

**BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO**

In the Matter of the Application of Eastern)	
Natural Gas Company for Approval of a New)	
Bill Format pursuant to Ohio Administrative)	Case No. 13-1985-GA-UNC
Code §4901:1-13-11(D))	

In the Matter of the Application of Pike)	
Natural Gas Company for Approval of a New)	
Bill Format pursuant to Ohio Administrative)	Case No. 13-1986-GA-UNC
Code §4901:1-13-11(D))	

In the Matter of the Application of Southeastern)	
Natural Gas Company for Approval of a New)	
Bill Format pursuant to Ohio Administrative)	Case No. 13-1987-GA-UNC
Code §4901:1-13-11(D))	

SECOND REVISED APPLICATION

On September 23, 2013, Eastern Natural Gas Company, Pike Natural Gas Company, and Southeastern Natural Gas Company (Companies) filed an Application for approval of new bill formats. On November 5, 2013 the Commission ordered that the Application filed by the Companies be suspended from the automatic approval process. The attorney examiner found that additional time was necessary in order to complete a review of the Application and the cases should be suspended from the automatic approval process in order for the Commission and Staff to review the Application further.

On September 26, 2014 believing that the Companies and the Staff were in agreement, revised bill formats were filed. Since the date of the revised filing the Companies have continued to engage in an ongoing review process with the Commission Staff which has resulted in this second set of sample bill formats for which the Companies seek approval.

The Companies and the Staff are aware of six (6) items that have not been implemented in this second set of bill formats. The items that have not been implemented require additional programming in the Companies' billing system. The required programming is being handled by the Companies' outside billing vendor and is currently in process. The Companies anticipate the programming and testing to be completed within the next twelve months.

The items that have not been implemented are:

1. A single Gross Receipts Tax Rider calculation presented in the detail on the customer's bill. Currently the billing information contains a calculation of the Gross Receipts Tax on the combined total of the fixed Customer Charge and the DSM Rider and another calculation of the Gross Receipts Tax on the total for the remaining variable rate charges. This has been reprogrammed and implemented for Pike and Southeastern (see bill samples) and will; be implemented with the next billing cycle for Eastern.
2. Provision of a Twelve-Month usage history. It is anticipated that this change will occur in the first quarter of 2015.
3. A rearrangement of the line items in the billing detail section to enhance understandability of the information being provided. While the Companies believe the bill format provided with this filing to be clear and understandable, we strive for improvements. This is to be a part of a system upgrade in 2015.
4. To include on the bill for active Percentage of Income Plan (PIP) customers, the customer's anniversary date (Ohio Revised Code (4901:1-18-15 (D))). The programming required for this change has been requested and is anticipated in 2015.
5. To include the applicable rate schedule on the bill ((Ohio Revised Code (4901:13-11 (B) (6))).
6. To include a definition of the rate schedule on the back of the bill if an abbreviation is used on the bill front ((Ohio Revised Code (4901:13-11 (B) (22))). The Companies do not anticipate use of an abbreviation for the rate schedule, but will comply if necessary.

Since the pending changes 4 thru 6 are requirements of the Ohio Revised Code, the Staff has suggested that the Companies file an Application for Waivers for these items. In accordance with the suggestion of the Staff, the Companies have file concurrent with this filing an Application for Waivers (Case No.s 14-1950, 1951, and 1953-GA-WVR. The Companies believe these waivers to be temporary

Additionally, as the new billing system matures and expected upgrades to the software are implemented in 2015, the Companies will continue to modify their billing formats to reflect the enhancements that have been made available. These anticipated future revisions will be filed with the Commission for its review and approval prior to implementation.

Now, the Companies respectfully requests that the Commission review and approve the attached sample bill formats. Attachment A contains samples of the front page of the proposed bill formats. Bills samples are actual bills with the customer name, address, and account number redacted. Attachment A, with the exceptions of the company name and return address are identical for each company.

- Attachment A, contains for Eastern Natural Gas Company: a bill face for a customer that is not on a payment plan (regular bill); a bill face for a customer on budget bill; and a bill face for a customer on PIPP.
- Attachment B, contains for Pike Natural Gas Company: a bill face for a customer that is not on a payment plan (regular bill); a bill face for a customer on budget bill; and a bill face for a customer on PIPP.
- Attachment C, contains for Southeastern Natural Gas Company: a bill face for a customer that is not on a payment plan (regular bill); a bill face for a customer on budget bill; and a bill face for a customer on PIPP.
- Attachment D, contains the bill back that is used by Eastern, Pike, and Southeastern.

In support of its Application, the companies state the following:

1. The Companies are Ohio corporations engaged in the business of supplying natural gas to consumers located within the state of Ohio. The Companies are public utilities subject to this Commission's jurisdiction and the customers of the Companies are served pursuant to each company's approved tariffs.
2. Each company, as of December 12, 2012, is a wholly owned subsidiary of Utility Pipeline Ltd, Inc., which is an Ohio corporation.
3. The transfer of ownership from the previous owner Clearfield Ohio Holding was approved in the Commission's Findings and Order in Case No. 12-2792-GA-UNC, dated December 12, 2012.
4. The local offices of the Companies and their service areas are:
 - Eastern Natural Gas: Principal address is 5940 State Route 7, Kinsman, Ohio 44428. It serves approximately 6,500 customers in the eastern portion of Ashtabula and Trumbull counties in Ohio.

- Pike Natural Gas: Principal address is 144 Bowers Ave., Hillsboro, Ohio 45133. It serves approximately 7,000 customers in Clinton, Highland, Pike, Jackson, and Ross counties in Ohio.
 - Southeastern Natural Gas: Principal address is 4455 Walnut Rd., Suite E, Buckeye Lake, Ohio 43008. It serves approximately 1,500 customers in Perry, Hocking, Athens, Morgan, Washington, Delaware, Union, Pickaway, Fairfield counties in Ohio.
5. The Companies customer billings from December 2012 thru June 2013 were provided by the previous owners, Clearfield Holdings using the bill format approved by the Commission in its Findings and Order in Cases No. 09-1039, 1040, and 1041-GA-UNC.
 6. The Companies parent company Utility Pipeline Ltd. starting with the July 2013 bills, is now responsible for the Companies customer billings.
 7. Utility Pipeline Ltd. to accommodate the addition of the Companies to its billing system, contracted with an outside company to develop a new billing system, which has necessitated modifications in the bill formats.
 8. Since the date of the original filing, September 23, 2013 the Companies have engaged in an ongoing dialogue with the Commission Staff which has resulted in the sample bill formats being filed for approval.
 9. Ohio Administrative Code §4901:1-13-11(D) requires any natural gas company under the Commission's jurisdiction to submit to the Commission for its approval any proposed new bill format, and further provides that in the absence of any action by the Commission within forty-five day, the proposed new bill format automatically shall be approved on the forty-sixth day.

WHEREFORE, the Companies respectfully request that the Commission review and approval the new bill format.


Respectfully submitted,

/s/ *Kenneth N. Rosselet, Jr.*

Kenneth N. Rosselet, Jr.
Regulatory Compliance Officer
Eastern Natural Gas Company
Pike Natural Gas Company
Southeastern Natural Gas Company
7390 Mapleleaf Blvd.
Columbus, Ohio 43235-4220
(614) 792-2873
(614) 395-0622 (Cell)
KNRosselet@columbus.rr.com

ATTACHMENT A
EASTERN NATURAL GAS COMPANY

REGULAR BILL

	ACCOUNT#	ACCOUNT NAME	SERVICE ADDRESS			
	0905-00000-000	SAMPLE ACCOUNT	0 S Albright Mckay Rd			
SERVICE DESCRIPTION	METER	READING DATES	PREVIOUS	PRESENT	USAGE	CHARGES
Prior Account Balance						67.97
Total Payments Received						-67.97
Balance Forward						0.00
GCR - \$0.57513 per Ccf	000000	08/13/14 09/08/14	264	351	87	50.04
Delivery - \$0.04534 per Ccf						3.94
Customer Charge R						17.33
DSM Rider						0.89
Gross Receipts Tax						3.58
Current Charges						75.78
			Net Due On or Before			11/14/14
			Late Payment Charge			0.00
			Pay After			11/14/14
						75.78

For Billing Inquiries: 1-888-863-0032
Send correspondence to: PO Box 35519
Canton, OH 44735

For Emergencies Only: 1-888-784-6160

PLEASE MAKE CHECKS PAYABLE TO:
Eastern Natural Gas Company

To pay your bill on line, please visit www.easternNaturalgas.org

PLEASE RETURN BOTTOM PORTION WITH PAYMENT. PLEASE DO NOT STAPLE, FOLD OR ATTACH ANYTHING TO THIS PORTION.



PO Box 35519 Canton, OH 44735

☐ PLEASE CHECK THIS BOX AND FILL OUT THE REVERSE SIDE
IF YOU WANT TO USE OUR DIRECT PAYMENT PLAN.

ACCOUNT#	0905-00000-000	
Net Due On or Before	11/14/14	75.78
Late Payment Charge		0.00
Pay After	11/14/14	75.78

MAKE CHECKS PAYABLE AND REMIT TO:

SAMPLE ACCOUNT
000 S ALBRIGHT MCKAY RD
ANDOVER OH 44003

Eastern Natural Gas Company
PO Box 932444
Cleveland, OH 44193

A standard linear barcode consisting of vertical black bars of varying widths on a white background.

0905017610010000075780000075780



BUDGET BILL

ACCOUNT#		ACCOUNT NAME		SERVICE ADDRESS		
0905-00000-000		SAMPLE ACCOUNT		000 S Park Dr		
SERVICE DESCRIPTION	METER	READING DATES	PREVIOUS	PRESENT	USAGE	CHARGES
Prior Account Balance						102.83
Total Payments Received						-80.00
Balance Forward						22.83
GCR - \$0.57513 per Ccf	000000	08/08/14 09/09/14	9819	9830	11	6.33
Delivery - \$0.04534 per Ccf						0.50
Gross Receipts Tax						0.34
Customer Charge R						20.00
DSM Rider						1.03
Gross Receipts Tax						1.04
Budget Service Bal.						52.07
Budgeted Payment Due						80.00
Current Charges						29.24
				Net Due On or Before	11/14/14	80.00
				Late Payment Charge		0.00
				Pay After	11/14/14	80.00

905085781

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ACCOUNT#	0905-00000-000	
Net Due On or Before	11/14/14	80.00
Late Payment Charge		0.00
Pay After	11/14/14	80.00

PO Box 35519 Canton, OH 44735

☐ PLEASE CHECK THIS BOX AND FILL OUT THE REVERSE SIDE
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SAMPLE ACCOUNT
 PO BOX 000
 VIENNA OH 44473

MAKE CHECKS PAYABLE AND REMIT TO:

Eastern Natural Gas Company
 PO Box 932444
 Cleveland, OH 44193
 11111111111111111111

09050012800100000800000000080000



PIPP BILL

ACCOUNT#		ACCOUNT NAME		SERVICE ADDRESS		
0905-00000-000		SAMPLE ACCOUNT		000 Park Dr		
SERVICE DESCRIPTION	METER	READING DATES	PREVIOUS	PRESENT	USAGE	CHARGES
Prior Account Balance						898.55
Total Payments Received						-82.00
Balance Forward						816.55
GCR - \$0.57513 per Ccf	000000	08/08/14 09/09/14	3584	3593	9	5.18
Delivery - \$0.04534 per Ccf						0.41
Gross Receipts Tax						0.28
Customer Charge R						20.00
DSM Rider						1.03
Gross Receipts Tax						1.04
PIPP Arrears						844.49
PIPP Installment Due						82.00
Current Charges						27.94
				Net Due On or Before	11/14/14	82.00
				Late Payment Charge		0.00
				Pay After	11/14/14	82.00

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ACCOUNT#	0905-00000-000	
Net Due On or Before	11/14/14	82.00
Late Payment Charge		0.00
Pay After	11/14/14	82.00

PO Box 35519 Canton, OH 44735

☐ PLEASE CHECK THIS BOX AND FILL OUT THE REVERSE SIDE
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SAMPLE ACCOUNT
000 PARK DR
BROOKFIELD OH 44403

MAKE CHECKS PAYABLE AND REMIT TO:

Eastern Natural Gas Company
PO Box 932444
Cleveland, OH 44193
11111111111111111111

090500104002000000&200000000&2000

ATTACHMENT B
PIKE NATURAL GAS COMPANY



REGULAR BILL

ACCOUNT#		ACCOUNT NAME		SERVICE ADDRESS		
0909-00000-000		SAMPLE ACCOUNT		000 Glenn St		
SERVICE DESCRIPTION	METER	READING DATES	PREVIOUS	PRESENT	USAGE	CHARGES
Prior Account Balance						58.02
Total Payments Received						-58.02
Balance Forward						0.00
GCR - \$0.38454 per Ccf A	000000	9/03/14 10/02/14	2803	2808	5	1.92
Delivery - \$0.06319 per Ccf						0.32
Customer Charge - H						15.00
DSM Rider						0.95
Gross Receipts Tax						0.90
Current Charges						19.09
Net Due On or Before						11/28/14 19.09
Late Payment Charge						0.00
Pay After						11/28/14 19.09

For Billing Inquiries: 1-888-863-0032
Send correspondence to: PO Box 35519
Canton, OH 44735

For Emergencies Only: 1-888-784-6160

PLEASE MAKE CHECKS PAYABLE TO:
Pike Natural Gas Company

To pay your bill on line, please visit www.pikenaturalgas.org

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ACCOUNT#	0909-00000-000	
Net Due On or Before	11/28/14	19.09
Late Payment Charge		0.00
Pay After	11/28/14	19.09

SAMPLE ACCOUNT
000 S. GLENN STREET
HILLSBORO OH 45133

MAKE CHECKS PAYABLE AND REMIT TO:

Pike Natural Gas Company
PO Box 932452
Cleveland, OH 44193
11111111111111111111

0909013950030000019090000019098



BUDGET BILL

ACCOUNT#		ACCOUNT NAME		SERVICE ADDRESS		
0905-00000-000		SAMPLE ACCOUNT		000Trenton St		
SERVICE DESCRIPTION	METER	READING DATES	PREVIOUS	PRESENT	USAGE	CHARGES
Prior Account Balance						-350.02
Total Payments Received						-85.00
Balance Forward						-435.02
GCR - \$0.38454 per Ccf 3	000000	9/03/14 10/02/14	4318	4375	57	21.92
Delivery - \$0.06319 per Ccf						3.60
Customer Charge - H						15.00
DSM Rider						0.95
Gross Receipts Tax						2.06
Budget Service Bal.						-391.49
Budgeted Payment Due						85.00
Current Charges						43.53
				Net Due On or Before	11/28/14	85.00
				Late Payment Charge		0.00
				Pay After	11/28/14	85.00

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For Billing Inquiries: 1-888-863-0032
Send correspondence to: PO Box 35519
Canton, OH 44735

For Emergencies Only: 1-888-784-6160

PLEASE MAKE CHECKS PAYABLE TO:
Pike Natural Gas Company

To pay your bill on line, please visit www.pikenaturalgas.org

PLEASE RETURN BOTTOM PORTION WITH PAYMENT. PLEASE DO NOT STAPLE, FOLD OR ATTACH ANYTHING TO THIS PORTION.



ACCOUNT#	0905-00000-000	
Net Due On or Before	11/28/14	85.00
Late Payment Charge		0.00
Pay After	11/28/14	85.00

PO Box 35519 Canton, OH 44735

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SAMPLE ACCOUNT
000 TRENTON ST
HILLSBORO OH 45133-1555

MAKE CHECKS PAYABLE AND REMIT TO:

Pike Natural Gas Company
PO Box 932452
Cleveland, OH 44193
[Barcode]

09090123900100000850000000085000

PIPP BILL

	ACCOUNT#		ACCOUNT NAME		SERVICE ADDRESS	
	0909-00000-000		SAMPLE ACCOUNT		000 Johnson St	
SERVICE DESCRIPTION	METER	READING DATES	PREVIOUS	PRESENT	USAGE	CHARGES
Prior Account Balance						199.85
Total Payments Received						-43.00
Balance Forward						156.85
GCR - \$0.38454 per Ccf R	000000	9/03/14 10/02/14	719	775	56	21.53
Delivery - \$0.06319 per Ccf						3.54
Customer Charge - H						15.00
DSM Rider						0.95
Gross Receipts Tax						2.03
PIPP Arrears						199.90
PIPP Installment Due						43.00
Current Charges						43.05
			Net Due On or Before		11/28/14	43.00
			Late Payment Charge			0.00
			Pay After		11/28/14	43.00

909041371

For Billing Inquiries: 1-888-863-0032
Send correspondence to: PO Box 35519
Canton, OH 44735

For Emergencies Only: 1-888-784-6160

PLEASE MAKE CHECKS PAYABLE TO:
Pike Natural Gas Company

To pay your bill on line, please visit www.pikenaturalgas.org

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ACCOUNT#	0909-00000-000	
Net Due On or Before	11/28/14	43.00
Late Payment Charge		0.00
Pay After	11/28/14	43.00

MAKE CHECKS PAYABLE AND REMIT TO:

SAMPLE ACCOUNT
000 JOHNSON ST
HILLSBORO OH 45133

Pike Natural Gas Company
PO Box 932452
Cleveland, OH 44193

0909013580010000043000000043005

ATTACHMENT C
SOUTHEASTERN NATURAL GAS COMPANY



REGULAR BILL

ACCOUNT#		ACCOUNT NAME		SERVICE ADDRESS		
0904-00000-000		SAMPLE ACCOUNT		000 St Rt 13 SE		
SERVICE DESCRIPTION	METER	READING DATES	PREVIOUS	PRESENT	USAGE	CHARGES
Prior Account Balance						28.13
Total Payments Received						-28.13
Balance Forward						0.00
GCR - \$0.38408 per Ccf	00000000	09/25/14 10/23/14	5923	5937	14	5.38
Delivery - \$0.225 per Ccf						3.15
Customer Charge R						6.50
Gross Receipts Tax						0.75
Current Charges						15.78
				Net Due On or Before	12/02/14	15.78
				Late Payment Charge		0.00
				Pay After	12/02/14	15.78

904037136

For Billing Inquiries: 1-888-863-0032
 Send correspondence to: **PO Box 35519**
Canton, OH 44735

For Emergencies Only: 1-888-784-6160

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 Southeastern Natural Gas Company

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ACCOUNT#	0904-00000-000	
Net Due On or Before	12/02/14	15.78
Late Payment Charge		0.00
Pay After	12/02/14	15.78

PO Box 35519 Canton, OH 44735

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SAMPLE ACCOUNT
 000 ST RT 13 SE
 CROOKSVILLE OH 43731

MAKE CHECKS PAYABLE AND REMIT TO:

Southeastern Natural Gas Company
 PO Box 932431
 Cleveland, OH 44193
 11111111111111111111

0904004470010000015780000015786



BUDGET BILL

ACCOUNT#		ACCOUNT NAME		SERVICE ADDRESS		
0904-00000-000		SAMPLE ACCOUNT		00000 Hock Hocking Dr		
SERVICE DESCRIPTION	METER	READING DATES	PREVIOUS	PRESENT	USAGE	CHARGES
Prior Account Balance						-116.45
Total Payments Received						-70.00
Balance Forward						-186.45
GCR - \$0.38408 per Ccf	0000000	09/22/14 10/20/14	2376	2386	10	3.84
Delivery - \$0.225 per Ccf						2.25
Customer Charge R						6.50
Gross Receipts Tax						0.62
Budget Service Bal.						-173.24
Budgeted Payment Due						70.00
Current Charges						13.21
				Net Due On or Before	12/02/14	70.00
				Late Payment Charge		0.00
				Pay After	12/02/14	70.00

904036682

For Billing Inquiries: 1-888-863-0032
 Send correspondence to: PO Box 35519
 Canton, OH 44735

For Emergencies Only: 1-888-784-6160

PLEASE MAKE CHECKS PAYABLE TO:
 Southeastern Natural Gas Company

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ACCOUNT#	0904-00000-000	
Net Due On or Before	12/02/14	70.00
Late Payment Charge		0.00
Pay After	12/02/14	70.00

PO Box 35519 Canton, OH 44735

☐ PLEASE CHECK THIS BOX AND FILL OUT THE REVERSE SIDE
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SAMPLE ACCOUNT
 00000 HOCK HOCKING DR
 LOGAN OH 43138

MAKE CHECKS PAYABLE AND REMIT TO:

Southeastern Natural Gas Company
 PO Box 932431
 Cleveland, OH 44193
 11111111111111111111

09040041200100000700000000070001



Net Due On or Before	12/02/14	30.00
Late Payment Charge		0.00
Pay After	12/02/14	30.00

15095

ATTACHMENT D

BILL BACK APPLICABLE TO

EASTERN NATURAL GAS COMPANY,

PIKE NATURAL GAS NCOMPANY,

And

SOUTHEASTERN NATURAL GAS COMPANY

BILL BACK

UNDERSTANDING YOUR BILL

GCR - The cost of gas purchased by the company for sale to its customers.

Delivery - The charge billed each month for the delivery of gas from its origin to the meter.

Customer Charge - a monthly charge to cover various costs such as maintaining the gas lines that serve you, meter reading and billing, and 24 hour emergency response costs along with other operating costs.

Late Payment Charge (Penalty Amount) - If your payment is not received by the due date, your account is subject to be charged a late payment charge.

Gross Receipts Tax - Ohio tax levied on public utilities.

Actual Reading - a meter reader physically reads your gas meter.

Estimated or Calculated Reading - during the months we don't read your meter, your bill is based on previous gas usage, gas rates and the weather. An estimated or calculated bill will be verified the following month when your meter is read.

CCF - 100 cubic feet of gas; a measure of gas usage.

MCF - 1000 cubic feet of gas; a measure of gas usage.

Ending Balance - The total current account balance.

FOR YOUR SAFETY

Make sure your gas appliances are properly installed and adjusted. Check venting systems. Call a qualified service company for needed repairs.

In accordance with governmental regulation, we ensure that there is a distinct odor to natural gas for your safety.

- If you smell gas, leave the house...immediately! Don't light matches or flip an electrical switch.
- call 1-888-784-6160, the gas company's 24-hour emergency service, from a telephone other than your own.

WE'RE ALWAYS READY TO HELP

Call our office whenever you have a question. Our employees are always ready to help. Please contact our Service Center at 1-888-863-0032, Monday thru Friday between the hours of 8:30 AM and 4:30 PM.

Customer Complaints: If your complaint is not resolved after you have called Customer Service or for general information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from 8:00 AM to 5:00 PM 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 8:00 AM to 5:00 PM weekdays or at www.pickocc.org.



**Know what's below.
Call before you dig.**

*Please use the enclosed envelope
and remit to the address on
the reverse side.*

Please Remember:

- Do not send cash through the mail
- Write your account number on your check
- Make sure you sign your check
- Include your payment stub with your check

Pay automatically from your bank account

Tired of writing checks? Sign up for your Direct Payment Plan to have your bill paid directly from your bank account electronically each month. You will continue to receive a copy of your bill by mail each month. Your gas utility electronic payment will appear on the following month's bill, just as it would if you had written a check. Complete the following information and return it with your payment of this bill.

I hereby authorize a direct debit of my bank account for payment of my future gas bills.

Signature: _____ Date: _____

Complete the following for your checking or savings account.

Financial Institution Name _____ Financial Institution City _____

Bank Routing Number Your Bank Account Number _____

USE THE NUMBERS FROM THE BOTTOM OF A CHECK FOR THIS INFORMATION (NOT A DEPOSIT SLIP)

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Commission of Ohio Docketing Information System on

11/27/2014 10:43:42 AM

in

Case No(s). 13-1985-GA-UNC, 13-1986-GA-UNC, 13-1987-GA-UNC

Summary: Application Second Revised Application for approval of new bill formats.
electronically filed by Mr. Kenneth N Rosselet on behalf of Eastern Natural Gas Company and
Pike Natural Gas Company and Southeastern Natural Gas Company