residential	4115 Barclay Messerly Road	69	Michael Cooper	4
72	House	ROUTE 01	Residential	4070 Barclay Messerly Road	70	Brian Woods	4
72-A	Shop	ROUTE 01	Residential	3911 Barclay Messerly Road - House	72	Nelson Cooper	4
73		ROUTE 01	Residential	3911 Barclay Messerly Road - Shop	72	Nelson Cooper	4
74		ROUTE 01	Residential	3887 Barclay Messerly Road	73	Mark Cooper	4
75		ROUTE 01	Residential	3501 Hoffman Norton Road	74	Reuben Fisher	4
77		ROUTE 01	Residential	4125 County Line Turnpike Road	75	Jeff Barrackman	4
78		ROUTE 01	Residential	3856 Barclay Messerly Road	77	Jeffrey Hoffman	4
79		ROUTE 01	Residential	3692 Barclay Messerly Road	78	Dawn Hartson	4
80	House	ROUTE 01	Residential	3682 Barclay Messerly Road	79	Paula Leigh-Doyle	4
82		ROUTE 01	Residential	3675 Barclay Messerly Road House	80	Thomas Blessing	4
83		ROUTE 01	Residential	3627 Barclay Messerly Road	82	Thomas Reilly	4
84		ROUTE 01	Residential	3625 Barclay Messerly Road	83	Gary Reilly	4
85		ROUTE 01	Residential	3604 Barclay Messerly Road	84	Mark Velts	4
86		ROUTE 01	Residential	3480 County Line Turnpike Road	85	Meiburn Miller	4
87		ROUTE 01	Residential	3518 Barclay Messerly Road	86	Levi Eichler	4
88		ROUTE 01	Residential	3493 Barclay Messerly Road	87	Phineas Yoder	4
		ROUTE 01	Residential	3575 Barclay Messerly Road	88	Linda Kissinger	4

Location No.	Alt Location ID	Route	Revenue Class	Location Address	Customer No.	Customer Name	Service Count
91		ROUTE 01	Residential	3340 Painesville Warren Road	91	Paul Burkholder	4
92		ROUTE 01	Residential	3392 Barclay Messerly Road	92	Charles Weid	4
93		ROUTE 01	Residential	3429 State Route 305	93	Harold Baugher	4
94		ROUTE 01	Residential	3397 State Route 305	94	Michael Smith	4
95		ROUTE 01	Residential	3385 State Route 305	95	Ryan Freudenrich	4
96		ROUTE 01	Residential	3357 State Route 305	96	Ming-Li Bien	4
97		ROUTE 01	Residential	3376 State Route 305	97	Ronald Heikkila	4
98		ROUTE 01	Residential	3475 Barclay Messerly Road	98	John Barco	4
99		ROUTE 01	Residential	3409 State Route 305	99	Rebecca Reese	4
100		ROUTE 01	Residential	3374 Painesville Warren Road	100	Southington United Methodist Church	4
101		ROUTE 01	Residential	4210 Hoffman Norton Road	101	Kyle Silbaugh	4
29		ROUTE 01	Residential	3665 Hoffman Norton Road	102	Douglas Ries	4
103		ROUTE 01	Residential	3658 Barclay Messerly Road	103	Dan Yoder	4
104		ROUTE 01	Residential	3510 Barclay Messerly Road	104	Turkey Meadow School	4
105		ROUTE 01	Residential	4119 County Line Road	105	Roger Bryant	4
81	Rental	ROUTE 01	Residential	3661 Barclay Messerly Road Rental	107	Kathryn Slareagh	4

Count	Total
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Distinct Location Numbers: 89

Distinct Account Numbers: 84

Service Type	Total
Transport Fee	89
Service Charge	87
Ohio Excise Tax	89
GAS	89
Total	354

Route	Count
ROUTE 01	89
Total	89

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Per additional request from 8/2/2019 meeting, following is a copy of One Source Energy's twenty-four hour contact numbers



Twenty-Four Hour Contact Numbers

Company Name: One Source Energy

Business Address: 52 E Park Ave

STE D

City, State, Zip: Niles, Ohio 44446

E-Mail Address: S.Urick@dmexcavating.org

Office phone number: 330-505-1315
(of emergency contact personnel
during business hours)

24 Hour contact number: 330-282-7432
(for example, phone numbers
for gas control, dispatch,
disaster operations, etc.)

If you do not have a 24 hour contact number, please list the off duty number(s) of your emergency contact personnel. Please list in the order you want them to be called in case of an emergency.

Name	Title	Off duty phone number
<u>Sabrina Urick</u>	<u>Manager</u>	<u>330-282-7432</u>
<u>David McElrath</u>	<u>Owner</u>	<u>330-240-2932</u>
<u>Neil Kohlmorgan</u>	<u>Operator/Technician</u>	<u>330-469-1007</u>
<u>Joel McElrath</u>	<u>Operator/Technician</u>	<u>330-240-1708</u>

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Per additional request from 8/2/2019 meeting, following is a copy of One Source Energy's Customer rights and responsibilities in which is to be sent out to all customers.



Customer Rights and Responsibilities

Your rights and responsibilities as a One Source Energy Customer

As a One Source Energy (OSE) customer, you have important rights and responsibilities, per the Ohio Minimum Gas Service Standards contained in Chapter 4901:1-13 of the Ohio Administrative Code. A copy of the minimum gas service standards is available to you on the PUCO website www.puco.ohio.gov (<http://www.puco.ohio.gov>) or through requesting one from the PUCO directly.

Customer Rights and responsibilities include:

- The right to a clear and concise bill
- The right to check and ensure your OSE bill for accuracy
- The right to receive continuous service if you meet your responsibilities
 - The right to fair deposit and credit policies
 - The responsibility to pay your bill
- The responsibility to provide access to your gas meter

It is One Source Energy's responsibility to honor all of these rights, while ensuring to protect your privacy. Any and all information obtained by OSE will only be used for internal company purposes and is to be kept confidential. OSE does not sell or distribute any information to any third parties.

The purpose of this document is to ensure that you know and are aware of the rights, responsibilities, and obligations related to your natural gas line and service.

At times, an OSE employee may need access to your property in order to for example; preform routine maintenance, conduct a meter reading, tap a pipeline, line locating, conduct a leak survey, pipeline patrolling, etc. At any and all times you have the right to ask the employee to identify themselves and state the reasoning for their visit. At all times you should feel free to contact OSE if you should have questions regarding an OSE employee.

Application for Service

In order to obtain OSE service, an application must be completed and submitted first. In order to request service, OSE can be reached at 330-505-1315.

OSE does not require a security deposit for residential or commercial customers. However, if you were previously an OSE customer and you owe an outstanding bill from a previous account, you will be required to pay your balance in full prior to service being established.

Installation of Service

Prior to any and all excavation activities, it is required that the Ohio Utilities Protection Service (OUPS) be contacted by whomever is performing the work, whether it be you or a contractor, at 1-800-362-2764 or 811 to ensure all underground utilities are marked in the area. This is a free service that is required by law.

- If the area of interest does not have direct access to a mainline along the road OSE will review the survey area, once OSE obtains 80% of interest, management will schedule construction of a mainline installation and/or extension. During construction of the mainline, appointments with each residential/commercial account to; complete and submit application for service, determine best route for service line, obtain necessary measurements and internal BTU consumption to determine proper service line sizing, flag out the potential service line location, review and go over all information pertaining to establishing service.
- The customer is responsible for the cost of the service line, which runs from the main line to the meter at the house. Cost/payment is to be determined during appointment.
- Customers will be notified of service line construction schedule and will be given notice if there is to be a delay for any reason.
- Only an OQ qualified excavation company under approval of OSE can install the main and service line(s).

Establishing Gas Service

- Once the main line construction is complete and the service line has been installed, a meter hang will be scheduled in accordance with the customer having a minimum of one appliance readily converted.
- Prior to the meter being hung and initial operation of gas service, an OSE technician will conduct a pressure test of all internal house lines to ensure that there are not any leaks on the internal system. Should there be any leaks, the meter set will be rescheduled. Once the issues have been addressed and show through another pressure test that they are safe, gas service will be established.
- Unless you are an authorized OSE technician you legally are prohibited to tampering with, hanging, turning on, moving, etc. with the gas meter.

- OSE owns and maintains the gas meter. It is always the customers responsibility to ensure that the meter remains clear and accessible to OSE.

Meter Reading

- OSE will obtain an actual reading of all customer meters once a month. OSE is required to read the gas meter at a minimum of at least once every 12 months. At the customers request, meters may be read more or less frequently.
- In the event the OSE cannot gain access to read your meter, an estimation will be made based upon prior usage history at the location.
- Billing errors can and do occur due to human error, equipment failure, and/or the inability to collect an actual meter reading.
- If a billing error does occur, OSE wants to correct the problem as soon as possible, in the instance that the customer is overbilled, a credit or reimbursement will be promptly issued; in the instance the customer has been underbilled, the customer is responsible for paying the additional charges however reasonable and agreeable payment arrangements will and can be made for the charges.
- If the customer thinks that their bill is incorrect, to check accuracy they may; read the meter, compare their bill to prior ones (your prior usage up to 12 months is available upon request), requesting a meter test through OSE.
- In the instance that the customer disputes or questions the meter reading or the meter accuracy, the customer may request the OSE conducts a meter test. OSE has 30 days to conduct this test. If desired the test can be done in the customer presence, to ensure compliance with section 4933.09 of the Ohio Revised Code. Within 10 business days OSE will provide the customer with a written explanation of the performed test. If the meter proves to be correct within three percent plus or minus (fast or slow), the customer shall be assessed a \$25.00 fee. In the instance that the meter is proved incorrect, the customer no fees shall be assessed and OSE will replace the meter at no charge to the customer, as well as credit or reimburse the customer for the overcharges. Within OSE tariff, in accordance with Section 1 Item 6, the first initial request made by the customer is at no charge to them. Any additional meter testing requests will be subject to the fee should the meter be deemed inaccurate.

Billing

- If at any time you have any questions or concerns with your bill, please feel free to contact OSE (330-505-1315).
- Understanding your monthly gas bill;
 - o \$12.00 service charge – once a meter is set the customer will see this monthly, regardless of gas consumed.

- Gas Recovery Rate – Determined monthly by contributing factors
- \$3.90 Transport Fee – assessed per MCF of actual gas usage
- \$1.59 Ohio Excise Tax
- 4.75% Ohio Gross Receipt – per gas consumption
- Gas per MCF – this rate is determined monthly based upon what the gas is purchased for, there is no increase from actual purchase price.
- Account Number – each customer is assigned an account number for internal purposes.
- Amount Due – Monthly payment amount due
- Statement Date – the date in which the statement was produced
- Due Date – the date in which payment in full is due
- Service Address – the address in which the monthly bill/reading has been conducted for
- Previous Balance – balance prior to last payment received
- Payment – last payment received from customer
- Current Charges – Total amount due to date (this includes any current and past due charges)
- Past Due Charges- any amount of which is owed that is past due
- Other charges the customer may be responsible for; late fee of 1.50% of total balance late, \$22.00 bad check fee.
- The customer is responsible for all gas consumed and to pay the full balance of their bill by the due date stated on the statement. Any mistake in regards to the meter reading shall not affect the liability for gas consumed as determined by a correct meter reading.
- Your monthly bill can be paid in a number of ways;
 - By automatic payment – Automatic payment allows for your gas bill to be paid automatically from a checking or savings account or a debit/card. If you wish to enroll in automatic payments, call OSE office and we will gladly enroll you.
 - By check – Mail payment to; 52 E Park Ave STE D Niles, OH 44446 or drop payment off directly to our office.
 - By cash – Drop off directly to OSE office at 52 E Park Ave STE D Niles, OH 44446, never mail cash.
 - By phone- bills can be paid over the phone with a credit/debit card by calling our office directly at 330-505-1315 during normal business hours (Monday – Friday 7am to 3pm).

Payment Arrangements

- In the instance that there becomes any unforeseeable problem with being able to make payment of your bill by the due date, please call us prior to the due date. OSE has payment plans available. As long as the customer has not defaulted on previous payment arrangements, to avoid termination or interrupt of service, OSE can and will negotiate a payment arrangement with you. The arrangements include;
 - One-Third Payment Plan – Only available November 1st through April 15th. This plan requires payment of one-third of the total balance due each month (arrearages in addition to the current bill).

- One-Sixth Payment Plan – Available at all times. This plan requires six equal payments on the past due balance, in addition to the full payments of current bills.
- Flex Plan – Any payment arrangement mutually agreed upon between OSE and the customer.
- There are additional programs available including; Home Energy Assistance Program (HEAP) which can be reached toll free at (800) 282-0880 and the Percentage of Income Payment Plan (PIPP) which are available for qualifying households to assist in paying utility bills. The PUCO has a fact sheet available containing details, as well as eligibility requirements for the assistance programs.

Termination of Service

- OSE has the right to discontinue/ terminate service for any of the following reasons;
 - When the customer prevents OSE personnel from reading the meter for a year or more.
 - After notice and a reasonable amount of time the customer prevents OSE from calibrating, maintaining, or replacing the meter, meter equipment, or other OSE property used to supply service.
 - Any fraudulent acts to obtain service or tampering with OSE meter, metering equipment, or any other OSE property used to supply service.
 - For repairs, provided that the customer has been given prior and reasonable notice.
 - Upon the request of the customer.
 - For non-payment; If your service is being disconnected for non-payment OSE is required to provide a 14-day advanced notice, November 1st through April 15th a 24-day notice is required.
 - A \$30.00 reconnection fee will be assessed for termination due to non-payment. Pursuant to O.A.C. 4901:1-18-07, if payment is made before 12:30 p.m., OSE will reconnect service the same day. If payment is made after 12:30 p.m. and the customer requests service reconnection outside of normal business hours, a \$50.00 service charge will be assessed.
 - If someone within the household has a medical condition that would deem the disconnection of service dangerous to their health, you may be eligible for a medical certification that would retain or restore service for a period of 30 days. Medical certificates can only be used three times within 12-month periods and must be completed by a certified health professional.

Complaint Procedures

If you have any questions, comments, or concerns in regards to your natural gas service, your bill, or a general question, please call One Source Energy at 330-505-1315 or 330-282-7432. OSE will investigate and reply as soon as possible.

If your complaint is not resolved after you have contacted OSE, or for further general utility information, residential and business customers may call the Public Utilities Commissions 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 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 visit www.pickocc.org.

This foregoing document was electronically filed with the Public Utilities

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in

Case No(s). 16-1181-GA-ACE

Summary: Amended Application Response to 7/31/19 electronically filed by Michael D Rossi
on behalf of One Source Energy, LLC