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# BEFORE THE PUBLIC UTILITIES COMMISSION OF OHIO

APPLICATI	ON		
In the Matter of the Compliance of Ohio Gas ) Company with Rule Amendments Adopted in ) Case No. 08-723-AU-ORD	385 Case No. 10GA-UNC		

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**September 14, 2010** 

**Attorneys for Ohio Gas Company** 

# BEFORE THE PUBLIC UTILITIES COMMISSION OF OHIO

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Case No. 08-723-AU-ORD )	
In the Matter of the Compliance of Ohio Gas ) Company with Rule Amendments Adopted in )	Case No. 10GA-UNC

Now comes the Applicant, Ohio Gas Company ("Ohio Gas"), and requests approval for the bill formats proposed herein, pursuant to Rule 4901:1-13-11(D), Ohio Administrative Code. In support of its Application, Ohio Gas states as follows:

- 1. Ohio Gas is an Ohio corporation engaged in the business of supplying natural gas to consumers in Ohio, and, as such, is a public utility as defined by Sections 4905.02 and 4905.03 of the Ohio Revised Code and is subject to the jurisdiction of the Public Utilities Commission of Ohio ("Commission").
  - 2. Ohio Gas's current bill formats comply with the Commission's rules.
- 3. In its December 17, 2008 Finding and Order and April 1, 2009 Entry on Rehearing in Case No. 08-723-GA-ORD, the Commission adopted changes to the natural gas Percentage of Income Payment Plan ("PIPP") program to establish a PIPP Plus program and a Graduate PIPP Plus program to become effective November 1, 2010.

- 4. On August 19, 2009, the Commission granted an Ohio Gas Motion for Waiver related to the PIPP Plus program and Graduate PIPP Plus program.<sup>1</sup>
- 5. Consistent with the Commission orders in Case No. 08-723-GA-ORD,
  Ohio Gas submits revised bill formats attached hereto as Exhibit 1.2
- 6. Ohio Gas plans to implement its proposed bill format changes for the November 2010 billing cycle.

WHEREFORE, Ohio Gas respectfully requests that the Commission approve this Application to revise Ohio Gas's bill formats in compliance with the requirements of Rule 4901:1-13-11(D), Ohio Administrative Code, as shown in Exhibit 1.

Respectfully submitted,

Jeseps m. Clan

Joseph M. Clark (Counsel of Record)

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**Attorneys for Ohio Gas Company** 

<sup>&</sup>lt;sup>1</sup> In the Matter of the Commission's Review of Chapters 4901:1-17 and 4901:1-18, and Rules 4901:1-5-07, 4901:1-10-22, 4901:1-13-11, 4901:1-15-17, 4901:1-21-14, and 4901:1-29-12 of the Ohio Administrative Code, PUCO Case No. 08-723-AU-ORD, Entry (August 19, 2009); In the Matter of the Commission's Review of Chapters 4901:1-17 and 4901:1-18, and Rules 4901:1-5-07, 4901:1-10-22, 4901:1-13-11, 4901:1-15-17, 4901:1-21-14, and 4901:1-29-12 of the Ohio Administrative Code, PUCO Case No. 08-723-AU-ORD, Entry on Rehearing (October 14, 2009).

<sup>&</sup>lt;sup>2</sup> The "PIPP Plus Arrears Credit" will only appear on the September bill, as approved in the Ohio Gas waiver application. Additionally, customers will be notified about arrearage crediting programs through separate mailings.

## Exhibit 1





OHIO GAS COMPANY PO BOX 528 BRYAN OH 43506-0528

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7/7/2010 151.00

SAMPLE BILL PIPP PLUS BILL

## 0100961440000302000000302005

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**OHIO GAS COMPANY** 

Please bring entire bill when making payment in office

PO BOX 528

BRYAN OH 43506-6528

For Customer Service Call 419-636-1117 or 1-808-331-7396 For Emergency Call 1-800-331-7396 or 419-636-3642

Account#: 9999999

SAMPLE BILL PIPP PLUS BILL

274.60 Previous Balance Debit/Credit Adjustment 0.00 Payments -151.00 123.60 Balance Forward

Billing Date: 6/22/2010 Dug Date. 7/7/2010

		54-7 1 04/14				 	3 00000		Congress of
G	03/11	1 04/14	4	9366 Balan	y452(A) ce Forward	1.00000	1.00000	86	123.60

5.45 Base Fee Base Rate for 86 CCF @ 0.17797 15.31 Gas Cost Recovery(GCR) for 86 CCF @ 0.82560 71.00 PIPP PLUS ARREARS CREDIT -92.70 Charges Total ~0.94

122.66 Current Balance

> Past Due PIPP PLUS 0.00 Current PIPP PLUS Amount 151.00

To remain on PIPP PLUS, Please Pay 151.00

PIPP PLUS Anniversary Date: 01/07 -- THE DATE YOU MUST BE CURRENT ON YOUR PIPP PLUS PAYMENTS TO REMAIN IN THE PIPP PLUS PROGRAM

PIPP PLUS Reverification Date: 03/26/2011 -- YOU MUST REVERIFY YOUR INCOME BY THIS DATE TO

REMAIN ON PIPP PLUS

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JUN	20	JUL	12
AUG	8	SEP	11
OCT	17	NOV	49
DEC	116	JAN	236
FEB	186	MAR	0
APR	0	MAY	11
Tot:	666	Avg:	56
<del></del>			

A Medical certification is available to our residential consumers whose health would be impaired by termination of gas service to their residence. Under this program, if a licensed physician or local board of health physician certifies that termination of gas service to the permanent residence of the consumer would pose a special danger to the consumer's health, the gas service cannot be disconnected the thirty days following certification. Certification can be renewed two additional times for thirty days each. Application forms for the medical certification program are available at Ohio Gas Company at 200 W. High Street, Bryan, Ohio 3506, telephone 1-800-331-7396 or 419-636-1117.

#### ADDITIONAL CHARGES

If your gas service is disconnected for nonpayment, you must pay the following charges prior to reconnection:

- 1. Pay your account in full
- 2. Pay the \$20.00 reconnection charge
- 3. Pay the appropriate security deposit

### **Extended Payment Plan Options**

- 1. A plan appropriate for both the customer and the company
- 2. A plan that requires six equal monthly payments on the arrearages in addition to full payment on current bill.
- 3. A plan that requires payment of one-third of the balance due each month (arrearages plus current bill). This plan is available during the winter heating season.
- 4. A plan that divides the arrears by 9 and bills this amount plus the anticipated budget amount for the next 9 months. This plan amount can be adjusted for the budget portion of this plan amount.
- 5. Percentage of Income Plan (PIPP) A plan that allows a customer whose household income is 150% of the federal poverty level or less to pay 6% of their monthly household income to the utility company providing the main heating source and 5% to the utility company providing the secondary heating source. There is a minimum payment amount of \$10.00.

PAYMENT ASSISTANCE -- If you receive a disconnect notice between November 1 and April 15, contact an Ohio Gas\_Customer Service Representative for a listing of agencies in your area who assist in payment of past due utility bills.

#### CUSTOMER-OWNED PIPING NOTIFICATION

The customer is responsible for the maintenance of all gas piping from the gas meter to all gas appliances.

Buried gas piping which is not maintained may be subject to the potential hazards of corrosion and leakage.

For your safety, all buried piping should be periodically inspected for leaks. If the buried piping is metallic, it should also be periodically inspected for corrosion.

If an unsafe condition is found, the gas piping will need to be promptly repaired.

When digging near buried gas piping, the piping should be located in advance and digging done by hand.

Plumbers and heating contractors can assist in location; inspecting and repairing customer's buried piping.

This notice required by recent United States Department of Transportation Regulation 49 CFR 192.16.

#### FOR YOUR SAFETY

Gas Odor: Natural gas has a distinctive odor added to it to alert you to a leak in or around your home. If you smell gas leave the building immediately. Leave the door open and don't use any light switches, phones or matches. Call our 24-hour emergency number 1-800-331-7396 or 419-636-3642 from a nearby phone and wait for our personnel to arrive and assess the situation.

<u>Call Before You Dig</u> – If you're planning a home construction or landscaping project, call the Ohio Utility Protection Service (OUPS) at 1-800-362-2764 or 811 before you start to dig. A representative of Ohio Gas will mark the approximate location of underground gas lines up to the meter on your property at no cost. If you don't call, you are liable for damages and injuries.

Employee Identification - All of our employees carry identification. If someone claims to be from the gas company, ask to see identification, and call our office if you're unsure before letting the person into your home.

### UNDERSTANDING YOUR GAS BILL

GCR: The cost of the gas you used during this billing period.

CCF: Is the amount of gas used during this billing period in hundred cubic feet

(1CCF = 100 cubic feet)

A: Actual meter read

E: Estimated meter read

Meter Tampering is Illegal - Tampering with a gas meter is illegal and can cause property damage and serious personal injury. If you suspect that a meter has been tampered with, please report it to us. Your call will be kept confidential.

## Questions or Complaints

If your complaint is not resolved after you have called Ohio Gas Company, or for general utility information, residential and business customers may contact, the Public Utilities Commission of Ohio (PUCO), toll-free at 1-800-686-7826 or for TTY toll free at 1-800-686-1570, from 8:90 a.m. to 5:00 p.m. weekdays, or visit www.puco.ohio.gov.

Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues toll-free at 1-877-742-5622 from 8:00 a.m. to 5:00 p.m. weekdays, or visit www.pickocc.org.