# Vorys, Sater, Seymour and Pease LLP

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Attached Original Sheets 9-12

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Stephen M. Howard Direct Dial (614) 464-5401 Facsimile (614) 719-4772 E-Mail - smhoward@vssp.com

are not "source" documents.

Ms. René Jenkins Secretary, Public Utilities Commission of Ohio 180 East Broad Street, 13th Floor Columbus, Ohio 43215-3793

> Re: Glenwood Energy of Oxford, Inc. Case Nos. 07-1025-GA-ATR 07-1026-GA-ATA

Dear Ms. Jenkins:

It has been brought to my attention that Exhibit E (proposed tariff) attached to the Application filed on September 18, 2007 in the above matters should be revised to add language regarding the Company's obligation to follow the provisions of Chapter 4901:1-18 for the reconnection of service for residential customers and should delete certain language in the "Billing Periods" section because the Company will be reading meters monthly and billing monthly. Specifically, certain language should be added to Section 21 "Reconnection of Service" on Original Sheet 9 and certain language contained in Original Sheet 12, Item 31 "Billing Periods" should be deleted. (Originals Sheets 10 and 11 were affected as a result of adding language to Original Sheet 9.)

October 5, 2007

Please find attached to this letter corrected Original Sheets 9-12. I apologize for any inconvenience.

I would ask that the attached Original Sheets 9-12 be substituted for and supersede the Original Sheets-9-12 that were filed on September 18, 2007.

Thank you in advance for your cooperation.

Sincerely yours,

/s/

Stephen M. Howard Attorneys for Glenwood Energy of Oxford, Inc.

### SMH/jab

cc: Barth Royer via e-mail Steve Puican via e-mail Barbara Bossart via e-mail John Stenger via e-mail

- (9) Customer vacates premises;
- (10) When a safety hazard or emergency may threaten the health and safety of others or other property;
- (11) When the use of gas adversely affects the service of others;
- (12) Violation of law;
- (13) Failure to comply with a contract or tariff;

For residential customers, such rights shall be subject to the requirements of Chapter 4901:1-18, OAC. For small commercial customers, such right shall be subject to the requirements of Rule 4901:1-13-08(C), OAC.

Before disconnecting small commercial customers, the Company shall give the small commercial customer written notice, not less than 5 business days after the postmark date, before services is disconnected in accordance with the provisions of Rule 4901:1-13-08(D), OAC.

The Company shall follow the provisions of Rule 4901:1-13-09, OAC in the event of disconnection of service for tampering or unauthorized reconnection or for disconnection of service for fraudulent practice.

19. <u>Change of Address of Customer</u>. When the customer changes address, the customer shall give oral notice, followed within three (3) days by written notice, thereof to Company prior to the date of change. The customer is responsible for all service supplied to the vacated premises until such notice has been received and Company has had a reasonable time, but not less than three (3) days to discontinue service.

20. <u>Information Relative to Service</u>. Information relative to the service that will be supplied at a given location should be obtained from the Company. Information given orally or over the telephone shall be subject to confirmation by these Rules and Regulations and the written communications of the company.

21. <u>Reconnection of Service</u>. The Company will follow the provisions of Chapter 4901:1-18 for reconnection of service for residential customers. Unless a small commercial customer requests or agrees otherwise, the Company shall reconnect service by the close of the following regular working day after it receives full amount in arrears for which service was disconnected and receives any deposit required and any tariffed charges, and agrees with the customer on a deferred payment plan and already received a payment (if required under the plan) as well as any required deposit or tariff charges,

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#### P.U.C.O. No. 1

or the customer establishes that the conditions that warranted disconnection of service have been eliminated. Before a small commercial customer is reconnected, the Company may not require such customer to pay any amount owed but not yet past due or require such customer to pay any amount owed or overdue on other small commercial accounts where the customer has multiple small commercial accounts.

22. <u>Complaints and Complaint Handling Procedures</u>. The Company will make a good faith effort to settle unresolved disputes. It will provide a status report within three business days of receipt to the consumer and to the Commission Staff. If the investigation is not completed within ten days, the Company shall provide status reports to update the customer/consumer or update the customer/consumer and Commission Staff when investigating a complaint at five business day intervals. The Company shall inform the customer/consumer and Commission Staff of the results of the investigation either orally or in writing no later than five business days after the completion of the investigation. If requested, the final report may be reduced to writing. If the customer/consumer disputes the Company's report, the Company shall inform the consumer/customer that the Commission Staff is available to mediate complaints and the Company will provide contact information.

23. <u>Records and Accounts</u>. The Company shall maintain and retain records consistent with Rules 4901:1-13-03 and Appendix A to Rule 4901:1-9-06, OAC. The company shall keep its books and accounts and records in accordance with the Uniform System of Accounts as required by the Public Utilities Commission of Ohio pursuant to Rule 4901:1-13-13, OAC.

#### SECTION II – METERING AND BILLING

24. Quantity of Gas Delivered by Meter. Gas will be measured by a volumetric or thermal meter installed by the Company, which shall be and remain the property of the Company. Subject to certain exceptions, enumerated below, consumption shall be determined on the basis of the meter registration and bills shall reflect the consumption so registered. Any mistake in reading the registration, however, shall not affect the liability for gas consumed as determined by a corrected reading of the registration. A correction billing based upon discovery of a prior error shall be honored by the customer.

25. <u>Unit of Measurement</u>. The unit of measurement shall be either that quantity of gas which will occupy one (1) cubic foot at a pressure base of fourteen and seventy-three hundredths (14.73) pounds per square inch absolute (thirty [30] inches of mercury), a temperature base of sixty (60) degrees Fahrenheit, (five hundred twenty [520] degrees absolute), and without adjustment for water vapor

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content. To determine the volume of gas delivered, factors such as those required for pressure, temperature, and specific gravity and deviation from Boyle's law, shall be applied; or one million British thermal units of heat as determined by an accurate device.

26. <u>Non-metered Service</u>. Without prejudice to its providing metered service, where warranted, the Company may provide gas light service on a non-metered basis, using for billing purposes the approximate average consumption of such appliance at the Company's current applicable rate.

27. Estimated Bill. When the meter is not read, the Company may estimate the quantity of gas consumed and render a bill for such quantity. All estimated bills shall at some time be followed by a billing based upon a meter reading. The Company shall obtain actual readings of its customer meters at least once every twelve months as well as at the initiation of service and the termination of service. If the Company fails to read a residential or small commercial customer's meter for any reason for any twelve month period and the Company has underestimated the customer's usage, the Company may only bill the customer for the difference between the estimated usage and actual usage under the terms of Section 4933.28, Revised Code, based upon the appropriate rates in effect at the time the natural gas was used. If the Company fails to read a residential or small commercial customer's usage, the Company shall credit such customer for the overestimated usage at the appropriate rate in effect at the time the natural gas was used.

A customer may request an actual meter read, without charge, if the customer's usage has been estimated for more than two of the immediately preceding billing cycles consecutively or if the customer has reasonable grounds to believe that the meter is malfunctioning. The customer also has the ability to obtain a meter read prior to transferring service to a new retail natural gas supplier or governmental aggregator.

If the Company has read the meter within the immediately preceding 70 days it shall inform the customer, when the customer contacts the Company to initiate or terminate service, of the customer's right to have an actual meter read at no charge to the customer. In a landlord/tenant relationship where neither the Company nor the customer/tenant has access to the meter, the Company shall give notice by mail to both the landlord, when the address is available, and the tenant summarizing its inability to obtain access to the meter.

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28. <u>Correct Meter</u>. A meter registering between 3% fast and 3% slow shall be deemed for all purposes to be registering correctly. A meter registering incorrectly shall be repaired or replaced by the Company at its expense.

29. Incorrect Meter Readings. During any period that incorrect registration can be established, the meter readings and bills based thereon shall be adjusted by the Company on the basis of all available information concerning the use of gas by the customer. If, as a result of such adjustment, overpayments or underpayments are shown to have occurred, the Company shall reimburse the customer in the amount of such overpayment; and, subject to the requirements of Section 4933.28, ORC, the customer shall pay the Company the amount of such underpayments. The Company shall continue to supply gas to the customer, and the customer shall continue to pay the amounts billed pending the adjustment.

30. <u>Meter Test</u>. Metering accuracy shall be the responsibility of the Company. The Company shall test the meter at the request of the customer using the method prescribed by the Commission. The meter will be removed from the customer's premise and tested by an outside vendor. If the meter is found to be operating within accepted tolerances (plus or minus 3%), the customer shall pay the meter test fee charged by the Company. The date of re-inspection shall be stamped on the meter. If the meter was not operating within accepted tolerances, there shall be no charge for the test or removal. This charge shall not be assessed for the first such test performed in any 36-month period. This section does not apply in the event there has been either tampering or an unauthorized reconnection of the meter or related equipment during the subject period of time.

31. <u>Billing Periods</u>. Bills ordinarily are rendered regularly at monthly intervals. Non-receipt of bills by the customer does not release or diminish the obligation of the customer with respect to payment thereof. Bills are due 25 days from the date of the postmark. Bills shall contain the information required by Rule 4901:1-13-11, OAC.

Meters are ordinarily read at monthly intervals.

32. <u>Payment of Bills</u>. Bills may be paid by the customer at any office of the Company during its regular office hours, to any one of the Company's authorized collecting agents during the regular office hours of such agent, or by first-class mail addressed to the Company address shown on the bill. Any remittance received by the Company by first-class mail bearing U.S. Postal Office

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## Case No(s). 07-1025-GA-ATR, 07-1026-GA-ATA

Summary: Exhibit Glenwood Energy of Oxford, Inc. Rene Jenkins letter Exhibit E revisions to Original Sheets 9-12 of proposed Tariff electronically filed by Stephen M Howard on behalf of Glenwood Energy of Oxford, Inc.