

**BEFORE  
THE PUBLIC UTILITIES COMMISSION OF OHIO**

<b>In the Matter of the Application of</b>	)	
<b>Orwell Natural Gas Company For</b>	)	
<b>Approval of Revised Bill Format</b>	)	<b>Case No. 12-3000-GA-UNC</b>
<b>Pursuant to Rule 4901:1-13-11, Ohio</b>	)	
<b>Administrative Code</b>	)	
	)	

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**APPLICATION OF ORWELL NATURAL GAS COMPANY**

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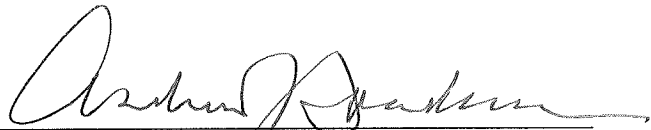
Now comes the Applicant, Orwell Natural Gas Company (“Orwell”) and requests approval for the bill format proposed herein, pursuant to Rule 4901:1-13-11(D), Ohio Administrative Code. In support of its Application, Orwell states as follows:

1. Orwell 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 Commission’s jurisdiction.
2. As a result of a recent customer service audit of an affiliated natural gas company conducted by, and following discussions with Commission Staff, Orwell seeks approval of the proposed changes to its bill format. The proposed changes, reflected on the back of the bill, update the language required regarding contacts with the Commission and with the Office of the Ohio Consumers’ Counsel at Rule 4901:1-13-11(B)(5), Ohio Administrative Code, in the event complaints are not resolved by contact with the Applicant; clarify “Other Charges” that may appear on the bill; and update the section on “Payment Assistance – HEAP”.

3. Orwell submits that the proposed format makes the bills more clear, straightforward and understandable.
4. A sample of Orwell's proposed bill format is attached hereto and incorporated herein as Exhibit A.
5. This Application does not result in a rate increase.
6. The proposed bill format would become effective for the first billing cycle after approval of this Application, either upon automatic approval on the forty-sixth day following no action by the Commission with respect to the application pursuant to Rule 4901:1-13-11(D), Ohio Administrative Code, or by Order of the Commission.

WHEREFORE, Orwell Natural Gas Company respectfully requests that the Commission approve this Application to revise Orwell's bill format consistent with the requirements of Rule 4901:1-13-11(D), Ohio Administrative Code.

Respectfully submitted,



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# **EXHIBIT A**

## ACTUAL

Actual Gas Bill means your meter was read by an Orwell Employee.

## OTHER CHARGES

If your gas service is disconnected for nonpayment, you must pay the following charges prior to reconnection. 1) Pay your account balance in full. 2) Pay security deposit. 3) Pay \$30.00 reconnection fee for reconnection. You will be charged \$25 for any check returned to us by your bank due to insufficient funds in your account.

## EMERGENCY SERVICE

We consider it an emergency when you smell a gas odor or, when your appliances are not working.

IN CASE OF EMERGENCY Call 1-800-451-9465 If you call after business hours, a recording tells you that our offices are closed. It instructs you to stay on the line to report an emergency. Our 24 hour emergency personnel will take your call. If you smell gas - Leave the building immediately, leave the door open. Do not light matches, flip electrical switches on or start engines. Call our offices immediately from a nearby telephone.

## -EST

Estimated Gas Bill means your usage for this month was estimated. Your estimated usage is based on previous usage gas rates and weather conditions. An estimated bill will be verified the following month when your meter is read.

## GAS--METER

Tampering with your meter is illegal and can cause properly damage and serious injury. If you suspect that your meter has been tampered with please report it to us.

## GAS\_COST RECOVERY (GCR)

This is the average cost (per thousand cubic feet) of gas purchased by Orwell for sale to customers. Additional rate information is available upon request

## HEALTH

If you believe disconnection would be dangerous to your health, certification of such condition must be made by a licensed physician on forms provided by your gas utility company

If your complaint is not resolved after you have called Orwell Natural 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 <http://www.puco.ohio.gov>. 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 <http://www.pickocc.org>.

## MCF

Mcf means 1000 cubic feet. It is an abbreviation for the standard measure of gas.

## METER\_MAINTENANCE

Trimming of shrubs and bushes and clearing away around the meter is the customer's responsibility. Please do not tie pets near the meter.

## MONTHLY SERVICE CHARGE

The monthly service charge is a fee that covers such costs as the maintenance of the gas meter, meter reading, billing and record keeping.

## PAYMENT ASSISTANCE - HEAP

If you receive a disconnect notice between November 1 and April 15 assistance for payment of your bill may be obtained (if you qualify) from the Ohio Development Services Agency, Home Energy Assistance Program (call 1-800-282-0880). Assistance may also be available through the local community action agency.

## PAYMENT\_OPTIONS

Payments must be received by the due date or late charges will be assessed. Detach and return stub with payment in the enclosed envelope. Make checks or money orders payable to Orwell Natural Gas Company. Payments can also be made via credit card (visa or mastercard) (credit or debit cards). Write your account number on all checks or money orders to assure proper credit to your account. When paying multiple accounts identify dollar amounts to be credited to each account.

## PAYMENT PLANS

The Budget Payment is available. The budget starts with the bill due in August. This plan spreads your winter heating bills over an 11 month period. If you have a problem paying your bill, there are special payment plans available. Call today for more information.

SAFETY CALL BEFORE YOU DIG - If you're planning any construction or landscaping project, call The Ohio Utilities Protection Service (OUPS) 1-800-362-2764 or 811.

## WEATHERIZATION

You may also be eligible for assistance to weatherize your home. Weatherization program is available by contacting the local community action agency (weatherization office).

**This foregoing document was electronically filed with the Public Utilities**

**Commission of Ohio Docketing Information System on**

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**Case No(s). 12-3000-GA-UNC**

Summary: Application Request for Approval of Revised Bill Format electronically filed by Mr. Andrew J Sonderman on behalf of Orwell Natural Gas Company