

FILE

OHIO CUMBERLAND GAS COMPANY
20718 DANVILLE-AMITY ROAD
MOUNT VERNON, OHIO 43050
TELEPHONE (740) 392-2941

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February 9, 2010

Public Utilities Commission of Ohio
ATTN: Docketing Division
180 East Broad Street
Columbus, Ohio 43266

PUCO

2010 FEB 12 PM 2:13

RECEIVED-DOCKETING DIV

RE: Case No. 08-723-AU-ORD

Dear Sirs:

Enclosed is the filing for Ohio Cumberland Gas Company regarding the entry dated December 9, 2009.

Pursuant to recommendations by Staff the corrected letter and policies are respectfully submitted:

- Exhibit A, Notice to Grandfather PIPP customers
- Exhibit C, Credit and Collections Policies

The website for the Ohio Department of Development was corrected in each exhibit.

Sincerely,



Mark R. Ramser
President

MRR/de

Enclosures

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 Sm Date Processed FEB 12 2010

OHIO CUMBERLAND GAS COMPANY

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MOUNT VERNON, OHIO 43050

TELEPHONE: (740) 392-2941

08-723-AU-ORD

EXHIBIT A

Date

Name

Address-1

Address-2

RE: End of the Percentage of Income Payment Plan (PIPP)
Account #0-0000-00
Service Address:

PUCO

2010 FEB 12 PM 2:15

RECEIVED-DOCKETING DIV

Dear

This letter is to inform you that Ohio Cumberland Gas Company will no longer offer the Percentage of Income Payment Plan (PIPP). However, as a current PIPP customer, you will be placed on a new Grandfather PIPP program, effective 30 days from the date of this letter. The new Grandfather PIPP will be like the current PIPP program in the fact that you will be required to continue to do all of the following:

1. Re-verify your eligibility once every 12 months or sooner when there is a change in household size or income, and be eligible for PIPP as determined by the Home Energy Assistance Program.
2. Make the required monthly PIPP payment of ten percent (10%) of your household income.
3. Apply for all public energy assistance for which you are eligible. (Customers can contact the Ohio Department of Development at www.development.ohio.gov/cdd/osc/energy/help.htm or 1-800-282-0880 to get a HEAP application.
4. Apply for all weatherization programs for which you are eligible.

Unlike your current PIPP program, you will be **REMOVED** from the Grandfather PIPP program and **NOT** be eligible to re-enroll or be re-instated if you:

1. Are disconnected for non-payment;
2. Do not re-verify your eligibility as required; or
3. Are determined by the Ohio Department of Development to no longer be eligible for the program.

If you are removed from the new Grandfather PIPP program you will be responsible for the total account balance. At the time you are removed from the program, Ohio Cumberland will work with you to set up a payment plan in order to maintain or restore service; however, being re-instated to the PIPP program will not be an option at that time.

If you have any questions regarding the new program, please contact Ohio Cumberland Gas Company at 740-392-2941 and speak with Cindy Crouch or myself. Office hours are Monday through Friday, 8:00 a.m. to 4:30 p.m., except holidays.

Sincerely,

Debi Epler
Office Manager

**Credit and Collections
Policies and Procedures**

Ohio Cumberland Gas Company (Cumberland), being a small natural gas public utility (less than 15,000 customers) governed by the Public Utilities Commission of Ohio (Commission), will provide service to residential/commercial tariff customers according to the then current rules and regulations of the Commission, unless a waiver has been received. Cumberland works with customers on an individual basis to assist the customer whenever possible to continue natural gas service.

Financial Assistance

The following local and state programs are available to eligible Cumberland customers:

- Budget Program
- Home Energy Assistance Program
- Emergency HEAP
- Winter and Summer Crisis Programs
- Home Weatherization Programs (HWAP)
- Winter Reconnect Order
- Medical Certification
- Payment plans approved by the Commission
- Special individualized payment plans mutually agreed upon by the customer and Cumberland
- Payment assistance from non-profit organizations

Cumberland will assist the Customer to continue gas service providing the Customer completes the required payment schedule.

Grandfather PIPP Program

A waiver regarding PIPP customers was filed by Cumberland and granted by the Commission in the Order dated December 9, 2009. As of December 9, 2009, Cumberland will not accept any new PIPP customers. Procedures for this new program state that those customers who were PIPP customers as of the Waiver Order dated December 9, 2009, will continue service through a new program, "Grandfather PIPP" providing they complete the following requirements:

1. Re-verify eligibility once every 12 months, or sooner when there is a change in household size or income, and are eligible for PIPP as determined by the Home Energy Assistance Program.
2. Make the required monthly PIPP payment of ten percent (10%) of their household income.
3. Apply for all public energy assistance for which they are eligible. Customers can contact the Ohio Department of Development at www.development.ohio.gov/cdd/ocs/energyhelp.htm or 1-800-282-0880 to get a HEAP application.
4. Apply for all weatherization programs for which they are eligible.

The Grandfather PIPP customer will be removed from the program and not be eligible to re-enroll or be re-instated if they:

1. Are disconnected for non-payment.
2. Do not re-verify eligibility as required; or
3. Are determined by the Ohio Department of Development to no longer be eligible for the program.

If the Grandfather PIPP customer is removed from the program, they will be responsible for the total account balance. At this time, Cumberland will work with the individual to set up a payment plan in order to maintain or restore service; however, being re-instated into the PIPP program will not be an option.

Collection Policy

In the event that a customer, or former customer, has a past due balance, Cumberland reserves the right to collect the amount by either filing a claim in Municipal Court – Small Claims; submitting the account balance to a collection agency of Cumberland's choice; or by other legal methods in collecting said account.