

July 18-2008 2
1467 Wildermeas Dr.
Maumee, Ohio 43537

Public Utilities Commission of Ohio 08-72-GA-AIR
180 East Broad Street
Columbus, Ohio, 43215-3793

Re: Increases in Natural Gas Rates

RECEIVED-DOCKETING DIV
2008 JUL 21 PM 3:01
PUCO

This is to rebuttal the increased costs of my natural gas rates per CCF for the past (12) months.

I do a cost analysis of my gas bill each month (Columbia Gas of Ohio) because of:

- 1) My wife & I are Senior Members.
- 2) Our monthly pensions are fixed (NO COLA) clause.

My calculated gas rate for the past (12) months has increased by (43.595%). The majority of this increase (31.560%) occurred the past (4) months (April-July 2008). I'm an innocent customer in an unfortunate circumstance in paying an exhorbant, ridiculous and unrealistic increases. I filed my rebuttal with Columbia Gas of Ohio. They informed me to file my rebuttal to PUCO. They didn't give me a honest realistic answer. Please note the attached Columbia Gas of Ohio Newsletter. It states (40%) higher than last year. Based upon the above, it, should have read (43.595%) to be exact. I am asking for an honest realistic answer. I have done everything to keep my natural gas cost to a minimum. Three years ago, I replaced the galvanized ductwork in my house crawl space with strictly insulated ductwork for even heat flow thru out my house. I am asking for response to this rebuttal within (30) days. Customer of Columbia Gas of Ohio.
Philip Keller

(A) also (5) years ago I had an Efficient (AFUE 92.7%) furnace installed. Columbia Gas of Ohio also informed me that PUCO dictates each given month the rate per CCF for my monthly gas rate. Is this true? Please advise.

(ONE)
(ATTACHMENT)

ATTACHMENT
Columbia Gas
of Ohio

A NiSource Company

GasLines

In this issue:

- Take control of winter heating bills with the Budget Payment Plan
- New online billing and payment services available
- Keep clear access to meters
- Check your gas appliance connectors
- Use only authorized payment agents

www.columbiagasohio.com

It does not state why PUCO rates increased so drastically

Summer 2008

News you can use and information tips

Take control of winter heating bills with the Budget Payment Plan

Along with gasoline, food, and other commodities we use every day, the market price of natural gas is already 40 percent higher than last year. While we can't predict what temperatures will be like, energy analysts expect that it might be harder to pay your winter heating bills even with normal weather conditions.

Next month, you'll have the opportunity to take control of your winter heating bills by joining the Budget Payment Plan. The plan helps to reduce the impact of weather and gas prices on your household budget by spreading your total annual heating cost more evenly over the year.

Three ways to enroll!

If your account is current, simply pay the budget amount shown on your August bill and you'll be enrolled automatically.

Although you can join anytime, you'll enjoy the greatest benefits by signing up at the start of the budget year so you'll have more time to spread your costs.

You can also enroll online or by phone anytime of the year. Visit our Web site at columbiagasohio.com and click on "Manage Your Account" then on DirectLink e-Services" and log in to your account. Or call our automated self-service phone system at 1-800-344-4077, select option

1 from the main menu, then option 3, then option 2 for Budget information.



7/18/08

I have been on a budget plan for a number of years. DirectLink

New online billing and payment services available!

Now you can do even more to manage your account online! We've added several new services to make doing business with us easier and more convenient.

- Pay your bill by electronic check at no charge
- Enroll in, modify, or cancel the Budget Payment Plan
- Sign up for our ZipCheck automatic payment service
- Submit a payment confirmation number

The new services are part of a toolkit for residential and commercial customers that includes the ability to submit meter readings, view your most recent bill, check your payment history for the past six months, track your gas usage for the past 13 months, and perform a home energy audit. A variety of other billing and payment services are available without having to register or log in, as well as links to useful information.

Visit columbiagasohio.com and click on "Manage Your Account" then click on "DirectLink e-Services." If you're not already registered, first create a User ID and Password, then follow the steps to identify your account. You'll be taken immediately to the secure account area where you can perform all of these new services and more. If you've have already registered your account, simply log in to access all of the available services.