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ARLINGTON NATURAL GAS CO.

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April 3, 2007

RECEIVED-DOCKETING DIV
2007 APR -5 PM 12:10
PUCO

Renee' J. Jenkins, Secretary
Public Utilities Commission of Ohio
180 E. Broad St.
Columbus, OH. 43215-3793

RE: Case ID: 07-315-GA-CSS (formerly: JKING013107Q4)

Ms. Jenkins,

In response to your letter dated 3/23/07, postmarked 3/27/07 and received 4/3/07, we provide the following.

Jerrie King came to our office on 1/23/07 to drop off a HEAP voucher and inquired about her billing. She said that their furnace had not been working for a period of time and she thought the bill was too high. When the meter reading was taken on Dec. 15, 2006, it was written down as 98, but when checking the readings back at the office, it indicated that the consumption for this period was too low according to the number of HDD's, other comparison readings and previous consumption and we decided the meter had been under-read by 10 mcf and it was adjusted accordingly, changing it to 108. Upon reading the meter at the next meter reading period, it was noticed that the consumption was down again, the reading being 117. We decided that for whatever reason, the consumption was down sometime in that two month period. No adjustment was made for the second billing period as it had been made up by the lower billing and corrected itself.

Attempts to explain to Mrs. King that we had only over-charged her for that first billing and that the second billing reflected an under-billing of that same 10 mcf were not being accepted so we offered to give her credit for 10 mcf to make her feel better, explaining that this would be a loss for us out of our generosity to make her happy. This was to no avail. In fact, she had originally stated that her furnace went out just before Christmas on her first visit and on her subsequent visit the time that the furnace went out regressed back to Thanksgiving.

The only item that arises out of the situation was that she was apparently billed for 10 mcf a month earlier than when the consumption actually occurred. We gave her credit on 1/25/07 for 10 mcf to help settle the matter.

Sincerely,



Mike Poole
Arlington Natural Gas Co.

CC: J King
Betts, Miller & Russo
Attachments

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 DB Date Processed 4-5-07

Meter readings and consumptions for:
 Donald & Jerrie King
 15-0018100-2

Rdg. Period	As recorded		Should have been	
	Meter Rdg	MCF	Meter Rdg	MCF
02/15/07 to 03/15/07	186	28	186	28
01/15/07 to 02/15/07	158	41	158	41
12/15/06 to 01/15/07	117	9	117	19
11/15/06 to 12/15/06	108	24	98	14
10/15/06 to 11/15/06	84	22	84	22
	62		62	