BEFORE THE PUBLIC UTILITIES COMMISSION OF OHIO

In the Matter of the Complaint of)
Eva M. Hadley,)
Complainant,)
v.)
)
Columbia Gas of Ohio, Inc.,)
Respondent.)

Case No. 14-2027-GA-CSS

ANSWER OF COLUMBIA GAS OF OHIO, INC.

Pursuant to Ohio Adm. Code 4901-9-01(D), the Respondent, Columbia Gas of Ohio, Inc. ("Columbia"), files its Answer to the Complaint of Eva M. Hadley ("Complainant") filed herein on December 29, 2014:

1. Columbia admits that the Complainant is the customer of record for a natural gas service account at 920 Indiana Avenue, Toledo, Ohio 43607 (the "Premise"). Columbia admits that the natural gas service account number for the Premise ends with the last four digits of 0009.

2. Columbia admits that the Complainant's March 13, 2014 Billing Statement shows the Complainant owing \$200.21 by February 26, 2014, and Columbia receiving \$200.21 of payments by March 3, 2014. Columbia further admits that the March 13, 2014 Billing Statement also shows the Complainant owing \$168.02 by March 28, 2014, which is comprised of \$164.03 for natural gas service and \$3.99 for Optional Services.

3. Columbia is without sufficient knowledge or information to either admit or deny the allegation regarding the date of receipt and the content of the notice regarding the Home Energy Assistance Program ("HEAP") Credit as such notification is sent by the Ohio Development Services Agency directly to consumers. Columbia denies the allegations that Columbia incorrectly applied the HEAP credit or payments to Ms. Hadley's account.

4. Columbia admits that the Complainant's April 7, 2014 Billing Statement shows Columbia applying the \$256 Home Energy Assistance Program ("HEAP") Credit to the Complainant's account, resulting in an \$87.98 credit. Columbia further avers that it correctly billed the Complainant's account, and has detailed this information on the chart included as Appendix A and as supported by the redacted billing statements attached as Appendix B.

5. Columbia denies the Complainant's allegations that it took the money from the Complainant without applying it to the Complainant's account. Columbia further denies any wrongdoing concerning the billing of Complainant's account.

6. Columbia denies generally any allegations not specifically denied in this Answer, pursuant to Ohio Adm. Code 4901-9-01(D).

AFFIRMATIVE DEFENSES

7. Columbia avers that the Complainant has failed to state reasonable grounds for a complaint against Columbia, pursuant to R.C. 4905.26.

8. Columbia avers that it has complied with all applicable Ohio statutes; the Commission's rules, regulations and order; and Columbia's tariff. Columbia further avers that its compliance with statutes, rules, regulations, orders and its tariff provisions bar Complainant's claims.

9. Columbia reserves the right to raise other defenses as warranted by discovery in this matter.

WHEREFORE, Columbia respectfully requests an Order dismissing the Complaint and granting Columbia all other necessary and proper relief.

Respectfully submitted by,

COLUMBIA GAS OF OHIO, INC.

<u>/s/ Melissa L. Thompson</u> Melissa L. Thompson, Trial Attorney

Stephen B. Seiple (0003809)

Melissa L. Thompson (0086367) P.O. Box 117 290 W. Nationwide Blvd. Columbus, Ohio 43216-0117 Telephone: (614) 460-4874 Facsimile: (614) 460-8403 E-mail: mlthompson@nisource.com sseiple@nisource.com

Attorneys for COLUMBIA GAS OF OHIO, INC.

CERTIFICATE OF SERVICE

I hereby certify that I have served a copy of the foregoing Answer of Columbia Gas of Ohio, Inc. by ordinary U.S. mail, postage prepaid, to the following this 16th day of January, 2015:

Eva Hadley 920 Indiana Avenue Toledo, Ohio 43607-2037

> <u>/s/ Melissa L. Thompson</u> Melissa L. Thompson

Attorney for COLUMBIA GAS OF OHIO, INC.

Columbia Gas of Ohio, Inc. Billing History

Eva M. Hadley 920 Indiana Avenue Toledo, Ohio 43507

Account Ending with 0009 November 2013 through December 2014

Billing	Amount	Payments	HEAP	Amount	Billing	Total
Statement	Previously	Received	Credit	Past	Statement	Amount
Date	Due			Due	Charges	Due
				with		
				Late Fee		
Nov. 7, 2013	\$12.40	\$12.40	n/a	\$0	\$72.81	\$72.81
Dec. 10, 2013	\$72.81	\$0	n/a	\$73.64	\$122.17	\$196.01
Jan. 13, 2014	\$196.01	\$196.01	n/a	\$0	\$181.88	\$181.88
Feb. 11, 2014	\$181.88	\$181.88	n/a	\$0	\$200.21	\$200.21
Mar. 13, 2014	\$200.21	\$200.21	n/a	\$0	\$168.02	\$168.02
Apr. 7, 2014	\$168.02	\$0	\$256	<u>\$87.98</u>	\$110.84	\$22.86
				<u>Credit</u>		
May 7, 2014	\$22.86	\$0	n/a	\$23.09	\$84.28	\$107.37
June 6, 2014	\$107.37	\$0	n/a	\$108.81	\$48.77	\$157.58
July 8, 2014	\$157.58	\$157.58	n/a	\$0	\$34.44	\$34.44
Aug. 6, 2014	\$34.44	\$34.44	n/a	\$0	\$35.74	\$35.74
Sept. 5, 2014	\$35.74	\$35.74	n/a	\$0	\$35.22	\$35.22
Oct. 6, 2014	\$35.22	\$35.22	n/a	\$0	\$46.37	\$46.37
Nov. 4, 2014	\$46.37	\$46.37	n/a	\$0	\$73.21	\$73.21
Dec. 5, 2014	\$73.21	\$73.21	n/a	\$0	\$128.12	\$128.12

APPENDIX B

Eva Hadley Billing Statements for Account Ending in 0009

November 2013 through December 2014

Columbia Gas of Ohio A NiSource Company

How to Contact Us 1-800-344-4077

For DirectLink self-service 24 hours/day

For Directurin Sensor, For billing questions, call 7 a.m. - 7 p.m., Mon. - Fri. before due date For quickest response, call 11 a.m. - 3 p.m., Mon.- Fri.

1-800-344-4077

For gas leaks or odor of gas 24 hours/day Press option 2 after the greeting 711

For hearing-impaired relay

ColumbiaGasOhio.com

Click on DirectLink e-Services for account information, online billing and payment services, financial assistance, and other useful tools.

Billing Options

E-BILL Go paperless! Sign up for one of our e-bill options and view your bill online. Budget Payment Plan Reduce the impact of higher, unstable natural gas prices by spreading the cost of winter heating more evenly throughout the year. Know how much to expect to pay each month month.

Customer CHOICE Purchase your natural gas from an unregulated supplier and have more control over the gas cost portion of your bill, which amounts to nearly two-thirds of your bill. Columbia Gas will still deliver the gas and provide safe, reliable service.

Payment Options

Online Pay free by electronic check at our Web

site. ZipCheck Authorize your bank to pay your bill automatically each month. Enroll online. BillMatrix Call 1-866-694-1828 or link from our Web site to pay by credit/debit card, or e-check. A convenience fee will apply. Authorized Payment Centers Call or visit us online to find a payment center near you. Agents charge a fee for each transaction.

Mail Return coupon below with payment to:

Columbia Gas of Ohio P.O. Box 742510

Cincinnati, OH 45274-2510

Gas Meter Information

Actual Reading We have read the meter. You're required to provide us access to read the meter at required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required. Estimated Reading If we are unable to obtain an actual reading, we accurately estimate your reading based on the history of usage at the service address and normal temperatures for the billing period. We verify the reading the next time we read the meter to make sure you pay only for the energy you've used.

Gas Usage We measure your gas usage in Ccf equal to 100 cubic feet.

Gas	Bill
Residentia	I Service

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APPENDIX B Account Number

Page 1 of 2

000 9

Billing & Paymen

Customer Name		
Eva Hadley		
Previous Amount Due on 10/24/2013		\$12.40
Payments Received by 11/04/2013	-	\$12.40
Balance on 11/07/2013	=	\$0.00
Charges for Gas Service This Period	+	\$68.82
Current Charges for Optional Services	+	\$3.99

Amount Due by 11/22/2

<u>nt Summ</u>	nary		Billing & Payment Notes
0/24/2013 14/2013 1is Period al Services	- = + +	- \$12.40 - \$12.40 = \$0.00 + \$68.82	Foreign language interpreter service is available if you or someone you know prefers to speak with us in a native language. Whether talking with us by phone or in person during a service visit, we will connect you immediately with an interpreter who will work with you and our
2013	=	\$72.81	representative to answer your questions or schedule service. The service is also available 24 hours a day, seven days a week to report emergencies.
			If we receive your payment for the current total Amount Due by the due date shown on this bill, you will avoid a late payment charge of 1.50%.

7748

7670

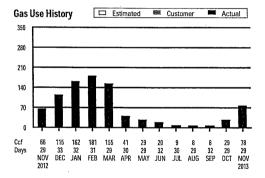
Service Summary

Service Location 920 Indiana Av Toledo OH 43607-2037

 Meter Readings
 (29 Billing Days)

 Actual Reading on 11/7
 Actual Reading on 10/9

 Gas Used (Ccf)
 =
 Meter Number M4000028



Daily Comparisons Avg Daily Avg Daily Temp Usage 48.4° 2.7 61.7° 1.0 Month Nov '13 Oct '13 1.0 2.3 Nov '12 47.9°

Your Average Monthly Usage is 70 Ccf Your Total Annual Usage is 835 Ccf

Turn Me Over 🕨 🕨 Payment Coupon for more details about our account Account Number Amount Due by 11/22/2013 \$72.81 000 9 EVA HADLEY 920 INDIANA AV TOLEDO OH 43607-2037 Ls your contact information on the back incorrect? Check this box and detail the correction on the reverse **Payment Enclosed** \$ Columbia Gas of Ohio side P.O. Box 16581 Check this box and complete the form on the back to make a tax-deductible donation to Columbus, OH 43216-6581 A NiSource Compan Make check payable to: the HeatShare fuel fund. 00057189 01 AV 0.360 1 ****AUTO**5-DIGIT 43607 EVA HADLEY COLUMBIA GAS 920 INDIANA AV P 0 BOX 742510 TOLEDO OH 43607-2037 CINCINNATI OH 45274-2510

Statement Date 11/07/2013 18997

> See back of bill for Detail of Charges for Gas Service, Service Summary Notes Your next actual meter reading date is 12/10/2013

Columbia.Gas of Ohio A NiSource Company

Gas Meter Information (continued)

How to Read the Meter When a pointer is

from left to right.

Legal Notices

between two numbers on a dial-type meter, read the smaller number except when the pointer is between 9 and 0. Record the reading on the dials

Legal IVOLICES Public Utilities Commission of Ohio If your complaint is not resolved after you have called Columbia Gas of Ohio, 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 8 a.m. to 5 p.m. weekdays, or at http://www.pucco.ohio.gov. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). Office of Ohio Consumers' Counsel The Ohio

1-1 (Ohio relay service). Office of Ohio Consumers' Counsel 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 a.m. to 5 p.m. weekdays, or at http://www.pickocc.org. Rights and Responsibilities - A summary of customer rights and responsibilities is available at ColumbiaGasOhio.com or by calling 1-800-344-4077. Information covers rules regarding service installation: security deposites 'billion and

payment; payment plans; low-income assistance; disconnection and reconnection of service; meter

0 Gas Bill **Residential Service**

APPENDIX B

Account Number 000 9

Statement Date

Page 2 of 2 11/07/2013 18997

Detail of Charges for Gas Service

Detail of Charges for Gas Servic	Service Charges Notes	
Columbia Gas of Ohio Fixed Monthly Delivery Charge Infrastructure Replacement Program Rider Usage Based Charges Gross Receipts Tax @ 4.987% Total Charges for Service This Period	\$17.81 \$4.71 \$4.98 <u>\$1.37</u> \$28.87	Current Charges include gas supply costs of \$37.34 at the SCO rate of \$0.47870 per- Ccf and sales tax of \$2.61. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.29 divided by 10.

Standard Choice Offer (SCO)

ness corporation	
Gas Supply Cost Incl Sales Tax	\$39.95
Total Charges For Service This Period	\$39.95

10tal Charges For Service Inits Period \$33.33 As a participant of the Columbia Gas Standard Choice Offer Program, your gas is being supplied by Hess Corporation. This bill reflects Columbia Gas charges for service and delivery of natural gas and your supplier's charges for the gas supply. For questions about your gas supply charges, please contact Hess Corporation, One Hess Plaza, Woodbridge NJ 07093, at 1-889-209-2625. If your questions are not resolved after you have called your supplier, you may call the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumer's Counsel (OCC) toll free number(s) listed under Legal Notices in the left column of your bill.

Detail of Optional Services

SP Inside Line	(ESP Tel. 1-866-590-2953)	\$3.99	Optior
fotal Charges for	Optional Services This Period	\$3.99	regula Ontior

Optional Services Notes onal Services are not regulated utility services. Optional Services are not provided or guaranteed by Columbia Gas or its affiliates.

Additional Account Information

Save money with WarmChoice - FREE weatherization services are available to income eligible home owners and tentants - call 1-800-952-3037 to find out how your home can be warmer, safer, and cost less to heatl

disconnection and reconnection of service; meter reading and testing; usage and payment history; natural gas safety; maintenance of customer-owned service lines; employee identification; rate information and alternatives; Customer CHOICE; privacy rights; and complaint procedures. You may obtain a copy of the full minimum gas service standards at the PUCO Web site or phone numbers shown above.

Apples to Apples For a comparison of available competitive natural gas suppliers, visit the PUCO Web site at www.PUCO.ohio.gov or call 1-800-

299-7271. Bankruptcy Notices Mail to Columbia Gas of Ohio, Revenue Recovery, 200 Civic Center Dr., Columbus, OH 43215.

Other Correspondence (except payments) Mail to Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318

Safety Tips

Gas Odor If you smell the distinctive odor of gas:

Gas Odor If you smell the distinctive odor of gas:

Leave the building immediately. Leave the door open, and don't use any electricity, matches or cordless phone.
Call 1-800-344-4077 away from the area and wait for our service crew to arrive.

Call Before You Dig Call 0.U.P.S. at 811 at least 48 hours before you start to dig for any outdoor project. It's for your safety - and it's the law!
Employee Identification All of our employees and authorized meter readers and contractors carry photo ID. If someone claims to represent the gas company, ask to see identification. Call the police if you see suspicious activity.

Contact Information Corrections

If this mailing address or phone number are incorrect, please make the necessary corrections on the lines below.

920 Indiana Av Toledo OH 43607-2037 419-243-6740

Address

City State Zip code

HeatShare Contribution

Administered by The Salvation Army through donations from Columbia Gas customers, employees, and matching company contributions, HeatShare provides financial assistance to your neighbors who have no other options to help maintain their natural gas service.

You can contribute to the program monthly by authorizing the amount of your donation to be added to your monthly gas bill. For a one-time donation, simply make your check payable to the HeatShare Fund and return it to Columbia Gas along with your regular gas bill payment. However you choose to contribute, your donation is tax-deductible.

Monthly Contribution \$10

\$5	
\$1	
\$	

\$

One-Time Contribution

Home Phone

Columbia of ()h10 A NiSource Company

How to Contact Us

1-800-344-4077 For DirectLink self-service 24 hours/day For billing questions, call 7 a.m. - 7 p.m., Mon. - Fri. before due date For quickest response, call 11 a.m. - 3 p.m., Mon.- Fri.

1-800-344-4077 For gas leaks or odor of gas 24 hours/day Press option 2 after the greeting

711 For hearing-impaired relay

ColumbiaGasOhio.com

Click on DirectLink e-Services for account information, online billing and payment services, financial assistance, and other useful tools.

Billing Options

E-BILL Go paperless! Sign up for one of our e-bill options and view your bill online. Extended Payment Plans Special payment arrangements and energy assistance are will be it is likely to be the second available, if eligible.

Payment Options

Online Pay free by electronic check at our Web

site. ZipCheck Authorize your bank to pay your bill automatically each month. Enroll online. BillMatrix Call 1-866-694-1828 or link from our Web site to pay by credit/debit card, or e-check. A convenience fee will apply. Authorized Payment Centers Call or visit us online to find a payment center near you. Agents charge a fee for each transaction.

Mail Return coupon below with payment to: Columbia Gas of Ohio P.O. Box 742510

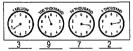
Cincinnati, OH 45274-2510

Gas Meter Information

Actual Reading We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required. Estimated Reading If we are unable to obtain an actual reading, we accurately estimate your reading based on the history of usage at the service address and normal temperatures for the billing period. We verify the reading the next time we read the meter to make sure you pay only for the anergy works.

Gas Usage We measure your gas usage in Ccf equal to 100 cubic feet.

How to Read the Meter When a pointer is between two numbers on a dial-type meter, read the smaller number except when the pointer is between 9 and 0. Record the reading on the dials from left to right.



Gas Bill

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Residential Service

000 9

Statement Date Page 1 of 2 12/10/2013 19142

\$122.17

Billing & Payment Summary

Billing & Payment Summ	Billing & Payment Notes		
Customer Name			If we receive your payment for the current total Amount
Eva Hadley	Due by the due date shown		
Previous Amount Due on 11/22/2013	on this bill, you will avoid a		
Payments Received by 12/10/2013	late payment charge of 1.50%.		
Late Payment Fee + \$1.			See back of bill for Detail of
Balance on 12/10/2013	=	\$73.84	Charges for Gas Service.
Charges for Gas Service This Period	+	\$118.18	•
Current Charges for Optional Services	+	\$3.99	
Total Amount Due	=	\$196.01	
Amount Due Immediately	=	\$73.84	

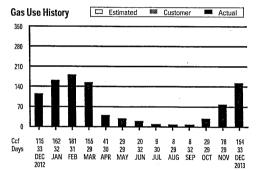
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As a Columbia Gas of Ohio customer, your opinion means a lot to us. We would like to invite you to participate in our online customer panel. Go to myenergyinsights.com/billmessage to learn more.

Service Summary

Amount Due by 12/27/2013

	Gas Used (Ccf)	=	154
MINOCOLO	Actual Reading on 11/7	-	7748
M4000028	Actual Reading on 12/10	, , , , ,	7902
Meter Number	Meter Readings (33 Billing I	Javs)	
	920 Indiana Av Toledo OH 43607-2037		



Daily Cor A	nparisor vg Daily A	vg Daily
Month	Temp	Usage
Dec '13	34.8°	4 .7
Nov '13	48.4°	2.7
Dec '12	40.2°	3.5

Service Summary Notes Your next actual meter reading date is 01/13/2014

Your Average Monthly Usage is 73 Ccf

Your Total Annual Usage is 874 Ccf



00050930 01 AV 0.360 1 ****AUTO**5-DIGIT 43607 EVA HADLEY 920 INDIANA AV TOLEDO OH 43607-2037

Columbia Gas-of Ohio

A N!! ----

> COLUMBIA GAS P 0 BOX 742510 CINCINNATI OH 45274-2510





Legal Notices

Legal Notices Public Utilities Commission of Ohio If your complaint is not resolved after you have called Columbia Gas of Ohio, 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 8 a.m. to 5 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). Office of Ohio Consumers' Counsel 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 a.m. to 5 p.m. weekdays, or at http://www.pickocc.org. Rights and Responsibilities - A summary of customer rights and responsibilities is available at ColumbiaGasOhio.com or by calling 1-800-344-4077. Information covers rules regarding service Installation; security deposits; billing and

installation; security deposits; billing and payment; payment plans; low-income assistance; disconnection and reconnection of service; meter

disconnection and reconnection of service; meter reading and testing; usage and payment history; natural gas safety; maintenance of customer-owned service lines; employee identification; rate information and alternatives; Customer CHOICE; privacy rights; and complaint procedures, You may obtain a copy of the full minimum gas service standards at the PUCO Web site or phone numbers shown above.

Apples to Apples For a comparison of available

competitive natural gas suppliers, visit the PUCO Web site at www.PUCO.ohio.gov or call 1-800-

Other Correspondence (except payments) Mail to Columbia Gas of Ohio, P.O. Box 2318, Columbus,

Gas Odor If you smell the distinctive odor of gas:

Las votor if you smell the distinctive door of gas: 1. Leave the building immediately, Leave the door open, and don't use any electricity, matches or cordless phone. 2. Call 1-800-344-4077 away from the area and wait for our service crew to arrive.

wait for our service crew to arrive. **Call Before You Dig** Call O.U.P.S. at 811 at least 48 hours before you start to dig for any outdoor project. It's for your safety - and It's the law! **Employee Identification** All of our employees and authorized meter readers and contractors carry photo ID. If someone claims to represent the gas company, ask to see Identification. Call the police if you see suspicious activity.

Bankruptcy Notices Mail to Columbia Gas of Ohio, Revenue Recovery, 200 Civic Center Dr., Columbus, OH 43215.

299-7271.

OH 43216-2318

Safety Tips

0 Gas Bill

APPENDIX B

Account Number 000 9

Statement Date

Residential Service

12/10/2013 Page 2 of 2 19142

Detail of Charges for Gas Service

Detail of Charges for Gas Service		Service Charges Notes
Columbia Gas of Ohio Fixed Monthly Delivery Charge Infrastructure Replacement Program Rider Usage Based Charges Gross Receipts Tax @ 4.987% Total Charges for Service This Period	\$17.81 \$4.71 \$9.83 <u>\$1.66</u> \$34.01	Current Charges include gas supply costs of \$78.66 at the SCO rate of \$0.51080 pc Ccf and sales tax of \$5.51. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.29 divided by 10.

Standard Choice Offer (SCO)

Total Charges For Service This Period	\$84.17
Gas Supply Cost Incl Sales Tax	\$84.17
ness corporation	

As a participant of the Columbia Gas Standard Choice Offer Program, your gas is being supplied by Hess Corporation. This bill reflects Columbia Gas charges for service and delivery of natural gas and your supplier's charges for the gas supply. For questions about your gas supply charges, please contact Hess Corporation, One Hess Plaza, Woodbridge NJ 07095, at 1-888-209-2625. If your questions are not resolved after you have called your supplier, you may call the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumer's Counsel (OCC) toll free number(s) listed under Legal Notices in the left column of your bill.

Detail of Optional Services

Detail of Uptional Services		Optional Service	s Notes	
SP Inside Line	(ESP Tel. 1-866-590-2953)	\$3.99	ESP Inside Line	•
otal Charges fo	r Optional Services This Period	\$3.99	Previous Balance Payments Recd	\$3.99 \$0.00

ine 1ce \$3.99 \$0.00 \$3.99 Balance at Billing Current Charges \$3.99 Current Balance \$7.98 Optional Services are not regulated utility services. Optional Services are not provided or guaranteed by Columbia Gas or its affiliates.

Additional Account Information

Simple Energy Solutions for Your Home Great news! Reduce your gas and water bills, plus get a \$10 rebate now, when you buy a select high-performance, energy-efficient showerhead online at ColumbiaGasOhio.com/e-store. Or visit the site for a \$10 mail-in rebate form for eligible showerheads purchased at your local retailer. Call 1-866-542-4767 for more information. Columbia Gas of Ohio -- doing more to help you save money, energy and the environment.

Contact Information Corrections

If this mailing address or phone number are incorrect, please make the necessary corrections on the lines below. 920 Indiana Av

Toledo OH 43607-2037 419-243-6740

Address

City

Zip code State

Home Phone (

Columbia Gas of Ohio A NiSource Company

How to Contact Us

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For quickest response, call 11 a.m. - 3 p.m., Mon.- Fri.

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For hearing-impaired relay

ColumbiaGasOhio.com

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E-BILL Go paperless! Sign up for one of our e-bill options and view your bill online. Budget Payment Plan Reduce the impact of

higher, unstable natural gas prices by spreading the cost of winter heating more evenly throughout the year. Know how much to expect to pay each month.

Customer CHOICE Purchase your natural gas from an unregulated supplier and have more control over the gas cost portion of your bill, which amounts to nearly two-thirds of your bill. Columbia Gas will still deliver the gas and provide safe, reliable service.

Payment Options

Online Pay free by electronic check at our Web

site. ZipCheck Authorize your bank to pay your bill automatically each month. Enroll online. BillMatrix Call 1-866-694-1828 or link from our Web site to pay by credit/debit card, or e-check. A convenience fee will apply. Authorized Payment Centers Call or visit us online to find a payment center near you. Agents charge a fee for each transaction.

Mail Return coupon below with payment to:

Columbia Gas of Ohio P.O. Box 742510

Cincinnati, OH 45274-2510

Gas Meter Information

Actual Reading We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required. Estimated Reading If we are unable to obtain an actual reading, we accurately estimate your reading based on the history of usage at the service address and normal temperatures for the billing period. We verify the reading the next time we read the meter to make sure you pay only for the procrution with usage. the energy you've used.

Gas Usage We measure your gas usage in Ccf equal to 100 cubic feet.

Columbia Gas-of Ohio

A NISource Company

TOLEDO OH 43607-2037



Eva Hadley

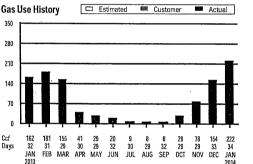
APPENDIX B Account Number

000 9 Statement Date

01/13/2014 Page 1 of 2 19283

Billing & Payment Summary Billing & Payment Notes We are required to include your name, address, and usage information on lists of eligible customers that are made available to retail **Customer Name** Previous Amount Due on 12/27/2013 \$196.01 Payments Received by 01/07/2014 \$194.98 Billing Adjustment 12/17/2013 \$1.03 . Balance on 01/13/2014 = \$0.00 Charges for Gas Service This Period \$177.89 + Current Charges for Optional Services + \$3.99 Amount Due by 01/28/2014 \$181.88 =

	Service Location 920 Indiana Av Toledo OH 43607-2037	
Meter Number M4000028	Meter Readings (34 Billing Days) Actual Reading on 1/13	8124

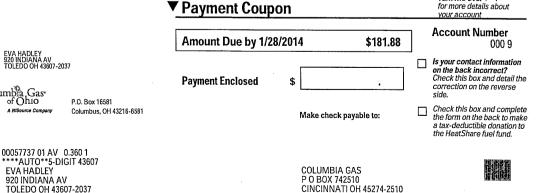


	nparisons	
A	vg Daily Av	g Daily
Month	Temp	Usaqe
Jan '14	22.4°	ŏ.5
Dec '13	34.8°	4.7
Jan '13	<i>30.9</i> °	5.1

Your Average Monthly Usage is 78 Ccf

Turn Me Over 🕨 🛽

Your Total Annual Usage is 934 Cct



natural gas suppliers or governmental aggregators, If you wish to be excluded you wish to be excluded from the lists, please call 1-800-344-4077 or write Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH, 43216-2318.

If we receive your payment If we receive your payment for the current total Amount Due by the due date shown on this bill, you will avoid a late payment charge of 1.50%.

See back of bill for Detail of Charges for Gas Service.

Service Summary Notes

Your next actual meter reading date is 02/11/2014



Service Summary

Actual Reading on 12/10 7902 Gas Used (Ccf)

Gas Use History



Gas Meter Information (continued)

between two numbers on a dial-type meter, read the smaller number except when the pointer is between 9 and 0. Record the reading on the dials

Legal Notices Public Utilities Commission of Ohio If your complaint is not resolved after you have called Columbia Gas of Ohio, 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 8 a.m. to 5 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). Office of Ohio Consumers' Counsel The Ohio Consumers' Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-817-142-5622 (toll free) from 8 a.m. to 5 p.m. weekdays, or at http://www.pickocc.org. Rights and Responsibilities - A summary of customer rights and responsibilities is available at ColumbiaGasOhio.com or by calling 1-800-344-4077. Information covers rules regarding service installation; security deposits; billing and

installation; security deposits; billing and payment; payment plans; low-income assistance; disconnection and reconnection of service; meter

disconnection and reconnection of service; meter reading and testing; usage and payment history; natural gas safety; maintenance of customer-owned service lines; employee identification; rate information and alternatives; Customer CHOICE; privacy rights; and complaint procedures. You may obtain a copy of the full minimum gas service standards at the PUCO Web site or phone numbers shown above.

How to Read the Meter When a pointer is

from left to right. Example:

Legal Notices

٥ Gas Bill **Residential Service**

APPENDIX B

Account Number 000 9

Statement Date 01/13/2014 19283

Page 2 of 2

Service Charges Notes

Detail of Charges for Gas Service

Columbia Gas of Ohio		Current Charges include
Fixed Monthly Delivery Charge	\$17.81	gas supply costs of \$126.47 at the SCO rate of \$0.56970
Infrastructure Replacement Program Rider	\$4.71	per Ccf and sales tax of
Usage Based Charges	\$18.03	\$8.85. SCO equals the
Gross Receipts Tax @ 4.987%	\$2.02	NYMEX closing price plus the Retail Price Adjustment
Total Charges for Service This Period	\$42.57	of \$1.29 divided by 10.

Standard Choice Offer (SCO)

Hess Corporation Gas Supply Cost Incl Sales Tax \$135.32 **Total Charges For Service This Period** \$135.32

As a participant of the Columbia Gas Standard Choice Offer Program, As a participant of the Columbia Gas Standard Choice Offer Program, your gas is being supplied by Hess Corporation. This bill reflects Columbia Gas charges for service and delivery of natural gas and your supplier's charges for the gas supply. For questions about your gas supply charges, please contact Hess Corporation, One Hess Plaza, Woodbridge NJ 07095, at 1-880-209-2625. If your questions are not resolved after you have called your supplier, you may call the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumer's Coursel (OCC) toil free number(s) listed under Legal Notices in the left column of your bill.

Detail of Optional Services

ESP Inside Line	(ESP Tel. 1-866-590-2953)	\$3.99	ESP Insid
Total Charges for Optional Services This Period		\$3.99	Previous E Payments

	Optional Services	Notes
99 99	ESP Inside Line Previous Balance Payments Recd Balance at Billing Current Charges	\$7.98 \$7.98CR \$0.00 \$3.99
•	Current Balance Optional Services a regulated utility ser Optional Services a provided or guaran Columbia Gas or its	vices. re not

Additional Account Information

Simple Energy Solutions for Your Home Great news! Reduce your gas and water bills, plus get a \$10 rebate now, when you buy a select high-performance, energy-efficient showerhead online at ColumbiaGasOhio.com/e-store. Or visit the site for a \$10 mail-in rebate form for eligible showerheads purchased at your local retailer. Call 1-866-542-4767 for more information. Columbia Gas of Ohio -- doing more to help you save money, energy and the environment.

Ohio, Revenue Recovery, 200 Civic Center Dr., Columbus, OH 43215. Other Correspondence (except payments) Mail to Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318

Apples to Apples For a comparison of available competitive natural gas suppliers, visit the PUCO Web site at www.PUCO.ohio.gov or call 1-800-

Bankruptcy Notices Mail to Columbia Gas of

Safety Tips

299-7271.

Gas Odor If you smell the distinctive odor of gas: 1. Leave the building immediately. Leave the door open, and don't use any electricity, matches or cordless phone.

or cordless phone. 2. Call 1-800-344-4077 away from the area and wait for our service crew to arrive. **Call Before You Dig** Call 0.U.P.S. at 811 at least 48 hours before you start to dig for any outdoor project. It's for your safety - and it's the law! **Employee Identification** All of our employees and authorized meter readers and contractors carry photo ID. If someone claims to represent the gas company, ask to see identification. Call the police if you see suspicious activity.

Contact Information Corrections

If this mailing address or phone number are incorrect, please make the necessary corrections on the lines below. 920 Indiana Av

Toledo OH 43607-2037 419-243-6740

Address

Home Phone (

City		
State	Zip code	

HeatShare Contribution

Administered by The Salvation Army through donations from Columbia Gas customers, employees, and matching company contributions, HeatShare provides financial assistance to your neighbors who have no other options to help maintain their natural gas service.

You can contribute to the program monthly by authorizing the amount of your donation to be added to your monthly gas bill. For a one-time donation, simply make your check payable to the HeatShare Fund and return it to Columbia Gas along with your regular gas bill payment. However you choose to contribute, your donation is tax-deductible.

Monthly Contribution		
\$10		
\$5		
\$1		
\$		

One-Time Contribution

\$

Columbia Gas of ()h10 A NiSource Company

How to Contact Us

1-800-344-4077 For DirectLink self-service 24 hours/day For billing questions, call 7 a.m. - 7 p.m., Mon. - Fri. before due date For quickest response, call 11 a.m. - 3 p.m., Mon.- Fri.

1-800-344-4077

For gas leaks or odor of gas 24 hours/day Press option 2 after the greeting

711 For hearing-impaired relay

ColumbiaGasOhio.com

Click on DirectLink e-Services for account information, online billing and payment services, financial assistance, and other useful tools.

Billing Options

E-BILL Go paperless! Sign up for one of our e-bill options and view your bill online. Budget Payment Plan Reduce the impact of higher, unstable natural gas prices by spreading the cost of winter heating more evenly throughout the year. Know how much to expect to pay each month.

Customer CHOICE Purchase your natural gas Customer Choice Purchase your hatural gas from an unregulated supplier and have more control over the gas cost portion of your bill, which amounts to nearly two-thirds of your bill. Columbia Gas will still deliver the gas and provide safe, reliable service.

Payment Options

Online Pay free by electronic check at our Web

ZipCheck Authorize your bank to pay your bill automatically each month. Enroll online. BillMatrix Call 1-866-694-1828 or link from our

Billivatrix Call 1-365-594-1828 of link from our Web site to pay by credit/debit card, or e-check. A convenience fee will apply. Authorized Payment Centers Call or visit us online to find a payment center near you. Agents charge a fee for each transaction.

Mail Return coupon below with payment to: Columbia Gas of Ohio P.O. Box 742510

Cincinnati, OH 45274-2510

Gas Meter Information

Actual Reading We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required. Estimated Reading If we are unable to obtain an actual reading, we accurately estimate your reading based on the history of usage at the service address and normal temperatures for the billing period. We verify the reading the next time we read the meter to make sure you pay only for the operary working used. the energy you've used.

Gas Usage We measure your gas usage in Ccf equal to 100 cubic feet.

Columbia Gas of Ohio

rce Com



Residential Service

Page 1 of 2

8335

8124

211

000 9 Statement Date 02/11/2014 32446

Billing & Payment Summary **Billing & Payment Notes Customer Name** Eva Hadley Previous Amount Due on 01/28/2014 \$181.88 Payments Received by 01/23/2014 . \$181.88 Balance on 02/11/2014 \$0.00 = Charges for Gas Service This Period \$196.22 + Current Charges for Optional Services \$3.99 +

Amount Due by 02/26/2014 = \$200.21

If we receive your payment for the current total Amount Due by the due date shown on this bill, you will avoid a late payment charge of 1.50%.

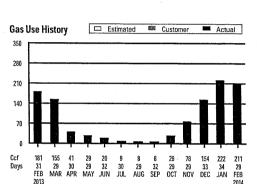
See back of bill for Detail of Charges for Gas Service.

Service Summary Notes

Your next actual meter reading date is 03/12/2014

Service Summary Service Location 920 Indiana Av Toledo OH 43607-2037 Meter Number M4000028 Meter Readings (29 Billing Days) Actual Reading on 2/11 Actual Reading on 1/13

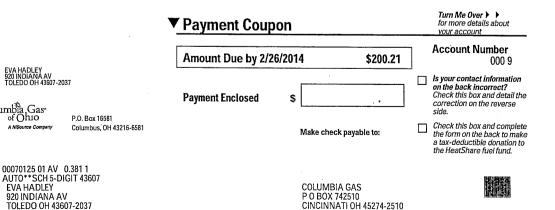
Gas Used (Ccf)



Daily Comparisons Avg Daily Avg Daily			
Month	Temp	Usage	
Feb '14	16.1°	7.3	
Jan '14	22.4°	6.5	
Feb '13	27.1°	5.8	
Vour Avor	nao Monti		

Usage is 80 Ccf

Your Total Annual Usage is 964 Ccf



Columbia Gas of Ohio

Gas Bill ٥ Residential Service

Account Number 000 9

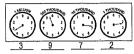
Service Charges Notes

Statement Date 02/11/2014 Page 2 of 2 32446

A NiSource Company

Gas Meter Information (continued)

How to Read the Meter When a pointer is How to head the meter when a pointer is between two numbers on a dial-type meter, read the smaller number except when the pointer is between 9 and 0. Record the reading on the dials from left to right.



Legal Notices

Legal Notices Public Utilities Commission of Ohio If your complaint is not resolved after you have called Columbia Gas of Ohio, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUC0) for assistance at 1-800-686-7826 (toll free) from 8 a.m. to 5 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).

1-1 (Ohio relay service).² Office of Ohio Consumers' Counsel 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 a.m. to 5 p.m. weekdays, or at http://www.pickocc.org. **Rights and Responsibilities** - A summary of customer rights and responsibilities is available at ColumbiaGasOhio.com or by calling 1-800-344-4077. Information covers rules reparding service.

ColumbiaCasChio.com or by Calling I-800-344-4077. Information covers rules regarding service installation; security deposits; billing and payment; payment plans; low-income assistance; disconnection and reconnection of service; meter reading and testing; usage and payment history; natural gas safety; maintenance of customer-owned service lines; employee identification; rate information and alternatives; Customer CHOICE; rivecy right; and complaint procedures. You privacy rights; and complaint procedures. You may obtain a copy of the full minimum gas service standards at the PUCO Web site or phone numbers shown above.

Apples to Apples For a comparison of available competitive natural gas suppliers, visit the PUCO Web site at www.PUCO.ohio.gov or call 1-800-299-7271.

Bankruptcy Notices Mail to Columbia Gas of Ohio, Revenue Recovery, 200 Civic Center Dr., Columbus, OH 43215.

Other Correspondence (except payments) Mail to Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318

Safety Tips

Gas Odor If you smell the distinctive odor of gas: 1. Leave the building immediately. Leave the door open, and don't use any electricity, matches or cordless phone.

or cordless phone. 2. Call 1-800-344-4077 away from the area and wait for our service crew to arrive. **Call Before You Dig** Call 0.U.P.S. at 811 at least 48 hours before you start to dig for any outdoor project. It's for your safety - and it's the law! **Employee Identification** All of our employees and authorized meter readers and contractors carry photo ID. If someone claims to represent the gas company, ask to see identification. Call the police if you see suspicious activity.

Contact Information Corrections

If this mailing address or phone number are incorrect, please make the necessary corrections on the lines below.

920 Indiana Av Toledo OH 43607-2037 419-243-6740

Address

City State Zip code

Home Phone (

Detail of Charges for Gas Service

Columbia Gas of Ohio	Current Charges include	
Fixed Monthly Delivery Charge	\$17.81 gas supply costs of \$144.4 at the SCO rate of \$0.6847	47 70
Infrastructure Replacement Program Rider	\$4.71 per Ccf and sales tax of	0
Usage Based Charges	\$17.14 \$10.11. SCO equals the	
Gross Receipts Tax @ 4.987%	\$1.98 NYMEX closing price plus the Retail Price Adjustme	
Total Charges for Service This Period	\$41.64 of \$1.29 divided by 10.	

Standard Choice Offer (SCO) Hess Cornoration

Gas Supply Cost Incl Sales Tax	\$154.58
Total Charges For Service This Period	\$154.58

As a participant of the Columbia Gas Standard Choice Offer Program, your gas is being supplied by Hess Corporation. This bill reflects Columbia Gas charges for service and delivery of natural gas and your supplier's charges for the gas supply. For questions about your gas supply charges, please contact Hess Corporation, One Hess Plaza, Woodbridge NJ 07095, at 1-888-209-2625. If your questions are not resolved after you have called your supplier, you may call the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumer's Counsel (OCC) toll free number(s) listed under Legal Notices in the left column of your bill.

Detail of Optional Services

ESP Inside Line (ESP Tel. 1-866-590-2953) Total Charges for Optional Services This Period

Optional Services Notes Optional Services are not

\$3.99

\$3.99

regulated utility services. Optional Services are not provided or guaranteed by Columbia Gas or its affiliates.

Additional Account Information

Simple Energy Solutions for Your Home Great news! Reduce your gas and water bills, plus get a \$10 rebate now, when you buy a select high-performance, energy-efficient showerhead online at ColumbiaGasOhio.com/e-store. Or visit the site for a \$10 mail-in rebate form for eligible showerheads purchased at your local retailer. Call 1-866-542-4787 for more information. Columbia Gas of Ohio -- doing more to help you save money, energy and the environment.

HeatShare Contribution

Administered by The Salvation Army through donations from Columbia Gas customers, employees, and matching company contributions, HeatShare provides financial assistance to your neighbors who have no other options to help maintain their natural gas service.

You can contribute to the program monthly by authorizing the amount of your donation to be added to your monthly gas bill. For a one-time donation, simply make your check payable to the HeatShare Fund and return it to Columbia Gas along with your regular gas bill payment. However you choose to contribute, your donation is tax-deductible.

Monthly Contribution \$10

\$5	\Box
\$1	

\$

\$

One-Time Contribution

Columbia.Gas of Ohio A NiSource Company

How to Contact Us

1-800-344-4077 1-800-344-401 For Directive Self-service 24 hours/day For billing questions, call 7 a.m. - 7 p.m., Mon. - Fri. before due date For quickest response, call 11 a.m. - 3 p.m., Mon. - Fri.

1-800-344-4077 For gas leaks or odor of gas 24 hours/day Press option 2 after the greeting 711

For hearing-impaired relay

ColumbiaGasOhio.com Click on DirectLink e-Services for account information, online billing and payment services, financial assistance, and other useful tools.

Billing Options

E-BILL Go paperless! Sign up for one of our e-bill options and view your bill online. Budget Payment Plan Reduce the impact of higher, unstable natural gas prices by spreading the cost of winter heating more evenly throughout the year. Know how much to expect to pay each month month.

Customer CHOICE Purchase your natural gas from an unregulated supplier and have more control over the gas cost portion of your bill, which amounts to nearly two-thirds of your bill. Columbia Gas will still deliver the gas and provide safe, reliable service.

Payment Options

Online Pay free by electronic check at our Web

site. ZipCheck Authorize your bank to pay your bill automatically each month. Enroll online. BillMatrix Call 1-866-694-1828 or link from our Web site to pay by credit/debit card, or e-check. A convenience fee will apply. Authorized Payment Centers Call or visit us online to find a payment center near you. Agents charge a fee for each transaction. Mail Datum acurem balawuith payment to:

Mail Return coupon below with payment to:

Columbia Gas of Ohio P.O. Box 742510

Cincinnati, OH 45274-2510

Gas Meter Information

Actual Reading We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required. Estimated Reading If we are unable to obtain an actual reading, we accurately estimate your reading based on the history of usage at the service address and normal temperatures for the billing period. We verify the reading the next time we read the meter to make sure you pay only for the next meter to make sure you pay only for the energy you've used.

Gas Usage We measure your gas usage in Ccf equal to 100 cubic feet.

EVA HADLEY 920 INDIANA AV TOLEDO OH 43607-2037

00073330 01 AV 0.381 1 AUTO**SCH 5-DIGIT 43607 EVA HADLEY

TOLEDO OH 43607-2037

920 INDIANA AV

P.O. Box 16581

Columbus, OH 43216-6581

Columbia Gas

A NiSource Col

Eva Hadley

M4000028

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280

210

140

70 ۵

Ccf Days 2013

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000 9

Statement Date Page 1 of 2 03/13/2014

37731 **Billing & Payment Summary** Billing & Payment Notes Billing & Payment Notes Meter reading date changing! Columbia Gas is updating our meter reading operation to better serve our customers. This may change the date your meter is read, and the date your payment is due beginning next month. As a result, the next meter reading date shown on this bill might change. Your next bill will reflect your new meter reading cycle. Eorginn language interpreter **Customer Name** Previous Amount Due on 02/26/2014 \$200.21 Payments Received by 03/03/2014 \$200.21 . Balance on 03/12/2014 \$0.00 = Charges for Gas Service This Period + \$164.03 Current Charges for Optional Services \$3.99 + Amount Due by 03/28/2014 \$168.02 = Foreign language interpreter service is available if you or someone you know prefers to speak with us in a native to speak with us in a native language. Whether talking with us by phone or in person during a service visit, we will connect you immediately with an interpreter who will work with you and our representative to answer representative to answer your questions or schedule service. The service is also available 24 hours a day, seven days a week to report emergencies. If we receive your payment for the current total Amount Due by the due date shown on this bill, you will avoid a late payment charge of 1.50%. See back of bill for Detail of Charges for Gas Service. Service Summary Service Summary Notes Service Location Your next actual meter reading date is 04/10/2014 920 Indiana Av Toledo OH 43607-2037 Meter Number Meter Readings (29 Billing Days) Actual Reading on 3/12 Actual Reading on 2/11 Gas Used (Ccf) 8524 8335 189 🗖 Estimated 🗱 Customer 💻 Actual Gas Use History Daily Comparisons Avg Daily Avg Daily g ball Usage 6.5 Month Temp 21.7° Mar '14 Feb '14 16.1° 7.3 5.3 Mar '13 30.7 Your Average Monthly Usage is 83 Ccf Your Total Annual Usage is 998 Cct 155 41 29 20 9 8 8 29 78 154 222 211 189 29 30 29 32 30 29 32 29 29 33 34 29 29 MAR APR MAY JUN JUL AUG SEP OCT NOV DEC JAN FEB MAR Turn Me Over 🕨 🌶 Payment Coupon for more details about our account Account Number Amount Due by 3/28/2014 \$168.02 000 9 Is your contact information on the back incorrect? Check this box and detail the correction on the reverse Payment Enclosed \$ side Check this box and complete the form on the back to make Make check payable to: a tax-deductible donation to the HeatShare fuel fund.

COLUMBIA GAS P O BOX 742510 CINCINNATI OH 45274-2510





from left to right.

Legal Notices

Gas Meter Information (continued) How to Read the Meter When a pointer is

between two numbers on a dial-type meter, read the smaller number except when the pointer is between 9 and 0. Record the reading on the dials

Legal Notices Public Utilities Commission of Ohio If your complaint is not resolved after you have called Columbia Gas of Ohio, or for general utility information, residential and Dusiness customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from 8 a.m. to 5 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).

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reading and testing; usage and payment history;

0 Gas Bil Residential Service

APPENDIX B Account Number

000 9

Service Charges Notes

Statement Date 03/13/2014 Page 2 of 2 37731

Detail of Charges for Gas Service

Columbia Gas of Ohio		Current Charges include
Fixed Monthly Delivery Charge	\$17.81	gas supply costs of \$116.14 at the SCO rate of \$0.61450
Infrastructure Replacement Program Rider	\$4.71	per Ccf and sales tax of
Usage Based Charges	\$15.35	\$8.13. SCO equals the
Gross Receipts Tax @ 4.987%	\$1.89	NYMEX closing price plus the Retail Price Adjustment
Total Charges for Service This Period	\$39.76	of \$1.29 divided by 10.

Standard Choice Offer (SCO)

Hess Corporation

Gas Supply Cost Incl Sales Tax	\$124.27
Total Charges For Service This Period	\$124.27

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Detail of Optional Services

ESP Inside Line (ESP Tel. 1-866-590-2953) Total Charges for Optional Services This Period

Optional Services Notes Optional Services are not

\$3.99

\$3.99

optional Services are not optional Services are not provided or guaranteed by Columbia Gas or its affiliates.

Additional Account Information

olus get a \$10 rebate now, when you buy a select high-ine at ColumbiaGasOhio.com/e-store. Or visit the site for a is purchased at your local retailer. Call 1-866-542-4767 for g more to help you save money, energy and the environment.

reading and testing; usage and payment history; natural gas safety; maintenance of customer-owned service lines; employee identification; rate information and alternatives; Customer CHOICE; privacy rights; and complaint procedures. You may obtain a copy of the full minimum gas service standards at the PUCO Web site or phone numbers shown above.

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Bankruptcy Notices Mail to Columbia Gas of Ohio, Revenue Recovery, 200 Civic Center Dr., Columbus, 0H 43215.

Other Correspondence (except payments) Mail to Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318

Safety Tips

Gas Odor If you smell the distinctive odor of gas: 1. Leave the building immediately. Leave the door open, and don't use any electricity, matches or cordless phone.

or cordiess priorie. 2. Call 1-800-344-4077 away from the area and wait for our service crew to arrive. Call Before You Dig Call 0.U.P.S. at 811 at least 48 hours before you start to dig for any outdoor project. It's for your safety - and it's the law! Employee Identification All of our employees and authorized meter readers and contractors carry photo ID. If someone claims to represent the gas company, ask to see identification. Call the police if you see suspicious activity.

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920 Indiana Av Toledo OH 43607-2037 419-243-6740

Address

City		
State	Zip code	
Home Phone ()	

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Monthly Contribution \$10

\$5	
\$1	

\$

One-Time Contribution

\$

Sim	ple Energy Solutions for Your Home
Gre	at news! Reduce your gas and water bills, pl formance, energy-efficient showerhead onlin mail-in rebate form for eligible showerheads
per	formance, energy-efficient showerhead onlin
\$10	mail-in rebate form for eligible snowerneads
mor	re information. Columbia Gas of Ohio doing

Columbia.Gas of Ohio A NiSource Company

How to Contact Us

1-800-344-4077 For DirectLink self-service 24 hours/day For billing questions, call 7 a.m. - 7 p.m., Mon. - Fri. before due date

For quickest response, call 11 a.m. - 3 p.m., Mon.- Fri.

1-800-344-4077

For gas leaks or odor of gas 24 hours/day Press option 2 after the greeting 711

For hearing-impaired relay ColumbiaGasOhio.com

Click on DirectLink e-Services for account information, online billing and payment services, financial assistance, and other useful tools.

Billing Options

E-BILL Go paperless! Sign up for one of our e-bill options and view your bill online.

Budget Payment Plan Reduce the impact of higher, instable natural gas prices by spreading the cost of winter heating more evenly throughout the year. Know how much to expect to pay each month.

Customer CHOICE Purchase your natural gas from an unregulated supplier and have more control over the gas cost portion of your bill, which amounts to nearly two-thirds of your bill. Columbia Gas will still deliver the gas and provide safe, reliable service.

Payment Options

Online Pay free by electronic check at our Web

site. ZipCheck Authorize your bank to pay your bill automatically each month. Enroll online. BillMatrix Call 1-866-694-1828 or link from our Web site to pay by credit/debit card, or e-check. A convenience fee will apply. Authorized Payment Centers Call or visit us online to find a payment center near you. Agents charge a fee for each transaction. Mail Return coupon below with payment to: Columbia Cas of Olio.

Columbia Gas of Ohio

P.O. Box 742510 Cincinnati, OH 45274-2510

Gas Meter Information

Actual Reading We have read the meter. You're required to provide us access to read the meter at required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required. Estimated Reading If we are unable to obtain an actual reading, we accurately estimate your reading based on the history of usage at the service address and normal temperatures for the billing period. We verify the reading the next time we read the meter to make sure you pay only for the energy you've used. Gas Usage We measure your gas usage in Ccf equal to 100 cubic feet.

0	Gas	Bill	

Residential Service

000 9

Statement Date Page 1 of 2 04/07/2014 36156

\$22.86

Billing & Payment Summary

Customer Name		
Eva Hadley		
Previous Amount Due on 03/28/2014		\$168.02
Payments Received by 04/07/2014		\$0.00
Energy Assistance	-	\$256.00
Balance on 04/07/2014	=	\$87.98C
Charges for Gas Service This Period	+	\$107.41
Current Charges for Optional Services	+	\$3.43

=

Amount Due by 04/23/2014

Billing & Payment Notes New Meter reading date! We have changed the cycle of your meter readings. Please note the next meter 2 reacting date shown on this bill. This is the date you can expect our meter reader to obtain an actual reading, and BCR the approximate time of month for future readings.

We are required to include your name, address, and usage information on lists of eligible customers that are made available to retail made available to retail natural gas suppliers or governmental aggregators. If you wish to be excluded from the lists, please call 1-800-344-4077 or write Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH, 43216-3218 43216-2318.

If we receive your payment for the current total Amount Due by the due date shown on this bill, you will avoid a late payment charge of 1.50%.

See back of bill for Detail of Charges for Gas Service.

Service Summary

Meter M4000 Service Location 920 Indiana Av Toledo OH 43607-2037

Number 028	Meter Readings (26 Billing Actual Reading on 4/7	Days)	8641
	Actual Reading on 3/12	-	8524
	Gas Used (Ccf)	=	117

Service Summary Notes Your next actual meter reading date is 05/07/2014

		▼ Payment Coup	on			Turn Me Over > > for more details about your account
		Amount Due by 4/2	23/2014	\$22.86		Account Number 000 9
EVA HADLEY 920 INDIANA AV TOLEDO OH 43607-21 Columbia Gase of Ohio		Payment Enclosed	\$			Is your contact information on the back incorrect? Check this box and detail the correction on the reverse side.
A NiSource Company	P.O. Box 16581 Columbus, OH 43216-6581		Make check	payable to:		Check this box and complete the form on the back to make a tax-deductible donation to the HeatShare fuel fund.
00069960 01 AV AUTO**SCH 5-D EVA HADLEY 920 INDIANA A TOLEDO OH 436	IGIT 43607 V	•	COLUMBIA P O BOX 74 CINCINNA ⁻			

Columbia Gas. of Ohio A NiSource Company

Gas Meter Information (continued)

How to Read the Meter When a pointer is

from left to right.

Legal Notices

between two numbers on a dial-type meter, read the smaller number except when the pointer is between 9 and 0. Record the reading on the dials

Legal Notices Public Utilities Commission of Ohio If your complaint is not resolved after you have called Columbia Gas of Ohio, 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 8 a.m. to 5 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).

Iniplicate Device in the transmission of the second sec

disconnection and reconnection of service; meter reading and testing; usage and payment history; natural gas safety; maintenance of customer-owned service lines; employee identification; rate information and alternatives; Customer CHOICE; privacy rights; and complaint procedures. You may obtain a copy of the full minimum gas service standards at the PUCO Web site or phone numbers shown above.

Apples to Apples For a comparison of available competitive natural gas suppliers, visit the PUCO Web site at www.PUCO.ohio.gov or call 1-800-

Bankruptcy Notices Mail to Columbia Gas of Ohio, Revenue Recovery, 200 Civic Center Dr.,

Other Correspondence (except payments) Mail to Columbia Gas of Ohio, P.O. Box 2318, Columbus,

Gas Odor If you smell the distinctive odor of gas: 1. Leave the building immediately. Leave the door open, and don't use any electricity, matches or cordless phone.

Gas Bill ٨ Residential Service

APPENDIX B

Account Number

000 9 Statement Date

Service Charges Notes

Page 2 of 2 04/07/2014 36156

\$74.91

\$74.91

\$3.43

\$3.43

Detail of Charges for Gas Service

Columbia Gas of Ohio		Current Charges include
Fixed Monthly Delivery Charge	\$17.81	gas supply costs of \$70.01 at the SCO rate of \$0.59840 per
Infrastructure Replacement Program Rider	\$4.71	Ccf and sales tax of \$4.90.
Usage Based Charges	\$8.44	SCO equals the NYMEX
Gross Receipts Tax @ 4.987%	\$1.54	closing price plus the Retail Price Adjustment of \$1.40
Total Charges for Service This Period	\$32.50	divided by 10.

Standard Choice Offer (SCO)

IGS Energy	
Gas Supply Cost Incl Sales Tax	
Total Charges For Service This Period	

 Iotal Charges For Service Ihis Period
 \$74.91

 Standard Choice Offer (SCO) customers may see a different supplier name on their bill effective with the April billing cycle. The Public Uillities

 Commission of Ohio (PUCO) approved results of Columbia's third retail gas supply auction in February. The auction set a new Retail Price Adjustment (RPA) of \$1.40 per thousand cubic feet (McD) for the period April 1, 2014 through March 31, 2015. No matter which supplier's name appears on your bill, all SCO customers pay the same price for natural gas. The SCO rate equals the RPA plus the market price and is adjusted monthy. If you are exempt from paying sales taxes, you will need to submit proper documentation to your SCO supplier.

You may visit www.tax.ohio.gov/forms to obtain the Certificate of Exemption form you need. If you would like to take an active role in your natural gas purchases, you can shop directly for an alternative supplier through the CHOICE program. You may also participate in CHOICE through your community's natural gas aggregation program, if it has one. Visit ColumbiaGasOhio.com for more information.

As a participant of the Columbia Gas Standard Choice Offer Program As a participant of the Columbia Gas Standard Choice Offer Program, your gas is being supplied by IGS Energy. This bill reflects Columbia Gas charges for service and delivery of natural gas and your supplier's charges for the gas supply. For questions about your gas supply charges, please contact IGS Energy, PD Box 9060, Dublin OH 43017, at 1-800-280-4474. If your questions are not resolved after you have called your supplier, you may call the Public Utilities commission of Ohio (PUCO) or the Ohio Consumer's Counsel (OCC) toll free number(s) listed under Legal Notices in the left column of your bill.

Detail of Optional Services

ESP Inside Line (ESP Tel. 1-866-590-2953) Total Charges for Optional Services This Period

Optional Services Notes

ESP Inside Line Previous Balance \$3.99 Payments Recd Balance at Billing \$0.00 \$3.99 Current Charges \$3.43 \$7.42 Optional Services are not regulated utility services. Optional Services are not provided or guaranteed by Columbia Gas or its affiliates.

Additional Account Information

Simple Energy Solutions for Your Home Streat news! Reduce your gas and water bills, plus get a \$10 rebate now, when you buy a select high-performance, energy-efficient showerhead online at ColumbiaGasOhio.com/e-store. Or visit the site for a \$10 mail-in rebate form for eligible showerheads purchased at your local retailer. Call 1-866-542-4767 for more information. Columbia Gas of Ohio -- doing more to help you save money, energy and the environment.

HeatShare Contribution

Administered by The Salvation Army through donations from Columbia Gas customers, employees, and matching company contributions, HeatShare provides financial assistance to your neighbors who have no other options to help maintain their natural gas service.

You can contribute to the program monthly by authorizing the amount of your donation to be added to your monthly gas bill. For a one-time donation, simply make your check payable to the HeatShare Fund and return it to Columbia Gas along with your regular gas bill payment. However you choose to contribute, your donation is tax-deductible.

Monthly Contribution

\$10	
\$5	
\$1	
\$	

One-Time Contribution

\$

Home Phone (

2. Call 1-800-344-4077 away from the area and wait for our service crew to arrive.

wait for our service crew to arrive. **Call Before You Dig** Call O.U.P.S. at 811 at least 48 hours before you start to dig for any outdoor project. It's for your safety - and it's the law! **Employee Identification** All of our employees and authorized meter readers and contractors carry photo ID. If someone claims to represent the gas company, ask to see identification. Call the police if you see suspicious activity.

Contact Information Corrections

If this mailing address or phone number are incorrect, please make the necessary corrections on the lines below.

920 Indiana Av Toledo OH 43607-2037 419-243-6740

Address

299-7271.

Columbus, OH 43215.

OH 43216-2318 Safety Tips

City Zip code State



1-800-944-4011 For DirectLink self-service 24 hours/day For billing questions, call 7 a.m. - 7 p.m., Mon. - Fri. before due date For quickest response, call 11 a.m. - 3 p.m., Mon. - Fri.

ColumbiaGasOhio.com Click on DirectLink e-Services for account information, online billing and payment services, financial assistance, and other useful tools.

For gas leaks or odor of gas 24 hours/day Press option 2 after the greeting

How to Contact Us

For hearing-impaired relay

Billing Options

1-800-344-4077

1-800-344-4077

711

Gas Bill ٨ **Residential Service**

APPENDIX B Account Number 000 9

Statement Date 05/07/2014 Page 1 of 2 36164

75

Billing & Payment Summary

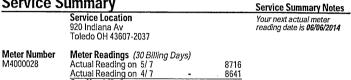
Customer Name Eva Hadley			If we receiv for the curr Due by the
Previous Amount Due on 04/23/2014 Payments Received by 05/07/2014 Late Payment Fee Balance on 05/07/2014 Charges for Gas Service This Period Current Charges for Optional Services	+ = + +	\$22.86 \$0.00 \$0.23 \$23.09 \$80.29 \$3.99	on this bill, late payme 1.50%. See back o Charges fo
Total Amount Due Amount Due Immediately Amount Due by 05/22/2014	=	\$107.37 \$23.09 \$84.28	·

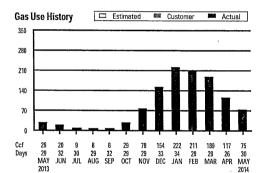
Billing & Payment Notes eive your payment rrent total Amount due date shown

, you will avoid a ent charge of

of bill for Detail of for Gas Service.

Service Summary





Gas Used (Ccf)

Daily Con	nparisor g Daily A		
Month		Usage	
May '14 Apr '14	50.7°	2.5	
Apr '14	34.0°	4.5	
May '13	51.3°	1.0	
Your Average Monthly Usage is 93 Ccf			

Your Total Annual Usage is 1120 Ccf

E-BILL Go paperless! Sign up for one of our e-bill options and view your bill online. Extended Payment Plans Special payment arrangements and energy assistance are available, if eligible.

Payment Options Online Pay free by electronic check at our Web

site. ZipCheck Authorize your bank to pay your bill automatically each month. Enroll online. BillMatrix Call 1-866-694-1828 or link from our Web site to pay by credit/debit card, or e-check. A convenience fee will apply. Authorized Payment Centers Call or visit us online to find a payment center near you. Agents charge a fee for each transaction.

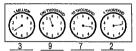
Mail Return coupon below with payment to:

Columbia Gas of Ohio P.O. Box 742510 Cincinnati, OH 45274-2510

Gas Meter Information

Actual Reading We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required. Estimated Reading If we are unable to obtain an actual reading, we accurately estimate your reading based on the history of usage at the service address and normal temperatures for the billing period. We verify the reading the next time we read the meter to make sure you pay only for the energy you've used. Gas Usage We measure your gas usage in Ccf equal to 100 cubic feet. How to Read the Meter When a pointer is Actual Reading We have read the meter. You're

equal to 100 cubic feet. How to Read the Meter When a pointer is between two numbers on a dial-type meter, read the smaller number except when the pointer is between 9 and 0. Record the reading on the dials from left to right.



		▼ Payment Coup	on		<i>Turn Me Over</i> > > for more details about your account
		Amount Due by 5/2	2/2014	\$107.37	Account Number 000 9
EY NA AV NH 43607-2 Sas ^e O	037 P.O. Box 16581	Payment Enclosed	\$		□ Is your contact information on the back incorrect? Check this box and detail the correction on the reverse side.
Company	Columbus, OH 43216-6581		Make chec	ck payable to:	
5 01 AV SCH 5-D	0.381 1 IGIT 43607		COLUMB		

00069015 AUTO**S EVA HADLEY 920 INDIANA AV TOLEDO OH 43607-2037

EVA HADI 920 INDIA

Columbia C

COLUMBIA GAS P O BOX 742510 CINCINNATI OH 45274-2510



Columbia Gas of Ohio A NiSource Company

Legal Notices

0 Gas Bill **Residential Service**

APPENDIX B Account Number

000 9

Statement Date 05/07/2014

36164

Page 2 of 2

Detail of Charges for Gas Service

Colum	 n	- 5	n .:	-

Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$5.71
Usage Based Charges	\$5.60
Gross Receipts Tax @ 4.987%	\$1.46
Total Charges for Service This Period	\$30.58
-	

Standard Choice Offer (SCO)

IGS Energy	
Gas Supply Cost Incl Sales Tax	\$49.71
Total Charges For Service This Period	\$49.71

As a participant of the Columbia Gas Standard Choice Offer Program, your gas is being supplied by IGS Energy. This bill reflects Columbia Gas charges for service and delivery of natural gas and your supplier's charges for the gas supply. For questions about your gas supply charges, please contact IGS Energy, PO Box 8000, Dublin OH 43017, at 1-800-280-4174. If your questions are not resolved after you have called your supplier, you may call the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumer's Counsel (OCC) toil free number(s) listed under Legal Notices in the left column of your bill.

Service Charges Notes

Service Criardes Woles Current Charges include gas supply costs of \$46.46 at the SCO rate of \$0.61950 per Ccf and sales tax of \$3.25. SCO equals the NYIMEX closing price plus the Retail Price Adjustment of \$1.40 divided by 10.

An annual adjustment to the An annual adjustment to the Infrastructure Replacement Program Rider has been reflected on your bill. The rider recovers costs associated with Columbia's investment in replacement of risers, customer service lines, bare steel mains and installation of automated metres reacting devices meter reading devices. Beginning April 30, 2014, the adjustment results in an increase of \$1.00 to your total bill each month.

Your bill also reflects an annual adjustment to the Demand-Side Management Rider of \$0.01595/ccf to recover costs associated with Columbia's investment in energy efficiency programs for residential and commercial customers.

Optional Services Notes

\$3.99

\$3.99

ESP Inside Line	
Previous Balance	\$7.42
Payments Recd	\$0.00
Balance at Billing	\$7.42
Current Charges	\$3.99
Current Balance	\$11.41
Optional Services a regulated utility ser Optional Services a provided or guarar Columbia Gas or its	rvices. are not iteed by

Detail of Optional Services

ESP Inside Line (ESP Tel. 1-866-590-2953) **Total Charges for Optional Services This Period**

Additional Account Information

Simple Energy Solutions for Your Home Great news! Reduce your gas and water bills, plus get a \$10 rebate now, when you buy a select high-performance, energy-efficient showerhead online at ColumbiaGasOhio.com/e-store. Or visit the site for a \$10 mail-in rebate form for eligible showerheads purchased at your local retailer. Call 1-866-542-4767 for more information. Columbia Gas of Ohio -- doing more to help you save money, energy and the environment.

installation; security deposits; billing and payment; payment plans; low-income assistance; disconnection and reconnection of service; meter disconnection and reconnection of service; meter reading and testing; usage and payment history; natural gas safety; maintenance of customer-owned service lines; employee identification; rate information and alternatives; Customer CHOICE; privacy rights; and complaint procedures. You may obtain a copy of the full minimum gas service standards at the PUCO Web site or phone numbers shown above.

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Apples to Apples For a comparison of available competitive natural gas suppliers, visit the PUCO Web site at www.PUCO.ohio.gov or call 1-800-299-7271.

Bankruptcy Notices Mail to Columbia Gas of Ohio, Revenue Recovery, 200 Civic Center Dr., Columbus, OH 43215.

Other Correspondence (except payments) Mail to Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318

Safety Tips

Gas Odor If you smell the distinctive odor of gas:

Gas Odor If you smell the distinctive odor of gas:
1. Leave the building immediately. Leave the door open, and don't use any electricity, matches or cordless phone.
2. Call 1-800-344-4077 away from the area and wait for our service crew to arrive.
Call Before You Dig Call 0.U.P.S. at 811 at least 48 hours before you start to dig for any outdoor project. It's for your safety - and it's the law!
Employee Identification All of our employees and authorized meter readers and contractors carry photo ID. If someone claims to represent the gas company, ask to see identification. Call the police if you see suspicious activity.

Contact Information Corrections

If this mailing address or phone number are incorrect, please make the necessary corrections on the lines below. 920 Indiana Av

Toledo OH 43607-2037
419-243-6740

Address

City Zip code State

Home Phone (

Columbia.Gas of Ohio

0 Gas Bill **Residential Service**

APPENDIX B Account Number

000 9 Statement Date 06/06/2014

35942

Page 1 of 2

A NiSource Company

How to Contact Us

1-800-344-4077 For DirectLink self-service 24 hours/day For billing questions, call 7 a.m. - 7 p.m., Mon. - Fri. before due date For quickest response, call 11 a.m. - 3 p.m., Mon.- Fri.

1-800-344-4077 For gas leaks or odor of gas 24 hours/day Press option 2 after the greeting

711

For hearing-impaired relay

ColumbiaGasOhio.com Click on DirectLink e-Services for account information, online billing and payment services, financial assistance, and other useful tools.

Billing Options

E-BILL Go paperless! Sign up for one of our e-bill options and view your bill online. Extended Payment Plans Special payment arrangements and energy assistance are available, if eligible.

Payment Options

Online Pay free by electronic check at our Web site

site. ZipCheck Authorize your bank to pay your bill automatically each month. Enroll online. BillMatrix Call 1-866-694-1828 or link from our Web site to pay by credit/debit card, or e-check. A convenience fee will apply. Authorized Payment Centers Call or visit us online to find a payment center near you. Agents charge a fee for each transaction. Meil Dottm course boloxumit payment to

Mail Return coupon below with payment to: Columbia Gas of Ohio

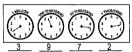
P.O. Box 742510 Cincinnati, OH 45274-2510

Gas Meter Information

Actual Reading We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required. us to make arrangements if access is required. Estimated Reading If we are unable to obtain an actual reading, we accurately estimate your reading based on the history of usage at the service address and normal temperatures for the billing period. We verify the reading the next time we read the meter to make sure you pay only for the apperty works

the energy you've used. Gas Usage We measure your gas usage in Ccf equal to 100 cubic feet. How to Read the Meter When a pointer is

between two numbers on a dial-type meter, read the smaller number except when the pointer is between 9 and 0. Record the reading on the dials from left to right. Example:



Billing & Payment Summary

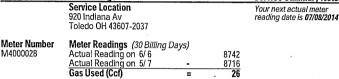
Eva Hadley			for the cur
Previous Amount Due on 05/22/2014 Payments Received by 06/06/2014 Late Payment Fee Balance on 06/06/2014 Charges for Gas Service This Period Current Charges for Optional Services	+ = +	\$107.37 \$0.00 \$1.44 \$108.81 \$44.78 \$3.99	Due by the on this bill, late payme 1.50%. See back o Charges fo
Total Amount Due	=	\$157.58	
Amount Due Immediately	=	\$108.81	
Amount Due by 06/23/2014	=	\$48.77	

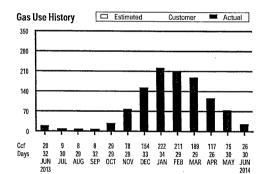
Billing & Payment Notes eive your payment Irrent total Amount le due date shown II, you will avoid a ent charge of

of bill for Detail of for Gas Service,

Service Summary Notes

Service Summary





Daily Comparisons Avg Daily Avg Daily				
Month	Temp	Usage		
Jun '14	64.3°	0.9		
May '14	50.7°	2.5		
Jun '13	<i>63.0°</i>	0.6		
Your Average Monthly Usage is 94 Ccf				
Your Total 1126 Ccf	Annual Us	sage is		

Payment Coupon vour account Account Number Amount Due by 6/23/2014 \$157.58 Payment Enclosed \$

Make check payable to:

Turn Me Over for more details about

000 9

Is your contact information on the back incorrect? Check this box and detail the correction on the reverse side.

00067294 01 AV 0.381 1 AUTO**SCH 5-DIGIT 43607 EVA HADLEY 920 INDIANA AV TOLEDO OH 43607-2037

P.O. Box 16581

Columbus, OH 43216-6581

EVA HADLEY 920 INDIANA AV TOLEDO OH 43607-2037

Columbia Gas of Ohio

A N/Source Company

COLUMBIA GAS P 0 BOX 742510 CINCINNATI OH 45274-2510



Columbia Gas of Ohio A NiSource Company

Legal Notices

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ColumbiaGasOhio.com or by calling 1-800-344-4077. Information covers rules regarding service installation; security deposits; billing and payment; payment plans; low-income assistance; disconnection and reconnection of service; meter reading and testing; usage and payment history; natural gas safety; maintenance of customer-owned service lines; employee identification; rate information and alternatives; Customer CHOICE; privacy rights; and complaint procedures. You may obtain a copy of the full minimum gas service standards at the PUCO Web site or phone numbers shown above.

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numbers shown above.

299-7271.

Safety Tips

Gas Bill 0 **Residential Service**

APPENDIX B

Account Number

Service Charges Notes

000 9 Statement Date

Page 2 of 2 06/06/2014 35942

Detail of Charges for Gas Service

Columbia Gas of Ohio		Current Charges include
Fixed Monthly Delivery Charge	\$17.81	gas supply costs of \$15.65 at the SCO rate of \$0.60190 per
Infrastructure Replacement Program Rider	\$5.71	Ccf and sales tax of \$1.10.
Usage Based Charges	\$3.11	SCO equals the NYMEX
Gross Receipts Tax @ 4.987%	\$1.40	closing price plus the Retail Price Adiustment of \$1.40
Total Charges for Service This Period	\$28.03	divided by 10.

Standard Choice Offer (SCO)

ios chergy	
Gas Supply Cost Incl Sales Tax	\$16.75
Total Charges For Service This Period	\$16.75

Total Charges For Service This Period As a participant of the Columbia Gas Standard Choice Offer Program, your gas is being supplied by IGS Energy. This bill reflects Columbia Gas charges for service and delivery of natural gas and your supplier's charges for the gas supply. For questions about your gas supply charges, please contact IGS Energy, PO Box 9060, Dublin OH 43017, at 1-800-280-4174. If your questions are not resolved after you have called your supplier, you may call the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumer's Counsel (OCC) toll free number(s) listed under Legal Notices in the left column of your bill.

Detail of Optional Services

ESP Inside Line	(ESP Tel. 1-866-590-2953)	\$3.99	ESP Inside Lin
Total Charges fo	Optional Services This Period	\$3.99	Previous Balance Payments Recd

Optional Services Notes ne nce \$11.41 Balance at Billing \$11.41 Current Charges \$3.99 \$15.40 Optional Services are not regulated utility services, Optional Services are not provided or guaranteed by Columbia Gas or its affiliates.

Additional Account Information

Simple Energy Solutions for Your Home Great news! Reduce your gas and water bills, plus get a \$10 rebate now, when you buy a select high-performance, energy-efficient showerhead online at ColumbiaGasOhio.com/e-store. Or visit the site for a \$10 mail-in rebate form for eligible showerheads purchased at your local retailer. Call 1-866-542-4767 for more information. Columbia Gas of Ohio -- doing more to help you save money, energy and the environment.

Contact Information Corrections

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Address	

City

State Zip code

Home Phone (

Columbia Gas. of Ohio

A NiSource Company

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For quickest response, call 11 a.m. - 3 p.m., Mon.- Fri. 1-800-344-4077

For gas leaks or odor of gas 24 hours/day Press option 2 after the greeting 711

For hearing-impaired relay

ColumbiaGasOhio.com Click on DirectLink e-Services for account information, online billing and payment services, financial assistance, and other useful tools.

Billing Options

E-BILL Go paperless! Sign up for one of our e-bill options and view your bill online. Budget Payment Plan Reduce the impact of higher, unstable natural gas prices by spreading the cost of winter heating more evenly throughout the year. Know how much to expect to pay each month month.

Customer CHOICE Purchase your natural gas from an unregulated supplier and have more control over the gas cost portion of your bill, which amounts to nearly two-thirds of your bill. Columbia Gas will still deliver the gas and provide safe, reliable service.

Payment Options

Online Pay free by electronic check at our Web site.

Site: ZipCheck Authorize your bank to pay your bill automatically each month. Enroll online. BillMatrix Call 1-866-694-1828 or link from our Web site to pay by credit/debit card, or e-check. A convenience fee will apply.

Authorized Payment Centers Call or visit us online to find a payment center near you. Agents charge a fee for each transaction.

Mail Return coupon below with payment to: Columbia Gas of Ohio

P.O. Box 742510 Cincinnati, OH 45274-2510

Gas Meter Information

Actual Reading We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact Is to make arrangements if access is required. Estimated Reading If we are unable to obtain an actual reading, we accurately estimate your reading based on the history of usage at the service address and normal temperatures for the billing period. We verify the reading the next time we read the meter to make sure you pay only for

the energy you've used. Gas Usage We measure your gas usage in Ccf equal to 100 cubic feet.

0	Gas	B	ill	
	.			

Residential Service

Billing & Payment Summary Billing & Payment Notes Billing & Payment Notes We are required to include your name, address, and usage information on lists of eligible customers that are made available to retail natural gas suppliers or governmental aggregators. If you wish to be excluded from the lists, please call 1-800-344-4077 or write Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH, 43216-2318. **Customer Name** Eva Hadley Previous Amount Due on 07/22/2014 \$157.58 Payments Received by 06/19/2014 \$157.58 Billing Adjustment 07/07/2014 \$1.67 Balance on 07/08/2014 = \$1.67CR \$32.12 + Current Charges for Optional Services \$3.99 + If we receive your payment for the current total Amount Due by the due date shown on this bill, you will avoid a Amount Due by 07/23/2014 \$34.44 Ξ late payment charge of 1.50%. The new Budget year starts next month! Be sure to check your bill next month for an opportunity to join the Budget Payment Plan and spread the cost of winter heating more evenly over the entire year. See back of bill for Detail of Charges for Gas Service Service Summary Service Summary Notes Service Location Your next actual meter reading date is 08/06/2014 920 Indiana Av Toledo OH 43607-2037 Meter Number Meter Readings (32 Billing Days) M4000028 Actual Reading on 7/8 Adjusted Reading on 6/6 8752 8742 Gas Used (Ccf) Gas Use History Estimated Actual Customer Daily Comparisons Avg Daily Avg Daily Temp Usage 70.7° 0.3 64.3° 0.9 Month Jul '14 Jun '14 Jul '13 69.8 0.3 Your Average Monthly Usage is 94 Ccf Your Total Annual Usage is 1127 Ccf

211 189 117 75 26 29 29 26 30 30 FEB MAR APR MAY JUN

10 32 JUL

		▼ Payment Coupor	n		Turn Me Over > > for more details about your account
		Amount Due by 7/23/2	2014	\$34.44	Account Number 000 9
EVA HADLEY 920 INDIANA AV TOLEDO OH 43607-2		Payment Enclosed	\$		☐ Is your contact information on the back incorrect? Check this box and detail the correction on the reverse side.
of Ohio A NiSource Company	P.O. Box 16581 Columbus, OH 43216-6581		Make check payable	to:	□ Check this box and complete the form on the back to make a tax-deductible donation to the HeatShare fuel fund.
00063152 01 AV AUTO**SCH 5-D EVA HADLEY 920 INDIANA A TOLEDO OH 436	NGIT 43607 V		COLUMBIA GAS P O BOX 742510 CINCINNATI OH 48	5274-2510	

29 78 154 222 29 29 33 34 OCT NOV DEC JAN

8

29 32 AUG SEP

Charges for Gas Service This Period

350

280

210

140

70

Ccf

Days

30 JUL 2013

000.9 Statement Date Page 1 of 2 07/08/2014 33253

Columbia.Gas. of Ohio A NiSource Company

Gas Meter Information (continued)

between two numbers on a dial-type meter, read the smaller number except when the pointer is between 9 and 0. Record the reading on the dials

Legal NOTICES Public Utilities Commission of Ohio If your complaint is not resolved after you have called Columbia Gas of Ohio, 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 8 a.m. to 5 p.m. weekdays, or at http://www.pucco.ohio.gov. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). Office of Ohio Consumers' Counsel The Ohio

1-1 (Ohio relay service). Office of Ohio Consumers' Counsel 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 a.m. to 5 p.m. weekdays, or at http://www.pickocc.org. Rights and Responsibilities - A summary of customer rights and responsibilities is available at ColumbiaGasOhio.com or by calling 1-800-344-4077. Information covers rules regarding service installetion: security deposites billion and

installation; security deposits; billing and payment; payment plans; low-income assistance; disconnection and reconnection of service; meter

disconnection and reconnection of service; meter reading and testing; usage and payment history; natural gas safety; maintenance of customer-owned service lines; employee identification; rate information and alternatives; Customer CHOICE; privacy rights; and complaint procedures. You may obtain a copy of the full minimum gas service standards at the PUCO Web site or phone numbers shown above.

Apples to Apples For a comparison of available competitive natural gas suppliers, visit the PUCO Web site at www.PUCO.ohio.gov or call 1-800-

How to Read the Meter When a pointer is

from left to right. Example

Legal Notices

0 Gas Bill **Residential Service**

APPENDIX B

Account Number 000 9

Service Charges Notes

Optional Services Notes

Optional Services are not regulated utility services and are not provided or guaranteed by Columbia Gas

Current Balance

or its affiliates.

\$15.40CR \$0.00 \$3.99

\$3.99

Statement Date

07/08/2014 33253

Page 2 of 2

Detail of Charges for Gas Service

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		Service unarges holes
Columbia Gas of Ohio		Current Charges include
Fixed Monthly Delivery Charge	\$17.81	gas supply costs of \$5.80 at the SCO rate of \$0.58000 per
Infrastructure Replacement Program Rider	\$5.71	Ccf and sales tax of \$0.41.
Usage Based Charges	\$1.16	SCO equals the NYMEX
Gross Receipts Tax @ 4.987%	\$1.23	closing price plus the Retail Price Adjustment of \$1.40
Total Charges for Service This Period	\$25.91	divided by 10.

Standard Choice Offer (SCO) ICS Enor

105 Lileigy	
Gas Supply Cost Incl Sales Tax	\$6.21
Total Charges For Service This Period	\$6.21

As a participant of the Columbia Gas Standard Choice Offer Program, your gas is being supplied by IGS Energy. This bill reflects Columbia Gas charges for service and delivery of natural gas and your supplier's charges for service and delivery of natural gas and your supplier's charges for the gas supply. For questions about your gas supply charges, please contact IGS Energy, PO Box 9060, Dublin OH 43017, at 1-800-280-4174. If your questions are not resolved after you have called your supplier, you may call the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumer's Counsel (OCC) toll free number(s) listed under Legal Notices in the left column of your bill.

Detail of Optional Services

ESP Inside Line	(ESP Tel. 1-866-590-2953)	\$3.99	ESP Inside Line
Total Charges for Optional Services This Period		\$3.99	Previous Balance Payments Recd Balance at Billing Current Charges

Additional Account Information

Simple Energy Solutions for Your Home Great news! Reduce your gas and water bills, plus get a \$10 rebate now, when you buy a select high-performance, energy-efficient showerhead online at ColumbiaGasOhio.com/e-store. Or visit the site for a \$10 mail-in rebate form for eligible showerheads purchased at your local retailer. Call 1-866-542-4767 for more information. Columbia Gas of Ohio -- doing more to help you save money, energy and the environment.

Bankruptcy Notices Mail to Columbia Gas of Ohio, Revenue Recovery, 200 Civic Center Dr., Columbus, OH 43215. Other Correspondence (except payments) Mail to Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318

Safety Tips

299-7271.

Gas Odor If you smell the distinctive odor of gas: 1. Leave the building immediately. Leave the door open, and don't use any electricity, matches or cordless phone.

or cordless phone. 2. Call 1-800-344-4077 away from the area and wait for our service crew to arrive. **Call Before You Dig** Call 0.U.P.S. at 811 at least 48 hours before you start to dig for any outdoor project. It's for your safety - and it's the law! **Employee Identification** All of our employees and authorized meter readers and contractors carry photo ID. If someone claims to represent the gas company, ask to see identification. Call the police if you see suspicious activity.

Contact Information Corrections

If this mailing address or phone number are incorrect, please make the necessary corrections on the lines below.

920 Indiana Av Toledo OH 43607-2037 419-243-6740

Address

City State Zip code **HeatShare Contribution**

Administered by The Salvation Army through donations from Columbia Gas customers, employees, and matching company contributions, HeatShare provides financial assistance to your neighbors who have no other options to help maintain their natural gas service.

You can contribute to the program monthly by authorizing the amount of your donation to be added to your monthly gas bill. For a one-time donation, simply make your check payable to the HeatShare Fund and return it to Columbia Gas along with your regular gas bill payment. However you choose to contribute, your donation is tax-deductible.

Monthly Contribution

\$10	
\$5	
\$1	
\$	

\$

One-Time Contribution

Home Phone (



٥ Gas Bill Residential Service

APPENDIX B Account Number

000 9 Statement Date 08/06/2014

Billing & Payment Notes

32770

Page 1 of 2

How to Contact Us

1-800-344-4077

1-800-344-4017 For DirectLink self-service 24 hours/day For billing questions, call 7 a.m. - 7 p.m., Mon. - Fri. before due date For quickest response, call 11 a.m. - 3 p.m., Mon. - Fri.

1-800-344-4077 For gas leaks or odor of gas 24 hours/day Press option 2 after the greeting

711

For hearing-impaired relay

ColumbiaGasOhio.com Click on DirectLink e-Services for account information, online billing and payment services, financial assistance, and other useful tools.

Billing Options

E-BILL Go paperless! Sign up for one of our e-bill options and view your bill online. Customer CHOICE Purchase your natural gas from an unregulated supplier and have more control over the gas cost portion of your bill, which amounts to nearly two-thirds of your bill. Columbia Gas will still deliver the gas and provide coff reliable somice safe, reliable service.

Payment Options

Online Pay free by electronic check at our Web

ZipCheck Authorize your bank to pay your bill automatically each month. Enroll online.

BillMatrix Call 1-866-694-1828 or link from our Web site to pay by credit/debit card, or e-check. A convenience fee will apply. Authorized Payment Centers Call or visit us online to find a payment center near you. Agents charge a fee for each transaction.

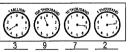
Mail Return coupon below with payment to:

Columbia Gas of Ohio P.O. Box 742510 Cincinnati, OH 45274-2510

Gas Meter Information

Actual Reading We have read the meter. You're required to provide us access to read the meter at required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required. Estimated Reading If we are unable to obtain an actual reading, we accurately estimate your reading based on the history of usage at the service address and normal temperatures for the billing period. We verify the reading the next time we read the meter to make sure you pay only for the energy you've used.

we read the meter to make sure you pay only for the energy you've used. Gas Usage We measure your gas usage in Ccf equal to 100 cubic feet. How to Read the Meter When a pointer is between two numbers on a dial-type meter, read the smaller number except when the pointer is between 9 and 0. Record the reading on the dials from left to right.



Customer Name Eva Hadley			If we receive your payment for the current total Amount Due by the due date shown
Previous Amount Due on 07/23/2014 Payments Received by 07/18/2014	_	\$34.44 \$34.44	on this bill, you will avoid a late payment charge of
Balance on 08/06/2014	=	\$0.00	1.50%. See back of bill for Detail of
Charges for Gas Service This Period	+	\$30.79	Charges for Gas Service.
Current Charges for Optional Services	+	\$4.95	
Amount Due by 08/21/2014	=	\$35.74	

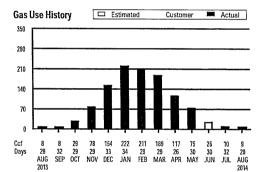
Remember winter heating bills? Get a jump on next winter and spread the cost of heating more evenly over the year. Just pay \$89.00 for your natural gas service, plus any charges for a security deposit, Optional Services, or HeatShare contribution instead of the amount due this month, and you'll be enrolled in the Budget Payment Plan automatically. See the enclosed bill insert for more information, or visit us online and click on "Manage Your Account". The Budget plan is your best option to manage your winter heating bills.

Billing & Payment Summary

Service Summary



Gas Used (Ccf)

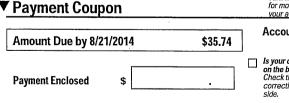


Daily Comparisons Avg Daily Avg Daily Temp Usage 69.1° 0.3 70.7° 0.3 Month Aug '14 Jul '14 0.3 0.3 0.3 Aug '13 71.5 Your Average Monthly Usage is 94 Ccf

Service Summary Notes

Your next actual meter reading date is 09/05/2014

Your Total Annual Usage is 1128 Ccf



Make check payable to:

Turn Me Over 🕨 🕽 for more details about our account

Account Number 000 9

Is your contact information on the back incorrect? Check this box and detail the correction on the reverse

Check this box and complete the form on the back to make a tax-deductible donation to Π the HeatShare fuel fund.

EVA HADLEY 920 INDIANA AV TOLEDO OH 43607-2037

Columbia Gas-of Ohio P.O. Box 16581 Columbus, OH 43216-6581 A NiSource Compan

> 00062532 01 AV 0.381 1 AUTO**SCH 5-DIGIT 43607 EVA HADLEY 920 INDIANA AV TOLEDO OH 43607-2037

COLUMBIA GAS P 0 BOX 742510 CINCINNATI OH 45274-2510

Columbia Gas of Ohio A NiSource Company

Legal Notices

Legal Notices Public Utilities Commission of Ohio If your complaint is not resolved after you have called Columbia Gas of Ohio, 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 8 a.m. to 5 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). Office of Ohio Consumers' Counsel 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 a.m. to 5 p.m. weekdays, or at http://www.pickocc.org. **Rights and Responsibilities -** A summary of customer rights and responsibilities is available at ColumbiaGasOhio.com or by calling 1-800-344-4077. Information covers rules regarding service installation; security deposits; billing and payment; payment plans; low-income assistance; disconnection and reconnection of service; meter reading and testing; usage and payment, history; noture contacted at and reconnection of service; meter

reading and testing; usage and payment history;

reading and testing; usage and payment history; natural gas safety; maintenance of customer-owned service lines; employee identification; rate information and alternatives; Customer CHOICE; privacy rights; and complaint procedures. You may obtain a copy of the full minimum gas service standards at the PUCO Web site or phone numbers shown above.

Apples to Apples For a comparison of available competitive natural gas suppliers, visit the PUCO Web site at www.PUCO.ohio.gov or call 1-800-299-7271.

Bankruptcy Notices Mail to Columbia Gas of Ohio, Revenue Recovery, 200 Civic Center Dr.,

Other Correspondence (except payments) Mail to Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318

Gas Odor If you smell the distinctive odor of gas: 1. Leave the building immediately, Leave the door open, and don't use any electricity, matches or cordless phone.

or cordless phone. 2. Call 1-800-344-4077 away from the area and wait for our service crew to arrive. **Call Before You Dig** Call 0.U.P.S. at 811 at least 48 hours before you start to dig for any outdoor project. It's for your safety - and it's the law! **Employee Identification** All of our employees and authorized meter readers and contractors carry photo ID. If someone claims to represent the gas company, ask to see identification. Call the police if you see suspicious activity.

Columbus, OH 43215.

Safety Tips

0 Gas Bill

APPENDIX B

Account Number 000.9

Statement Date

Optional Services Notes

Residential Service

Page 2 of 2 08/06/2014

32770

Detail of Charges for Gas Service

Detail of Charges for Gas Sei	Service Charges Notes	
Columbia Gas of Ohio Fixed Monthly Delivery Charge Infrastructure Replacement Program Rider Usage Based Charges <u>Gross Receipts Tax @ 4.987%</u> Total Charges for Service This Period	\$17.81 \$5.71 \$1.03 \$1.22 \$25.77	Current Charges include gas supply costs of \$4.69 at the SCO rate of \$0.52080 per Ccf and sales tax of \$0.33. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.40 divided by 10.

Standard Choice Offer (SCO)

Total

IOS Ellergy	
Gas Supply Cost Incl Sales Tax	\$5.02
Total Charges For Service This Period	\$5.02

As a participant of the Columbia Gas Standard Choice Offer Program, your gas is being supplied by IGS Energy. This bill reflects Columbia Gas charges for service and delivery of natural gas and your supplier's charges for the gas supply. For questions about your gas supply charges, please contact IGS Energy, PO Box 9060, Dublin OH 43017, at 1-800-280-4474. If your questions are not resolved after you have called your supplier, you may call the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumer's Counsel (OCC) toil free number(s) listed under Legal Notices in the left column of your bill.

Detail of Optional Services

Inside Line (ESI	P Tel. 1-866-590-2953)	\$4.95	ESP Inside Line	
I Charges for Optic	onal Services This Period	\$4.95	Previous Balance Payments Recd Balance at Billing Current Charges	\$3.99 \$3.99CR \$0.00 \$4.95
			Current Balance	\$4.95
•		·	Optional Services a regulated utility ser are not provided or guaranteed by Colu or its affiliates.	vices and

Additional Account Information

Simple Energy Solutions for Your Home Great news! Reduce your gas and water bills, plus get a \$10 rebate now, when you buy a select high-performance, energy-efficient showerhead online at ColumbiaGasOhio.com/e-store. Or visit the stife for a \$10 mail-in rebate form for eligible showerheads purchased at your local retailer. Call 1-866-542-4767 for more information. Columbia Gas of Ohio -- doing more to help you save money, energy and the environment.

Contact Information Corrections

If this mailing address or phone number are incorrect,

please make the necessary corrections on the lines

HeatShare Contribution

Administered by The Salvation Army through donations from Columbia Gas customers, employees, and matching company contributions, HeatShare provides financial assistance to your neighbors who have no other options to help maintain their natural gas service.

You can contribute to the program monthly by authorizing the amount of your donation to be added to your monthly gas bill. For a one-time donation, simply make your check payable to the HeatShare Fund and return it to Columbia Gas along with your regular gas bill payment. However you choose to contribute, your donation is tax-deductible.

Monthly Contribution \$10 \$5 \$1 \$

One-Time Contribution

\$

State

Home Phone (

920 Indiana Av Toledo OH 43607-2037 419-243-6740

below.

Address

City

zip coue	
)	

Columbia.Gas of Ohio A NiSource Company

How to Contact Us 1-800-344-4077

For DirectLink self-service 24 hours/day

For billing questions, call 7 a.m. - 7 p.m., Mon. - Fri. before due date For quickest response, call 11 a.m. - 3 p.m., Mon.- Fri.

1-800-344-4077

For gas leaks or odor of gas 24 hours/day Press option 2 after the greeting

711

For hearing-impaired relay

ColumbiaGasOhio.com Click on DirectLink e-Services for account information, online billing and payment services, financial assistance, and other useful tools.

Billing Options

E-BILL Go paperless! Sign up for one of our e-bill options and view your bill online. Budget Payment Plan Reduce the impact of higher, unstable natural gas prices by spreading the cost of winter heating more evenly throughout the year. Know how much to expect to pay each

month.

Customer CHOICE Purchase your natural gas from an unregulated supplier and have more control over the gas cost portion of your bill, which amounts to nearly two-thirds of your bill. Columbia Gas will still deliver the gas and provide safe, reliable service.

Payment Options

Online Pay free by electronic check at our Web

ZipCheck Authorize your bank to pay your bill automatically each month. Enroll online.

BillMatrix Call 1-866-694-1828 or link from our Web site to pay by credil/debit card, or e-check. A convenience fee will apply. Authorized Payment Centers Call or visit us online to find a payment center near you. Agents charge a fee for each transaction.

Mail Return coupon below with payment to: Columbia Gas of Ohio P.O. Box 742510

Cincinnati, OH 45274-2510

Gas Meter Information

Gas Meter Information Actual Reading We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required. Estimated Reading If we are unable to obtain an actual reading, we accurately estimate your reading based on the history of usage at the service address and normal temperatures for the billing period. We verify the reading the next time we read the meter to make sure you pay only for the energy you'ye used.

Gas Usage We measure your gas usage in Ccf equal to 100 cubic feet.

)	Gas Bill	
	Residential Service	

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APPENDIX B Account Number

000 9 Statement Date 09/05/2014

Page 1 of 2 33275

\$35.22

8769 8761

Billing & Payment Summary

Billing & Payment Summ	lary		Billing & Payment Notes
Customer Name Eva Hadley			Foreign language interpreter service is available if you or someone you know prefers
Previous Amount Due on 08/21/2014 Payments Received by 08/25/2014 Balance on 09/05/2014 Charges for Gas Service This Period Current Charges for Optional Services	- = + +	\$35.74 \$35.74 \$0.00 \$30.27 \$4.95	to speak with us in a native language. Whether talking with us by phone or in person during a service visit, we will connect you immediately with an interpreter who will work with you and our

=

Amount Due by 09/22/2014

It's not too late to join the Budget plan! Just pay \$96.00 instead of the amount due this month for your utility service, plus any charges for a security deposit, Optional Services, or HeatShare contribution, and you'l be enrolled in the Budget Payment Plan automatically. Or log in to your account at our Web site to enroll online anytime if your account is current. The Budget plan is your best option to manage your winter heating bills.

	someone you know prefers
	to speak with us in a native
	language. Whether talking
	with us by phone or in
	person during a service visit,
	we will connect you
	immediately with an
	interpreter who will work
	with you and our
	representative to answer
	your questions or schedule
	service. The service is also
	available 24 hours a day,
	seven days a week to report
t	emergencies.
,	If we receive your payment
	for the current total Amount
Ŀ	ion the current total Amount

See back of bill for Detail of Charges for Gas Service.

Service Summary

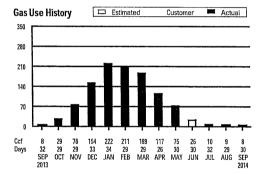
Service Location
920 Indiana Av
Toledo OH 43607-2037

 Meter Readings
 (30 Billing Days)

 Actual Reading on 9/5

 Actual Reading on 8/6

 Gas Used (Ccf)
 =
 Meter Number M4000028

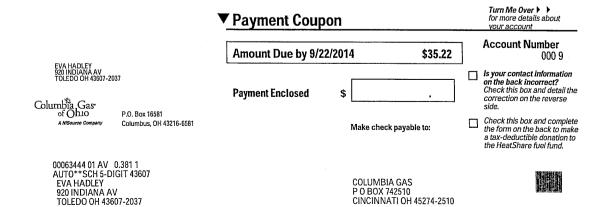


Service Summary Notes Your next actual meter reading date is 10/06/2014

Daily Comparisons				
Avg Daily Avg Daily				
Month	Temp	Usage		
Sep '14	71.0°	Ō.3		
Aug '14	69.1°	0.3		
Sep '13	70.3°	0.3		

Your Average Monthly Usage is 94 Ccf

Your Total Annual Usage is 1128 Ccf



Columbia Gas. of Ohio A NiSource Company

Gas Meter Information (continued)

between two numbers on a dal-type meter, read the smaller number except when the pointer is between 9 and 0. Record the reading on the dials

Legal Notices Public Utilities Commission of Ohio If your complaint is not resolved after you have called Columbia Gas of Ohio, 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 8 a.m. to 5 p.m. weekdays, or at http://www.pucc.ohio.gov. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service).

1-1 (Ohio relay service).² Office of Ohio Consumers' Counsel 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 a.m. to 5 p.m. weekdays, or at http://www.pickcoc.org. **Rights and Responsibilities** - A summary of customer rights and responsibilities is available at ColumbiaGasOhio.com or by calling 1-800-344-4077. Information covers rules regarding service installation: security denosits: billion and

installation; security deposits; billing and payment; payment plans; low-income assistance; disconnection and reconnection of service; meter

How to Read the Meter When a pointer is

from left to right.

Legal Notices

Gas Bill

APPENDIX B

Account Number 000.9

Service Charges Notes

Statement Date Page 2 of 2

09/05/2014 33275

Detail of Charges for Gas Service

		of O	

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Columbia Gas of Ohio		Current Charges include
Fixed Monthly Delivery Charge	\$17.81	gas supply costs of \$4.29 at the SCO rate of \$0.53570 per
Infrastructure Replacement Program Rider	\$5.71	Ccf and sales tax of \$0.30.
Usage Based Charges	\$0.94	SCO equals the NYMEX
Gross Receipts Tax @ 4.987%	\$1.22	closing price plus the Retail Price Adiustment of \$1.40
Total Charges for Service This Period	\$25.68	divided by 10.

Standard Choice Offer (SCO)

105 Elleryy	
Gas Supply Cost Incl Sales Tax	\$4.
Total Charges For Service This Period	\$4.

As a participant of the Columbia Gas Standard Choice Offer Program, your gas is being supplied by IGS Energy. This bill reflects Columbia Gas charges for service and delivery of natural gas and your supplier's charges for stervice and delivery of natural gas and your supplier's charges for the gas supply. For questions about your gas supply charges, please contact IGS Energy, PO Box 8060, Dublin OH 43017, at 1-800-280-4474. If your questions are not resolved after you have called your supplier, you may call the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumer's Counsel (OCC) toll free number(s) listed under Legal Notices in the left column of your bill.

Detail of Optional Services

ESP Service Plans	(ESP Tel. 1-866-590-2953)	\$4.95	Optional Services are
Total Charges for Optional Services This Period		\$4.95	regulated utility servic are not provided or

Additional Account Information

Simple Energy Solutions for Your Home Great news! Reduce your gas and water bills, plus get a \$10 rebate now, when you buy a select high-performance, energy-efficient showerhead online at ColumbiaGasOhio.com/e-store. Or visit the site for a \$10 mail-in rebate form for eligible showerheads purchased at your local retailer. Call 1-865-542-4767 for

disconnection and reconnection of service; meter reading and testing; usage and payment history; natural gas safety; maintenance of customer-owned service lines; employee identification; rate information and alternatives; Customer CHOICE; privacy rights; and complaint procedures. You may obtain a copy of the full minimum gas service standards at the PUCO Web site or phone numbers shown above.

Apples to Apples For a comparison of available competitive natural gas suppliers, visit the PUCO Web site at www.PUCO.ohio.gov or call 1-800-299-7271.

Bankruptcy Notices Mail to Columbia Gas of Ohio, Revenue Recovery, 200 Civic Center Dr., Columbus, OH 43215.

Other Correspondence (except payments) Mail to Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318

Safety Tips

Gas Odor If you smell the distinctive odor of gas: 1. Leave the building immediately. Leave the door open, and don't use any electricity, matches or cordless phone.

or cordless phone. 2. Call 1-800-344-4077 away from the area and wait for our service crew to arrive. **Call Before You Dig** Call 0.U.P.S. at 811 at least 48 hours before you start to dig for any outdoor project. It's for your safety - and it's the law! **Employee Identification** All of our employees and authorized meter readers and contractors carry photo ID. If someone claims to represent the gas company, ask to see identification. Call the police if you see suspicious activity.

Contact Information Corrections

If this mailing address or phone number are incorrect, please make the necessary corrections on the lines below.

920 Indiana Av Toledo OH 43607-2037 419-243-6740

Address

City			

State

Home Phone (

HeatShare Contribution

Administered by The Salvation Army through donations from Columbia Gas customers, employees, and matching company contributions, HeatShare provides financial assistance to your neighbors who have no other options to help maintain their natural gas service.

You can contribute to the program monthly by authorizing the amount of your donation to be added to your monthly gas bill. For a one-time donation, simply make your check payable to the HeatShare Fund and return it to Columbia Gas along with your regular gas bill payment. However you choose to contribute, your donation is tax-deductible.

\$10 \$5 \$1

Monthly Contribution

One-Time Contribution

\$

\$

	And the second	
Optiona	al Services Notes	
0	10 1	

not ces and guaranteed by Columbia Gas or its affiliates.

more information. Columbia Gas of Ohio -- doing more to help you save money, energy and the environment.

.59 .**59**

Residential Service

Zip code



How to Contact Us 1-800-344-4077

For DirectLink self-service 24 hours/day

For billing questions, call 7 a.m. - 7 p.m., Mon. - Fri. before due date Call 7 a.m. - 7 p.m. For quickest response, call 11 a.m. - 3 p.m., Mon.- Fri.

1-800-344-4077 For gas leaks or odor of gas 24 hours/day Press option 2 after the greeting

711

For hearing-impaired relay

ColumbiaGasOhio.com Click on DirectLink e-Services for account information, online billing and payment services, financial assistance, and other useful tools.

Billing Options

E-BILL Go paperless! Sign up for one of our e-bill options and view your bill online. Budget Payment Plan Reduce the impact of

higher, unstable natural gas prices by spreading the cost of winter heating more evenly throughout the year. Know how much to expect to pay each month.

Customer CHOICE Purchase your natural gas from an unregulated supplier and have more control over the gas cost portion of your bill, which amounts to nearly two-thirds of your bill. Columbia Gas will still deliver the gas and provide safe, reliable service.

Payment Options

Online Pay free by electronic check at our Web

site. ZipCheck Authorize your bank to pay your bill automatically each month. Enroll online. BillMatrix Call 1-866-694-1828 or link from our Web site to pay by credit/debit card, or e-check. A convenience fee will apply. Authorized Payment Centers Call or visit us online to find a payment center near you. Agents charge a fee for each transaction.

Mail Return coupon below with payment to:

Columbia Gas of Ohio P.O. Box 742510

Cincinnati, OH 45274-2510

Gas Meter Information

Gas Meter Information Actual Reading We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required. Estimated Reading If we are unable to obtain an actual reading, we accurately estimate your reading based on the history of usage at the service address and normal temperatures for the billing period. We verify the reading the next time we read the meter to make sure you pay only for the energy vou've used.

Gas Usage We measure your gas usage in Ccf equal to 100 cubic feet.



APPENDIX B Account Number

000 9 Statement Date

10/06/2014 Page 1 of 2 35203

Billing & Payment Summa

customer warne		
Eva Hadley		
Previous Amount Due on 09/22/2014		\$35.22
Payments Received by 09/12/2014	-	\$35.22
Balance on 10/06/2014	=	\$0.00
Charges for Gas Service This Period	+	\$41.42
Current Charges for Optional Services	+	\$4.95

Amount Due by 10/21/2014

ary Billing & Payment No We are required to inclu your name, address, and usage information on lisi eligible customers that a made available to retail natural gas suppliers or governmental aggregat you wish to be excluded the \$41.42 + \$14.42 the \$4.95	re re prs. If
Columbia Gas of Ohio, P. Box 2318, Columbus, OH 43216-2318.	0.
If we receive your paym for the current total Arm Due by the due date she on this bill, you will avoi late payment charge of 1.50%.	ount wn

See back of bill for Detail of Charges for Gas Service.

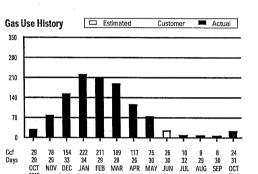
Service Summary Notes

Your next actual meter reading date is 11/04/2014

Service Summary Service Location

Ccf Days 29 29 OCT 2013

	Actual Reading on 9/5 Gas Used (Ccf)		8769 24
Meter Number M4000028	Meter Readings (31 Billing I Actual Reading on 10/6	Days)	8793
	920 Indiana Av Toledo OH 43607-2037		

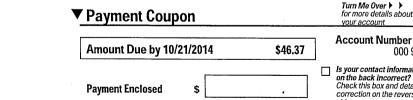


Daily Comparisons Avg Daily Avg Daily			
Month Oct '14 Sep '14 Oct '13	Temp 59.2° 71.0° 62.5°	Usage 0.8 0.3 1.0	
Your Average Monthly Usage is 94 Ccf			

Your Total Annual Usage is 1123 Ccf

24 31 OCT

9 29 8 30 AUG SEP



Make check payable to:

for more details about your account

000 9

Is your contact information on the back incorrect? Check this box and detail the correction on the reverse side.

Check this box and complete the form on the back to make a tax-deductible donation to · the HeatShare fuel fund.



00065796 01 AV 0.381 1 AUTO**SCH 5-DIGIT 43607 EVA HADLEY 920 INDIANA AV TOLEDO OH 43607-2037

P.O. Box 16581

Columbus, OH 43216-6581

EVA HADLEY 920 INDIANA AV TOLEDO OH 43607-2037

Columbia Gas-of Ohio

A NISo rce Com

> COLUMBIA GAS P O BOX 742510 CINCINNATI OH 45274-2510



Legal Notices

Gas Meter Information (continued)

How to Read the Meter When a pointer is between two numbers on a dial-type meter, read the smaller number except when the pointer is between 9 and 0. Record the reading on the dials from left to right. Example:

Legal Notices Public Utilities Commission of Ohio If your complaint is not resolved after you have called Columbia Gas of Ohio, or for general utility information, residential and Dusiness customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from 8 a.m. to 5 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).

Office of Ohio Consumers' Counsel 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 a.m. to 5 p.m. weekdays, or at http://www.pickocc.org.

http://www.pickocc.org. Rights and Responsibilities - A summary of Customer rights and responsibilities is available at ColumbiaGasOhio.com or by calling 1-800-344-4077. Information covers rules regarding service installation; security deposits; billing and payment; payment plans; low-income assistance; disconnection and reconnection of service; meter reading and testing; usage and payment history; natural gas safety; maintenance of customer-owned service lines; employee identification; rate information and alternatives; Customer CHOICE; privacy rights; and complaint procedures. You may obtain a copy of the full minimum gas service standards at the PUCO Web site or phone numbers shown above.

Apples to Apples For a comparison of available competitive natural gas suppliers, visit the PUCO Web site at www.PUCO.ohio.gov or call 1-800-

Bankruptcy Notices Mail to Columbia Gas of Ohio, Revenue Recovery, 200 Civic Center Dr., Columbus, OH 43215. Other Correspondence (except payments) Mail to Columbia Gas of Ohio, P.O. Box 2318, Columbus,

Gas Odor If you smell the distinctive odor of gas:

Gas Odor If you smell the distinctive odor of gas: 1. Leave the building immediately. Leave the door open, and don't use any electricity, matches or cordless phone. 2. Call 1-800-344-4077 away from the area and wait for our service crew to arrive. Call Before You Dig Call 0.U.P.S. at 811 at least 48 hours before you start to dig for any outdoor project. It's for your safety - and it's the law! Employee Identification All of our employees and authorized meter readers and contractors carry photo ID. If someone claims to represent the gas company, ask to see identification. Call the police if you see suspicious activity.

numbers shown above.

299-7271.

OH 43216-2318 Safety Tips

Gas Bill 0 **Residential Service**

Account Number

000 9 Statement Date

10/06/2014 35203

Page 2 of 2

Detail of Charges for Gas Service

Detail of Charges for Gas Servic	e	Service Charges Notes
Columbia Gas of Ohio		Current Charges include
Fixed Monthly Delivery Charge	\$17.81	gas supply costs of \$12.92 at the SCO rate of \$0.53840 per
Infrastructure Replacement Program Rider	\$5.71	Ccf and sales tax of \$0.90.
Usage Based Charges	\$2.77	SCO equals the NYMEX
Gross Receipts Tax @ 4.987%	\$1.31	closing price plus the Retail Price Adjustment of \$1.40
Total Charges for Service This Period	\$27.60	divided by 10.

Standard Choice Offer (SCO)

Gas Supply Cost Incl Sales Tax	\$13.82
Total Charges For Service This Period	\$13.82

As a participant of the Columbia Gas Standard Choice Offer Program, your gas is being supplied by IGS Energy. This bill reflects Columbia Gas charges for service and delivery of natural gas and your supplier's charges for the gas supply. For questions about your gas supply charges, please contact IGS Energy, PO Box 9060, Dublin OH 43017, at 1-800-280-4474. If your questions are not resolved after you have called your supplier, you may call the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumer's Counsel (OCC) toll free number(s) listed under Legal Notices in the left column of your bill.

Detail of Optional Services

SP Service Plans	(ESP Tel. 1-866-590-2953)		Optional Se
otal Charges for O	ptional Services This Period	\$4.95	regulated L

Optional Services Notes Services are not utility services and ovided or guaranteed by Columbia Gas or its affiliates.

Additional Account Information

Simple Energy Solutions for Your Home Great news! Reduce your gas and water bills, plus get a \$10 rebate now, when you buy a select high-performance, energy-efficient showerhead online at ColumbiaGasOhio.com/e-store. Or visit the site for a \$10 mail-in rebate form for eligible showerheads purchased at your local retailer. Call 1-866-542-4767 for more information. Columbia Gas of Ohio -- doing more to help you save money, energy and the environment.

Contact Information Corrections

If this mailing address or phone number are incorrect, please make the necessary corrections on the lines below.

920 Indiana Av Toledo OH 43607-2037 419-243-6740

Address

City		
State	Zip code	

Home Phone (

HeatShare Contribution

Administered by The Salvation Army through donations from Columbia Gas customers, employees, and matching company contributions, HeatShare provides financial assistance to your neighbors who have no other options to help maintain their natural gas service.

You can contribute to the program monthly by authorizing the amount of your donation to be added to your monthly gas bill. For a one-time donation, simply make your check payable to the HeatShare Fund and return it to Columbia Gas along with your regular gas bill payment. However you choose to contribute, your donation is tax-deductible.

Monthly Contribution \$10



\$

One-Time Contribution

Columbia.Gas of Ohio A NiSource Company

How to Contact Us 1-800-344-4077

1-800-344-4077 For DirectLink self-service 24 hours/day For billing questions, call 7 a.m. - 7 p.m., Mon. - Fri. before due date For quickest response, call 11 a.m. - 3 p.m., Mon. - Fri.

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711

For hearing-impaired relay

ColumbiaGasOhio.com Click on DirectLink e-Services for account information, online billing and payment services, financial assistance, and other useful tools.

Billing Options

Binning Options F-BILL Go paperless! Sign up for one of our e-bill options and view your bill online. **Budget Payment Plan** Reduce the impact of higher, unstable natural gas prices by spreading the cost of winter heating more evenly throughout the year. Know how much to expect to pay each month month.

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Payment Options

Online Pay free by electronic check at our Web

site. ZipCheck Authorize your bank to pay your bill automatically each month. Enroll online. BillMatrix Call 1-866-694-1828 or link from our Web site to pay by credit/debit card, or e-check. A convenience fee will apply. Authorized Payment Centers Call or visit us online to find a payment center near you. Agents charge a fee for each transaction. Mail Datum acurem to belauwith a payment to:

Mail Return coupon below with payment to:

Columbia Gas of Ohio P.O. Box 742510

Cincinnati, OH 45274-2510

Gas Meter Information

Actual Reading We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required. Estimated Reading If we are unable to obtain an actual reading, we accurately estimate your reading based on the history of usage at the service address and normal temperatures for the billing period. We verify the reading the next time we read the meter to make sure you pay only for the energy you've used.

Gas Usage We measure your gas usage in Ccf equal to 100 cubic feet.

Gas	Bill
Residential	Service

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APPENDIX B Account Number

000 9

Statement Date 11/04/2014

60967

Billing & Payment Summ

Customer Name		
Eva Hadley		
Previous Amount Due on 10/21/2014		\$46.37
Payments Received by 10/20/2014	-	\$46.37
Balance on 11/04/2014	=	\$0.00
Charges for Gas Service This Period	+	\$68.26
Current Charges for Optional Services	+	\$4.95

Amount Due by 11/19/2014

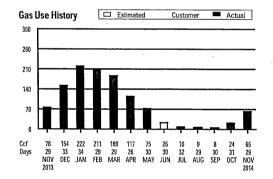
ary	-	Billing & Payment Notes
- = + +	\$46.37 \$46.37 \$0.00 \$68.26 \$4.95 \$73.21	Foreign language interpreter service is available if you or someone you know prefers to speak with us in a native language. Whether talking with us by phone or in person during a service visit, we will connect you immediately with an interpreter who will work with you and our representative to answer your questions or schedule service. The service is also available 24 hours a day, seven days à week to report emergencies.
		If we receive your nayment

Page 1 of 2

Service Summary

Service Location 920 Indiana Av Toledo OH 43607-2037 Meter Number

Meter Readings (29 Billing Days) M4000028 Actual Reading on 11/4 8858 Actual Reading on 10/ 6 Gas Used (Ccf) 8793 65

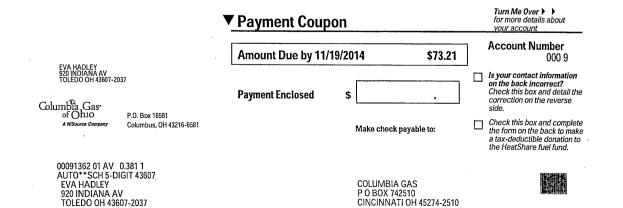


Daily Comparisons Avg Daily Avg Daily Temp Usage 49.6° 2.2 59.2° 0.8 Month

Nov '14 Oct '14 0.8 Nov '13 50.4

Your Average Monthly Usage is 93 Ccf

Your Total Annual Usage is 1110 Ccf



If we receive your payment for the current total Amount Due by the due date shown on this bill, you will avoid a late payment charge of 1.50%.

See back of bill for Detail of Charges for Gas Service.

Service Summary Notes

Your next actual meter reading date is 12/05/2014

Columbia Gas of Ohio A NiSource Company

Gas Meter Information (continued)

between two numbers on a dial-type meter, read the smaller number except when the pointer is between 9 and 0. Record the reading on the dials

Legal Notices Public Utilities Commission of Ohio If your complaint is not resolved after you have called Columbia Gas of Ohio, 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 8 a.m. to 5 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). Office of Ohio Consumers' Counsel The Ohio Consumers' Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-142-5622 (toll free) from 8 a.m. to 5 p.m. weekdays, or at http://www.pickocc.org. **Rights and Responsibilities** - A summary of customer rights and responsibilities is available at ColumbiaGasOhio.com or by calling 1-800-344-4077. Information covers rules regarding service installation; security deposits; billing and payment; payment plans; low-income assistance; disconnection and reconnection of service; meter reading and testing; usage and payment, history; potured reac cefebr, maintensone of customer.

disconnection and reconnection of service; meter reading and testing; usage and payment history; natural gas safety; maintenance of customer-owned service lines; employee identification; rate information and alternatives; Customer CHOICE; privacy rights; and complaint procedures. You may obtain a copy of the full minimum gas service standards at the PUCO Web site or phone numbers shown above.

Apples to Apples For a comparison of available competitive natural gas suppliers, visit the PUCO Web site at www.PUCO.ohio.gov or call 1-800-299-7271. Bankruptcy Notices Mail to Columbia Gas of Ohio, Revenue Recovery, PO Box 117, Columbus,

Other Correspondence (except payments) Mail to Columbia Gas of Ohio, P.O. Box 2318, Columbus,

Gas Odor If you smell the distinctive odor of gas: 1. Leave the building immediately. Leave the door open, and don't use any electricity, matches or cordless phone.

How to Read the Meter When a pointer is

from left to right.

Legal Notices

0 Gas Bill **Residential Service**

APPENDIX B

Account Number 000 9

Page 2 of 2

Statement Date 11/04/2014 60967

Detail of Charges for Gas Service

Detail of Charges for Gas Service		Service Charges Notes	
Columbia Gas of Ohio Fixed Monthly Delivery Charge Infrastructure Replacement Program Rider Usage Based Charges Gross Receipts Tax @ 4.987% Total Charges for Service This Period	\$17.81 \$5.71 \$7.53 \$1.55 \$32.60	Current Charges include gas supply costs of \$3.33 at the SCO rate of \$0.51280 per Ccf and sales tax of \$2.33. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.40 divided by 10.	

Standard Choice Offer (SCO)

IGS Energy

Gas Supply Cost Incl Sales Tax	\$35.66
Total Charges For Service This Period	\$35.66

As a participant of the Columbia Gas Standard Choice Offer Program, your gas is being supplied by IGS Energy. This bill reflects Columbia Gas charges for service and delivery of natural gas and your supplier's charges for service and delivery of natural gas and your supplier's charges for the gas supply. For questions about your gas supply charges, please contact IGS Energy, PO Box 9060, Dublin OH 43017, at 1-800-280-4474. If your questions are not resolved after you have called your supplier, you may call the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumer's Counsel (OCC) toll free number(s) listed under Legal Notices in the left column of your bill.

Detail of Optional Services

ESP Service Plans	(ESP Tel. 1-866-590-2953)	\$4.95	Optional Servi
Total Charges for Optional Services This Period		\$4.95	regulated utili are not provid

Additional Account Information

Simple Energy Solutions for Your Home Great news! Reduce your gas and water bills, plus get a \$10 rebate now, when you buy a select high-performance, energy-efficient showerhead online at ColumbiaGasOhio.com/e-store. Or visit the site for a \$10 mail-in rebate form for eligible showerheads purchased at your local retailer. Call 1-866-542-4767 for more information. Columbia Gas of Ohio -- doing more to help you save money, energy and the environment.

or cordless phone. 2. Call 1-800-344-4077 away from the area and wait for our service crew to arrive. **Call Before You Dig** Call 0.U.P.S. at 811 at least 48 hours before you start to dig for any outdoor project. It's for your safety - and it's the law! **Employee Identification** All of our employees and authorized meter readers and contractors carry photo ID. If someone claims to represent the gas company, ask to see identification. Call the police if you see suspicious activity.

Contact Information Corrections

If this mailing address or phone number are incorrect, please make the necessary corrections on the lines below.

920 Indiana Av Toledo OH 43607-2037 419-243-6740

Address

OH 43216.

OH 43216-2318 Safety Tips

City		
State	Zip code	-
Home Phone ()	

HeatShare Contribution

Administered by The Salvation Army through donations from Columbia Gas customers, employees, and matching company contributions, HeatShare provides financial assistance to your neighbors who have no other options to help maintain their natural gas service.

You can contribute to the program monthly by authorizing the amount of your donation to be added to your monthly gas bill. For a one-time donation, simply make your check payable to the HeatShare Fund and return it to Columbia Gas along with your regular gas bill payment. However you choose to contribute, your donation is tax-deductible.

Monthly Contribution \$10

4.4	
\$5	
\$1	
\$	

\$

One-Time Contribution

Optional Services Notes ices are not

lity services and are not provided or guaranteed by Columbia Gas or its affiliates.



Gas Bill Residential Service

APPENDIX B Account Number

000.9

Page 1 of 2 35373

\$128.12

Statement Date 12/05/2014

Billing & Payment Summary

Customer Name			If we receive your
Eva Hadley			for the current tota Due by the due dat
Previous Amount Due on 11/19/2014		\$73.21	on this bill, you will
Payments Received by 11/10/2014	-	\$73.21	late payment char 1.50%.
Balance on 12/05/2014	=	\$0.00	See back of bill for
Charges for Gas Service This Period	+	\$123.17	Charges for Gas S
Current Charges for Optional Services	+	\$4.95	

Amount Due by 12/22/2014 = Billing & Payment Notes r payment tal Amount

ate shown ill avoid a rge of

or Detail of Service,

Service Summary Notes

Your next actual meter reading date is 01/08/2015

Service Summary

350

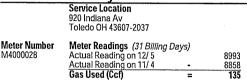
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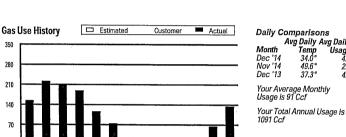
210 140

70

Ccf

Days 33 DEC





10 9 8 32 29 30 JUL AUG SEP

65 29 NOV 135 31 DEC

24 31

OCT

Daily Comparisons Avg Daily Avg Daily				
Month		Usage		
Dec '14	34.0°	4.4		
Nov '14	49.6°	2.2		
Dec '13	37.3°	4.7		
Your Avera Usage is 9	nge Montl 1 Ccf	ıly		
V				

Payment Coupon Amount Due by 12/22/2014 \$128.12 \$

211 189 117 75 26 29 29 26 30 30 FEB MAR APR MAY JUN

211

222

34 JAN

2013

Payment Enclosed

Make check payable to:

COLUMBIA GAS P 0 BOX 742510

CINCINNATI OH 45274-2510

Turn Me Over 🕨 🌢 for more details about your account

Account Number 000 9

Is your contact information on the back incorrect? Check this box and detail the correction on the reverse side.

Check this box and complete the form on the back to make a tax-deductible donation to the HeatShare fuel fund.

How to Contact Us

1-800-344-4077 For DirectLink self-service 24 hours/day

For billing questions, call 7 a.m. - 7 p.m., Mon. - Fri. before due date For quickest response, call 11 a.m. - 3 p.m., Mon.- Fri.

1-800-344-4077

For gas leaks or odor of gas 24 hours/day Press option 2 after the greeting

711

For hearing-impaired relay ColumbiaGasOhio.com

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Billing Options

E-BILL Go paperless! Sign up for one of our e-bill options and view your bill online. Budget Payment Plan Reduce the impact of

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Online Pay free by electronic check at our Web

site. ZipCheck Authorize your bank to pay your bill automatically each month. Enroll online. BillMatrix Call 1-866-694-1828 or link from our Web site to pay by credit/debit card, or e-check. A convenience fee will apply. Authorized Payment Centers Call or visit us online to find a payment center near you. Agents charge a fee for each transaction.

Mail Return coupon below with payment to:

Columbia Gas of Ohio P.O. Box 742510 Cincinnati, OH 45274-2510

Gas Meter Information

Gas Meter Information Actual Reading We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required. Estimated Reading If we are unable to obtain an actual reading, we accurately estimate your reading based on the history of usage at the service address and normal temperatures for the billing period. We verify the reading the next time we read the meter to make sure you pay only for the energy vou've used.

Gas Usage We measure your gas usage in Ccf equal to 100 cubic feet.

00065200 01 AV 0.381 1 AUTO**SCH 5-DIGIT 43607 EVA HADLEY 920 INDIANA AV

EVA HADLEY 920 INDIANA AV TOLEDO OH 43607-2037

Columbia Gas-of Ohio

A NiSource Company

TOLEDO OH 43607-2037

P.O. Box 16581

Columbus, OH 43216-6581



from left to right.

Legal Notices

Gas Meter Information (continued)

How to Read the Meter When a pointer is between two numbers on a dial-type meter, read the smaller number except when the pointer is

between 9 and 0. Record the reading on the dials

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0 Gas Bill Residential Service

Account Number

000 9 Statement Date

Service Charges Notes

12/05/2014 Page 2 of 2 35373

Detail of Charges for Gas Service

Columbia Gas of Ohio		Current Charges include
Fixed Monthly Delivery Charge	\$17.81	gas supply costs of \$76.71 at the SCO rate of \$0.56820 per
Infrastructure Replacement Program Rider	\$5.71	Ccf and sales tax of \$5.37.
Usage Based Charges	\$15.62	SCO equals the NYMEX
Gross Receipts Tax @ 4.987%	\$1.95	closing price plus the Retail Price Adjustment of \$1,40
Total Charges for Service This Period	\$41.09	divided by 10.

Standard Choice Offer (SCO)

Total Charges For Service This Period	\$82.08
Gas Supply Cost Incl Sales Tax	\$82.08
105 Lifelyy	

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Detail of Optional Services

ESP Service Plans	(ESP Tel. 1-866-590-2953)	
Total Charges for Optional Services This Period		

Optional Services Notes

\$4.95

\$4,95

Optional Services are not regulated utility services and are not provided or guaranteed by Columbia Gas or its affiliates.

Additional Account Information

Simple Energy Solutions for Your Home Great news! Reduce your gas and water bills, plus get a \$10 rebate now, when you buy a select high-performance, energy-efficient showerhead online at ColumbiaGasOhio.com/e-store. Or visit the site for a \$10 mail.in rebate form for eligible showerheads purchased at your local retailer. Call 1-866-542-4767 for more information. Columbia Gas of Ohio -- doing more to help you save money, energy and the environment.

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OH 43216. Other Correspondence (except payments) Mail to Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318

Safety Tips

numbers shown above.

Gas Odor If you smell the distinctive odor of gas: 1. Leave the building immediately. Leave the door open, and don't use any electricity, matches

door open, and don't use any electricity, matches or cordless phone. 2. Call 1-800-344-4077 away from the area and wait for our service crew to arrive. **Call Before You Dig** Call O.U.P.S. at 811 at least 48 hours before you Satet to dig for any outdoor project. It's for your safety - and it's the law! **Employee Identification** All of our employees and authorized metier readers and contractors carry photo ID. If someone claims to represent the gas company, ask to see identification. Call the police if you see suspicious activity.

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920 Indiana Av Toledo OH 43607-2037 419-243-6740

Address

City State Zip code

Home Phone

HeatShare Contribution

Administered by The Salvation Army through donations from Columbia Gas customers, employees, and matching company contributions, HeatShare provides financial assistance to your neighbors who have no other options to help maintain their natural gas service.

You can contribute to the program monthly by authorizing the amount of your donation to be added to your monthly gas bill. For a one-time donation, simply make your check payable to the HeatShare Fund and return it to Columbia Gas along with your regular gas bill payment. However you choose to contribute, your donation is tax-deductible.

Monthly Contribution \$10

\$5 \$1 \$

\$

One-Time Contribution

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Summary: Answer of Columbia Gas of Ohio, Inc. electronically filed by Ms. Melissa L. Thompson on behalf of Columbia Gas of Ohio, Inc.