

NC: FILE

09-444-GA-CS

DLAW/21708ms  
Case Number



The Public Utilities  
Commission of Ohio

RECEIVED-DOCKETING DIV

2009 MAY 26 PM 4:40

Public Utilities Commission of Ohio  
Attn: Docketing  
180 E. Broad St.  
Columbus, OH 43215

PUCO  
Formal Complaint Form

DAVID P. LAW  
Customer Name

2148 Woodgate Ct  
Customer Address  
Columbus OH 43229-2828  
City State Zip

Against

118120080010008  
Account Number

SAME  
Customer Service Address (if different from above)

Columbia GAS of OH  
Utility Company Name

SAME  
City State Zip

Please describe your complaint. (Attach additional sheets if necessary)

David P. Law  
David P. Law  
Signature

614 895 7171  
Customer Telephone Number

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 AW Date Processed 5/27/09



## The Public Utilities Commission of Ohio

*Monitoring marketplaces and enforcing rules to  
assure safe, adequate, and reliable utility services*

Ted Strickland, Governor  
Alan R. Schriber, Chairman

Commissioners  
Ronda Hartman Fergus  
Valerie A. Lemmie  
Paul A. Centolella  
Cheryl Roberto

January 20, 2009

David Law  
2148 Woodgate Ct  
Columbus, OH 43229

CASE ID: DLAU121708MJ

Dear Mr. Law:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO).  
Enclosed is the necessary information for filing a formal complaint.

Please note that all filings must be made on 8-1/2 by 11 inch paper. You must  
provide one original and 10 copies of the complaint.

If you have any questions about this or any other regulated utility-related matter,  
please contact the PUCO Consumer Hotline at 1-800-686-PUCO (7826). For more  
information regarding the PUCO, visit us on the web at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

Sincerely,

Kelly Mabra  
Customer Service Investigator  
Service Monitoring and Enforcement Department

# Columbia Gas of Ohio

A NiSource Company

January 19, 2009

OPER ACTION ==> EXECUTE ORDER DETAIL 34 0823 300412084 05/40

CUST NAME DAVID P LAW PCID 11812008 001 000 8  
SERV ADDR 2148 WOODGATE CT CHECKFREE-ZIPCHECK  
CITY COLUMBUS ST OH ZIP 432292828 ACCT DROPPED, CUST REQUEST

ORDER	ORDER	ORDER	ORDER	TRANS DATE 06-23-2008
SEQ 12	TYPE SO	STATUS E	CODE	DATE TAKEN 06-23-2008
				TIME TAKEN 1638
LOCATION 0823	REQUESTED BY	TIME SAFE		DATE SAFE
SADC CODE A1	PRINT TERMNO	DAY COUNT 0		DATE EXEC 09-16-2008
METER READING 5729		FGA		TIME EXEC 1822
		ORDER ENTRY		DATE COMP 09-16-2008
SERVICE PERSON		TERMNO MDT		TIME COMP 1822
STEVEN		OPERID		
	DATE SCHED 06-27-2008		ARRIVAL DATE 09-16-2008	
SERVICE REMARKS	CALL CUST N		ARRIVAL TIME 1744	

PLEASE INSPECT SAFETY WIRE ON METER TO SEE IF THIS IS CAUSING HIS HIGH CONS

COMPLETED. REPLACED CLOUDY INDEX COVER, PUT ANTI-TAMPER PLUGS IN  
NEW COVER. CUSTOMER ALSO INSISTED THAT A WIRE BE INSTALLED.  
CUSTOMER BELIEVED SOMEONE LOOSENEED METER NUT, VENTED GAS AND RETIGHTENED. NO GAS  
DETECTED.

CUST NAME DAVID P LAW PCID 11812008 001 000 8  
SERV ADDR 2148 WOODGATE CT CHECKFREE-ZIPCHECK  
CITY COLUMBUS ST OH ZIP 432292828 ACCT DROPPED, CUST REQUEST

ORDER	ORDER	ORDER	ORDER	TRANS DATE 07-08-2008
SEQ 13	TYPE HB	STATUS E	CODE	DATE TAKEN 07-08-2008
				TIME TAKEN 1501
LOCATION 0823	REQUESTED BY	DAY COUNT 0		DATE EXEC 07-21-2008
SADC CODE A1	PRINT TERMNO	FGA		TIME EXEC 1529
METER READING 5298		ORDER ENTRY		DATE COMP 07-21-2008
SERVICE PERSON		TERMNO MDT		TIME COMP 1530
	OPERID			
	DATE SCHED 07-21-2008 P		ARRIVAL DATE 07-21-2008	
	CALL CUST N		ARRIVAL TIME 1458	

SERVICE REMARKS

INVESTIGATE HIGH BILL... DISPUTES BILL.. ALSO SAID METER LOOKS LI  
EK IT WAS TAMPERED WITH.. SAFETY WIRE CUT.. PLEASE CHECK FR INVESTIGATION..  
SOEMONE HOEM FRO AXS. THANK YOU..

I FOUND NO REASON WHY THIS BILL IS HIGH, OTHER THAN MAYBE A BAD CALC. IN MARCH.

CUST NAME DAVID P LAW PCID 11812008 CUST 001 8  
SERV ADDR 2148 WOODGATE CT CHECKFREE-ZIPCHECK  
CITY COLUMBUS ST OH ZIP 432292828 ACCT DROPPED, CUST REQUEST

ORDER	ORDER	ORDER	ORDER	TRANS DATE	12-02-2008
SEQ 16	TYPE SC	STATUS E	CODE	DATE TAKEN	12-02-2008
				TIME TAKEN	1419

LOCATION 0823	REQUESTED BY				
SADC CODE A1	PRINT TERMNO	DAY COUNT 0	DATE EXEC	12-08-2008	
METER READING 0000		FGA	TIME EXEC	1843	
		ORDER ENTRY	DATE COMP	12-08-2008	
SERVICE PERSON		TERMNO MDT	TIME COMP	1843	
		OPERID			

	DATE SCHED 12-08-2008 P	ARRIVAL DATE	12-08-2008
SERVICE REMARKS	CALL CUST Y	ARRIVAL TIME	1751
PLEASE CONSULT. PER DAVID HE IS REQUESTING US TO LOOK TO SEE IF			
HE CAN PUT A WIRE AROUND THE METER TO PREVENT METER TAMPERING (PER BARRY			
TECH HELP).AVAIL IN PM. 614-895-7171. U904150/JREAM/PA-TC			

CUSTOMER WANTS TO BUILD A PROTECTIVE CLOSET ADV CUSTOMER  
THAT WE NEED AXS , IF IT IS LOCKED WE MUST BE ABLE TO PUT A LOCK  
OF OUR OWN ON IT , ALSO ADV CUSTOMER ON HIGH BILL I SPOKE W/  
CONTACT PERSON IN BILLING EXECPTIONS SHE WILL REVIEW ACCT/562

For the last three years I've been calling Columbia Gas complaining about the unexpected jumps in gas ~~usage~~ usage and have reported that the safety wire on the bolt which holds the plastic cover and gas meter dial in place was broken.

As a former pilot I would never fly an airplane with a broken safety wire, nor can I explain why it took Columbia gas so long to replace it. And when they did replace it, they used iron wire, which is rusting instead of stainless steel or aluminum wire. Doesn't make any sense to me unless they want to do the same job real soon because it won't last. Leaving my meter open for someone to come along and tamper with it. You don't leave the barn door open and then wonder what happen to the horses and cows. Or to put it another way it kind like leaving your house key on top of your welcome mat where there has been alot of burglaries.

Columbia Gas billing dept have told me a number of false hoods, such as I am not allowed to build a structure around my meter. Recently a Columbia Gas Co. employee told me (meter repairman) I could but it had to be to their specifications and they wanted one of their locks on it.

ON 7-21-2008 A meter reading was taken of 5298 CCF I verified the reading after the meter repairman read it. ON 9-16-2008 Another meter repairman read the meter at 5729 CCF I verified the reading after meter repairmen read it. Both repairmen read the meter correctly.

5729	meter reading	9-16-08
- 5298	meter reading	7-21-08
<hr/>		
431	CCF at the rate of \$119/CCF	
<hr/>		
\$512.89		

Please see work order from Columbia Gas Co. dated 9-16-2008 and 7-21-08. You can go back 10 years of my gas usage and you would find I average around 15-18 CCF during this time period.

In ~~late~~ <sup>late</sup> Oct. <sup>27-28</sup> I turn on heat for 10 minutes for the first time during 2008/2009 heating season.

In Nov 2008 I called Gas Co. with the meter reading of 5765 on Nov 6. and reported discrepancy between my bill and what the meter read. I got a new bill where I went from \$290.40 CR begining BALANCE to Adjustment of \$492.57 In Dec <sup>12-8</sup> 2008 under ACTUAL account status the billing statement went up to \$535.59

This is what I would like to place in dispute until I can have a hearing on this matter. Or at least 431 CCF - normal usage X ~~1.19~~ 1.19

For the past 3 heating seasons or years I've spent alot of money on attic insulation, block wall being filled with foam and replacing 72 square feet of single pane windows with double paned low E glass. And checking and adjusting storm doors and dropping my Every day temperature in the house down into 54-58°F range to conserve heat and to save money.

I wear long under wear thru out the heating season to stay comfortable. I don't expect to see my savings stolen from me by some one tampering with my meter thru the summer months because Columbia GAS doesn't maintain their meters by replacing the safety wire which is installed at the factory on the gas meter.

In the past years 2-5 I've smelled gas outside of house, could not locate the source, later on I found rust over the nut that was on the outlet pipe of my gas meter, like it had come off

of a rusty wrench. The man who had painted my house four years ago also painted the pipes on gas meter including the outlet pipe nut. I regret not photographing it at that time.

The safety wire on a gas meter is like the safety seal on a bottle of medicine. It lets you know if anyone has tampered with it. Mine has been gone or broken going back at least three years that I noticed it probably longer.

Since safety<sup>wire</sup> has been replaced and Anti-tamper collar has been placed on outlet pipe on gas meter and I've been reading meter every month there have been no unexpected jumps.

Why wasn't Columbia Gas reading my meter every other month. See enclosed bills. Some meter reader read from the Northwest corner of the property from between the fences. Other meter reader read the meter from the neighbors yard across the top of the fence and some meter reader knock on the door so I can unlock gate. How do I know this the dog barks a lot. The fence has not changed in 15 years. For the 2007-2008 heating season along with 2006-2007 heating season I had help from the heat program. During the 2008-2009 heating season I forgot to apply.

## 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, 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 1-800-686-570 (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 1-877-742-5022 (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.

**Applies 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** If you pay your bill by check, you authorize us to convert the check into a one-time electronic fund transfer from your checking account. Funds could be withdrawn from your account as early as the day after we receive your payment. Your check will not be returned to you, but the transaction will be noted on your financial statement. If you do not want your check converted, please call 1-888-895-9555, 8 a.m. - 8 p.m., Mon. - Fri EST.

**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

You might be eligible for one of the following payment plans:

- \* One-sixth Payment Plan - Current bill plus one-sixth of the past due amount monthly
- \* 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

Call us at 1-800-344-4077 and select option 1 from the main menu. After identifying your account, select option 3 from the next menu. You may also enroll in a payment plan at our Web site, if you have registered with our online account management tool. Go to [www.columbiagasohio.com](http://www.columbiagasohio.com) and click on "Manage Your Account" to log in or register your account.

**Energy assistance** -- If you meet income requirements, you might qualify for financial aid or weatherization services through the Home Energy Assistance Program (HEAP). To learn more, call the Ohio Department of Development, Office of Community Services, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m., visit [www.development.ohio.gov/cdd/ocs/heap.htm](http://www.development.ohio.gov/cdd/ocs/heap.htm) or go to our Web site at [www.columbiagasohio.com](http://www.columbiagasohio.com).

**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.

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

### Service Summary Notes

**Service Location**  
2148 Woodgate Ct  
Columbus OH 43229-2028

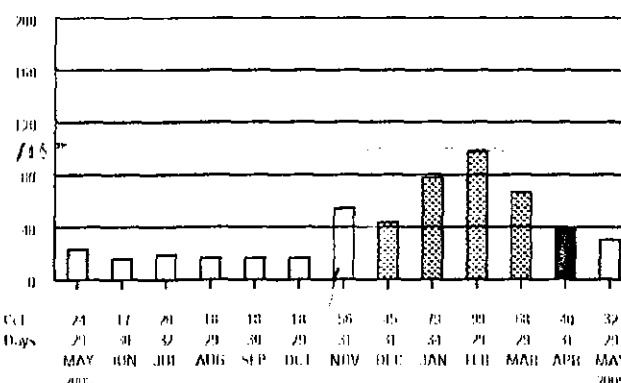
Your next actual meter reading date is 6/4/2009

**Meter Number**  
8534485

**Meter Readings (29 Billing Days)**  
Estimated Reading on 5/5 6125  
Actual Reading on 4/6 6093  
Gas Used (Ccf) = 32

### Gas Use History

Estimated Customer Actual



### Daily Comparisons

**Avg Daily Avg Daily**  
**Month Temp Usage**  
May '09 54.6° 1.1  
Apr '09 49.8° 1.3  
May '08 58.5° 0.8

Your Average Monthly Usage is 43 Ccf

Your Total Annual Usage is 510 Ccf

## Detail of Charges for Gas Service

### Service Charges Notes

**Current Month Charges** \$41.86  
**Total Charges for Service This Period** \$41.86

Current Charges include gas cost recovery of \$21.68 at the rate of \$0.67759 per Ccf.

6124 on 5-7-09  
1:54 PM



## How to Contact Us

**800-344-4077**  
or DirectLink self-service 24 hours/day  
or billing questions,  
call 7 a.m. - 7 p.m., Mon. - Fri. before due date  
or quickest response,  
call 11 a.m. - 3 p.m., Mon. - Fri.

**800-344-4077**  
or gas leaks or odor of gas 24 hours/day  
press option 2 after the greeting

11  
or 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

**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

**Bill** Receive and pay your bill online. To enroll,  
visit our Web site, [www.columbiagasohio.com](http://www.columbiagasohio.com).

**ipCheck** 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  
center 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

David P Law

### Adjusted Bill

Previous Amount Due on 06/24/2008		\$132.60
Payments Received by 07/07/2008		\$0.00
Billing Adjustment 07/23/2008	-	\$530.66
Balance on 07/07/2008	=	\$398.06CR
Charges for Gas Service This Period	+	\$11.85

**No Payment Due = \$386.21CR**

### Billing & Payment Notes

We are required to include  
your name, address, and  
usage information on lists of  
eligible customers that are  
made available to retail  
natural gas suppliers or  
governmental aggregators. If  
you wish to be excluded  
from the lists, please call 1-  
800-344-4077 or write  
Columbia Gas of Ohio, P.O.  
Box 2318, Columbus, OH,  
43216-2318.

Since your budget amount is  
larger than your actual  
account balance this month,  
please pay the amount of  
your account balance, if any,  
instead of your normal  
budget payment.

See back of bill for Detail of  
Charges for Gas Service.

## Service Summary

### Service Location

2148 Woodgate Ct  
Columbus OH 43229-2828

### Meter Number

8534485

### Meter Readings (32 Billing Days)

Adjusted Reading on 7/7	5298
Adjusted Reading on 6/5	- 5295
Gas Used (Ccf)	= 3

### Service Summary Notes

Your next actual meter  
reading date is 8/5/2008

57-05-11/16/08

11

for

## Payment Coupon

No Payment Due

\$386.21CR

Turn Me Over ▶▶  
for more details about  
your account

Account Number  
11812008 001 000 8

☐ Is your contact information  
on the back incorrect?

## 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

**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

**Online** Pay free by electronic check at our Web site.

**CheckFree E-bill** Receive and pay bills online through CheckFree. Enroll at our Web site.

**ZipCheck** Authorize your bank to pay your bill automatically each month. Enroll online.

**NCO EasyPay** Call 1-800-284-8572 or link from our Web site to pay by credit/debit card, or e-check. A convenience fee will apply.

**Authorized Payment Centers** Call or visit us online to find a payment center near you. Agents charge a fee for each transaction.

**Mail** Return coupon below with payment to:

Columbia Gas of Ohio  
P.O. Box 742510  
Cincinnati, OH 45274-2510

## Gas Meter Information

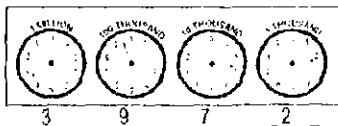
**Actual Reading** We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

**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

David P Law

### Budget Payment Plan

Previous Amount Due on 08/22/2008 \$332.00CR

Payments Received by 09/04/2008 \$0.00

Budget Balance on 09/04/2008 = \$332.00CR

Budget Amount This Period + \$54.00

**No Payment Due = \$278.00CR**

### Billing & Payment Notes

#### Actual Account Status

Begin Balance \$350.54CR  
Payments Rec'd \$0.00  
Curr Utility Chgs + \$30.68  
Ending Balance = \$319.86CR

Foreign language interpreter service is available if you or someone you know prefers to speak with us in a native language. Whether talking with us by phone or in person during 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.

## Service Summary

### Service Location

2148 Woodgate Ct  
Columbus OH 43229-2828

### Service Summary Notes

Your next actual meter reading date is 10/3/2008

### Meter Number

8534485

### Meter Readings (30 Billing Days)

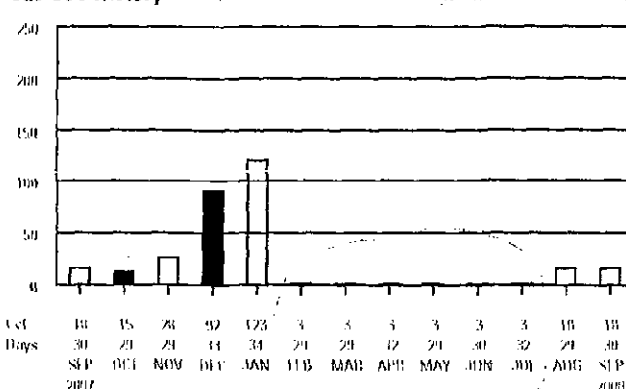
Estimated Reading on 9/4 5334

Estimated Reading on 8/5 - 5316

Gas Used (Ccf) = 18

### Gas Use History

Estimated Customer Actual



### Daily Comparisons

Month	Avg Daily Temp	Avg Daily Usage
Sep '08	73.5°	0.6
Aug '08	76.9°	0.6
Sep '07	76.6°	0.6

Your Average Monthly Usage is 26 Ccf

Your Total Annual Usage is 312 Ccf

## Payment Coupon

Turn Me Over >>  
for more details about  
your account

**No Payment Due**

**\$278.00CR**

### Account Number

11812008 001 000 8

## 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

**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

**Online** Pay free by electronic check at our Web site.

**CheckFree E-bill** Receive and pay bills online through CheckFree. Enroll at our Web site.

**ZipCheck** Authorize your bank to pay your bill automatically each month. Enroll online.

**NCD EasyPay** Call 1-800-284-8572 or link from our Web site to pay by credit/debit card, or e-check. A convenience fee will apply.

**Authorized Payment Centers** Call or visit us online to find a payment center near you. Agents charge a fee for each transaction.

**Mail** Return coupon below with payment to:

Columbia Gas of Ohio

P.O. Box 742510

Cincinnati, OH 45274-2510

## Gas Meter Information

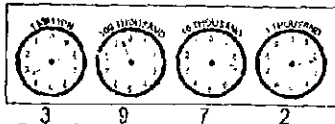
**Actual Reading** We have read the meter. You're required to provide us access to read the meter at least once a year or less, if needed. Please contact us to make arrangements if access is required.

**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

David P Law

### Budget Payment Plan

Previous Amount Due on 10/22/2008

\$232.00CR

Payments Received by 11/03/2008

\$0.00

Budget Balance on 11/03/2008

= \$232.00CR

Budget Amount This Period

+ \$46.00

**No Payment Due**

= **\$186.00CR**

## Billing & Payment Notes

### Actual Account Status

Begin Balance	\$290.40CR
Payments Recd	\$0.00
Curr Utility Chgs +	\$44.09
Ending Balance =	\$246.31CR

Foreign language interpreter service is available if you or someone you know prefers to speak with us in a native language. Whether talking with us by phone or in person during 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.

## Service Summary

### Service Location

2148 Woodgate Ct  
Columbus OH 43229-2828

Meter Number  
8534485

### Meter Readings (31 Billing Days)

Estimated Reading on 11/3

5378

Estimated Reading on 10/3

5352

Gas Used (Ccf)

= 26

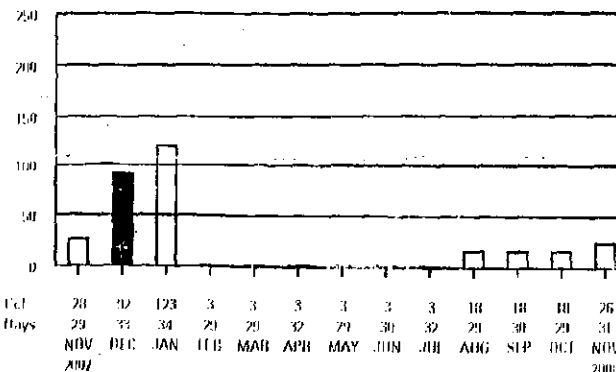
1

## Service Summary Notes

Your next actual meter reading date is 12/4/2008

## Gas Use History

Estimated Customer Actual



## Daily Comparisons

Month	Avg Daily Temp	Avg Daily Usage
Nov '08	54.6°	0.8
Oct '08	68.0°	0.6
Nov '07	60.8°	1.0

Your Average Monthly Usage is 26 Ccf

Your Total Annual Usage is 313 Ccf

ON 11/6/08 meter was at 5765.  
5378  
387 above and  
beyond what Columbia said I was at.  
I am the one who alerted Columbia  
GAS about this problem with correct  
meter reading.

## Payment Coupon

Turn Me Over ▶▶  
for more details about  
your account

**No Payment Due**

**\$186.00CR**

Account Number  
11812008 001 000 8

## 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](http://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

**Online** Pay free by electronic check at our Web site.

**CheckFree E-bill** Receive and pay bills online through CheckFree. Enroll at our Web site.

**ZipCheck** Authorize your bank to pay your bill automatically each month. Enroll online.

**NCO EasyPay** Call 1-800-284-8572 or link from our Web site to pay by credit/debit card, or e-check. A convenience fee will apply.

**Authorized Payment Centers** Call or visit us online to find a payment center near you. Agents charge a fee for each transaction.

**Mail** Return coupon below with payment to:

Columbia Gas of Ohio

P.O. Box 742510

Cincinnati, OH 45274-2510

## Gas Meter Information

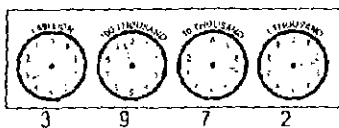
**Actual Reading** We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

**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

David P Law

### Budget Payment Plan

Previous Amount Due on 12/19/2008	\$204.00
Payments Received by 01/07/2009	\$0.00
Budget Balance on 01/07/2009	= \$179.00
Budget Amount This Period	+ \$102.00

**Amount Due by 01/22/2009 = \$281.00**

## Billing & Payment Notes

### Actual Account Status

Begin Balance	\$360.78
Payments Recd	\$0.00
Special Credit	\$25.00
Curr Utility Chgs	+ \$101.42
Ending Balance	= \$437.20

We are required to include your name, address, and usage information on lists of eligible customers that are made available to retail natural gas suppliers or governmental aggregators. If you wish to be excluded from the lists, please call 1-800-344-4077 or write Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH, 43216-2318.

If we receive your payment for the current total Amount Due by the due date shown on this bill, you will avoid a late payment charge of 1.50%.

See back of bill for Detail of Charges for Gas Service.

## Service Summary

### Service Location

2148 Woodgate Ct  
Columbus OH 43229-2828

**Meter Number**  
8534485

### Meter Readings (34 Billing Days)

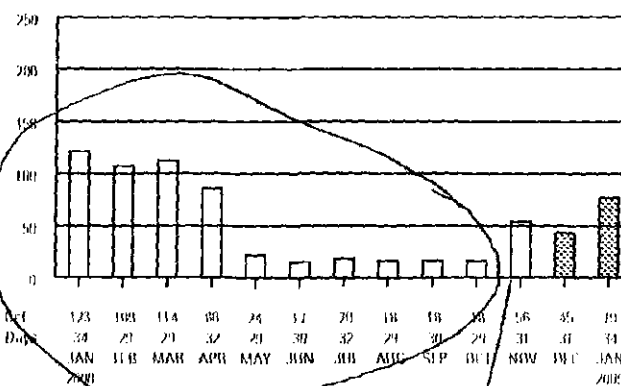
Customer Reading on 1/7	5886
Customer Reading on 12/4	- 5807
Gas Used (Ccf)	= 79

## Service Summary Notes

Your next actual meter reading date is 2/5/2009

## Gas Use History

Estimated Customer Actual



## Daily Comparisons

Month	Avg Daily Temp	Avg Daily Usage
Jan '09	32.7°	2.3
Dec '08	39.6°	1.5
Jan '08	35.1°	3.6

Your Average Monthly Usage is 51 Ccf

Your Total Annual Usage is 606 Ccf

## Payment Coupon

Turn Me Over ▶▶  
for more details about  
your account



## How to Contact Us

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For DirectLink self-service 24 hours/day

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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](http://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](http://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

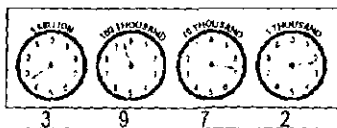
**Actual Reading** We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

**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**

David P Law

**Budget Payment Plan**

Previous Amount Due on 03/24/2008 \$83.00

Payments Received by 04/07/2008 \$0.00

Budget Balance on 04/07/2008 = \$83.00

Budget Amount This Period + \$83.00

**Total Amount Due** = **\$166.00**

**Amount Due Immediately** = **\$83.00**

**Amount Due by 04/22/2008** = **\$83.00**

## Billing & Payment Notes

**Actual Account Status**

Begin Balance	\$111.70CR
Payments Recd	\$0.00
Curr Utility Chgs	\$324.46
Ending Balance	\$212.76

We are required to include your name, address, and usage information on lists of eligible customers that are made available to retail natural gas suppliers or governmental aggregators. If you wish to be excluded from the lists, please call 1-800-344-4077 or write Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH, 43216-2318.

Your budget plan is past due in the amount of \$83.00.

See back of bill for Detail of Charges for Gas Service.

## Service Summary

**Service Location**

2148 Woodgate Ct  
Columbus OH 43229-2828

**Meter Number**  
8534485

**Meter Readings (32 Billing Days)**

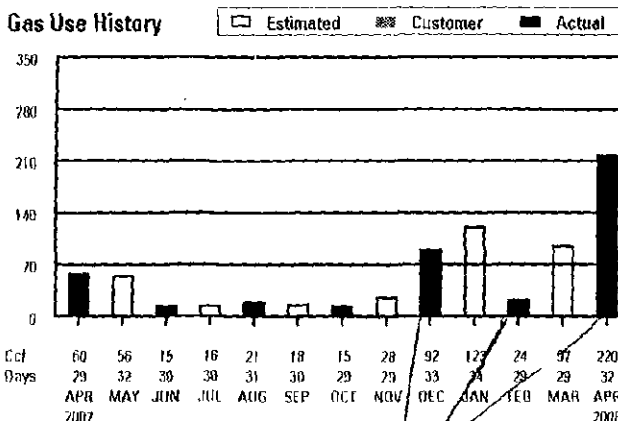
Actual Reading on 4/7	5621
Estimated Reading on 3/6	5401
Gas Used (Ccf)	220

## Service Summary Notes

Your next actual meter reading date is 6/3/2008

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 May 1, 2008 and May 6, 2008. Your PSID number is 300412084. See meter reading instructions in the left column of your bill.

## Gas Use History



## Daily Comparisons

Month	Avg Daily Temp	Avg Daily Usage
Apr '08	41.2°	6.9
Mar '08	30.9°	3.3
Apr '07	51.4°	2.1

Your Average Monthly Usage is 60 Ccf

Your Total Annual Usage is 725 Ccf

APRIL 2009  
WAS 40 CCF  
this 180 CCF  
if high

also 3 readings  
100 CCF Low

## Payment Coupon

Turn Me Over ▶▶  
for more details about  
your account

**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

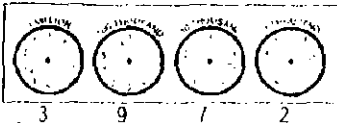
T11

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****Online** Pay free by electronic check at our Web  
site.**CheckFree** E-bill Receive and pay bills online  
through CheckFree. Enroll at our Web site.**ZipCheck** Authorize your bank to pay your bill  
automatically each month. Enroll online.**VCO EasyPay** Call 1-800-284-8572 or link from our  
Web site to pay by credit/debit card, or e-check.  
A convenience fee will apply.**Authorized Payment Centers** Call or visit us  
online to find a payment center near you. Agents  
charge a fee for each transaction.**Mail** Return coupon below with payment to:Columbia Gas of Ohio  
P.O. Box 742510  
Cincinnati, OH 45274-2510**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**

David P Law

**Budget Payment Plan**

Previous Amount Due on 12/12/2008 \$186.00 Ccf

Payments Received by 12/04/2008 \$0.00

Budget Balance on 12/04/2008 = \$102.00

Budget Amount This Period + \$102.00

**Amount Due by 12/19/2008 = \$204.00****Billing & Payment Notes****Actual Account Status**

Begin Balance	\$246.31 CR
Payments Recd	\$0.00
Billing	
Adjustment	+ \$535.59
Curr Utility Chgs	+ \$71.50
Ending Balance	= \$360.78

See back of bill for Detail of  
Charges for Gas Service.**Service Summary****Service Location**2148 Woodgate Ct  
Columbus OH 43229-2828**Meter Number**

8534485

**Meter Readings (31 Billing Days)**

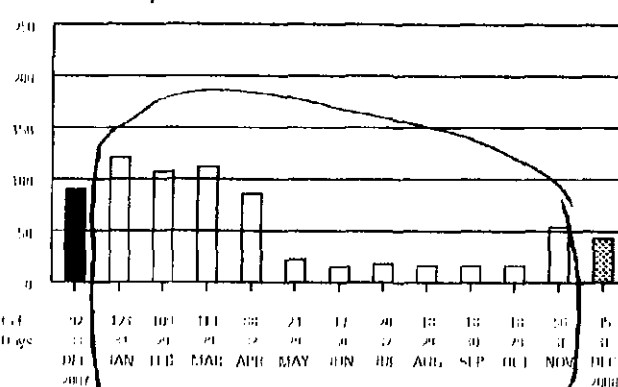
Customer Reading on 12/4 5807

Adjusted Reading on 11/3 - 5762

Gas Used (Ccf) = 45

**Service Summary Notes**Your next actual meter  
reading date is 2/5/2009To 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 2, 2009 and  
January 7, 2009. Your PSID  
number is 300412084. See  
meter reading instructions in  
the left column of your bill.**Gas Use History**

□ Estimated    ✕ Customer    ■ Actual

**Daily Comparisons**

Month	Avg Daily Temp	Avg Daily Usage
Dec '08	39.6°	1.5
Nov '08	54.6°	1.8
Dec '07	43.2°	2.8

Your Average Monthly  
Usage is 54 CcfYour Total Annual Usage is  
650 Ccf

*Columbia gas believe that they  
can bill and make up gas usage  
for as much of the year as they  
want and they don't care about  
meter reading.*

**Payment Coupon**Turn Me Over ▶ ▶  
for more details about  
your account**Amount Due by 12/19/2008****\$204.00****Account Number**

11812008 001 000 8

☐ Is your contact information  
on the back incorrect?