

**BEFORE  
THE PUBLIC UTILITIES COMMISSION OF OHIO**

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

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

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**COLUMBIA GAS OF OHIO, INC.**

Brooke E. Leslie, Asst. General Counsel  
(0081179)  
Joseph M. Clark, Sr. Counsel (0080711)  
(Counsel of Record)  
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Attorneys for  
**COLUMBIA GAS OF OHIO, INC.**

**October 14, 2015**

**PREPARED DIRECT TESTIMONY  
OF MELISSA L. THOMPSON**

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1   **Q.    Please state your name and business address.**

2    A.    Melissa L. Thompson, 290 W. Nationwide Blvd., Columbus, Ohio 43215.

4   **Q.    By whom are you employed?**

5    A.    I am employed by Columbia Gas of Ohio, Inc. ("Columbia" or "Company").

7   **Q.    Will you please state briefly your educational background and experience?**

8  
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.

16   **Q.    What are your job responsibilities as Director of Regulatory Policy?**

17    A.    My primary responsibilities include the planning, supervision, prepara-  
18       tion and support of Columbia's regulatory filings before the Public Utili-  
19       ties Commission of Ohio ("Commission"). I also develop policy to support  
20       the company's energy efficiency and energy assistance programs and  
21       drive Columbia's regulatory initiatives to ensure execution of the compa-  
22       ny's business strategy.

24   **Q.    What is the purpose of your testimony?**

25    A.    My testimony will explain the billing and account history of Harris Design  
26       Services for service provided to 2430 Stelzer Road, Columbus, Ohio 43219-  
27       3128 (the "Premise"). I will also explain Columbia's notification practices  
28       and the Company records of the Harrises contacting Columbia.

30   **ACCOUNT AND CONSUMPTION HISTORY**

31  
32   **Q.    Are you familiar with the Harris Design Services' account and billing history?**

33  
34    A.    Yes, I reviewed the Company's records and billing statements from June  
35       2013 to March 2015, when Columbia disconnected gas service per the re-  
36       quest of Janet Harris.

- 1 **Q. Please explain the history of the Harris Design Service gas account?**  
2 **A.** Ms. Harris shows a consistent history of paying the bill on time and in full.  
3 The account history, however, shows that beginning in June 2013, the Har-  
4 rises significantly curbed their consumption, which remained at zero  
5 through Ms. Harris closing the account. The billing statements supporting  
6 the figures shown in Table 1 are attached to my testimony as Attachment A.  
7  
8

**Table 1**

<b>Billing Statement Date</b>	<b>Beginning Balance</b>	<b>Pay-ments Received</b>	<b>Budget Payment Plan Amount</b>	<b>Actual Current Utility Charges</b>	<b>Ending Balance</b>	<b>Consumption (Ccf)</b>	<b>SCO Supplier Charges</b>
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

1    **NOTIFICATION PRACTICES**

2  
3    **Q.    Based on Columbia’s standard notification practices, as is noted in the**  
4    **testimony of Ms. Pusecker, would Columbia have left a door hanger noti-**  
5    **fication when it could not get access to relight the property?**

6    A.    Yes, Columbia would have left notifications at the Premise. I will defer to  
7    Columbia Witnesses Long and Pusecker to discuss the factual specifics with  
8    this case and the training provided by Columbia, but I do know that Co-  
9    lumbia historically leaves notice as a door tag when disconnecting gas ser-  
10    vice or when Columbia personnel are unable to re-enter the premises to  
11    pressure test house lines and to relight appliances.

12  
13   **Q.    Is Columbia working to implement a more robust notification for times**  
14   **when it cannot obtain access to a premises?**

15   A.    Yes, Columbia is currently finalizing a process by which it will automatical-  
16   ly mail “cannot get access” notifications to the account mailing address and  
17   service address. This process is being implemented to provide an additional  
18   method of notification in the event the customer does not receive the notifi-  
19   cation left *via* door tag.

20  
21   **Q.    Even without an additional letter being sent, does a door tag inform**  
22   **customers that Columbia cannot reestablish service?**

23   A.    Yes. The door tag provides customers with actual notice of a disconnection  
24   when Columbia cannot complete required repairs or inspections. Posting a  
25   notice in a conspicuous place when a customer is not at the premise is an ac-  
26   cepted method contemplated by the Commission’s rules to notify custom-  
27   ers. *See, e.g.,* Ohio Adm. Code 4901:1-13-09(B)(2), 4901:1-13-09(C)(3), 4901:1-  
28   18-06(A)(2).

29  
30   **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



1 when reestablishing service. When Columbia cannot reconnect service be-  
2 cause it cannot obtain access to conduct a pressure test, it leaves a notice *via*  
3 a tag in a conspicuous place to indicate that it cannot obtain access inside a  
4 premises to reestablish service in accordance with the Commission's rules.  
5

## 6 CALL CENTER CONTACTS

7

8 **Q. The Harrises allege that the water damage was discovered at the Premise**  
9 **on February 7, 2014. Did the Harrises contact Columbia before this time to**  
10 **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  
12 Premise.  
13

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  
16 February 10, 2014.  
17

18 **Q. What was the nature of this phone call on February 10, 2014?**

19 A. The remarks of this call note that Ms. Harris was advised that the gas was on  
20 at the Premise. Because of the dig-ins on September 16, 2013 and November  
21 15, 2013, and because Columbia could neither enter the Premise to pressure  
22 test the house lines, nor relight the appliances, gas was on up to the meter  
23 valve.  
24

25 **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.  
35

36 **Q. Does this complete your Prepared Direct Testimony?**

37 A. Yes, it does.  
38

## 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.

/s/ Joseph M. Clark  
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

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.

## Payment Options

**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

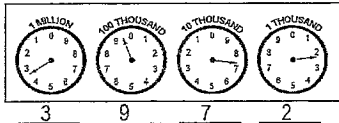
**Actual Reading** We have read the meter. You're  
required to provide us access to read the meter at  
least once a year or risk shut-off. Please contact  
us to make arrangements if access is required.

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

Example:



## Legal Notices

**Public Utilities Commission of Ohio** If your  
complaint is not resolved after you have called  
Columbia Gas of Ohio, or for general utility  
information, residential and business customers  
may contact the Public Utilities Commission of  
Ohio (PUCO) for assistance at 1-800-686-7826 (toll  
free) from 8 a.m. to 5 p.m. weekdays, or at  
<http://www.puco.ohio.gov>. Hearing or speech  
impaired customers may contact the PUCO via 7-  
1-1 (Ohio relay service).

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

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

Columbia Gas<sup>®</sup>  
of Ohio  
A NiSource Company

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

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

## Billing & Payment Summary

### Customer Name

Es Harris Design Servic

Janet Harris

### Final Service

Previous Amount Due on 03/13/2015

\$22.66

Payments Received by 03/05/2015

\$0.00

Balance on 03/05/2015

=

\$22.66

Charges for Gas Service This Period

+

\$24.69

**Amount Due by 03/23/2015**

=

**\$47.35**

### 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.

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 Served: 01/09/1998 To 03/05/2015

Credit Rating: Excellent

Best Wishes, Columbia Gas

## Service Summary

### Service Summary Notes

### Service Location

2430 Stelzer Rd

Columbus OH 43219-3128

### Meter Number

878845

### Meter Readings (8 Billing Days)

Estimated Reading on 3/5

5874

Actual Reading on 2/25

-

5874

Gas Used (Ccf)

=

0

## Payment Coupon

Turn Me Over ▶▶  
for more details about  
your account

Amount Due by 3/23/2015

\$47.35

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  
P O BOX 742510  
CINCINNATI OH 45274-2510





Gas Bill

Residential Service

Legal Notices (continued)

**Rights and Responsibilities** - A summary of customer rights and responsibilities is available at [ColumbiaGasOhio.com](http://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](http://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:

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		Service Charges Notes
Fixed Monthly Delivery Charge	\$17.81	<i>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.</i>
Infrastructure Replacement Program Rider	\$5.71	
Usage Based Charges	\$0.00	
Gross Receipts Tax @ 4.987%	\$1.17	
<b>Total Charges for Service This Period</b>	<b>\$24.69</b>	

Standard Choice Offer (SCO)

IGS Energy	
<b>Total Charges For Service This Period</b>	<b>\$0.00</b>

*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.*

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

State Zip code

Home Phone ( )

## How to Contact Us

### 1-800-344-4077

For DirectLink self-service 24 hours/day

For billing questions,

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

For quickest response,

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

### 1-800-344-4077

For gas leaks or odor of gas 24 hours/day

Press option 2 after the greeting

### 711

For hearing-impaired relay

### ColumbiaGasOhio.com

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

## Billing Options

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

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

## Payment Options

**Online** Pay free by electronic check at our Web site.

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

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

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

**Mail** Return coupon below with payment to:

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

## Gas Meter Information

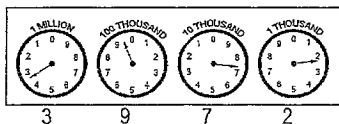
**Actual Reading** We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

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

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

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

Example:



## Billing & Payment Summary

### Customer Name

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

<b>Amount Due by 03/13/2015</b>	<b>=</b>	<b>\$25.00</b>
---------------------------------	----------	----------------

## Billing & Payment Notes

### Actual Account Status

Begin Balance	\$22.97
Payments Recd -	\$25.00
Curr Utility Chgs +	\$24.69
Ending Balance =	\$22.66

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 2/25	5874
Actual Reading on 1/27	- 5874
Gas Used (Ccf)	= 0

## Service Summary Notes

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

## Payment Coupon

Turn Me Over ▶ ▶  
for more details about  
your account

<b>Amount Due by 3/13/2015</b>	<b>\$25.00</b>
--------------------------------	----------------

Payment Enclosed

\$

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 side.

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

Columbia Gas<sup>®</sup>  
of Ohio  
A NiSource Company

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

00090331 01 AT 0.403 1  
\*\*\*\*\*AUTO\*\*3-DIGIT 432  
ES HARRIS DESIGN SERVIC  
JANET HARRIS  
985 SCHROCK RD  
SUITE 100  
COLUMBUS OH 43229-1180

REDACTED 00100010000000250011325

COHHARRIS054



# Gas Bill

Residential Service

## Legal Notices

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## 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	\$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 high-performance, energy-efficient showerhead online at [ColumbiaGasOhio.com/e-store](http://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

Address

City

State Zip code

Home Phone ( )

## HeatShare Contribution

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

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

### Monthly Contribution

\$10 ☐  
\$5 ☐  
\$1 ☐  
\$

### One-Time Contribution

\$



How to Contact Us

1-800-344-4077

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

1-800-344-4077

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

711

For hearing-impaired relay

ColumbiaGasOhio.com

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

Billing Options

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

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

Payment Options

**Online** Pay free by electronic check at our Web  
site.

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

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

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

**Mail** Return coupon below with payment to:

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

Gas Meter Information

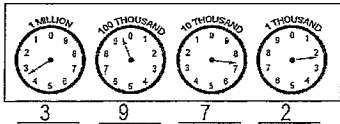
**Actual Reading** We have read the meter. You're  
required to provide us access to read the meter at  
least once a year or risk shut-off. Please contact  
us to make arrangements if access is required.

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

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

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

Example:



Billing & Payment Summary

Customer Name

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
Budget Amount This Period	+	\$25.00

**Amount Due by 02/12/2015 = \$25.00**

Billing & Payment Notes

Actual Account Status

Begin Balance	\$23.28
Payments Recd	- \$25.00
Curr Utility Chgs	+ \$24.69
Ending Balance	= \$22.97

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

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

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

Service Summary

Service Location

2430 Stelzer Rd  
Columbus OH 43219-3128

Meter Number  
878845

Meter Readings (32 Billing Days)

Actual Reading on 1/27		5874
Actual Reading on 12/26	-	5874
Gas Used (Ccf)	=	0

Service Summary Notes

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

Payment Coupon

Turn Me Over ▶ ▶  
for more details about  
your account

**Amount Due by 2/12/2015 \$25.00**

Payment Enclosed

\$

Make check payable to:

Account Number  
**REDACTED** 000 1

☐ 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.

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

Columbia Gas<sup>®</sup>  
of Ohio  
A NiSource Company

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

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\*\*\*\*\*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





# Gas Bill

## Residential Service

Page 2 of 2

**Account Number**

REDACTED 000 1

**Statement Date**

01/28/2015  
58287

## Legal Notices

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**Apples to Apples** For a comparison of available competitive natural gas suppliers, visit the PUCO Web site at [www.PUCO.ohio.gov](http://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:

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

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

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

### Detail of Charges for Gas Service

## Columbia Gas of Ohio

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

### Standard Choice Offer (SCO)

**IGS Energy**

<b>Total Charges For Service This Period</b>	<b>\$0.00</b>
--	---------------

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

Address \_\_\_\_\_

ity

tate Zip code \_\_\_\_\_

Home Phone ( ) \_\_\_\_\_

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

### Monthly Contribution

\$10 ☐

\$5 ☐

\$1 ☐

§ \_\_\_\_\_

### One-Time Contribution

\$ \_\_\_\_\_





# Gas Bill

Residential Service

Page 1 of 2

Account Number  
**REDACTED** 000 1  
Statement Date  
01/07/2015  
2218

## How to Contact Us

**1-800-344-4077**

For DirectLink self-service 24 hours/day

For billing questions,

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

For quickest response,

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

**1-800-344-4077**

For gas leaks or odor of gas 24 hours/day

Press option 2 after the greeting

**711**

For hearing-impaired relay

**ColumbiaGasOhio.com**

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

## Billing Options

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

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

## Payment Options

**Online** Pay free by electronic check at our Web  
site.

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

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

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

**Mail** Return coupon below with payment to:

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

## Gas Meter Information

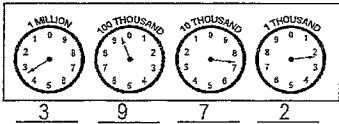
**Actual Reading** We have read the meter. You're  
required to provide us access to read the meter at  
least once a year or risk shut-off. Please contact  
us to make arrangements if access is required.

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

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

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

Example:



## Billing & Payment Summary

### Customer Name

Es Harris Design Servic  
Janet Harris

### Budget Payment Plan

Previous Amount Due on 12/11/2014		\$25.00
Payments Received by 12/16/2014	-	\$25.00
Budget Balance on 12/26/2014	=	\$0.00
Budget Amount This Period	+	\$25.00

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

### Billing & Payment Notes

#### Actual Account Status

Begin Balance	\$23.59
Payments Recd -	\$25.00
Curr Utility Chgs +	\$24.69
Ending Balance =	\$23.28

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 (35 Billing Days)

Actual Reading on 12/26	5874
Actual Reading on 11/21	- 5874
Gas Used (Ccf)	= 0

### Service Summary Notes

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

## Payment Coupon

Turn Me Over ▶ ▶  
for more details about  
your account

Amount Due by 1/22/2015

\$25.00

Payment Enclosed

\$

Make check payable to:

Account Number

**REDACTED** 000 1

☐ 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.

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

Columbia Gas<sup>®</sup>  
of Ohio  
A NiSource Company

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

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\*\*\*\*AUTO\*\*5-DIGIT 43229  
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



**REDACTED**00100010000000250011325

COHHARRIS058

## Legal Notices

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**Other Correspondence (except payments)** Mail  
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OH 43216-2318

## Safety Tips

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

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Address \_\_\_\_\_

City \_\_\_\_\_

State Zip code

Home Phone ( ) \_\_\_\_\_

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### Monthly Contribution

\$10 ☐

\$5 ☐

\$1 ☐

\$

### One-Time Contribution

§ \_\_\_\_\_



# Gas Bill

Residential Service

Account Number  
**REDACTED** 000 1  
Statement Date  
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,  
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Columbia Gas will still deliver the gas and provide  
safe, reliable service.

## Payment Options

**Online** Pay free by electronic check at our Web  
site.

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Web site to pay by credit/debit card, or e-check.  
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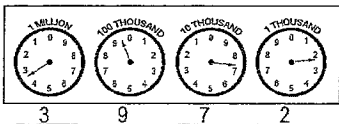
**Actual Reading** We have read the meter. You're  
required to provide us access to read the meter at  
least once a year or risk shut-off. Please contact  
us to make arrangements if access is required.

**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  
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**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 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

**Amount Due by 12/11/2014** = **\$25.00**

## Billing & Payment Notes

### Actual Account Status

Begin Balance		\$8.90
Payments Recd	-	\$10.00
Curr Utility Chgs	+	\$24.69
Ending Balance	=	\$23.59

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 11/21		5874
Actual Reading on 10/23	-	5874
Gas Used (Ccf)	=	0

## Service Summary Notes

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

## Payment Coupon

Turn Me Over ▶ ▶  
for more details about  
your account

Amount Due by 12/11/2014

\$25.00

Payment Enclosed

\$

Make check payable to:

Account Number  
**REDACTED** 000 1

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☐ Check this box and complete  
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P.O. Box 16581  
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00093772 01 AT 0.406 1  
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ES HARRIS DESIGN SERVIC  
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**Employee Identification** All of our employees and authorized meter readers and contractors carry photo ID. If someone claims to represent the gas company, ask to see identification. Call the police if you see suspicious activity.

Detail of Charges for Gas Service

Columbia Gas of Ohio	
Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$5.71
Usage Based Charges	\$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	\$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 high-performance, energy-efficient showerhead online at [ColumbiaGasOhio.com/e-store](http://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

Address

City

State

Zip code

Home Phone ( )

HeatShare Contribution

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

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

Monthly Contribution

\$10

☐

\$5

☐

\$1

☐

\$

One-Time Contribution

\$



How to Contact Us

1-800-344-4077

For DirectLink self-service 24 hours/day

For billing questions,

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

For quickest response,

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

1-800-344-4077

For gas leaks or odor of gas 24 hours/day

Press option 2 after the greeting

711

For hearing-impaired relay

ColumbiaGasOhio.com

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

Billing Options

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

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

Payment Options

**Online** Pay free by electronic check at our Web  
site.

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

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

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

**Mail** Return coupon below with payment to:

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

Gas Meter Information

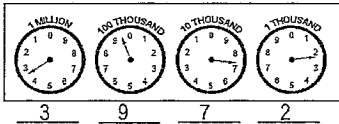
**Actual Reading** We have read the meter. You're  
required to provide us access to read the meter at  
least once a year or risk shut-off. Please contact  
us to make arrangements if access is required.

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

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

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

Example:



Billing & Payment Summary

Customer Name

Es Harris Design Servic

Janet Harris

Budget Payment Plan

Previous Amount Due on 10/09/2014 \$15.00CR

Payments Received by 10/23/2014 \$0.00

Budget Balance on 10/23/2014 = \$15.00CR

Budget Amount This Period + \$25.00

**Amount Due by 11/07/2014 = \$10.00**

Billing & Payment Notes

Actual Account Status

Begin Balance \$15.79CR  
Payments Recd \$0.00  
Curr Utility Chgs + \$24.69  
Ending Balance = \$8.90

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

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

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

Service Summary

Service Location

2430 Stelzer Rd  
Columbus OH 43219-3128

Meter Number

878845

Meter Readings (29 Billing Days)

Actual Reading on 10/23 5874

Actual Reading on 9/24 - 5874

Gas Used (Ccf) = 0

Service Summary Notes

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

Payment Coupon

Turn Me Over ▶ ▶  
for more details about  
your account

Amount Due by 11/07/2014

\$10.00

Payment Enclosed

\$

Make check payable to:

Account Number  
**REDACTED** 000 1

☐ 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  
P O BOX 742510  
CINCINNATI OH 45274-2510

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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](http://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:

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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Fixed Monthly Delivery Charge	\$17.81
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Standard Choice Offer (SCO)

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

Address

City

State

Zip code

Home Phone ( )

HeatShare Contribution

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Monthly Contribution

\$10

\$5

\$1

\$

One-Time Contribution

\$

How to Contact Us

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For DirectLink self-service 24 hours/day

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

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

1-800-344-4077

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

711

For hearing-impaired relay

ColumbiaGasOhio.com

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

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

Payment Options

**Online** Pay free by electronic check at our Web  
site.

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

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

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

**Mail** Return coupon below with payment to:

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

Gas Meter Information

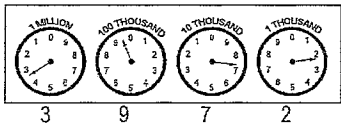
**Actual Reading** We have read the meter. You're  
required to provide us access to read the meter at  
least once a year or risk shut-off. Please contact  
us to make arrangements if access is required.

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

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

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

Example:



Billing & Payment Summary

Customer Name

Es Harris Design Servic  
Janet Harris

Budget Payment Plan

Previous Amount Due on 09/10/2014		\$40.00CR
Payments Received by 09/24/2014		\$0.00
Budget Balance on 09/24/2014	=	\$40.00CR
Budget Amount This Period	+	\$25.00

No Payment Due	=	\$15.00CR
----------------	---	-----------

Billing & Payment Notes

Actual Account Status

Begin Balance	\$40.48CR
Payments Recd	\$0.00
Curr Utility Chgs	+ \$24.69
Ending Balance	= \$15.79CR

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 (30 Billing Days)

Actual Reading on 9/24		5874
Actual Reading on 8/25	-	5874
Gas Used (Ccf)	=	0

Service Summary Notes

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

▼ Payment Coupon

Turn Me Over ▶ ▶  
for more details about  
your account

No Payment Due

\$15.00CR

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.

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

Columbia Gas<sup>®</sup>  
of Ohio  
A NiSource Company

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

00095565 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





# Gas Bill

Residential Service

### Legal Notices

**Public Utilities Commission of Ohio** If your complaint is not resolved after you have called Columbia Gas of Ohio, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.puco.ohio.gov>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service).

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**Rights and Responsibilities** - A summary of customer rights and responsibilities is available at [ColumbiaGasOhio.com](http://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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**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		Service Charges Notes
Fixed Monthly Delivery Charge	\$17.81	<i>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.</i>
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	\$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

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

Address

City

State Zip code

Home Phone ( )

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### Monthly Contribution

\$10 ☐

\$5 ☐

\$1 ☐

\$

### One-Time Contribution

\$



## How to Contact Us

**1-800-344-4077**

For DirectLink self-service 24 hours/day

For billing questions,

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

For quickest response,

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  
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Columbia Gas will still deliver the gas and provide  
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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

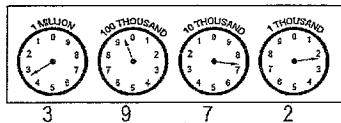
**Actual Reading** We have read the meter. You're  
required to provide us access to read the meter at  
least once a year or risk shut-off. Please contact  
us to make arrangements if access is required.

**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 08/25/2014 = \$65.00CR  
Budget Amount This Period + \$25.00

**No Payment Due = \$40.00CR**

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.

### Billing & Payment Notes

#### Actual Account Status

Begin Balance	\$65.17CR
Payments Recd	\$0.00
Curr Utility Chgs +	\$24.69
Ending Balance =	\$40.48CR

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 (31 Billing Days)

Actual Reading on 8/25	5874
Actual Reading on 7/25	- 5874
Gas Used (Ccf)	= 0

### Service Summary Notes

Your next actual meter reading date is 09/24/2014

## Payment Coupon

Turn Me Over ▶ ▶  
for more details about  
your account

**No Payment Due \$40.00CR**

Payment Enclosed \$

Make check payable to:

**Account Number**  
**REDACTED** 000 1

☐ 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<sup>®</sup>  
of Ohio  
A NiSource Company

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

COLUMBIA GAS  
P O BOX 742510  
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Safety Tips

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

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

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

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

Detail of Charges for Gas Service

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

Standard Choice Offer (SCO)

IGS Energy	
<b>Total Charges For Service This Period</b>	<b>\$0.00</b>

*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](http://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

Address

City

State Zip code

Home Phone ( )

HeatShare Contribution

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

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

Monthly Contribution

\$10 ☐

\$5 ☐

\$1 ☐

\$

One-Time Contribution

\$



# Gas Bill

Residential Service

## How to Contact Us

**1-800-344-4077**

For DirectLink self-service 24 hours/day

For billing questions,

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

For quickest response,

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

**1-800-344-4077**

For gas leaks or odor of gas 24 hours/day

Press option 2 after the greeting

**711**

For hearing-impaired relay

**ColumbiaGasOhio.com**

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

## Billing Options

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

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

## Payment Options

**Online** Pay free by electronic check at our Web  
site.

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

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

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

**Mail** Return coupon below with payment to:

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

## Gas Meter Information

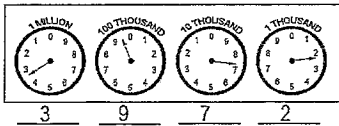
**Actual Reading** We have read the meter. You're  
required to provide us access to read the meter at  
least once a year or risk shut-off. Please contact  
us to make arrangements if access is required.

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

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

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

**Example:**



## Billing & Payment Summary

### Customer Name

Es Harris Design Servic

Janet Harris

Previous Amount Due on 07/11/2014

\$89.86CR

Payments Received by 07/25/2014

\$0.00

Balance on 07/25/2014

=

\$89.86CR

Charges for Gas Service This Period

+

\$24.69

**No Payment Due**

=

**\$65.17CR**

### Billing & Payment Notes

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

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

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

### Service Location

2430 Stelzer Rd  
Columbus OH 43219-3128

### Meter Number

878845

### Meter Readings (30 Billing Days)

Actual Reading on 7/25

5874

Actual Reading on 6/25

-

5874

**Gas Used (Ccf)**

=

**0**

### Service Summary Notes

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

## Payment Coupon

Turn Me Over ▶▶  
for more details about  
your account

**No Payment Due**

**\$65.17CR**

**Payment Enclosed**

\$

.

Make check payable to:

Account Number  
**REDACTED** 000 1

☐ 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  
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<sup>®</sup>  
of Ohio  
A NiSource Company

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

00091519 01 AT 0.406 1  
\*\*\*\*\* AUTO\*\*3-DIGIT 432  
ES HARRIS DESIGN SERVIC  
JANET HARRIS  
985 SCHROCK RD  
SUITE 100  
COLUMBUS OH 43229-1180



# Gas Bill

Residential Service

### Legal Notices

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**Rights and Responsibilities** - A summary of customer rights and responsibilities is available at [ColumbiaGasOhio.com](http://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](http://www.PUCO.ohio.gov) or call 1-800-299-7271.

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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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Columbia Gas of Ohio		Service Charges Notes
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Infrastructure Replacement Program Rider	\$5.71	
Usage Based Charges	\$0.00	
Gross Receipts Tax @ 4.987%	\$1.17	
<b>Total Charges for Service This Period</b>	<b>\$24.69</b>	

#### Standard Choice Offer (SCO)

##### IGS Energy

<b>Total Charges For Service This Period</b>	<b>\$0.00</b>
--	---------------

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

Address

City

State Zip code

Home Phone ( )

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

#### Monthly Contribution

\$10 ☐

\$5 ☐

\$1 ☐

\$

#### One-Time Contribution

\$

**How to Contact Us**

**1-800-344-4077**

For DirectLink self-service 24 hours/day

For billing questions,

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

For quickest response,

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

**1-800-344-4077**

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Press option 2 after the greeting

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For hearing-impaired relay

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automatically each month. Enroll online.

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Web site to pay by credit/debit card, or e-check.  
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Columbia Gas of Ohio  
P.O. Box 742510  
Cincinnati, OH 45274-2510

**Gas Meter Information**

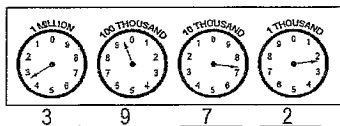
**Actual Reading** We have read the meter. You're  
required to provide us access to read the meter at  
least once a year or risk shut-off. Please contact  
us to make arrangements if access is required.

**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 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

Previous Amount Due on 06/12/2014 \$114.55CR

Payments Received by 06/25/2014 \$0.00

Balance on 06/25/2014 = \$114.55CR

Charges for Gas Service This Period + \$24.69

**No Payment Due = \$89.86CR**

**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**

**Service Location**

2430 Stelzer Rd  
Columbus OH 43219-3128

**Meter Number**

878845

**Meter Readings (29 Billing Days)**

Actual Reading on 6/25 5874

Actual Reading on 5/27 - 5874

**Gas Used (Ccf) = 0**

**Service Summary Notes**

Your next actual meter  
reading date is 07/25/2014

▼ **Payment Coupon**

Turn Me Over ▶ ▶  
for more details about  
your account

**No Payment Due \$89.86CR**

**Payment Enclosed**

\$

**Make check payable to:**

**Account Number**  
**REDACTED** 000 1

☐ **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<sup>®</sup>  
of Ohio  
A NiSource Company

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





# Gas Bill

Residential Service

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## 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
<b>Total Charges for Service This Period</b>	<b>\$24.69</b>

### 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

<b>Total Charges For Service This Period</b>	<b>\$0.00</b>
--	---------------

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### Monthly Contribution

\$10 ☐

\$5 ☐

\$1 ☐

\$

### One-Time Contribution

\$

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For billing questions,  
call 7 a.m. - 7 p.m., Mon. - Fri. before due date  
For quickest response,  
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For gas leaks or odor of gas 24 hours/day  
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711

For hearing-impaired relay

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

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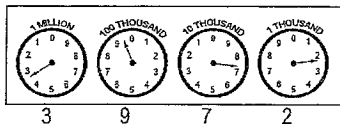
**Actual Reading** We have read the meter. You're  
required to provide us access to read the meter at  
least once a year or risk shut-off. Please contact  
us to make arrangements if access is required.

**Estimated Reading** If we are unable to obtain an  
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reading based on the history of usage at the  
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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 Servc  
Janet Harris

Previous Amount Due on 05/13/2014 \$95.24CR  
Payments Received by 04/28/2014 - \$44.00  
Balance on 05/27/2014 = \$139.24CR  
Charges for Gas Service This Period + \$24.69

No Payment Due = \$114.55CR

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  
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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

Meter Number

878845

Meter Readings (32 Billing Days)

Actual Reading on 5/27 5874  
Actual Reading on 4/25 - 5874  
Gas Used (Ccf) = 0

Service Summary Notes

Your next actual meter  
reading date is 06/25/2014

Payment Coupon

Turn Me Over ▶▶  
for more details about  
your account

No Payment Due

\$114.55CR

Payment Enclosed

\$

Make check payable to:

COLUMBIA GAS  
P O BOX 742510  
CINCINNATI OH 45274-2510

Account Number  
REDACTED 000 1

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☐ Check this box and complete  
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Columbia Gas of Ohio  
A NiSource Company

P.O. Box 16581  
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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



# Gas Bill

## Residential Service

Page 2 of 2

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

## 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](http://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](http://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

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

### Standard Choice Offer (SCO)

**IGS Energy**

<b>Total Charges For Service This Period</b>	<b>\$0.00</b>
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***As a participant of the Columbia Gas Standard Choice Offer Program, your gas is being supplied by IGS Energy. This bill reflects Columbia Gas charges for service and delivery of natural gas and your supplier's charges for the gas supply. For questions about your gas supply charges, please contact IGS Energy, PO Box 9060, Dublin OH 43017, at 1-800-280-4474. If your questions are not resolved after you have called your supplier, you may call the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumer's Counsel (OCC) toll free number(s) listed under Legal Notices in the left column of your bill.***

### Service Charges Notes

**Current Charges** include gas supply costs of \$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 high-performance, energy-efficient showerhead online at [ColumbiaGasOhio.com/e-store](http://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

Address

City \_\_\_\_\_

State Zip code

Home Phone ( )

## HeatShare Contribution

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

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

### Monthly Contribution

\$10 ☐

\$5 ☐

\$1 ☐

\$ \_\_\_\_\_

### One-Time Contribution

\$ \_\_\_\_\_

COHHARRIS073





# Gas Bill

Residential Service

Account Number  
**REDACTED** 000 1  
Statement Date  
04/28/2014  
60050

## How to Contact Us

**1-800-344-4077**

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

**1-800-344-4077**

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

**711**

For hearing-impaired relay

**ColumbiaGasOhio.com**

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

## Billing Options

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

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

## Payment Options

**Online** Pay free by electronic check at our Web  
site.

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

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

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

**Mail** Return coupon below with payment to:

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

## Gas Meter Information

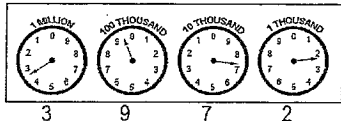
**Actual Reading** We have read the meter. You're  
required to provide us access to read the meter at  
least once a year or risk shut-off. Please contact  
us to make arrangements if access is required.

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

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

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

**Example:**



## Billing & Payment Summary

### Customer Name

Es Harris Design Servic  
Janet Harris

Previous Amount Due on 04/28/2014		\$118.88CR
Payments Received by 04/28/2014	-	\$44.00
Balance on 04/25/2014	=	\$162.88CR
Charges for Gas Service This Period	+	\$23.64

<b>No Payment Due</b>	<b>=</b>	<b>\$139.24CR</b>
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### Billing & Payment Notes

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

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

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

### Service Location

2430 Stelzer Rd  
Columbus OH 43219-3128

### Service Summary Notes

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

### Meter Number

878845

### Meter Readings (30 Billing Days)

Actual Reading on 4/25		5874
Actual Reading on 3/26	-	5874
Gas Used (Ccf)	=	0

## Payment Coupon

Turn Me Over ▶ ▶  
for more details about  
your account

**No Payment Due**

**\$139.24CR**

Account Number  
**REDACTED** 000 1

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:

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

Columbia Gas<sup>®</sup>  
of Ohio  
A NiSource Company

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  
SUITE 100  
COLUMBUS OH 43229-1180

COLUMBIA GAS  
P O BOX 742510  
CINCINNATI OH 45274-2510





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Safety Tips

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

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

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

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

Detail of Charges for Gas Service

Columbia Gas of Ohio		Service Charges Notes
Fixed Monthly Delivery Charge	\$17.81	<i>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.</i>
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)

IGS Energy	
Total Charges For Service This Period	\$0.00

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](http://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](http://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

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Great news! Reduce your gas and water bills, plus get a \$10 rebate now, when you buy a select high-performance, energy-efficient showerhead online at [ColumbiaGasOhio.com/e-store](http://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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985 Schrock Rd  
Suite 100  
Columbus OH 43229-1180  
614-985-1191

Address

City

State Zip code

Home Phone ( )

HeatShare Contribution

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

Monthly Contribution

\$10 ☐

\$5 ☐

\$1 ☐

\$

One-Time Contribution

\$



## How to Contact Us

**1-800-344-4077**

For DirectLink self-service 24 hours/day

For billing questions,

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

For quickest response,

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

**1-800-344-4077**

For gas leaks or odor of gas 24 hours/day

Press option 2 after the greeting

**711**

For hearing-impaired relay

**ColumbiaGasOhio.com**

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

## Billing Options

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

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

## Payment Options

**Online** Pay free by electronic check at our Web  
site.

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

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

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

**Mail** Return coupon below with payment to:

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

## Gas Meter Information

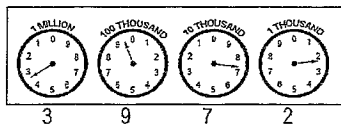
**Actual Reading** We have read the meter. You're  
required to provide us access to read the meter at  
least once a year or risk shut-off. Please contact  
us to make arrangements if access is required.

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

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

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

**Example:**



## Billing & Payment Summary

### Customer Name

Es Harris Design Servic  
Janet Harris

### Budget Payment Plan

Previous Amount Due on 03/20/2014		\$44.00
Payments Received by 03/11/2014	-	\$44.00
Budget Balance on 03/26/2014	=	\$0.00
Budget Amount This Period	+	\$44.00

<b>Amount Due by 04/28/2014</b>	<b>=</b>	<b>\$44.00</b>
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### Billing & Payment Notes

#### Actual Account Status

Begin Balance	\$98.52CR
Payments Recd	- \$44.00
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	5874
Actual Reading on 2/25	- 5874
Gas Used (Ccf)	= 0

### Service Summary Notes

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

## Payment Coupon

Turn Me Over ▶ ▶  
for more details about  
your account

<b>Amount Due by 4/28/2014</b>	<b>\$44.00</b>
--------------------------------	----------------

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.

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

Columbia Gas<sup>®</sup>  
of Ohio  
A NiSource 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

COLUMBIA GAS  
P O BOX 742510  
CINCINNATI OH 45274-2510





# Gas Bill

Residential Service

## Legal Notices

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

### Standard Choice Offer (SCO)

#### Hess Corporation

<b>Total Charges For Service This Period</b>	<b>\$0.00</b>
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*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.*

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614-465-0146

Address

City

State Zip code

Home Phone ( )

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\$10 ☐

\$5 ☐

\$1 ☐

\$

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\$

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Press option 2 after the greeting

### 711

For hearing-impaired relay

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Cincinnati, OH 45274-2510

## Gas Meter Information

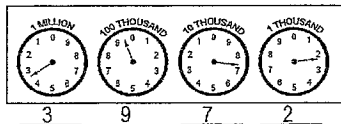
**Actual Reading** We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

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

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

**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 02/14/2014		\$44.00
Payments Received by 02/12/2014	-	\$44.00
Budget Balance on 02/25/2014	=	\$0.00
Budget Amount This Period	+	\$44.00

<b>Amount Due by 03/20/2014</b>	<b>=</b>	<b>\$44.00</b>
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## Billing & Payment Notes

### Actual Account Status

Begin Balance	\$78.16CR
Payments Recd	- \$44.00
Curr Utility Chgs	+ \$23.64
Ending Balance	= \$98.52CR

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 2/25	5874
Actual Reading on 1/27	- 5874
Gas Used (Ccf)	= 0

## Service Summary Notes

Your next actual meter reading date is 03/26/2014

## Payment Coupon

Turn Me Over ►►  
for more details about  
your account

<b>Amount Due by 3/20/2014</b>	<b>\$44.00</b>
--------------------------------	----------------

Payment Enclosed

\$

Make check payable to:

### Account Number

**REDACTED** 000 1

☐ 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.

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

Columbia Gas<sup>®</sup>  
of Ohio  
A NiSource Company

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  
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COLUMBIA GAS  
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CINCINNATI OH 45274-2510



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

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

Safety Tips

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

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

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

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

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

Detail of Charges for Gas Service

Columbia Gas of Ohio		Service Charges Notes
Fixed Monthly Delivery Charge	\$17.81	<i>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.</i>
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	\$0.00

*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 high-performance, energy-efficient showerhead online at [ColumbiaGasOhio.com/e-store](http://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

State Zip code

Home Phone ( )

HeatShare Contribution

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

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

Monthly Contribution

\$10

☐

\$5

☐

\$1

☐

\$

One-Time Contribution

\$



How to Contact Us

1-800-344-4077

For DirectLink self-service 24 hours/day

For billing questions,

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

For quickest response,

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

1-800-344-4077

For gas leaks or odor of gas 24 hours/day

Press option 2 after the greeting

711

For hearing-impaired relay

ColumbiaGasOhio.com

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

Billing Options

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

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

Payment Options

**Online** Pay free by electronic check at our Web  
site.

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

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

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

**Mail** Return coupon below with payment to:

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

Gas Meter Information

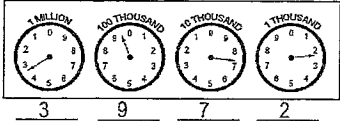
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required to provide us access to read the meter at  
least once a year or risk shut-off. Please contact  
us to make arrangements if access is required.

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reading based on the history of usage at the  
service address and normal temperatures for the  
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we read the meter to make sure you pay only for  
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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 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

Amount Due by 02/14/2014 = \$44.00

Billing & Payment Notes

Actual Account Status

Begin Balance \$57.80CR  
Payments Recd - \$44.00  
Curr Utility Chgs + \$23.64  
Ending Balance = \$78.16CR

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

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

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

Service Summary

Service Location

2430 Stelzer Rd  
Columbus OH 43219-3128

Meter Number  
878845

Meter Readings (32 Billing Days)

Actual Reading on 1/27 5874

Actual Reading on 12/26 - 5874

Gas Used (Ccf) = 0

Service Summary Notes

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

Payment Coupon

Turn Me Over ▶▶  
for more details about  
your account

Amount Due by 2/14/2014 \$44.00

Account Number  
REDACTED 000 1

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:

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

Columbia Gas<sup>®</sup>  
of Ohio  
A NiSource Company

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

COLUMBIA GAS  
P O BOX 742510  
CINCINNATI OH 45274-2510





# Gas Bill

Residential Service

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

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

## Detail of Charges for Gas Service

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

### Standard Choice Offer (SCO)

Hess Corporation	
<b>Total Charges For Service This Period</b>	<b>\$0.00</b>

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

Address

City

State Zip code

Home Phone ( )

## HeatShare Contribution

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

### Monthly Contribution

\$10 ☐

\$5 ☐

\$1 ☐

\$

### One-Time Contribution

\$





# Gas Bill

Residential Service

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

711

For hearing-impaired relay

ColumbiaGasOhio.com

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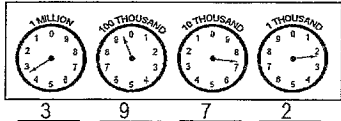
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**How to Read the Meter** When a pointer is between two numbers on a dial-type meter, read the smaller number except when the pointer is between 9 and 0. Record the reading on the dials from left to right.

Example:



## Billing & Payment Summary

### Customer Name

Es Harris Design Servic  
Janet Harris

### Budget Payment Plan

Previous Amount Due on 12/17/2013		\$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
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### Billing & Payment Notes

#### Actual Account Status

Begin Balance		\$37.44CR
Payments Recd	-	\$44.00
Curr Utility Chgs	+	\$23.64
Ending Balance	=	\$57.80CR

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 (35 Billing Days)

Actual Reading on 12/26		5874
Actual Reading on 11/21	-	5874
Gas Used (Ccf)	=	0

### Service Summary Notes

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

## Payment Coupon

Turn Me Over ▶ ▶  
for more details about  
your account

Amount Due by 1/21/2014	\$44.00
-------------------------	---------

Account Number  
**REDACTED** 000 1

Payment Enclosed

\$

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COLUMBIA GAS  
P O BOX 742510  
CINCINNATI OH 45274-2510

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00076947 01 AT 0.384 1  
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# Gas Bill

## Residential Service

Page 2 of 2

**Account Number**

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**Statement Date**

01/06/2014  
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\$10 ☐

\$5 ☐

\$1 ☐

§ \_\_\_\_\_

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§ \_\_\_\_\_

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Cincinnati, OH 45274-2510

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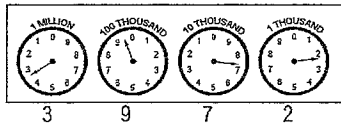
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from left to right.

Example:



## Billing & Payment Summary

### Customer Name

Es Harris Design Servic  
Janet Harris

### Budget Payment Plan

Previous Amount Due on 11/07/2013		\$44.00
Payments Received by 11/04/2013	-	\$44.00
Budget Balance on 11/21/2013	=	\$0.00
Budget Amount This Period	+	\$44.00

<b>Amount Due by 12/17/2013</b>	<b>=</b>	<b>\$44.00</b>
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As a Columbia Gas of Ohio customer, your opinion means a lot to us. We would  
like to invite you to participate in our online customer panel. Go to  
myenergyinsights.com/billmessage to learn more.

### Billing & Payment Notes

#### Actual Account Status

Begin Balance	\$17.08CR
Payments Recd	- \$44.00
Curr Utility Chgs	+ \$23.64
Ending Balance	= \$37.44CR

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 11/21	5874
Actual Reading on 10/23	- 5874
Gas Used (Ccf)	= 0

### Service Summary Notes

Your next actual meter  
reading date is 12/26/2013

## Payment Coupon

Turn Me Over ▶ ▶  
for more details about  
your account

<b>Amount Due by 12/17/2013</b>	<b>\$44.00</b>
---------------------------------	----------------

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.

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

Columbia Gas<sup>®</sup>  
of Ohio  
A NiSource Company

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

00083182 01 AT 0.384 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





# Gas Bill

Residential Service

### Legal Notices

**Public Utilities Commission of Ohio** If your complaint is not resolved after you have called Columbia Gas of Ohio, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.puco.ohio.gov>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service).

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**Rights and Responsibilities** - A summary of customer rights and responsibilities is available at [ColumbiaGasOhio.com](http://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](http://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		Service Charges	Notes
Fixed Monthly Delivery Charge	\$17.81		<i>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.</i>
Infrastructure Replacement Program Rider	\$4.71		
Usage Based Charges	\$0.00		
Gross Receipts Tax @ 4.987%	\$1.12		
<b>Total Charges for Service This Period</b>	<b>\$23.64</b>		

### Standard Choice Offer (SCO)

Hess Corporation	
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 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 high-performance, energy-efficient showerhead online at [ColumbiaGasOhio.com/e-store](http://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

State Zip code

Home Phone ( )

### HeatShare Contribution

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

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

#### Monthly Contribution

\$10 ☐

\$5 ☐

\$1 ☐

\$

#### One-Time Contribution

\$



# Gas Bill

Residential Service

Account Number  
**REDACTED** 000 1  
Statement Date  
10/23/2013  
57150

## How to Contact Us

1-800-344-4077

For DirectLink self-service 24 hours/day

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

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

1-800-344-4077

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

711

For hearing-impaired relay

ColumbiaGasOhio.com

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

## Billing Options

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

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

## Payment Options

**Online** Pay free by electronic check at our Web  
site.

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

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

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

**Mail** Return coupon below with payment to:

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

## Gas Meter Information

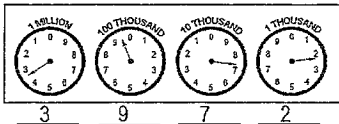
**Actual Reading** We have read the meter. You're  
required to provide us access to read the meter at  
least once a year or risk shut-off. Please contact  
us to make arrangements if access is required.

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

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

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

Example:



## Billing & Payment Summary

### Customer Name

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

Amount Due by 11/07/2013	=	\$44.00
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### Billing & Payment Notes

#### Actual Account Status

Begin Balance		\$3.28
Payments Recd	-	\$44.00
Curr Utility Chgs	+	\$23.64
Ending Balance	=	\$17.08CR

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

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

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

## Service Summary

### Service Location

2430 Stelzer Rd  
Columbus OH 43219-3128

### Meter Number

878845

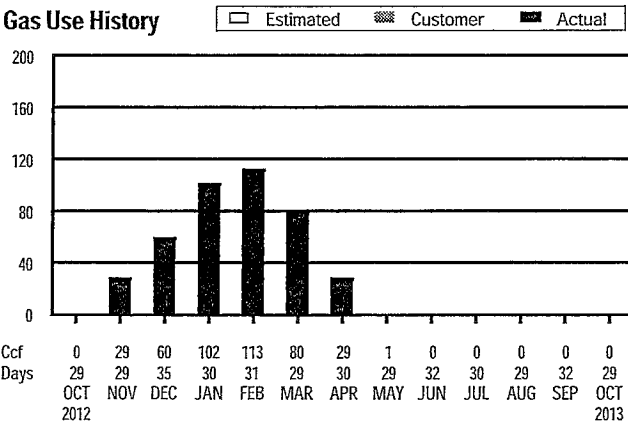
### Meter Readings (29 Billing Days)

Actual Reading on 10/23		5874
Actual Reading on 9/24	-	5874
Gas Used (Ccf)	=	0

### Service Summary Notes

Your next actual meter  
reading date is 11/21/2013

### Gas Use History



### Daily Comparisons

Month	Avg Daily Temp	Avg Daily Usage
Oct '13	61.1°	0.0
Sep '13	70.8°	0.0
Oct '12	56.0°	0.0

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

Amount Due by 11/07/2013	\$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.

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

Columbia Gas<sup>®</sup>  
of Ohio  
A NiSource Company

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

00094626 01 AT 0.384 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





# Gas Bill

Residential Service

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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.

## Detail of Charges for Gas Service

Columbia Gas of Ohio		Service Charges Notes
Fixed Monthly Delivery Charge	\$17.81	<i>Current Charges include gas supply costs of \$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.</i>
Infrastructure Replacement Program Rider	\$4.71	
Usage Based Charges	\$0.00	
Gross Receipts Tax @ 4.987%	\$1.12	
<b>Total Charges for Service This Period</b>	<b>\$23.64</b>	

### Standard Choice Offer (SCO)

#### Hess Corporation

<b>Total Charges For Service This Period</b>	<b>\$0.00</b>
--	---------------

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## Additional Account Information

### Simple Energy Solutions for Your Home

Great news! Reduce your gas and water bills, plus get a \$10 rebate now, when you buy a select high-performance, energy-efficient showerhead online at [ColumbiaGasOhio.com/e-store](http://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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985 Schrock Rd  
Suite 100  
Columbus OH 43229-1180  
614-428-9290

Address

City

State Zip code

Home Phone ( )

## HeatShare Contribution

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### Monthly Contribution

\$10 ☐

\$5 ☐

\$1 ☐

\$

### One-Time Contribution

\$



## How to Contact Us

1-800-344-4077

For DirectLink self-service 24 hours/day

For billing questions,

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

For quickest response,

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

1-800-344-4077

For gas leaks or odor of gas 24 hours/day

Press option 2 after the greeting

711

For hearing-impaired relay

ColumbiaGasOhio.com

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

## Billing Options

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

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

## Payment Options

**Online** Pay free by electronic check at our Web  
site.

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

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

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

**Mail** Return coupon below with payment to:

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

## Gas Meter Information

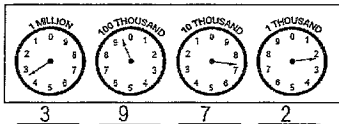
**Actual Reading** We have read the meter. You're  
required to provide us access to read the meter at  
least once a year or risk shut-off. Please contact  
us to make arrangements if access is required.

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

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

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

Example:



## Billing & Payment Summary

### Customer Name

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	\$23.64
Payments Recd -	\$44.00
Curr Utility Chgs +	\$23.64
Ending Balance =	\$3.28

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

## Service Summary Notes

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

### Meter Number

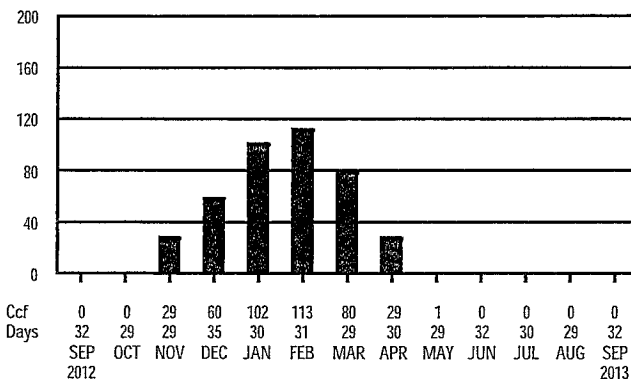
878845

### Meter Readings (32 Billing Days)

Actual Reading on 9/24	5874
Actual Reading on 8/23	5874
Gas Used (Ccf)	= 0

## Gas Use History

Estimated Customer Actual



## Daily Comparisons

Month	Avg Daily Temp	Avg Daily Usage
Sep '13	70.8°	0.0
Aug '13	71.2°	0.0
Sep '12	70.0°	0.0

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

Amount Due by 10/09/2013

\$44.00

Payment Enclosed

\$

Make check payable to:

## Account Number

**REDACTED** 000 1

☐ 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  
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CINCINNATI OH 45274-2510



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Usage Based Charges	\$0.00
Gross Receipts Tax @ 4.987%	\$1.12
<b>Total Charges for Service This Period</b>	<b>\$23.64</b>

### Standard Choice Offer (SCO)

## Hess Corporation

<b>Total Charges For Service This Period</b>	<b>\$0.00</b>
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985 Schrock Rd  
Suite 100  
Columbus OH 43229-1180  
614-428-9290

Address

City \_\_\_\_\_

State Zip code

Home Phone ( )

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

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

### Monthly Contribution

\$10 ☐

\$5 ☐

\$1 ☐

\$

### One-Time Contribution

\$ \_\_\_\_\_





# Gas Bill

Residential Service

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

## How to Contact Us

1-800-344-4077

For DirectLink self-service 24 hours/day

For billing questions,

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

For quickest response,

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

1-800-344-4077

For gas leaks or odor of gas 24 hours/day

Press option 2 after the greeting

711

For hearing-impaired relay

ColumbiaGasOhio.com

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

## Billing Options

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

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

## Payment Options

**Online** Pay free by electronic check at our Web  
site.

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

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

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

**Mail** Return coupon below with payment to:

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

## Gas Meter Information

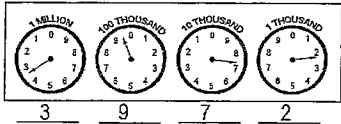
**Actual Reading** We have read the meter. You're  
required to provide us access to read the meter at  
least once a year or risk shut-off. Please contact  
us to make arrangements if access is required.

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

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

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

Example:



## Billing & Payment Summary

### Customer Name

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**

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.

## Service Summary

### Service Location

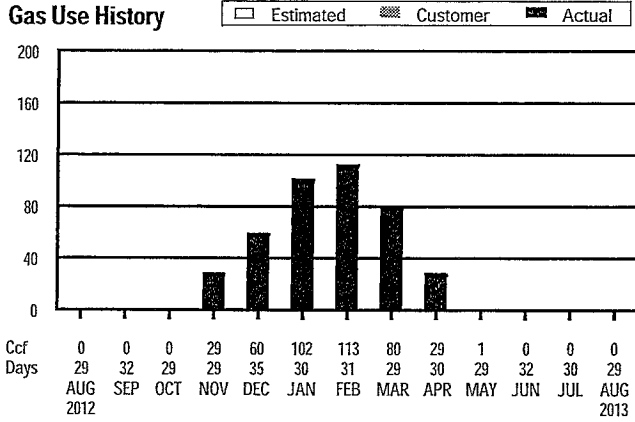
2430 Stelzer Rd  
Columbus OH 43219-3128

Meter Number  
878845

### Meter Readings (29 Billing Days)

Actual Reading on 8/23 5874  
Actual Reading on 7/25 - 5874  
Gas Used (Ccf) = 0

### Gas Use History



## Billing & Payment Notes

### Actual Account Status

Begin Balance \$72.06  
Payments Recd - \$72.06  
Curr Utility Chgs + \$23.64  
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%.

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

## Service Summary Notes

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

## Daily Comparisons

Month	Avg Daily Temp	Avg Daily Usage
Aug '13	71.2°	0.0
Jul '13	76.0°	0.0
Aug '12	75.7°	0.0

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

**Amount Due by 9/10/2013 \$44.00**

Payment Enclosed

\$

Make check payable to:

COLUMBIA GAS  
P O BOX 742510  
CINCINNATI OH 45274-2510

Account Number  
**REDACTED** 000 1

☐ 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<sup>®</sup>  
of Ohio  
A NiSource Company

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  
SUITE 100  
COLUMBUS OH 43229-1180



# Gas Bill

## Residential Service

Page 2 of 2

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

## Legal Notices

**Public Utilities Commission of Ohio** If your complaint is not resolved after you have called Columbia Gas of Ohio, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.puco.ohio.gov>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service).

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**Rights and Responsibilities** - A summary of customer rights and responsibilities is available at [ColumbiaGasOhio.com](http://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](http://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

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

## Standard Choice Offer (SCO)

## Hess Corporation

<b>Total Charges For Service This Period</b>	<b>\$0.00</b>
--	---------------

**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 high-performance, energy-efficient showerhead online at [ColumbiaGasOhio.com/e-store](http://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.

85 Schrock Rd  
Suite 100  
Columbus OH 43229-1180  
14-428-9290

Address \_\_\_\_\_

City \_\_\_\_\_

State Zip code

Home Phone ( )

## HeatShare Contribution

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

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

### Monthly Contribution

\$10 ☐

\$5 ☐

\$1 ☐

\$ \_\_\_\_\_

## One-Time Contribution

\$\_\_\_\_\_



# Gas Bill

Residential Service

Page 1 of 2

Account Number

REDACTED 000 1

Statement Date

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.

## Billing Options

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

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

## Payment Options

**Online** Pay free by electronic check at our Web site.

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

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

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

**Mail** Return coupon below with payment to:

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

## Gas Meter Information

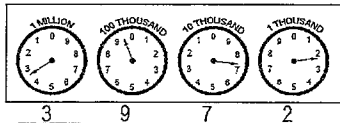
**Actual Reading** We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

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

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

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

Example:



## Billing & Payment Summary

### Customer Name

Es Harris Design Servic

Janet Harris

Previous Amount Due on 07/11/2013 \$87.42

Payments Received by 07/02/2013 - \$39.00

Balance on 07/25/2013 = \$48.42

Charges for Gas Service This Period + \$23.64

**Amount Due by 08/09/2013 = \$72.06**

## Billing & Payment Notes

### Actual Account Status

Begin Balance	\$87.42
Payments Recd	- \$39.00
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 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 bill.

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

## Service Summary

### Service Location

2430 Stelzer Rd  
Columbus OH 43219-3128

## Service Summary Notes

Your next actual meter reading date is 08/23/2013

### Meter Number

878845

### Meter Readings (30 Billing Days)

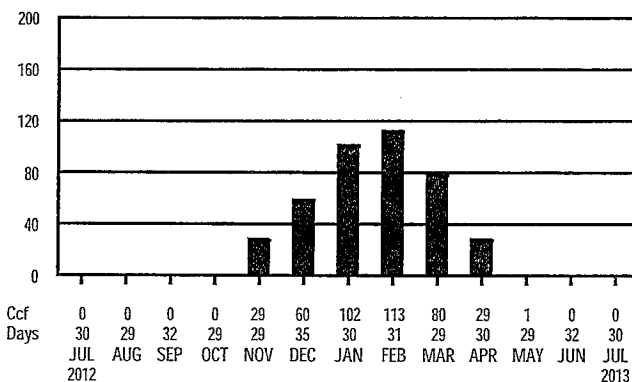
Actual Reading on 7/25 5874

Actual Reading on 6/25 - 5874

Gas Used (Ccf) = 0

## Gas Use History

Estimated Customer Actual



## Daily Comparisons

Month	Avg Daily Temp	Avg Daily Usage
Jul '13	76.0°	0.0
Jun '13	70.6°	0.0
Jul '12	80.1°	0.0

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

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:

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

Columbia Gas<sup>®</sup>  
of Ohio  
A NiSource Company

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

COLUMBIA GAS  
P O BOX 742510  
CINCINNATI OH 45274-2510



REDACTED 000100000000720681325

COHHARRIS092



# Gas Bill

Residential Service

## Legal Notices

**Public Utilities Commission of Ohio** If your complaint is not resolved after you have called Columbia Gas of Ohio, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.puco.ohio.gov>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service).

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**Apples to Apples** For a comparison of available competitive natural gas suppliers, visit the PUCO Web site at [www.PUCO.ohio.gov](http://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

### Standard Choice Offer (SCO)

Hess Corporation	
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 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 high-performance, energy-efficient showerhead online at [ColumbiaGasOhio.com/e-store](http://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

State Zip code

Home Phone ( )



# Gas Bill

Residential Service

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

## How to Contact Us

1-800-344-4077

For DirectLink self-service 24 hours/day

For billing questions,

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

For quickest response,

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

1-800-344-4077

For gas leaks or odor of gas 24 hours/day

Press option 2 after the greeting

711

For hearing-impaired relay

ColumbiaGasOhio.com

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**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:

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

## Gas Meter Information

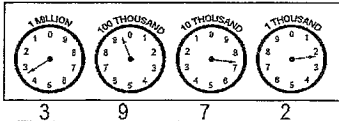
**Actual Reading** We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

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

**Amount Due by 07/11/2013 = \$39.00**

## Billing & Payment Notes

### Actual Account Status

Begin Balance	\$102.78
Payments Recd	- \$39.00
Curr Utility Chgs	+ \$23.64
Ending Balance	= \$87.42

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 billing.

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

## Service Summary

### Service Location

2430 Stelzer Rd  
Columbus OH 43219-3128

## Service Summary Notes

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

### Meter Number

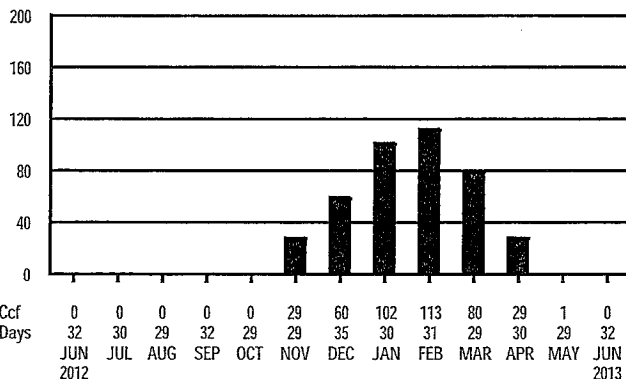
878845

### Meter Readings (32 Billing Days)

Actual Reading on 6/25	5874
Actual Reading on 5/24	- 5874
Gas Used (Ccf)	= 0

## Gas Use History

Estimated Customer Actual



## Daily Comparisons

Month	Avg Daily Temp	Avg Daily Usage
Jun '13	70.6°	0.0
May '13	63.9°	0.0
Jun '12	74.3°	0.0

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

**Amount Due by 7/11/2013 \$39.00**

Payment Enclosed

\$

Make check payable to:

## Account Number

**REDACTED** 000 1

☐ 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.

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

Columbia Gas<sup>®</sup>  
of Ohio  
A NiSource Company

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

COLUMBIA GAS  
P O BOX 742510  
CINCINNATI OH 45274-2510





# Gas Bill

Residential Service

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## Safety Tips

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

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

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

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

## Detail of Charges for Gas Service

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

### Standard Choice Offer (SCO)

Hess Corporation	
<b>Total Charges For Service This Period</b>	<b>\$0.00</b>

*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 high-performance, energy-efficient showerhead online at [ColumbiaGasOhio.com/e-store](http://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

State Zip code

Home Phone ( )

## HeatShare Contribution

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

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

### Monthly Contribution

\$10 ☐

\$5 ☐

\$1 ☐

\$

### One-Time Contribution

\$



# Gas Bill

Residential Service

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

711

For hearing-impaired relay

ColumbiaGasOhio.com

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

## Billing Options

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

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

## Payment Options

**Online** Pay free by electronic check at our Web  
site.

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

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

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

**Mail** Return coupon below with payment to:

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

## Gas Meter Information

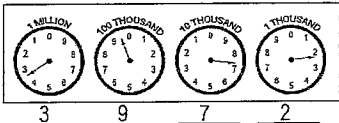
**Actual Reading** We have read the meter. You're  
required to provide us access to read the meter at  
least once a year or risk shut-off. Please contact  
us to make arrangements if access is required.

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

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

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

Example:



## Billing & Payment Summary

### Customer Name

Es Harris Design Serv  
Janet Harris

### Budget Payment Plan

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

**Amount Due by 06/11/2013 = \$39.00**

## Billing & Payment Notes

### Actual Account Status

Begin Balance	\$117.50
Payments Recd	- \$39.00
Curr Utility Chgs	+ \$24.28
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

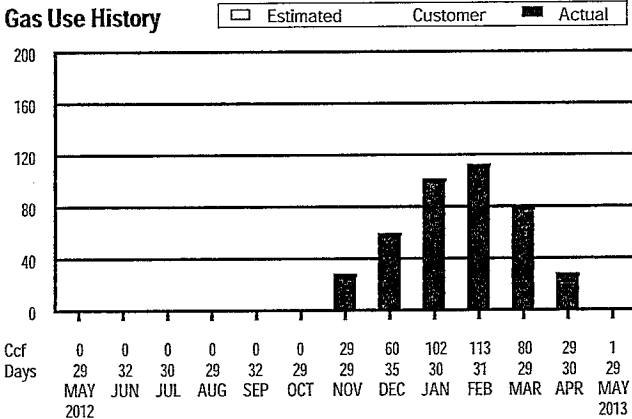
### Meter Readings (29 Billing Days)

Actual Reading on 5/24	5874
Actual Reading on 4/25	- 5873
Gas Used (Ccf)	= 1

## Service Summary Notes

Your next actual meter  
reading date is 06/25/2013

## Gas Use History



## Daily Comparisons

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

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

**Amount Due by 6/11/2013 \$39.00**

Payment Enclosed

\$

Make check payable to:

## Account Number

**REDACTED** 000 1

☐ 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.

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

Columbia Gas<sup>®</sup>  
of Ohio  
A NiSource Company

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

00095799 01 AT 0.384 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



**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](http://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](http://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.

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 \_\_\_\_\_

State \_\_\_\_\_ Zip code \_\_\_\_\_

Home Phone ( )

## 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
<b>Total Charges for Service This Period</b>	<b>\$23.70</b>

### Standard Choice Offer (SCO)

## Hess Corporation

Gas Supply Cost Incl Sales Tax	\$0.58
<b>Total Charges For Service This Period</b>	<b>\$0.58</b>

***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.***

## 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](http://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.

### Service Charges Notes

**Current Charges include**  
gas supply costs of \$0.54 at  
the SCO rate of \$0.54420 per  
Ccf and sales tax of \$0.04.  
SCO equals the NYMEX  
closing price plus the Retail  
Price Adjustment of \$1.29  
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, 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.*

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

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

### Monthly Contribution

\$10 ☐

\$5 ☐

\$1 ☐

§ \_\_\_\_\_

### One-Time Contribution

§ \_\_\_\_\_





# Gas Bill

Residential Service

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

711

For hearing-impaired relay

ColumbiaGasOhio.com

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

## Billing Options

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

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

## Payment Options

**Online** Pay free by electronic check at our Web site.

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

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

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

**Mail** Return coupon below with payment to:

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

## Gas Meter Information

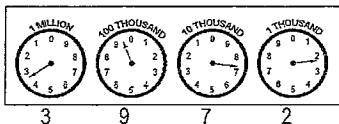
**Actual Reading** We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

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

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

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

Example:



## Billing & Payment Summary

### Customer Name

Es Harris Design Servic

Janet Harris

### Budget Payment Plan

Previous Amount Due on 04/11/2013		\$39.00
Payments Received by 04/09/2013	-	\$39.00
Budget Balance on 04/25/2013	=	\$0.00
Budget Amount This Period	+	\$39.00

**Amount Due by 05/10/2013 = \$39.00**

## Billing & Payment Notes

### Actual Account Status

Begin Balance	\$116.30
Payments Recd	- \$39.00
Curr Utility Chgs	+ \$40.20
Ending Balance	= \$117.50

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

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

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

## Service Summary

### Service Location

2430 Stelzer Rd  
Columbus OH 43219-3128

### Meter Number

878845

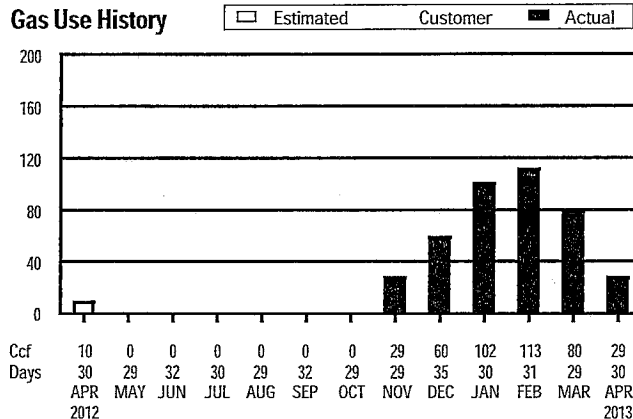
### Meter Readings (30 Billing Days)

Actual Reading on 4/25		5873
Actual Reading on 3/26	-	5844
Gas Used (Ccf)	=	29

## Service Summary Notes

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

## Gas Use History



## Daily Comparisons

Month	Avg Daily Temp	Avg Daily Usage
Apr '13	51.1°	1.0
Mar '13	36.3°	2.8
Apr '12	52.4°	0.3

Your Average Monthly Usage is 34 Ccf

Your Total Annual Usage is 413 Ccf

## Payment Coupon

Turn Me Over ▶▶  
for more details about  
your account

Amount Due by 5/10/2013

\$39.00

Payment Enclosed

\$

Make check payable to:

Account Number  
**REDACTED** 000 1

☐ 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.

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

Columbia Gas<sup>®</sup>  
of Ohio  
A NiSource Company

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

00096965 01 AT 0.384 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



COHHARRIS098

REDACTED 00010000000390051325



OPER ACTION ==> \_\_\_\_\_

REMARKS

34 0823

REDACTED

19/33

CUST NAME ES HARRIS DESIGN SERVIC

PCID REDACTED CUST 001 1

SERV ADDR 2430 STELZER RD

CHECKFREE-ZIPCHECK

CITY COLUMBUS

ST OH ZIP 432193128 NON PARTICIPANT

POST DATE 02102014

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

F1=HELP F2=WRK-FUN F3=QUIT F4=ORD-TAK F5=INQ F6=ORD-EX F7=PREV  
F8=NEXT F9=INQ-CTL F10=EX-CTL F11=TAK-CTL F12=INFO F14=CONTACT F24=CASH

COHHARRIS035

OPER ACTION ==> \_\_\_\_\_

REMARKS

34 0823

REDACTED

19/33

CUST NAME ES HARRIS DESIGN SERVIC

PCID REDACTED CUST 001 1

SERV ADDR 2430 STELZER RD

CHECKFREE--ZIPCHECK

CITY COLUMBUS

ST OH ZIP 432193128

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 PENDING ORDER DIRECTLY IN CONJUNCTION WITH HER ADDRESS, SHE IS STATING HER PLUMBER IS STATING GAS IS OFF, ADV OF SEASONAL DC, (TIME 1157 WED 4/2) U909862  
/JARNOLD/PA

PUCO Case No. 15-0405-GA-CSS

Direct Testimony of Melissa L. Thompson

Attachment B

F1=HELP F2=WRK-FUN F3=QUIT F4=ORD-TAK F5=INQ F6=ORD-EX F7=PREV  
F8=NEXT F9=INQ-CTL F10=EX-CTL F11=TAK-CTL F12=INFO F14=CONTACT F24=CASH

COHHARRIS038

OPER ACTION ==> \_\_\_\_\_

REMARKS

34 0823

REDACTED

19/33

CUST NAME ES HARRIS DESIGN SERVIC

PCID REDACTED CUST 001 1

SERV ADDR 2430 STELZER RD

CHECKFREE-ZIPCHECK

CITY COLUMBUS

ST OH ZIP 432193128

NON PARTICIPANT

POST DATE 04142014

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

F1=HELP F2=WRK--FUN F3=QUIT F4=ORD-TAK F5=INQ F6=ORD-EX F7=PREV  
F8=NEXT F9=INQ-CTL F10=EX-CTL F11=TAK-CTL F12=INFO F14=CONTACT F24=CASH

OPER ACTION ==> \_\_\_\_\_

REMARKS

34 0823

REDACTED

19/33

CUST NAME ES HARRIS DESIGN SERVIC

PCID REDACTED CUST 001 1

SERV ADDR 2430 STELZER RD

CHECKFREE-ZIPCHECK

CITY COLUMBUS

ST OH ZIP 432193128

NON PARTICIPANT

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

F1=HELP F2=WRK-FUN F3=QUIT F4=ORD-TAK F5=INQ F6=ORD-EX F7=PREV  
F8=NEXT F9=INQ-CTL F10=EX-CTL F11=TAK-CTL F12=INFO F14=CONTACT F24=CASH

COHHARRIS042

OPER ACTION ==> \_\_\_\_\_

REMARKS

34 0823

REDACTED

19/33

CUST NAME ES HARRIS DESIGN SERVIC

PCID REDACTED CUST 001 1

SERV ADDR 2430 STELZER RD

CHECKFREE-ZIPCHECK

CITY COLUMBUS

ST OH ZIP 432193128

NON PARTICIPANT

POST DATE 03052015

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

F1=HELP F2=WRK-FUN F3=QUIT F4=ORD-TAK F5=INQ F6=ORD-EX F7=PREV  
F8=NEXT F9=INQ-CTL F10=EX-CTL F11=TAK-CTL F12=INFO F14=CONTACT F24=CASH

COHHARRIS051

**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.