

FILE

**BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO**

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PUCO

**In the Matter of the Complaint of Kingsville)
Apartments aka Center Court Apartments,)
LLC)**

Complainant,)

v.)

Columbia Gas of Ohio, Inc.,)

Respondent)


Case No. 05-1229-GA-CSS

**POST-ORDER REPLY
OF COLUMBIA GAS OF OHIO, INC.**

Now comes the Respondent, Columbia Gas of Ohio, Inc. ("Columbia"), and files its Post-Order Reply in this proceeding pursuant to Ohio Administrative Code Section 4901-1-31 and the Public Utilities Commission of Ohio's Opinion and Order issued April 4, 2007.

I. Calculations and Interest

The Opinion and Order direct Columbia to recalculate Kingsville Apartments ("Kingsville"), aka Center Court Apartments LLC, billing and refund its account with reasonable interest. The calculations were obtained using the three step formula proposed in the Opinion and Order. (PUCO Opinion and Order at 13.) Columbia's calculations require a refund to Kingsville of \$22,227.01 for the months of December 2003 through April 2005, without interest. (Columbia Exhibit 1.) Columbia will supplement said refund with interest at the rate of three per cent.

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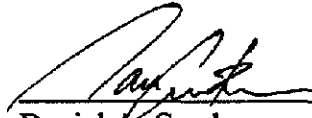
This interest rate is consistent with Columbia's current practices in providing customers with refunds of cash deposits as directed by Ohio Rev. Code §4933.17. Accordingly, Columbia will issue Kingsville a total refund of \$22,893.82.

II. Training of Columbia Personnel

Columbia's Customer Service Representative ("CSR") procedures for special meter tests in conjunction with a high bill investigation have been revised to instruct Columbia employees to advise the customer of their right to be present and witness such tests, regardless if the customer inquires into the availability of such an option. Specifically, the CSR procedures state: "You have the right to be present for the testing. If we find that the meter was registering properly, you will be billed a \$17.00 fee for the test. If we find that your meter is running more than 3% fast we will adjust your account." (Columbia Exhibit 2.) Columbia has implemented training to its CSR's on July 2, 2007 by electronic communication and notification of the company's new policy regarding high bill investigation and advising the customer of his or her right to be present and witness such tests. The electronic communication requires employees acknowledge the change in policy prior to advancing through the log on procedure within his or her workstation.

Upon final resolution of the aforementioned issues, Columbia is prepared to issue Kingsville a refund of \$22,893.82.

Respectfully submitted by
COLUMBIA GAS OF OHIO, INC.

A handwritten signature in black ink, appearing to read 'Daniel A. Creekmur', is written over a horizontal line.

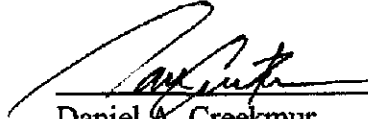
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COLUMBIA GAS OF OHIO, INC.

CERTIFICATE OF SERVICE

I hereby certify that I have served a copy of the foregoing Post-Order Reply by mailing same by regular U.S. mail to Jeffrey L. McClelland, Esquire, 1013 Dublin Road, Columbus, Ohio 43215, attorney for Complainant, this 2nd day of July, 2007.

A handwritten signature in black ink, appearing to read "Daniel A. Creekmur", is written over a horizontal line.

Daniel A. Creekmur

Attorney for

COLUMBIA GAS OF OHIO, INC.

EXHIBIT 1

CALCULATIONS OF KINGSVILLE APARTMENTS REFUND

	East Building	West Building				
Billing Date	4889 Kingshill	4863 Kingshill	Difference	% Difference		
April, 2005	1529	943	+ 586 =	1.62		
May, 2005	538	411	+ 127 =	1.31		
Jun, 2005	40	32	+ 8 =	1.25		
Jul, 2005	23	31	- 8 =	0.74		
Aug, 2005	24	63	- 39 =	0.37		
Sep, 2005	29	53	- 24 =	0.55		
Oct, 2005	25	55	- 30 =	0.46		
Nov, 2005	311	243	+ 68 =	1.28		
Dec, 2005	1135	1000	+ 135 =	1.14		
Jan, 2006	1641	1504	+ 137 =	1.09		
Feb, 2006	1152	1074	+ 78 =	1.07		
Mar, 2006	1278	1402	- 124 =	0.91		
	\$6,196	\$5,868				

	Original Bills East Building		Original Bills West Building				
	4889 Kingshill Dr.	Billed	4863 Kingshill Dr.	Billed	Adjusted Percentage	Adjusted Billed Amount	GCR rate
	11832008-001	Amount	11832012-001	Amount			
Dec, 2003	2098	2129.32	1230	1,259.00	1402	1431.46	0.79900
Jan, 2004	3486	3521.02	1810	1,840.55	1972	2002.99	0.79900
Feb, 2004	4139	4175.78	2167	2,198.50	2318	2349.91	0.79900
Mar, 2004	3777	3812.80	1582	1,611.95	1439	1468.55	0.79900
Apr, 2004	2550	2582.54	1168	1,196.83	1892	1922.71	0.79900
May, 2004	1568	1597.90	249	269.99	326	347.77	0.79900
Jun, 2004	28	45.01	94	112.19	117	135.61	0.79900
Jul, 2004	28	45.01	49	66.38	36	53.15	0.79900
Aug, 2004	23	39.93	65	82.69	24	40.94	0.79900
Sep, 2004	24	40.94	58	75.54	31	48.05	0.79900
Oct, 2004	23	38.90	59	76.56	27	43.98	0.79900
Nov, 2004	751	788.84	325	351.92	416	438.65	0.79900
Dec, 2004	2443	2513.94	1146	1,192.91	1306	1335.21	0.79900
Jan, 2005	7121	8646.77	1315	1,617.73	1433	1760.58	0.97900
Feb, 2005	4366	5078.38	1626	1,907.45	1739	2038.22	0.92900
Mar, 2005	3552	3931.61	1401	1,566.30	1274	1426.66	0.87500
Apr, 2005	122	164.24	33	56.48	53	81.48	0.97900
		\$39,152.93	\$14,344	\$15,482.97	\$15,805	\$16,925.92	

The difference between what the customer was originally billed and the adjustment is \$22,227.01 owed to the customer, calculated by subtracting the Adjusted Billed Amount of \$16,925.92 from the Billed Amount of \$39,152.93.

EXHIBIT 2

CUSTOMER SERVICE REPRESENTATIVE PROCEDURES FOR SPECIAL METER

TESTING IN CONJUNCTION WITH A HIGH BILL INVESTIGATION

High Bill - Analyze Account



High Bill Checklist:

- ◆ Past Due Balance(s) - DIGA and DIPP
- ◆ Agency Payment(s) not Received - DIEA and DIRM
- ◆ Transfer of Another Bill - DITH and DIRM
- ◆ Adjustments Made - DITH
- ◆ Pending/Executed Orders - DIPL and DIEO
- ◆ High Bill Order Report
- ◆ Rate Increase
- ◆ Days in Billing - DIDD
- ◆ Average Temperature - DIDD
- ◆ Actual/Estimated Reading - DIIS and DICH
- ◆ Review Previous Remarks - DIRM

High Bill Investigation Conducted Advise Customer

"Mr./Mrs. _____, I show that we were out on _____ to investigate your billing concerns and found _____ (from service person's report).

Customer Accepts:

1. "Thank you for calling"
2. Post contact and enter remarks - F14 & F8



Customer Does Not Accept:

We can schedule the meter to be removed and tested for accuracy; however, we have found the majority of the meters to be operating accurately, after the test is completed.

If Customer Wants Test:

You have the right to be present for the testing. If we find that the meter was registering properly, you will be billed a \$17.00 fee for the test. If we find that your meter is running more than 3% fast we will adjust your account.

If Customer DOES NOT want Test:

Close call, post contact, and enter remarks - F14 & F8

Directions

Customer DOES want Test:

✓ Take Meter Change Order (DTMC).

Two new fields will show on the MC Order Take Screen, Change Pending Order, and Pending Order Detail (DIPL) screens:

1. **REG** - this is a code field
 - Always place a **99** in this field.
 - REG Code Definitions
- **DT** - this is a date field
 - Leave this field blank.

Customer Wants To Be Present For Test

"Mr./Mrs. _____, the test will be conducted at our meter shop, in Columbus Ohio. Any costs incurred in traveling to and from Columbus, to witness the test, would be at your expense.

Order Scheduling

Ask customer:

"In order to test your meter we will need access to your meter and all gas appliances. Our first available date showing is _____."

Schedule MC Order as follows:

Advise next available date

• Access Arrangement Questions to Ask

• Access Arrangements

• ☒ Why do you need access inside my house?

• ☒ Is there a charge for a Special Meter test?



Customer Does Not Accept

Order Instructions

Indicate the following in Order Instructions:

Required:

1. Reason for Meter Change
2. Name of caller
3. Access arrangements
 - **Key or Door Open:** Document contact phone number in case service person refuses to enter premises.
4. **Witness Special Test (enter Y or N)**
5. **Phone number (if witness test requested)**
6. UserID/State
For U+numbers UserIDs:
User ID / 1st initial & 1st six letters of last name / State

Additional Information when applicable:

1. Call Ahead phone number

Advise Customer

"Mr./Ms. _____, I have placed your order for _____ (address) and we will be out on ____ (advise of time or call before # when applicable). The meter test will be completed within 30 days. A written explanation of the test results will be mailed to you within 10 business days of completing the test. If the meter is found to be running more than 3% fast, your account will be adjusted accordingly.

If there is nothing else I can help you with ... Thank you for calling."

Cust Present for Test – Advise Customer

"Mr./Ms. _____, I have placed your order for _____ (address) and we will be out on ____ (advise of time or call before # when applicable). The meter test must be completed within 30 days of the date of removal. Once the meter has been removed and received in our meter shop, a company representative will contact you to arrange for the test to be performed in your presence. If the meter is found to be running more than 3% fast, your account will be adjusted accordingly. Meter testing takes approximately 15 minutes or less.

If there is nothing else I can help you with ... Thank you for calling."

Directions

- Place a 2 MTH delay on the account to allow time for procedure to be completed.

☛ **What situations would require a call to the Integrations Center?**