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BEFORE  
THE PUBLIC UTILITIES COMMISSION OF OHIO

In the Matter of the Amendment of Certain :  
Rules of the Ohio Administrative Code to : Case No. 11-4910-AU-ORD  
Implement Section 4911.021, Revised Code. :

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APPLICATION OF SWICKARD GAS COMPANY  
FOR  
APPROVAL OF A REVISED BILL FORMAT

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Swickard Gas Company ("Swickard"), pursuant to the Commission's entry in this docket of February 23, 2012 and Rule 4901:1-13-11(D), Ohio Administrative Code ("OAC"), hereby requests approval of the revised bill format appended hereto as Attachment A. In support of its application, Swickard states as follows:

1. By its finding and order in this docket of November 29, 2011, the Commission amended certain of its rules containing references to the Office of the Ohio Consumers' Counsel ("OCC") to implement Section 4911.021, Revised Code, which now prohibits OCC from operating a telephone call center for consumer complaints. Among the rules affected were the bill format rules applicable to the various types of regulated utilities, including Rule 4909:1-1-13-11(B), OAC, which governs the bill formats of gas and natural gas companies. In addition to modifying the content of the bill message containing the OCC contact information, the amendment to Rule 4901:1-1-13-11(B)(5), OAC, also required certain stylistic changes, as well as revising the Commission contact information for hearing or speech impaired customers to reflect the widespread adoption of the 7-1-1 dialing code to access the Telecommunications Relay Service.

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2. As explained in its February 23, 2012 entry, the Commission concluded that, due to the minimal changes involved, utilities should be permitted to file their new bill formats in the rulemaking docket rather than by initiating separate, company-specific proceedings through the filing of individual bill format applications. The entry required that the revised bill formats be filed within thirty days of the date of the entry.

3. Although rate-regulated by ordinance, Swickard, as a public utility and natural gas company, is subject to the requirements of the February 23, 2012 entry.

4. Swickard displays bill messages on the back of its bills. Attachment A contains a copy of Swickard's proposed revised format for the back of its bills, which conforms to the requirements of the amended Rule 4901:1-13-11(B)(5), OAC.

5. As a part of this application, Swickard requests that it be permitted to continue to use its current bill format until its existing bill stock is exhausted.

WHEREFORE, Swickard respectfully requests that its application be granted.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Barth E. Royer', is written over a horizontal line.

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Attorney for Swickard Gas Company

## ATTACHMENT A

<p><b>The Swickard Gas Company</b></p> <p>209 State Street, P.O. Box 387</p> <p>Bettsville, Ohio 44815</p> <p>(419) 986-5171</p> <p><b>Office hours:</b></p> <p>9:00 a.m. to 11:30 a.m. Monday through Friday</p> <p>1:00 p.m. to 4:00 p.m. Monday, Tuesday, Wednesday and Friday</p> <p>Closed Saturday, Sunday, and holidays.</p> <p><b>After hours emergency calls to:</b></p> <p><b>(419) 986-5171</b></p>	<p><b>Billing and Service Inquiries</b></p> <p>If you do not understand why you owe an amount, if you think there may have been a billing error, or if you have any questions about your gas service, please contact us immediately. If your complaint is not resolved after you have contacted The Swickard 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) from eight a.m. to five p.m. weekdays, or at <a href="http://www.puco.ohio.gov">http://www.puco.ohio.gov</a>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Ohio consumers' counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <a href="http://www.pickocc.org">http://www.pickocc.org</a>.</p>
<p>Rate Codes: R=Residential, C=Commercial, P=Public; M=Municipal, I=Industrial      CCF=100 Cubic Feet</p>	