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FILE

**BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO**

RECEIVED-DOCKETING DIV

2004 SEP 27 AM 9:25

In the Matter of the Application of)
Waterville Gas & Oil Company)
for Approval of New Bill Format) Case No. 04-1480-GA-UNC
Pursuant to Ohio Admin. Code §4901:1-18-09(C))
REQUEST FOR EXPEDITED APPROVAL)

PUCO

APPLICATION

Waterville Gas & Oil Company ("Waterville"), by its attorney, respectfully requests that the Commission review the attached sample bill format (Attachment A) and notify it of any deficiencies prior to October 7, 2004. Page 1 of Attachment A reflects the face of a proposed bill to a customer that is not on a payment plan, budget plan or PIPP. Page 2 of Attachment A reflects the face of a proposed bill to a budget plan customer; as noted under the "Messages" heading, a customer on a customized payment plan will have that information printed where indicated. Page 3 of Attachment A reflects the face of a proposed bill to a PIPP customer; and page 4 of Attachment A reflects the reverse side of Waterville's proposed new bill to all jurisdictional customers. In support of its Application, Waterville states the following:

1. Waterville is an Ohio corporation engaged in the business of supplying natural gas to consumers located within the state of Ohio. Waterville is a public utility subject to this Commission's jurisdiction and those of its customers located outside the municipality of Waterville are served pursuant to Waterville's approved tariff. Those customers served within the municipality are served pursuant to municipal ordinance. Waterville's principal office is at 11 North River Road, Waterville, Ohio 43566.
2. Ohio Admin. Code §4901:1-18-09(C) requires any natural gas company under the Commission's jurisdiction to submit to the Commission for its approval any proposed

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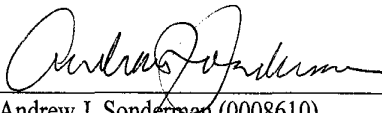
new bill format, and further provides that in the absence of any action by the Commission within forty-five days, the proposed new bill format shall be approved.

3. Waterville is requesting expedited approval in this case in order to allow it to employ the revised bill format commencing with service rendered in the month of October.
4. Waterville has worked with the Commission's Investigative & Audit Division in developing the new bill format and has incorporated all of the Division's requested modifications. The Division is aware of Waterville's request for expedited approval and Waterville does not anticipate any objection to this request.

WHEREFORE, Waterville respectfully requests that the Commission review its new bill format on an expedited basis and issue an order approving them it at the earliest possible date.

Respectfully submitted on behalf of

WATERVILLE GAS & OIL COMPANY

By: 

Andrew J. Sonderman (0008610)
Cooper & Elliott, LLC
2175 Riverside Drive
Columbus, Ohio 43221
614.487.3300



Billing Questions? Call 419-878-4972 Monday through Friday 8 a.m. to 4 p.m.

Attachment 1, Page 1 of 4

Your Account Number

12-301-2

Amount Due

\$32.55

Due Date

Oct 15, 2004

If paid after due date

\$34.18

Amount Paid

CUSTOMER
ADDRESS
WATERVILLE, OH 43566

Please return this portion with your payment made payable to Waterville Gas Company.
If paying in person, please bring entire bill with you.

Billing Summary for Service To: 5080 Waterville-Monclova Rd., Waterville, Oh 43566

Prior Billing Information

Account Balance on Last Bill	\$36.36
Adjustments	0.00
Total Payments as of 09/24/04 Thank You!	-36.36
Balance at Billing	\$0.00

Your Account Number

12-301-2

Please Pay
\$32.55

Due By
Oct 15, 2004

Current Billing Information

Gas Cost (3 mcf @ 6.40 per mcf)	\$19.20
Delivery Charge	7.85
Monthly Customer Charge	5.50
Current Month Charges	\$32.55

New Account Balance \$32.55

Meter Information

Billing Period		Days	Meter Readings		Gas Used	Next Meter Reading Date
From	To		From	To	Mcf	
8/24/04	9/24/04	31	568 actual	571 actual	3	10/25/04

Please make arrangements for our meter reader to have safe access to our meter.

Historical Usage Information (Mcf)

Sep, 03	Oct, 03	Nov, 03	Dec, 03	Jan, 04	Feb, 04	Mar, 04	Apr, 04	May, 04	Jun, 04	Jul, 04	Aug, 04	Sep, 04
3	8	9	18	24	27	17	9	5	3	3	3	3
Last 12 Months Usage (mcf) 129						Average Monthly Usage (mcf) 11						

Messages:

To report service emergencies, call 419-878-4972, 24 hours per day. Our on-call service technicians will respond.

The Waterville Gas Company 11 N. River Road Waterville Ohio 43566

See Back of Bill for More Information



Billing Questions? Call 419-878-4972 Monday through Friday 8 a.m. to 4 p.m.

Attachment 1, Page 2 of 4

Your Account Number

12-301-2

Amount Due

\$75.00

Due Date

Oct 15, 2004

If paid after due date

\$78.75

Amount Paid

CUSTOMER
ADDRESS
WATERVILLE, OH 43566

Please return this portion with your payment made payable to Waterville Gas Company.
If paying in person, please bring entire bill with you.

Billing Summary for Service To: 5080 Waterville-Monclova Rd., Waterville, Oh 43566

Prior Billing Information

Account Balance on Last Bill	\$36.36
Adjustments (bad check charge)	15.00
Total Payments as of 09/24/04 Thank You!	-36.36
Balance at Billing	\$15.00

Your Account Number

12-301-2

Please Pay
\$75.00

Due By
Oct 15, 2004

Current Billing Information

Gas Cost (3 mcf @ 6.40 per mcf)	\$19.20
Delivery Charge	7.85
Monthly Customer Charge	5.50
Current Month Charges	\$32.55

Current Budget Billing Due Now
\$75.00

New Account Balance \$47.55

Meter Information

Billing Period		Days	Meter Readings		Gas Used
From	To		From	To	Mcf
8/24/04	9/24/04	31	568 estimated	571 actual	3

Next Meter Reading Date

10/25/04

Please make arrangements for our meter reader to have safe access to our meter.

Historical Usage Information (Mcf)

Sep, 03	Oct, 03	Nov, 03	Dec, 03	Jan, 04	Feb, 04	Mar, 04	Apr, 04	May, 04	Jun, 04	Jul, 04	Aug, 04	Sep, 04
3	8	9	18	24	27	17	9	5	3	3	3	3
Last 12 Months Usage (mcf) 129						Average Monthly Usage (mcf) 11						

Messages:

Payment Arrangement information will be printed here.

To report service emergencies, call 419-878-4972, 24 hours per day. Our on-call service technicians will respond.

The Waterville Gas Company 11 N. River Road Waterville Ohio 43566

See Back of Bill for More Information



Billing Questions? Call 419-878-4972 Monday through Friday 8 a.m. to 4 p.m.

Attachment 1, Page 3 of 4

Your Account Number

12-301-2

Amount Due

\$56.00

Due Date

Oct 15, 2004

If paid after due date

\$58.80

Amount Paid

CUSTOMER
ADDRESS
WATERVILLE, OH 43566

Please return this portion with your payment made payable to Waterville Gas Company.
If paying in person, please bring entire bill with you.

Billing Summary for Service To: 5080 Waterville-Monclova Rd., Waterville, Oh 43566

Prior Billing Information

Account Balance on Last Bill \$1,012.19
Adjustments 0.00
Total Payments as of 09/24/04 Thank You! 56.00
Balance at Billing \$956.19

Your Account Number

12-301-2

Please Pay
\$56.00

Due By
Oct 15, 2004

Current Billing Information

Gas Cost (3 mcf @ 6.40 per mcf) \$19.20
Delivery Charge 7.85
Monthly Customer Charge 5.50
Current Month Charges \$32.55

Current PIPP Payment Due Now
\$56.00

New Account Balance \$988.74

Meter Information

Meter Factor: 1.0456

Billing Period		Days	Meter Readings		Gas Used	Next Meter Reading Date
From	To		From	To	Mcf	
8/24/04	9/24/04	31	568 estimated	571 actual	3	10/25/04

Please make arrangements for our meter reader to have safe access to our meter.

Historical Usage Information (Mcf)

Sep, 03	Oct, 03	Nov, 03	Dec, 03	Jan, 04	Feb, 04	Mar, 04	Apr, 04	May, 04	Jun, 04	Jul, 04	Aug, 04	Sep, 04
3	8	9	18	24	27	17	9	5	3	3	3	3
Last 12 Months Usage (mcf) 129						Average Monthly Usage (mcf) 11						

Messages:

You are currently enrolled in the Percentage of Income Payment Program (PIPP).
The total balance you owe on your account is \$988.74. Your PIPP payment due now is \$56.00.

To report service emergencies, call 419-878-4972, 24 hours per day. Our on-call service technicians will respond.

The Waterville Gas Company 11 N. River Road Waterville Ohio 43566

See Back of Bill for More Information

At Your Service

If you have any questions or complaints about this bill or your natural gas service, please call us first at 419-878-4972, or write to us or come in to our office at 11 N. River Road, Waterville, Ohio, 43566 from 8 a.m. to 4 p.m., Monday through Friday. If your questions are not resolved after you have called Waterville Gas Company, you may call the Public Utilities Commission of Ohio (PUCO) toll-free at 1-800-686-7826 or 1-614-466-3292, or for TDD/TTY toll-free at 1-800-686-1570 or 1-614-466-8180 from 8 a.m. to 5 p.m. weekdays, or visit the PUCO website at www.PUCO.ohio.gov. Residential customers may also call the Ohio Consumers' Counsel (OCC), toll-free at 1-877-742-5622 from 8:00 a.m. to 5:00 p.m. weekdays, or visit the OCC website at www.pickocc.org.

Service Emergencies

To report emergencies, call 419-878-4972, 24 hours per day. Our emergency on-call service technicians will respond.

Understanding your Gas Bill

Gas Cost:	The cost of the gas you used during the current billing period.
Delivery Charge:	Charge for transporting gas through natural gas pipelines to your home or business during the current billing period.
Customer Charge:	The fixed monthly charge for basic distribution which partially covers costs for billing, meter reading, equipment and line maintenance.
Billing Period:	Shows the dates your current gas bill covers.
Days:	Shows the number of days your current gas bill covers.
Meter Readings:	Shows the reading on your meter at the end of your last billing period and at the end of this billing period.
Actual Reading:	A meter reader has read your meter. We attempt to read your meter every month.
Estimated Reading:	If we can not read your meter (usually because of a locked gate or dog), we will estimate your bill based on past usage at your service address and weather conditions for the current billing period.
Gas Used:	Shows the amount of gas used during the current billing period in thousands of cubic feet. (1 Mcf = 1,000 cubic feet)

Factors Affecting Your Bill

- Colder or warmer weather
- Differences in the number of days billed
- Number of weekends during the billing period.
- Changes in living habits, number of occupants, appliances or weatherization of your home.

Billing Options

Automatic Bank Pay: If you would like to have your gas bill automatically deducted from your checking account, you can sign up for our Automatic Bank Deduction Program. Please call our office for details.

Budget Billing: You can spread the cost of winter heating bills over the entire year. Your account must be current to enroll. Budget billing is offered once per year beginning with your payment due in August.

Energy Assistance

Contact Home Energy Assistance Program (HEAP) toll-free at 1-800-282-0880 or for TDD/TTY toll-free at 1-800-686-1557 from 8 a.m. to 5 p.m. weekdays. We also have HEAP application forms available at our office.

For Your Safety

Gas Odor: Natural gas has a distinctive odor added to it to alert you to a leak in or around your home. If you smell gas, leave the building immediately. Leave the door open and don't use any light switches or matches. Call our 24-hour emergency number at 419-878-4972 from a nearby phone and wait for our personnel to arrive and assess the situation.

Call Before You Dig: Before starting landscaping or building projects, call the Ohio Utility Protection Service (OUPS) at 1-800-362-2764. We will mark (in yellow) the location of underground gas lines up to the meter on your property.

The Waterville Gas Company
11 N. River Road P. O. Box 259
Waterville, Ohio 43566

419-878-4972

Office Hours & Billing Questions: Monday through Friday 8 a.m. to 4 p.m.