BEFORE THE PUBLIC UTILITIES COMMISSION OF OHIO

In the Matter of the Complaint of Har	ris)	
Design Services,)	
Complainant,)	
)	Case No. 15-0405-GA-CSS
v.)	
)	
Columbia Gas of Ohio, Inc.,)	
Respondent.)	

PREPARED DIRECT TESTIMONY OF MELISSA L. THOMPSON ON BEHALF OF COLUMBIA GAS OF OHIO, INC.

COLUMBIA GAS OF OHIO, INC.

Brooke E. Leslie, Asst. General Counsel (0081179)

Joseph M. Clark, Sr. Counsel (0080711) (Counsel of Record)

290 W. Nationwide Blvd.

P.O. Box 117

Columbus, Ohio 43215

Telephone: (614) 460-5558
(614) 460-6988

Fax: (614) 460-8403

Email: bleslie@nisource.com
josephclark@nisource.com

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

PREPARED DIRECT TESTIMONY OF MELISSA L. THOMPSON

- 1 Q. Please state your name and business address.
- 2 A. Melissa L. Thompson, 290 W. Nationwide Blvd., Columbus, Ohio 43215.

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- 4 Q. By whom are you employed?
- 5 A. I am employed by Columbia Gas of Ohio, Inc. ("Columbia" or "Company").

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- 7 Q. Will you please state briefly your educational background and experience?
- 9 A. I attended Marietta College, earned a Bachelor of Arts in Communications 10 and Political Science, and graduated magna cum laude from Capital Uni-11 versity Law School. I worked for two years in private practice with law 12 firms in Columbus, and joined the NiSource legal department in 2012. In 13 2015, I transitioned to my primary role as the Director of Regulatory Poli-14 cy with Columbia.

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- Q. What are your job responsibilities as Director of Regulatory Policy?
- A. My primary responsibilities include the planning, supervision, preparation and support of Columbia's regulatory filings before the Public Utilities Commission of Ohio ("Commission"). I also develop policy to support the company's energy efficiency and energy assistance programs and drive Columbia's regulatory initiatives to ensure execution of the company's business strategy.

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- Q. What is the purpose of your testimony?
- A. My testimony will explain the billing and account history of Harris Design Services for service provided to 2430 Stelzer Road, Columbus, Ohio 43219-3128 (the "Premise"). I will also explain Columbia's notification practices and the Company records of the Harrises contacting Columbia.

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ACCOUNT AND CONSUMPTION HISTORY

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- 32 Q. Are you familiar with the Harris Design Services' account and billing history?
- A. Yes, I reviewed the Company's records and billing statements from June 2013 to March 2015, when Columbia disconnected gas service per the request of Janet Harris.

1 Q. Please explain the history of the Harris Design Service gas account?

A. Ms. Harris shows a consistent history of paying the bill on time and in full. The account history, however, shows that beginning in June 2013, the Harrises significantly curbed their consumption, which remained at zero through Ms. Harris closing the account. The billing statements supporting the figures shown in Table 1 are attached to my testimony as Attachment A.

Table 1

Billing	Beginning	Pay-	Budget	Actual	Ending	Consumption	SCO
Statement	Balance	ments	Payment	Current	Balance	(Ccf)	Supplier
Date		Received	Plan	Utility			Charges
			Amount	Charges			
Apr. 25, 2013	\$116.30	\$39.00	\$39.00	\$40.20	\$117.50	29	\$16.30
May 24, 2013	\$117.50	\$39.00	\$39.00	\$24.28	\$102.78	1	\$0.58
June 25, 2013	\$102.78	\$39.00	\$39.00	\$23.64	\$87.42	0	\$0
July 25, 2013	\$87.42	\$39.00	\$39.00	\$23.64	\$72.06	0	\$0
Aug. 23, 2013	\$0	\$72.06	\$44.00	\$23.64	\$23.64	0	\$0
Sept. 24, 2013	\$23.64	\$44.00	\$44.00	\$23.64	\$3.28	0	\$0
Oct. 23, 2013	\$3.28	\$44.00	\$44.00	\$23.64	\$17.08 CR	0	\$0
Dec. 2, 2013	\$17.08 CR	\$44.00	\$44.00	\$23.64	\$37.44 CR	0	\$0
Jan. 6, 2014	\$37.44 CR	\$44.00	\$44.00	\$23.64	\$57.60 CR	0	\$0
Jan. 30, 2014	\$57.60 CR	\$44.00	\$44.00	\$23.64	\$78.16 CR	0	\$0
Mar. 5, 2014	\$78.16 CR	\$44.00	\$44.00	\$23.64	\$98.52 CR	0	\$0
Apr. 10, 2014	\$98.52 CR	\$44.00	\$44.00	\$23.64	\$118.88 CR	0	\$0
Apr. 28, 2014	\$118.88 CR	\$0.00		\$23.64	\$95.24 CR	0	\$0
May 28, 2014	\$95.24 CR	\$44.00		\$24.69	\$114.55 CR	0	\$0
June 25, 2014	\$114.55 CR	\$0.00		\$24.69	\$89.86 CR	0	\$0
July 25, 2014	\$89.86 CR	\$0.00		\$24.69	\$65.17 CR	0	\$0
Aug. 25, 2014	\$65.17 CR	\$0.00	\$25.00	\$24.69	\$40.48 CR	0	\$0
Sept. 24, 2014	\$40.48 CR	\$0.00	\$25.00	\$24.69	\$15.79 CR	0	\$0
Oct. 23, 2014	\$15.79 CR	\$0.00	\$25.00	\$24.69	\$8.90	0	\$0
Nov. 24, 2014	\$8.90	\$0.00	\$25.00	\$24.69	\$23.59	0	\$0
Jan. 7, 2015	\$23.59	\$25.00	\$25.00	\$24.69	\$23.28	0	\$0
Jan. 28, 2015	\$23.28	\$25.00	\$25.00	\$24.69	\$22.97	0	\$0
Feb. 27, 2015	\$22.97	\$25.00	\$25.00	\$24.69	\$22.66	0	\$0
Mar. 6, 2015	\$22.66	\$0	\$25.00	\$24.69	\$47.35	0	\$0

NOTIFICATION PRACTICES

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- Q. Based on Columbia's standard notification practices, as is noted in the testimony of Ms. Pusecker, would Columbia have left a door hanger notification when it could not get access to relight the property?
- A. Yes, Columbia would have left notifications at the Premise. I will defer to Columbia Witnesses Long and Pusecker to discuss the factual specifics with this case and the training provided by Columbia, but I do know that Columbia historically leaves notice as a door tag when disconnecting gas service or when Columbia personnel are unable to re-enter the premises to pressure test house lines and to relight appliances.

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- Q. Is Columbia working to implement a more robust notification for times when it cannot obtain access to a premises?
- A. Yes, Columbia is currently finalizing a process by which it will automatically mail "cannot get access" notifications to the account mailing address and service address. This process is being implemented to provide an additional method of notification in the event the customer does not receive the notification left *via* door tag.

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- Q. Even without an additional letter being sent, does a door tag inform customers that Columbia cannot reestablish service?
 - A. Yes. The door tag provides customers with actual notice of a disconnection when Columbia cannot complete required repairs or inspections. Posting a notice in a conspicuous place when a customer is not at the premise is an accepted method contemplated by the Commission's rules to notify customers. *See*, *e.g.*, Ohio Adm. Code 4901:1-13-09(B)(2), 4901:1-13-09(C)(3), 4901:1-18-06(A)(2).

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- Q. How does this practice relate to dig-ins?
- 31 A. For dig-ins, when Columbia's facilities have been struck and are possibly 32 blowing gas, Columbia is permitted to discontinue gas service pursuant to 33 its tariff "whenever deemed necessary by the Company for safety reasons." 34 See Section I, Part 16, Third Revised Sheet No. 4. Likewise, the Commission's 35 rules permit a disconnection of service when supplying gas creates a safety 36 hazard to consumers or their premises or when disconnection is reasonably 37 necessary. See Ohio Adm. Code 4901:1-18-03(D). When the hazardous condi-38 tion is corrected, Columbia restores service. The Commission's rules in Ohio 39 Adm. Code 4901:1-13-05(A)(3) require Columbia to conduct a pressure test

when reestablishing service. When Columbia cannot reconnect service because it cannot obtain access to conduct a pressure test, it leaves a notice *via* a tag in a conspicuous place to indicate that it cannot obtain access inside a premises to reestablish service in accordance with the Commission's rules.

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CALL CENTER CONTACTS

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- Q. The Harrises allege that the water damage was discovered at the Premise on February 7, 2014. Did the Harrises contact Columbia before this time to confirm whether gas service was on at the Premise?
- 11 A. No, the Harrises did not contact Columbia to inquire about gas service to the Premise.

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- 14 Q. When did the Harrises contact Columbia after February 7, 2014?
- 15 A. Columbia's first record of the Harrises contacting the call center was on February 10, 2014.

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- Q. What was the nature of this phone call on February 10, 2014?
- A. The remarks of this call note that Ms. Harris was advised that the gas was on at the Premise. Because of the dig-ins on September 16, 2013 and November 15, 2013, and because Columbia could neither enter the Premise to pressure test the house lines, nor relight the appliances, gas was on up to the meter valve.

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- Q. Did Ms. Harris contact Columbia thereafter?
- 26 A. Yes, Ms. Harris contacted Columbia again on April 2, 2014. According to the 27 remarks on the account, Ms. Harris advised Columbia that her plumber 28 stated the gas is off. Ms. Harris also contacted Columbia on April 14, 2014 to 29 request information regarding the service line replacement. Ms. Harris con-30 tacted Columbia on June 24, 2014 to request the name of the contractor that 31 hit the gas line at the property. Finally, Ms. Harris contacted Columbia on 32 March 5, 2015 to request a disconnection of gas service and closing of the ac-33 count. Columbia's account record remarks summarizing the calls listed 34 above are attached to my testimony as Attachment B.

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- 36 Q. Does this complete your Prepared Direct Testimony?
- 37 A. Yes, it does.

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CERTIFICATE OF SERVICE

The Public Utilities Commission of Ohio's e-filing system will electronically serve notice of the filing of this document on the parties referenced on the service list of the docket card who have electronically subscribed to the case. In addition, the undersigned hereby certifies that a copy of the foregoing document is also being served via electronic mail on this 14th day of October, 2015 upon the parties listed below.

<u>/s/ Joseph M. Clark</u> Joseph M. Clark

Attorney for COLUMBIA GAS OF OHIO, INC.

SERVICE LIST

Grant Wolfe Rinehart, Rishel & Cuckler, Ltd. 300 East Broad Street Suite 450 Columbus, Ohio 43215 Gwolfe19@ameritech.net



How to Contact Us

For hearing-impaired relay ColumbiaGasOhio.com

Payment Options

Columbia Gas of Ohio

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

Gas Meter Information

1-800-344-4077

1-800-344-4077

711

A NiSource Company

1-000-344-4017

For DirectLink self-service 24 hours/day

For billing questions,

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

For quickest response,

call 11 a.m. - 3 p.m., Mon.- Fri.

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

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.

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 During the months we don't read the meter, 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

Mail Return coupon below with payment to:

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



PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment A

Account Number REDACTED 000 1

Statement Date 03/06/2015

55145

Billing & Payment Summary

Customer Name Es Harris Design Servic Janet Harris **Final Service**

\$22.66 \$0.00 \$22.66

\$24.69

\$47.35

Page 1 of 2

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.

Billing & Payment Notes If we receive your payment for the current total Amount

Amount Due by 03/23/2015

Charges for Gas Service This Period

Previous Amount Due on 03/13/2015

Payments Received by 03/05/2015

Balance on 03/05/2015

You have been a valued customer. We want you to know we appreciate your record of prompt payment. We are pleased to provide the following information as a credit reference.

=

Customer Name Es Harris Design Servic Service Address Janet Harris

Columbus Oh 43219-3128

Period Serviced: 01/09/1998

To 03/05/2015

Credit Rating: Excellent Best Wishes,

Columbia Gas

Service Summary Notes

Service Summary

Service Location 2430 Stelzer Rd Columbus OH 43219-3128

Gas Used (Ccf)

Meter Number

Meter Readings (8 Billing Days) Estimated Reading on 3/5 Actual Reading on 2/25

5874

878845

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 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 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.

▼ Payment Coupon

Turn Me Over ▶ ▶ for more details about your account

Account Number

REDACTED 000 1

Amount Due by 3/23/2015

Payment Enclosed

\$47.35

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

Make check payable to:

COLUMBIA GAS P O BOX 742510 CINCINNATI OH 45274-2510



ES HARRIS DESIGN SERVIC
JANET HARRIS
985 SCHROCK RD
SUITE 100
COLUMBUS OH 43229-1180



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

00086913 01 AT 0.403 1 ******AUTO**3-DIGIT 432 ES HARRIS DESIGN SERVIC JANET HARRIS 985 SCHROCK RD SUITE 100 COLUMBUS OH 43229-1180



6 Gas Bill

Residential Service

PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment A

Page 2 of 2

\$0.00

Account Number
REDACTED 000 1
Statement Date
03/06/2015

55145

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 \$0.00
Gross Receipts Tax @ 4.987% \$1.17
Total Charges for Service This Period \$24.69

Current Charges include gas supply costs of \$0.00 at the SCO rate of \$0.00000 per Ccf and sales tax of \$0.00. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.40 divided by 10.

Service Charges Notes

Standard Choice Offer (SCO)

IGS Energy

Total Charges For Service This Period

As a participant of the Columbia Gas Standard Choice Offer Program, your gas is being supplied by IGS Energy. This bill reflects Columbia Gas charges for service and delivery of natural gas and your supplier's charges for the gas supply. For questions about your gas supply charges, please contact IGS Energy, PO Box 9060, Dublin OH 43017, at 1-800-280-4474. 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.

Legal Notices (continued)

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 customerowned service lines; employee identification; rate information and alternatives; Customer CHOICE; privacy rights; and complaint procedures. You may obtain a copy of the full minimum gas service standards at the PUCO Web site or phone numbers shown above.

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

Bankruptcy Notices Mail to Columbia Gas of Ohio, Revenue Recovery, PO Box 117, Columbus, OH 43216.

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:

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

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

Wait for our service crew to arrive.

Call Before You Dig Call O.U.P.S. at 811 at least 48 hours before you start to dig for any outdoor project. It's for your safety - and it's the law!

Employee Identification All of our employees and authorized meter readers and contractors carry photo ID. If someone claims to represent the gas company, ask to see identification. Call the police if you see suspicious activity.

Contact Information Corrections

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

985 Schrock Rd Suite 100 Columbus OH 43229-1180 614-985-1191

Address

State Zip code

Home Phone (





PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment A

Page 1 of 2

Account Number REDACTED 000 1 Statement Date 02/27/2015 58477

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

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

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

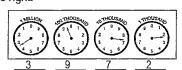
Gas Meter Information

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

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:



В	il	ling	&	Pay	ymen	t Sumn	nary

Customer Name		
Es Harris Design Servic		
Janet Harris		
Budget Payment Plan		
Previous Amount Due on 02/12/2015		\$25.00
Payments Received by 02/05/2015	-	\$25.00
Budget Balance on 02/25/2015	=	\$0.00
Budget Amount This Period	+	\$25.00
Amount Due by 03/13/2015	=	\$25.00

Begin Balance Payments Recd Curr Utility Chgs \$22.97 \$25.00 \$24.69 **Ending Balance** \$22,66

Actual Account Status

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

878845

Service Location 2430 Stelzer Rd Columbus OH 43219-3128

Meter Readings (29 Billing Days) Actual Reading on 2/25 5874 Actual Reading on 1/27 5874 Gas Used (Ccf)

Service Summary Notes

Your next actual meter reading date is 03/26/2015

Payment Coupon

Amount Due by 3/13/2015

Payment Enclosed

\$25.00

Account Number REDACTED 000 1

Is your contact information

Turn Me Over ▶) for more details about

vour account

Columbia Gassof Ohio urce Com

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

JANET HARRIS 985 SCHROCK RD SUITE 100 COLUMBUS OH 43229-1180

ES HARRIS DESIGN SERVIC JANET HARRIS 985 SCHROCK RD SUITE 100 COLUMBUS OH 43229-1180

Make check payable to:

on the back incorrect? Check this box and detail the correction on the reverse

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

COLUMBIA GAS P O BOX 742510 CINCINNATI OH 45274-2510





Residential Service

PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment A

Account Number REDACTED 000 1 Statement Date

02/27/2015

Page 2 of 2

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 \$0.00 Gross Receipts Tax @ 4.987% \$1.17 **Total Charges for Service This Period** \$24.69

Current Charges include current charges include gas supply costs of \$0.00 at the SCO rate of \$0.00000 per Ccf and sales tax of \$0.00. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.40 divided by 10.

Service Charges Notes

Standard Choice Offer (SCO)

IGS Energy

Total Charges For Service This Period

As a participant of the Columbia Gas Standard Choice Offer Program, your gas is being supplied by IGS Energy. This bill reflects Columbia Gas charges for service and delivery of natural gas and your supplier's charges for the gas supply. For questions about your gas supply charges, please contact IGS Energy, PO Box 9060, Dublin OH 43017, at 1-800-280-4474. 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. Notices in the left column of your bill.

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 highperformance, 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.

Legal Notices

Public Utilities Commission of Ohio If your 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-

Bankruptcy Notices Mail to Columbia Gas of Ohio, Revenue Recovery, PO Box 117, Columbus, OH 43216.

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.

Contact Information Corrections

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

985 Schrock Rd	
Suite 100	
Columbus OH 43229-1180	
614-985-1191	
Address	

Home Phone (

614-985-1191		
Address		
City		
State	Zip code	

HeatShare Contribution

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

Monthly Contribution						
\$10						
\$5						
\$1						
\$						
One-Time Contribution						
\$						



Residential Service

PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment A

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Page 1 of 2

Account Number

Billing & Payment Notes **Actual Account Status**

\$24.69

REDACTED 000 1

Statement Date 01/28/2015 58287

Begin Balance Payments Recd Curr Utility Chgs Ending Balance

How to Contact Us

1-200-344-4077

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

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

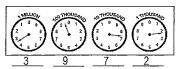
Actual Reading We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact

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:**



Bil	ling	g &	Pay	yment	Sur	nmary	
<u> </u>		. NI					

Customer Name Es Harris Design Servic Janet Harris **Budget Payment Plan** Previous Amount Due on 01/22/2015 \$25.00 Payments Received by 01/16/2015 \$25.00 Budget Balance on 01/27/2015 \$0.00 = \$25.00 Budget Amount This Period + \$25.00 Amount Due by 02/12/2015

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.

We are required to include

your name, address, and

If we receive your payment for the current total Amount 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 2430 Stelzer Rd

Columbus OH 43219-3128

Meter Number

878845

Meter Readings (32 Billing Days)
Actual Reading on 1/27
Actual Reading on 12/26 5874 Service Summary Notes_

Your next actual meter reading date is 02/25/2015

Gas Used (Ccf)

Payment Coupon

Turn Me Over > > for more details about vour account

Account Number

REDACTED 000 1

ES HARRIS DESIGN SERVIC JANET HARRIS 985 SCHROCK RD SUITE 100 COLUMBUS OH 43229-1180

Columbia Gas of Ohio

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

00093052 01 AT 0.403 1 ******AUTO**3-DIGIT 432 ES HARRIS DESIGN SERVIC JANET HARRIS 985 SCHROCK RD SUITE 100 COLUMBUS OH 43229-1180

Amount Due by 2/12/2015	\$25.00

Payment Enclosed

Make check payable to:

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

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

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







PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment A

Account Number REDACTED 000 1 Statement Date

Page 2 of 2

01/28/2015 58287

Legal Notices

Public Utilities Commission of Ohio If your 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).

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

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

Bankruptcy Notices Mail to Columbia Gas of Ohio, Revenue Recovery, PO Box 117, Columbus, OH 43216.

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

Safety Tips

Gas Odor If you smell the distinctive odor of gas:

Gas Odor If you smell the distinctive odor of gas:

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

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

Call Before You Dig Call 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	Š

Columbia Gas of Ohio	
Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$5.71
Usage Based Charges	\$0.00
Gross Receipts Tax @ 4.987%	\$1.17
Total Charges for Service This Period	\$24.69

Service Charges Notes Current Charges include gas supply costs of \$0.00 at the SCO rate of \$0.00000 per Ccf and sales tax of \$0.00. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.40 divided by 10.

Standard Choice Offer (SCO)

IGS Energy

Total Charges For Service This Period

\$0.00

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.

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 highperformance, 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.

985 Schrock Rd	
Suite 100	
Columbus OH 43229-1180	
614-985-1191	

Columbus OH 43229-1180 614-985-1191			
Address			
City			
State	Zip code	<u> </u>	
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.

Vionthly Contribution		
\$10		
\$5		
\$1		
\$	No. 1	
One-Time Contribution		



Residential Service

PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment A

Account Number

REDACTED 000 1 Statement Date 01/07/2015

2218

How to Contact Us

1-200-344-4077

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.

-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

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

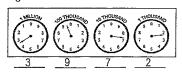
Gas Meter Information

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

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

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 Es Harris Design Servic Janet Harris **Budget Payment Plan** Previous Amount Due on 12/11/2014 \$25.00 \$25.00 Payments Received by 12/16/2014 Budget Balance on 12/26/2014 \$0.00 = \$25.00 **Budget Amount This Period**

Amount Due by 01/22/2015 \$25.00 =

Billing & Payment Notes

Actual Account Status Begin Balance

Payments Recd
Curr Utility Chgs
Ending Balance \$25.00 \$24.69

If we receive your pa 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 2430 Stelzer Rd

Columbus OH 43219-3128

Meter Number 878845

Meter Readings (35 Billing Days) Actual Reading on 12/26

Actual Reading on 11/21 5874 Gas Used (Ccf)

Service Summary Notes

Your next actual meter reading date is 01/27/2015

5874

Page 1 of 2

Payment Coupon

Payment Enclosed

\$25.00

Turn Me Over ▶ ▶ for more details about

Account Number

REDACTED 000 1

ES HARRIS DESIGN SERVIC JANET HARRIS 985 SCHROCK RD SUITE 100 COLUMBUS OH 43229-1180

Columbia Gas of Ohio rce Company

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

00037068 01 AV 0.381 1 ****AUTO**5-DIGIT 43229 ES HARRIS DESIGN SERVIC JANET HARRIS 985 SCHROCK RD SUITE 100 COLUMBUS OH 43229-1180

Amount Due by 1/22/2015

Make check payable to:

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

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

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







PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment A

Account Number REDACTED 000 1 **Statement Date**

Page 2 of 2

01/07/2015 2218

Legal Notices Detail of Charges for Gas Service 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). Columbia Gas of Ohio

Fixed Monthly Delivery Charge \$17.81 Infrastructure Replacement Program Rider \$5.71 Usage Based Charges \$0.00 Gross Receipts Tax @ 4.987% \$1.17 **Total Charges for Service This Period** \$24.69

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.

Current Charges include gas supply costs of \$0.00 at the SCO rate of \$0.0000 per the SCU rate or \$0.00000 pc. Ccf and sales tax of \$0.00. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.40 divided by 10.

Service Charges Notes

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.

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Bankruptcy Notices Mail to Columbia Gas of Ohio, Revenue Recovery, PO Box 117, Columbus, OH 43216.

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.

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

Walt 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.

Additional Account Information

Notices in the left column of your bill.

Standard Choice Offer (SCO)

Total Charges For Service This Period

IGS Energy

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 highperformance, 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.

20.0
985 Schrock Rd
Suite 100
Columbus OH 43229-1180
614-985-1191

Home Phone (

614-985-1191		
Address		
City		
Ctoto	7in codo	

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.

Monthly Contribution		
\$10		
\$5		
\$1		
\$		
One-Time Contribution		
\$		





PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment A

Account Number REDACTED 000 1 Statement Date

Page 1 of 2

11/24/2014

58764

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.

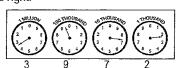
Estimated Reading If we are unable to obtain an actual reading, we accurately estimate your actual reading, we accurately estimate your reading based on the history of usage at the service address and normal temperatures for the billing period. We verify the reading the next time we read the meter to 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

between 9 and 0. Record the reading on the dials from left to right.

Example:



Customer Name Es Harris Design Servic Janet Harris **Budget Payment Plan** Previous Amount Due on 11/07/2014 \$10.00 Payments Received by 10/31/2014 \$10.00 Budget Balance on 11/21/2014 \$0.00 **Budget Amount This Period** \$25.00 + \$25.00 Amount Due by 12/11/2014 =

Billing & Payment Notes

Actual Account Status

Begin Balance Payments Recd \$8.90 \$10.00 nents Recd Curr Utility Chgs Ending Balance \$24.69

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. 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 Notes

Service Summary

Service Location

2430 Stelzer Rd Columbus OH 43219-3128

Meter Number 878845

Meter Readings (29 Billing Days)

Actual Reading on 11/21 Actual Reading on 10/23 5874 5874 Gas Used (Ccf)

Your next actual meter reading date is 12/26/2014

Payment Coupon

Payment Enclosed

Turn Me Over > > for more details about vour account

Account Number

REDACTED 000 1

ES HARRIS DESIGN SERVIC JANET HARRIS 985 SCHROCK RD SUITE 100 COLUMBUS OH 43229-1180

Columbia Gason Ohio

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

JANET HARRIS 985 SCHROCK RD SUITE 100 COLUMBUS OH 43229-1180

\$25.00 Amount Due by 12/11/2014

Make check payable to:

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

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

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





PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment A

Account Number REDACTED 000 1 Statement Date

11/24/2014 58764

Residential Service

Legal Notices

Legal Notices
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Rights and Responsibilities - A summary of

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

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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 \$0.00 Gross Receipts Tax @ 4.987% \$1.17 **Total Charges for Service This Period** \$24.69 Current Charges include gas supply costs of \$0.00 at the SCO rate of \$0.00000 per Ccf and sales tax of \$0.00. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.40 divided by 10.

Service Charges Notes

Standard Choice Offer (SCO)

IGS Energy

Total Charges For Service This Period

Page 2 of 2

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.

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 highperformance, 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

985 Schrock Rd Suite 100 Columbus OH 43229-1180

Home Phone (

614-985-1191	10220 1100	
Address		
City		
State	Zip code	 1.4.11

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.

iviontnly Contribution		
\$10		
\$5		
\$1		
\$		
One-	Time Contribution	

COHHARRIS061



For DirectLink self-service 24 hours/day

call 11 a.m. - 3 p.m., Mon.- Fri.

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

1-800-344-4077

For hearing-impaired relay ColumbiaGasOhio.com

Billing Options

711

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

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

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

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

Customer CHOICE Purchase your natural gas from an unregulated supplier and have more

PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment A

Page 1 of 2

Account Number

REDACTED 000 1 Statement Date 10/23/2014

49706

Residential Service A NiSource Company

Billing & Payment Summary **How to Contact Us** 1-800-344-4077

Customer Name Es Harris Design Servic Janet Harris

Budget Payment Plan

Payments Received by 10/23/2014 Budget Balance on 10/23/2014 **Budget Amount This Period**

Billing & Payment Notes

Actual Account Status

Begin Balance \$15.79CR \$0.00 Payments Recd Curr Utility Chgs Ending Balance \$24.69

\$15.00CR We are required to include your name, address, and usage information on lists of eligible customers that are made available to retail made available to retail natural gas suppliers or governmental aggregators. If you wish to be excluded from the lists, please call 1-800-344-4077 or write Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH, 43216-2318.

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 Notes

Your next actual meter reading date is 11/21/2014

Service Summary

Meter Number 878845

Service Location 2430 Stelzer Rd Columbus OH 43219-3128

Meter Readings (29 Billing Days) Actual Reading on 10/23 Actual Reading on 9/24 Gas Used (Ccf)

Previous Amount Due on 10/09/2014 \$0.00 \$15.00CR \$25.00 Amount Due by 11/07/2014 \$10.00

Payment Options

safe, reliable service.

Online Pay free by electronic check at our Web

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

BillMatrix Call 1-866-694-1828 or link from our Web site to pay by credit/debit card, or e-check. A convenience fee will apply.

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

Mail Return coupon below with payment to:

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

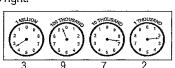
Gas Meter Information

Actual Reading We have read the meter. You're required to provide us access to read the meter at 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 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:**



Payment Coupon

Payment Enclosed

Amount Due by 11/07/2014

Turn Me Over ▶ ▶
for more details about

Account Number

REDACTED 000 1

ES HARRIS DESIGN SERVIC JANET HARRIS 985 SCHROCK RD SUITE 100 COLUMBUS OH 43229-1180

Columbia Gas-of Ohio

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

00086036 01 AT 0.406 1 ******AUTO**3-DIGIT 432 ES HARRIS DESIGN SERVIC JANET HARRIS 985 SCHROCK RD SUITE 100 COLUMBUS OH 43229-1180

\$10.00

Make check payable to:

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

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

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





Residential Service

PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment A

Page 2 of 2

Account Number REDACTED 000 1 Statement Date 10/23/2014

49706

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 \$0.00 Gross Receipts Tax @ 4.987% \$1.17 **Total Charges for Service This Period** \$24.69 Current Charges include gas supply costs of \$0.00 at the SCO rate of \$0.00000 per Ccf and sales tax of \$0.00. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.40 divided by 10.

Service Charges Notes

Standard Choice Offer (SCO)

IGS Energy

Total Charges For Service This Period

As a participant of the Columbia Gas Standard Choice Offer Program, your gas is being supplied by IGS Energy. This bill reflects Columbia Gas charges for service and delivery of natural gas and your supplier's charges for the gas supply. For questions about your gas supply charges, please contact IGS Energy, PO Box 9060, Dublin OH 43017, at 1-800-280-4474. 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.

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 highperformance, 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.

Legal Notices

Public Utilities Commission of Ohio If your Public Utilities Commission of Uhio 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

Office of Ohio Consumers' Counsel The Ohio Consumers' Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from 8 a.m. to 5 p.m. weekdays, or at http://www.pickocc.org.

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

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

Bankruptcy Notices Mail to Columbia Gas of Ohio, Revenue Recovery, PO Box 117, Columbus, OH 43216.

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

Safety Tips

Gas Odor If you smell the distinctive odor of gas:

Gas Odor If you smell the distinctive odor of gas:

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

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

Call Before You Dig Call O.U.P.S. at 811 at least 48 hours before you start to dig for any outdoor project. It's for your safety - and it's the law!

Employee Identification All of our employees and authorized meter readers and contractors carry photo ID. If someone claims to represent the gas company, ask to see identification. Call the police if you see suspicious activity.

Contact Information Corrections

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

985 Schrock Rd Suite 100 Columbus OH 43229-1180 614-985-1191

Address City

Zip code State

Home Phone (

HeatShare Contribution

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

iviontnly Contribution		
\$10		
\$5		
\$1		
\$		
One-Time Contribution		
\$		





PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment A

Page 1 of 2

Account Number REDACTED 000 1

Statement Date 09/24/2014

55263

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

-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 cofe reliable service. safe, reliable service.

Payment Options

Online Pay free by electronic check at our Web

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

BillMatrix Call 1-866-694-1828 or link from our Web site to pay by credit/debit card, or e-check. A convenience fee will apply.

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

Mail Return coupon below with payment to:

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

Gas Meter Information

Actual Reading We have read the meter. You're required to provide us access to read the meter at 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

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:**



S HARRIS DESIGN SERVIC ANET HARRIS 85 SCHROCK RD

SUITE 100 COLUMBUS OH 43229-1180

COLUMBUS OH 43229-1180

JANET HARRIS 985 SCHROCK RD

SUITE 100

Columbia Gas-of Ohio

Billing	<u> & </u>	Pay	<u>/ment</u>	Summary	L
Customer	Nam	e		_	

Es Harris Design Servic Janet Harris **Budget Payment Plan** Previous Amount Due on 09/10/2014 Payments Received by 09/24/2014 \$0.00 Budget Balance on 09/24/2014 \$40.00CR

No Payment Due

Billing & Payment Notes

Actual Account Status

Begin Balance Payments Recd Curr Utility Chgs **Ending Balance** \$15.79CR

\$40.00CR Foreign language interpreter service is available if you or someone you know prefers to speak with us in a native \$40.00CR 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 interpreter who will work with you and our representative to answer your guestions or schedule.

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

Meter Number

878845

Budget Amount This Period

Service Location

2430 Stelzer Rd

Columbus OH 43219-3128

Meter Readings (30 Billing Days)

Actual Reading on 9/24 Actual Reading on 8/25 5874 5874 Gas Used (Ccf)

Service Summary Notes

Your next actual meter reading date is 10/23/2014

Payment Coupon

No Payment Due \$15.00CR

Payment Enclosed

Make check payable to:

REDACTED 000 1 Is your contact information on the back incorrect? Check this box and detail the

Turn Me Over > > for more details about

Account Number

correction on the reverse Check this box and complete the form on the back to make

a tax-deductible donation to the HeatShare fuel fund.

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



P.O. Box 16581

Columbus, OH 43216-6581



Legal Notices

A NiSource Company

Residential Service

PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment A

Account Number Statement Date 09/24/2014

55263

Page 2 of 2

\$0.00

Detail of Charges for Gas Service Public Utilities Commission of Ohio If your

Standard Choice Offer (SCO)

Total Charges For Service This Period

IGS Energy

Columbia Gas of Ohio Fixed Monthly Delivery Charge \$17.81 Infrastructure Replacement Program Rider \$5.71 Usage Based Charges \$0.00 Gross Receipts Tax @ 4.987% \$1.17 **Total Charges for Service This Period** \$24.69

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.

Current Charges include current Charges include gas supply costs of \$0.00 at the SCO rate of \$0.00000 per Ccf and sales tax of \$0.00. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.40 divided by 10.

Service Charges Notes

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-

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.

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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 highperformance, 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.

985 Schrock Rd
Suite 100
Columbus OH 43229-1180
614-985-1191

Home Phone (

614-985-1191		
Address		
City		
State	Zip code	

HeatShare Contribution

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

Monthly Contribution		
\$10		
\$5		
\$1		
\$		
One-	Time Contribution	
\$		



Residential Service

No Payment Due

PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment A

Account Number REDACTED 000 1 Statement Date 08/25/2014

55294

Page 1 of 2

Billing & Payment Summary Billing & Payment Notes Actual Account Status **Customer Name** Begin Balance Es Harris Design Servic Payments Recd Curr Utility Chgs Ending Balance Janet Harris \$24.69 **Budget Payment Plan** \$65.00CR If we receive your payment Budget Balance on 08/25/2014 for the current total Amount Due by the due date shown on this bill, you will avoid a **Budget Amount This Period** \$25.00 +

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

\$40.00CR late payment charge of 1.50%.

The new Budget year starts this month. Your new amount is based on normal weather conditions, your previous 12 months' usage, the current and projected cost of natural gas, and current rates for service and delivery. Since you currently have a credit balance on your Budget Payment Plan that is greater than your new Budget payment amount, no payment is due except for any charges for a security deposit, Optional Services, or HeatShare contribution. Visit us online and click on "Manage Your Account" for more information. The Budget plan is your best option to manage your winter heating bills.

Service S	Summary			Service Summary Notes
	Service Location 2430 Stelzer Rd Columbus OH 43219-3128			Your next actual meter reading date is 09/24/2014
Meter Number	Meter Readings (31 Billing Da	ys)	5874	
878845	Actual Reading on 8/25 Actual Reading on 7/25	_	5874 5874	
	Gas Used (Ccf)	=	0071	

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

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.

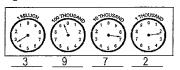
Estimated Reading If we are unable to obtain an actual reading, we accurately estimate your reading based on the history of usage at the service address and normal temperatures for the billing period. We verify the reading the next time we read the meter to make sure you pay only for the operature with a program woulder.

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:



V	Pa	yme	nt	Cou	pon

Turn Me Over > for more details about vour account

ES HARRIS DESIGN SERVIC	
JANET HARRIS	
985 SCHROCK RD	
SUITE 100	
COLUMBUS OH 43229-1180	

Columbia Gas-of Ohio

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

00092081 01 AT 0.406 1 ******AUTO**3-DIGIT 432 ES HARRIS DESIGN SERVIC JANET HARRIS 985 SCHROCK RD SUITE 100 COLUMBUS OH 43229-1180

No Payment Due	\$40.00CR	Account Number REDACTED 000 1
Payment Enclosed	\$	Is your contact information on the back incorrect? Check this box and detail th correction on the reverse side.
	Make check payable to:	Check this box and complet the form on the back to mak a tax-deductible donation to the HeatShare fuel fund.

COLUMBIA GAS P O BOX 742510 CINCINNATI OH 45274-2510





Residential Service

PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment A

Account Number REDACTED 000 1

Service Charges Notes

Current Charges include gas supply costs of \$0.00 at the SCO rate of \$0.00000 per Ccf and sales tax of \$0.00. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.40 divided by 10.

Statement Date 08/25/2014

55294

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 \$0.00 Gross Receipts Tax @ 4.987% \$1.17 **Total Charges for Service This Period** \$24.69

Standard Choice Offer (SCO) **IGS Energy**

Total Charges For Service This Period

Page 2 of 2

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Annles to Annles For a comparison of available

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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.

Contact Information Corrections

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

Suite 100 Columbus OH 43229-1180 614-985-1191	
Address	

Home Phone (

City		·
State	Zip code	

HeatShare Contribution

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

Mon	thly Contribution
\$10	
\$5	
\$1	
\$	
One-	Time Contribution
\$	



Residential Service

PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment A

Page 1 of 2

Account Number REDACTED 000 1

Statement Date

07/25/2014 55200

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

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.

How to Read the Meter When a pointer is

Example:

Customer Name	
Es Harris Design Servic	
Janet Harris	
Previous Amount Due on 07/11/2014	\$89.86CR
Daymonts Docoived by 07/25/201/	00.02

Billing & Payment Summary

Payments Received by 07/25/2014 Balance on 07/25/2014 Charges for Gas Service This Period

No Payment Due

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 \$89.86CR from the lists, please call 1-\$24.69 800-344-4077 or write Columbia Gas of Ohio, P.O. \$65.17CR 43216-2318.

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%.

Since your actual account balance is less than your budget amount, please pay the actual amount due, if any, instead of your normal budget payment. Your new Budget amount will appear on your August bill.

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

Service Summary

Meter Number

878845

Service Location 2430 Stelzer Rd

Columbus OH 43219-3128

Meter Readings (30 Billing Days)

Actual Reading on 7/25 Actual Reading on 6/25 Gas Used (Ccf)

Service Summary Notes

Your next actual meter reading date is 08/25/2014

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.

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

Payment Coupon

Turn Me Over ▶ ▶ for more details about vour account

Account Number

REDACTED 000 1

ES HARRIS DESIGN SERVIC JANET HARRIS 985 SCHROCK RD SUITE 100 COLUMBUS OH 43229-1180

Columbia Gas-of Ohio A NISource Company

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

985 SCHROCK RD SUITE 100 COLUMBUS OH 43229-1180

No Payment Due		\$65.17CR
	ļ · · · · · · · · · · · · · · · · · · ·	
Payment Enclosed	\$	-

Make check payable to:

COLUMBIA GAS

P O BOX 742510

CINCINNATI OH 45274-2510

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0 C C	s your contact information in the back incorrect? heck this box and detail the orrection on the reverse ide.
С	heck this box and complete

the form on the back to make a tax-deductible donation to the HeatShare fuel fund.





Legal Notices

A NiSource Company



PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment A

Account Number REDACTED 000 1 Statement Date 07/25/2014 55200

Page 2 of 2

\$0.00

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 \$0.00 Gross Receipts Tax @ 4.987% \$1.17 **Total Charges for Service This Period** \$24.69

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.

Current Charges include gas supply costs of \$0.00 at the SCO rate of \$0.00000 per Ccf and sales tax of \$0.00. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.40 divided by 10.

Service Charges Notes

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 inpaired 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

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.

Additional	Account	Information
------------	---------	-------------

Standard Choice Offer (SCO)

Total Charges For Service This Period

IGS Energy

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 highperformance, energy-efficient showerhead online at ColumbiaGasOhio.com/e-store. Or visit the site for a
\$10 mail-in rebate form for eliqible 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

985 Schrock Rd Suite 100 Columbus OH 43229-1180 614-985-1191

Home Phone (

014-303-1131		
Address		
City		
State	Zip code	

HeatShare Contrib	utio	n
-------------------	------	---

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.

Monthly Contribution		
\$10		
\$5		
\$1		
\$		
One-	Time Contribution	
\$		



Residential Service

Billing & Payment Summary

Gas Used (Ccf)

PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment A

Account Number REDACTED 000 1

Page 1 of 2

Statement Date 06/25/2014 58574

Billing & Payment Notes

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

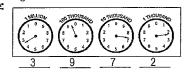
Actual Reading We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

Estimated Reading If we are unable to obtain an actual reading, we accurately estimate your 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

between 9 and 0. Record the reading on the dials from left to right. **Example:**



DANIEL C	1 a y 1110 i i c o di i i i			Diffing & Laymont races
Customer Nam Es Harris Desig Janet Harris	n Servic			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
	nt Due on 06/12/2014		\$114.55CR \$0.00	1.50%.
Balance on 06/	eived by 06/25/2014 25/2014	=	\$114.55CR	Since your actual account balance is less than your
Charges for Ga	s Service This Period	+	\$24.69	budget amount, please pay the actual amount due, if any, instead of your normal
No Payment	Due	=	\$89.86CR	budget payment. Your new Budget amount will appear on your August bill.
				See back of bill for Detail of Charges for Gas Service.
Service S	ummary			Service Summary Notes
	Service Location 2430 Stelzer Rd Columbus OH 43219-312	28		Your next actual meter reading date is 07/25/2014
Meter Number 878845	Meter Readings (29 Bill Actual Reading on 6/25 Actual Reading on 5/27		5874 5874	

Payment Coupon

Payment Enclosed

your account Account Number \$89.86CR No Payment Due REDACTED 000 1

ES HARRIS DESIGN SERVIC JANET HARRIS 985 SCHROCK RD SUITE 100 COLUMBUS OH 43229-1180

Columbia, Gasof Ohio

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

00094629 01 AT 0.406 1 ******AUTO**3-DIGIT 432 ES HARRIS DESIGN SERVIC JANET HARRIS 985 SCHROCK RD SUITE 100 COLUMBUS OH 43229-1180

COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510

Make check payable to:



Turn Me Over ▶ ▶

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

Check this box and complete

the form on the back to make a tax-deductible donation to the HeatShare fuel fund.





PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment A

Account Number REDACTED 000 1 Statement Date

06/25/2014 Page 2 of 2 58574

Legal Notices Detail of Charges for Gas Service 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). Service Charges Notes Current Charges include gas supply costs of \$0.00 at the SCO rate of \$0.00000 per Ccf and sales tax of \$0.00. SCO equals the NYMEX Columbia Gas of Ohio \$17.81 Fixed Monthly Delivery Charge Infrastructure Replacement Program Rider \$5.71 Usage Based Charges \$0.00 closing price plus the Retail Price Adjustment of \$1.40 divided by 10. Gross Receipts Tax @ 4.987% \$1.17 Total Charges for Service This Period \$24.69 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. Standard Choice Offer (SCO) **IGS Energy Total Charges For Service This Period**

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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 highperformance, 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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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.

Contact Information Corrections

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

Suite 100 Columbus OH 43229-1180 614-985-1191	
Address	
City	

City State Zip code

Home Phone (

985 Schrock Rd

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.

Monthly Contribution		
\$10		
\$5		
\$1		
\$		
One-	Time Contribution	
\$		





878845

Billing & Payment Summary

PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment A

Account Number REDACTED 000 1 Statement Date

05/28/2014 64677

Page 1 of 2

5874

How to Contact Us

1-800-344-4077

For DirectLink self-service 24 hours/day
For billing questions,
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For quickest response.

call 11 a.m. - 3 p.m., Mon.- Fri.

1-800-344-4077

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

711

For hearing-impaired relay

ColumbiaGasOhio.com

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

Billing Options

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

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

Payment Options

Online Pay free by electronic check at our Web

ZipCheck Authorize your bank to pay your bill automatically each month. Enrol! 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 nayment center page you. Agents

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

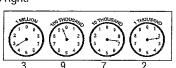
Actual Reading We have read the meter. You're required to provide us access to read the meter at

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 Sumi	nary		Billing & Payment Notes
Customer Nam Es Harris Desiç Janet Harris	ın Servic	-		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
	int Due on 05/13/2014		\$95.24CR	1.50%.
	eived by 04/28/2014	=	\$44.00	Since your actual account
Balance on 05/	27/2014	=	\$139.24cr	balance is less than your budget amount, please pay
Charges for Ga	s Service This Period	+	\$24.69	the actual amount due, if any, instead of your normal
No Payment	Due	=	\$114.55CR	budget payment. Your new Budget amount will appear on your August bill.
				See back of bill for Detail of Charges for Gas Service.
Service S	Summary			Service Summary Notes
	Service Location 2430 Stelzer Rd Columbus OH 43219-312	28		Your next actual meter reading date is 06/25/2014
Meter Number	Meter Readings (32 Bill	ling Days)		

Meter Readings (32 Billing Days)

Actual Reading on 5/27 Actual Reading on 4/25

Gas Used (Ccf)

Payment Coupon

Turn Me Over ▶ ▶ for more details about your account

ES HARRIS DESIGN SERVIC JANET HARRIS 985 SCHROCK RD SUITE 100 COLUMBUS OH 43229-1180

Columbia Gas-of Ohio

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

00097380 01 AT 0.406 1 ******AUTO**3-DIGIT 432 ES HARRIS DESIGN SERVIC JANET HARRIS 985 SCHROCK RD SUITE 100 COLUMBUS OH 43229-1180

No Payment Due	\$114.55CR	Account Number REDACTED 000 1
Payment Enclosed	\$	Is your contact information on the back incorrect? Check this box and detail th correction on the reverse side.
	Make check payable to:	Check this box and complet the form on the back to make a tax-deductible donation to the HeatShare fuel fund.

COLUMBIA GAS P O BOX 742510 CINCINNATI OH 45274-2510





Legal Notices

A NiSource Company



PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment A

Page 2 of 2

\$0.00

Account Number REDACTED 000 1 Statement Date 05/28/2014 64677

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 \$0.00 Gross Receipts Tax @ 4.987% \$1.17 Total Charges for Service This Period \$24.69

Standard Choice Offer (SCO) IGS Energy

Total Charges For Service This Period

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Service Charges Notes Current Charges include gas supply costs of \$0.00 at the SCO rate of \$0.00000 per Ccf and sales tax of \$0.00. 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.

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 highperformance, 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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Office of Ohio Consumers' Counsel. The Ohio

1-1 (Ohio relay service).

Office of Ohio Consumers' Counsel The Ohio
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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.

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customer rights and responsibilities is available at
ColumbiaGasOhio.com or by calling 1-800-344-

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; payment; payment plans; low-income assistance; disconnection and reconnection of service; meter reading and testing; usage and payment history; natural gas safety; maintenance of customerowned 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. numbers shown above.

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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.

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!

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Contact	Information	Corrections

985 Schrock Rd

State

Home Phone (

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

Suite 100 Columbus OH 43229-1180 614-985-1191		
Address		

City		

Zip code

HeatShare Contribution

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

Mon	thly Contribution
\$10	
\$5	
\$1	
\$	
One-	Time Contribution
\$	





PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment A

Account Number REDACTED 000 1

Statement Date

04/28/2014

60050

Page 1 of 2

How to Contact Us

1-800-344-4077

For DirectLink self-service 24 hours/day
For Dilling 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

For hearing-impaired relay

ColumbiaGasOhio.com

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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

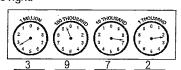
Actual Reading We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

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Example:



Billing & Payment Summary **Customer Name**

Es Harris Design Servic Janet Harris

Previous Amount Due on 04/28/2014 Payments Received by 04/28/2014 Balance on 04/25/2014 Charges for Gas Service This Period

No Payment Due

Billing & Payment Notes We are required to include your name, address, and

usage information on lists of eligible customers that are \$118.88CR natural gas suppliers or governmental aggregators. If you wish to be excluded from the lists, please call 1-823.64 800-344-4077 or write Columbia Gas of Ohio, P.O. made available to retail \$139.24CR | \$3216-2318.

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%.

Since your actual account balance is less than your budget amount, please pay the actual amount due, if the actual amount due, if any, instead of your normal budget payment. Your new Budget amount will appear on your August bill.

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

Service Summary

Service Location 2430 Stelzer Rd

Columbus OH 43219-3128

Gas Used (Ccf)

Service Summary Notes

Your next actual meter reading date is 05/27/2014

Meter Number

Meter Readings (30 Billing Days)

Actual Reading on 4/25 Actual Reading on 3/26

HARRIS DESIGN SERVIC IET HARRIS SCHROCK RD SUITE 100 COLUMBUS OH 43229-1180

Columbia Gas-of Ohio

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

00092967 01 AT 0.406 1 ******AUTO**3-DIGIT 432 ES HARRIS DESIGN SERVIC JANET HARRIS 985 SCHROCK RD COLUMBUS OH 43229-1180

Payment Coupon

No Payment Due \$139.24CR

Payment Enclosed \$

Make check payable to:

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

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

Turn Me Over > > for more details about

REDACTED 000 1

vour account Account Number

COLUMBIA GAS O BOX 742510 **CINCINNATI OH 45274-2510**





Residential Service

Account Number REDACTED 000 1 Statement Date

Page 2 of 2

Attachment A

PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson

04/28/2014 60050

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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	\$0.00
Gross Receipts Tax @ 4.987%	\$1.12
Total Charges for Service This Period	\$23.64

Current Charges include current charges include gas supply costs of \$0.00 at the SCO rate of \$0.00000 per Ccf and sales tax of \$0.00. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.40 divided by 10 divided by 10.

Service Charges Notes

Standard Choice Offer (SCO)

IGS Energy

Total Charges For Service This Period

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.

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.

985 Schrock Rd
Suite 100
Columbus OH 43229-1180
614-985-1191

Home Phone (

614-985-1191		
Address		
City		
State	Zip code	

HeatShare Contribution

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

Monthly Contribution			
\$10			
\$5			
\$1			
\$			
One-	Time Contribution		
¢			





PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment A

Page 1 of 2

Account Number

REDACTED 000 1 Statement Date 04/10/2014

1807

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

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

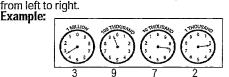
Gas Meter Information

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 0 and 0. Peccept the reading on the dialectic points are the dialectic points. between 9 and 0. Record the reading on the dials

Example:



Billing	3 & P	ayment	Summ	ıary

Budget Balance on 03/26/2014 Budget Amount This Period	= +	\$0.00 \$44.00
Payments Received by 03/11/2014	-	\$44.00 \$0.00
Budget Payment Plan Previous Amount Due on 03/20/2014		\$44.00
Janet Harris		
Es Harris Design Servic		

Billing & Payment Notes

Actual Account Status

Begin Balance Payments Recd Curr Utility Chgs \$23.64 Ending Balance \$118.88CR

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

2430 Stelzer Rd Columbus OH 43219-3128

Meter Number 878845

Meter Readings (29 Billing Days) Actual Reading on 3/26 Actual Reading on 2/25 5874 Gas Used (Ccf)

Your next actual meter reading date is 04/25/2014

Service Summary Notes_

Payment Coupon

\$44.00 Amount Due by 4/28/2014

Payment Enclosed

Make check payable to:

COLUMBIA GAS P O BOX 742510

CINCINNATI OH 45274-2510

Account Number REDACTED 000 1

Turn Me Over > > for more details about

vour account

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

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

ES HARRIS DESIGN SERVIC JANET HARRIS 985 SCHROCK RD SUITE 100 COLUMBUS OH 43229-1180

Columbia Gas-of Ohio ce Company

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

00040506 01 AV 0.381 1 ****AUTO**5-DIGIT 43229 ES HARRIS DESIGN SERVIC JANET HARRIS 985 SCHROCK RD SUITE 100 COLUMBUS OH 43229-1180



Residential Service

PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment A

Page 2 of 2

Account Number REDACTED 000 1 Statement Date 04/10/2014 1807

Service Charges Notes

current Charges include gas supply costs of \$0.00 at the SCO rate of \$0.0000 per Ccf and sales tax of \$0.00. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.29 divided by 10.

Current Charges include

Legal Notices

Public Utilities Commission of Ohio If your runic utilities Commission of Uhio 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:

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	\$0.00
Gross Receipts Tax @ 4.987%	\$1.12
Total Charges for Service This Period	\$23.64

Standard Choice Offer (SCO) Hess Corporation

Total Charges For Service This Period

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.

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 highperformance, 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.

985 Schrock Ka	
Suite 100	
Columbus OH 43229-1180	
614-465-0146	
Address	

Home Phone (

614-465-0146	.5-1100	
Address		
City		<u> </u>
State	Zip code	

HeatShare Contribution

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

inoini	nly Contribution
\$10	
\$5	
\$1	
\$	
Ωne-1	ime Contribution



For DirectLink self-service 24 hours/day

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

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

How to Contact Us

For hearing-impaired relay

ColumbiaGasOhio.com

Billing Options

safe, reliable service.

Payment Options

1-800-344-4077

1-800-344-4077

711

A NiSource Company

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

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

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

Residential Service

PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment A

Page 1 of 2

\$44.00

Account Number

REDACTED 000 1

Billing & Payment Notes Actual Account Status

\$23.64

Statement Date 03/05/2014

Begin Balance Payments Recd Curr Utility Chgs Ending Balance

52446

Billing & Payment Summary

Customer Name Es Harris Design Servic Janet Harris **Budget Payment Plan** \$44.00 Previous Amount Due on 02/14/2014 Payments Received by 02/12/2014 \$44.00 \$0.00 Budget Balance on 02/25/2014 = **Budget Amount This Period** \$44.00

late payment charge of 1.50%. See back of bill for Detail of Charges for Gas Service.

If we receive your payment for the current total Amount

Due by the due date shown on this bill, you will avoid a

Service Summary

Amount Due by 03/20/2014

Service Location 2430 Stelzer Rd Columbus OH 43219-3128

Gas Used (Ccf)

Meter Readings (29 Billing Days) Actual Reading on 2/25 Actual Reading on 1/27 5874 Your next actual meter reading date is 03/26/2014

Service Summary Notes

Meter Number 878845

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.

Online Pay free by electronic check at our Web

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 congruency by usage.

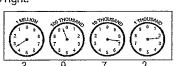
the energy you've used.

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 rom left to right.

Example:



Payment Coupon

Payment Enclosed

Amount Due by 3/20/2014

Turn Me Over > > for more details about your account

Account Number

REDACTED 000 1

HARRIS DESIGN SERVIC NET HARRIS SCHROCK RD SUITE 100 COLUMBUS OH 43229-1180

Columbia Gas-of Ohio

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

00082106 01 AT 0.406 1 ******AUTO**3-DIGIT 432 ES HARRIS DESIGN SERVIC JANET HARRIS 985 SCHROCK RD SUITE 100 COLUMBUS OH 43229-1180

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\$44.00

Make check payable to:

COLUMBIA GAS

P O BOX 742510

CINCINNATI OH 45274-2510

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

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







PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment A

Account Number REDACTED 000 1 Statement Date

Service Charges Notes

Current Charges include gas supply costs of \$0.00 at the SCO rate of \$0.00000 per

Ccf and sales tax of \$0.00. SCO equals the NYMEX

closing price plus the Retail Price Adjustment of \$1.29 divided by 10.

03/05/2014 52446

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 \$0.00 Gross Receipts Tax @ 4.987% \$1.12 Total Charges for Service This Period \$23.64

Standard Choice Offer (SCO) Hess Corporation

Total Charges For Service This Period

Page 2 of 2

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.

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 highperformance, 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.

Legal Notices

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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: 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.

Contact Information Corrections

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

985 Schrock Rd Suite 100 Columbus OH 43229-1180 614-428-9290	
Address	

Home Phone (

City		
State	Zip code	
State	Zip code	

HeatShare Contribution

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

Mon	thly Contribution
\$10	
\$5	
\$1	
\$	
One-	Time Contribution
\$	





PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment A

Account Number REDACTED 000 1

Statement Date 01/30/2014 49944

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

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

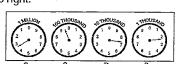
Actual Reading We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

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

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 &	Paymen	t Summary
Customer Nam	e	

Es Harris Design Servic Janet Harris **Budget Payment Plan** Previous Amount Due on 01/21/2014 \$44.00 Payments Received by 01/22/2014 \$44.00 Budget Balance on 01/27/2014 \$0.00 **Budget Amount This Period** \$44.00 4

Amount Due by 02/14/2014

\$44.00

Page 1 of 2

Billing & Payment Notes

Actual Account Status

Begin Balance Payments Recd Curr Utility Chgs Ending Balance \$23.64

We are required to include vour 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 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

878845

Service Location 2430 Stelzer Rd

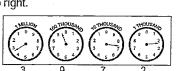
Columbus OH 43219-3128

Meter Readings (32 Billing Days) Actual Reading on 1/27

5874 Actual Reading on 12/26 5874 Gas Used (Ccf)

Service Summary Notes

Your next actual meter reading date is 02/25/2014



Payment Coupon

Payment Enclosed

Turn Me Over > > for more details about

<u>Account Number</u>

REDACTED 000 1

ES HARRIS DESIGN SERVIC JANET HARRIS 985 SCHROCK RD SUITE 100 COLUMBUS OH 43229-1180

Columbia, Gas-of Oh10 A NISource Com

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

00083197 01 AT 0.406 1 ******AUTO**3-DIGIT 432 ES HARRIS DESIGN SERVIC JANET HARRIS 985 SCHROCK RD SUITE 100 COLUMBUS OH 43229-1180

Amount	Due by 2/14/2014	\$44.00

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 O BOX 742510 **CINCINNATI OH 45274-2510**





Residential Service

PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment A

Account Number REDACTED 000 1 Statement Date 01/30/2014 49944

Service Charges Notes Current Charges include gas supply costs of \$0.00 at the SCO rate of \$0.00000 per Ccf and sales tax of \$0.00. SCO equals the NYMEX

closing price plus the Retail Price Adjustment of \$1.29 divided by 10.

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

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 Serv	rvice
---------------------------------------	-------

Columbia Gas of Ohio	
Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$4.71
Usage Based Charges	\$0.00
Gross Receipts Tax @ 4.987%	\$1.12
Total Charges for Service This Period	\$23.64

Standard Choice Offer (SCO)

Hess Corporation

Total Charges For Service This Period

Page 2 of 2

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.

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 highperformance, 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.

985 Schrock Rd Suite 100 Columbus OH 43229-1180 614-428-9290

Address City

Zip code State

Home Phone (

HeatShare Contribution

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

Monthly Contribution	
\$10	
\$5	
\$1	
\$	
One-Time Contribution	





PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment A

Page 1 of 2

Account Number REDACTED 000 1 Statement Date 01/06/2014 46569

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

711For 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

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

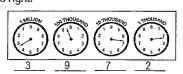
Gas Meter Information

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 the 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.



Billing & Payment Summary

Customer Name Es Harris Design Servic Janet Harris **Budget Payment Plan** Previous Amount Due on 12/17/2013 \$44.00 Payments Received by 12/16/2013 \$44.00 Budget Balance on 12/26/2013 \$0.00 = **Budget Amount This Period** \$44.00

Amount Due by 01/21/2014 \$44.00

Billing & Payment Notes

Ending Balance

Actual Account Status Begin Balance Payments Recd Curr Utility Chgs \$23.64

\$57.80CR

If we receive your payment in 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

878845

Service Location 2430 Stelzer Rd Columbus OH 43219-3128

Meter Readings (35 Billing Days) Actual Reading on 12/26 5874 Actual Reading on 11/21 5874 Gas Used (Ccf)

Service Summary Notes

Your next actual meter reading date is 01/27/2014

▼ Payment Coupon

Amount Due by 1/21/2014 \$44.00

Payment Enclosed

\$

Make check payable to:

Account Number REDACTED 000 1

Turn Me Over > > for more details about

vour account

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

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

COLUMBIA GAS P O BOX 742510 CINCINNATI OH 45274-2510



ES HARRIS DESIGN SERVIC JANET HARRIS 985 SCHROCK RD SUITE 100 COLUMBUS OH 43229-1180

Columbia Gas-of Ohio A NISource Con

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

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PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment A

Account Number REDACTED 000 1 Statement Date 01/06/2014

Page 2 of 2 46569

Residential Service

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Public Utilities Commission of Ohio If your 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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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 \$0.00 Gross Receipts Tax @ 4.987% \$1.12 **Total Charges for Service This Period** \$23.64

Current Charges include gas supply costs of \$0.00 at the SCO rate of \$0.00000 per Ccf and sales tax of \$0.00. SCO equals the NYIMEX closing price plus the Retail Price Adjustment of \$1.29 divided by 10.

Service Charges Notes

Standard Choice Offer (SCO)

Hess Corporation

Total Charges For Service This Period

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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 highperformance, 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

State

Home Phone (

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985 Schrock Rd Suite 100 Columbus OH 43229-1180 614-428-9290	
Address	
City	

Zip code

HeatShare Contribution

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Monthly Contribution							
\$10							
\$5							
\$1							
\$							
One-Time Contribution							
\$							





PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment A

Account Number REDACTED 000 1 Statement Date

Page 1 of 2

12/02/2013 47669

How to Contact Us

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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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Gas Meter Information

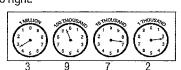
Actual Reading We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

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

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:



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Amount Due by 12/17/2013		\$44.00
Budget Amount This Period	+	\$44.00
Budget Balance on 11/21/2013	=	\$0.00
Payments Received by 11/04/2013	-	\$44.00
Previous Amount Due on 11/07/2013		\$44.00
Budget Payment Plan		
Janet Harris		
Es Harris Design Servic		
Customer Name		

As a Columbia Gas of Ohio customer, your opinion means a lot to us. We would representative to answer your questions or schedule service. The service is also myenergyinsights.com/billmessage to learn more. seven days a week to report emergencies.

Billing & Payment Notes **Actual Account Status**

Begin Balance Payments Recd Curr Utility Chgs Ending Balance \$23.64

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. we will connect you immediately with an interpreter who will work

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

Service Location Your next actual meter 2430 Stelzer Rd reading date is 12/26/2013 Columbus OH 43219-3128

Meter Number 878845

Service Summary

Meter Readings (29 Billing Days) Actual Reading on 11/21 Actual Reading on 10/23 5874 5874 Gas Used (Ccf)

Payment Coupon

Payment Enclosed

Turn Me Over ▶ ▶ for more details about vour account

Account Number

REDACTED 000 1

ES HARRIS DESIGN SERVIC JANET HARRIS 985 SCHROCK RD SUITE 100 COLUMBUS OH 43229-1180

Columbia Gas of Ohio

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

985 SCHROCK RD SUITE 100 COLUMBUS OH 43229-1180

Amount Due by	12/17/2013	\$44.00

Make check	payable to:
------------	-------------

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

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

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





Public Utilities Commission of Ohio If your

Residential Service

PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment A

Page 2 of 2

Account Number REDACTED 000 1 Statement Date 12/02/2013 47669

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 \$0.00 Gross Receipts Tax @ 4.987% \$1.12 Total Charges for Service This Period \$23,64

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Current Charges include gas supply costs of \$0.00 at the SCO rate of \$0.00000 per Ccf and sales tax of \$0.00. SCO equals the NYMEX
closing price plus the Retail
Price Adjustment of \$1.29
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Service Charges Notes

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Legal Notices

Rights and Responsibilities - A summary of customer rights and responsibilities is available at 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.

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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.

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Standard Choice Offer (SCO)

Total Charges For Service This Period

Hess Corporation

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City		

Zip code State

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Monthly Contribution								
\$10								
\$5								
\$1								
\$								
One-Time Contribution								
\$								



Residential Service

PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment A

=

Account Number REDACTED 000 1 Statement Date

Billing & Payment Notes

We are required to include

your name, address, and usage information on lists of eligible customers that are

\$23.64 \$17.08CR

Actual Account Status

ents Recd

10/23/2013 57150

Begin Balance

Curr Utility Chgs

Ending Balance

Page 1 of 2

\$44.00

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711

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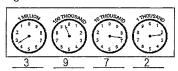
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Billing & Payment Summary

Customer Name Es Harris Design Servic Janet Harris **Budget Payment Plan** Previous Amount Due on 10/09/2013 \$44.00 Payments Received by 10/15/2013 \$44.00 Budget Balance on 10/23/2013 \$0.00 = **Budget Amount This Period** \$44.00 +

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

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

Service Summary Notes Your next actual meter reading date is 11/21/2013

late payment charge of 1.50%.

Service Summary

Amount Due by 11/07/2013

Service Location 2430 Stelzer Rd Columbus OH 43219-3128

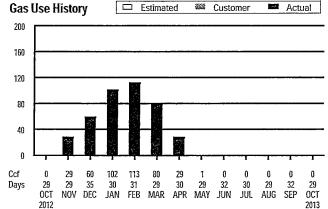
Meter Number 878845

Meter Readings (29 Billing Days) Actual Reading on 10/23 Actual Reading on 9/24 Gas Used (Ccf)

Daily Comparisons Avg Daily Avg Daily Temp Usage 61.1° 0.0 70.8° 0.0 56.0° 0.0 Month

Oct '13 Sep '13 Oct '12 Your Average Monthly Usage is 35 Ccf

Your Total Annual Usage is



HARRIS DESIGN SERVIC NET HARRIS SCHROCK RD SUITE 100 COLUMBUS OH 43229-1180

Columbia Gas-of Ohio

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

JANET HARRIS 985 SCHROCK RD COLUMBUS OH 43229-1180

▼ Payment Coupon

Payment Enclosed

Amount Due by 11/07/2013

Account Number \$44.00

\$

Make check payable to:

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Turn Me Over 🕨 🕨 for more details about

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COLUMBIA GAS P O BOX 742510 CINCINNATI OH 45274-2510







PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment A

Page 2 of 2

Account Number REDACTED 000 1 Statement Date 10/23/2013

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57150

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Detail of Charges for Gas Se	rvice	Service Charges Notes
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Fixed Monthly Delivery Charge	\$17.81	gas supply costs of \$0.00 at
Infrastructure Replacement Program Rider	\$4.71	the SCO rate of \$0.00000 per Ccf and sales tax of \$0.00.
Usage Based Charges	\$0.00	SCO equals the NYMEX
Constant T		closing price plus the Retail

Fixe Infrastructure Replacement Program Rider \$4.71 Usage Based Charges \$0.00 Gross Receipts Tax @ 4.987% \$1.12 Total Charges for Service This Period \$23.64

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Hess Corporation

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Zip code	

HeatShare Contribution

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

Monthly Contribution							
\$10							
\$5							
\$1							
\$							
One-Time Contribution							
\$							





PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment A

Account Number REDACTED 000 1 Statement Date

09/24/2013 56230

Page 1 of 2

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 deliver the gas and provide safe, reliable service.

Payment Options

Online Pay free by electronic check at our Web

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

BillMatrix Call 1-866-694-1828 or link from our Web site to pay by 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

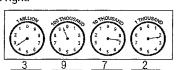
Gas Meter Information

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

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 between 9 and 0. Record the reading on the dials from left to right.

Example:



B	il.	ling	&	Pay	<u>yment</u>	Sun	nmary	L

Customer Name Es Harris Design Servic Janet Harris **Budget Payment Plan** Previous Amount Due on 09/10/2013 \$44.00 Payments Received by 09/09/2013 \$44.00 Budget Balance on 09/24/2013 \$0.00 **Budget Amount This Period** \$44.00 + Amount Due by 10/09/2013 \$44.00

Billing & Payment Notes

Actual Account Status Begin Balance Payments Recd Curr Utility Chgs Ending Balance \$3,28

Foreign language interpreter service is available if you or 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 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 2430 Stelzer Rd

Columbus OH 43219-3128

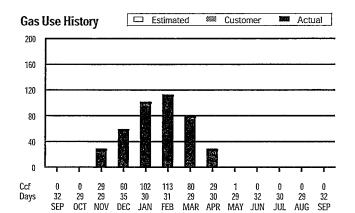
Meter Number

878845

Meter Readings (32 Billing Days)
Actual Reading on 9/24
Actual Reading on 8/23 5874 5874 Gas Used (Ccf)

Service Summary Notes

Your next actual meter reading date is 10/23/2013



Daily Comparisons Avg Daily Avg Daily Month **Usage** 0.0 *Temp* 70.8° Sep Aug '13 '13

0.0

70.0 Sep '12 Your Average Monthly Usage is 35 Ccf

Your Total Annual Usage is 414 Ccf

Payment Coupon

Turn Me Over > > for more details about your account

Account Number

REDACTED 000 1

ES HARRIS DESIGN SERVIC JANET HARRIS 985 SCHROCK RD SUITE 100 COLUMBUS OH 43229-1180

Columbia Gas

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

00092999 01 AT 0.384 1 ******AUTO**3-DIGIT 432 ES HARRIS DESIGN SERVIC JANET HARRIS 985 SCHROCK RD SUITE 100 COLUMBUS OH 43229-1180

Amount Due by 10/09/2013 \$44.00

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 O BOX 742510 **CINCINNATI OH 45274-2510**





Residential Service

PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment A

Page 2 of 2

REDACTED 000 1 **Statement Date** 09/24/2013

Service Charges Notes

Current Charges includes gas supply costs of \$0.00 at the SCO rate of \$0.00000 per Ccf and sales tax of \$0.00. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.29 divided by 10.

Account Number

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 \$0.00 Gross Receipts Tax @ 4.987% \$1.12 Total Charges for Service This Period \$23.64

Standard Choice Offer (SCO) **Hess Corporation**

Total Charges For Service This Period

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 I enal Notices in the left column of your bill. Legal Notices in the left column of your bill.

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 highperformance, 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.

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 customerowned service lines; employee identification; rate information and alternatives; Customer CHOICE; privacy rights; and complaint procedures. You may obtain a copy of the full minimum gas service standards at the PUCO Web site or phone numbers shown above.

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

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

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

Safety Tips

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

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.

Contact Information Corrections

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

014-428-9290			
Address			
		· · · · · · · · · · · · · · · · · · ·	
City			
State	Zip code		
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.

Monthly Contribution		
\$10		
\$5		
\$1		
\$		
One-	Time Contribution	
\$		





Meter Number

878845

PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment A

REDACTED 000 1

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

\$23.64

Actual Account Status

Begin Balance Payments Recd

Curr Utility Chgs

Ending Balance

Account Number

Statement Date 08/23/2013 50927

Page 1 of 2

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.

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Payment Options

Online Pay free by electronic check at our Web

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

BillMatrix Call 1-866-694-1828 or link from our Web site to pay by credit/debit card, or e-check. A convenience well 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

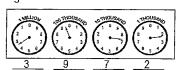
Actual Reading We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

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 Es Harris Design Servic Janet Harris **Budget Payment Plan** Budget Balance on 08/23/2013 \$0.00 **Budget Amount This Period** \$44.00 +

Amount Due by 09/10/2013 \$44.00 =

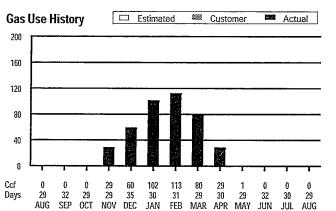
Charges for Gas Service. The new Budget year starts this month. Your new amount is based on normal weather conditions, your previous 12 months' usage, the current and projected cost of natural gas, and current rates for service and delivery. To continue on the Budget Payment Plan, simply pay the new amount for your natural gas service, plus any charges for a security deposit, Optional Services, or HeatShare contribution. Visit us online and click on "Manage Your Account" for more information. The Budget plan is your best option to manage your winter heating bills. heating bills.

Service Summary Service Summary Notes

Service Location 2430 Stelzer Rd Columbus OH 43219-3128

Meter Readings (29 Billing Days) 5874

Actual Reading on 8/23 Actual Reading on 7/25 5874 Gas Used (Ccf)



Daily Comparisons Avg Daily Avg Daily

Your next actual meter reading date is 09/24/2013

Temp 71.2° 76.0° Month Aug '13 Jul '13 0.0

Your Average Monthly Usage is 35 Ccf

Your Total Annual Usage is

Payment Coupon

Payment Enclosed

Amount Due by 9/10/2013

Turn Me Over > > for more details about vour account

HARRIS DESIGN SERVIC IET HARRIS SCHROCK RD SUITE 100 COLUMBUS OH 43229-1180

Columbia Gas of Ohio

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

00084977 01 AT 0.384 1 ******AUTO**3-DIGIT 432 ES HARRIS DESIGN SERVIC JANET HARRIS 985 SCHROCK RD COLUMBUS OH 43229-1180

71

Make check payable to:

COLUMBIA GAS P O BOX 742510

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

COHHARRIS090

\$44.00

correction on the reverse side. Check this box and complete

Account Number

REDACTED 000 1

the form on the back to make a tax-deductible donation to the HeatShare fuel fund.



CINCINNATI OH 45274-2510



Residential Service

Standard Choice Offer (SCO)

Total Charges For Service This Period

Hess Corporation

PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment A

Page 2 of 2

Account Number REDACTED 000 1 Statement Date 08/23/2013 50927

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 \$0.00 Gross Receipts Tax @ 4.987% \$1.12 Total Charges for Service This Period \$23.64

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 Natices in the left column of your hill

Service Charges Notes Current Charges include gas supply costs of \$0.00 at the SCO rate of \$0.00000 per Ccf and sales tax of \$0.00. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.29 divided by 10.

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

Legal Notices

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.

Α	ddition	al Ac	count	Inform	nation
$\boldsymbol{\Pi}$	uuluuli	u	COULI		Hautun

Legal Notices in the left column of your bill.

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 highperformance, 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.

985 Schrock Rd	
Suite 100	
Columbus OH 43229-1180	
614-428-9290	
Address	

Home Phone (_

Address		
City		
State	Zip code	

HeatShare Contribution

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

Monthly Contribution		
\$10		
\$5		
\$1		
\$		
One-	Time Contribution	
\$		





PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment A

Account Number Statement Date

Page 1 of 2

REDACTED 000 1 07/25/2013 57447

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.

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Extended Payment Plans Special payment arrangements and energy assistance are available, if eligible.

Payment Options

Online Pay free by electronic check at our Web

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

BillMatrix Call 1-866-694-1828 or link from our Web site to pay by credit/debit card, or e-check. A convenience fee will apply.

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

Mail Return coupon below with payment to:

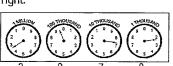
Columbia Gas of Ohio P.O. Box 742510 Cincinnati, OH 45274-2510

Gas Meter Information

Actual Reading We have read the meter. You're required to provide us access to read the meter at 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:**



BII	ling	&	Pay	/men	t Sum	mary
$\overline{}$		1				

5 - D 1 00/00/0040		φ τ ο ος
Charges for Gas Service This Period	+	\$23.64
Balance on 07/25/2013	=	\$48.42
Payments Received by 07/02/2013	-	\$39.00
Previous Amount Due on 07/11/2013		\$87.42
Janet Harris		
Es Harris Design Servic		
Gustomer Mame		

Amount Due by 08/09/2013 \$72.06

Billing & Payment Notes

Actual Account Status Begin Balance Payments Recd Curr Utility Chgs \$23.64 Ending Balance \$72.06

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 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%.

Since your actual account balance is larger than your budget amount, please pay the actual amount due to settle your account. Your new budget payment amount will appear on your August

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

Service Summary Notes

Your next actual meter

Service Summary

Service Location

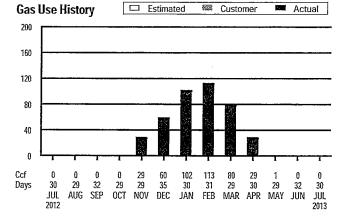
2430 Stelzer Rd Columbus OH 43219-3128

Meter Number 878845

Meter Readings (30 Billing Days)

Actual Reading on 7/25 5874 5874

Actual Reading on 6/25 Gas Used (Ccf)



reading date is 08/23/2013

Daily Comparisons Comparisons

Avg Daily Avg Daily

Temp Usage

76.0° 0.0 Month Jul '13 Jun '13 70.6° 0.0 0.0 Jul '12

Your Average Monthly Usage is 35 Ccf

Your Total Annual Usage is

Payment Coupon

Turn Me Over ▶ for more details about your account

Account Number

REDACTED 000 1

ES HARRIS DESIGN SERVIC JANET HARRIS 985 SCHROCK RD SUITE 100 COLUMBUS OH 43229-1180

Columbia Gas of Ohio urce Co

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

00091400 01 AT 0.384 1 ******AUTO**3-DIGIT 432 ES HARRIS DESIGN SERVIC JANET HARRIS 985 SCHROCK RD SUITE 100 COLUMBUS OH 43229-1180

Amount Due by 8/09/2013	\$72.06

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:

COLUMBIA GAS CINCINNATI OH 45274-2510





Residential Service

PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment A

Account Number REDACTED 000 1 Statement Date

07/25/2013 57447

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 \$0.00 Gross Receipts Tax @ 4.987% \$1.12 Total Charges for Service This Period \$23,64

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Service Charges Notes

Standard Choice Offer (SCO)

Hess Corporation

Total Charges For Service This Period

Page 2 of 2

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Contact Information Corrections

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

985 Schrock Rd Suite 100 Columbus OH 43229-1180 614-428-9290

Home Phone (

Address	# # Manager	
City		
State	Zip code	





PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment A

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Account Number REDACTED 000 1 Statement Date 06/25/2013

Page 1 of 2 59913

\$39.00

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

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

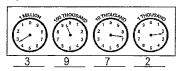
Actual Reading We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required. Estimated Reading If we are unable to obtain an actual reading, we accurately estimate your

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 Es Harris Design Servic Janet Harris

Budget Payment Plan Previous Amount Due on 06/11/2013

\$39.00 \$39.00 Payments Received by 05/30/2013 Budget Balance on 06/25/2013 \$0.00 \$39.00 **Budget Amount This Period**

Amount Due by 07/11/2013

Billing & Payment Notes

Actual Account Status

Begin Balance \$102.78 Curr Utility Chgs Ending Balance \$23.64

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%.

Next month is the end of the budget year. That means it will be time to true-up any unpaid balance remaining on your account. Remember, it is always a good idea to pay your billed budget amount each month to avoid a balance at the end of the year. Your new monthly budget payment amount will appear on your August bill. That amount will not be determined until your July

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

Service Summary Notes

Your next actual meter reading date is 07/25/2013

Service Summary

Meter Number

878845

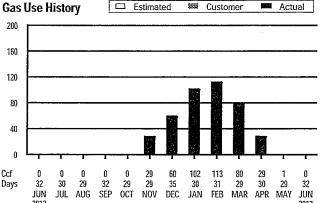
Service Location 2430 Stelzer Rd

Columbus OH 43219-3128

Meter Readings (32 Billing Days) Actual Reading on 6/25 Actual Reading on 5/24 5874 5874

Gas Used (Ccf)

Actual



Daily Comparisons

Avg Daily Avg Daily Temp Usage 70.6° 0.0 Month Jun '13 May '13 Jun '12

Your Average Monthly Usage is 35 Ccf

Your Total Annual Usage is

Payment Coupon

Turn Me Over for more details about your account

ES HARRIS DESIGN SERVIC JANET HARRIS 985 SCHROCK RD SUITE 100 COLUMBUS OH 43229-1180

Columbia Gas of Ohio

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

00093345 01 AT 0.384 1 ******AUTO**3-DIGIT 432 ES HARRIS DESIGN SERVIC JANET HARRIS 985 SCHROCK RD SUITE 100 COLUMBUS OH 43229-1180

Amount Due by 7/11/2013	\$39.00

Payment Enclosed

Make check payable to:

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

Account Number

REDACTED 000 1

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

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





Residential Service

PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment A

Page 2 of 2

Account Number REDACTED 000 1 Statement Date 06/25/2013 59913

Service Charges Notes

Ccf and sales tax of \$0.00. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.29 divided by 10.

Current Charges include gas supply costs of \$0.00 at the SCO rate of \$0.00000 per

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 \$0.00 Gross Receipts Tax @ 4.987% \$1.12 **Total Charges for Service This Period** \$23,64

Standard Choice Offer (SCO) **Hess Corporation**

Total Charges For Service This Period

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.

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 highperformance, 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.

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.

Contact Information Corrections

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

985 Schrock Rd Suite 100 Columbus OH 43229-1180 614-428-9290	
Address	

City Zip code State

Home Phone (

HeatShare Contribution

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

Monthly Contribution	
\$10	
\$5	
\$1	
\$	
One-	Time Contribution
\$	





PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment A

Page 1 of 2

\$39.00

Account Number REDACTED 000 1

Statement Date 05/24/2013 59369

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

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

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 pear you. Agents

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

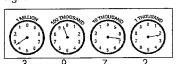
least once a year or risk shut-off. Please contact us to make arrangements if access is required.

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 Es Harris Design Servic Janet Harris

Budget Payment Plan

\$39.00 Previous Amount Due on 05/10/2013 \$39.00 Payments Received by 05/07/2013 \$0.00 Budget Balance on 05/24/2013 = **Budget Amount This Period** \$39.00

Amount Due by 06/11/2013

Billing & Payment Notes

Actual Account Status

Begin Balance \$117.50 \$39.00 \$24.28 nts Re Curr Utility Chgs Ending Balance \$102.78

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 2430 Stelzer Rd

Columbus OH 43219-3128

Meter Number 878845

Meter Readings (29 Billing Days) Actual Reading on 5/24 Actual Reading on 4/25 5874 5873

Gas Used (Ccf)

Actual ... ☐ Estimated Customer **Gas Use History** 200 160 120 80 31 29 30 FEB MAR APR 30 JAN Days ILIN IUI AUG SEP OCT NOV DEC MAY

Service Summary Notes Your next actual meter

reading date is 06/25/2013

Daily Comparisons Avg Daily Avg Daily Temp Usage 63.9° 0.0 51.1° 1.0 Month May '13 Apr '13 May '12 64.6

Your Average Monthly Usage is 35 Ccf

Your Total Annual Usage is 414 Ccf

Payment Coupon

Payment Enclosed

\$39.00

for more details about Account Number

Turn Me Over ▶)

Columbia Gas

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

ES HARRIS DESIGN SERVIC JANET HARRIS 985 SCHROCK RD COLUMBUS OH 43229-1180

ES HARRIS DESIGN SERVIC JANET HARRIS 985 SCHROCK RD SUITE 100 COLUMBUS OH 43229-1180

Amount Due by 6/11/2013

\$

Make check payable to:

COLUMBIA GAS

REDACTED 000 1 Is your contact information

on the back incorrect? Check this box and detail the correction on the reverse

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

CINCINNATI OH 45274-2510





Residential Service

PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment A

Page 2 of 2

Account Number REDACTED 000 1 Statement Date 05/24/2013

59369

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** \$0.05 Gross Receipts Tax @ 4.987% \$1.13 **Total Charges for Service This Period** \$23.70

Standard Choice Offer (SCO) **Hess Corporation**

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

\$0.58 \$0.58

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

Current Charges include gas supply costs of \$0.54 at the SCO rate of \$0.54420 per Ccf and sales tax of \$0.04. CCI and Sales tax of \$0.04.

SCO equals the NYMEX

closing price plus the Retail

Price Adjustment of \$1.29

divided by 10.

Service Charges Notes

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 intes, bare steel mains and installation of automated meter reading devices. Beginning April 30, 2013 the adjustment results in an increase of \$1.14 to your total bill each month.

Your bill also reflects an annual adjustment to the Demand-Side Management Rider of \$0.01360/ccf to recover costs associated with Columbia's investment in energy efficiency programs for residential and commercial customers.

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 highperformance, 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.

Legal Notices

Public Utilities Commission of Ohio If your 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-

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

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

Safety Tips

Gas Odor If you smell the distinctive odor of gas:

Gas Odor If you smell the distinctive odor of gas:

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

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

Call Before You Dig Call O.U.P.S. at 811 at least 48 hours before you start to dig for any outdoor project. It's for your safety - and it's the law!

Employee Identification All of our employees and authorized meter readers and contractors carry photo ID. If someone claims to represent the gas company, ask to see identification. Call the police if you see suspicious activity.

Contact Information Corrections

985 Schrock Rd

Home Phone (

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

Suite 100 Columbus OH 43229-1180 614-428-9290	
Address	

City		
State	Zip code	

HeatShare Contribution

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

Monthly Contribution		
\$10		
\$5		
\$1		
\$		
One-Time Contribution		
\$		



Residential Service

PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment A

Account Number REDACTED 000 1

Statement Date 04/25/2013 60942

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

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

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

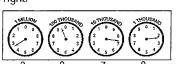
Gas Meter Information

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 program you've used

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 wealth of the resistor is the smaller number execut when the pointer is 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 Es Harris Design Servic Janet Harris **Budget Payment Plan** Previous Amount Due on 04/11/2013 \$39.00 \$39.00 Payments Received by 04/09/2013 \$0.00 Budget Balance on 04/25/2013 **Budget Amount This Period** \$39.00

Amount Due by 05/10/2013

\$39.00

Page 1 of 2

Billing & Payment Notes Actual Account Status

\$116.30

Begin Balance Payments Recd Curr Utility Chgs \$39.00 \$40.20 \$117.50 **Ending Balance** We are required to include

your name, address, and usage information on lists of eligible customers that are 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. 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 2430 Stelzer Rd

Columbus OH 43219-3128

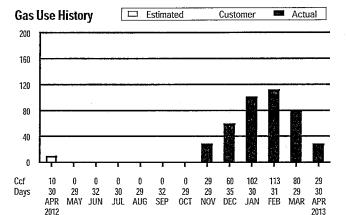
Meter Number 878845

Meter Readings (30 Billing Days)

Actual Reading on 4/25 Actual Reading on 3/26 5873 Gas Used (Ccf)

Your next actual meter reading date is 05/24/2013

Service Summary Notes



Daily Comparisons Avg Daily Avg Daily Month Usage 1.0

Temp 51.1° 36.3° Apr '13 Mar '13 2.8 0.3 Apr '12

Your Average Monthly Usage is 34 Ccf

Your Total Annual Usage is

S HARRIS DESIGN SERVIC ANET HARRIS 85 SCHROCK RD SUITE 100 COLUMBUS OH 43229-1180

Columbia Gas-of Ohio

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

JANET HARRIS 985 SCHROCK RD COLUMBUS OH 43229-1180

Payment Coupon

Amount Due by 5/10/2013 \$39.00

Payment Enclosed

\$

Make check payable to:

COLUMBIA GAS P O BOX 742510

CINCINNATI OH 45274-2510

for more details about <u>Account Num</u>ber

Turn Me Over ▶)

REDACTED 000 1 Is your contact information

on the back incorrect? Check this box and detail the correction on the reverse

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

COHHARRIS098



Legal Notices

A NiSource Company

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

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 biltons.

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

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

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

Gas Odor If you smell the distinctive odor of gas: 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.

Columbus, OH 43215.

OH 43216-2318 Safety Tips



PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment A

Account Number Statement Date

Page 2 of 2

REDACTED 000 1 04/25/2013 60942

Service Charges Notes

Current Charges include gas supply costs of \$15.27 at the SCO rate of \$0.52660 per Ccf and sales tax of \$1.03. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.29 divided by 10.

Detail of Charges for Gas Service

Columbia Gas of Ohio Fixed Monthly Delivery Charge \$17.81 Infrastructure Replacement Program Rider \$3.57 Usage Based Charges \$1.38 Gross Receipts Tax @ 4.987% \$1.14 **Total Charges for Service This Period** \$23.90

Hess Corporation

Total Charges For Service This Period

\$16.30

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 second retail gas supply auction in February. The auction set a new Retail Price Adjustment (RPA) of \$1.29 per thousand cubic feet (Mcf) for the period April 1, 2013 through March 31, 2014. 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.

As a participant of the Columbia Gas Standard Choice Offer Program, As a participant of the Columbia Gas Standard Choice Offer Program, your gas is being supplied by Hess Corporation. This bill reflects Columbia Gas charges for service and delivery of natural gas and your supplier's charges for the gas supply. For questions about your gas supply charges, please contact Hess Corporation, One Hess Plaza, Woodbridge NJ 07095, at 1-888-209-2625. 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.

Standard Choice Offer (SCO)

Gas Supply Cost Incl Sales Tax

\$16.30

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.

In accordance with the Public Utilities Commission of Ohio's Jan. 9, 2013 order in Case No. 11-2637-GA-EXM, this bill reflects a decrease of \$.05 per Mcf in the amount Columbia Gas of Ohio collects for balancing services. A complete explanation of changes to the balancing fee can be found at Columbia's website, ColumbiaGasOhio.com, or you may review the order on the Commission's website at www.PUCO.ohio.gov.

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 highperformance, 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.

Suite 100 Columbus OH 43229-1180 614-428-9290	
Address	

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.

Monthly Contribution	
\$10	
\$5	
\$1	
\$	
One-Time Contribution	
\$	

REMARKS

34 0823

REDACTED

PCID REDACTED CUST 001 1

19/33

CUST NAME ES HARRIS DESIGN SERVIC

SERV ADDR 2430 STELZER RD CITY COLUMBUS

ST OH ZIP 432193128 NON PARTICIPANT

CHECKFREE-ZIPCHECK

POST DATE <u>02102014</u>

CUSTOMER REMARKS TEXT

PAGE 1 OF 1

JANET CI ADV GAS IS ON (TIME 0854 MON 2/10) ... U910814/EHERSH/PA

PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment B

REMARKS

34 0823

REDACTED

PCID REDACTED CUST 001 1

19/33

CUST NAME ES HARRIS DESIGN SERVIC

SERV ADDR 2430 STELZER RD CITY COLUMBUS

ST OH ZIP 432193128

CHECKFREE-ZIPCHECK

NON PARTICIPANT

POST DATE 04022014

CUSTOMER REMARKS TEXT

PAGE 1 OF 1

HOME PHONE CHANGED FROM 6144289290, U909862 JANET HARRIS CI CONSTRUCTION IN FRONT OF HER HOUSE? NO PNDING ORDER DI /JARNOLD/PA Direct Testimony of Melissa L. Thompson Attachment B

REMARKS

34 0823

REDACTED

PCID REDACTED CUST 001 1

19/33

CUST NAME ES HARRIS DESIGN SERVIC

SERV ADDR 2430 STELZER RD CITY COLUMBUS

ST OH ZIP 432193128

CHECKFREE-ZIPCHECK

NON PARTICIPANT

POST DATE <u>04142014</u>

CUSTOMER REMARKS TEXT

PAGE 1 OF 1

HOME PHONE CHANGED FROM 6144650146,

JANET CI SENT PLANT FORM OVER FOR TECH TO CONTACT CUST: CUSTOMER HAS T ECHNICAL QUESTIONS ABOUT SERVICE THAT WAS WORKED (TIME 1311 MON 4/14)

... U910814/EHERSH/PA

PUCO Case No. 15-0405-GA-CSS

Direct Testimony of Melissa L. Thompson

Attachment B

CITY COLUMBUS

34 0823

REDACTED

PCID REDACTED CUST 001 1

19/33

CUST NAME ES HARRIS DESIGN SERVIC SERV ADDR 2430 STELZER RD

ST OH ZIP 432193128 NON PARTICIPANT

CHECKFREE-ZIPCHECK

POST DATE 06242014

CUSTOMER REMARKS TEXT

PAGE 1 OF 1

JANET HARRIS CALLED IN AND WANTS TO KNOW THE NAME OF CONTRACTOR THAT HIT THEIR LINE. ADV INFO BASED ON PR ORDER... U904331/ESKELLY/PA-NCO

PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment B

OPER ACTION ==> ____

REMARKS

34 0823

REDACTED

19/33

CUST NAME ES HARRIS DESIGN SERVIC SERV ADDR 2430 STELZER RD

CITY COLUMBUS

ST OH ZIP 432193128

PCID REDACTED CUST 001 1 CHECKFREE-ZIPCHECK

NON PARTICIPANT

POST DATE <u>03052015</u>

CUSTOMER REMARKS TEXT

PAGE 1 OF 1

JANET CI TO DC. U913509/NPETERSON/NCO/MI

PUCO Case No. 15-0405-GA-CSS Direct Testimony of Melissa L. Thompson Attachment B

This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

10/14/2015 1:12:55 PM

in

Case No(s). 15-0405-GA-CSS

Summary: Testimony of Melissa Thompson and Attachment A and B electronically filed by Cheryl A MacDonald on behalf of Columbia Gas of Ohio, Inc.