

**BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO**

In the Matter of the Complaint of)	
Eva M. Hadley,)	
Complainant,)	
v.)	Case No. 14-2027-GA-CSS
)	
Columbia Gas of Ohio, Inc.,)	
Respondent.)	

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.

/s/ Melissa L. Thompson

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

/s/ Melissa L. Thompson
Melissa L. Thompson

**Attorney for
COLUMBIA GAS OF OHIO, INC.**

APPENDIX A

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

APPENDIX B

**Eva Hadley
Billing Statements for
Account Ending in 0009**

November 2013 through December 2014

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 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.

Billing & Payment Summary

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 11/22/2013 = \$72.81

Billing & Payment Notes

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 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 Location

920 Indiana Av
Toledo OH 43607-2037

Meter Number
M4000028

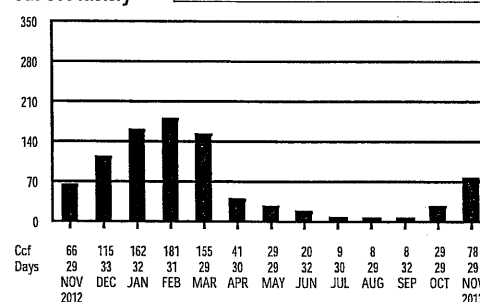
Meter Readings (29 Billing Days)

Actual Reading on 11/7	7748
Actual Reading on 10/9	- 7670
Gas Used (Ccf)	= 78

Service Summary Notes

Your next actual meter reading date is 12/10/2013

Gas Use History



Daily Comparisons

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

Your Average Monthly Usage is 70 Ccf

Your Total Annual Usage is 835 Ccf

Payment Coupon

Turn Me Over ▶
for more details about
your account

Amount Due by 11/22/2013 \$72.81

Account Number 000 9

Payment Enclosed \$

Make check payable to:

☐ 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.

Columbia Gas
of Ohio
A NiSource Company

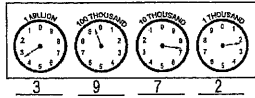
P.O. Box 16581
Columbus, OH 43216-6581

00057189 01 AV 0.360 1
****AUTO**5-DIGIT 43607
EVA HADLEY
920 INDIANA AV
TOLEDO OH 43607-2037

COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510

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 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; 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.
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 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.

Detail of Charges for Gas Service

Columbia Gas of Ohio	
Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$4.71
Usage Based Charges	\$4.98
Gross Receipts Tax @ 4.987%	\$1.37
Total Charges for Service This Period	\$28.87

Service Charges Notes

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)

Hess Corporation	
Gas Supply Cost Incl Sales Tax	\$39.95
Total Charges For Service This Period	\$39.95

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)	\$3.99
Total Charges for Optional Services This Period	\$3.99

Optional Services Notes

Optional 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 tenants - call 1-800-952-3037 to find out how your home can be warmer, safer, and cost less to heat!

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 ☐

\$5 ☐

\$1 ☐

\$

One-Time Contribution

\$

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.

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

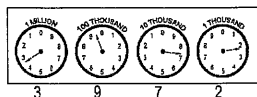
Actual Reading We have read the meter. You're
required to provide us access to read the meter at
least once a year or risk shut-off. Please contact
us to make arrangements if access is required.

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
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

Customer Name

Eva Hadley

Previous Amount Due on 11/22/2013		\$72.81
Payments Received by 12/10/2013		\$0.00
Late Payment Fee	+	\$1.03
Balance on 12/10/2013	=	\$73.84
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
Amount Due by 12/27/2013	=	\$122.17

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
myenergysights.com/billmessage to learn more.

Service Summary

Service Location

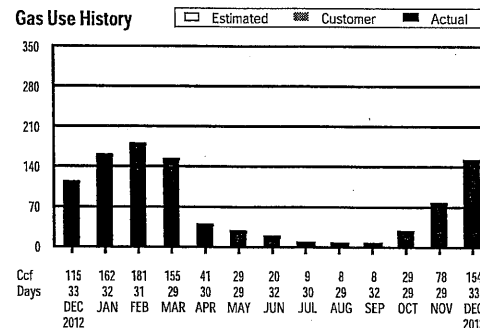
920 Indiana Av
Toledo OH 43607-2037

Meter Number
M4000028

Meter Readings (33 Billing Days)

Actual Reading on 12/10	7902
Actual Reading on 11/7	7748
Gas Used (Ccf)	= 154

Gas Use History



Billing & Payment Notes

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 01/13/2014

Daily Comparisons

Month	Avg Daily Temp	Avg Daily Usage
Dec '13	34.8°	4.7
Nov '13	48.4°	2.7
Dec '12	40.2°	3.5

Your Average Monthly
Usage is 73 Ccf

Your Total Annual Usage is
874 Ccf

Payment Coupon

Turn Me Over ▶▶
for more details about
your account

Amount Due by 12/27/2013 **\$196.01**

Account Number
000 9

Payment Enclosed

\$

Make check payable to:

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

EVA HADLEY
920 INDIANA AV
TOLEDO OH 43607-2037

**Columbia Gas[®]
of Ohio**
A NiSource Company

P.O. Box 16581
Columbus, OH 43216-6581

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

COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510



Legal Notices

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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 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 contractor's carry photo ID. If someone claims to represent the gas company, ask to see identification. Call the police if you see suspicious activity.

Detail of Charges for Gas Service

Columbia Gas of Ohio	
Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$4.71
Usage Based Charges	\$9.83
Gross Receipts Tax @ 4.987%	\$1.66
Total Charges for Service This Period	\$34.01

Standard Choice Offer (SCO)

Hess Corporation	
Gas Supply Cost Incl Sales Tax	\$84.17
Total Charges For Service This Period	\$84.17

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.

Service Charges Notes

Current Charges include gas supply costs of \$78.66 at the SCO rate of \$0.51080 per Ccf and sales tax of \$5.51. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.29 divided by 10.

Detail of Optional Services

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

Optional Services Notes

ESP Inside Line	
Previous Balance	\$3.99
Payments Recd	\$0.00
Balance at Billing	\$3.99
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

State

Zip code

Home Phone ()

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1-800-344-4077

For DirectLink self-service 24 hours/day

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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

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711

For hearing-impaired relay

ColumbiaGasOhio.com

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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.

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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.

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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.

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

Billing & Payment Summary

Customer Name

Eva Hadley

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

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.

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 Location

920 Indiana Av
Toledo OH 43607-2037

Meter Number
M4000028

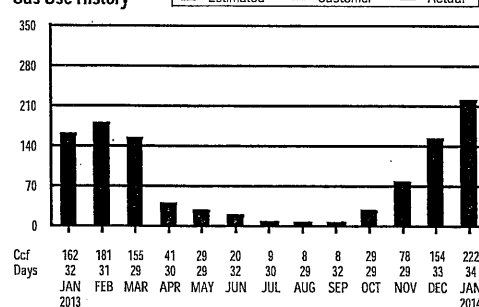
Meter Readings (34 Billing Days)

Actual Reading on 1/13	8124
Actual Reading on 12/10	- 7902
Gas Used (Ccf)	= 222

Service Summary Notes

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

Gas Use History



Daily Comparisons

Month	Avg Daily Temp	Avg Daily Usage
Jan '14	22.4°	6.5
Dec '13	34.8°	4.7
Jan '13	30.9°	5.1

Your Average Monthly Usage is 78 Ccf

Your Total Annual Usage is 934 Ccf

Payment Coupon

Turn Me Over ▶▶
for more details about
your account

Amount Due by 1/28/2014 \$181.88

Account Number
000 9

Payment Enclosed \$

\$

Make check payable to:

☐ 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.

Columbia Gas[®]
of Ohio
A NiSource Company

P.O. Box 16581
Columbus, OH 43216-6581

00057737 01 AV 0.360 1
****AUTO**5-DIGIT 43607
EVA HADLEY
920 INDIANA AV
TOLEDO OH 43607-2037

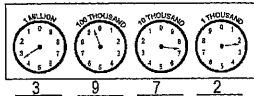
COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510



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

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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.
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 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.

Detail of Charges for Gas Service

Columbia Gas of Ohio	
Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$4.71
Usage Based Charges	\$18.03
Gross Receipts Tax @ 4.987%	\$2.02
Total Charges for Service This Period	\$42.57

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, 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.

Service Charges Notes

Current Charges include gas supply costs of \$126.47 at the SCO rate of \$0.56970 per Ccf and sales tax of \$8.85. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.29 divided by 10.

Detail of Optional Services

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

Optional Services Notes

ESP Inside Line
Previous Balance \$7.98
Payments Recd \$7.98CR
Balance at Billing \$0.00
Current Charges \$3.99
Current Balance \$3.99
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

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

\$

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 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 energy you've used.

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

Billing & Payment Summary

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

Billing & Payment Notes

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 Location

920 Indiana Av
Toledo OH 43607-2037

Meter Number

M4000028

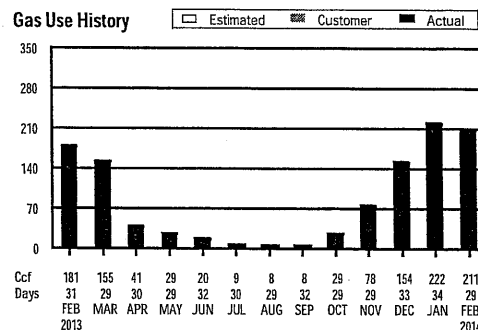
Meter Readings (29 Billing Days)

Actual Reading on 2/11	8335
Actual Reading on 1/13	- 8124
Gas Used (Ccf)	= 211

Service Summary Notes

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

Gas Use History



Daily Comparisons

Month	Avg Daily Temp	Avg Daily Usage
Feb '14	16.1°	7.3
Jan '14	22.4°	6.5
Feb '13	27.1°	5.8

Your Average Monthly Usage is 80 Ccf

Your Total Annual Usage is 964 Ccf

Payment Coupon

Amount Due by 2/26/2014

\$200.21

Payment Enclosed \$

Make check payable to:

Turn Me Over ▶▶
for more details about
your account

Account Number 000 9

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P.O. Box 16581
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AUTO**SCH 5-DIGIT 43607
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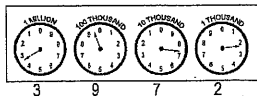
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Gas Meter Information (continued)

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.

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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.

Detail of Charges for Gas Service

Columbia Gas of Ohio	
Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$4.71
Usage Based Charges	\$17.14
Gross Receipts Tax @ 4.987%	\$1.98
Total Charges for Service This Period	\$41.64

Service Charges Notes

Current Charges include gas supply costs of \$144.47 at the SCO rate of \$0.68470 per Ccf and sales tax of \$10.11. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.29 divided by 10.

Standard Choice Offer (SCO)

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

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Detail of Optional Services

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

Optional Services Notes

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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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Toledo OH 43607-2037
419-243-6740

Address

City

State

Zip code

Home Phone ()

HeatShare Contribution

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Monthly Contribution

\$10 ☐

\$5 ☐

\$1 ☐

\$

One-Time Contribution

\$

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,

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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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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.

Billing & Payment Summary

Customer Name

Eva Hadley

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

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.

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 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.

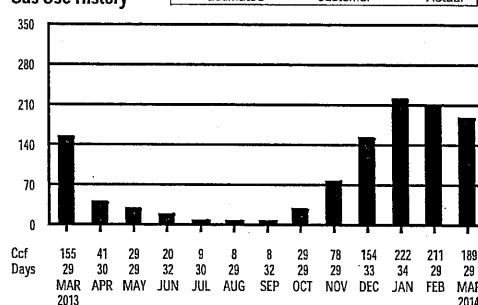
Service Summary

Service Location	920 Indiana Av Toledo OH 43607-2037
Meter Number	M4000028
Meter Readings (29 Billing Days)	
Actual Reading on 3/12	8524
Actual Reading on 2/11	- 8335
Gas Used (Ccf)	= 189

Service Summary Notes

Your next actual meter reading date is 04/10/2014

Gas Use History



Daily Comparisons

Month	Avg Temp	Avg Daily Usage
Mar '14	21.7°	6.5
Feb '14	16.1°	7.3
Mar '13	30.7°	5.3

Your Average Monthly Usage is 83 Ccf

Your Total Annual Usage is 998 Ccf

Payment Coupon

Turn Me Over ▶▶
for more details about
your account

Amount Due by 3/28/2014 \$168.02

Payment Enclosed \$

Make check payable to:

Account Number
000 9

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Columbia Gas
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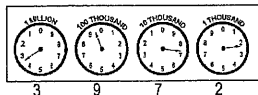
00073330 01 AV 0.381 1
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Example:



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Detail of Charges for Gas Service

Columbia Gas of Ohio		Service Charges Notes
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Infrastructure Replacement Program Rider	\$4.71	
Usage Based Charges	\$15.35	
Gross Receipts Tax @ 4.987%	\$1.89	
Total Charges for Service This Period	\$39.76	

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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\$10 ☐

\$5 ☐

\$1 ☐

\$

One-Time Contribution

\$

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Press option 2 after the greeting

711

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Budget Payment Plan Reduce the impact of
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least once a year or risk shut-off. Please contact
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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.

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	= \$87.98CR
Charges for Gas Service This Period	+ \$107.41
Current Charges for Optional Services	+ \$3.43
Amount Due by 04/23/2014	= \$22.86

Billing & Payment Notes

New Meter reading date!
We have changed the cycle
of your meter readings.

Please note the next meter
reading date shown on this
bill. This is the date you can
expect our meter reader to
obtain an actual reading, and
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
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.

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 Location 920 Indiana Av Toledo OH 43607-2037	
Meter Number M4000028	
Meter Readings (26 Billing Days)	
Actual Reading on 4/7	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 Coupon

Turn Me Over ▶▶
for more details about
your account

Amount Due by 4/23/2014 **\$22.86**

Account Number
000 9

Payment Enclosed

\$

Make check payable to:

☐ 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.

Columbia Gas[®]
of Ohio
A NiSource Company

P.O. Box 16581
Columbus, OH 43216-6581

00069960 01 AV 0.381 1
AUTO**SCH 5-DIGIT 43607
EVA HADLEY
920 INDIANA AV
TOLEDO OH 43607-2037

COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510





Gas Bill

Residential Service

Page 2 of 2

APPENDIX B

Account Number

000 9

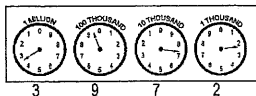
Statement Date

04/07/2014
36156

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 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).

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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 1-800-299-7271.

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.

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 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.

Detail of Charges for Gas Service

Columbia Gas of Ohio	
Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$4.71
Usage Based Charges	\$8.44
Gross Receipts Tax @ 4.987%	\$1.54
Total Charges for Service This Period	\$32.50

Service Charges Notes

Current Charges include gas supply costs of \$70.01 at the SCO rate of \$0.59840 per Ccf and sales tax of \$4.90. 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	\$74.91
Total Charges For Service This 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 Utilities 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 (Mcf) 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 monthly. 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, 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

ESP Inside Line (ESP Tel. 1-866-590-2953)	\$3.43
Total Charges for Optional Services This Period	\$3.43

Optional Services Notes

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

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 ☐

\$5 ☐

\$1 ☐

\$

One-Time Contribution

\$

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.

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

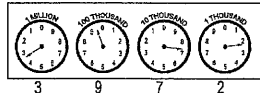
Actual Reading We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

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 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

Customer Name

Eva Hadley

Previous Amount Due on 04/23/2014		\$22.86
Payments Received by 05/07/2014		\$0.00
Late Payment Fee	+	\$0.23
Balance on 05/07/2014	=	\$23.09
Charges for Gas Service This Period	+	\$80.29
Current Charges for Optional Services	+	\$3.99

Total Amount Due	=	\$107.37
Amount Due Immediately	=	\$23.09
Amount Due by 05/22/2014	=	\$84.28

Billing & Payment Notes

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 Number

M4000028

Service Location

920 Indiana Av
Toledo OH 43607-2037

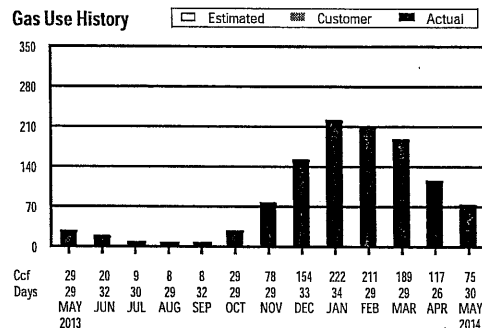
Meter Readings (30 Billing Days)

Actual Reading on 5/7	8716
Actual Reading on 4/7	8641
Gas Used (Ccf)	= 75

Service Summary Notes

Your next actual meter reading date is 06/06/2014

Gas Use History



Daily Comparisons

Month	Avg Daily Temp	Avg Daily Usage
May '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

Payment Coupon

Amount Due by 5/22/2014

\$107.37

Payment Enclosed

\$

Make check payable to:

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.

Columbia Gas
of Ohio
A NiSource Company

P.O. Box 16581
Columbus, OH 43216-6581

00069015 01 AV 0.381 1
AUTO**SCH 5-DIGIT 43607
EVA HADLEY
920 INDIANA AV
TOLEDO OH 43607-2037

COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510



Legal Notices

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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:

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 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.

Detail of Charges for Gas Service

Columbia Gas of Ohio	
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 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.

Service Charges Notes

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 NYMEX closing price plus the Retail Price Adjustment of \$1.40 divided by 10.

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 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.

Detail of Optional Services

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

Optional Services Notes

ESP Inside Line	
Previous Balance	\$7.42
Payments Rec'd	\$0.00
Balance at Billing	\$7.42
Current Charges	\$3.99
Current Balance	\$11.41

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

State

Zip code

Home Phone ()

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.

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

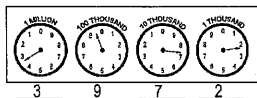
Actual Reading We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

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 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

Customer Name

Eva Hadley

Previous Amount Due on 05/22/2014		\$107.37
Payments Received by 06/06/2014		\$0.00
Late Payment Fee	+	\$1.44
Balance on 06/06/2014	=	\$108.81
Charges for Gas Service This Period	+	\$44.78
Current Charges for Optional Services	+	\$3.99

Total Amount Due	=	\$157.58
Amount Due Immediately	=	\$108.81
Amount Due by 06/23/2014	=	\$48.77

Billing & Payment Notes

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 Location

920 Indiana Av
Toledo OH 43607-2037

Meter Number

M4000028

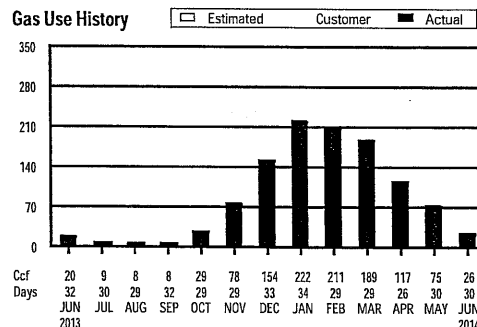
Meter Readings (30 Billing Days)

Actual Reading on 6/6	8742
Actual Reading on 5/7	8716
Gas Used (Ccf)	= 26

Service Summary Notes

Your next actual meter reading date is 07/08/2014

Gas Use History



Daily Comparisons

Month	Avg Daily Temp	Avg Daily Usage
Jun '14	64.3°	0.9
May '14	50.7°	2.5
Jun '13	63.0°	0.6

Your Average Monthly Usage is 94 Ccf

Your Total Annual Usage is 1126 Ccf

Payment Coupon

Turn Me Over ▶▶
for more details about
your account

Amount Due by 6/23/2014

\$157.58

Account Number 000 9

Payment Enclosed \$

\$

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

Make check payable to:

EVA HADLEY
920 INDIANA AV
TOLEDO OH 43607-2037

Columbia Gas
of Ohio
A NiSource Company

P.O. Box 16581
Columbus, OH 43216-6581

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

COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510



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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.

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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.

Detail of Charges for Gas Service

Columbia Gas of Ohio	
Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$5.71
Usage Based Charges	\$3.11
Gross Receipts Tax @ 4.987%	\$1.40
Total Charges for Service This Period	\$28.03

Standard Choice Offer (SCO)

IGS Energy	
Gas Supply Cost Incl Sales Tax	\$16.75
Total Charges For Service This Period	\$16.75

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.

Service Charges Notes

Current Charges include gas supply costs of \$15.65 at the SCO rate of \$0.60190 per Ccf and sales tax of \$1.10. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.40 divided by 10.

Detail of Optional Services

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

Optional Services Notes

ESP Inside Line

Previous Balance	\$11.41
Payments Recd	\$0.00
Balance at Billing	\$11.41
Current Charges	\$3.99
Current Balance	\$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

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 ()

How to Contact Us

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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
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.

Billing & Payment Summary

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
Charges for Gas Service This Period	+ \$32.12
Current Charges for Optional Services	+ \$3.99
Amount Due by 07/23/2014	= \$34.44

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.

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%.

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.

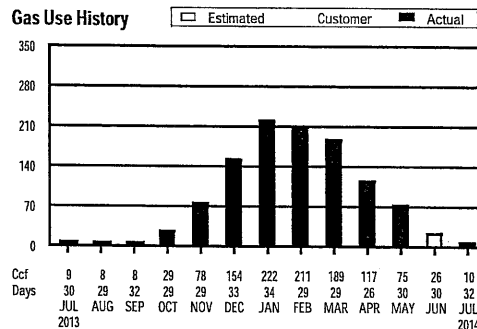
Service Summary

Service Location 920 Indiana Av Toledo OH 43607-2037	
Meter Number M4000028	Meter Readings (32 Billing Days)
	Actual Reading on 7/ 8 8752
	Adjusted Reading on 6/ 6 - 8742
	Gas Used (Ccf) = 10

Service Summary Notes

Your next actual meter
reading date is 08/06/2014

Gas Use History



Daily Comparisons

Month	Avg Daily Temp	Avg Daily Usage
Jul '14	70.7°	0.3
Jun '14	64.3°	0.9
Jul '13	69.8°	0.3

Your Average Monthly
Usage is 94 Ccf

Your Total Annual Usage is
1127 Ccf

Payment Coupon

Turn Me Over ▶▶
for more details about
your account

Amount Due by 7/23/2014	\$34.44
--------------------------------	----------------

Account Number
000 9

Payment Enclosed

\$

Make check payable to:

☐ 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.

**Columbia Gas[®]
of Ohio**
A NiSource Company

P.O. Box 16581
Columbus, OH 43216-6581

00063152 01 AV 0.381 1
AUTO**SCH 5-DIGIT 43607
EVA HADLEY
920 INDIANA AV
TOLEDO OH 43607-2037

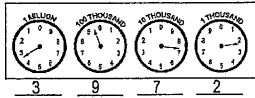
COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510



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 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; 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.
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 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.

Detail of Charges for Gas Service

Columbia Gas of Ohio	
Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$5.71
Usage Based Charges	\$1.16
Gross Receipts Tax @ 4.987%	\$1.23
Total Charges for Service This Period	\$25.91

Standard Choice Offer (SCO)

IGS Energy	
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 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.

Service Charges Notes

Current Charges Include
gas supply costs of \$5.80 at the SCO rate of \$0.58000 per Ccf and sales tax of \$0.41. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.40 divided by 10.

Detail of Optional Services

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

Optional Services Notes

ESP Inside Line	
Previous Balance	\$15.40
Payments Recd	\$15.40CR
Balance at Billing	\$0.00
Current Charges	\$3.99
Current Balance	\$3.99

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.

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 ☐

\$5 ☐

\$1 ☐

\$

One-Time Contribution

\$

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.

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

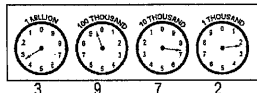
Actual Reading We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

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 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

Customer Name

Eva Hadley

Previous Amount Due on 07/23/2014	\$34.44
Payments Received by 07/18/2014	- \$34.44
Balance on 08/06/2014	= \$0.00
Charges for Gas Service This Period	+ \$30.79
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 Notes

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 Location

920 Indiana Av
Toledo OH 43607-2037

Meter Number

M4000028

Meter Readings (29 Billing Days)

Actual Reading on 8/6 8761

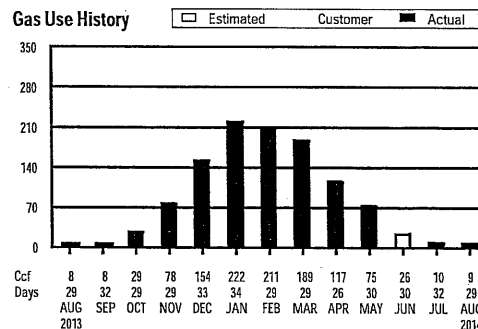
Actual Reading on 7/8 - 8752

Gas Used (Ccf) = 9

Service Summary Notes

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

Gas Use History



Daily Comparisons

Month	Avg Daily Temp	Avg Daily Usage
Aug '14	69.1°	0.3
Jul '14	70.7°	0.3
Aug '13	71.5°	0.3

Your Average Monthly Usage is 94 Ccf

Your Total Annual Usage is 1128 Ccf

Payment Coupon

Turn Me Over ▶▶
for more details about
your account

Amount Due by 8/21/2014 \$35.74

Payment Enclosed \$

Make check payable to:

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.

Columbia Gas[®]
of Ohio
A NiSource Company

P.O. Box 16581
Columbus, OH 43216-6581

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

COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510

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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.

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 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.

Detail of Charges for Gas Service

Columbia Gas of Ohio	
Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$5.71
Usage Based Charges	\$1.03
Gross Receipts Tax @ 4.987%	\$1.22
Total Charges for Service This Period	\$25.77

Standard Choice Offer (SCO)

IGS Energy	
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 1-800-260-4474. 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.

Service Charges Notes

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.

Detail of Optional Services

ESP Inside Line (ESP Tel. 1-866-590-2953)	\$4.95
Total Charges for Optional Services This Period	\$4.95

Optional Services Notes

ESP Inside Line
Previous Balance \$3.99
Payments Recd \$3.99CR
Balance at Billing \$0.00
Current Charges \$4.95
Current Balance \$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.

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 ☐

\$5 ☐

\$1 ☐

\$

One-Time Contribution

\$

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
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.

Billing & Payment Summary

Customer Name

Eva Hadley

Previous Amount Due on 08/21/2014	\$35.74
Payments Received by 08/25/2014	- \$35.74
Balance on 09/05/2014	= \$0.00
Charges for Gas Service This Period	+ \$30.27
Current Charges for Optional Services	+ \$4.95

Amount Due by 09/22/2014 = \$35.22

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'll 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.

Billing & Payment Notes

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 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 Location

920 Indiana Av
Toledo OH 43607-2037

Meter Number
M4000028

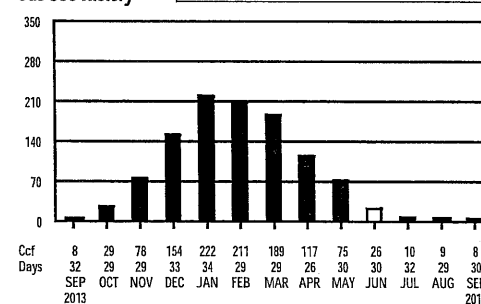
Meter Readings (30 Billing Days)

Actual Reading on 9/ 5	8769
Actual Reading on 8/ 6	- 8761
Gas Used (Ccf)	= 8

Service Summary Notes

Your next actual meter
reading date is 10/06/2014

Gas Use History



Daily Comparisons

Month	Avg Daily Temp	Avg Daily Usage
Sep '14	71.0°	0.3
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

Payment Coupon

Turn Me Over ▶▶
for more details about
your account

Amount Due by 9/22/2014 \$35.22

Payment Enclosed \$

Make check payable to:

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.

Columbia Gas[®]
of Ohio
A NiSource Company

P.O. Box 16581
Columbus, OH 43216-5581

00063444 01 AV 0.381 1
AUTO**SCH 5-DIGIT 43607
EVA HADLEY
920 INDIANA AV
TOLEDO OH 43607-2037

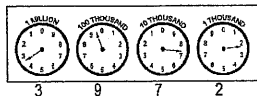
COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510



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

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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 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.

Detail of Charges for Gas Service

Columbia Gas of Ohio	
Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$5.71
Usage Based Charges	\$0.94
Gross Receipts Tax @ 4.987%	\$1.22
Total Charges for Service This Period	\$25.68

Service Charges Notes

Current Charges include gas supply costs of \$4.29 at the SCO rate of \$0.53570 per Ccf and sales tax of \$0.30. 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	\$4.59
Total Charges For Service This Period	\$4.59

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

ESP Service Plans (ESP Tel. 1-866-590-2953)	\$4.95
Total Charges for Optional Services This Period	\$4.95

Optional Services Notes

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.

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 ☐

\$5 ☐

\$1 ☐

\$

One-Time Contribution

\$

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
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.

Billing & Payment Summary

Customer Name

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 = \$46.37

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.

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 Location

920 Indiana Av
Toledo OH 43607-2037

Meter Number
M4000028

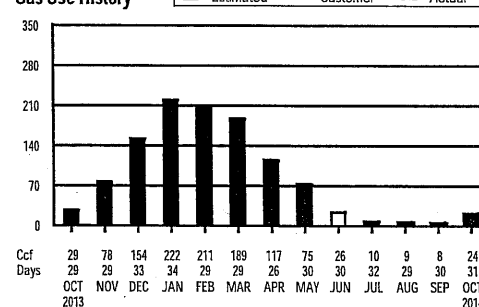
Meter Readings (31 Billing Days)

Actual Reading on 10/ 6	8793
Actual Reading on 9/ 5	- 8769
Gas Used (Ccf)	= 24

Service Summary Notes

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

Gas Use History



Daily Comparisons

Month	Avg Daily Temp	Avg Daily Usage
Oct '14	59.2°	0.8
Sep '14	71.0°	0.3
Oct '13	62.5°	1.0

Your Average Monthly
Usage is 94 Ccf

Your Total Annual Usage is
1123 Ccf

Payment Coupon

Turn Me Over ▶▶
for more details about
your account

Amount Due by 10/21/2014 \$46.37

Account Number
000 9

Payment Enclosed

\$

Make check payable to:

☐ 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.

Columbia Gas[®]
of Ohio
A NiSource Company

P.O. Box 16581
Columbus, OH 43216-6581

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

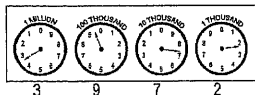
COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510



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

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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:

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 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.

Detail of Charges for Gas Service

Columbia Gas of Ohio	
Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$5.71
Usage Based Charges	\$2.77
Gross Receipts Tax @ 4.987%	\$1.31
Total Charges for Service This Period	\$27.60

Service Charges Notes

Current Charges include gas supply costs of \$12.92 at the SCO rate of \$0.53940 per Ccf and sales tax of \$0.90. 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	\$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

ESP Service Plans (ESP Tel. 1-866-590-2953)	\$4.95
Total Charges for Optional Services This Period	\$4.95

Optional Services Notes

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.

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 ☐

\$5 ☐

\$1 ☐

\$

One-Time Contribution

\$

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1-800-344-4077

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call 7 a.m. - 7 p.m., Mon. - Fri. before due date

For quickest response,

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1-800-344-4077

For gas leaks or odor of gas 24 hours/day

Press option 2 after the greeting

711

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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 energy you've used.

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

Billing & Payment Summary

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 = \$73.21

Billing & Payment Notes

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 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 Location

920 Indiana Av
Toledo OH 43607-2037

Meter Number
M4000028

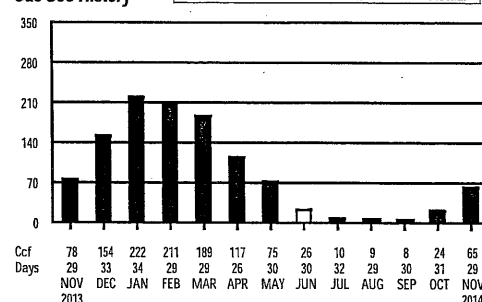
Meter Readings (29 Billing Days)

Actual Reading on 11/ 4	8858
Actual Reading on 10/ 6	- 8793
Gas Used (Ccf)	= 65

Service Summary Notes

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

Gas Use History



Daily Comparisons

Month	Avg Daily Temp	Avg Daily Usage
Nov '14	49.6°	2.2
Oct '14	59.2°	0.8
Nov '13	50.4°	2.7

Your Average Monthly Usage is 93 Ccf

Your Total Annual Usage is 1110 Ccf

Payment Coupon

Turn Me Over ▶▶
for more details about
your account

Amount Due by 11/19/2014 \$73.21

Account Number 000 9

Payment Enclosed \$

Make check payable to:

☐ 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.

Columbia Gas
of Ohio
A NiSource Company

P.O. Box 16581
Columbus, OH 43216-6581

00091362 01 AV 0.381 1
AUTO**SCH 5-DIGIT 43607
EVA HADLEY
920 INDIANA AV
TOLEDO OH 43607-2037

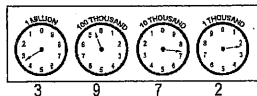
COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510



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:



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1. Leave the building immediately. Leave the door open, and don't use any electricity, matches or cordless phone.

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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.

Detail of Charges for Gas Service

Columbia Gas of Ohio	
Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$5.71
Usage Based Charges	\$7.53
Gross Receipts Tax @ 4.987%	\$1.55
Total Charges for Service This Period	\$32.60

Service Charges Notes

Current Charges include gas supply costs of \$33.33 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 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
Total Charges for Optional Services This Period	\$4.95

Optional Services Notes

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Additional Account Information

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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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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

\$

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Press option 2 after the greeting

711

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ColumbiaGasOhio.com

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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.

Billing & Payment Summary

Customer Name

Eva Hadley

Previous Amount Due on 11/19/2014 \$73.21

Payments Received by 11/10/2014 - \$73.21

Balance on 12/05/2014 = \$0.00

Charges for Gas Service This Period + \$123.17

Current Charges for Optional Services + \$4.95

Amount Due by 12/22/2014 = \$128.12

Billing & Payment Notes

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 Location

920 Indiana Av
Toledo OH 43607-2037

Meter Number

M4000028

Meter Readings (31 Billing Days)

Actual Reading on 12/ 5 8993

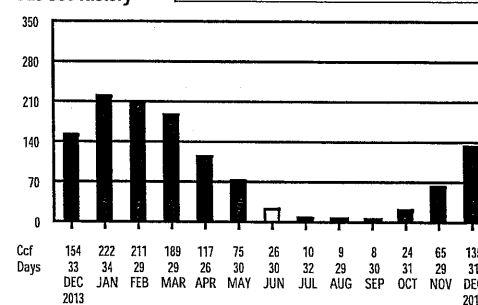
Actual Reading on 11/ 4 - 8858

Gas Used (Ccf) = 135

Service Summary Notes

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

Gas Use History



Daily Comparisons

Month	Avg Daily Temp	Avg Daily Usage
Dec '14	34.0°	4.4
Nov '14	49.6°	2.2
Dec '13	37.3°	4.7

Your Average Monthly Usage is 91 Ccf

Your Total Annual Usage is 1091 Ccf

Payment Coupon

Amount Due by 12/22/2014

\$128.12

Payment Enclosed

\$

Make check payable to:

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.

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Columbia Gas[®]
of Ohio
A NiSource Company

P.O. Box 16581
Columbus, OH 43218-6581

00065200 01 AV 0.381 1
AUTO**SCH 5-DIGIT 43607
EVA HADLEY
920 INDIANA AV
TOLEDO OH 43607-2037

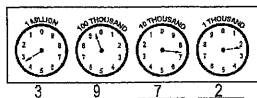
COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510



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Example:



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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		Service Charges Notes
Fixed Monthly Delivery Charge	\$17.81	<i>Current Charges include gas supply costs of \$76.71 at the SCO rate of \$0.56820 per Ccf and sales tax of \$5.37. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.40 divided by 10.</i>
Infrastructure Replacement Program Rider	\$5.71	
Usage Based Charges	\$15.62	
Gross Receipts Tax @ 4.987%	\$1.95	
Total Charges for Service This Period	\$41.09	

Standard Choice Offer (SCO)

IGS Energy	
Gas Supply Cost Incl Sales Tax	\$82.08
Total Charges For Service This Period	\$82.08

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

Optional Services Notes	
ESP Service Plans (ESP Tel. 1-866-590-2953)	\$4.95
Total Charges for Optional Services This Period	\$4.95
<i>Optional Services are not regulated utility services and are not provided or guaranteed by Columbia Gas or its affiliates.</i>	

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.

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.