

NC  
FILE

8

IAD September 6, 2010

10-1334-GA-CSS

FORMAL COMPLAINT FORM

Rick Metz

(YOUR NAME)

AGAINST  
Columbia Gas of Ohio  
(THE COMPANY)

PUCO

2010 SEP -8 PM12:36

RECEIVED-DOCKETING DIV

MY COMPLAINT IS:


New monthly minimum gas bill charges are being incorrectly applied to bills, for full charges for portions of a month, then another customer is recharged for the same time period.

This practice goes against the letter of the law in any real estate area, including, but not limited to, landlord-tenant law, real estate sales law, or any other transaction involving charges for portions of a time period, (pro-rations). (see attached bills with full charges for only (7) days of the month). This practice is both unjust and unreasonable.

This practice will result in an unfair windfall of revenue for Columbia Gas.

see attached exhibits, gas bills and landlord tenant law

NOTE: ADDITIONAL INFORMATION MAY BE ATTACHED

  
SIGNATURE

1320 Pine Valley Dr. Box 154  
STREET ADDRESS

Bowling Green, OH 43402  
CITY, STATE, & ZIP

(419) 352-7872  
TELEPHONE NUMBER

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the unit - typically at the RENT THE CURRENT TENANT IS PAYING.

EVEN IF YOU PLAN on staying to the end of your lease term, the TENANT must typically notify the landlord 60-90 days in advance that they will not be renewing their lease. MANY LEASE CONTRACTS have an AUTOMATIC renewal clause. DON'T get caught by this. SAME for Landlords. Don't be surprised even if you have the automatic renewal clause. Save yourself a headache and send a letter to the tenant asking them if they are going to renew their lease for another year. DON'T take it for granted that they *are* staying. DON'T be afraid you might be giving them an idea either. In many cases, you ARE required by law to offer a renewal lease.

BEFORE you decide to move out and break the lease, READ YOUR LEASE and see what you may be responsible for.

READ YOUR LEASE. IT CONTAINS THE TERMS AND CONDITIONS AND WHAT THE LANDLORD MAY CHARGE YOU FOR. IF NOT, STATE LAW DOES.

CHECK WITH A LOCAL LEGAL AID SOCIETY OR FIND A LAWYER.

[View all State Laws on RentLaw.com](#)

Click to **SEARCH RENTLAW.com**

If you have to move before your lease is up consider SUBLETTING your unit. MOST LEASES require you to get permission from your landlord. And there are pros and cons. See more on SUBLETTING

#### **USING THE CONDITION OF THE UNIT TO BREAK YOUR LEASE**

You may think there is an easy way out of your lease. There could be an "out" IF.... there are serious issues with the unit. Serious doesn't mean a car horn - we mean water leaks, mold, failure to provide services etc.

To protect yourself whether or not you are planning on moving or not, you must notify the landlord in writing (certified mail) that there is a condition that needs to be addressed. IF the landlord fails to correct the problem in a "reasonable" time, you MIGHT be able to break the lease on that. Again, we use the word MIGHT. Consult a lawyer as we are not. This is only for reference.

#### **YOUR SECURITY DEPOSIT AND BREAKING YOUR LEASE**

In most cases, you cannot use your security deposit as last month's rent. EVEN if you break your lease, give your landlord your new address.

Refer to our guide on SECURITY DEPOSITS.

#### **TALK TO YOUR LANDLORD**

Talk to your landlord. Be sure to have an lease termination agreement in writing. READ IT. BOTH of you sign it. Tell them and in writing on the date you are going to vacate the apartment and do a walk-through (like you should of when you moved in). Refer back to our guide on NORMAL WEAR AND TEAR. You will be liable for any damages beyond "normal".

#### **THE LANDLORD CANNOT COLLECT DOUBLE RENT - RENTING FOR LESS**

The landlord cannot collect double rent. Ask a neighbor to let you know if the the unit gets rerented and when or if you can check it out, do so. Most state laws protect the tenant from landlords who will charge the tenant who broke the lease rent even though the unit got rerented.

The LANDLORD can rerent the unit for LESS than what you paid and you

Easily create your own Lease online. Save money and time.  
[www.LawDepot.co](http://www.LawDepot.co)

## 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.

## Payment Options

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

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

## Gas Meter Information

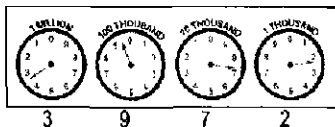
**Actual Reading** We have read the meter. You're  
required to provide us access to read the meter at  
least once a year or risk shut-off. Please contact  
us to make arrangements if access is required.

**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:**



## 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  
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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](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 1-877-742-5622 (toll-free) from 8:00 a.m.  
to 5:00 p.m. weekdays, or at [www.pickocc.org](http://www.pickocc.org).

## Billing & Payment Summary

### Customer Name

Rick Metz Developer

### Final Service

Previous Amount Due on 07/28/2010		\$20.40
Payments Received by 07/20/2010		\$0.00
Balance on 07/20/2010	=	\$20.40
Charges for Gas Service This Period	+	\$21.21

**Amount Due by 08/05/2010 = \$41.61**

### Billing & Payment Notes

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 Summary Notes

### Service Location

320 W Gypsy Lane Rd B  
Bowling Green OH 43402-4573

**Meter Number**  
M7027584

### Meter Readings (7 Billing Days)

Actual Reading on 7/20	329
Actual Reading on 7/13	328
Gas Used (Ccf)	= 1

*Beverly*  
*8/16/10*  
*7:30*

**Legal Notices (continued)**

**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.

**Apples 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.

**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

**Safety Tips**

**Gas Odor** If you smell the distinctive odor of gas:

1. Leave the building immediately. Leave the door open, and don't use any electricity, matches or cordless phone.
2. Call 1-800-344-4077 away from the area and wait for our service crew to arrive.

**Call Before You Dig** Call O.U.P.S. at 811 at least 48 hours before you start to dig for any outdoor project. It's for your safety - and it's the law!

**Employee Identification** All of our employees and authorized meter readers and contractors carry photo ID. If someone claims to represent the gas company, ask to see identification. Call the police if you see suspicious activity.

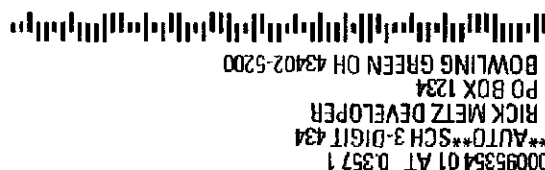
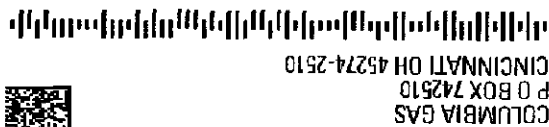
**Detail of Charges for Gas Service**

Current Month Charges	\$21.21
<b>Total Charges for Service This Period</b>	<b>\$21.21</b>

**Service Charges Notes**

*Current Charges include gas cost recovery of \$0.66 at the SSO rate of \$0.66470 per Ccf. SSO equals the NYMEX closing price plus the Retail Price Adjustment divided by 10.*

149549570360009



Make check payable to:

P.O. Box 16581  
Columbus, OH 43216-5581

**Columbia Gas**  
of Ohio  
A NiSource Company

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



\$

Payment Enclosed

RICK METZ DEVELOPER  
PO BOX 1234  
BOWLING GREEN OH 43402-5200

**Account Number**  
14954957 036 000 9

**\$41.61**

**Amount Due by 8/05/2010**

## How to Contact Us

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Press option 2 after the greeting

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Click on DirectLink e-Services for account information,  
online billing and payment services, financial assistance,  
and other useful tools.

## Billing Options

**E-BILL** Go paperless! Sign up for one of our e-bill options and view your bill online.

**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

**Online** Pay free by electronic check 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** If we are unable to obtain an actual reading, 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

Rick Metz Developer

Previous Amount Due on 06/28/2010		\$14.58
Payments Received by 06/29/2010	-	\$14.58
Balance on 07/13/2010	=	\$0.00
Charges for Gas Service This Period	+	\$20.40

**Amount Due by 07/28/2010 = \$20.40**

### 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.

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%.

Next month you will have the opportunity to join the Budget Payment Plan. The plan spreads the cost of winter heating bills more evenly through the year. Look for more information in your August bill.

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

## Service Summary

### Service Location

320 W Gypsy Lane Rd B  
Bowling Green OH 43402-4573

**Meter Number**  
M7027584

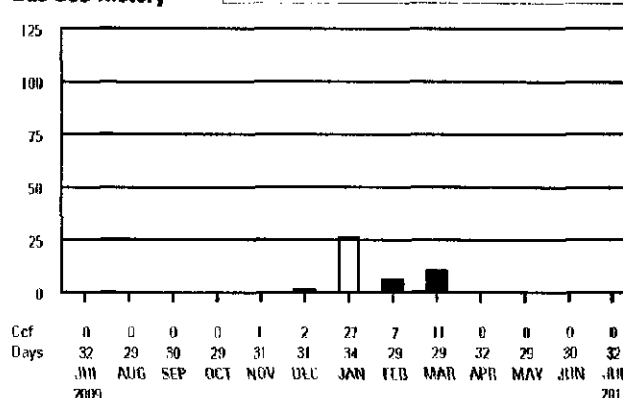
### Meter Readings (32 Billing Days)

Actual Reading on 7/13	328
Actual Reading on 6/11	328
Gas Used (Ccf)	= 0

### Service Summary Notes

Your next actual meter reading date is 8/11/2010

### Gas Use History



### Daily Comparisons

Month	Avg Temp	Avg Daily Usage
Jul '10	74.4°	0.0
Jun '10	67.3°	0.0
Jul '09	70.8°	0.0

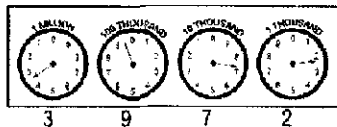
Your Average Monthly Usage is 4 Ccf

Your Total Annual Usage is 48 Ccf

### 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 1-800-686-7826 (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](http://www.PUCO.ohio.gov).

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1. Leave the building immediately. Leave the door open, and don't use any electricity, matches or cordless phone.
2. Call 1-800-344-4077 away from the area and wait for our service crew to arrive.

**Call Before You Dig** Call O.U.P.S. at 811 at least 48 hours before you start to dig for any outdoor project. It's for your safety - and it's the law!

**Employee Identification** All of our employees and authorized meter readers and contractors carry photo ID. If someone claims to represent the gas company, ask to see identification. Call the police if you see suspicious activity.

### Detail of Charges for Gas Service

#### Service Charges Notes

Current Month Charges	\$20.40
<b>Total Charges for Service This Period</b>	<b>\$20.40</b>

### Additional Account Information

#### Simple Energy Solutions for Your Home

Great news! Reduce your gas and water bills, plus get a \$10 rebate now, when you buy a select high-performance, energy-efficient showerhead online at [ColumbiaGasOhio.com/e-store](http://ColumbiaGasOhio.com/e-store). Or visit the site for a \$10 mail-in rebate form for eligible showerheads purchased at your local retailer. Call 1-866-542-4767 for more information. Columbia Gas of Ohio -- doing more to help you save money, energy and the environment.

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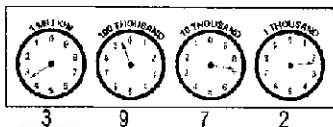
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## Billing & Payment Summary

**Customer Name**

Rick Metz Developer

**Final Service**

Previous Amount Due

\$0.00

Payments Received by 07/19/2010

\$0.00

Balance on 07/19/2010

\$0.00

Charges for Gas Service This Period

\$22.83

**Amount Due by 08/04/2010**

**\$22.83**

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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 Summary Notes

**Service Location**

624 Jacqueline Pl  
Bowling Green OH 43402-4492

**Meter Number**  
M7055492

**Meter Readings (7 Billing Days)**

Estimated Reading on 7/19 1667

Estimated Reading on 7/12 - 1664

Gas Used (Ccf) = 3

### Legal Notices (continued)

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**Employee Identification** All of our employees and authorized meter readers and contractors carry photo ID. If someone claims to represent the gas company, ask to see identification. Call the police if you see suspicious activity.

### Detail of Charges for Gas Service

Current Month Charges	\$22.83
Total Charges for Service This Period	\$22.83

#### Service Charges Notes

*Current Charges include gas cost recovery of \$1.99 at the SSD rate of \$0.66470 per Ccf. SSD equals the NYMEX closing price plus the Retail Price Adjustment divided by 10.*