

Contact Us

- Phone**
Emergency Service 24/7
1-800-344-4077
For gas leaks or odors of gas

Customer Service
1-800-344-4077
7 a.m. - 7 p.m. Mon. - Fri.
8 a.m. - 12 p.m. Sat.

For hearing impaired relay call 711.
- Web**
Make payments and access your account at ColumbiaGasOhio.com
- Mobile**
Make payments and access your account at m.ColumbiaGasOhio.com
- Mail Payments**
Columbia Gas of Ohio
P.O. Box 742510
Cincinnati, OH 45274-2510
- Authorized Payment Locations**
Find locations online at ColumbiaGasOhio.com

Account Profile

Customer Name:
[REDACTED]

Your Contact Information:
[REDACTED]

Type of Customer:
Residential
Initial Service

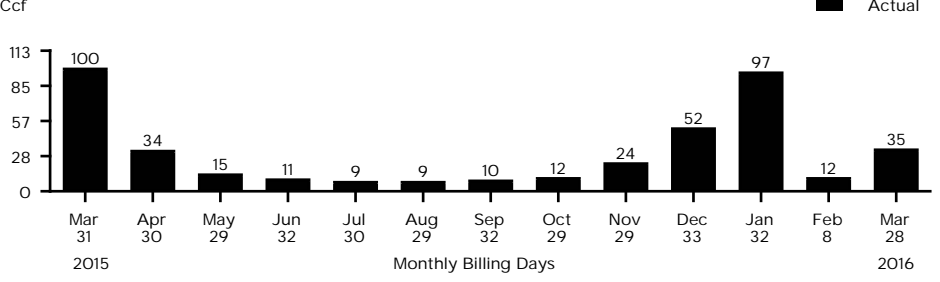
Account Number:
[REDACTED]

Is your contact information correct? Make all changes on the reverse side.

Account Summary

Previous Amount Due	\$0.00
Balance on 03/22/2016	\$0.00
Charges for Gas Service This Period	+\$39.20
Current Charges Due by 04/07/2016	\$39.20
<div><div></div><div>If paid after 04/07/16, a late payment charge of 1.5% may be applied.</div><div>For more information regarding these charges, see the Detail Charges section.</div></div>	
Foreign language interpreter service is available by phone and in-person. This service is available 24/7 to report emergencies.	

13 Month Usage History



Meter Number: 5341262	Usage Comparison - Ccf			
Service Address: [REDACTED]	Month	Ccf	Avg Temp	Ccf Per Day
Meter Readings - 28 Billing Days	Mar 15	100	31.2°	3.2
	Feb 16	12	31.5°	1.5
	Mar 16	35	44.8°	1.3
	Your Average Monthly Usage = 27 Ccf. Your Total Annual Usage = 320 Ccf. Your next meter reading date is 04/21/2016.			
Actual Reading on 3/22	767			
Actual Reading on 2/23	732			
Gas Used (Ccf)	35			

Your Safety

- In case of an emergency, such as odor of gas, carbon monoxide or fire:
- Leave the area immediately.
 - Leave windows and doors in their positions and avoid doing anything that could cause a spark.
 - From a safe area, call **911** and Columbia Gas at **1-800-344-4077**.

Always Call 8-1-1 Before You Dig
If you're planning a home or landscaping project, call O.U.P.S. at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.



Employee Identification
All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

▼ Please fold on the perforation below, detach and return with your payment.

Columbia Gas
of Ohio

A NiSource Company

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

Web
ColumbiaGasOhio.com

Mobile
m.ColumbiaGasOhio.com

Phone
1-800-344-4077

Account Number: [REDACTED]

Amount Due by 04/07/2016 \$39.20

Amount Enclosed: \$ [REDACTED]

Make check payable to:
COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510



Helpful Definitions

Ccf is equal to 100 cubic feet and is used to measure your gas usage.

Estimated Readings are calculated based on your typical monthly usage rather than on an actual meter reading.

Fixed Monthly Delivery Charge covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

Usage Based Charges are basic charges for natural gas supply services to retail customers, excluding natural gas distribution services.

Legal Information

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

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

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

Apples to Apples
For a comparison of available competitive natural gas suppliers, visit the PUCO website at www.energychoice.ohio.gov or call 1-800-686-7826.

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 or contact us at ColumbiaGasOhio.com.

Change Contact Information

If information is incorrect in the Account Profile, please update and print clearly in the space provided below.

Address

City

State

Zip Code

Phone Number

Add or Edit Email

Detail Charges

Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$6.71
Usage Based Charges	\$2.32
Delivery	+\$26.84
Gross Receipts Tax @ 4.987%	\$1.86
Taxes & Fees	+\$1.86
Standard Choice Offer	\$10.50
Supply	+\$10.50
Total Current Utility Charges	\$39.20
<ul style="list-style-type: none">Current Charges include gas cost recovery of \$10.50 at the SCO rate of \$0.30010 per Ccf. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.29 divided by 10.	

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 - Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at **ColumbiaGasOhio.com**.
 - Take the seasonal highs and lows out by dividing your yearly energy use into 12 equal monthly payments - for budgeting that's a whole lot easier. Enroll today at **ColumbiaGasOhio.com/Budget**.
 - Take control of your gas bill by choosing your natural gas supplier. It's your Choice. Go to **ColumbiaGasOhio.com** and search Choice for more information.
 - Want to reduce your natural gas usage by as much as 30%? For a \$50 audit fee, a trained Home Energy Auditor will identify ways to help save you money, while not sacrificing comfort.
- Schedule your audit today by calling 1-877-644-6674 or visit ColumbiaGasOhio.com/HPS. Some restrictions apply. Available on first-come, first-serve basis.

HeatShare Contribution

HeatShare, Columbia Gas of Ohio's fuel fund program, is a fund of last resort for households who have exhausted all other sources of assistance and still have trouble paying their heating bills. The fund is supported through donations from Columbia Gas customers and matching contributions from Columbia Gas.

* Your donation is tax-deductible.

Monthly Contribution

One-Time Contribution

\$10

\$5

\$1

\$



Helpful Definitions

Ccf is equal to 100 cubic feet and is used to measure your gas usage.

Conversion Factors are applied to meter readings to determine the actual consumption based on standard temperature and pressure conditions.

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Address

City

State

Zip Code

Phone Number

Add or Edit Email

Detail Charges

Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$6.71
Usage Based Charges	\$2.91
Delivery - Columbia Gas of Ohio	+ \$27.43
Gross Receipts Tax @ 4.987%	\$1.37
Taxes & Fees	+ \$1.37
Standard Choice Offer	
Gas Supply Cost Incl Sales Tax	\$14.51
Supply - Direct Energy Services, LLC	+ \$14.51

Total Current Utility Charges \$43.31

- Current Charges include gas supply costs of \$13.50 at the SCO rate of \$0.30010 per Ccf and sales tax of \$1.01. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.29 divided by 10.
- Standard Choice Offer**
As a participant of the Columbia Gas Standard Choice Offer Program, your gas is being supplied by Direct Energy Services, LLC. 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 Direct Energy Services, LLC, Pmb # 51,7385 N State Route 3, Westerville OH 43082, at 1-888-566-9988. 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 Consumers' Counsel (OCC) toll free number(s) listed under Legal Information in the left column of your bill.

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Monthly Contribution

One-Time Contribution

\$10

\$5

\$1

\$

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



Authorized Payment Locations
Find locations online at
ColumbiaGasOhio.com

Your Safety

In case of an emergency, such as odor of gas,
carbon monoxide or fire:

1. Leave the area immediately.
2. Leave windows and doors in their
positions and avoid doing anything that
could cause a spark.
3. From a safe area, call **911** and Columbia
Gas at **1-800-344-4077**.

Always Call 8-1-1 Before You Dig

If you're planning a home or landscaping
project, call O.U.P.S. at 8-1-1 at least two
business days before digging. A representative
will mark the approximate location of
underground utility lines for free.



Employee Identification

All of our employees and contractors carry
photo identification. If someone claims to
represent us, ask to see identification. Call the
police if you see suspicious activity.

Account Profile

Customer Name: [REDACTED] **Your Contact Information:** [REDACTED] **Type of Customer:**
Residential
Customer CHOICE Program

Account Number: [REDACTED]

- Is your contact information correct? Make all changes on the reverse side.

Account Summary

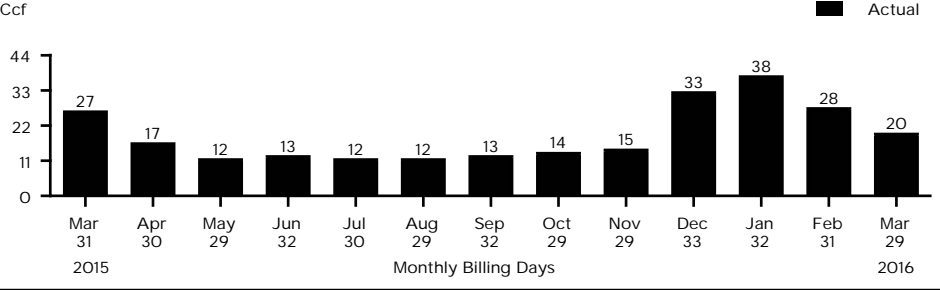
Previous Amount Due on 03/08/2016	\$44.17
Payments Received by 03/07/2016 Thank you	-\$44.17
Balance on 03/22/2016	\$0.00
Charges for Gas Service This Period	+\$37.83

Current Charges Due by 04/07/2016 \$37.83

- If paid after 04/07/16, a late payment charge of 1.5% may be applied.
- For more information regarding these charges, see the Detail Charges section.

Foreign language interpreter service is available by phone and in-person. This service is
available 24/7 to report emergencies.

13 Month Usage History



Meter Number: 5341326			Usage Comparison - Ccf			
Service Address: [REDACTED]			Month	Ccf	Avg Temp	Ccf Per Day
			Mar 15	27	31.2°	0.9
			Feb 16	28	31.5°	0.9
			Mar 16	20	44.8°	0.7
Meter Readings - 29 Billing Days						
Actual Reading on 3/22				4586		
Actual Reading on 2/22			-	4566		
Gas Used (Ccf)				20		
Your Average Monthly Usage = 19 Ccf. Your Total Annual Usage = 227 Ccf. Your next meter reading date is 04/21/2016.						

▼ Please fold on the perforation below, detach and return with your payment.



Web
ColumbiaGasOhio.com



Mobile
m.ColumbiaGasOhio.com



Phone
1-800-344-4077

Account Number: [REDACTED]
Amount Due by 04/07/2016 \$37.83

Amount Enclosed: \$ [REDACTED]

Helpful Definitions

Ccf is equal to 100 cubic feet and is used to measure your gas usage.

Estimated Readings are calculated based on your typical monthly usage rather than on an actual meter reading.

Fixed Monthly Delivery Charge covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

Usage Based Charges are basic charges for natural gas supply services to retail customers, excluding natural gas distribution services.

Legal Information

Public Utilities Commission of Ohio
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Office of Ohio Consumers' Counsel
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Rights and Responsibilities
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Apples to Apples
For a comparison of available competitive natural gas suppliers, visit the PUCO website at www.energychoice.ohio.gov or call 1-800-686-7826.

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 or contact us at ColumbiaGasOhio.com.

Change Contact Information

If information is incorrect in the Account Profile, please update and print clearly in the space provided below.

Address

City

State

Zip Code

Phone Number

Add or Edit Email

Detail Charges

Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$6.71
Usage Based Charges	\$1.29
<hr/>	
Delivery - Columbia Gas of Ohio	+\$25.81
Gross Receipts Tax @ 4.987%	\$1.29
<hr/>	
Taxes & Fees	+\$1.29
Customer CHOICE Program	
Gas Supply Cost Incl Sales Tax	\$10.73
<hr/>	
Supply - Just Energy	+\$10.73

Total Current Utility Charges \$37.83

- Current billing charges include Just Energy gas supply costs of \$9.98 at the rate of \$0.49900 per Ccf and sales tax of \$0.75.

Customer CHOICE Program
As a participant of the Columbia Gas Customer CHOICE Program, your gas is being supplied by Just 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 Just Energy, P.O. Box 2210, Buffalo NY 14240-2210, at 1-866-587-8674. If your questions are not resolved after you have called your supplier or Governmental aggregator, you may call the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) toll free number(s) listed under Legal Information in the left column of your bill.

Message Board

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Schedule your audit today by calling 1-877-644-6674 or visit ColumbiaGasOhio.com/HPS. Some restrictions apply. Available on first-come, first-serve basis.

HeatShare Contribution

HeatShare, Columbia Gas of Ohio's fuel fund program, is a fund of last resort for households who have exhausted all other sources of assistance and still have trouble paying their heating bills. The fund is supported through donations from Columbia Gas customers and matching contributions from Columbia Gas.

* Your donation is tax-deductible.

Monthly Contribution

One-Time Contribution


\$10

\$5

\$1


\$


Contact Us


- 


Phone
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For gas leaks or odors of gas

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

Authorized Payment Locations
Find locations online at ColumbiaGasOhio.com

Account Profile

- Customer Name:
[REDACTED]

Your Contact Information:
[REDACTED]

Type of Customer:
Residential
Customer CHOICE Program
- Account Number:
[REDACTED]
- Is your contact information correct? Make all changes on the reverse side.

Account Summary

Previous Amount Due on 03/09/2016	\$191.36
Payments Received by 03/02/2016 Thank you	-\$191.36
Balance on 03/18/2016	\$0.00
Charges for Gas Service This Period	+\$138.60
Current Charges Due by 04/08/2016	\$138.60
<ul style="list-style-type: none">If paid after 04/08/16, a late payment charge of 1.5% may be applied.For more information regarding these charges, see the Detail Charges section.	
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Your Safety

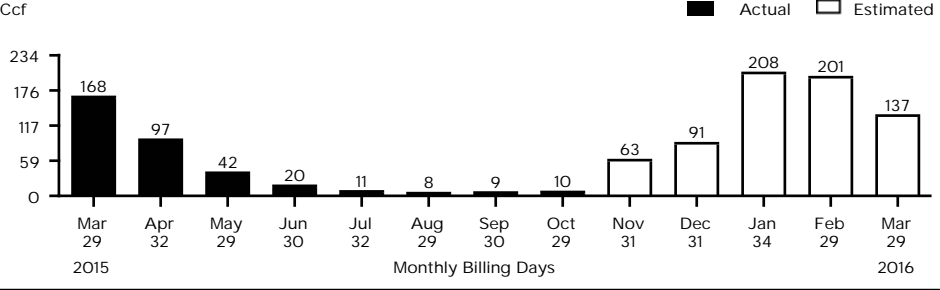
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Employee Identification
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13 Month Usage History




Meter Number: 99113646		Usage Comparison - Ccf			
Service Address: [REDACTED]		Month	Ccf	Avg Temp	Ccf Per Day
		Mar 15	168	25.0°	5.8
		Feb 16	201	28.7°	6.9
		Mar 16	137	41.6°	4.7
Meter Readings - 29 Billing Days					
Adjusted Reading on 3/18		6434			
Adjusted Reading on 2/18		6297			
Gas Used (Ccf)		137			
Your Average Monthly Usage = 75 Ccf. Your Total Annual Usage = 897 Ccf. Your next meter reading date is 04/19/2016.					

▼ Please fold on the perforation below, detach and return with your payment.


Columbia Gas[®]
of Ohio

A NiSource Company


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



Web
ColumbiaGasOhio.com



Mobile
m.ColumbiaGasOhio.com



Phone
1-800-344-4077

Account Number: [REDACTED]

Amount Due by 04/08/2016 \$138.60

Amount Enclosed: \$ [REDACTED]

Make check payable to:
COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510



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Infrastructure Replacement Program Rider	\$6.71
Usage Based Charges	\$8.83
<hr/>	
Delivery - Columbia Gas of Ohio	+ \$33.35
Gross Receipts Tax @ 4.987%	\$1.66
<hr/>	
Taxes & Fees	+ \$1.66
Customer CHOICE Program	
Gas Supply Cost Incl Sales Tax	\$103.59
<hr/>	
Supply - Direct Energy Services, LLC	+ \$103.59

Total Current Utility Charges \$138.60

- Current billing charges include Direct Energy Services, LLC gas supply cost of \$97.27 and sales tax of \$6.32.
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- Direct Energy provides more than natural gas. We provide options.** If you have questions, need assistance, or want to explore alternative plans, we're here for you at 1-888-566-9988, Monday - Friday, 8:00 a.m. - 8:00 p.m. or Saturday, 8:00 a.m. - 5:00 p.m.

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Monthly Contribution

One-Time Contribution

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\$5

\$1

\$

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Emergency Service 24/7
1-800-344-4077
For gas leaks or odors of gas

Customer Service
1-800-344-4077
7 a.m. - 7 p.m. Mon. - Fri.
8 a.m. - 12 p.m. Sat.

For hearing impaired relay call 711.
- Web**
Make payments and access your account at ColumbiaGasOhio.com
- Mobile**
Make payments and access your account at m.ColumbiaGasOhio.com
- Mail Payments**
Columbia Gas of Ohio
P.O. Box 742510
Cincinnati, OH 45274-2510
- Authorized Payment Locations**
Find locations online at ColumbiaGasOhio.com

Account Profile

- Customer Name:
[REDACTED]

Your Contact Information:
[REDACTED]

Type of Customer:
Residential
Standard Choice Offer
Budget Payment Plan
- Account Number:
[REDACTED]
- Is your contact information correct? Make all changes on the reverse side.

Budget Payment Plan

Previous Amount Due on 03/08/2016	\$86.00
Payments Received by 03/04/2016 Thank you	-\$86.00
Budget Balance on 03/22/2016	\$0.00
Budget Amount This Period	+\$37.00

Current Charges Due by 04/07/2016

\$37.00

- If paid after 04/07/16, a late payment charge of 1.5% may be applied.
 - There are 4 months remaining in the Budget Year, which ends in July, 2016.
- Foreign language interpreter service** is available by phone and in-person. This service is available 24/7 to report emergencies.
- Budget Payment Plan**
Your Budget amount has changed. Your new budget amount reflects unexpected differences in actual temperatures, your usage, or the price of natural gas since our original projections at the start of the Budget year. The new amount will help to keep you on track with your actual account balance and minimize your settle-up balance at the end of the budget season.

Your Safety

- In case of an emergency, such as odor of gas, carbon monoxide or fire:
- Leave the area immediately.
 - Leave windows and doors in their positions and avoid doing anything that could cause a spark.
 - From a safe area, call **911** and Columbia Gas at **1-800-344-4077**.
- Always Call 8-1-1 Before You Dig**
If you're planning a home or landscaping project, call O.U.P.S. at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.



Employee Identification
All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

Actual Account Summary

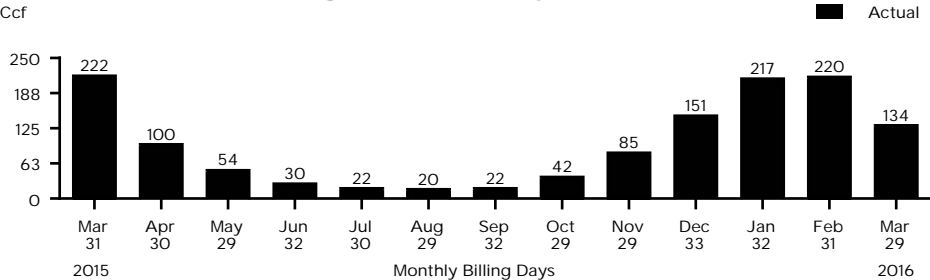
Beginning Balance	\$8.19
Payments Received	-\$86.00
Current Utility Charges	+\$78.05

Actual Account Balance

\$0.24

- Your Actual Account Balance reflects the actual amount you owe based on your billed usage and payments as of the date of this bill.
- For more information regarding these charges, see the Detail Charges section.

13 Month Usage History



13 Month Usage History continued on next page

Please fold on the perforation below, detach and return with your payment.

Columbia Gas
of Ohio

A NiSource Company

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

- Web**
ColumbiaGasOhio.com
- Mobile**
m.ColumbiaGasOhio.com
- Phone**
1-800-344-4077

Account Number: [REDACTED]
Amount Due by 04/07/2016 \$37.00
Amount Enclosed: \$ [REDACTED]

Make check payable to:
COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510



Helpful Definitions

Ccf is equal to 100 cubic feet and is used to measure your gas usage.

Estimated Readings are calculated based on your typical monthly usage rather than on an actual meter reading.

Fixed Monthly Delivery Charge covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

Usage Based Charges are basic charges for natural gas supply services to retail customers, excluding natural gas distribution services.

Legal Information

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
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Rights and Responsibilities
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Apples to Apples
For a comparison of available competitive natural gas suppliers, visit the PUCO website at www.energychoice.ohio.gov or call 1-800-686-7826.

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 or contact us at ColumbiaGasOhio.com.

Change Contact Information

If information is incorrect in the Account Profile, please update and print clearly in the space provided below.

Address

City

State

Zip Code

Phone Number

Add or Edit Email

13 Month Usage History *continued*

Meter Number: 11016806				Usage Comparison - Ccf			
Service Address: [REDACTED]				Month	Ccf	Avg Temp	Ccf Per Day
				Mar 15	222	31.2°	7.2
				Feb 16	220	31.5°	7.1
				Mar 16	134	44.8°	4.6
Meter Readings - 29 Billing Days				Your Average Monthly Usage = 91 Ccf.			
Actual Reading on 3/22				Your Total Annual Usage = 1097 Ccf.			
Actual Reading on 2/22				Your next meter reading date is 04/21/2016.			
Gas Used (Ccf)				134			

Detail Charges

Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$6.71
Usage Based Charges	\$8.65
Delivery - Columbia Gas of Ohio	
Gross Receipts Tax @ 4.987%	
Taxes & Fees	
Standard Choice Offer	
Gas Supply Cost Incl Sales Tax	
Supply - Volunteer Energy Services	
Total Current Utility Charges	

- Current Charges include gas supply costs of \$40.21 at the SCO rate of \$0.30010 per Ccf and sales tax of \$3.02. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.29 divided by 10.
- Standard Choice Offer**
As a participant of the Columbia Gas Standard Choice Offer Program, your gas is being supplied by Volunteer Energy Services. 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 Volunteer Energy Services, 790 A Windmill Dr, Pickerington OH 43147, at 1-800-977-8374. 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 Consumers' Counsel (OCC) toll free number(s) listed under Legal Information in the left column of your bill.

Message Board

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 - Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at ColumbiaGasOhio.com.
 - Take control of your gas bill by choosing your natural gas supplier. It's your Choice. Go to ColumbiaGasOhio.com and search Choice for more information.
 - Want to reduce your natural gas usage by as much as 30%? For a \$50 audit fee, a trained Home Energy Auditor will identify ways to help save you money, while not sacrificing comfort.
- Schedule your audit today by calling 1-877-644-6674 or visit ColumbiaGasOhio.com/HPS. Some restrictions apply. Available on first-come, first-serve basis.

HeatShare Contribution

HeatShare, Columbia Gas of Ohio's fuel fund program, is a fund of last resort for households who have exhausted all other sources of assistance and still have trouble paying their heating bills. The fund is supported through donations from Columbia Gas customers and matching contributions from Columbia Gas.

* Your donation is tax-deductible.

Monthly Contribution

One-Time Contribution

\$10

\$5

\$1

\$

Contact Us

- Phone**
Emergency Service 24/7
1-800-344-4077
For gas leaks or odors of gas

Customer Service
1-800-344-4077
7 a.m. - 7 p.m. Mon. - Fri.
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- Mail Payments**
Columbia Gas of Ohio
P.O. Box 742510
Cincinnati, OH 45274-2510
- Authorized Payment Locations**
Find locations online at [ColumbiaGasOhio.com](#)

Account Profile

- Customer Name:
[REDACTED]

Your Contact Information:
[REDACTED]

Type of Customer:
Residential
Standard Choice Offer
Basic Extended Payment Plan
- Account Number:
[REDACTED]

- Is your contact information correct? Make all changes on the reverse side.

Basic Extended Payment Plan Summary

Previous Amount Due on 03/08/2016	\$119.60
Payments Received by 03/21/2016 Thank you	-\$119.60
<hr/>	
Payment Plan Balance on 03/22/2016	\$0.00
Basic Extended Payment Plan Amount	+\$69.98
Charges for Gas Service This Period	+\$37.45
<hr/>	
Current Charges Due by 04/07/2016	\$107.43
<ul style="list-style-type: none">If paid after 04/07/16, a late payment charge of 1.5% may be applied.	
Foreign language interpreter service is available by phone and in-person. This service is available 24/7 to report emergencies.	

Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:

- Leave the area immediately.
- Leave windows and doors in their positions and avoid doing anything that could cause a spark.
- From a safe area, call **911** and Columbia Gas at **1-800-344-4077**.

Always Call 8-1-1 Before You Dig
If you're planning a home or landscaping project, call O.U.P.S. at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.

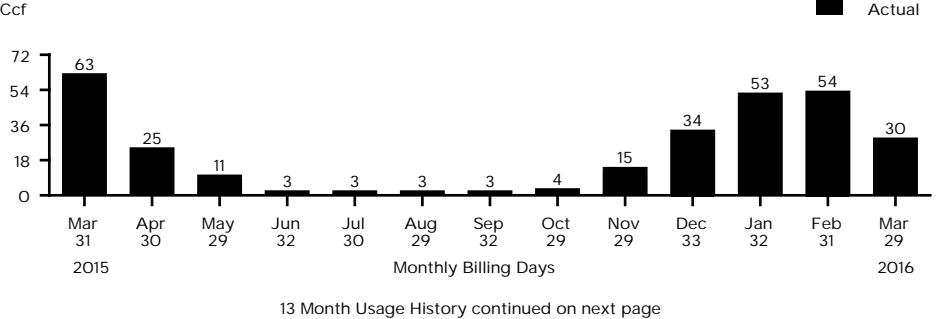


Employee Identification
All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

Actual Account Summary

Beginning Balance	\$354.56
Payments Received	-\$119.60
Current Utility Charges	+\$37.45
<hr/>	
Actual Account Balance	\$272.41
<ul style="list-style-type: none">Your Actual Account Balance reflects the actual amount you owe based on your billed usage and payments as of the date of this bill.For more information regarding these charges, see the Detail Charges section.	

13 Month Usage History



▼ Please fold on the perforation below, detach and return with your payment.

Columbia Gas
of Ohio

A NiSource Company

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

- Web**
[ColumbiaGasOhio.com](#)
- Mobile**
[m.ColumbiaGasOhio.com](#)
- Phone**
1-800-344-4077

Account Number: [REDACTED]
Amount Due by 04/07/2016 \$107.43
Amount Enclosed: .

Make check payable to:
COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510



Account Number: [REDACTED]
Statement Date: 03/23/2016

Helpful Definitions

Ccf is equal to 100 cubic feet and is used to measure your gas usage.

Conversion Factors are applied to meter readings to determine the actual consumption based on standard temperature and pressure conditions.

Estimated Readings are calculated based on your typical monthly usage rather than on an actual meter reading.

Fixed Monthly Delivery Charge covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

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Legal Information

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For a comparison of available competitive natural gas suppliers, visit the PUCO website at www.energychoice.ohio.gov or call 1-800-686-7826.

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Other Correspondence (except payments)
Mail to Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasOhio.com.

Change Contact Information

If information is incorrect in the Account Profile, please update and print clearly in the space provided below.

Address

City

State

Zip Code

Phone Number

Add or Edit Email

13 Month Usage History *continued*

Meter Number: 14024502				Usage Comparison - Ccf			
Service Address: [REDACTED]				Month	Ccf	Avg Temp	Ccf Per Day
				Mar 15	63	31.2°	2.0
				Feb 16	54	31.5°	1.7
				Mar 16	30	44.8°	1.0
Meter Readings - 29 Billing Days				Your Average Monthly Usage = 20 Ccf.			
Actual Reading on 3/22				Your Total Annual Usage = 238 Ccf.			
Actual Reading on 2/22				Your next meter reading date is			
				04/21/2016.			
Gas Used (Ccf)							
Conversion Factor							
Total Gas Used (Ccf)							

Detail Charges

Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$6.71
Usage Based Charges	\$1.93
Delivery - Columbia Gas of Ohio	
	+\$26.45
Gross Receipts Tax @ 4.987%	\$1.32
Taxes & Fees	
	+\$1.32
Standard Choice Offer	
Gas Supply Cost Incl Sales Tax	\$9.68
Supply - Volunteer Energy Services	
	+\$9.68

Total Current Utility Charges **\$37.45**

- Current Charges include gas supply costs of \$9.00 at the SCO rate of \$0.30010 per Ccf and sales tax of \$0.68. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.29 divided by 10.

Standard Choice Offer
As a participant of the Columbia Gas Standard Choice Offer Program, your gas is being supplied by Volunteer Energy Services. 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 Volunteer Energy Services, 790 A Windmill Dr, Pickerington OH 43147, at 1-800-977-8374. 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 Consumers' Counsel (OCC) toll free number(s) listed under Legal Information in the left column of your bill.

Message Board

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- Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at **ColumbiaGasOhio.com**.
- Want to reduce your natural gas usage by as much as 30%? For a \$50 audit fee, a trained Home Energy Auditor will identify ways to help save you money, while not sacrificing comfort.

Schedule your audit today by calling 1-877-644-6674 or visit ColumbiaGasOhio.com/HPS. Some restrictions apply. Available on first-come, first-serve basis.

Contact Us



Phone
Emergency Service 24/7
1-800-344-4077
For gas leaks or odors of gas

Customer Service
1-800-344-4077
7 a.m. - 7 p.m. Mon. - Fri.
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Columbia Gas of Ohio
P.O. Box 742510
Cincinnati, OH 45274-2510



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2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
3. From a safe area, call **911** and Columbia Gas at **1-800-344-4077**.

Always Call 8-1-1 Before You Dig

If you're planning a home or landscaping project, call O.U.P.S. at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.



Employee Identification

All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

Account Profile

Customer Name:

[REDACTED]

Your Contact Information:

[REDACTED]

Type of Customer:

Residential
Standard Choice Offer
Winter Heating Season Plan

Account Number:

[REDACTED]

- Is your contact information correct? Make all changes on the reverse side.

Winter Heating Season Plan Summary

Payment Plan Balance on 03/22/2016	\$0.00
Winter Heating Season Plan Amount	+\$72.01

Current Charges Due by 04/07/2016 **\$72.01**

- If paid after 04/07/16, a late payment charge of 1.5% may be applied.

Foreign language interpreter service is available by phone and in-person. This service is available 24/7 to report emergencies.

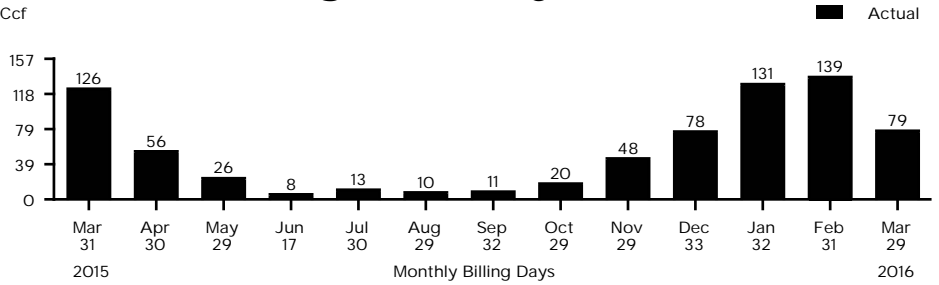
Actual Account Summary

Beginning Balance	\$239.43
Payments Received	-\$80.00
Current Utility Charges	+\$56.59

Actual Account Balance **\$216.02**

- Your Actual Account Balance reflects the actual amount you owe based on your billed usage and payments as of the date of this bill.
- For more information regarding these charges, see the Detail Charges section.

13 Month Usage History



Meter Number:
5914906

Service Address:

[REDACTED]

Meter Readings - 29 Billing Days

Actual Reading on 3/22	3502
Actual Reading on 2/22	3423
Gas Used (Ccf)	79

Usage Comparison - Ccf

Month	Ccf	Avg Temp	Ccf Per Day
Mar 15	126	31.2°	4.1
Feb 16	139	31.5°	4.5
Mar 16	79	44.8°	2.7

Your Average Monthly Usage = 52 Ccf.
Your Total Annual Usage = 619 Ccf.
Your next meter reading date is 04/21/2016.

▼ Please fold on the perforation below, detach and return with your payment.



Web
ColumbiaGasOhio.com



Mobile
m.ColumbiaGasOhio.com



Phone
1-800-344-4077

Account Number: [REDACTED]
Amount Due by 04/07/2016 \$72.01

Amount Enclosed: \$

Make check payable to:
COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510

COLUMBIA GAS OF OHIO
P.O. BOX 742510
CINCINNATI, OH 45274-2510

Helpful Definitions

Ccf is equal to 100 cubic feet and is used to measure your gas usage.

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Detail Charges

Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$6.71
Usage Based Charges	\$5.10
<hr/>	
Delivery - Columbia Gas of Ohio	+\$29.62
Gross Receipts Tax @ 4.987%	\$1.48
<hr/>	
Taxes & Fees	+\$1.48
Standard Choice Offer	
Gas Supply Cost Incl Sales Tax	\$25.49
<hr/>	
Supply - Nextera Energy Services	+\$25.49

Total Current Utility Charges \$56.59

- Current Charges include gas supply costs of \$23.71 at the SCO rate of \$0.30010 per Ccf and sales tax of \$1.78. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.29 divided by 10.
- Standard Choice Offer**
As a participant of the Columbia Gas Standard Choice Offer Program, your gas is being supplied by Nextera Energy Services. 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 Nextera Energy Services, 20455 Sh 249 Suite 200, Houston TX 77070, at 1-855-500-0921. 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 Consumers' Counsel (OCC) toll free number(s) listed under Legal Information in the left column of your bill.

Message Board

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City

State

Zip Code

Phone Number

Add or Edit Email

Contact Us



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



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could cause a spark.
3. From a safe area, call **911** and Columbia
Gas at **1-800-344-4077**.

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project, call O.U.P.S. at 8-1-1 at least two
business days before digging. A representative
will mark the approximate location of
underground utility lines for free.



Employee Identification

All of our employees and contractors carry
photo identification. If someone claims to
represent us, ask to see identification. Call the
police if you see suspicious activity.



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

Account Profile

Customer Name: [REDACTED] **Your Contact Information:** [REDACTED] **Type of Customer:**
Residential
Standard Choice Offer
One-Ninth Payment Plan

Account Number: [REDACTED]

- Is your contact information correct? Make all changes on the reverse side.

One-Ninth Payment Plan Summary

Previous Amount Due on 03/09/2016	\$112.00
Payments Received by 03/18/2016 Thank you	-\$112.00
Payment Plan Balance on 03/23/2016	\$0.00
One-Ninth Payment Plan Amount	+\$112.00

Current Charges Due by 04/08/2016 **\$112.00**

- If paid after 04/08/16, a late payment charge of 1.5% may be applied.
- There are 7 months remaining in the One-Ninth Payment Plan, which ends in
October, 2016.

Foreign language interpreter service is available by phone and in-person. This service is
available 24/7 to report emergencies.

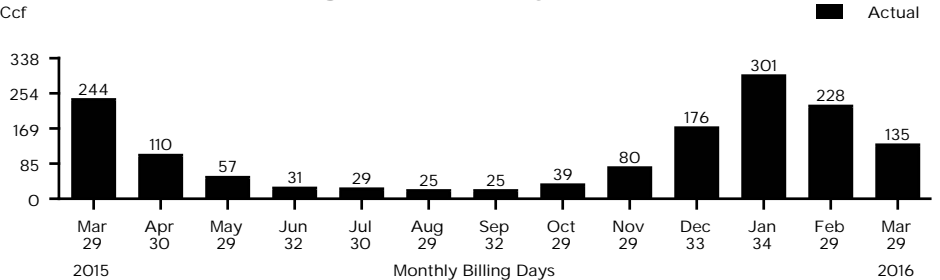
Actual Account Summary

Beginning Balance	\$436.16
Payments Received	-\$112.00
Current Utility Charges	+\$78.45

Actual Account Balance \$402.61

- Your Actual Account Balance reflects the actual amount you owe based on your
billed usage and payments as of the date of this bill.
- For more information regarding these charges, see the Detail Charges section.

13 Month Usage History



13 Month Usage History continued on next page

▼ Please fold on the perforation below, detach and return with your payment.



Web
ColumbiaGasOhio.com



Mobile
m.ColumbiaGasOhio.com



Phone
1-800-344-4077

Account Number: [REDACTED]
Amount Due by 04/08/2016 \$112.00

Amount Enclosed: \$

Make check payable to:
COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510



Helpful Definitions

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Legal Information

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

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

Apples to Apples
For a comparison of available competitive natural gas suppliers, visit the PUCO website at www.energychoice.ohio.gov or call 1-800-686-7826.

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 or contact us at ColumbiaGasOhio.com.

Change Contact Information

If information is incorrect in the Account Profile, please update and print clearly in the space provided below.

Address

City

State

Zip Code

Phone Number

Add or Edit Email

13 Month Usage History *continued*

Meter Number: 96453068				Usage Comparison - Ccf			
Service Address: [REDACTED]				Month	Ccf	Avg Temp	Ccf Per Day
				Mar 15	244	32.6°	8.4
				Feb 16	228	32.6°	7.9
				Mar 16	135	45.2°	4.7
Meter Readings - 29 Billing Days				Your Average Monthly Usage = 103 Ccf. Your Total Annual Usage = 1236 Ccf. Your next meter reading date is 04/22/2016.			
Actual Reading on 3/23				8323			
Actual Reading on 2/23				8188			
Gas Used (Ccf)				135			

Detail Charges

Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$6.71
Usage Based Charges	\$8.72
Delivery - Columbia Gas of Ohio	
+ \$33.24	
Gross Receipts Tax @ 4.987%	\$1.66
Taxes & Fees	
+ \$1.66	
Standard Choice Offer	
Gas Supply Cost Incl Sales Tax	\$43.55
Supply - DTE Energy Supply	
+ \$43.55	
Total Current Utility Charges	
\$78.45	

- Current Charges include gas supply costs of \$40.51 at the SCO rate of \$0.30010 per Ccf and sales tax of \$3.04. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.29 divided by 10.
- Standard Choice Offer**
As a participant of the Columbia Gas Standard Choice Offer Program, your gas is being supplied by DTE Energy Supply. 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 DTE Energy Supply, 414 S. Main St. Suite 200, Ann Arbor MI 48104, at 1-866-807-2209. 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 Consumers' Counsel (OCC) toll free number(s) listed under Legal Information in the left column of your bill.

Message Board

- Enjoy the convenience of managing your account online by enrolling in Paperless Billing. Monthly email alerts, 24/7 account access and up to two years of past bills and payment history! Enroll today at **ColumbiaGasOhio.com/PaperlessBilling**.
 - Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at **ColumbiaGasOhio.com**.
 - Want to reduce your natural gas usage by as much as 30%? For a \$50 audit fee, a trained Home Energy Auditor will identify ways to help save you money, while not sacrificing comfort.
- Schedule your audit today by calling 1-877-644-6674 or visit ColumbiaGasOhio.com/HPS. Some restrictions apply. Available on first-come, first-serve basis.

Contact Us



Phone
Emergency Service 24/7
1-800-344-4077
For gas leaks or odors of gas

Customer Service
1-800-344-4077
7 a.m. - 7 p.m. Mon. - Fri.
8 a.m. - 12 p.m. Sat.

For hearing impaired relay call 711.



Web
Make payments and access your account at ColumbiaGasOhio.com



Mobile
Make payments and access your account at m.ColumbiaGasOhio.com



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



Authorized Payment Locations
Find locations online at ColumbiaGasOhio.com

Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:

1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
3. From a safe area, call **911** and Columbia Gas at **1-800-344-4077**.

Always Call 8-1-1 Before You Dig

If you're planning a home or landscaping project, call O.U.P.S. at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.



Employee Identification

All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.



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

Account Profile

Customer Name:	Your Contact Information:	Type of Customer:
[REDACTED]	[REDACTED]	Residential
Account Number:		Percentage of Income Payment Plan Plus (PIPP Plus)
[REDACTED]		

- Is your contact information correct? Make all changes on the reverse side.

PIPP Plus Payment Plan Summary

Previous Amount Due on 03/08/2016	\$113.00
Payments Received by 03/04/2016 Thank you	-\$113.00
Payment Plan Balance on 03/22/2016	\$0.00
PIPP Plus Payment Plan Amount	+\$113.00

Current Charges Due by 04/07/2016 **\$113.00**

Foreign language interpreter service is available by phone and in-person. This service is available 24/7 to report emergencies.

PIPP Plus

Your PIPP Plus anniversary month is 12/2016. That's the date by which you must pay any PIPP Plus payments missed the prior 12 months to remain on PIPP Plus.

PIPP Plus

Income reverification month. You must re-verify your income by 08/2016 to stay on PIPP Plus.

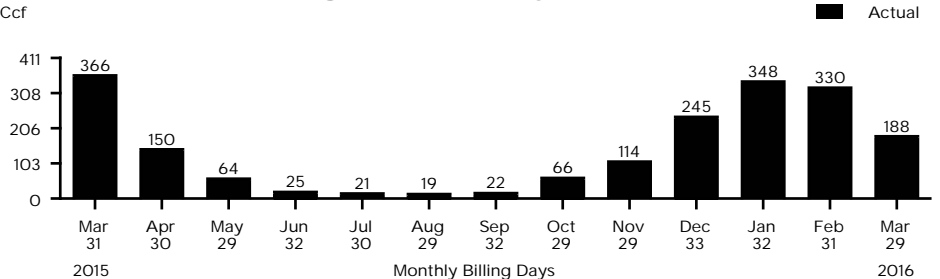
Actual Account Summary

Beginning Balance	\$64.09CR
Payments Received	-\$113.00
Current Utility Charges	+\$98.06

Actual Account Balance **\$79.03CR**

- Your Actual Account Balance reflects the actual amount you owe based on your billed usage and payments as of the date of this bill.
- For more information regarding these charges, see the Detail Charges section.

13 Month Usage History



13 Month Usage History continued on next page

▼ Please fold on the perforation below, detach and return with your payment.



Web
ColumbiaGasOhio.com



Mobile
m.ColumbiaGasOhio.com



Phone
1-800-344-4077

Account Number: [REDACTED]
Amount Due by 04/07/2016 \$113.00

Amount Enclosed: \$.

Make check payable to:
COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510



Helpful Definitions

Ccf is equal to 100 cubic feet and is used to measure your gas usage.

Estimated Readings are calculated based on your typical monthly usage rather than on an actual meter reading.

Fixed Monthly Delivery Charge covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

Usage Based Charges are basic charges for natural gas supply services to retail customers, excluding natural gas distribution services.

Legal Information

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Change Contact Information

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Address

City

State

Zip Code

Phone Number

Add or Edit Email

13 Month Usage History *continued*

Meter Number: 9236259		Usage Comparison - Ccf			
Service Address: [REDACTED]		Month	Ccf	Avg Temp	Ccf Per Day
		Mar 15	366	31.2°	11.8
		Feb 16	330	31.5°	10.6
		Mar 16	188	44.8°	6.5
Meter Readings - 29 Billing Days		Your Average Monthly Usage = 133 Ccf.			
Actual Reading on 3/22	8919	Your Total Annual Usage = 1592 Ccf.			
Actual Reading on 2/22	8731	Your next meter reading date is 04/21/2016.			
Gas Used (Ccf)		188			

Detail Charges

Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$6.71
Usage Based Charges	\$12.46
Delivery	+\$36.98
Gross Receipts Tax @ 4.987%	\$4.66
Taxes & Fees	+\$4.66
Standard Choice Offer	\$56.42
Supply	+\$56.42
Total Current Utility Charges	\$98.06

- Current Charges include gas cost recovery of \$56.42 at the SCO rate of \$0.30010 per Ccf. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.29 divided by 10.

Message Board

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Helpful Definitions

Ccf is equal to 100 cubic feet and is used to measure your gas usage.

Estimated Readings are calculated based on your typical monthly usage rather than on an actual meter reading.

Fixed Monthly Delivery Charge covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

Usage Based Charges are basic charges for natural gas supply services to retail customers, excluding natural gas distribution services.

Legal Information

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Other Correspondence (except payments)
Mail to Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasOhio.com.

Change Contact Information

If information is incorrect in the Account Profile, please update and print clearly in the space provided below.

Address

City

State

Zip Code

Phone Number

Add or Edit Email

Detail Charges

Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$6.71
Usage Based Charges	\$3.05
Delivery	+\$27.57
Gross Receipts Tax @ 4.987%	\$2.06
Taxes & Fees	+\$2.06
Standard Choice Offer	\$13.80
Supply	+\$13.80
Total Current Utility Charges	\$43.43
<ul style="list-style-type: none">Current Charges include gas cost recovery of \$13.80 at the SCO rate of \$0.30010 per Ccf. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.29 divided by 10.	

Message Board

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Contact Us

- Phone**
Emergency Service 24/7
1-800-344-4077
For gas leaks or odors of gas

Customer Service
1-800-344-4077
7 a.m. - 7 p.m. Mon. - Fri.
8 a.m. - 12 p.m. Sat.

For hearing impaired relay call 711.
- Web**
Make payments and access your account at [ColumbiaGasOhio.com](#)
- Mobile**
Make payments and access your account at [m.ColumbiaGasOhio.com](#)
- Mail Payments**
Columbia Gas of Ohio
P.O. Box 742510
Cincinnati, OH 45274-2510
- Authorized Payment Locations**
Find locations online at [ColumbiaGasOhio.com](#)

Account Profile

- Customer Name:
[REDACTED]

Your Contact Information:
[REDACTED]

Type of Customer:
Residential
Final Service
- Account Number:
[REDACTED]
- Is your contact information correct? Make all changes on the reverse side.

Account Summary

Previous Amount Due on 03/17/2016

\$100.57

Payments Received by 03/23/2016 Thank you

\$0.00

Balance on 03/23/2016

\$100.57

Charges for Gas Service This Period

+\$50.76

Current Charges Due by 04/11/2016

\$151.33

- If paid after 04/11/16, a late payment charge of 1.5% may be applied.
- For more information regarding these charges, see the Detail Charges section.

You may be eligible to participate in the final service Post PIPP Plan. If you pay your Post PIPP payment in full monthly, you will receive credits applied to your actual account balance. To learn more about the Post PIPP plan, please contact us at 1-800-344-4077.

Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:

- Leave the area immediately.
- Leave windows and doors in their positions and avoid doing anything that could cause a spark.
- From a safe area, call **911** and Columbia Gas at **1-800-344-4077**.

Always Call 8-1-1 Before You Dig
If you're planning a home or landscaping project, call O.U.P.S. at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.



Employee Identification
All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

Usage Summary

Meter Number:
4972704

Service Address:
[REDACTED]

Meter Readings - 21 Billing Days

Estimated Reading on 3/23

312

Actual Reading on 3/ 2

-247

Gas Used (Ccf)

65

Detail Charges

Fixed Monthly Delivery Charge

\$17.81

Infrastructure Replacement Program Rider

\$6.71

Usage Based Charges

\$4.32

Delivery

+\$28.84

Gross Receipts Tax @ 4.987%

\$2.41

Taxes & Fees

+\$2.41

Standard Choice Offer

\$19.51

Supply

+\$19.51

Total Current Utility Charges

\$50.76

- Current Charges include gas cost recovery of \$19.51 at the SCO rate of \$0.30010 per Ccf. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.29 divided by 10.

▼ Please fold on the perforation below, detach and return with your payment.

Columbia Gas
of Ohio

A NiSource Company

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

Web
[ColumbiaGasOhio.com](#)

Mobile
[m.ColumbiaGasOhio.com](#)

Phone
1-800-344-4077

Account Number: [REDACTED]

Amount Due by 04/11/2016 \$151.33

Amount Enclosed: \$ [REDACTED]

Make check payable to:
COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510



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Change Contact Information

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Address

City

State

Zip Code

Phone Number

Add or Edit Email

Contact Us



Phone
Emergency Service 24/7
1-800-344-4077
For gas leaks or odors of gas

Customer Service
1-800-344-4077
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8 a.m. - 12 p.m. Sat.

For hearing impaired relay call 711.



Web
Make payments and access your
account at ColumbiaGasOhio.com



Mobile
Make payments and access your
account at m.ColumbiaGasOhio.com



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



Authorized Payment Locations
Find locations online at
ColumbiaGasOhio.com

Account Profile

Customer Name: [REDACTED] Your Contact Information: [REDACTED] Type of Customer:
Residential
Standard Choice Offer

Account Number: [REDACTED]

- Is your contact information correct? Make all changes on the reverse side.

Account Summary

Previous Amount Due on 03/08/2016	\$130.47
Payments Received by 03/22/2016 Thank you	\$0.00
Late Payment Fee	+\$1.96
Balance on 03/22/2016	\$132.43
Charges for Gas Service This Period	+\$78.15
Amount Past Due - Pay Immediately	\$130.47
Current Charges Due by 04/07/2016	\$80.11

- If paid after 04/07/16, a late payment charge of 1.5% may be applied.
- For more information regarding these charges, see the Detail Charges section.

Foreign language interpreter service is available by phone and in-person. This service is available 24/7 to report emergencies.

Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:

- Leave the area immediately.
- Leave windows and doors in their positions and avoid doing anything that could cause a spark.
- From a safe area, call **911** and Columbia Gas at **1-800-344-4077**.

Always Call 8-1-1 Before You Dig

If you're planning a home or landscaping project, call O.U.P.S. at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.



Employee Identification

All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

Termination Notice

Your account is past-due. To avoid disconnection of service at [REDACTED] [REDACTED] scheduled on or after April 8, 2016, you must pay \$130.47 in full. Please be aware that partial payments will not protect you from shut-off, unless you arrange one of the payment plans listed below in advance, if eligible. To discuss eligibility of one of these payment plans, please call **1-800-344-4077**, or visit **ColumbiaGasOhio.com**.

Payment Plans

- One-ninth Payment Plan - A nine-month budget bill, which includes one-ninth of past-due amounts each month. The plan estimates usage for the nine-month period and may be adjusted periodically.
- One-sixth Payment Plan - Current bill plus one-sixth of the past-due amount monthly.
- Winter Heating Season Plan - One-third of your total bill, including the past due amount.
- Percent of Income Payment Plan Plus (PIPP Plus) - If income eligible, pay 6% of your total monthly household income or \$10, whichever is greater, and receive credits for paying on time and in full. To determine income eligibility, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m.
- Graduate Percentage of Income Payment Plan Plus (Graduate PIPP Plus) - If eligible, pay PIPP Plus installment amount plus budget bill divided by two for 12 months, and receive credits for paying on time and in full. To determine eligibility, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m.

Reconnection Process and Additional Fees

It is your responsibility to pay any bills not in dispute by the due date. Also, you will be charged additional fees:

- If our representative visits your home for payment or termination, a \$5.50 collection fee applies.

Termination Notice continued on next page

▼ Please fold on the perforation below, detach and return with your payment.



Web
ColumbiaGasOhio.com



Mobile
m.ColumbiaGasOhio.com



Phone
1-800-344-4077

Account Number: [REDACTED]
Amount Due by 04/07/2016 \$210.58

Amount Enclosed: \$



Account Number: [REDACTED]
Statement Date: 03/23/2016

Helpful Definitions

Ccf is equal to 100 cubic feet and is used to measure your gas usage.

Estimated Readings are calculated based on your typical monthly usage rather than on an actual meter reading.

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Legal Information

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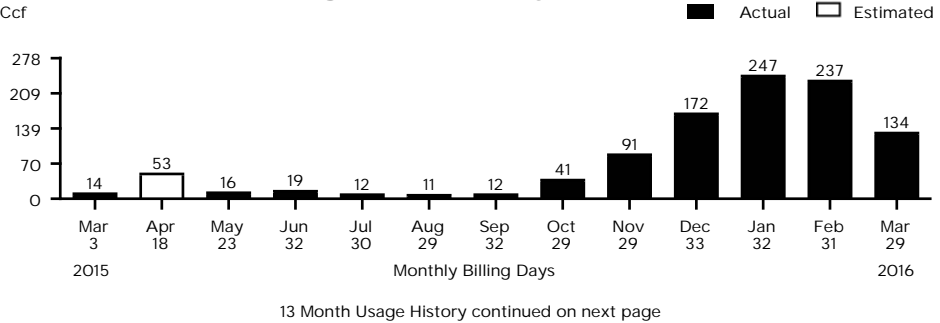
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Termination Notice *continued*

- To reconnect service after it has been shut-off, you will be required to pay a \$52.00 reconnection fee in addition to the past-due amount. A \$113.00 security deposit or a creditworthy guarantor may also be required.
 - If service is disconnected for 10 business days or less, reconnection will be scheduled by the close of the next business day.
 - Service that has been disconnected more than 10 business days will be reconnected within three business days after the required payment has been made.
- Energy Assistance** - If you meet income requirements, you might qualify for financial aid or weatherization services through the Home Energy Assistance Program (HEAP). To learn more, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m., visit http://www.development.ohio.gov/is/is_heap.htm or visit **ColumbiaGasOhio.com**.
- Medical Certificate** - If you or a member of your household has a serious medical condition, a Medical Certificate can delay the disconnection of service for 30 days. Columbia Gas can fax a medical certification form to your licensed health care professional, who must complete, sign and return it to Columbia Gas prior to the shut-off date. Initial certification may be made by telephone if written certification is forwarded to Columbia Gas within seven days. If the service has been disconnected, Columbia Gas must receive the form within 21 days for the restoration of service to the same residence. Be sure to give your doctor or qualified health care provider permission to release your medical information to us.
- Customers who utilize a Medical Certificate must enter into a payment plan prior to the end of the medical certificate period or be subject to disconnection. Medical Certificates may be renewed two additional times and may not exceed 90 days per household in a 12-month period.
- Payment Options**
We do not accept payments at your home. However, you can choose from the following payment options:
- Pay by credit/debit card or an electronic check by calling **1-866-694-1828** or visit us online at **ColumbiaGasOhio.com**. Please note, fees do apply.
 - Pay online with your checking account at **ColumbiaGasOhio.com**. No additional charges apply.
 - Pay in-person at an authorized payment center. Visit **ColumbiaGasOhio.com** to find a list of authorized payment locations near you. Please note, these payment locations do charge an additional fee.
- Failure to pay charges for optional, non-regulated products or services that appear on your bill may result in the loss of those products and services. If you have made your payment, please accept our thanks and disregard this notice.

13 Month Usage History



Change Contact Information

If information is incorrect in the Account Profile, please update and print clearly in the space provided below.

Address

City

State

Zip Code

Phone Number

Add or Edit Email

13 Month Usage History *continued*

Meter Number: N456190		Usage Comparison - Ccf			
Service Address: [REDACTED]		Month	Ccf	Avg Temp	Ccf Per Day
		Mar 15	14	31.2°	4.7
		Feb 16	237	31.5°	7.6
		Mar 16	134	44.8°	4.6
Meter Readings - 29 Billing Days		Your Average Monthly Usage = 87 Ccf.			
Actual Reading on 3/22		Your Total Annual Usage = 1045 Ccf.			
Actual Reading on 2/22		Your next meter reading date is			
Gas Used (Ccf)		04/21/2016.			

Detail Charges

Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$6.71
Usage Based Charges	\$8.65
Delivery - Columbia Gas of Ohio	+\$33.17
Gross Receipts Tax @ 4.987%	\$1.75
Taxes & Fees	+\$1.75
Standard Choice Offer	
Gas Supply Cost Incl Sales Tax	\$43.23
Supply - Constellation Energy Gas Choice	+\$43.23

Total Current Utility Charges \$78.15

- Current Charges include gas supply costs of \$40.21 at the SCO rate of \$0.30010 per Ccf and sales tax of \$3.02. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.29 divided by 10.

Standard Choice Offer
As a participant of the Columbia Gas Standard Choice Offer Program, your gas is being supplied by Constellation Energy Gas Choice. 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 Constellation Energy Gas Choice, P.O. Box 4911, Houston TX 77210-4911, at 1-844-225-2545. 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 Consumers' Counsel (OCC) toll free number(s) listed under Legal Information in the left column of your bill.

Message Board

- Enjoy the convenience of managing your account online by enrolling in Paperless Billing. Monthly email alerts, 24/7 account access and up to two years of past bills and payment history! Enroll today at **ColumbiaGasOhio.com/PaperlessBilling**.
- Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at **ColumbiaGasOhio.com**.
- Having trouble making ends meet? Take advantage of our special payment arrangements or energy assistance programs. Call **1-800-344-4077** to see if you're eligible.

This foregoing document was electronically filed with the Public Utilities

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in

Case No(s). 16-0650-GA-UNC

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