

**BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO**

In the Matter of the Application of Co-)
lumbia Gas of Ohio, Inc. for Approval of) Case No. 16-0650-GA-UNC
Revised Bill Formats.)

**APPLICATION OF COLUMBIA GAS OF OHIO, INC.
FOR REVISED BILL FORMATS**

Now comes Columbia Gas of Ohio, Inc. (“Columbia”) and files its application to request approval of revised bill formats. In support of its application, Columbia states that:

1. Columbia is a natural gas company and a public utility within the meaning of Rev. Code §§ 4905.02 and 4905.03, and is therefore subject to the jurisdiction of the Commission.

2. Ohio Admin. Code 4901:1-13-11(D) requires any natural gas company under the Commission’s jurisdiction to submit to the Commission for its approval any proposed new bill format, and further provides that, in the absence of any action by the Commission within forty-five (45) days, the proposed bill format shall be approved.

3. Columbia, along with other NiSource utility companies, instituted an internal project to revise the existing bill formats to ensure easier readability and understanding. The product of an internal working group produced a cleaner and easier-to-read bill format. The new bill format lifts a majority of the language from the old bill format, revises language to be more concise and customer-friendly, moves the safety information to the front of the bill, increases the size of the billing and consumption information, and removes unnecessary language, such as the meter reading information due to the installation of automated meter reading devices. The text changes, as detailed on Attachment C, are summarized below.

a. Columbia updated the How to Contact Us section of the bill to use pictorial icons and shortened the language to be more succinct.

b. Columbia deleted the section on Billing Options, which explained the E-Bill, Budget Payment Plan, and Customer CHOICE.

c. Columbia deleted under Payment Options the explanation regarding ZipCheck and BillMatrix, and incorporated the remaining payment options into the Contact Us box.

d. Columbia deleted the Gas Meter Information that instructed customers how to read a natural gas meter because Columbia is utilizing Automated Meter Reading technology throughout its system.

e. Columbia moved the Safety Tips, which educate customers to call 811, ask for employee identification, and what to do if they smell a gas odor, from the back of the bill to the front of the bill.

f. Columbia moved the Billing and Payment Notes from the right-hand corner of the front of the bill to underneath the Account Summary or correspondingly similar charges summary on the front of the bill.

g. Columbia moved the Service Charges Notes from the right-hand corner of the back of the bill to underneath the Detail Charges on the back of the bill.

h. Columbia renamed the Additional Account Information to Message Board on the new billing format on the back of the bill.

i. Columbia updated the website address and phone number of the PUCO Apples to Apples resources under the Legal Notices on the back of the bill.

j. Columbia reformatted the HeatShare Contribution and Contact Information Corrections sections on the back of the bill.

k. Columbia added Helpful Definitions, located above the Legal Information, to the new bill to explain commonly-used terms such as Ccf, Estimated Readings, Fixed Monthly Delivery Charge, and Usage Based Charges on the back of the bill.

4. In support of this Application, Columbia includes the following appendices:

Attachment A – sample bills showing the final, clean version of the bill formats proposed by Columbia

Attachment B – existing bills corresponding with the sample bills in Attachment A

Attachment C – redlines of the existing bills showing language changes proposed in the new bill formats as detailed in paragraph 3 above and as shown in the sample bills in Attachment A

5. Pursuant to Ohio Admin. Code 4901:1-13-11(D), Columbia submits this application to revise its bill formats to reflect the aesthetic changes and the minor language changes described above to communicate more clearly to customers. Columbia further avers that the new bill formats comply with all applicable Commission rules and regulations.

6. Columbia respectfully requests that the Commission approve this application to ensure that Columbia can implement the revised bill formatting with bills issued on or before May 13, 2016.

WHEREFORE, Columbia respectfully asks the Commission approve the revised bill formats as proposed herein.

Respectfully submitted by,

COLUMBIA GAS OF OHIO, INC.

/s/ Joseph M. Clark

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Summary: Application for Revised Bill Formats electronically filed by Cheryl A MacDonald on behalf of Columbia Gas of Ohio, Inc.