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BEFORE  
THE PUBLIC UTILITIES COMMISSION OF OHIO

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PUCO

In the Matter of the Application of Ohio Gas )  
Company for Approval of Revised Bill )  
Format Pursuant to Rule 4901:1-13-11, )  
Ohio Administrative Code. )

Case No. 11-5317GA-UNC

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APPLICATION

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September 28, 2011

Attorney for Ohio Gas Company

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**APPLICATION**

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Now comes the Applicant, Ohio Gas Company ("Ohio Gas"), and requests approval for the bill format 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. As a result of a recent audit conducted by and following discussions with Commission Staff, Ohio Gas seeks approval of the proposed changes to its bill format. The proposed changes, reflected on the back of the bill, clarify the provisions for medical certification and reconnection following disconnection for non-payment.

3. Ohio Gas submits that the proposed format makes bills as clear, straightforward and understandable as possible.

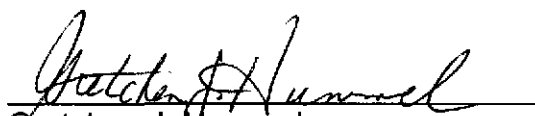
4. A sample of Ohio Gas' proposed bill format is attached hereto and incorporated herein as Exhibit A.

5. This Application does not result in a rate increase.

6. Ohio Gas requests Commission approval to use its current bill format until its current bill stock is exhausted. The proposed bill format would become effective for the first billing cycle after the current bill stock is exhausted.

7. WHEREFORE, Ohio Gas respectfully requests that the Commission approve this Application to revise Ohio Gas' bill format consistent with the requirements of Rule 4901:1-13-11(D), Ohio Administrative Code, to become effective on the first billing cycle after its current bill stock is exhausted.

Respectfully submitted,



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**Attorney for Ohio Gas Company**

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. The total certification period may not exceed ninety days per household in any twelve-month period. Application forms for the medical certification program are available at Ohio Gas Company at 200 W. High Street, Bryan, Ohio 43506, 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 if disconnected for over 10 days, or the delinquent amount as stated on your disconnection notice if service has been disconnected for 10 business days or less
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 6% 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.

**Call Before You Dig** – 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) 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).

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).

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