

FILE



The Public Utilities  
Commission of Ohio

06-1503-6A-CSS  
Case Number

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

### Formal Complaint Form

Mark Riegel / Riegel Farms LLC  
Customer Name

12089 Midway Rd  
Customer Address

South Solon OH 43153  
City State Zip

Against

15597031 001 0003  
Account Number

Customer Service Address (if different from above)

Columbia Gas of Ohio  
Utility Company Name

City State Zip

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

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 [Signature] Date Processed 12-26-06

RECEIVED-DOCKETING DIV  
2006 DEC 26 PM 3:27

PUCO

Mark Riegel  
Signature

937-605-3787  
Customer Telephone Number

The Public Utilities Commission of Ohio  
Bob Taft, Governor • Alan R. Schirber, Chairman  
Commissioners: Ronda Hartman Fergus, Judy A. Jones, Donald L. Mason, Clarence D. Rogers, Jr.  
180 E. Broad Street, Columbus, Ohio 43215-3793 • An Equal Opportunity Employer and Service Provider

# RIEGEL FARMS LLC.

12089 Midway Road  
South Solon, Ohio 43153  
937-462-7052  
937-462-7055  
riegelfarms@aol.com

December 19, 2006

To Whom It May Concern:

This is a formal complaint against: Columbia Gas of Ohio  
P.O. Box 2318  
Columbus, Ohio 43216  
Account Number 15597031 001 000 3

The billing and service address is: Mark Riegel  
12089 Midway Road  
South Solon, Ohio 43153

January and February of 2006 I received gas bills that were totally out of our usual average use of gas. Columbia Gas sent a service person out to check the lines in February due to the usage. They reported no problem at that time. We had a furnace company out twice to check our lines and furnaces. They found no problems, a copy of their report is enclosed.

I would like the Commission to review the amount of gas used compared to years past. I have enclosed past bills and a chart showing the amount of gas used and the temperatures.

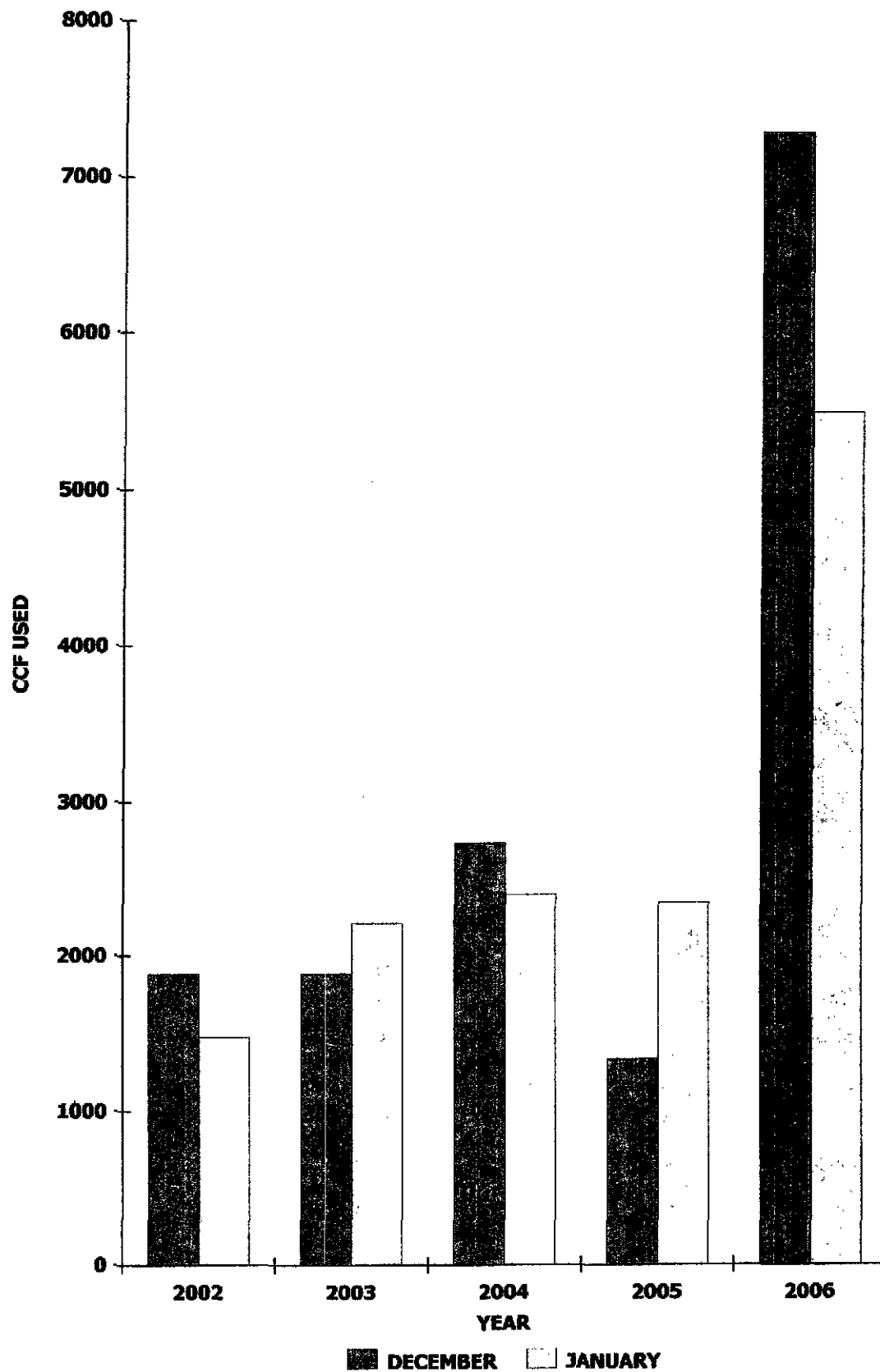
Columbia changed the gas meter in June, and reported no fault with it. This does not say that there wasn't a problem in December 2005 or January 2006 when the problem occurred.

Sincerely,

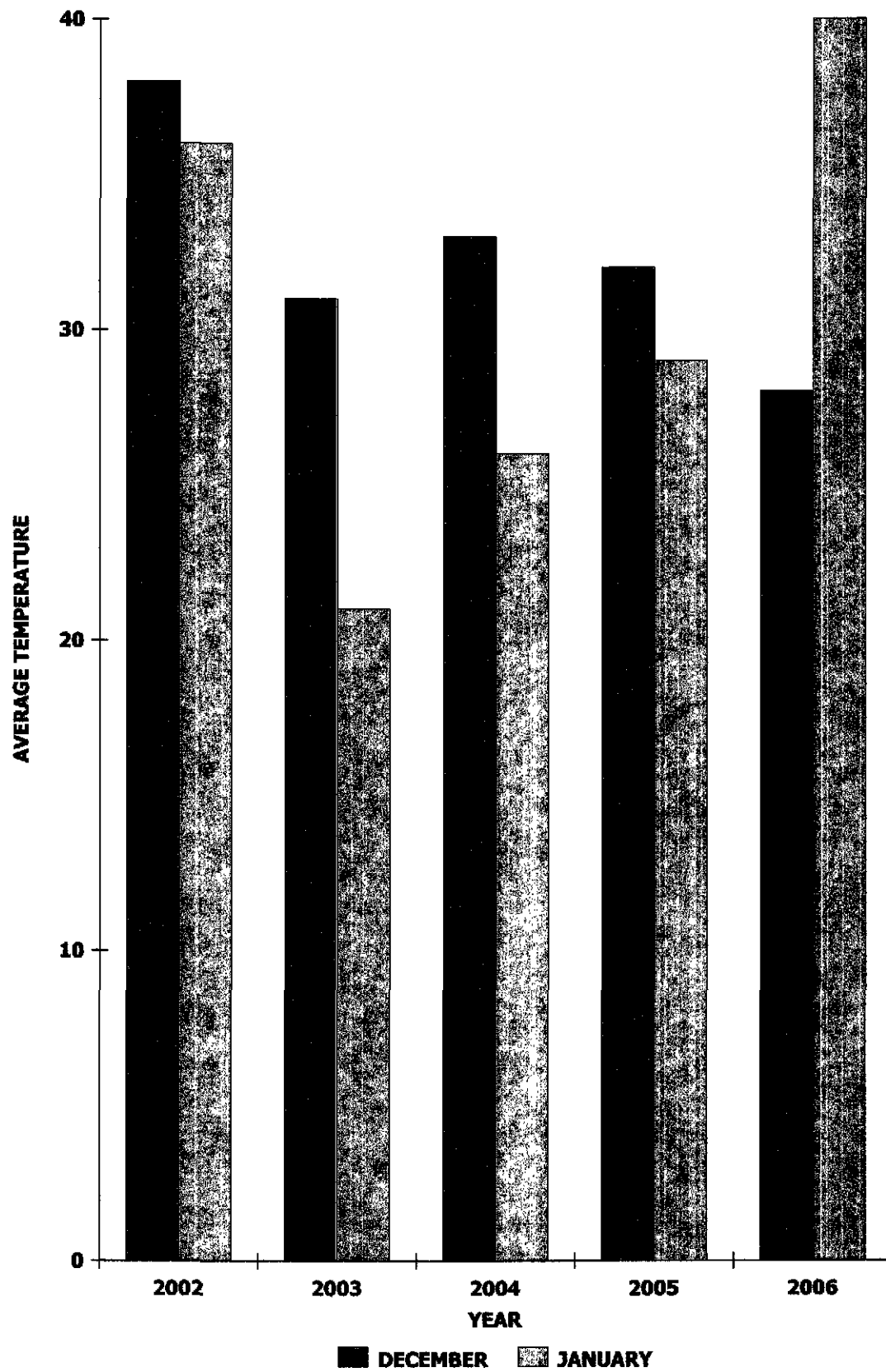


Mark Riegel, owner  
Riegel Farms LLC

# CCF USED IN DEC. & JAN. 2002-2006



# AVERAGE TEMP. IN DEC. & JAN. 2002-2006



# BROCKMAN FURNACE COMPANY



- HEATING
- AIR CONDITIONING
- SERVICE
- INSTALLATION

- COMMERCIAL
- RESIDENTIAL
- DESIGN & ENGINEERING
- MAINTENANCE PLANS

February 14, 2006

RIEGEL FARMS, LLC.  
12089 MIDWAY RD.  
SOUTH SOLON, OH 43153

RE: Checking gas lines in pig barn for leaks

To Whom It May Concern:

On January 24, 2006 our technician was out to the above referenced farm, at which time he pressure tested the gas lines from the meter to the indoor units with a Coleman gauge. The gas lines passed the pressure test, all lines held pressure, and no leaks were found. If you have any questions please feel free to give us a call.

Thank you,

Jodi Christian  
Brockman Furnace Company



CORRECTED BILL

**Billing Questions?**

Call 1-800-344-4077 24 hours/day

Office Hours: 7:00 am - 7:00 pm M - F

**Billing Summary For :** MARK RIEGEL  
12089 MIDWAY RD  
SOUTH SOLON OH 43153-9400

**Your Account Number**

15597031 001 000 3

UNIT 3 BOOK 65 DESK A

Please Pay Amount Due By February 5, 2006

711-26150

**Utility Services****Prior Billing Information**

Account Balance on Last Bill	\$1,647.68
Payments Received as of 12-16-2005 THANK YOU!	\$1,647.68 CR
Billing Adjustment 01-20-2006 (Explanation Enclosed)	\$2,583.07
Balance at Billing	\$2,583.07

**Current Charges for Commercial Service**

Current Month Charges	\$8,748.43
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**Amount Due****\$11,331.50****Meter Information****Next Actual Meter Reading Date : March 3, 2006**

Meter Number	Billing Period		Days	Meter Readings		Gas Used
	From	To		From	To	
0029794 12089 Midway Rd	12-01-2005	01-04-2006	34	63008 Adjusted	68503 Adjusted	5495 CCF

**Billing Adjustment Explanation...**

Your previous billing(s) were based on meter readings that were estimated too low. Listed below are the amounts you were originally billed and the corrected amounts for the same period(s). They were based on a recent actual reading of your meter.

Billing Date	Original Amount	Corrected Amount	Difference
12-01-2005	\$1,647.68	\$4,230.75	\$2,583.07
<b>Total Billing Adjustment =</b>			<b>\$2,583.07</b>

Your billing for the current month was also corrected. The corrected amount is on Page 1 under the 'Current Charges' heading.

**For Your Information :**

**Apples to Apples** - For a comparison of available competitive natural gas suppliers, visit the PUCO Web site at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov) or call 1-800-299-7271.

**Customer List Inclusion** - We are required to include your name, address, and usage information on a list of eligible customers that is made available to other retail natural gas suppliers or governmental aggregators. If you do not wish to be included on this list, please call Columbia's DirectLink automated phone system toll free at 1-800-344-4077 or write Columbia Gas of Ohio, P.O. Box 9001847, Louisville, Kentucky, 40290-1847, and request that your account information be excluded from our customer lists.

**Please note...** Your account will be subject to a delayed payment charge of 1.50% if payment is not made by the due date appearing on the bill.

Charges include gas cost recovery of \$7,481.39 at the rate of \$1.36149 per Ccf:

2863.56

For questions about your bill or service, please call us at 1-800-344-4077 (711 for TDD/TTY relay) or write to Columbia Gas of Ohio, P.O. Box 16581, Columbus, OH 43216-6581. If your questions are unresolved, you may call the Public Utilities Commission of Ohio (PUCO) 8:00 am - 5:00 pm weekdays at 1-800-686-7826 or 1-614-466-3292 (1-800-686-1570 or 1-614-466-8180 TDD/TTY), or visit the PUCO Web site at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov). Residential customers may also call the Office of the Ohio Consumers' Counsel (OCC) 8:00 am - 5:00 pm weekdays toll-free at 1-877-PICKOCC (1-877-742-5622), or visit the OCC Web site at [www.pickocc.org](http://www.pickocc.org).

01/20/2006 15597031 001 3

See Back of Bill for More Information

37,792

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If paying in person, please bring entire bill with you.

**Billing Questions?**

Call 1-800-344-4077 24 hours/day

Office Hours: 7:00 am - 7:00 pm M - F

**Billing Summary For :** MARK RIEGEL  
12089 MIDWAY RD  
SOUTH SOLON OH 43153-9400

**Your Account Number**  
15597031 001 000 3  
UNIT 3 BOOK 65 DESK A

Please Pay Amount Due By February 17, 2005

\$2,598.36

**Utility Services****Prior Billing Information**

Account Balance on Last Bill	\$1,624.65
Payments Received as of 01-20-2005 THANK YOU!	\$1,624.65 CR
Balance at Billing	\$ .00

**Current Charges for Commercial Service**

Current Month Charges	\$2,598.36
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**Amount Due**

**\$2,598.36**

**Meter Information**

**Next Actual Meter Reading Date : March 3 , 2005**

Meter Number	Billing Period		Days	Meter Readings		Gas Used
	From	To		From	To	
0029794 12089 Midway Rd	01-04-2005	02-02-2005	29	52894 Actual	55238 Calculated	2344 CCF

**12-Month Consumption is 13054 CCF As Follows :**

Month	CCF	Month	CCF	Month	CCF	Month	CCF	Month	CCF	Month	CCF
Feb 04	2390	Apr 04	1588	Jun 04	234	Aug 04	152	Oct 04	224	Dec 04	1571
Mar 04	4161	May 04	213	Jul 04	181	Sep 04	304	Nov 04	708	Jan 05	1328

**For Your Information :**

**Please note...** Your account will be subject to a delayed payment charge of 1.50% if payment is not made by the due date appearing on the bill.

Charges include gas cost recovery of \$2,080.60 at the rate of \$0.88763 per Ccf.

**Check Processing Information** - When you pay your Columbia Gas bill by check, you authorize us to convert the check to electronic data and to make a one-time electronic fund transfer from your checking account for that payment. Funds could be transferred as early as the day after we receive your payment. Your financial institution will not return your check but will note the transaction on your financial statement. For more information or if you do not want your check converted to an electronic transfer, please call our check processing agent toll-free at 1-866-282-1850, 7 am - 7 pm, M-F.

$84130CF \div 4^{yr} = 2103.25 CCF$

For questions about your bill or service, please call us at 1-800-344-4077 (711 for TDD/TTY relay service). If your question is unresolved, you may call the Public Utilities Commission of Ohio (PUCO) 8:00 am - 5:00 pm weekdays at 1-800-686-7826 or 1-614-466-3292 (1-800-686-1570 or 1-614-466-8180 TDD/TTY), or visit the PUCO Web site at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov). For an "Apples to Apples" comparison of available competitive natural gas suppliers, visit the PUCO Web site or call 1-800-299-7271. Residential customers may also call the Ohio Consumers' Counsel (OCC) 8:00 am - 5:00 p.m. weekdays at 1-877-PICKOCC (1-877-742-5622), or visit the OCC Web site at [www.pickocc.org](http://www.pickocc.org).

02/02/2005 15597031 001 3 See Back of Bill for More Information

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**Billing Questions?**

Call 1-800-344-4077 24 hours/day

Office Hours: 7:00 am - 7:00 pm M - F

**Billing Summary For :** MARK RIEGEL  
12089 MIDWAY RD  
SOUTH SOLON OH 43153-9400

**Your Account Number**  
15597031 001 000 3  
UNIT 3 BOOK 65 DESK A

Please Pay Amount Due By February 18, 2004

\$4,648.75

**Utility Services****Prior Billing Information**

Account Balance on Last Bill	\$3,643.20
Payments Received as of 01-20-2004 THANK YOU!	\$1,229.10 CR
Delayed Payment Penalty Charge	\$36.21
Balance at Billing	\$2,450.31

**Current Charges for Commercial Service**

Current Month Charges	\$2,198.44
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**Amount Due****\$4,648.75****Meter Information****Next Actual Meter Reading Date : March 3, 2004**

Meter Number	Billing Period		Days	Meter Readings		Gas Used
	From	To		From	To	
0029794 12089 Midway Rd	01-05-2004	02-03-2004	29	39840 Actual	42230 Calculated	2390 CCF

**12-Month Consumption is 14476 CCF As Follows :**

Month	CCF	Month	CCF	Month	CCF	Month	CCF	Month	CCF	Month	CCF
Feb 03	2208	Apr 03	1323	Jun 03	208	Aug 03	132	Oct 03	137	Dec 03	1376
Mar 03	5272	May 03	174	Jul 03	127	Sep 03	162	Nov 03	626	Jan 04	2731

**For Your Information :**

**Please note...** Your account will be subject to a delayed payment charge of 1.50% if payment is not made by the due date appearing on the bill.

**Please note...** the amount shown as 'Balance at Billing' is past due. The due date on this bill applies only to the current month's charges. Avoid possible termination of service -- pay this past due amount today!

Charges include gas cost recovery of \$1,728.23 at the rate of \$0.72311 per Ccf.

**The Earned Income Tax Credit (EITC)** is a federal income tax credit for workers who earn low or moderate income. Even if you don't owe income tax, you might receive a refund check if you qualify. Some families receive as much as \$4,204. First-time filers may be eligible to receive the credit for the prior three years. Many families may also qualify for the Child Tax Credit. For more information about the EITC, check your federal income tax package or call the IRS at (800) 829-1040 for the location of the Voluntary Income Tax Assistance (VITA) center nearest you.

For questions about your bill or service, please call us at 1-800-344-4077 (1-877-460-2443 TDD/TTY). If your question is unresolved, you may call the Public Utilities Commission of Ohio (PUCO) 8:00 am - 5:00 pm weekdays at 1-800-686-7826 or 1-614-466-3292 (1-800-686-1570 or 1-614-466-8180 TDD/TTY), visit the PUCO Web site at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov), or mail to PUCO Public Interest Center, 180 E. Broad St., Columbus, OH 43215. Residential customers may also call the Ohio Consumers' Counsel (OCC) 8:30 am - 5:30 pm weekdays at 1-877-PICKOCC (1-877-742-5622), or visit the OCC Web site at [www.pickocc.org](http://www.pickocc.org).

02/03/2004

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See Back of Bill for More Information

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**Billing Summary For :** **MARK RIEGEL**  
12089 MIDWAY RD  
SOUTH SOLON OH 43153-9400

**Your Account Number**  
15597031 001 3  
UNIT 3 BOOK 65 DESK A

**Please Pay Amount Due By February 19, 2003**

**\$3,264.76**

**Utility Services**

**Prior Billing Information**

Account Balance on Last Bill	\$2,727.64
Payments Received as of 01-17-2003 THANK YOU!	\$1,222.47 CR
<b>Balance at Billing</b>	<b>\$1,505.17</b>

**Current Charges for Commercial Service**

Columbia Gas Service and Delivery	\$357.64
Interstate Gas Supply Gas Supply Costs Incl. Sales Tax **	\$1,401.95
<b>Current Month Charges</b>	<b>\$1,759.59</b>

**Amount Due**

**\$3,264.76**

**Meter Information**

**Next Actual Meter Reading Date : March 4, 2003**

Meter Number	Billing Period		Days	Meter Readings		Gas Used
	From	To		From	To	
0029794 12089 Midway Rd	01-03-2003	02-03-2003	31	25364 Calculated	27572 Calculated	2208 CCF

**12-Month Consumption is 10153 CCF As Follows :**

Month	CCF	Month	CCF	Month	CCF	Month	CCF	Month	CCF	Month	CCF
Feb 02	1471	Apr 02	1246	Jun 02	283	Aug 02	132	Oct 02	141	Dec 02	1524
Mar 02	2330	May 02	39	Jul 02	127	Sep 02	128	Nov 02	848	Jan 03	1884

**For Your Information :**

**Please note...** Your account will be subject to a delayed payment charge of 1.50% if payment is not made by the due date appearing on the bill.

**Please note...** the amount shown as 'Balance at Billing' is past due. The due date on this bill applies only to the current month's charges. Avoid possible termination of service -- pay this past due amount today!

**Gas Supplier Messages :**

**As a participant of the Columbia Gas Customer CHOICE Program,** your gas is being supplied by Interstate Gas Supply. This bill reflects Columbia Gas charges for service and delivery of the gas and your supplier's charges for gas supply. For questions about your gas supply charges, please contact Interstate Gas Supply at 1-800-280-4474.

**\*\*Current billing charges include:**

Interstate Gas Supply gas supply costs of \$1,322.59 at the rate of \$0.59900 per Ccf and sales tax of \$79.36.

If you have a question about your bill or service, please contact us at 800-344-4077 (1-877-460-2443 TDD/TTY). For unresolved inquiries, call the PUCO at 1-800-686-7826 (1-800-686-1570 TDD/TTY). Another source of help for residential customers may be the Ohio Consumers' Counsel at 1-877-PICKOCC (742-5622) (Voice/TTY).

**Billing Summary For :** MARK RIEGEL  
12089 MIDWAY RD  
SOUTH SOLON OH 43153-9400

**Your Account Number**  
15597031 001 3  
UNIT 3 BOOK 65 DESK A

Please Pay Amount Due By February 19, 2002 \$2,534.83

**Utility Services**

**Prior Billing Information**

Account Balance on Last Bill	\$1,362.07
Payments Received as of 02-01-2002	\$0.00
Balance at Billing	\$1,362.07

**Current Charges for Commercial Service**

Columbia Gas Service and Delivery	\$234.36
Interstate Gas Supply Gas Supply Costs Incl. Sales Tax **	\$938.40
Current Month Charges	\$1,172.76

**Amount Due** \$2,534.83

**Meter Information**

**Next Meter Reading Date : March 4 , 2002**

Meter Number	Billing Period		Days	Meter Readings		Gas Used
	From	To		From	To	
0029794 12089 Midway Rd	01-03-2002	02-01-2002	29	15211 Actual	16682 Calculated	1471 CCF

**12-Month Consumption is 9643 CCF As Follows :**

Month	CCF	Month	CCF	Month	CCF	Month	CCF	Month	CCF	Month	CCF
Feb 01	2726	Apr 01	823	Jun 01	140	Aug 01	80	Oct 01	278	Dec 01	1026
Mar 01	1562	May 01	269	Jul 01	92	Sep 01	180	Nov 01	589	Jan 02	1878

**For Your Information :**

**Please note...** Your account will be subject to a delayed payment charge of 1.50% if payment is not made by the due date appearing on the bill.

**Please note...** the amount shown as 'Balance at Billing' is past due. The due date on this bill applies only to the current month's charges. Avoid possible termination of service -- pay this past due amount today!

**Gas Supplier Messages :**

**As a participant of the Columbia Gas Customer CHOICE Program**, your gas is being supplied by Interstate Gas Supply. This bill reflects Columbia Gas charges for service and delivery of the gas and your supplier's charges for gas supply. For questions about your gas supply charges, please contact Interstate Gas Supply at 1-800-280-4474.

**\*\*Current billing charges include:**

Interstate Gas Supply gas supply costs of \$881.13 at the rate of \$0.59900 per Ccf and sales tax of \$57.27.

If you have a question about your bill or service, please contact us at 800-344-4077 (1-877-460-2443 TDD/TTY). For unresolved inquiries, call the PUCO at 1-800-686-7826 (1-800-686-1570 TDD/TTY). Another source of help for residential customers may be the Ohio Consumers' Counsel at 1-877-PICKOCC (742-5622) (Voice/TTY).

**Billing Summary For :** **MARK RIEGEL**  
12089 MIDWAY RD  
SOUTH SOLON OH 43153-9400

**Your Account Number**  
15597031 001 000 3  
UNIT 3 BOOK 65 DESK A

Please Pay Amount Due By: January 19, 2006

\$11,607.33

**Utility Services**

**Prior Billing Information**

Account Balance on Last Bill	\$1,647.68
Payments Received as of 12-16-2005 THANK YOU!	\$1,647.68 CR
Balance at Billing	\$0.00

**Current Charges for Commercial Service**

Current Month Charges	\$11,607.33
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**Amount Due**

**\$11,607.33**

**Meter Information**      **Next Actual Meter Reading Date : March 3, 2006**

Meter Number	Billing Period		Days	Meter Readings		Gas Used
	From	To		From	To	
0029794 12089 Midway Rd	12-01-2005	01-04-2006	34	61296 Calculated	68592 Actual	7296 CCF

**For Your Information :**

**Apples to Apples** - For a comparison of available competitive natural gas suppliers, visit the PUCO Web site at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov) or call 1-800-299-7271.

**Customer List Inclusion** - We are required to include your name, address, and usage information on a list of eligible customers that is made available to other retail natural gas suppliers or governmental aggregators. If you do not wish to be included on this list, please call Columbia's DirectLink automated phone system toll free at 1-800-344-4077 or write Columbia Gas of Ohio, P.O. Box 9001847, Louisville, Kentucky, 40290-1847, and request that your account information be excluded from our customer lists.

**Please note...** Your account will be subject to a delayed payment charge of 1.50% if payment is not made by the due date appearing on the bill.

Charges include gas cost recovery of \$9,933.43 at the rate of \$1.36149 per Ccf.

**Check Processing Information** - When you pay your Columbia Gas bill by check, you authorize us to convert the check to electronic data and to make a one-time electronic fund transfer from your checking account for that payment. Funds could be transferred as early as the day after we receive your payment. Your financial institution will not return your check but will note the transaction on your financial statement. For more information or if you do not want your check converted to an electronic transfer, please call our check processing agent toll-free at 1-866-282-1850, 7 am - 7 pm, M-F.

For questions about your bill or service, please call us at 1-800-344-4077 (711 for TDD/TTY relay) or write to Columbia Gas of Ohio, P.O. Box 16581, Columbus, OH 43216-6581. If your questions are unresolved, you may call the Public Utilities Commission of Ohio (PUCO) 8:00 am - 5:00 pm weekdays at 1-800-686-7826 or 1-614-466-3292 (1-800-686-1570 or 1-614-466-8180 TDD/TTY), or visit the PUCO Web site at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov). Residential customers may also call the Office of the Ohio Consumers' Counsel (OCC) 8:00 am - 5:00 pm weekdays toll-free at 1-877-PICKOCC (1-877-742-5622), or visit the OCC Web site at [www.pickocc.org](http://www.pickocc.org).

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**Billing Questions?**

Call 1-800-344-4077 24 hours/day

Office Hours: 7:00 am - 7:00 pm M - F

**Billing Summary For :** MARK RIEGEL  
12089 MIDWAY RD  
SOUTH SOLON OH 43153-9400

**Your Account Number**  
15597031 001 000 3  
UNIT 3 BOOK 65 DESK A

**Please Pay Amount Due By January 19, 2005****\$1,624.65****Utility Services****Prior Billing Information**

Account Balance on Last Bill	\$1,809.44
Payments Received as of 12-07-2004 THANK YOU!	\$1,809.44 CR
Balance at Billing	\$0.00

**Current Charges for Commercial Service**

Current Month Charges	\$1,624.65
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**Amount Due****\$1,624.65****Meter Information**      **Next Actual Meter Reading Date : March 3, 2005**

Meter Number	Billing Period		Days	Meter Readings		Gas Used
	From	To		From	To	
0029794 12089 Midway Rd	12-01-2004	01-04-2005	34	51566 Calculated	52894 Actual	1328 CCF

**12-Month Consumption is 14457 CCF As Follows :**

Month	CCF	Month	CCF	Month	CCF	Month	CCF	Month	CCF	Month	CCF
Jan 04	2731	Mar 04	4161	May 04	213	Jul 04	181	Sep 04	304	Nov 04	708
Feb 04	2390	Apr 04	1588	Jun 04	234	Aug 04	152	Oct 04	224	Dec 04	1571

**For Your Information :**

**Customer List Inclusion** -- We are required to include your name, address, and usage information on a list of eligible customers that is made available to other retail natural gas suppliers or governmental aggregators. If you do not wish to be included on this list, please call Columbia's DirectLink automated phone system toll free at 1-800-344-4077 or write Columbia Gas of Ohio, P.O. Box 9001847, Louisville, Kentucky, 40290-1847, and request that your account information be excluded from our customer lists.

Charges include gas cost recovery of \$1,313.51 at the rate of \$0.98909 per Ccf.

**Check Processing Information** - When you pay your Columbia Gas bill by check, you authorize us to convert the check to electronic data and to make a one-time electronic fund transfer from your checking account for that payment. Funds could be transferred as early as the day after we receive your payment. Your financial institution will not return your check but will note the transaction on your financial statement. For more information or if you do not want your check converted to an electronic transfer, please call our check processing agent toll-free at 1-866-282-1850, 7 am - 7 pm, M-F.

For questions about your bill or service, please call us at 1-800-344-4077 (1-800-877-8973 TDD/TTY). If your question is unresolved, you may call the Public Utilities Commission of Ohio (PUCO) 8:00 am - 5:00 pm weekdays at 1-800-686-7826 or 1-614-466-3292 (1-800-686-1570 or 1-614-466-8180 TDD/TTY), or visit the PUCO Web site at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov). For an "Apples to Apples" comparison of available competitive natural gas suppliers, visit the PUCO Web site or call 1-800-299-7271. Residential customers may also call the Ohio Consumers' Counsel (OCC) 8:00 am - 5:00 p.m. weekdays at 1-877-PICKOCC (1-877-742-5622), or visit the OCC Web site at [www.pickocc.org](http://www.pickocc.org).

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**Billing Summary For :** MARK RIEGEL  
12089 MIDWAY RD  
SOUTH SOLON OH 43153-9400

**Your Account Number**  
15597031 001 000 3  
UNIT 3 BOOK 65 DESK A

**Please Pay Amount Due By January 20, 2004**

**\$3,643.20**

**Utility Services**

**Prior Billing Information**

Account Balance on Last Bill	\$1,229.10
Payments Received as of 01-05-2004	\$0.00
Balance at Billing	\$1,229.10

**Current Charges for Commercial Service**

Current Month Charges	\$2,414.10
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**Amount Due**

**\$3,643.20**

**Meter Information**

**Next Actual Meter Reading Date : March 3, 2004**

Meter Number	Billing Period		Days	Meter Readings		Gas Used
	From	To		From	To	
0029794 12089 Midway Rd	12-02-2003	01-05-2004	34	37109 Calculated	39840 Actual	2731 CCF

**12-Month Consumption is 13629 CCF As Follows :**

Month	CCF	Month	CCF	Month	CCF	Month	CCF	Month	CCF	Month	CCF
Jan 03	1884	Mar 03	5272	May 03	174	Jul 03	127	Sep 03	162	Nov 03	626
Feb 03	2208	Apr 03	1323	Jun 03	208	Aug 03	132	Oct 03	137	Dec 03	1376

**For Your Information :**

**Please note...** Your account will be subject to a delayed payment charge of 1.50% if payment is not made by the due date appearing on the bill.

**Please note...** the amount shown as 'Balance at Billing' is past due. The due date on this bill applies only to the current month's charges. Avoid possible termination of service -- pay this past due amount today!

Charges include gas cost recovery of \$1,884.91 at the rate of \$0.69019 per Ccf.

**The Earned Income Tax Credit (EITC)** is a federal income tax credit for workers who earn low or moderate income. Even if you don't owe income tax, you might receive a refund check if you qualify. Some families receive as much as \$4,204. First-time filers may be eligible to receive the credit for the prior three years. Many families may also qualify for the Child Tax Credit. For more information about the EITC, check your federal income tax package or call the IRS at (800) 829-1040 for the location of the Voluntary Income Tax Assistance (VITA) center nearest you.

For questions about your bill or service, please call us at 1-800-344-4077 (1-877-460-2443 TDD/TTY). If your question is unresolved, you may call the Public Utilities Commission of Ohio (PUCO) 8:00 am - 5:00 pm weekdays at 1-800-686-7826 or 1-614-466-3292 (1-800-686-1570 or 1-614-466-8180 TDD/TTY), visit the PUCO Web site at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov), or mail to PUCO Public Interest Center, 180 E. Broad St., Columbus, OH 43215. Residential customers may also call the Ohio Consumers' Counsel (OCC) 8:30 am - 5:30 pm weekdays at 1-877-PICKOCC (1-877-742-5622), or visit the OCC Web site at [www.pickocc.org](http://www.pickocc.org).

**Billing Summary For :** MARK RIEGEL  
12089 MIDWAY RD  
SOUTH SOLON OH 43153-9400

**Your Account Number**  
15597031 001 3  
UNIT 3 BOOK 65 DESK A

Please Pay Amount Due By January 21, 2002 \$1,362.07

**Utility Services**

**Prior Billing Information**

Account Balance on Last Bill	\$750.33
Payments Received as of 12-10-2001 THANK YOU!	\$750.33 CR
Balance at Billing	\$0.00

**Current Charges for Commercial Service**

Columbia Gas Service and Delivery	\$164.03
Interstate Gas Supply Gas Supply Costs Incl. Sales Tax **	\$1,198.04
Current Month Charges	\$1,362.07

**Amount Due** **\$1,362.07**

**Meter Information**

**Next Meter Reading Date : March 4 , 2002**

Meter Number	Billing Period		Days	Meter Readings		Gas Used
	From	To		From	To	
0029794 12089 Midway Rd	11-30-2001	01-03-2002	34	13333 Calculated	15211 Actual	1878 CCF

**12-Month Consumption is 12877 CCF As Follows :**

Month	CCF	Month	CCF	Month	CCF	Month	CCF	Month	CCF	Month	CCF
Jan 01	5112	Mar 01	1562	May 01	269	Jul 01	92	Sep 01	180	Nov 01	589
Feb 01	2726	Apr 01	823	Jun 01	140	Aug 01	80	Oct 01	278	Dec 01	1026

**For Your Information :**

**Save a call and save time . . .** Effective Jan. 1, 2002, if maintenance or repair of your gas appliances requires that your gas service be turned off temporarily at the meter, the contractor hired to perform the work can now restore your gas service when the work is completed by turning the gas back on at your meter. You are no longer required to call Columbia Gas to restore service. Columbia is still responsible for establishing the initial flow of gas through the meter. However, authorized contractors may re-establish gas service to house lines after repairs or modifications are completed.

**Gas Supplier Messages :**

\*\*Current billing charges include:  
Interstate Gas Supply gas supply costs of \$1,124.92 at the rate of \$0.59900 per Ccf and sales tax of \$73.12.

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If you have a question about your bill or service, please contact us at 800-344-4077 (1-877-460-2443 TDD/TTY). For unresolved inquiries, call the PUCO at 1-800-686-7826 (1-800-686-1570 TDD/TTY). Another source of help for residential customers may be the Ohio Consumers' Counsel at 1-877-PICKOCC (742-5622) (Voice/TTY).