# BEFORE THE PUBLIC UTILITIES COMMISSION OF OHIO

| In the Matter of the Application of<br>Vectren Energy Delivery of Ohio, Inc. for<br>Approval of Revised Bill Formats Pursuant to<br>Rule 4901:1-13-11, Ohio Administrative Code.   | )<br>)<br>)           | Case No. 14-0662-GA-UNC |
|--|-----------------------|-------------------------|
| In the Matter of the Application of<br>Vectren Energy Delivery of Ohio, Inc.<br>for Approval of a General Exemption of<br>Certain Natural Gas Commodity Sales<br>Services or Ancillary Services from<br>Chapters 4905, 4909, and 4935 except<br>Sections 4905.10, 4935.01, and 4935.03,<br>and from specified sections of Chapter 4933<br>of the Revised Code. | )<br>)<br>)<br>)<br>) | Case No. 07-1285-GA-EXM |

# **APPLICATION**

Frank Darr (Counsel of Record)
McNees Wallace & Nurick LLC
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Attorney for Vectren Energy Delivery of Ohio, Inc.

# BEFORE THE PUBLIC UTILITIES COMMISSION OF OHIO

| In the Matter of the Application of Vectren Energy Delivery of Ohio, Inc. for Approval of Revised Bill Formats Pursuant to Rule 4901:1-13-11, Ohio Administrative Code.  | )<br>)<br>)                | Case No. 14-0662-GA-UNC |
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| In the Matter of the Application of<br>Vectren Energy Delivery of Ohio, Inc.<br>for Approval of a General Exemption of<br>Certain Natural Gas Commodity Sales<br>Services or Ancillary Services from<br>Chapters 4905, 4909, and 4935 except<br>Sections 4905.10, 4935.01, and 4935.03,<br>and from specified sections of Chapter 4933<br>of the Revised Code. | )<br>)<br>)<br>)<br>)<br>) | Case No. 07-1285-GA-EXM |

# **APPLICATION**

Now comes the Applicant, Vectren Energy Delivery of Ohio, Inc. ("VEDO"), 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, VEDO states as follows:

- 1. VEDO 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. VEDO's current bill formats comply with the Commission's rules.
  - 3. The proposed bill formats contain the following modifications:

- a) The proposed bills will be printed in full color rather than in a two color format. This change will allow for better communication of the information contained in the bills;
- b) The "detailed account activity" section will provide information in an easy-to-read table format and will provide improved historical usage charges to allow customers to review account activity over time;
- c) The "Your Account Information" section will be enhanced and separated from the "Summary" box. Important customer information such as notices and information regarding payment arrangements will be included with the "Your Account Information". These changes will simplify the "Summary" box;
- d) Important and multiple messages can be included directly on the bill in an expanded form. Inclusion of this information on the bill will reduce the number of bill inserts. Further, VEDO will be able to target bill messages at a higher level of granularity; and
- e) The proposed bills will provide improved and streamlined "Terms and Definitions" on the reverse side of the first page of the bill.

  Rate Code abbreviations are added, and there is updated language regarding non-tariffed charges.
- 4. VEDO submits that the proposed formats improve the existing bill formats and make bills as clear, straightforward and understandable as possible.

5. Samples of VEDO's proposed bill formats are attached hereto and incorporated herein as Exhibit A. The samples address issues raised by Commission Staff.

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

7. Upon Commission approval, VEDO intends to begin utilization of its proposed bill format with the June 1, 2014 billing cycle. Because the modifications requested herein have been under review for several months and address concerns raised by Commission Staff, expedited treatment is supported by good cause. Accordingly, VEDO respectfully requests that the Commission approve this Application by May 21 and prior to the 45-day automatic approval, which would take effect on

WHEREFORE, VEDO respectfully requests that the Commission approve this Application to revise VEDO's bill formats in compliance with the requirements of Rule 4901:1-13-11(D), Ohio Administrative Code, as shown in Exhibit A prior to the automatic 45-day approval.

June 1, 2014 in order to allow for proper billing implementation prior to June 1.

Respectfully submitted,

/s/ Frank P. Darr\_

Frank P. Darr (Counsel of Record)
McNees Wallace & Nurick LLC
21 East State Street, 17<sup>th</sup> Floor
Columbus, OH 43215-4228

Telephone: (614) 469-8000 Telecopier: (614) 469-4653

fdarr@mwncmh.com

Attorney for Vectren Energy Delivery of Ohio, Inc.

## CERTIFICATE OF SERVICE

I hereby certify that a copy of the foregoing *Application of Vectren Energy Delivery of Ohio, Inc.* was served upon the following parties of record this 15th day of April 2014, *via* electronic transmission, hand-delivery or ordinary U.S. mail, postage prepaid.

# <u>/s/ Frank P. Darr</u> Frank P. Darr

Joe Serio
Office of the Ohio Consumers' Counsel
10 West Broad Street
Suite 1800
Columbus, Ohio 43215

Barth Royer Bell, Royer & Sanders 33 South Grant Street Columbus, OH 43215-3927

Howard Petricoff Vorys, Sater, Seymour and Pease 52 East Gay Street PO Box 1008 Columbus, OH 43216-1008

David Rinebolt
Ohio Partners for Affordable Energy
231 West Lima Street
Findlay, OH 45839-1793

W. Jonathan Airey Vorys, Sater, Seymour & Pease LLP 52 E. Gay Street PO Box 1008 Columbus, OH 43216-1008

John Dosker Stand Energy 1077 Celestial Street Rockwood Building, Suite 110 Cincinnati, OH 45202 Larry Gearhardt Chief Legal Counsel Ohio Farm Bureau Federation 280 North High Street PO Box 182383 Columbus, OH 43218-2383

Robert A. Cumbie SouthStar Energy 817 West Peachtree St., NW Suite 1000 Atlanta, GA 30308

Dan Verbanac Chief Operating Officer Bobby Singh, Senior Attorney Integrys Energy Services, Inc. 300 W. Wilson Bridge Rd. Suite 350 Worthington, Ohio 43085

Thomas J. O'Brien Bricker & Eckler LLP 100 South Third Street Columbus, OH 43215-4291

Vern Margard
Assistant Attorney General
Steve Puican
Public Utilities Commission of Ohio
180 East Broad St, 9<sup>th</sup> Floor
Columbus, OH 43215





Billing Date: Mar 13, 2012
Date Due: April 12, 2012
Amount Due: \$XXX.XX

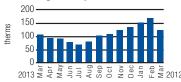
Amount Due after Apr. 17, 2012 \$XXX.XX

**Energy Tip** 

Regularly changing your furnace filter and having an annual tune-up can save 5% on heating costs.

Sign up for furnace filter reminders at www.vectren.com.

## **Gas Usage Comparison**



Average Temperature for This Billing Period
Current Previous Month Last Year
64° 45° 55°
Next Scheduled Read Date 05/14/12

Inquiries? Contact the Customer Service Team at 1-800-227-1376 or www.vectren.com.

## **Your Account Information**

| Joe Customer<br>Jane Customer | Total Amount Due                | \$XXX.XX |
|-------------------------------|---------------------------------|----------|
| Service Address:              | Charges This Period             | \$XXX.XX |
|                               | Vectren Energy Delivery Charges | \$XXX.XX |
| XX-XXXXXXXXXX X               | Payment(s) Received             | \$XXX.XX |
| Account Number                | Previous Bill Amount            | \$XXX.XX |
|                               |                                 |          |

# **Detailed Account Activity**

#### **Natural Gas Service**

123 Vectren St.

Dayton, OH 43160

| Meter<br>Number | Service<br>From | Period<br>To | Number of Days | Meter R<br>Beginning | Readings<br>Ending | CCF Used | Multiplier | Gas Rate |
|-----------------|-----------------|--------------|----------------|----------------------|--------------------|----------|------------|----------|
| XXXXXXXX        | 02/17/12        | 03/14/12     | XX             | XXXXXXE              | XXXXXXXE           | Х        | X.XXXXXX   | RES 311  |

#### **Energy Delivery Detail**

Distribution & Service Charges \$XXX.XX **Total Vectren Energy Delivery Charges** \$XXX.XX (includes a monthly charge of \$XX.XX)

#### **Gas Supplier Detail**

CONSTELLATION ENERGY GAS CHOICE INC

@ 0.XXXXX per CCF \$XXX.XX **Total Current Energy Delivery** 

and Gas Supplier Charges

\$XXX.XX

Month/Yr CCF's Month/Yr CCF's Month/Yr CCF's Month/Yr CCF's Aug 12 XXX.XXX May 12 XXX.XXX Feb 12 XXX.XXX Nov 11 XXX.XXX XXX.XXX Apr 12 Jan 12 XXX.XXX Oct 11 XXX.XXX Jul 12 Jun 12 XXX.XXX Dec 11 Sep 11 Total CCF: 173.000 Monthly Avg: 19.222

Please return this portion with your payment made payable to Vectren.



Change of address or phone? Contact Customer Service at 1-800-227-1376.

Joe Customer Jane Customer 123 Vectren St. Dayton, OH 43160

| DATE DUE:   | April 12, 2012       |
|---|----------------------|
| Amount Due:<br>Total Amount Due:                                  | \$XXX.XX<br>\$XXX.XX |
| Amount Enclosed: \$   |                      |
| Amount Due after April 12, 2012 Allow 5 business days for mailing | \$XXX.XX             |

Write account number on check and mail to: Vectren Energy Delivery P.O. Box 6262 Indianapolis, IN 46206-6262

Customer Service: 1-800-227-1376 | Call Before You Dig: 811 or 1-800-362-2764 | Ohio Relay Service: 711 | www.vectren.com

#### **General Information**

#### 24 Hour Emergency Service: Call 1-800-227-1376 if you smell a gas odor or if all of your natural gas appliances are out.

Customer Service Questions or Concerns: To contact Vectren Energy Delivery (Vectren) about your bill or service, visit www.vectren.com or call 1-800-227-1376 between 7 a.m. and 7 p.m., Monday through Friday. Authorized pay sites are available in your neighborhood for your convenience. To locate an authorized pay site nearest you, visit www.vectren.com or call 1-800-227-1376. You can pay your bill through a checking or savings account for free at www.vectren.com or by calling 1-800-227-1376. If you would like to write to Vectren, please send correspondence to P.O. Box 209, Evansville, IN 47702-0209 or visit our web site at www.vectren.com. If you have selected a third-party gas supplier through the natural gas Choice program and have questions regarding your gas supply charges, please refer to the gas supplier and toll free number listed in the "Important Information" section of your bill. The nonpayment of charges for non-tariffed services that are unrelated to the charges you incurred for the delivery and consumption of gas at your home or business shall not result in the disconnection of your gas service.

Customers with billing or service issues or concerns regarding a disconnect notice should contact Vectren prior to contacting the Public Utilities Commission of Ohio (PUCO). If your complaint is not resolved after you have called Vectren, 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 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 www.pickocc.org.

#### **Terms & Definitions**

**Distribution and Service Charges -** Charges billed each month for the delivery of natural gas and other charges approved by the PUCO to ensure safe, reliable service.

**Customer/Monthly Charge -** Charge billed each month to recover a portion of the ongoing costs of providing service to the customer. This charge does not vary with gas consumption.

**CCF (100 Cubic Feet) -** Gas consumption is measured by your meter in hundreds of cubic feet.

Standard Choice Offer - Under Vectren's Standard Choice Offer (SCO) service, Vectren customers are receiving natural gas provided by third-party suppliers. The SCO suppliers won the right in a competitive auction to provide gas supply to customers at a monthly SCO price, which is calculated by adding a fixed retail price adjustment determined in a periodic auction to the New York Mercantile Exchange (NYMEX) month-end settlement price for natural gas. Because the SCO price reflects the NYMEX-based market price, it can vary with changes in supply and demand. The SCO price is charged to customers who have not selected an alternate gas supplier through the natural gas Choice program. The name of the gas supplier providing SCO service appears on the bill.

**Miscellaneous Charges -** Examples of miscellaneous charges may include but are not limited to reconnect fees; labor charges and returned check charges.

Gas Cost Charge (DSS) - Under Vectren's Default Sales Service (DSS), Vectren purchases natural gas through third-party suppliers at a fixed retail price adjustment determined in a competitive auction plus the New York Mercantile Exchange (NYMEX) month-end settlement price for natural gas; Vectren's costs are then passed on to DSS customers. Because the DSS charge reflects the NYMEX-based market price, it can vary monthly with changes in supply and demand. The DSS price is charged to customers who are not eligible to select an alternate gas supplier through the natural gas Choice program.

Gas Supplier Charges (also referred to as gas marketer)-Charges billed each month for the consumption of natural gas supplied by a retail gas supplier who is certified by the Public Utilities Commission of Ohio (PUCO) to sell natural gas in a competitive retail market.

**Multiplier** - Factor used to calculate consumption on meters with higher than the standard delivery pressure. A multiplier greater than 1 indicates a delivery pressure that is greater than Vectren's standard delivery pressure.

**PIPP Plus -** The Percentage of Income Payment Plan Plus (PIPP Plus) is available if your total income is at or below 150% of the Federal poverty level. This program does not reduce or waive energy costs; it only establishes a payment plan to allow you to maintain your utility service.

#### Residential Rate Codes

**RES 310** - DSS Residential Default Sales Service

**RES 311** - SCO Residential Standard Choice Offer Service

**RES 315** - Choice Residential Transportation Service

#### **Commercial Rate Codes**

**COM 320** - DSS General Default Sales Service

**COM 321** - SCO General Standard Choice Offer Service

**COM 325** - Choice General Transportation Service

**COM 341** - DSS Dual Fuel Standard Choice Offer Service

#### **Meter Abbreviations**

Billing Date: Mar 13, 2012
Date Due: April 12, 2012
Amount Due: \$XXX.XX

\$XXX.XX

Amount Due after Apr. 17, 2012

Account Number XX-XXXXXXXXX X

Inquiries? Contact the Customer Service Team at 1-800-227-1376 or www.vectren.com.

Service Address: Joe Customer Jane Customer 123 Vectren St. Dayton, OH 43160

## **Vectren Services Charges**

Vectren Services Home Solutions \$XX.XX

Total Vectren Services Charges \$XX.XX

Vectren Services Contact: 1-800-536-6140

**Important Numbers** 

 Customer Service:
 1-800-227-1376

 Ohio Relay Service:
 711

 Call Before You Dig:
 811 or 1-800-362-2764

#### Bill Message

The name of the supplier providing service to your home or business at the regulated Standard Choice Offer (SCO) price is listed in the "Gas Supplier Detail" section of your bill. All SCO suppliers' prices are the same for customer who, like you, have not selected an alternate gas supplier through Vectren's natural gas Choice program,

If you have any questions about your gas supply charges call **CONSTELLATION ENERGY CHOICE INC at 1-800-280-4474** or write to P.O. BOX 9060, DUBLIN, OH 43017.

For "Choice" program consumer tips and "apples to apples" comparisons for competitive supplier pricing, use the Gas Usage History Chart and visit the Public Utilities Commission of Ohio's (PUCO) web site at www.puco.ohio.gov or call 1-800-299-7271 or visit the Ohio Consumers' Counsel's web site at www.pickocc.org or call 1-877-742-5622.

Having trouble paying in full? Request a payment arrangement to pay in smaller increments - for no extra fees.

| "Onsert" promotion space |  |  |
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Billing Date: Aug 27, 2013
Date Due: Sep 10, 2013
Amount Due: \$XXX.XX

Amount Due after Apr. 17, 2012 \$XXX.XX

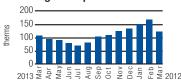
Your account is being drafted for the amount due above.

# **Energy Tip**

Regularly changing your furnace filter and having an annual tune-up can save 5% on heating costs.

Sign up for furnace filter reminders at www.vectren.com.

## **Gas Usage Comparison**



Average Temperature for This Billing Period
Current Previous Month Last Year
64° 45° 55°
Next Scheduled Read Date 05/14/12

Inquiries? Contact the Customer Service Team at 1-800-227-1376 or www.vectren.com.

## **Your Account Information**

| Account Number XX-XXXXXXXXXX X  | Previous Bill Amount Payment(s) Received | \$XXX.XX<br>\$XXX.XX |
|---------------------------------|--|----------------------|
|                                 | Balance Carried Forward                  | \$X.XX               |
| Service Address:                | Charges This Period                      | \$XXX.XX             |
| Joe Customer<br>123 Vectren St. | Total Amount Due                         | \$XXX.XX             |

## **Detailed Account Activity**

#### **Natural Gas Service**

Dayton, OH 43160

| Meter<br>Number | Service<br>From | Period<br>To | Number of Days | Meter R<br>Beginning | leadings<br>Ending | CCF Used | Multiplier | Gas Rate |
|-----------------|-----------------|--------------|----------------|----------------------|--------------------|----------|------------|----------|
| XXXXXXXX        | 01/24/13        | 04/20/13     | XX             | 501A                 | 601A               | XXX      | X.XXXXXX   | RES 315  |

## **Energy Delivery Detail**

Distribution & Service Charges \$XX.XX **Total Vectren Energy Delivery Charges** \$XX.XX (includes a monthly charge of \$XX.XX)

#### **Gas Supplier Detail**

IGS ENERGY CHOICE

@ X.XXXXX per CCF \$XX.XX Total Current Energy Delivery and Gas

Supplier Charges \$XXX.XX

| Month/Yr           | CCF's   | Month/Yr | CCF's   | Month/Yr   | CCF's      | Month/Yr | CCF's |
|--------------------|---------|----------|---------|------------|------------|----------|-------|
| Aug 13             | XXX.XXX | Nov 12   | XXX.XXX | Aug 12     | XXX.XXX    | May 12   |       |
| Jan 13             | XXX.XXX | Oct 12   | XXX.XXX | Jul 12     | XXX.XXX    | Apr 12   |       |
| Dec 12             | XXX.XXX | Sep 12   | XXX.XXX | Jun 12     | XXX.XXX    | Mar 12   |       |
| Total CCF: XXX.XXX |         |          |         | Monthly Av | g: XXX.XXX |          |       |

Please return this portion with your payment made payable to Vectren.



Change of address or phone? Contact Customer Service at 1-800-227-1376.

Account Number: XX-XXXXXXXXXXXXXX X

Joe Customer 123 Vectren St. Dayton, OH 43160

| DATE DUE:   | Sep 10, 2013 |
|---|--------------|
| Amount Due:   | \$XXX.XX     |
| Amount Enclosed: \$   |              |
| Amount Due after Sep 10, 2013 Allow 5 business days for mailing | \$XXX.XX     |

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**COM 320** - DSS General Default Sales Service

**COM 321** - SCO General Standard Choice Offer Service

**COM 325** - Choice General Transportation Service

**COM 341** - DSS Dual Fuel Standard Choice Offer Service

#### **Meter Abbreviations**



Billing Date: Aug 27, 2013
Date Due: Sep 10, 2013
Amount Due: \$XXX.XX

Amount Due after Apr. 17, 2012 \$XXX.XX

Your account is being drafted for the amount due above.

Inquiries? Contact the Customer Service Team at 1-800-227-1376 or www.vectren.com.

Account Number XX-XXXXXXXXX X

Service Address: Joe Customer 123 Vectren St. Dayton, OH 43160

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Total Vectren Services Charges \$XX.XX

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 811 or 1-800-362-2764

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| "Onsert" promotion space |  |  |
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|                          |  |  |
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**Billing Date:** Mar 13, 2012 April 12, 2012 **Date Due:** 

**Budget Bill Amount Due:** 

\$XXX.XX

\$XXX.XX

Amount Due after Apr. 17, 2012

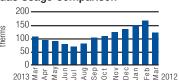
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Sign up for furnace filter reminders at www.vectren.com.

#### Gas Usage Comparison



Average Temperature for This Billing Period Previous Month Current Last Year 64° 45° 55° Next Scheduled Read Date 05/14/12

## **Your Account Information**

| Account Number XX-XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX | Previous Budget Amount Payment(s) Received | \$XXX.XX<br>\$XXX.XX |
|--|--|----------------------|
|  | Balance Carried Forward                    | \$X.XX               |
| Service Address:                                     | Vectren Energy Delivery Charges            | \$XXX.XX             |
| Joe Customer<br>Jane Customer                        | Charges This Period                        | \$XXX.XX             |
| 123 Vectren St.                                      | Budget Bill Amount Due                     | \$XXX.XX             |
| Dayton, OH 43160                                     | Actual Account Balance                     | \$XXX.XXCR           |
|  |  |                      |

If you cancel Budget Bill, this is the amount that would be credited to your account.

# **Detailed Account Activity**

#### **Natural Gas Service**

| Meter<br>Number | Service<br>From | e Period<br>To | Number of Days | Meter R<br>Beginning | Readings<br>Ending | CCF Used | Multiplier | Gas Rate |
|-----------------|-----------------|----------------|----------------|----------------------|--------------------|----------|------------|----------|
| XXXXXXXX        | 02/17/12        | 03/14/12       | XX             | XXXXXXE              | XXXXXXXE           | Χ        | X.XXXXXX   | RES 311  |

## **Energy Delivery Detail**

**Total Vectren Energy Delivery Charges** Distribution & Service Charges \$XXX.XX \$XXX.XX

(includes a monthly charge of \$XX.XX)

#### Gas Supplier Detail

\$XXX.XX Account Number XXXXXXXXXXXXXXXX Sales Tax **Total Gas Supplier Charges** \$XXX.XX Standard Choice Offer -

CONSTELLATION ENERGY GAS CHOICE INC

@ X.XXXXX per CCF \$XXX.XX **Total Current Energy Delivery** 

> and Gas Supplier Charges \$XXX.XX

| Month/Yr | CCF's     | Month/Yr  | CCF's   | Month/Yr | CCF's      | Month/Yr   | CCF's |
|----------|-----------|-----------|---------|----------|------------|------------|-------|
| Aug 12   | XXX.XXX   | May 12    | XXX.XXX | Feb 12   | XXX.XXX    | Nov 11     |       |
| Jul 12   | XXX.XXX   | Apr 12    | XXX.XXX | Jan 12   | XXX.XXX    | Oct 11     |       |
| Jun 12   | XXX.XXX   | Mar 12    | XXX.XXX | Dec 11   | XXX.XXX    | Sep 11     |       |
|          | Total CCF | : XXX.XXX |         |          | Monthly Av | g: XXX.XXX |       |

Please return this portion with your payment made payable to Vectren.



Change of address or phone? Contact Customer Service at 1-800-227-1376.

Joe Customer Jane Customer 123 Vectren St. Dayton, OH 43160

| DATE DUE:   | April 12, 2012       |
|---|----------------------|
| Budget Bill Amount Due:<br>Total Amount Due:                      | \$XXX.XX<br>\$XXX.XX |
| Amount Enclosed: \$   |                      |
| Amount Due after April 12, 2012 Allow 5 business days for mailing | \$XXX.XX             |

Write account number on check and mail to: Vectren Energy Delivery P.O. Box 6262

Indianapolis, IN 46206-6262

Customer Service: 1-800-227-1376 | Call Before You Dig: 811 or 1-800-362-2764 | Ohio Relay Service: 711 | www.vectren.com

#### **General Information**

#### 24 Hour Emergency Service: Call 1-800-227-1376 if you smell a gas odor or if all of your natural gas appliances are out.

Customer Service Questions or Concerns: To contact Vectren Energy Delivery (Vectren) about your bill or service, visit www.vectren.com or call 1-800-227-1376 between 7 a.m. and 7 p.m., Monday through Friday. Authorized pay sites are available in your neighborhood for your convenience. To locate an authorized pay site nearest you, visit www.vectren.com or call 1-800-227-1376. You can pay your bill through a checking or savings account for free at www.vectren.com or by calling 1-800-227-1376. If you would like to write to Vectren, please send correspondence to P.O. Box 209, Evansville, IN 47702-0209 or visit our web site at www.vectren.com. If you have selected a third-party gas supplier through the natural gas Choice program and have questions regarding your gas supply charges, please refer to the gas supplier and toll free number listed in the "Important Information" section of your bill. The nonpayment of charges for non-tariffed services that are unrelated to the charges you incurred for the delivery and consumption of gas at your home or business shall not result in the disconnection of your gas service.

Customers with billing or service issues or concerns regarding a disconnect notice should contact Vectren prior to contacting the Public Utilities Commission of Ohio (PUCO). If your complaint is not resolved after you have called Vectren, 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 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 www.pickocc.org.

#### **Terms & Definitions**

**Distribution and Service Charges -** Charges billed each month for the delivery of natural gas and other charges approved by the PUCO to ensure safe, reliable service.

**Customer/Monthly Charge -** Charge billed each month to recover a portion of the ongoing costs of providing service to the customer. This charge does not vary with gas consumption.

**CCF (100 Cubic Feet) -** Gas consumption is measured by your meter in hundreds of cubic feet.

Standard Choice Offer - Under Vectren's Standard Choice Offer (SCO) service, Vectren customers are receiving natural gas provided by third-party suppliers. The SCO suppliers won the right in a competitive auction to provide gas supply to customers at a monthly SCO price, which is calculated by adding a fixed retail price adjustment determined in a periodic auction to the New York Mercantile Exchange (NYMEX) month-end settlement price for natural gas. Because the SCO price reflects the NYMEX-based market price, it can vary with changes in supply and demand. The SCO price is charged to customers who have not selected an alternate gas supplier through the natural gas Choice program. The name of the gas supplier providing SCO service appears on the bill.

**Miscellaneous Charges -** Examples of miscellaneous charges may include but are not limited to reconnect fees; labor charges and returned check charges.

Gas Cost Charge (DSS) - Under Vectren's Default Sales Service (DSS), Vectren purchases natural gas through third-party suppliers at a fixed retail price adjustment determined in a competitive auction plus the New York Mercantile Exchange (NYMEX) month-end settlement price for natural gas; Vectren's costs are then passed on to DSS customers. Because the DSS charge reflects the NYMEX-based market price, it can vary monthly with changes in supply and demand. The DSS price is charged to customers who are not eligible to select an alternate gas supplier through the natural gas Choice program.

Gas Supplier Charges (also referred to as gas marketer)-Charges billed each month for the consumption of natural gas supplied by a retail gas supplier who is certified by the Public Utilities Commission of Ohio (PUCO) to sell natural gas in a competitive retail market.

**Multiplier** - Factor used to calculate consumption on meters with higher than the standard delivery pressure. A multiplier greater than 1 indicates a delivery pressure that is greater than Vectren's standard delivery pressure.

**PIPP Plus -** The Percentage of Income Payment Plan Plus (PIPP Plus) is available if your total income is at or below 150% of the Federal poverty level. This program does not reduce or waive energy costs; it only establishes a payment plan to allow you to maintain your utility service.

#### Residential Rate Codes

**RES 310** - DSS Residential Default Sales Service

**RES 311** - SCO Residential Standard Choice Offer Service

**RES 315** - Choice Residential Transportation Service

#### **Commercial Rate Codes**

**COM 320** - DSS General Default Sales Service

**COM 321** - SCO General Standard Choice Offer Service

**COM 325** - Choice General Transportation Service

**COM 341** - DSS Dual Fuel Standard Choice Offer Service

#### **Meter Abbreviations**

Billing Date:
Date Due:

Mar. 13, 2012 April 12, 2012

Budget Bill Amount Due:

\$XXX.XX

Amount Due after Apr. 17, 2012

Joe Customer

12 \$XXX.XX

Jane Customer 123 Vectren St. Dayton, OH 43160

Service Address:

**Account Number** 

XX-XXXXXXXXXXXX X

Your account is being drafted for the amount due above.

## **Vectren Services Charges**

Inquiries? Contact the Customer Service Team at 1-800-227-1376 or www.vectren.com.

Vectren Services Home Solutions \$XX.XX

Total Vectren Services Charges \$XX.XX

Vectren Services Contact: 1-800-536-6140

**Important Numbers** 

 Customer Service:
 1-800-227-1376

 Ohio Relay Service:
 711

 Call Before You Dig:
 811 or 1-800-362-2764

#### Bill Message

The name of the supplier providing service to your home or business at the regulated Standard Choice Offer (SCO) price is listed in the "Gas Supplier Detail" section of your bill. All SCO suppliers' prices are the same for customer who, like you, have not selected an alternate gas supplier through Vectren's natural gas Choice program,

If you have any questions about your gas supply charges call **CONSTELLATION ENERGY CHOICE INC at 1-800-280-4474** or write to P.O. BOX 9060, DUBLIN, OH 43017.

For "Choice" program consumer tips and "apples to apples" comparisons for competitive supplier pricing, use the Gas Usage History Chart and visit the Public Utilities Commission of Ohio's (PUCO) web site at www.puco.ohio.gov or call 1-800-299-7271 or visit the Ohio Consumers' Counsel's web site at www.pickocc.org or call 1-877-742-5622.

Having trouble paying in full? Request a payment arrangement to pay in smaller increments - for no extra fees.

| "Onsert" promotion space |  |  |
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Billing Date: Mar. 13, 2012 Date Due: April 12, 2012

PIPP Plus Amount Due:

\$XXX.XX

Amount Due after Apr. 17, 2012

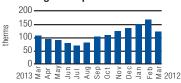
\$XXX.XX

## **Energy Tip**

Regularly changing your furnace filter and having an annual tune-up can save 5% on heating costs.

Sign up for furnace filter reminders at www.vectren.com.

#### Gas Usage Comparison



Average Temperature for This Billing Period
Current Previous Month Last Year
64° 45° 55°
Next Scheduled Read Date 05/14/12

Inquiries? Contact the Customer Service Team at 1-800-227-1376 or www.vectren.com.

## **Your Account Information**

| Account Number                |   | Previous Bill Amount     | \$XXX.XX |
|-------------------------------|---|--------------------------|----------|
| XX-XXXXXXXXXX-XXXXXXX         | X | Balance Carried Forward  | \$XXX.XX |
|                               |   | Charges This Period      | \$XXX.XX |
| Service Address:              |   | PIPP Plus Default Amount | \$XXX.XX |
| Joe Customer<br>Jane Customer |   | PIPP Plus Amount Due     | \$ XX.XX |
| 123 Vectren St.               |   | Actual Account Balance   | \$XXX.XX |
| Dayton, OH 43160              |   | See PIPP Plus Details    |          |

#### PIPP Plus Details

Your monthly PIPP Plus installment amount is \$XX.XX

If you pay your PIPP Plus installment by your due date, you will receive a payment incentive credit of \$XX.XX applied to your account.

Your Anniversary Date is Jul 26, 2013 - This is the date you must be current on your PIPP Payments to remain on PIPP Plus

Your Re-Verfication Date is Jul 26, 2013 - This is the date by which you must re-verify your income to stay on PIPP Plus.

## **Detailed Account Activity**

#### **Natural Gas Service**

| Meter    | Service  | Period   | Number  | Meter Readings |          | CCF Used | Multiplier  | Coo Doto |
|----------|----------|----------|---------|----------------|----------|----------|-------------|----------|
| Number   | From     | To       | of Days | Beginning      | Ending   | OOF USEU | iviuiupiiei | Gas Rate |
| XXXXXXXX | 02/17/12 | 03/14/12 | XX      | XXXXXXE        | XXXXXXXE | XX       | X.XXXXXX    | RES 310  |

Distribution & Service Charges

\$XXX.XX

(includes a monthly charge of \$XX.XX)

Gas Cost Charge (DSS)

\$XX.XX Total Gas Charges

\$XXX.XX

@ 0.XXXXX per CCF

| Month/Yr      | CCF's     | Month/Yr  | CCF's   | Month/Yr | CCF's      | Month/Yr   | CCF's |
|---------------|-----------|-----------|---------|----------|------------|------------|-------|
| Aug 12        | XXX.XXX   | May 12    | XXX.XXX | Feb 12   | XXX.XXX    | Nov 11     |       |
| Jul 12        | XXX.XXX   | Apr 12    | XXX.XXX | Jan 12   | XXX.XXX    | Oct 11     |       |
| <u>Jun 12</u> | XXX.XXX   | Mar 12    | XXX.XXX | Dec 11   | XXX.XXX    | Sep 11     |       |
|               | Total CCF | : XXX.XXX |         |          | Monthly Av | g: XXX.XXX |       |

Please return this portion with your payment made payable to Vectren.



Change of address or phone? Contact Customer Service at 1-800-227-1376.

DATE DUE: April 12, 2012
PIPP Plus Amount Due: \$XXX.XX

Amount Enclosed: \$\_\_\_\_\_
Amount Due after April 12, 2012
Allow 5 business days for mailing

Write account number on check and mail to: Vectren Energy Delivery P.O. Box 6262

Indianapolis, IN 46206-6262

Joe Customer Jane Customer 123 Vectren St. Dayton, OH 43160

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#### **Meter Abbreviations**



Billing Date: Mar. 13, 2012 Date Due: April 12, 2012

PIPP Plus

Amount Due: \$XXX.XX

Amount Due after Apr. 17, 2012 \$XXX.XX

Inquiries? Contact the Customer Service Team at 1-800-227-1376 or www.vectren.com.

Account Number XX-XXXXXXXXX X

Service Address: Joe Customer Jane Customer 123 Vectren St. Dayton, OH 43160

# **Important Numbers**

 Customer Service:
 1-800-227-1376

 Ohio Relay Service:
 711

 Call Before You Dig:
 811 or 1-800-362-2764

# Bill Message

Participation in the PIPP program does not relieve you of your legal responsibility for the actual account balance.

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This foregoing document was electronically filed with the Public Utilities

**Commission of Ohio Docketing Information System on** 

4/15/2014 2:59:12 PM

in

Case No(s). 14-0662-GA-UNC, 07-1285-GA-EXM

Summary: Application Vectren Energy Delivery of Ohio, Inc.'s Application for Approval of Revised Bill Formats electronically filed by Ms. Vicki L. Leach-Payne on behalf of Darr, Frank P. Mr.