



Public Utilities Commission

10-1438-GA-CSS
Case Number

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

Formal Complaint Form

DONALD HOWARD
Customer Name (Please Print)

506 Riley Ave
Customer Address

Worthington Oh 43085
City State Zip

Against

13019268 020 0002
Account Number

3165 Woodstone Ct *
Customer Service Address (if different from above)

Columbia Gas of Ohio (CGO) Columbus Ohio 43231
Utility Company Name City State Zip
* And several others

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

Despite several large set monthly fee increases which now is \$20.40 per month. However this fee is never pro-rated for partial month's service. If a tenant moves out the day after the monthly bill is processed, they are charged another \$20.40. The gas goes into the owner's name - another \$20.40 charge. A new tenant moves in a week later - another \$20.40. Columbia Gas does NOT even come out to get a meter reading - they just guess. So within a two week period they have collected their \$20.40 monthly fee four times. This fee should be pro-rated just like the other utilities do.

[Signature]
Signature

614-846-5640
Customer Telephone Number

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Technician [Signature] Date Processed 7/27/2010