

**FILE**

**BEFORE  
THE PUBLIC UTILITIES COMMISSION OF OHIO**

**In the Matter of the Amendment of Certain )  
Rules to Revise Language Requirements on )  
Utility Bills and Other Documents )  
)  
)  
)  
)  
)  
)**

**Case No. 07-1042-AU-ORD**

**PROPOSED BILL FORMAT OF  
COLUMBIA GAS OF OHIO, INC.**

RECEIVED-COMMUNICATIONS DIV  
2007 DEC 19 PM 2:28  
PUCO

Columbia Gas of Ohio, Inc. ("Columbia") hereby submits its proposed bill format in the above referenced proceeding in accordance with the Commission's Rules and the Entry issued herein by the Public Utilities Commission of Ohio ("Commission") on November 20, 2007.

In its November 20, 2007 Entry, the Commission ordered certain changes to customer information messages contained in utility bills. Specifically, the Commission ordered utilities to include a paragraph on bills stating that "Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.pickocc.org." The Commission further required that the above quoted language be "contiguous" to the paragraphs concerning the Commission's contact information. Columbia has incorporated the required customer information message on its proposed bill format, as evidenced by the attached sample bill format and the attached termination notice format.

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 As Date Processed 12/19/07

Respectfully submitted by

**COLUMBIA GAS OF OHIO, INC.**



---

Daniel A. Creekmur

200 Civic Center Drive  
P.O. Box 117  
Columbus, OH 43216-0117  
Telephone: (614) 460-4680  
Fax: (614) 460-6986  
Email: [dcreekmur@nisource.com](mailto:dcreekmur@nisource.com)

**Attorney for  
COLUMBIA GAS OF OHIO INC.**

**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.

**Billing Options**

**Budget Payment Plan** Reduce the impact of higher, unstable natural gas prices by spreading the cost of winter heating more evenly throughout the year. Know how much to expect to pay each month.

**Customer CHOICE** Purchase your natural gas from an unregulated supplier and have more control over the gas cost portion of your bill, which amounts to nearly two-thirds of your bill. Columbia Gas will still deliver the gas and provide safe, reliable service.

**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.

**Billing & Payment Summary**

<b>Customer Name</b>		John Residential	
Previous Amount Due on 12/03/2007		\$422.26CR	
Payments Received by 12/17/2007		\$0.00	
Balance on 12/17/2007	=	\$422.26CR	
Charges for Gas Service This Period	+	\$261.96	

**No Payment Due = \$160.30CR**

**Billing & Payment Notes**

Lower your winter heating bill now! For a limited time, you can enroll in the new Extended Budget Payment Plan and spread the cost of heating more evenly through July 2009. Just pay \$154.00 instead of the amount due this month. We'll review your budget amount in March 2008, August 2008 and again in March 2009 to make sure your account balance is on track.  
See back of bill for Detail of Charges for Gas Service.

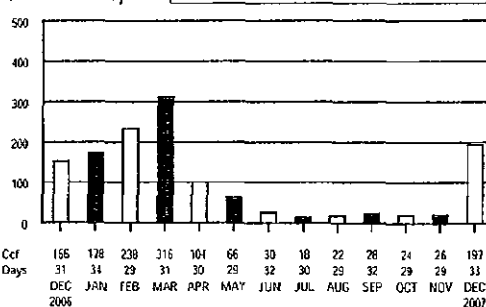
**Service Summary**

<b>Service Location</b>		123 Any St My Town OH 12345-0001	
<b>Meter Number</b>	DD594720	<b>Meter Readings (33 Billing Days)</b>	
		Estimated Reading on 12/17	2212
		Actual Reading on 11/14	2015
		Gas Used (Ccf)	= 197

**Service Summary Notes**

Your next actual meter reading date is 1/19/2008

**Gas Use History**



**Daily Comparisons**

Month	Avg Temp	Avg Daily Usage
Dec '07	39.2°	6.0
Nov '07	52.8°	0.9
Dec '06	41.4°	5.0

Your Average Monthly Usage is 104 Ccf

Your Total Annual Usage is 1247 Ccf

**Payment Coupon**

Turn Me Over ▶▶  
for more details about your account

**No Payment Due \$160.30CR**

Account Number  
12345678 000 000 1

Payment Enclosed \$

Is your contact information on the back incorrect? Check this box and detail the correction on the reverse side.

Make check payable to:

I want to help neighbors in need by making a contribution to the HeatShare fuel fund. Check this box and complete the form on the reverse side.

JOHN RESIDENTIAL  
123 ANY ST  
MY TOWN OH 12345-0001

Columbia Gas<sup>®</sup> of Ohio  
A NiSource Company

P.O. Box 16581  
Columbus, OH 43216-8581

00037116 01 AV 0.312 1  
\*\*\*\*AUTO\*\*S-DIGIT 12345  
JOHN RESIDENTIAL  
123 ANY ST  
MY TOWN OH 12345-0001

COLUMBIA GAS  
P O BOX 9001847  
LOUISVILLE KY 40290-1847



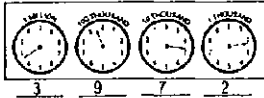
\* 1 2 3 4 5 0 0 0 1 0 1 3 \*

\* 4 0 2 9 0 1 8 4 7 0 0 5 \*

**Gas Meter Information (continued)**

**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:**



**Legal Notices**

**Public Utilities Commission of Ohio** If your complaint is not resolved after you have called us, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll-free) or for TTY at 1-800-686-1570 (toll-free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

**Office of Ohio Consumers' Counsel** Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll-free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.pickocc.org](http://www.pickocc.org).

**Rights and Responsibilities** - A summary of customer rights and responsibilities is available at [www.columbiagasohio.com](http://www.columbiagasohio.com) or by calling 1-800-344-4077. Information covers rules regarding service installation; security deposits; billing and payment; payment plans; low-income assistance; disconnection and reconnection of service; meter reading and testing; usage and payment history; natural gas safety; maintenance of customer-owned service lines; employee identification; rate information and alternatives; Customer CHOICE; privacy rights; and complaint procedures. You may obtain a copy of the full minimum gas service standards at the PUCO Web site or phone numbers shown above.

**Apples to Apples** For a comparison of available competitive natural gas suppliers, visit the PUCO Web site at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov) or call 1-800-299-7271.

**Check Processing Information** When you pay your Columbia Gas bill by check, you authorize us to convert the check to electronic data and to make a one-time electronic fund transfer from your checking account for that payment. Funds could be transferred as early as the day after we receive your payment. Your financial institution will not return your check but will note the transaction on your financial statement. For more information or if you do not want your check converted to an electronic transfer, please call our check processing agent toll-free at 1-866-282-1850, 7 a.m. - 7 p.m., Mon. - Fri.

**Bankruptcy Notices** Mail to Columbia Gas of Ohio, Revenue Recovery, 200 Civic Center Dr., Columbus, OH 43215.

**Other Correspondence (except payments)** Mail to Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318

**Detail of Charges for Gas Service**

Current Month Charges	\$261.96
<b>Total Charges for Service This Period</b>	<b>\$261.96</b>

**Service Charges Notes**

*Current Charges include gas cost recovery of \$205.87 at the rate of \$1.04504 per Ccf.*

**Contact Information Corrections**

If this mailing address or phone number are incorrect, please make the necessary corrections on the lines below.

123 Any St  
 My Town OH 12345-0001  
 123-456-7890

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip code \_\_\_\_\_

Home Phone ( ) \_\_\_\_\_

**HeatShare Contribution**

Administered by The Salvation Army through donations from Columbia Gas customers, employees, and matching company contributions, HeatShare provides financial assistance to your neighbors who have no other options to help maintain their natural gas service.

You can contribute to the program monthly by authorizing the amount of your donation to be added to your monthly gas bill. For a one-time donation, simply make your check payable to the HeatShare Fund and return it to Columbia Gas along with your regular gas bill payment. However you choose to contribute, your donation is tax-deductible.

\_\_\_\_\_

\_\_\_\_\_

**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.

**Billing Options**

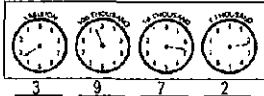
**Extended Payment Plans** Special payment arrangements and energy assistance are available, if eligible.

**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	Oh Residential Term Notice
Customer CHOICE Program	
Previous Amount Due on 12/03/2007	\$259.55
Payments Received by 12/17/2007	\$9.00
Balance on 12/17/2007	\$250.55
Charges for Gas Service on 12/17/2007	\$355.67
<b>Amount Due Immediately</b>	<b>= \$259.55</b>
<b>Amount Due By 01/04/2008</b>	<b>= \$355.67</b>

**Billing & Payment Notes**

Foreign language interpreter service is available for you or your family members. Call 1-800-344-4077 for more information. We are available 24 hours a day, seven days a week to help you. If you are unable to reach us, please call your local emergency 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.

**\*\*\*\*\* TERMINATION NOTICE \*\*\*\*\***

Your account is past due. To avoid disconnection of service at 123 Any St OH Res Termination Notice, My Town OH 12345-0001 scheduled on or after January 7, 2008, you must pay \$259.55 in full or provide a payment receipt number by **January 4, 2008**. 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 your heating source
- Percent of Income Ineligible Payment Plan - Arrearage crediting program

Failure to pay charges for optional, non-regulated products or services that appear on your Columbia Gas of Ohio bill may result in the loss of those products and services.

**Payment methods** -- Our representative will not accept payment by cash or personal check at your home. You can pay your overdue balance by phone or online with your credit card, ATM debit card, or an 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 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.
- If your gas service is terminated, you will be required to pay a \$19.00 reconnection fee in addition to the past-due amount. A security deposit or a creditworthy guarantor may be required.

**Energy assistance** -- If you meet income requirements, you might qualify for financial aid or weatherization services. To learn more, call the Ohio Department of Development, Office of Community Services, at 1-800-282-0880 or contact us.

**Medical Certificate** - If you or a member of your household has a serious medical condition, a Medical Certificate can delay the disconnection of service for 30 days. Columbia Gas can fax a medical certification form to your licensed health care professional, who must complete, sign and return it to Columbia Gas prior to the shut-off date. Initial certification may be made by telephone if written certification is forwarded to Columbia Gas within seven days. If the service has been disconnected, Columbia Gas must receive the form within 21 days for the restoration of service to the same residence. Be sure to give your doctor or qualified health care provider permission to release your medical information to us.

**Payment Coupon**

Turn Me Over ▶  
for more details about  
your account

**Amount Due by 1/04/2008 \$615.22**

**Account Number**  
12345678 001 000 9

Payment Enclosed \$

Is your contact information on the back incorrect? Check this box and detail the correction on the reverse side.

Make check payable to:

OH RESIDENTIAL TERM NOTICE  
123 ANY ST  
MY TOWN OH 12345-0001

**Columbia Gas<sup>®</sup> of Ohio**  
A NiSource Company  
P.O. Box 16581  
Columbus, OH 43216-6581

COLUMBIA GAS  
P O BOX 9001847  
LOUISVILLE KY 40290-1847  
\*402901847005\*

00037119 01 AV 0.312  
\*\*\*\*AUTO\*\*S-DIGIT 12345  
OH RESIDENTIAL TERM NOTICE  
123 ANY ST  
MY TOWN OH 12345-0001  
\*123456077771\*

**Legal Notices**

**Public Utilities Commission of Ohio** If you have a complaint in regard to this disconnection notice that cannot be resolved after you have called us, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll-free) or for TTY at 1-800-686-1570 (toll-free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.PUCO.ohio.gov.

**Office of Ohio Consumers' Counsel** Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll-free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.pickocc.org.

**Rights and Responsibilities** - A summary of customer rights and responsibilities is available at www.columbiagasohio.com or by calling 1-800-344-4077. Information covers rules regarding service installation; security deposits; billing and payment; payment plans; low-income assistance; disconnection and reconnection of service; meter reading and testing; usage and payment history; natural gas safety; maintenance of customer-owned service lines; employee identification; rate information and alternatives; Customer CHOICE; privacy rights; and complaint procedures. You may obtain a copy of the full minimum gas service standards at the PUCO Web site or phone numbers shown above.

**Applies to Applies** For a comparison of available competitive natural gas suppliers, visit the PUCO Web site at www.PUCO.ohio.gov or call 1-800-299-7271.

**Check Processing Information** When you pay your Columbia Gas bill by check, you authorize us to convert the check to electronic data and to make a one-time electronic fund transfer from your checking account for that payment. Funds could be transferred as early as the day after we receive your payment. Your financial institution will not return your check but will note the transaction on your financial statement. For more information or if you do not want your check converted to an electronic transfer, please call our check processing agent toll-free at 1-866-282-1850, 7 a.m. - 7 p.m., Mon. - Fri.

**Bankruptcy Notices** Mail to Columbia Gas of Ohio, Revenue Recovery, 200 Civic Center Dr., Columbus, OH 43215.

**Other Correspondence (except payments)** Mail to Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318

Customers who utilize a Medical Certificate must enter into a payment plan prior to the end of the medical certificate period or be subject to disconnection. Medical Certificates may be renewed two additional times and may not exceed 90 days per household in a 12-month period.

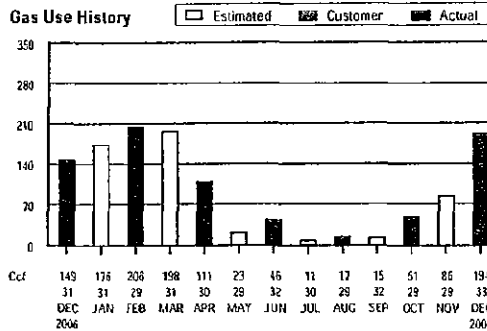
If you have made your payment, please accept our thanks and disregard this notice.

**Service Summary**

123 Any St  
My Town OH 12345-0001

<b>Meter Number</b>	<b>Meter Readings (33 Billing Days)</b>	
98425106	Actual Reading on 12/17	47
	Estimated Reading on 11/14	9853
	<b>Gas Used (Ccf)</b>	<b>= 194</b>

Your next actual meter reading date is 2/18/2008  
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 January 15, 2008 and January 18, 2008. Your PSID number is 300106632. See meter reading instructions in the left column of your bill.



Dec '07	39.2"	5.9
Nov '07	52.8"	3.0
Dec '06	41.4"	4.8

Your Average Monthly Usage is 95 Ccf  
Your Total Annual Usage is 1134 Ccf

**Detail of Charges for Gas Service**

<b>Columbia Gas of Ohio</b>	
Columbia Gas Service and Delivery	\$45.23
<b>Total Charges for Service This Period</b>	<b>\$45.23</b>
<b>Direct Energy Services, LLC</b>	
Gas Supply Cost Incl Sales Tax	\$310.44
<b>Total Charges for Service This Period</b>	<b>\$310.44</b>

**Service Charges Notes**  
Current billing charges include Direct Energy Services, LLC gas supply costs of \$290.81 at the rate of \$1.49800 per Ccf and sales tax of \$19.63.



**Direct Energy**

As a participant of the Columbia Gas Customer CHOICE Program, your gas is being supplied by Direct Energy Services, LLC. This bill reflects Columbia gas charges for service and

delivery of natural gas and your supplier's charges for the gas supply. For questions about your gas supply charges, please call Direct Energy Services, LLC, P.O. Box 642156, Omaha Ne 68164, at 1-888-566-9988. If your questions are not resolved after you have called your supplier or Governmental aggregator, you may call the Public Utilities Commission of Ohio (PUCO) at 1-800-686-7826 or 1-614-466-3292.

**Contact Information Corrections**

If this mailing address or phone number are incorrect, please make the necessary corrections on the lines below.

123 Any St  
My Town OH 12345-0001  
123-456-7890

Address \_\_\_\_\_


City \_\_\_\_\_

State \_\_\_\_\_ Zip code \_\_\_\_\_

Home Phone ( ) \_\_\_\_\_

**CERTIFICATE OF SERVICE**

I hereby certify that a copy of the foregoing Proposed Bill Format was served upon all parties of record on the Service List by regular U.S. mail this 19<sup>th</sup> day of December, 2007.



---

Daniel A. Creekmur  
**Attorney for**  
**COLUMBIA GAS OF OHIO, INC.**

## SERVICE LIST

### Parties of Record

### Attorneys

AARP  
Ron Bridges  
17 South High Street Suite 800  
Columbus, OH 43215  
Phone: 866-389-5653  
Fax: 614-224-9801

NONE

Appalachian People's Action,  
Coalition  
Michael R. Smalz  
Ohio State Legal Service Assoc. 555  
Buttles Avenue  
Columbus, OH 43215  
Phone: 614-221-7201  
Fax: 614-221-7625

NONE

City of Cleveland  
Robert Triozzi, Director of Law  
601 Lakeside Ave. Room 196  
Cleveland, OH 44114  
Phone: 216-664-2675

Madorsky, Harold  
Assistant Director of Law, City of Cleveland  
City Hall, Room 106, 601 Lakeside Ave  
Cleveland, OH 44114  
Phone: 216-664-2819

City of Toledo  
420 Madison Ave., Fourth Floor  
Toledo, OH 43604  
Phone: 419-245-1020  
Fax: 419-245-1090

Leslie A. Kovacik, Senior Attorney  
One Government Center Suite 2250  
Toledo, OH 43604  
Phone: 419-245-1020  
Fax: 419-245-1090

Community Action Partnership of  
The Greater Dayton Area  
Ellis Jacobs  
333 W. First St., Suite 500  
Dayton, OH 45402  
Phone: 937-535-4419  
Fax: 937-449-8131

NONE



Consumers For Fair Utilities Rates  
Tim Walters  
4115 Bridge Ave.  
Cleveland, OH 44113  
Phone: 216-631-5800  
Fax: 216-631-4595

NONE

Empowerment Center of Greater Cleveland  
3030 Euclid Ave, Unit 100  
Cleveland, OH 44115  
Phone: 216-432-4770  
Fax: 216-432-4768

Meissner, Joseph  
Director of Urban Development  
1223 W. Sixth Street  
Cleveland, OH 44113

Neighborhood Environmental Coalition  
Rev. Mike Frank, Co-Chair  
5920 Engle Ave.  
Cleveland, OH 44127

NONE

Ohio Consumers' Counsel  
10 W. Broad St., Suite 1800  
Columbus, OH 43215  
Phone: 614-466-8574  
Fax: 614-466-9475

Migden, Janine  
Office of Consumers' Counsel  
10 W. Broad St., Suite 1800  
Columbus, OH 43215  
Phone: 614-233-5120