

BEFORE

THE PUBLIC UTILITIES COMMISSION OF OHIO

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

ENTRY

The Commission finds:

- (1) In its Opinion and Order dated April 4, 2007 (April 4, 2007 Order), the Commission determined that Columbia Gas of Ohio, Inc. (Columbia) should recalculate the billing for Kingsville Apartments aka Center Court Apartments, LLC (Kingsville) for the building located at 4889 Kingshill Drive (East building) for the time period of December 2003 through March 2005. The Commission directed that Columbia use the methodology provided in its April 4, 2007 Order to carry out the billing recalculations. Next, the Commission directed that any excess monies paid to Columbia should be refunded to Kingsville, together with reasonable interest on the amount overbilled. Columbia was further directed to file in this docket a copy of its calculations for the adjusted monthly billings and the corresponding refund to Kingsville for the East building, within 90 days of the April 4, 2007 Order.
- (2) Also through the April 4, 2007 Order, the Commission directed Columbia to provide training for its customer service representatives and any other appropriate personnel, which instructs those employees to inform customers that they may be present when a special meter test is performed in conjunction with a high bill investigation. Columbia was also directed to file confirmation in this docket that such training has been implemented, within 90 days of the April 4, 2007 Order.

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- (3) On July 2, 2007, Columbia timely filed a post-order reply in compliance with the April 4, 2007 Order. In its post-order reply, Columbia asserted that it completed the calculations using the methodology proposed in the April 4, 2007 Order. Columbia stated that its calculations require a refund of \$22,227.01 to Kingsville for the time period December 2003 through April 2005, not including interest (Exhibit 1). Columbia submitted that it would supplement the refund with interest at the rate of three percent, which is consistent with Section 4933.17, Revised Code, as the interest to be paid on customer cash deposits. Columbia further submitted that it is prepared to issue a refund to Kingsville in the total amount of \$22,893.82.
- (4) Next, as to the training of Columbia's personnel, Columbia asserts that its procedures have been revised to instruct its customer service representatives to advise customers of their right to be present and witness the special meter tests. Columbia further asserts that this training was implemented on July 2, 2007, by electronic communication that provided notification of Columbia's new policy regarding high bill investigation and the requirement to advise customers of their right to be present and witness such tests. Columbia also asserts that this form of electronic communication requires employees to acknowledge the change in policy prior to advancing through the log-on procedure within his or her workstation (Exhibit 2).
- (5) On July 17, 2007, Kingsville filed a pleading that documented Kingsville's agreement to the billing calculations and interest as stated in Columbia's post-order reply. Also through this pleading, Kingsville requests that the Commission execute the orders contained in its April 4, 2007 Order.
- (6) On August 24, 2007, Columbia filed a supplemental post-order reply to revise the calculations it submitted on July 2, 2007. In its reply, Columbia submits that, after a further review of the July 2, 2007 calculations, it determined that the interest calculation for the refund should have been compounded. Columbia asserts that the revised interest calculation results in an increase of \$1,278.80 in the amount of the refund previously submitted. Last, Columbia asserts that it is prepared to issue a refund check in the amount of \$24,172.62.

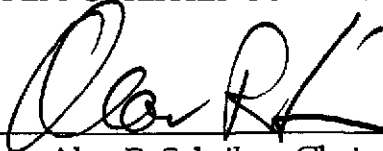
- (7) Accordingly, the Commission finds that Columbia should issue a refund to Kingsville in the total amount of \$24,172.62, within 10 days of the issuance of this Finding and Order.

It is, therefore,

ORDERED, That Columbia shall issue a refund to Kingsville in the total amount of \$24,172.62, within 10 days of the issuance of this Entry. It is, further,

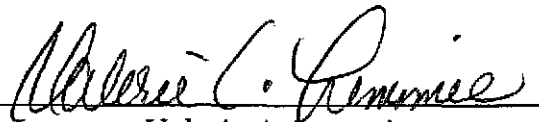
ORDERED, That a copy of this Entry be served upon all parties, counsel, and interested persons of record.

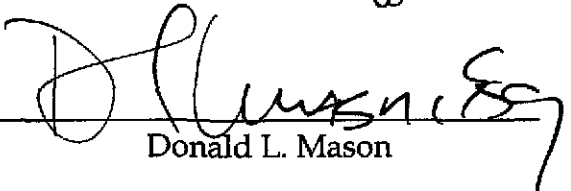
THE PUBLIC UTILITIES COMMISSION OF OHIO


Alan R. Schriber, Chairman


Paul A. Centolella


Ronda Hartman Fergus

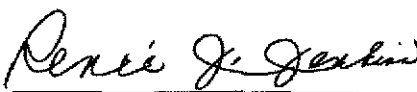

Valerie A. Lemmie


Donald L. Mason

JKS:ct

Entered in the Journal

SEP 19 2007


Renee J. Jenkins
Secretary