

**BEFORE  
THE PUBLIC UTILITIES COMMISSION OF OHIO**

Application **Not** for an Increase in Rates,  
Pursuant to Section 4909.18, Revised Code

Application of Columbia Gas of Ohio, Inc. to Revise its Tariffs to Allow for the Implementation of Bill Ready Service	) ) ) ) )	Case No. 15-0691-GA-ATA
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**APPLICATION  
OF COLUMBIA GAS OF OHIO, INC.**

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**1. APPLICANT RESPECTFULLY PROPOSES:** (Check applicable proposals)

- |                                                   |                                                       |
|---------------------------------------------------|-------------------------------------------------------|
| <input checked="" type="checkbox"/> New Service   | <input type="checkbox"/> Change in Rule or Regulation |
| <input type="checkbox"/> New Classification       | <input type="checkbox"/> Reduction Rates              |
| <input type="checkbox"/> Change in Classification | <input type="checkbox"/> Correction of Error          |
- ☐ Other, not involving increase in rates:
- ☐ Various related and unrelated textual revision, without change in intent

**2. DESCRIPTION OF PROPOSAL:**

Columbia Gas of Ohio, Inc. ("Columbia") proposes to revise its tariff to provide retail CHOICE Suppliers ("Suppliers") with the option to bill commodity related charges to CHOICE customers via "rate ready" billing, "bill ready" billing or a combination of the two under Columbia's consolidated billing option.

**3. TARIFF SHEET(S) AFFECTED:** See Exhibit B.

**4. ATTACHED HERETO AND MADE A PART HEREOF ARE:**

X Exhibit A - existing schedule sheets (to be superseded) if application is approved.

X Exhibit B - proposed schedule sheets.

X Exhibit B-1 – "Red-lined" tariff sheets showing changes made to existing tariffs.

X Exhibit C-1

a. if new service is proposed, describe;

b. if new equipment is involved, describe (preferably with a picture, brochure, etc.) and where appropriate, a statement distinguishing proposed service from existing services;

c. if proposed service results from customer requests, so state, giving if available, the number and type of customers requesting proposed service.

     Exhibit C-2 - if a change of classification, rule or regulation is proposed, a statement explaining reason for change.

X Exhibit C-3 - statement explaining reason for any proposal not covered in Exhibits C-1 or C-2.

This Application will not result in an increase in any rate, joint rate, toll, classification, charge or rental.

5. Columbia respectfully requests that the Commission expeditiously approve this Application and the proposed tariffs attached hereto.

Respectfully submitted by  
**COLUMBIA GAS OF OHIO, INC.**

/s/ Brooke E. Leslie  
Brooke E. Leslie

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**COLUMBIA GAS OF OHIO, INC.**

# **EXHIBIT A**

## **EXISTING SCHEDULE SHEETS**

SECTION VII  
PART 2 - DEFINITIONS OF TERMS

The following definitions apply only to Sections VII and VIII of this tariff:

**“Account”** includes all gas consumption of the same individual, governmental entity, or corporate entity (including subsidiaries and affiliates) that (1) occurs at a single service address; (2) is measured by a master meter; or (3) Columbia treated as single “Account” prior to November 1, 2008.

**“Aggregation Agreement”** is a contract between the Retail Natural Gas Supplier and the Company that specifies the terms and conditions for participation in Columbia’s Customer CHOICE<sup>SM</sup> Program that the Retail Natural Gas Supplier must comply with in order to be eligible to participate in Columbia’s Customer CHOICE<sup>SM</sup> Program. Also referred to “Full Requirements Aggregation Agreement” and Retail Natural Gas Supplier Aggregation Agreement.

**“Ancillary Service”** has the meaning set forth in division (B) of Section 4929.01 of the Ohio Revised Code.

**“Applicant”** means a person who files an application for certification or certification renewal under Chapter 4901:1-27 of the Ohio Administrative Code.

**“Application Form”** means a form, approved by the Commission, that an applicant seeking certification or certification renewal as a Retail Natural Gas Supplier or as a Governmental Aggregator shall file with the Commission as set forth in this chapter.

**“BCF”** means billion cubic feet of natural gas

**“Business Day”** means a 24-hour period beginning 12:01 a.m. Eastern Standard time, Monday through Friday, excluding holidays.

**“BTU”** means British Thermal Unit.

**“Ccf”** means one hundred cubic feet of natural gas.

**“Capacity Allocation Process”** means the process Columbia shall utilize in determining levels of pipeline capacity assigned to CHOICE and SCO Suppliers.

**“Choice Aggregation Pool”** means a group of customers served by a Retail Natural Gas Supplier that are located within the same PSP. A Retail Natural Gas Supplier may have more than one Choice Aggregation Pool. A Retail Natural Gas Supplier must in the aggregate, across all Choice Aggregation Pools, serve more than 100 customers or 10,000 Mcf of annual throughput, and have executed a Full Requirements Aggregation Service Agreement with the Company prior to initiating service as a Retail Natural Gas Supplier.

**“Cooperative Aggregation Pool”** means a group of Cooperatives served by a common Supplier. Cooperatives with a Supplier’s Cooperative Aggregation Pool must be located within the same PSP.

SECTION VII  
PART 2 - DEFINITIONS OF TERMS

**“Opt-Out Governmental Aggregator”** means those Governmental Aggregators who perform automatic governmental aggregation pursuant to Section 4929.26 of the Ohio Revised Code.

**“Opt-Out Notice”** means a notice provided to Customers pursuant to Section 4929.26 of the Ohio Revised Code.

**“Peak Day Forecast”**- Shall mean the projected Columbia system maximum daily firm demand determined annually by Columbia. This determination shall exclude the demand of qualifying TS customers that have elected Backup Service.

**“Peaking Service”** means a firm delivery service provided to Suppliers by Columbia utilizing TCO and PEPL storage assets retained to provide daily balancing services, Ohio Production Contracts, and Operationally Retained Capacity. This service is provided to meet CHOICE and SCO customer demand once Suppliers have delivered all supplies as specified by their Demand Curves.

**“PEPL”** means Panhandle Eastern Pipe Line Company.

**“Person”** has the meaning set forth in division (H) of Section 4929.01 of the Ohio Revised Code.

**“Pipeline Scheduling Point” or “PSP”** means a single delivery point or set of delivery points grouped or designated by an upstream pipeline for purposes of scheduling gas supplies for delivery by such upstream pipeline and shall consist of the following: interconnections with Panhandle Eastern Pipe Line Company, and Columbia Gas Transmission, LLC. The interconnections with Columbia Gas Transmission, LLC include the Market Areas and Master List of Interconnections as defined in the General Terms and Conditions of the FERC Gas Tariff of Columbia Gas Transmission, LLC. As of December 2, 2009, the Columbia Gas Transmission, LLC Pipeline Scheduling Points included: 22 (Portsmouth); 23-1 (Toledo); 23-3 (Lima); 23-4 (Alliance); 23-5 (Columbus); 23-6 (Dayton); 23-8 (Mansfield); 23-9 (Ohio Misc.); 23N-2 (Parma); 23N-7 (Sandusky); 24-35 (Pittsburgh); and 24-39 (New Castle).

**“Points of Receipt”** means those measurement locations where Customer-owned gas is delivered into Company’s system.

**“Pre-enrollment List”** means a list of Customers and associated Customer information compiled by a Natural Gas Company pursuant to Section 4929.22(F) of the Ohio Revised Code and as directed by the Commission.

**“Program Year”**- means the twelve month period beginning April 1<sup>st</sup> through the following March 31<sup>st</sup>.

**“PUCO”** means the Public Utilities Commission of Ohio.

**“Residential Customer”** means a Customer who contracts for a Competitive Retail Natural Gas Service for Residential purposes.

**“Retail Customer”** means a Person who is the final user of the natural gas and regulated delivery services.

**“Retail Natural Gas Aggregation Service”** means combining the natural gas load of multiple retail Residential Customers, small Commercial Customers or small Industrial Customers for the purpose of purchasing Competitive Retail Natural Gas Service on an aggregated basis.

**“Retail Natural Gas Aggregator”** means a Person who contracts with Customers to combine the Customers’ natural gas load for the purposes of purchasing Competitive Retail Natural Gas Service on an aggregated basis.

Filed in accordance with Public Utilities Commission of Ohio Entry dated January 9, 2013 in Case 12-2637-GA-EXM.

Issued: January 17, 2013

Effective: April 1, 2013

Issued By  
J. W. Partridge Jr., President

**SECTION VII**  
**PART 12 - CUSTOMER BILLING AND PAYMENTS**

**12.1 Billing Options**

A Retail Natural Gas Supplier or Governmental Aggregator participating in Columbia's Customer CHOICE<sup>SM</sup> Program may choose from two billing options in rendering a bill to a participating customer through the execution of a "Billing Option Agreement". The Retail Natural Gas Supplier or Governmental Aggregator may opt to use: (1) Company consolidated billing option through which the Company issues the total bill; or (2) the Retail Natural Gas Supplier or Governmental Aggregator may bill its portion of the bill with the Company continuing to bill the non-gas cost portion of the bill. Retail Natural Gas Suppliers or Governmental Aggregators that elect the consolidated billing option must provide all information needed by the Company, for preparation of bills in a form and format acceptable to the Company.

**12.2 Columbia's Billing Rates**

Customers that elect to participate in Columbia's Customer CHOICE<sup>SM</sup> Program will be billed all applicable transportation service base rates, including all applicable riders as identified in Section VII, Part 25, Part 26 and Part 27 of this tariff.

**12.3 A Retail Natural Gas Supplier or Governmental Aggregator which elects the Company's consolidated billing option shall have the following billing options:**

- a) Fixed rate per Mcf to be applied to the Customer's consumption to determine the applicable billing charges. This fixed rate per Mcf shall be provided by the Retail Natural Gas Supplier or Governmental Aggregator.
- b) NYMEX Monthly Rate plus or minus a value per Mcf to be applied to the Customer's consumption to determine the applicable billing charge. The plus or minus Mcf value shall be provided by the Retail Natural Gas Supplier or Governmental Aggregator; and
- c) Flat amount per month to be billed to the Customer, This flat amount shall be provided by Retail Natural Gas Supplier or Governmental Aggregator.

In the event the Retail Natural Gas Suppliers or Governmental Aggregators pricing arrangements require system billing changes, and the Company is willing to enhance its system, Company will perform these bill enhancements at an agreed upon cost based fee. Nothing in this tariff shall obligate the Company to bill for penalty or termination fees the Retail Natural Gas Supplier or Governmental Aggregator desires to assess against CHOICE<sup>®</sup> Program customers. The Retail Natural Gas Supplier or Governmental Aggregator will provide the Company with the details of any new rate design at least forty-five (45) days prior to the date the first bill must be rendered using this rate design. Subsequent to the receipt of such rate design the Company will indicate to the Retail Natural Gas Supplier or Governmental Aggregator if additional time is required to accommodate such rate design. The Retail Natural Gas Supplier or Governmental Aggregator will notify the Company of its rate(s) each month, by the 20<sup>th</sup> of each month, or first business day prior to the 20<sup>th</sup> if the 20<sup>th</sup> is a weekend day or legal holiday, prior to the billing cycle during which the rate is to be effective. The Company shall use the last rate provided under such option if the Retail Natural Gas Supplier or Governmental Aggregator does not provide necessary rate information by the timeline set out herein. All rate information received by the Company from the Retail Natural Gas Supplier or Governmental Aggregator is confidential. Company shall provide the Retail Natural Gas Supplier or Governmental Aggregator an electronic pre-bill for each rate change or addition prior to the commencement of the

Filed in accordance with Public Utilities Commission of Ohio Entry on Rehearing dated March 20, 2013 in Case No. 12-2637-GA=EXM.

**SECTION VII**  
**PART 12 - CUSTOMER BILLING AND PAYMENTS**

Company's Cycle 21 billings.

The Retail Natural Gas Supplier or Governmental Aggregator is responsible for making the customer whole if it submits an account on the wrong rate or Aggregation Pool, or fails to provide timely rate information to the Company. The Company may, at its option, make the adjustment for the Retail Natural Gas Supplier or Governmental Aggregator, at an agreed-upon fee.

**12.4 Consolidated Billing Taxes**

Retail Natural Gas Suppliers' or Governmental Aggregators' rates shall exclude all sales taxes. The Company will calculate state and local taxes and add the amount to the gas supply charges.

If the Customer claims to be tax exempt, the Customer has the sole and complete responsibility for the provision to Company of all necessary documentation regarding the Customer's tax-exempt status. The Company assumes no responsibility or risk for any misapplication of tax-exempt status to any Customer. The Retail Natural Gas Supplier, Governmental Aggregator or Customer shall hold Company harmless for any assessments, interest, penalties, or risk of any kind whatsoever, related to any misapplication of tax-exempt status to any Customer.

**12.5 Budget Payment Plan**

The Company will make its Budget Payment Plan available to customers that elect to participate in Columbia's Customer CHOICE<sup>SM</sup> Program. For the purposes of this rule, full payment of a budget amount due shall not be construed as a partial payment.

For consolidated billing purposes, Budget Payment Plan estimates will be calculated based on the Retail Natural Gas Supplier's or Governmental Aggregators estimated percent of change for the budget payment plan period. Retail Natural Gas Suppliers or Governmental Aggregator's must provide this estimated percent of change for provision of this option. All net payments forwarded to Retail Natural Gas Suppliers or Governmental Aggregators will be based on actual consumption of the customer and the Retail Natural Gas Supplier's or Governmental Aggregator's current month billing rate.

**12.6 Percentage of Income Payment Plan Service**

The Company must bill all Percentage of Income Payment Plan (PIPP) customers.



**SECTION VII**  
**PART 12 - CUSTOMER BILLING AND PAYMENTS**

12.7 Minimum Information Requirements

- 1) Customer bills issued by or for Retail Natural Gas Suppliers and Governmental Aggregators shall be accurate and understandable, be rendered at intervals consistent with those of the Company, and contain sufficient information for customers to compute and compare the total cost of Competitive Retail Natural Gas Service(s). Such bills must be rendered in accordance with rule 4901:1-29-12 of the Ohio Administrative Code and shall also include:
  - a) The customer's name, billing address, service address, the customer's Company account number, and if applicable, the Retail Natural Gas Supplier or Governmental Aggregator account number;
  - b) The dates of service covered by the bill, an itemization of each type of Competitive Retail Natural Gas Service covered by the bill, any related billing components, the charge for each type of natural gas service, and an itemization of all other fees and charges;
  - c) The customer's historical consumption during each of the preceding twelve months or each of the preceding months that the customer has been a customer of the Retail Natural Gas Supplier or Governmental Aggregator, whichever is less; with a total consumption and an overall average monthly consumption for such period.
  - d) The applicable billing determinants, including beginning meter reading(s), ending meter reading(s), multiplier(s), and any other consumption(s) adjustments;
  - e) The unit price charged per Ccf for Competitive Retail Natural Gas Service, as calculated by dividing current-period Competitive Retail Natural Gas Service charges by the current-period consumption;
  - f) An identification of the Retail Natural Gas Supplier or Governmental Aggregator of each retail natural gas service appearing on the bill;
  - g) The amount billed for the current period, any unpaid amounts due from previous periods, any payments or credits applied to the customer's account during the current period, any late payment charges or gross and net charges, if applicable, and the total amount due and payable;
  - h) The due date for payment to keep the account current. Such due date shall be consistent with that provided by the Company for its charges;
  - i) Current balance of the account, if a residential customer is billed according to a budget plan;
  - j) Options and instructions on how customers may make their payments;
  - k) A toll-free or local telephone number and address for customer billing questions or complaints must appear for any Retail Natural Gas Supplier or Governmental Aggregator whose charges appear on the bill;

Filed Pursuant to PUCO Entries dated July 6, 1989 in Case No. 89-500-AU-TRF and April 29, 2004 in Case No. 02-2903-GA-ATA.

Issued: May 17, 2004

Effective: May 17, 2004

Issued By  
J. W. Partridge Jr., President

**SECTION VII**  
**PART 12 - CUSTOMER BILLING AND PAYMENTS**

l) The following statement:

If your questions are not resolved after you have called the Supplier or Governmental Aggregator listed above, customers may call the Public Utilities Commission of Ohio (PUCO) toll free at 1-800-686-7826 or 1-614-466-3292, or for TDD/TYY toll free at 1-800-686-1570 or 1-614-466-8180, from 8:00 a.m. to 5:00 p.m. weekdays, or visit the PUCO website at [www.puco.ohio.gov](http://www.puco.ohio.gov). Residential customers may call the Ohio Consumers' Counsel (OCC) toll free at 1-877-742-5622 from 8:30 a.m. to 5:30 p.m. weekdays, or visit the OCC website at [www.pickocc.org](http://www.pickocc.org);

m) The Company's twenty-four hour local/toll-free telephone number for reporting service emergencies;

n) Identification of estimated bills or bills not based upon actual end-of-period meter readings for the period; and

o) An explanation of any codes and abbreviations used.

12.8 Termination of Agreement

The written agreement between the Retail Natural Gas Supplier and Customer shall be terminated if the Customer is terminated for non-payment of any regulated service or commodity portion of the gas bill. However, written agreements between a Retail Natural Gas Supplier and a Customer shall not be terminated in those situations where a Customer and Columbia have entered into a payment plan, and the Customer fully pays the current commodity gas costs. If Company provides a termination notice to the Customer, it will also notify the Customer's Retail Natural Gas Supplier.

12.9 Dispute Resolution

Each Retail Natural Gas Supplier and Governmental Aggregator shall establish policies and procedures for handling billing disputes and requests for payment arrangements.

**EXHIBIT B**

**PROPOSED SCHEDULE  
SHEETS**

SECTION VII  
PART 2 - DEFINITIONS OF TERMS

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**“Aggregation Agreement”** is a contract between the Retail Natural Gas Supplier and the Company that specifies the terms and conditions for participation in Columbia’s Customer CHOICE<sup>SM</sup> Program that the Retail Natural Gas Supplier must comply with in order to be eligible to participate in Columbia’s Customer CHOICE<sup>SM</sup> Program. Also referred to “Full Requirements Aggregation Agreement” and Retail Natural Gas Supplier Aggregation Agreement.

**“Ancillary Service”** has the meaning set forth in division (B) of Section 4929.01 of the Ohio Revised Code.

**“Applicant”** means a person who files an application for certification or certification renewal under Chapter 4901:1-27 of the Ohio Administrative Code.

**“Application Form”** means a form, approved by the Commission, that an applicant seeking certification or certification renewal as a Retail Natural Gas Supplier or as a Governmental Aggregator shall file with the Commission as set forth in this chapter.

**“Bill Ready”** means billing method under which Supplier provides to Columbia, a customer specific charge, exclusive of non-gas cost service charges, to be placed on the consolidated billing statement to be sent to the customer.

**“BCF”** means billion cubic feet of natural gas

**“Business Day”** means a 24-hour period beginning 12:01 a.m. Eastern Standard time, Monday through Friday, excluding holidays.

**“BTU”** means British Thermal Unit.

**“Ccf”** means one hundred cubic feet of natural gas.

**“Capacity Allocation Process”** means the process Columbia shall utilize in determining levels of pipeline capacity assigned to CHOICE and SCO Suppliers.

**“Choice Aggregation Pool”** means a group of customers served by a Retail Natural Gas Supplier that are located within the same PSP. A Retail Natural Gas Supplier may have more than one Choice Aggregation Pool. A Retail Natural Gas Supplier must in the aggregate, across all Choice Aggregation Pools, serve more than 100 customers or 10,000 Mcf of annual throughput, and have executed a Full Requirements Aggregation Service Agreement with the Company prior to initiating service as a Retail Natural Gas Supplier.

**“Cooperative Aggregation Pool”** means a group of Cooperatives served by a common Supplier. Cooperatives with a Supplier’s Cooperative Aggregation Pool must be located within the same PSP.

Filed in accordance with Public Utilities Commission of Ohio Entry dated

Issued:

Effective:

Issued By  
Daniel A. Creekmur, President

SECTION VII  
PART 2 - DEFINITIONS OF TERMS

**“Opt-Out Governmental Aggregator”** means those Governmental Aggregators who perform automatic governmental aggregation pursuant to Section 4929.26 of the Ohio Revised Code.

**“Opt-Out Notice”** means a notice provided to Customers pursuant to Section 4929.26 of the Ohio Revised Code.

**“Peak Day Forecast”**- Shall mean the projected Columbia system maximum daily firm demand determined annually by Columbia. This determination shall exclude the demand of qualifying TS customers that have elected Backup Service.

**“Peaking Service”** means a firm delivery service provided to Suppliers by Columbia utilizing TCO and PEPL storage assets retained to provide daily balancing services, Ohio Production Contracts, and Operationally Retained Capacity. This service is provided to meet CHOICE and SCO customer demand once Suppliers have delivered all supplies as specified by their Demand Curves.

**“PEPL”** means Panhandle Eastern Pipe Line Company.

**“Person”** has the meaning set forth in division (H) of Section 4929.01 of the Ohio Revised Code.

**“Pipeline Scheduling Point” or “PSP”** means a single delivery point or set of delivery points grouped or designated by an upstream pipeline for purposes of scheduling gas supplies for delivery by such upstream pipeline and shall consist of the following: interconnections with Panhandle Eastern Pipe Line Company, and Columbia Gas Transmission, LLC. The interconnections with Columbia Gas Transmission, LLC include the Market Areas and Master List of Interconnections as defined in the General Terms and Conditions of the FERC Gas Tariff of Columbia Gas Transmission, LLC. As of December 2, 2009, the Columbia Gas Transmission, LLC Pipeline Scheduling Points included: 22 (Portsmouth); 23-1 (Toledo); 23-3 (Lima); 23-4 (Alliance); 23-5 (Columbus); 23-6 (Dayton); 23-8 (Mansfield); 23-9 (Ohio Misc.); 23N-2 (Parma); 23N-7 (Sandusky); 24-35 (Pittsburgh); and 24-39 (New Castle).

**“Points of Receipt”** means those measurement locations where Customer-owned gas is delivered into Company’s system.

**“Pre-enrollment List”** means a list of Customers and associated Customer information compiled by a Natural Gas Company pursuant to Section 4929.22(F) of the Ohio Revised Code and as directed by the Commission.

**“Program Year”**- means the twelve month period beginning April 1<sup>st</sup> through the following March 31<sup>st</sup>.

**“PUCO”** means the Public Utilities Commission of Ohio.

**“Rate Ready”** means billing method under which Supplier provides rates to Columbia. Columbia then calculates charges for Supplier and creates a consolidated billing statement sent to customers.

**“Residential Customer”** means a Customer who contracts for a Competitive Retail Natural Gas Service for Residential purposes.

**“Retail Customer”** means a Person who is the final user of the natural gas and regulated delivery services.

**“Retail Natural Gas Aggregation Service”** means combining the natural gas load of multiple retail Residential Customers, small Commercial Customers or small Industrial Customers for the purpose of purchasing Competitive Retail Natural Gas Service on an aggregated basis.

**“Retail Natural Gas Aggregator”** means a Person who contracts with Customers to combine the Customers’ natural gas load for the purposes of purchasing Competitive Retail Natural Gas Service on an aggregated basis.

Filed in accordance with Public Utilities Commission of Ohio Entry dated

Issued:

Effective:

Issued By  
Daniel A. Creekmur, President

**SECTION VII**  
**PART 12 - CUSTOMER BILLING AND PAYMENTS**

12.1 Billing Options

A Retail Natural Gas Supplier or Governmental Aggregator participating in Columbia's Customer CHOICE<sup>SM</sup> Program may choose from two billing options in rendering a bill to a participating customer through the execution of a "Billing Option Agreement". The Retail Natural Gas Supplier or Governmental Aggregator may opt to use: (1) Company consolidated billing option through which the Company issues the total bill; or (2) the Retail Natural Gas Supplier or Governmental Aggregator may bill its portion of the bill with the Company continuing to bill the non-gas cost portion of the bill. Retail Natural Gas Suppliers or Governmental Aggregators that elect the consolidated billing option must provide all information needed by the Company, for preparation of bills in a form and format acceptable to the Company.

12.2 Columbia's Billing Rates

Customers that elect to participate in Columbia's Customer CHOICE<sup>SM</sup> Program will be billed all applicable transportation service base rates, including all applicable riders as identified in Section VII, Part 25, Part 26 and Part 27 of this tariff.

12.3 A Retail Natural Gas Supplier or Governmental Aggregator which elects the Company's consolidated billing option shall have the following billing options:

Rate Ready

- a) Fixed rate per Mcf to be applied to the Customer's consumption to determine the applicable billing charges. This fixed rate per Mcf shall be provided by the Retail Natural Gas Supplier or Governmental Aggregator.
- b) NYMEX Monthly Rate plus or minus a value per Mcf to be applied to the Customer's consumption to determine the applicable billing charge. The plus or minus Mcf value shall be provided by the Retail Natural Gas Supplier or Governmental Aggregator.
- c) Flat amount per month to be billed the customer. This flat amount shall be provided by Retail Natural Gas Supplier or Governmental Aggregator; and,

Bill Ready.

- d) Columbia transmits to Supplier the customer-specific metered consumption data. Supplier transmits to Columbia within three business days a customer-specific charge exclusive of all non-gas cost service charges.

In the event the Retail Natural Gas Suppliers or Governmental Aggregators pricing arrangements require system billing changes, and the Company is willing to enhance its system, Company will perform these bill enhancements at an agreed upon cost based fee. Nothing in this tariff shall obligate the Company to bill for penalty or termination fees the Retail Natural Gas Supplier or Governmental Aggregator desires to assess against CHOICE<sup>®</sup> Program customers.

Filed in accordance with Public Utilities Commission of Ohio Entry

Issued:

Effective:

Issued By  
Daniel A. Creekmur, President

**SECTION VII**  
**PART 12 - CUSTOMER BILLING AND PAYMENTS**

A Retail Natural Gas Supplier or Governmental Aggregator that elects the Company's consolidated billing options 12.3(a), 12.3(b) and/or 12.3(c) will provide the Company with the details of any new rate design at least forty-five (45) days prior to the date the first bill must be rendered using this rate design. Subsequent to the receipt of such rate design the Company will indicate to the Retail Natural Gas Supplier or Governmental Aggregator if additional time is required to accommodate such rate design. The Retail Natural Gas Supplier or Governmental Aggregator will notify the Company of its rate(s) each month, by the 20<sup>th</sup> of each month, or first business day prior to the 20<sup>th</sup> if the 20<sup>th</sup> is a weekend day or legal holiday, prior to the billing cycle during which the rate is to be effective. The Company shall use the last rate provided under such option if the Retail Natural Gas Supplier or Governmental Aggregator does not provide necessary rate information by the timeline set out herein. All rate information received by the Company from the Retail Natural Gas Supplier or Governmental Aggregator is confidential. Company shall provide the Retail Natural Gas Supplier or Governmental Aggregator an electronic pre-bill for each rate change or addition prior to the commencement of the Company's Cycle 21 billings.

The Retail Natural Gas Supplier or Governmental Aggregator that elects the Rate Ready billing option is responsible for making the customer whole if it submits an account on the wrong rate or Aggregation Pool, or fails to provide timely rate information to the Company. The Company may, at its option, make the adjustment for the Retail Natural Gas Supplier or Governmental Aggregator, at an agreed-upon fee.

**12.4 Consolidated Billing Taxes**

Retail Natural Gas Suppliers' or Governmental Aggregators' rates shall exclude all sales taxes. The Company will calculate state and local taxes and add the amount to the gas supply charges.

If the Customer claims to be tax exempt, the Customer has the sole and complete responsibility for the provision to Retail Natural Gas Supplier or Governmental Aggregator of all necessary documentation regarding the Customer's tax-exempt status. The Company assumes no responsibility or risk for any misapplication of tax-exempt status to any Customer. The Retail Natural Gas Supplier, Governmental Aggregator or Customer shall hold Company harmless for any assessments, interest, penalties, or risk of any kind whatsoever, related to any misapplication of tax-exempt status to any Customer.

**12.5 Budget Payment Plan**

The Company will make its Budget Payment Plan available to customers that elect to participate in Columbia's Customer CHOICE<sup>SM</sup> Program. For the purposes of this rule, full payment of a budget amount due shall not be construed as a partial payment.

For consolidated billing purposes, Budget Payment Plan estimates will be calculated based on the Retail Natural Gas Supplier's or Governmental Aggregators elected consolidated billing option(s):

## SECTION VII

## PART 12 - CUSTOMER BILLING AND PAYMENTS

## Rate Ready

Budget Payment Plan estimates for customers billed under the Rate Ready option are comprised of: (1) an estimate of costs to be paid by the customer for gas supplied by the Retail Natural Gas Suppliers or Governmental Aggregators during the budget period; and, (2) all non-gas cost charges to be billed by Columbia during that same period.

## Bill Ready

Budget Payment Plan estimates for customers billed under the Bill Ready option are comprised of: (1) an estimate of costs to be paid by the customer for gas supplied by the Retail Natural Gas Supplier's or Governmental Aggregators during the budget period; and, (2) all non-gas cost charges to be billed by Columbia during that same period.

## Revisions

Budget Payment Plan estimates may be revised when the Retail Natural Gas Supplier's or Governmental Aggregator's rate changes; there is a change in the Retail Natural Gas Supplier or Governmental Aggregator; and/or Columbia's budget review process results in the need to adjust the budget to ensure a minimum level true-up at the conclusion of the budget payment plan period. All net payments forwarded to the Retail Natural Gas Suppliers or Governmental Aggregators will be calculated based on current month billing rates and actual billed consumption. Budget Payment Plan estimates may further reflect recognition of any balance that may exist at the time of computation of the original or updated budget.

## 12.6 Percentage of Income Payment Plan Service

The Company must bill all Percentage of Income Payment Plan (PIPP) customers.

## 12.7 Minimum Information Requirements

- 1) Customer bills issued by or for Retail Natural Gas Suppliers and Governmental Aggregators shall be accurate and understandable, be rendered at intervals consistent with those of the Company, and contain sufficient information for customers to compute and compare the total cost of Competitive Retail Natural Gas Service(s). Such bills must be rendered in accordance with rule 4901:1-29-12 of the Ohio Administrative Code and shall also include:
  - a) The customer's name, billing address, service address, the customer's Company account number, and if applicable, the Retail Natural Gas Supplier or Governmental Aggregator account number;
  - b) The dates of service covered by the bill, an itemization of each type of Competitive Retail Natural Gas Service covered by the bill, any related billing components, the charge for each type of natural gas service, and an itemization of all other fees and charges;
  - c) The customer's historical consumption during each of the preceding twelve months or each of the preceding months that the customer has been a customer of the Retail Natural Gas Supplier or

Filed Pursuant to PUCO Entries dated July 6, 1989 in Case No. 89-500-AU-TRF and.

Issued:

Effective:

Issued By  
Daniel A. Creekmur, President



**SECTION VII**

**PART 12 - CUSTOMER BILLING AND PAYMENTS**

Governmental Aggregator, whichever is less; with a total consumption and an overall average monthly consumption for such period.

- d) The applicable billing determinants, including beginning meter reading(s), ending meter reading(s), multiplier(s), and any other consumption(s) adjustments;
- e) The Rate Ready unit price charged per Ccf or Bill Ready charge for Competitive Retail Natural Gas Service, as calculated by dividing current-period Competitive Retail Natural Gas Service charges by the current-period consumption;
- f) An identification of the Retail Natural Gas Supplier or Governmental Aggregator of each retail natural gas service appearing on the bill;
- g) The amount billed for the current period, any unpaid amounts due from previous periods, any payments or credits applied to the customer's account during the current period, any late payment charges or gross and net charges, if applicable, and the total amount due and payable;
- h) The due date for payment to keep the account current. Such due date shall be consistent with that provided by the Company for its charges;
- (i) Current balance of the account, if a residential customer is billed according to a budget plan;
- (j) Options and instructions on how customers may make their payments;
- (k) toll-free or local telephone number and address for customer billing questions or complaints must appear for any Retail Natural Gas Supplier or Governmental Aggregator whose charges appear on the bill;
- l) The following statement:

If your questions are not resolved after you have called the Supplier or Governmental Aggregator listed above, customers may call the Public Utilities Commission of Ohio (PUCO) toll free at 1-800-686-7826 or 1-614-466-3292, or for TDD/TYY toll free at 1-800-686-1570 or 1-614-466-8180, from 8:00 a.m. to 5:00 p.m. weekdays, or visit the PUCO website at [www.puco.ohio.gov](http://www.puco.ohio.gov). Residential customers may call the Ohio Consumers' Counsel (OCC) toll free at 1-877-742-5622 from 8:30 a.m. to 5:30 p.m. weekdays, or visit the OCC website at [www.pickocc.org](http://www.pickocc.org);

- m) The Company's twenty-four hour local/toll-free telephone number for reporting service emergencies;
- n) Identification of estimated bills or bills not based upon actual end-of-period meter readings for the period; and Governmental Aggregator, whichever is less; with a total consumption and overall average monthly consumption for such period.

Filed Pursuant to PUCO Entries dated July 6, 1989 in Case No. 89-500-AU-TRF

**SECTION VII**  
**PART 12 - CUSTOMER BILLING AND PAYMENTS**

(0) An explanation of any codes and abbreviations used.

12.8 Termination of Agreement

The written agreement between the Retail Natural Gas Supplier and Customer shall be terminated if the Customer is terminated for non-payment of any regulated service or commodity portion of the gas bill. However, written agreements between a Retail Natural Gas Supplier and a Customer shall not be terminated in those situations where a Customer and Columbia have entered into a payment plan, and the Customer fully pays the current commodity gas costs. If Company provides a termination notice to the Customer, it will also notify the Customer's Retail Natural Gas Supplier.

12.9 Dispute Resolution

Each Retail Natural Gas Supplier and Governmental Aggregator shall establish policies and procedures for handling billing disputes and requests for payment arrangements.

Filed Pursuant to PUCO Entries dated July 6, 1989 in Case No. 89-500-AU-TRF

Issued:

Effective:

Issued By  
Daniel A. Creekmur, President

# **EXHIBIT B-1**

## **“RED-LINED” TARIFF SHEETS**

SECTION VII  
PART 2 - DEFINITIONS OF TERMS

The following definitions apply only to Sections VII and VIII of this tariff:

**“Account”** includes all gas consumption of the same individual, governmental entity, or corporate entity (including subsidiaries and affiliates) that (1) occurs at a single service address; (2) is measured by a master meter; or (3) Columbia treated as single “Account” prior to November 1, 2008.

**“Aggregation Agreement”** is a contract between the Retail Natural Gas Supplier and the Company that specifies the terms and conditions for participation in Columbia’s Customer CHOICE<sup>SM</sup> Program that the Retail Natural Gas Supplier must comply with in order to be eligible to participate in Columbia’s Customer CHOICE<sup>SM</sup> Program. Also referred to “Full Requirements Aggregation Agreement” and Retail Natural Gas Supplier Aggregation Agreement.

**“Ancillary Service”** has the meaning set forth in division (B) of Section 4929.01 of the Ohio Revised Code.

**“Applicant”** means a person who files an application for certification or certification renewal under Chapter 4901:1-27 of the Ohio Administrative Code.

**“Application Form”** means a form, approved by the Commission, that an applicant seeking certification or certification renewal as a Retail Natural Gas Supplier or as a Governmental Aggregator shall file with the Commission as set forth in this chapter.

**“Bill Ready”** means billing method under which Supplier provides to Columbia, a customer specific charge, exclusive of non-gas cost service charges, to be placed on the consolidated billing statement to be sent to the customer.

**“BCF”** means billion cubic feet of natural gas

**“Business Day”** means a 24-hour period beginning 12:01 a.m. Eastern Standard time, Monday through Friday, excluding holidays.

**“BTU”** means British Thermal Unit.

**“Ccf”** means one hundred cubic feet of natural gas.

**“Capacity Allocation Process”** means the process Columbia shall utilize in determining levels of pipeline capacity assigned to CHOICE and SCO Suppliers.

**“Choice Aggregation Pool”** means a group of customers served by a Retail Natural Gas Supplier that are located within the same PSP. A Retail Natural Gas Supplier may have more than one Choice Aggregation Pool. A Retail Natural Gas Supplier must in the aggregate, across all Choice Aggregation Pools, serve more than 100 customers or 10,000 Mcf of annual throughput, and have executed a Full Requirements Aggregation Service Agreement with the Company prior to initiating service as a Retail Natural Gas Supplier.

**“Cooperative Aggregation Pool”** means a group of Cooperatives served by a common Supplier. Cooperatives with a Supplier’s Cooperative Aggregation Pool must be located within the same PSP.

## SECTION VII

### PART 2 - DEFINITIONS OF TERMS

**“Opt-Out Governmental Aggregator”** means those Governmental Aggregators who perform automatic governmental aggregation pursuant to Section 4929.26 of the Ohio Revised Code.

**“Opt-Out Notice”** means a notice provided to Customers pursuant to Section 4929.26 of the Ohio Revised Code.

**“Peak Day Forecast”**- Shall mean the projected Columbia system maximum daily firm demand determined annually by Columbia. This determination shall exclude the demand of qualifying TS customers that have elected Backup Service.

**“Peaking Service”** means a firm delivery service provided to Suppliers by Columbia utilizing TCO and PEPL storage assets retained to provide daily balancing services, Ohio Production Contracts, and Operationally Retained Capacity. This service is provided to meet CHOICE and SCO customer demand once Suppliers have delivered all supplies as specified by their Demand Curves.

**“PEPL”** means Panhandle Eastern Pipe Line Company.

**“Person”** has the meaning set forth in division (H) of Section 4929.01 of the Ohio Revised Code.

**“Pipeline Scheduling Point” or “PSP”** means a single delivery point or set of delivery points grouped or designated by an upstream pipeline for purposes of scheduling gas supplies for delivery by such upstream pipeline and shall consist of the following: interconnections with Panhandle Eastern Pipe Line Company, and Columbia Gas Transmission, LLC. The interconnections with Columbia Gas Transmission, LLC include the Market Areas and Master List of Interconnections as defined in the General Terms and Conditions of the FERC Gas Tariff of Columbia Gas Transmission, LLC. As of December 2, 2009, the Columbia Gas Transmission, LLC Pipeline Scheduling Points included: 22 (Portsmouth); 23-1 (Toledo); 23-3 (Lima); 23-4 (Alliance); 23-5 (Columbus); 23-6 (Dayton); 23-8 (Mansfield); 23-9 (Ohio Misc.); 23N-2 (Parma); 23N-7 (Sandusky); 24-35 (Pittsburgh); and 24-39 (New Castle).

**“Points of Receipt”** means those measurement locations where Customer-owned gas is delivered into Company’s system.

**“Pre-enrollment List”** means a list of Customers and associated Customer information compiled by a Natural Gas Company pursuant to Section 4929.22(F) of the Ohio Revised Code and as directed by the Commission.

**“Program Year”**- means the twelve month period beginning April 1<sup>st</sup> through the following March 31<sup>st</sup>.

**“PUCO”** means the Public Utilities Commission of Ohio.

**“Rate Ready”** means billing method under which Supplier provides rates to Columbia. Columbia then calculates charges for Supplier and creates a consolidated billing statement sent to customers.

**“Residential Customer”** means a Customer who contracts for a Competitive Retail Natural Gas Service for Residential purposes.

**“Retail Customer”** means a Person who is the final user of the natural gas and regulated delivery services.

**“Retail Natural Gas Aggregation Service”** means combining the natural gas load of multiple retail Residential Customers, small Commercial Customers or small Industrial Customers for the purpose of purchasing Competitive Retail Natural Gas Service on an aggregated basis.

**“Retail Natural Gas Aggregator”** means a Person who contracts with Customers to combine the Customers’ natural gas load for the purposes of purchasing Competitive Retail Natural Gas Service on an aggregated basis.

Filed in accordance with Public Utilities Commission of Ohio Entry dated ~~January 9, 2013 in Case 12-2637-GA-EXM.~~

Issued: ~~January 17, 2013~~

Effective: ~~April 1, 2013~~

Issued By  
~~J. W. Partridge Jr.,~~ Daniel A. Creekmur, President

~~Columbia Gas of Ohio, Inc.~~

~~Columbia Gas of Ohio, Inc.~~

## SECTION VII

### PART 12 - CUSTOMER BILLING AND PAYMENTS

#### 12.1 Billing Options

A Retail Natural Gas Supplier or Governmental Aggregator participating in Columbia's Customer CHOICE<sup>SM</sup> Program may choose from two billing options in rendering a bill to a participating customer through the execution of a "Billing Option Agreement". The Retail Natural Gas Supplier or Governmental Aggregator may opt to use: (1) Company consolidated billing option through which the Company issues the total bill; or (2) the Retail Natural Gas Supplier or Governmental Aggregator may bill its portion of the bill with the Company continuing to bill the non-gas cost portion of the bill. Retail Natural Gas Suppliers or Governmental Aggregators that elect the consolidated billing option must provide all information needed by the Company, for preparation of bills in a form and format acceptable to the Company.

#### 12.2 Columbia's Billing Rates

Customers that elect to participate in Columbia's Customer CHOICE<sup>SM</sup> Program will be billed all applicable transportation service base rates, including all applicable riders as identified in Section VII, Part 25, Part 26 and Part 27 of this tariff.

#### 12.3 A Retail Natural Gas Supplier or Governmental Aggregator which elects the Company's consolidated billing option shall have the following billing options:

##### Rate Ready

- a) Fixed rate per Mcf to be applied to the Customer's consumption to determine the applicable billing charges. This fixed rate per Mcf shall be provided by the Retail Natural Gas Supplier or Governmental Aggregator.
- b) NYMEX Monthly Rate plus or minus a value per Mcf to be applied to the Customer's consumption to determine the applicable billing charge. ~~The plus or minus Mcf value shall be provided by the Retail Natural Gas Supplier or Governmental Aggregator; and,~~
- c) Flat amount per month to be billed ~~to the Customer; customer.~~ This flat amount shall be ~~provided by Retail Natural Gas Supplier or Governmental Aggregator; and,~~

##### Bill Ready.

- e)d) Columbia transmits to Supplier the customer-specific metered consumption data. Supplier transmits to Columbia within three business days a customer-specific charge exclusive of all non-gas cost service charges.

In the event the Retail Natural Gas Suppliers or Governmental Aggregators pricing arrangements require system billing changes, and the Company is willing to enhance its system, Company will perform these bill enhancements at an agreed upon cost based fee. Nothing in this tariff shall obligate the Company to bill for penalty or termination fees the Retail Natural Gas Supplier or Governmental Aggregator desires to assess against

Filed in accordance with Public Utilities Commission of Ohio Entry ~~on Rehearing dated March 20, 2013 in Case No. 12-2637-GA=EXM.~~

Issued: March 21, 2013

Effective: April 1, 2013

Issued By  
J. W. Partridge Jr.; Daniel A. Creekmur, President

CHOICE® Program customers. ~~The Retail Natural Gas Supplier or Governmental Aggregator will provide the Company with the details of any new rate design at least forty five (45) days prior to the date the first bill must be rendered using this rate design. Subsequent to the receipt of such rate design the Company will indicate to the Retail Natural Gas Supplier or Governmental Aggregator if additional time is required to accommodate such rate design. The Retail Natural Gas Supplier or Governmental Aggregator will notify the Company of its rate(s) each month, by the 20<sup>th</sup> of each month, or first business day prior to the 20<sup>th</sup> if the 20<sup>th</sup> is a weekend day or legal holiday, prior to the billing cycle during which the rate is to be effective. The Company shall use the last rate provided under such option if the Retail Natural Gas Supplier or Governmental Aggregator does not provide necessary rate information by the timeline set out herein. All rate information received by the Company from the Retail Natural Gas Supplier or Governmental Aggregator is confidential. Company shall provide the Retail Natural Gas Supplier or Governmental Aggregator an electronic pre bill for each rate change or addition prior to the commencement of the~~

Filed in accordance with Public Utilities Commission of Ohio Entry ~~on Rehearing dated March 20, 2013 in Case No. 12-2637-GA=EXM.~~

Issued: March 21, 2013

Effective: April 1, 2013

Issued By  
J. W. Partridge Jr., Daniel A. Creekmur, President

## SECTION VII

## PART 12 - CUSTOMER BILLING AND PAYMENTS

~~Company's Cycle 21 billings.~~

~~The Retail Natural Gas Supplier or Governmental Aggregator~~A Retail Natural Gas Supplier or Governmental Aggregator that elects the Company's consolidated billing options 12.3(a), 12.3(b) and/or 12.3(c) will provide the Company with the details of any new rate design at least forty-five (45) days prior to the date the first bill must be rendered using this rate design. Subsequent to the receipt of such rate design the Company will indicate to the Retail Natural Gas Supplier or Governmental Aggregator if additional time is required to accommodate such rate design. The Retail Natural Gas Supplier or Governmental Aggregator will notify the Company of its rate(s) each month, by the 20<sup>th</sup> of each month, or first business day prior to the 20<sup>th</sup> if the 20<sup>th</sup> is a weekend day or legal holiday, prior to the billing cycle during which the rate is to be effective. The Company shall use the last rate provided under such option if the Retail Natural Gas Supplier or Governmental Aggregator does not provide necessary rate information by the timeline set out herein. All rate information received by the Company from the Retail Natural Gas Supplier or Governmental Aggregator is confidential. Company shall provide the Retail Natural Gas Supplier or Governmental Aggregator an electronic pre-bill for each rate change or addition prior to the commencement of the Company's Cycle 21 billings.

The Retail Natural Gas Supplier or Governmental Aggregator that elects the Rate Ready billing option is responsible for making the customer whole if it submits an account on the wrong rate or Aggregation Pool, or fails to provide timely rate information to the Company. -The Company may, at its option, make the adjustment for the Retail Natural Gas Supplier or Governmental Aggregator, at an agreed-upon fee.

## 12.4 Consolidated Billing Taxes

Retail Natural Gas Suppliers' or Governmental Aggregators' rates shall exclude all sales taxes. The Company will calculate state and local taxes and add the amount to the gas supply charges.

If the Customer claims to be tax exempt, the Customer has the sole and complete responsibility for the provision to ~~Company~~Retail Natural Gas Supplier or Governmental Aggregator of all necessary documentation regarding the Customer's tax-exempt status. The Company assumes no responsibility or risk for any misapplication of tax-exempt status to any -Customer. The Retail Natural Gas Supplier, Governmental Aggregator or Customer shall hold Company harmless for any assessments, interest, penalties, or risk of any kind whatsoever, related to any misapplication of tax-exempt status to any Customer.

## 12.5 Budget Payment Plan

The Company will make its Budget Payment Plan available to customers that elect to participate in Columbia's Customer CHOICE<sup>SM</sup> Program. For the purposes of this rule, full payment of a budget amount due shall not be construed as a partial payment.

For consolidated billing purposes, Budget Payment Plan estimates will be calculated based on the Retail Natural Gas Supplier's or Governmental Aggregators ~~estimated percent of change for the budget payment plan period.~~Retail Natural Gas Suppliers or Governmental Aggregator's must provide this estimated percent of change for provision of this option. All net payments forwarded to Retail Natural Gas Suppliers or Governmental

Filed in accordance with Public Utilities Commission of Ohio Order dated ~~January 13, 2010 in Case No. 08-1344-GA-EXM~~

Issued: ~~January 15, 2010~~

Effective: ~~With bills rendered on or after~~  
April 1, 2010

Issued By

~~J. W. Partridge Jr.~~Daniel A. Creekmur, President



Columbia Gas of Ohio, Inc.

~~Aggregators will be based on actual consumption of the customer and the Retail Natural Gas Supplier's or Governmental Aggregator's current month billing rate, elected consolidated billing option(s):~~

~~12.6 — Percentage of Income Payment Plan Service~~

~~THE COMPANY MUST BILL ALL PERCENTAGE OF INCOME PAYMENT PLAN (PIPP) CUSTOMERS.~~

Filed in accordance with Public Utilities Commission of Ohio Order dated ~~January 13, 2010~~ in Case No. 08-1344-GA-EXM

Issued: ~~January 15, 2010~~

Effective: ~~With bills rendered on or after~~  
~~April 1, 2010~~

Issued By  
~~J. W. Partridge Jr.~~Daniel A. Creekmur, President

**SECTION VII****PART 12 - CUSTOMER BILLING AND PAYMENTS**Rate Ready

Budget Payment Plan estimates for customers billed under the Rate Ready option are comprised of: (1) an estimate of costs to be paid by the customer for gas supplied by the Retail Natural Gas Suppliers or Governmental Aggregators during the budget period; and, (2) all non-gas cost charges to be billed by Columbia during that same period.

Bill Ready

Budget Payment Plan estimates for customers billed under the Bill Ready option are comprised of: (1) an estimate of costs to be paid by the customer for gas supplied by the Retail Natural Gas Supplier's or Governmental Aggregators during the budget period; and, (2) all non-gas cost charges to be billed by Columbia during that same period.

Revisions

Budget Payment Plan estimates may be revised when the Retail Natural Gas Supplier's or Governmental Aggregator's rate changes; there is a change in the Retail Natural Gas Supplier or Governmental Aggregator; and/or Columbia's budget review process results in the need to adjust the budget to ensure a minimum level true-up at the conclusion of the budget payment plan period. All net payments forwarded to the Retail Natural Gas Suppliers or Governmental Aggregators will be calculated based on current month billing rates and actual billed consumption. Budget Payment Plan estimates may further reflect recognition of any balance that may exist at the time of computation of the original or updated budget.

12.6 Percentage of Income Payment Plan Service

The Company must bill all Percentage of Income Payment Plan (PIPP) customers.

**12.7 Minimum Information Requirements**

- 1) Customer bills issued by or for Retail Natural Gas Suppliers and Governmental Aggregators shall be accurate and understandable, be rendered at intervals consistent with those of the Company, and contain sufficient information for customers to compute and compare the total cost of Competitive Retail Natural Gas Service(s). Such bills must be rendered in accordance with rule 4901:1-29-12 of the Ohio Administrative Code and shall also include:
  - a) The customer's name, billing address, service address, the customer's Company account number, and if applicable, the Retail Natural Gas Supplier or Governmental Aggregator account number;
  - b) The dates of service covered by the bill, an itemization of each type of Competitive Retail Natural Gas Service covered by the bill, any related billing components, the charge for each type of natural gas service, and an itemization of all other fees and charges;
  - c) The customer's historical consumption during each of the preceding twelve months or each of the preceding months that the customer has been a customer of the Retail Natural Gas Supplier or

Filed Pursuant to PUCO Entries dated July 6, 1989 in Case No. 89-500-AU-TRF and ~~April 29, 2004 in Case No. 02-2903-GA-ATA.~~

Issued: May 17, 2004

Effective: May 17, 2004

Issued By  
J. W. Partridge Jr., Daniel A. Creekmur, President

## SECTION VII

## PART 12 - CUSTOMER BILLING AND PAYMENTS

Governmental Aggregator, whichever is less; with a total consumption and an overall average monthly consumption for such period.

- d) The applicable billing determinants, including beginning meter reading(s), ending meter reading(s), multiplier(s), and any other consumption(s) adjustments;
- e) The Rate Ready unit price charged per Ccf or Bill Ready charge for Competitive Retail Natural Gas Service, as calculated by dividing current-period Competitive Retail Natural Gas Service charges by the current-period consumption;
- f) An identification of the Retail Natural Gas Supplier or Governmental Aggregator of each retail natural gas service appearing on the bill;
- g) The amount billed for the current period, any unpaid amounts due from previous periods, any payments or credits applied to the customer's account during the current period, any late payment charges or gross and net charges, if applicable, and the total amount due and payable;
- h) The due date for payment to keep the account current. Such due date shall be consistent with that provided by the Company for its charges;
- (i) Current balance of the account, if a residential customer is billed according to a budget plan;
- (j) Options and instructions on how customers may make their payments;
- (k) toll-free or local telephone number and address for customer billing questions or complaints must appear for any Retail Natural Gas Supplier or Governmental Aggregator whose charges appear on the bill;
- l) The following statement:
 

If your questions are not resolved after you have called the Supplier or Governmental Aggregator listed above, customers may call the Public Utilities Commission of Ohio (PUCO) toll free at 1-800-686-7826 or 1-614-466-3292, or for TDD/TYY toll free at 1-800-686-1570 or 1-614-466-8180, from 8:00 a.m. to 5:00 p.m. weekdays, or visit the PUCO website at [www.puco.ohio.gov](http://www.puco.ohio.gov). Residential customers may call the Ohio Consumers' Counsel (OCC) toll free at 1-877-742-5622 from 8:30 a.m. to 5:30 p.m. weekdays, or visit the OCC website at [www.pickocc.org](http://www.pickocc.org);
- m) The Company's twenty-four hour local/toll-free telephone number for reporting service emergencies;

Filed Pursuant to PUCO Entries dated July 6, 1989 in Case No. 89-500-AU-TRF and January 5, 2005 in Case No. 04-1631-GA-UNC.

**Columbia Gas of Ohio, Inc.**

- n) Identification of estimated bills or bills not based upon actual end-of-period meter readings for the period; and Governmental Aggregator, whichever is less; with a total consumption and overall average monthly consumption for such period.

- o) ~~An explanation of any codes and abbreviations used.~~

~~12.8~~ **Termination of Agreement**

~~The written agreement between the Retail Natural Gas Supplier and Customer shall be terminated if the Customer is terminated for non-payment of any regulated service or commodity portion of the gas bill. However, written agreements between a Retail Natural Gas Supplier and a Customer shall not be terminated in those situations where a Customer and Columbia have entered into a payment plan, and the Customer fully pays the current commodity gas costs. If Company provides a termination notice to the Customer, it will also notify the Customer's Retail Natural Gas Supplier.~~

~~12.9~~ **Dispute Resolution**

~~Each Retail Natural Gas Supplier and Governmental Aggregator shall establish policies and procedures for handling billing disputes and requests for payment arrangements.~~

Filed Pursuant to PUCO Entries dated July 6, 1989 in Case No. 89-500-AU-TRF ~~and January 5, 2005 in Case No. 04-1631-GA-UNC.~~

Issued: ~~September 22, 2005~~

Effective: ~~September 22, 2005~~

Issued By  
~~J. W. Partridge Jr.~~ Daniel A. Creekmur, President

**SECTION VII**  
**PART 12 - CUSTOMER BILLING AND PAYMENTS**

(0) An explanation of any codes and abbreviations used.

12.8 Termination of Agreement

The written agreement between the Retail Natural Gas Supplier and Customer shall be terminated if the Customer is terminated for non-payment of any regulated service or commodity portion of the gas bill. However, written agreements between a Retail Natural Gas Supplier and a Customer shall not be terminated in those situations where a Customer and Columbia have entered into a payment plan, and the Customer fully pays the current commodity gas costs. If Company provides a termination notice to the Customer, it will also notify the Customer's Retail Natural Gas Supplier.

12.9 Dispute Resolution

Each Retail Natural Gas Supplier and Governmental Aggregator shall establish policies and procedures for handling billing disputes and requests for payment arrangements.

Filed Pursuant to PUCO Entries dated July 6, 1989 in Case No. 89-500-AU-TRF

Issued:

Effective:

Issued By  
Daniel A. Creekmur, President

## EXHIBIT C-1

### STATEMENT EXPLAINING REASON FOR PROPOSAL

Paragraph 44 of the Amended Stipulation and Recommendation filed by the Signatory Parties in Case No. 12-2637-GA-EXM (SCO Extension Case) on November 27, 2012, provides for the implementation of certain "*Enhancements to Billing for Competitive Retail Natural Gas Suppliers*" One of the enhancements is to give suppliers the option to bill commodity related charges to CHOICE customers via "rate ready" format, "bill ready" format, or a combination of the two under Columbia's consolidated billing option. Columbia does not currently allow these options.

In accordance with paragraph 44, Columbia anticipates it will be able to implement the bill ready billing option, and its combination rate ready and bill ready billing option by August 28, 2015. The purpose of the proposed tariff changes is to modify the current tariffs to provide Suppliers with the options to use the different billing options as well to define the terms within Columbia's tariff.

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

**Commission of Ohio Docketing Information System on**

**4/10/2015 10:41:17 AM**

**in**

**Case No(s). 15-0691-GA-ATA**

Summary: Application to Revise Tariffs to Allow for the Implementation of Bill Ready Service electronically filed by Cheryl A MacDonald on behalf of Columbia Gas of Ohio, Inc.