

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

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**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

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

Customer Name
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

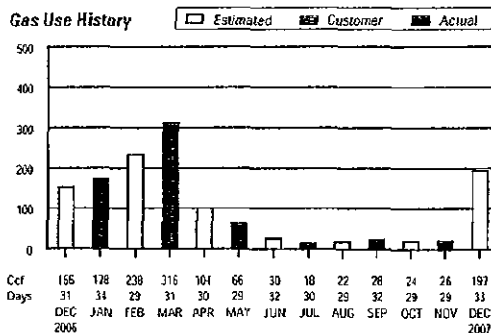
Service Location
123 Any St
My Town OH 12345-0001

Meter Number DD594720
Meter Readings (33 Billing Days)
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 Daily Temp	Avg Daily Usage
Dec '07	39.2°	5.0
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 \$

Make check payable to:

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

☐ 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[®]
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

1 2 3 4 5 0 0 0 1 0 1 3

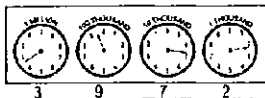
COLUMBIA GAS
P O BOX 9001847
LOUISVILLE KY 40290-1847

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 1-800-686-7828 (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.

Apples to Apples 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

Detail of Charges for Gas Service

Current Month Charges	\$261.96
Total Charges for Service This Period	\$261.96

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 1 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

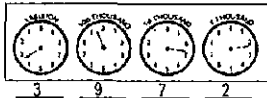
Actual Reading We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

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 12/03/2007 \$0.00
Balance on 12/03/2007 \$259.55
Charges for Gas Service this Period \$355.67

Amount Due Immediately = \$259.55
Amount Due By 01/04/2008 = \$355.67

Billing & Payment Notes

Foreign language interpreter service is available for you or someone you know who speaks a language other than English. To schedule 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.

***** 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

Payment Enclosed

\$

Make check payable to:

Account Number
12345678 001 000 9

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

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

Columbia Gas[®]
of Ohio
A NiSource Company

P.O. Box 16581
Columbus, OH 43216-6581

00037119 01 AV 0.312 1
****AUTO**S-DIGIT 12345
OH RESIDENTIAL TERM NOTICE
123 ANY ST
MY TOWN OH 12345-0001

1 2 3 4 5 6 0 7 7 7 7 1

COLUMBIA GAS
P O BOX 9001847
LOUISVILLE KY 40290-1847

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

1234567800100090000006152211325

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 Apples 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

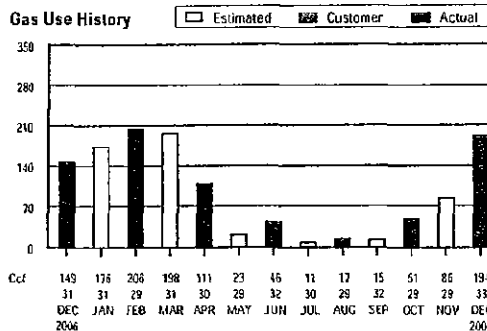
123 Any St
My Town OH 12345-0001

Meter Number
98425106

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

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.

Gas Use History



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

Columbia Gas of Ohio
Columbia Gas Service and Delivery \$45.23
Total Charges for Service This Period \$45.23

Direct Energy Services, LLC
Gas Supply Cost Incl Sales Tax \$310.44
Total Charges for Service This Period \$310.44

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 19th day of December, 2007.

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

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