

Fax (614) 752-8351 FILE

4 pages

07-391-GA-CSS



The Public Utilities
Commission of Ohio

RECEIVED-DOCKETING DIV

2007 APR -6 PM 12:51

Public Utilities Commission of Ohio

Attn: Docketing

180 E. Broad St.

Columbus, OH 43215

Formal **PUCO** Complaint Form

Joyce C. Ly
Customer Name

4543 Collingwood Pl R
Customer Address

Columbus Ohio 43230
City State Zip

Against

14335928 004 0007
Account Number

Customer Service Address (if different from above)

Columbia Gas of Ohio
Utility Company Name

C.
City State Zip

2nd call of complaint

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

4/4/07 After receiving the current bill, I called the office & requested a review of my account. I was told that I could pay a one time payment of \$175.00 to avoid the disconnection. ^{total} And the total is correct, \$845.37. I dispute the amount of the bill & the previous reading of three times higher than normal. During that time the residence was not occupied for 2 wks & programmable thermostat set at 60°.

Joyce C. Ly
Signature

(614) 354-4303
Customer Telephone Number

Note the accumulation of Charges after the EA Credits. email: Joycecarter Ly @ AOL.com

This is to certify that the above appearing and an accurate and complete reproduction of a case file document delivered in the regular course of business.

Technician DB Date Processed 4/11/07

Commissioners: Ronda Hartman Fergus, Judy A. Jones, Valerie A. Lemmie, Donald L. Mason

*Rec'd 4/4/07
called office*

Account Number
14335928 004 000 7
Statement Date
03/30/2007
45587

How to Contact Us

1-800-344-4077

For DirectLink self-service 24 hours/day

For billing questions,

call 7 a.m. - 7 p.m., Mon. - Fri. before due date

For quickest response,

call 11 a.m. - 3 p.m., Mon. - Fri.

1-800-344-4077

For gas leaks or odor of gas 24 hours/day

Press option 2 after the greeting

711

For hearing-impaired relay

www.columbiagasohio.com

Click on DirectLink e-Services for account information,
online billing and payment services, financial assistance,
and other useful tools.

Payment Options

E-bill Receive and pay your bill online. To enroll,
visit our Web site, www.columbiagasohio.com.

ZipCheck Authorize your bank to pay your bill
automatically each month.

Phone Call NCO EasyPay at 1-800-284-8572 or link
from our Web site to pay by credit card, debit
card or electronic check. NCO charges a
convenience fee for each transaction.

Authorized Payment Centers Visit DirectLink e-
Services on our Web site or call for the location
of an authorized payment center near you. The
agent charges a service fee for each transaction.

Mail Detach and return the coupon below with
payment to:

Columbia Gas of Ohio
P.O. Box 9001847
Louisville, KY 40290-1847

Gas Meter Information

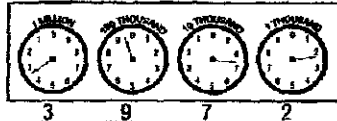
Actual Reading We have read the meter. You're
required to provide us access to read the meter at
least once a year or risk shut-off. Please contact us
to make arrangements if access is required.

Estimated Reading During the months we don't
read the meter, we accurately estimate your
reading based on the history of usage at the
service address and normal temperatures for the
billing period. We verify the reading the next time
we read the meter to make sure you pay only for
the energy you've used.

Gas Usage We measure your gas usage in Ccf
equal to 100 cubic feet.

How to Read the Meter When a pointer is
between two numbers on a dial-type meter, read
the smaller number except when the pointer is
between 9 and 0. Record the reading on the dials
from left to right.

Example:



Billing & Payment Summary

Customer Name

Joyce C Ly

Percentage Income Payment Plan (PIPP)

Previous Amount Due on 03/16/2007

Payments Received by 03/18/2007

Payment Plan Balance on 03/30/2007

PIPP Payment Plan Amount

Billing & Payment Not

Actual Account Status

Begin Balance 03/24/07

Payment Received 03/24/07

Current Balance 03/30/07

PIPP Payment Plan Amount 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Current Balance 03/30/07

Amount Due Immediately = \$845.37
Amount Due By 04/17/2007 = \$112.00

Called 4/4/07
Immediately \$175.00
845.37 - 112.00 = 733.37 due
Ohio Department of Public Safety 1-800-284-8572
288.00

***** TERMINATION NOTICE *****

Your account is past due. To avoid disconnection of service at 4543 Collingwood Po Pl, Columbus Oh 43230 scheduled on or after April 18, 2007, You must pay at least \$845.37 in full or provide a payment receipt number by April 17, 2007. Partial payment will not protect you from shut-off unless you arrange one of the following payment plans with us in advance, if eligible:

- * One-sixth Payment Plan - Current bill plus one-sixth of the past due amount monthly
- * One-third Payment Plan - One-third of your total bill, including the past-due amount
- * Percent of Income Payment Plan - 5% or 10% of your gross monthly income, depending on heat source
- * Percent of Income Ineligible Payment Plan - arrearage crediting program

Payment methods -- You can pay your overdue balance by phone or online with your credit card, debit card, or electronic check. Call NCO EasyPay at 1-800-284-8572 or link from our Web site at www.columbiagasohio.com. NCO charges a convenience fee for each transaction.

You may also pay in person at an authorized payment center. Visit our Web site at www.columbiagasohio.com or call Columbia Gas Directlink at 1-800-344-4077 for a list of payment locations near you. The payment agent charges a service fee for each transaction.

If you pay the total amount due, you can report your payment receipt number on our Directlink automated phone system. Call 1-800-344-4077 and press option 1 from the main menu for billing and payment information or termination notices. After identifying your account, press option 1 again from the next menu to report a payment and stop termination. Payment must be reported by 10:00 p.m. on the business day prior to the scheduled shut-off date.

Additional fees -- It is your responsibility to pay any bills not in dispute by the due date. Also, you will be charged additional fees.

- * If a representative collects the past-due amount at your home, you will be required to pay a \$5.50 collection fee.

How to Contact Us

1-800-344-4077

For DirectLink self-service 24 hours/day

For billing questions,

call 7 a.m. - 7 p.m., Mon. - Fri. before due date

For quickest response,

call 11 a.m. - 3 p.m., Mon. - Fri.

1-800-344-4077

For gas leaks or odor of gas 24 hours/day

Press option 2 after the greeting

711

For hearing-impaired relay

www.columbiagasohio.com

Click on DirectLink e-Services for account information, online billing and payment services, financial assistance, and other useful tools.

Payment Options

E-bill Receive and pay your bill online. To enroll, visit our Web site, www.columbiagasohio.com.

ZipCheck Authorize your bank to pay your bill automatically each month.

Phone Call NCO EasyPay at 1-800-284-8572 or link from our Web site to pay by credit card, debit card or electronic check. NCO charges a convenience fee for each transaction.

Authorized Payment Centers Visit DirectLink e-Services on our Web site or call for the location of an authorized payment center near you. The agent charges a service fee for each transaction.

Mail Detach and return the coupon below with payment to:

Columbia Gas of Ohio
P.O. Box 9001847
Louisville, KY 40290-1847

Gas Meter Information

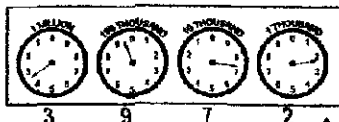
Actual Reading We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

Estimated Reading During the months we don't read the meter, we accurately estimate your reading based on the history of usage at the service address and normal temperatures for the billing period. We verify the reading the next time we read the meter to make sure you pay only for the energy you've used.

Gas Usage We measure your gas usage in Ccf equal to 100 cubic feet.

How to Read the Meter When a pointer is between two numbers on a dial-type meter, read the smaller number except when the pointer is between 9 and 0. Record the reading on the dials from left to right.

Example:



*April Read
Call in by March 30th*

Billing & Payment Summary

Customer Name

Joyce C Ly

Percentage Income Payment Plan (PIPP)

Previous Amount Due on 02/15/2007

\$846.00

Payments Received by 03/01/2007

\$0.00

Payment Plan Balance on 03/01/2007

= \$846.00

PIPP Payment Plan Amount

+ \$112.00

Total Amount Due

= \$958.00

Amount Due Immediately

= \$846.00

Amount Due by 03/16/2007

= \$112.00

Service Summary

Service Location

4543 Collingwood PO PI
Columbus OH 43230

Meter Number
M0527682

Meter Readings (29 Billing Days)

Actual Reading on 3/1 4445

Estimated Reading on 1/31 4206

Gas Used (Ccf) = 239

Conversion Factor X 1.1198

Total Gas Used (Ccf) = 268

Billing & Payment Notes

Actual Account Status

Begin Balance \$67.63

Payments Recd \$0.00

Cur Utility Chgs + \$357.18

Ending Balance = \$424.81

You are responsible for the Ending Balance if you go off the payment plan.

Foreign language interpreter service is available if you or someone you know prefers to speak with us in a native language. Whether talking with us by phone or in person during a service visit, we will connect you immediately with an interpreter who will work with you and our representative to answer your questions or schedule service. The service is also available 24 hours a day, seven days a week to report emergencies.

See back of bill for Detail of Charges for Gas Service.

Service Summary Notes

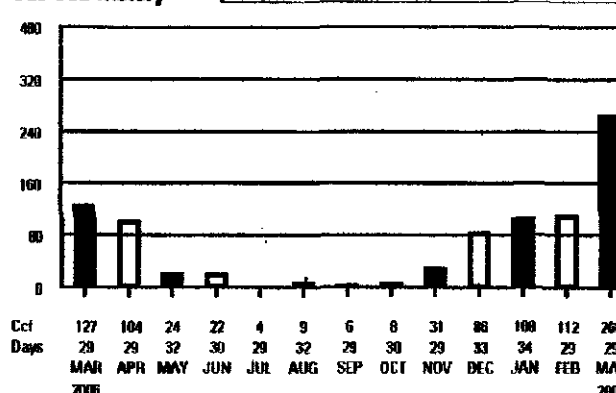
Your next actual meter reading date is 5/1/2007

To avoid a calculated bill next month, report your meter reading at 1-800-837-3721 from a touch-tone phone, or 1-800-344-4077 from a rotary phone, between March 27, 2007 and March 30, 2007. Your PSID number is 500736439. See meter reading instructions in the left column of your bill.

A Conversion Factor is applied to meter readings to determine the actual consumption based on standard temperature and pressure conditions.

Gas Use History

Estimated Customer Actual



Daily Comparisons

Month	Avg Daily Temp	Avg Daily Usage
Mar '07	21.3°	9.2
Feb '07	34.9°	3.4
Mar '06	33.1°	3.9

Your Average Monthly Usage is 65 Ccf

Your Total Annual Usage is 782 Ccf

Payment Coupon

Turn Me Over ▶▶
for more details about

How to Contact Us

1-800-344-4077

For DirectLink self-service 24 hours/day

For billing questions,

call 7 a.m. - 7 p.m., Mon. - Fri. before due date

For quickest response,

call 11 a.m. - 3 p.m., Mon. - Fri.

1-800-344-4077

For gas leaks or odor of gas 24 hours/day

Press option 2 after the greeting

711

For hearing-impaired relay

www.columbiagasohio.com

Click on DirectLink e-Services for account information, online billing and payment services, financial assistance, and other useful tools.

Payment Options

E-bill Receive and pay your bill online. To enroll, visit our Web site, www.columbiagasohio.com.

ZipCheck Authorize your bank to pay your bill automatically each month.

Phone Call NCO EasyPay at 1-800-284-8572 or link from our Web site to pay by credit card, debit card or electronic check. NCO charges a convenience fee for each transaction.

Authorized Payment Centers Visit DirectLink e-Services on our Web site or call for the location of an authorized payment center near you. The agent charges a service fee for each transaction.

Mail Detach and return the coupon below with payment to:

Columbia Gas of Ohio
P.O. Box 9001847
Louisville, KY 40290-1847

Gas Meter Information

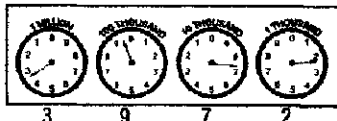
Actual Reading We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

Estimated Reading During the months we don't read the meter, we accurately estimate your reading based on the history of usage at the service address and normal temperatures for the billing period. We verify the reading the next time we read the meter to make sure you pay only for the energy you've used.

Gas Usage We measure your gas usage in Ccf equal to 100 cubic feet.

How to Read the Meter When a pointer is between two numbers on a dial-type meter, read the smaller number except when the pointer is between 9 and 0. Record the reading on the dials from left to right.

Example:



Billing & Payment Summary

Customer Name

Joyce C Ly

Percentage Income Payment Plan (PIPP)

Previous Amount Due on 01/17/2007 **\$734.00**

Payments Received by 01/31/2007 **\$0.00**

Payment Plan Balance on 01/31/2007 **= \$734.00**

PIPP Payment Plan Amount **+ \$112.00**

Total Amount Due = \$846.00

Amount Due Immediately = \$734.00

Amount Due by 02/15/2007 = \$112.00

Billing & Payment Notes

Actual Account Status

Begin Balance **\$307.89**

Payments Recd **\$0.00**

Energy Assistance **- \$308.00**

Curr Utility Chgs **+ \$147.94**

Ending Balance **= \$62.83**

You are responsible for the Ending Balance if you go off the payment plan.

See back of bill for Detail of Charges for Gas Service.

Service Summary

Service Location
4543 Collingwood PO PI
Columbus OH 43230

Meter Number
M0527882

Meter Readings (29 Billing Days)

Estimated Reading on 1/31 **4206**

Actual Reading on 1/2 **- 4106**

Gas Used (Ccf) **= 100**

Conversion Factor **X 1.1198**

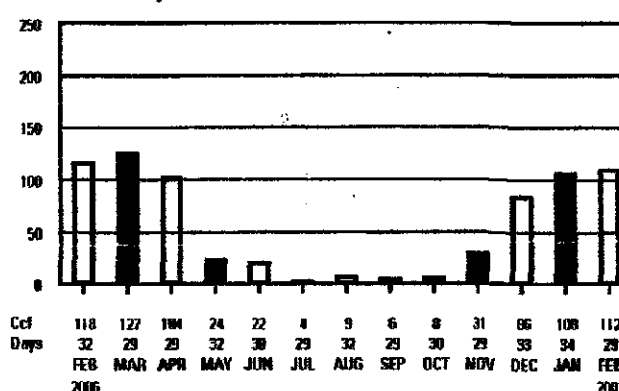
Total Gas Used (Ccf) **= 112**

Service Summary Notes

Your next actual meter reading date is 3/1/2007

A Conversion Factor is applied to meter readings to determine the actual consumption based on standard temperature and pressure conditions.

Gas Use History



Daily Comparisons

Month	Avg Daily Temp	Avg Daily Usage
Feb '07	34.9°	3.9
Jan '07	41.3°	2.8
Feb '06	40.4°	3.3

Your Average Monthly Usage is 53 Ccf

Your Total Annual Usage is 641 Ccf

03/09/07
payment
\$67.63
+
81527068
0561
347