

FILE

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RECEIVED-DOCKETING DIV

October 30, 2008

2008 OCT 30 AM 10: 06

PUCO

Ms. Renee J. Jenkins  
Docketing Department  
Public Utilities Commission of Ohio  
180 East Broad Street, 13<sup>th</sup> Floor  
Columbus, Ohio 43215

Re: Case No. 07-1042-AU-ORD: *In the Matter of the Amendment of Certain Rules to Revised Language Requirements on Utility Bills and Other Documents*


Dear Renee:

Eastern Natural Gas, Pike Natural Gas, and Southeastern Natural Gas (the Companies) have amended their bill backer information to comply with the language approved by the Commission in its Finding and Order in Case No. 07-1042-AU-ORD, *In the Matter of the Amendment of Certain Rules to Revised Language Requirements on Utility Bills and Other Documents*. The Companies are still exhausting their billing stock and have ordered new billing stock. The new stock will be placed into use in approximately two-months.

Attached for each company is the current bill backer text (Attachment 1), the revised bill backer text (Attachment 2), and a redlined version of the changes to the current bill backer text (Attachment 3).

Should you have any questions, please contact me at (614) 395-0622 or at [KNRosselet@columbus.rr.com](mailto:KNRosselet@columbus.rr.com)

Sincerely,



Kenneth N. Rosselet, Jr.  
Regulatory Compliance Officer  
Clearfield Ohio Holdings, Inc.  
P.O. Box 430  
Frazeyburg, Ohio 43822

This is to certify that the images appearing are an accurate and complete reproduction of the document delivered in the regular course of business.  
Technician SM Date Processed 10/30/08

**EASTERN NATURAL GAS COMPANY**

**BILL BACKER**

**ATTACHMENTS**

## ATTACHMENT 1

### CURRENT LANGUAGE ON BACK OF EASTERN NATURAL GAS COMPANY'S BILLING FORM:

BACK - LEFT SIDE	BACK - RIGHT SIDE						
<ul style="list-style-type: none"> <li>To insure proper credit, write your account number on your check.</li> <li><b>LATE CHARGE</b> of 1.5% is added to the current charges if payment is not received by due date.</li> <li>Payment not received by due date will cause account to be considered in arrears and eligible for disconnection.</li> <li>All returned checks will be charge a \$17 service fee.</li> </ul> <p style="text-align: center;">DO NOT SEND CASH BILLS MAY BE PAID BY MAIL OR AT THE FOLLOWING LOCATIONS:</p> <p style="text-align: center;">Andover Bank, Andover</p> <p>The Ohio Consumers' Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted toll free at 1-877-742-5622 from 8:00am to 5:00pm weekdays, or visit <a href="http://www.pickocc.org">www.pickocc.org</a></p> <p><b>FOR UNRESOLVED INQUIRIES CONTACT:</b> THE PUBLIC UTILITIES COMMISSION OF OHIO AT 180 EAST BROAD ST., COLUMBUS, OHIO 43215 <b>1-800-686-7826 TOLL FREE</b></p> <p>OR FOR TDD/TTY <b>1-800-686-1570 TOLL FREE</b></p> <p>Hours: 8:00am to 5:00pm weekdays or Visit <a href="http://www.pucp.ohio.gov">www.pucp.ohio.gov</a></p> <p>For questions or complaints, you may call the company at: <b>1-800-232-1478</b> Or write the company at: <b>Eastern Natural Gas Company</b> 5940 State Route 7, Kinsman, Ohio 44428</p>	<p style="text-align: center;"><b>MAKE CHECKS PAYABLE TO EASTERN NATURAL GAS</b> P.O. Box 698, Zanesville, Ohio 43702-0698</p> <p><b>A</b> – Actual read by company <b>E</b> – Estimated read by company <b>X</b> – Other</p> <p><b>CR</b> – Payment amount or credit to customer's account <b>CCF</b> – One hundred cubic feet of gas <b>GCR – GAS COST RECOVERY</b> – the cost of purchased gas, adjusted quarterly. <b>ACCOUNT BALANCE</b> – The amount shown is the difference between your TOTAL Current Charge during the Budget Plan year and what you have been billed under your Budget Plan.</p> <p style="text-align: center;"><b>CONSUMER ASSISTANCE</b> <b>WEEKDAYS 9AM – 12 NOON; 12:30 – 4PM</b></p> <table border="0"> <tr> <td><b>EMERGENCIES</b></td><td><b>1-330-772-3500</b></td></tr> <tr> <td><b>GAS SERVICE</b></td><td><b>1-330-772-3500</b></td></tr> <tr> <td><b>BILLING SERVICE</b></td><td><b>1-800-232-1478</b></td></tr> </table> <p style="text-align: center;"><b>EMERGENCIES AFTER 4PM WEEKDAYS, HOLIDAYS AND WEEKENDS</b></p> <p style="text-align: center;"><b>1-800-541-2299 Extension 200</b></p> <p style="text-align: center;"><b>CALL BEFORE YOU DIG</b></p>	<b>EMERGENCIES</b>	<b>1-330-772-3500</b>	<b>GAS SERVICE</b>	<b>1-330-772-3500</b>	<b>BILLING SERVICE</b>	<b>1-800-232-1478</b>
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# ATTACHMENT 3

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**PIKE NATURAL GAS COMPANY**

**BILL BACKER**

**ATTACHMENTS**

# ATTACHMENT 1

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**SOUTHEASTERN NATURAL GAS  
COMPANY**

**BILL BACKER**

**ATTACHMENTS**

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### CURRENT LANGUAGE ON BACK OF SOUTHEASTERN NATURAL GAS COMPANY'S BILLING FORM:

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### AMENDED LANGUAGE ON BACK OF SOUTHEASTERN NATURAL GAS COMPANY'S BILLING FORM:

BACK - LEFT SIDE	BACK - RIGHT SIDE NO CHANGES
<ul style="list-style-type: none"> <li>To insure proper credit, write your account number on your check.</li> <li><b>LATE CHARGE</b> of 1.5% is added to the current charges if payment is not received by due date.</li> <li>Payment not received by due date will cause account to be considered in arrears and eligible for disconnection.</li> <li>All returned checks will be charge a \$20 service fee.</li> </ul> <p style="text-align: center;"><b>DO NOT SEND CASH</b></p> <p>If your complaint is not resolved after you have called Southeastern Natural Gas Company, 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 <a href="http://www.puco.ohio.gov">www.puco.ohio.gov</a>.</p> <p>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 <a href="http://www.pickocc.org">www.pickocc.org</a>.</p> <p>For questions or complaints, you may call the company at: <b>1-800-756-7220</b> Or write the company at: <b>Southeastern Natural Gas Company</b> <b>35200 Hocking Drive, Logan, Ohio 43138</b></p>	<p style="text-align: center;"><b>MAKE CHECKS PAYABLE TO SOUTHEASTERN NATURAL GAS</b> P.O. Box 698, Zanesville, Ohio 43702-0698</p> <p><b>A</b> – Actual read by company <b>E</b> – Estimated read by company <b>X</b> – Other</p> <p><b>CR</b> – Payment amount or credit to customer's account <b>CCF</b> – One hundred cubic feet of gas <b>GCR – GAS COST RECOVERY</b> – the cost of purchased gas, adjusted quarterly.</p> <p><b>ACCOUNT BALANCE</b> – The amount shown is the difference between your TOTAL Current Charge during the Budget Plan year and what you have been billed under your Budget Plan.</p> <p style="text-align: center;"><b>CONSUMER ASSISTANCE</b> <b>WEEKDAYS 9AM – 4PM</b>  <b>1-800-756-7220</b></p> <p style="text-align: center;"><b>EMERGENCIES AFTER 4PM WEEKDAYS, HOLIDAYS AND WEEKENDS</b>  <b>1-800-2299 EXTENSION 100</b></p> <p style="text-align: center;"><b>CALL BEFORE YOU DIG</b></p>

# ATTACHMENT 3

## REDLINED CHANGES LANGUAGE ON BACK OF SOUTHEASTERN NATURAL GAS COMPANY'S BILLING FORM:

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**Deleted:** The Ohio Consumers' Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted toll free at 1-877-742-5622 from 8:00am to 5:00pm weekdays, or visit [www.pickccc.org](http://www.pickccc.org)

**FOR UNRESOLVED INQUIRIES  
CONTACT:**  
THE PUBLIC UTILITIES  
COMMISSION OF OHIO AT:  
180 EAST BROAD ST., COLUMBUS,  
OHIO 432151  
**1-800-686-7826 TOLL FREE**

**OR FOR TDD/TTY 1-800-686-1570  
TOLL FREE**

Hours: 8:00am to 5:00pm weekdays  
or  
Visit [www.puco.ohio.gov](http://www.puco.ohio.gov)