



ATTACHMENT B **DSS Services** 

Statement Date

**Account Number** 

Page 1 of 2 03/23/2016

### **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

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.

Budget Payment Plan Reduce the impact of higher, unstable natural gas prices by spreading the cost of winter heating more evenly throughout the year. Know how much to expect to pay each month.

**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.

Billing & Payment Summary

**Customer Name Initial Service Previous Amount Due** \$0.00 Balance on 03/22/2016 \$0.00 Charges for Gas Service This Period \$39.20 Amount Due by 04/07/2016 =

\$39.20

Billing & Payment Notes Foreign language interpreter service is available if you or

service is available if you or someone you know prefers to speak with us in a native language. Whether talking with us by phone or in person during a service visit, we will connect you immediately with an interpreter who will work with you and our with you and our representative to answer your questions or schedule service. The service is also available 24 hours a day,

seven days a week to report emergencies. If we receive your payment for the current total Amount Due by the due date shown on this bill, you will avoid a late payment charge of 150%

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

Service Summary

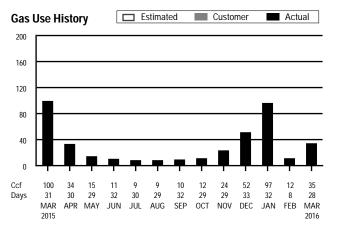
Service Location

Service Summary Notes Your next actual meter

reading date is **04/21/2016** 

Meter Number 5341262

Meter Readings (28 Billing Days) Actual Reading on 3/22 Actual Reading on 2/23 732 Gas Used (Ccf)



Daily Comparisons

Avg Daily Avg Daily Temp Usage Month Mar '16 Feb '16 44.8° 31.5° Mar '15 31.2°

Your Average Monthly Usage is 27 Ccf

Your Total Annual Usage is 320 Ccf

# ▼ Payment Coupon

**Payment Enclosed** 

Amount Due by 4/07/2016 \$39.20

\$

Make check payable to:

Turn Me Over ▶ ▶ for more details about your account

Account Number

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

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

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



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









ATTACHMENT B Account Number **DSS Services** 

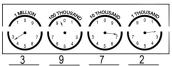
Page 2 of 2

Statement Date 03/23/2016

### Gas Meter Information (continued)

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**

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

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

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

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

### Safety Tips

Gas Odor If you smell the distinctive odor of gas:

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**

Detail of Charges for Gas Serv	vice	Service Charges Notes
Fixed Monthly Delivery Charge	\$17.81	Current Charges include gas
Infrastructure Replacement Program Rider	\$6.71	cost recovery of \$10.50 at the SCO rate of \$0.30010 per Ccf.
Standard Choice Offer	\$10.50	SCO equals the NYMEX
Usage Based Charges	\$2.32	closing price plus the Retail Price Adjustment of \$1.29
Gross Receipts Tax @ 4.987%	\$1.86	divided by 10.
Total Charges for Service This Period	\$39.20	amaca zy rer

### **Additional Account Information**

#### Home Performance Solutions

We can help you reduce your use of natural gas by as much as 30%.

For a \$50 audit fee, a trained Home Energy Auditor analyzes your home from top to bottom identifying ways to help save you money and make your home more comfortable all year. PLUS, you will be qualified to receive discounts on recommended upgrades!

Schedule your Home Energy Audit today 1-877-644-6674

Some restrictions apply. Available on a first-come, first-served basis.

More information available at ColumbiaGasOhio com/HPS

### **Contact Information Corrections**

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

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.

IVIOIII	mly Contribution	
\$10		
\$5		
\$1		
\$		
One-Time Contribution		





ATTACHMENT B SCO Service

> Page 1 of 2 03/23/2016

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the energy you've used. **Gas Usage** We measure your gas usage in Ccf equal to 100 cubic feet.

# **Billing & Payment Summary**

Amount Due by 04/07/2016	=	\$43.31
Charges for Gas Service This Period	+	\$43.31
Balance on 03/22/2016	=	\$0.00
Payments Received by 03/03/2016	-	\$61.08
Previous Amount Due on 03/08/2016		\$61.08
customer Name		

#### Billing & Payment Notes

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

### Service Summary

Service Location

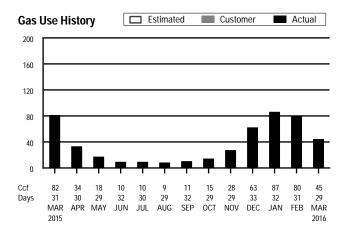
Meter Number 99416851

Meter Readings (29 Billing I	Days)	
Actual Reading on 3/22	,	6729
Actual Reading on 2/22	-	6689
Gas Used (Ccf)	=	40
Conversion Factor	Х	1.1198
Total Gas Used (Ccf)	=	45

### Service Summary Notes

Your next actual meter reading date is 04/21/2016

A Conversion Factor is applied to meter readings to determine the actual consumption based on standard temperature and pressure conditions.



### Daily Comparisons

	Avy Dally	Avy valiy
Month	Temp	Usage
Mar '16	44.8°	1.6
Feb '16	31.5°	2.6
Mar '15	31.2°	2.6

Your Average Monthly Usage is 34 Ccf

Your Total Annual Usage is

# ▼ Payment Coupon

**Payment Enclosed** 

Turn Me Over ▶ ▶ for more details about your account

Columbia Gas

urce Con

P.O. Box 16581 Columbus, OH 43216-6581 Amount Due by 4/07/2016 \$43.31

Make check payable to:

Account Number

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









ATTACHMENT B SCO Service

Page 2 of 2

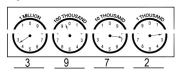
Statement Date 03/23/2016

**Account Number** 

### Gas Meter Information (continued)

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.

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### **Legal Notices**

**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

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

Call Before You Dig Call O.U.P.S. at 811 at least 48 hours before you start to dig for any outdoor project. It's for your safety - and it's the law! Employee Identification All of our employees and authorized meter readers and contractors carry photo ID. If someone claims to represent the gas company, ask to see identification. Call the police if you see suspicious activity.

### **Detail of Charges for Gas Service**

Columbia Gas of Ohio	
Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$6.71
Usage Based Charges	\$2.91
Gross Receipts Tax @ 4.987%	\$1.37
Total Charges for Service This Period	\$28.80

Standard Choice Offer (SCO) **Direct Energy Services, LLC** 

Gas Supply Cost Incl Sales Tax

**Total Charges For Service This Period** 

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 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 \$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.

### Additional Account Information

#### Home Performance Solutions

We can help you reduce your use of natural gas by as much as 30%.

For a \$50 audit fee, a trained Home Energy Auditor analyzes your home from top to bottom identifying ways to help save you money and make your home more comfortable all year. PLUS, you will be qualified to receive discounts on recommended upgrades!

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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.

ivion	inly Contribution
\$10	
\$5	
\$1	
\$	
One-	Time Contribution







ATTACHMENT B CHOICE

Page 1 of 2

**Account Number** 

Statement Date 03/23/2016

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

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#### 711

For hearing-impaired relay

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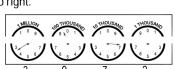
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Example:



### Billing & Payment Summary

#### **Customer Name Customer CHOICE Program** Previous Amount Due on 03/08/2016 \$44.17 Payments Received by 03/07/2016 \$44.17 Balance on 03/22/2016 \$0.00 Charges for Gas Service This Period \$37.83

#### Amount Due by 04/07/2016 \$37.83

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

### Service Summary

Meter Number

5341326

### Service Location

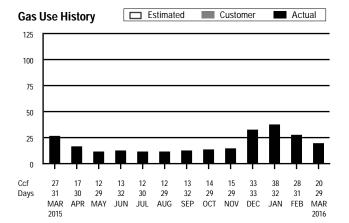
Meter Readings (29 Billing Days) Actual Reading on 3/22 Actual Reading on 2/22 Gas Used (Ccf)

Service Summary Notes

Your next actual meter reading date is **04/21/2016** 

4586 4566

20



Daily Comparisons

Avg Daily Avg Daily Temp Usage Month **age** 0.7 0.9 Mar '16 44.8° 31.5° Feb '16 Mar '15

Your Average Monthly Usage is 19 Ccf

Your Total Annual Usage is 227 Ccf

# Payment Coupon

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Columbia Gas of Ohio

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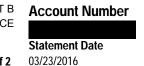






ATTACHMENT B CHOICE

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Usage Based Charges	\$1.29
Gross Receipts Tax @ 4.987%	\$1.29
Total Charges for Service This Period	\$27.10
Just Energy	
Gas Supply Cost Incl Sales Tax	\$10.73
cas cappij cost mor cares rax	Ψ10.73

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 Consumer's Counsel (OCC) toll free number(s) listed under Legal Notices in the left column of your bill.

### Service Charges Notes

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.

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Mont	thly Contribution
\$10	
\$5	
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\$	
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\$	







ATTACHMENT B Bill Ready

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For hearing-impaired relay

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

Mail Return coupon below with payment to:

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

#### Gas Meter Information

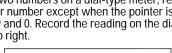
**Actual Reading** We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

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

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

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

Example:



Billing & Payment Summary

Customer mame		
Customer CHOICE Program		
Previous Amount Due on 03/09/2016		\$191.36
Payments Received by 03/02/2016	-	\$191.36
Balance on 03/18/2016	=	\$0.00
Charges for Gas Service This Period	+	\$138.60

Amount Due by 04/08/2016 \$138.60

Billing & Payment Notes

Foreign language interpreter service is available if you or service is available if you or someone you know prefers to speak with us in a native language. Whether talking with us by phone or in person during a service visit, we will connect you immediately with an interpreter who will work with you and our with you and our representative to answer your questions or schedule service. The service is also available 24 hours a day, seven days a week to report emergencies.

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

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

Service Summary

Meter Number

99113646

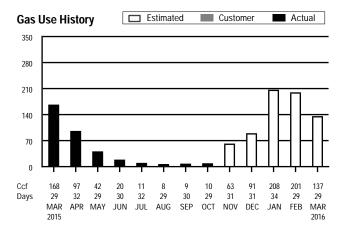
Service Location

Meter Readings (29 Billing Days) Adjusted Reading on 3/18 Adjusted Reading on 2/18

6434 6297 Gas Used (Ccf) 137

Service Summary Notes Your next actual meter

reading date is **04/19/2016** 



Daily Comparisons Avg Daily Avg Daily Temp Usage Month Mar '16 Feb '16 41.6° 28.7°

25.0°

Your Average Monthly Usage is 75 Ccf

Mar '15

Your Total Annual Usage is 897 Ccf

# Payment Coupon

Amount Due by 4/08/2016 \$138.60

**Payment Enclosed** 

Make check payable to:

Turn Me Over ▶ ▶ for more details about your account

<u> Account Number</u>

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

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

COLUMBIA GAS P O BOX 742510 CINCINNATI OH 45274-2510



P.O. Box 16581

Columbus, OH 43216-6581

Columbia Gaso of Ohio









ATTACHMENT B Bill Ready

Page 2 of 2

\$103.59

**Account Number** Statement Date 03/24/2016

Service Charges Notes

Current billing charges include Direct Energy Services, LLC gas supply cost of \$97.27 and sales tax

of \$6.32.

**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 inpaired customers may contact the PUCO via 7-1-1 (Ohio relay service).

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

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

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

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

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.

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	\$6.71
Usage Based Charges	\$8.83
Gross Receipts Tax @ 4.987%	\$1.66
Total Charges for Service This Period	\$35.01
Direct Energy Services, LLC	
Gas Supply Cost Incl Sales Tax	\$103.59

As a participant of the Columbia Gas Customer CHOICE 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 43085, at 1-888-566-9988. 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 Consumer's Counsel (OCC) toll free number(s) listed under Legal Notices in the left column of your bill.

Direct Energy provides more than natural gas. We provide options.

**Total Charges For Service This Period** 

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.

### Additional Account Information

#### Home Performance Solutions

We can help you reduce your use of natural gas by as much as 30%.

For a \$50 audit fee, a trained Home Energy Auditor analyzes your home from top to bottom identifying ways to help save you money and make your home more comfortable all year. PLUS, you will be qualified to receive discounts on recommended upgrades!

Schedule your Home Energy Audit today 1-877-644-6674

Some restrictions apply. Available on a first-come, first-served basis.

More information available at ColumbiaGasOhio.com/HPS

### **Contact Information Corrections**

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

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.

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





ATTACHMENT B **Budget Payment Plan** 

**Account Number** 

Page 1 of 2 03/23/2016

**Statement Date** 

### **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

711

For hearing-impaired relay

ColumbiaGasOhio.com

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

Billing Options

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

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

**Payment Options** 

Online Pay free by electronic check at our Web

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

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

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

Mail Return coupon below with payment to:

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

### **Gas Meter Information**

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

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

the energy you've used. **Gas Usage** We measure your gas usage in Ccf equal to 100 cubic feet.

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

Bil	lina	& I	Pav	<i>ı</i> men	Su	ımmary	
וווע	HIIM	$\alpha$	a		·Ju	IIIIIII V	

-	
+	\$37.00
=	\$0.00
-	\$86.00
	\$86.00
	- =

### Billing & Payment Notes

**Actual Account Status** 

=	\$0.24
+	\$78.05
-	\$86.00
	\$8.19
	+

Foreign language interpreter service is available if you or someone you know prefers to speak with us in a native language. Whether talking with us by phone or in person during a service visit, we will connect you. we will connect you immediately with an interpreter who will work with you and our representative to answer your questions or schedule service. The service is also available 24 hours a day, seven days a week to report emergencies.

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

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.

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

### Service Summary

Service Location

Service Summary Notes Your next actual meter reading date is **04/21/2016** 

Meter Number

5793 5659 Gas Used (Ccf) 134

# Payment Coupon

Amount Due by 4/07/2016

Turn Me Over ▶ ▶ for more details about your account

Account Number

Columbia Gas urce Cor

P.O. Box 16581 Columbus, OH 43216-6581 **Payment Enclosed** 

Make check payable to:

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

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

COLUMBIA GAS P O BOX 742510 CINCINNATI OH 45274-2510

\$37.00









ATTACHMENT B Budget Payment Plan

Page 2 of 2

03/23/2016

Statement Date

**Account Number** 

### **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 or call 1-800-

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

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

#### Safety Tips

Gas Odor If you smell the distinctive odor of gas:

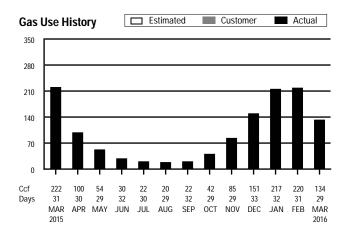
Leave the building immediately. Leave the door open, and don't use any electricity, matches or cordless phone.

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.



Daily Comparisons Avg Daily Avg Daily Temp Usage 44.8° 4.6 31.5° 7.1 31.2° 7.2 Month Mar '16 Feb '16 Mar '15 Your Average Monthly Usage is 91 Ccf

Your Total Annual Usage is 1097 Ccf

Service Charges Notes

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.

### Detail of Charges for Gas Service

Columbia Gas of Ohio	
Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$6.71
Usage Based Charges	\$8.65
Gross Receipts Tax @ 4.987%	\$1.65
Total Charges for Service This Period	\$34.82

Standard Choice Offer (SCO) Volunteer Energy Services Gas Supply Cost Incl Sales Tax \$43.23 **Total Charges For Service This Period** 

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 Windmiller 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 Consumer's Counsel (OCC) toll free number(s) listed under Legal Notices in the left column of your bill.

### Additional Account Information

#### Home Performance Solutions

We can help you reduce your use of natural gas by as much as 30%.

For a \$50 audit fee, a trained Home Energy Auditor analyzes your home from top to bottom identifying ways to help save you money and make your home more comfortable all year. PLUS, you will be qualified to receive discounts on recommended upgrades!

Schedule your Home Energy Audit today 1-877-644-6674

Some restrictions apply. Available on a first-come, first-served basis.

More information available at ColumbiaGasOhio.com/HPS

### **Contact Information Corrections**

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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.

Mont	hly Contribution
\$10	
\$5	
\$1	
\$	
One-	Time Contribution





**Customer Name** 

ATTACHMENT B **Basic Extended** Payment Plan

Page 1 of 2

\$107.43

**Account Number** Statement Date 03/23/2016

### **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

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.

**Payment Options** 

Online Pay free by electronic check at our Web

**ZipCheck** Authorize your bank to pay your bill automatically each month. Enroll online. BillMatrix Call 1-866-694-1828 or link from our Web site to pay by credit/debit card, or e-check. A convenience fee will apply.

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

#### Gas Meter Information

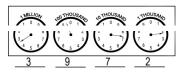
**Actual Reading** We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

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

the energy you've used. **Gas Usage** We measure your gas usage in Ccf equal to 100 cubic feet.

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

Example:



## Billing & Payment Summary

Basic Extended Payment Plan		
Previous Amount Due on 03/08/2016		\$119.60
Payments Received by 03/21/2016	-	\$119.60
Payment Plan Balance on 03/22/2016	=	\$0.00
Basic Extended Payment Plan Amount	+	\$69.98
Charges for Gas Service This Period	+	\$37.45
-		

### Billing & Payment Notes

**Actual Account Status** 

Ending Balance	=	\$272.41
Curr Utility Chgs	+	\$37.45
Payments Recd	-	\$119.60
Begin Balance		\$354.56

Foreign language interpreter service is available if you or someone you know prefers to speak with us in a native language. Whether talking with us by phone or in person during a service visit, we will connect you. we will connect you immediately with an interpreter who will work with you and our representative to answer your questions or schedule service. The service is also available 24 hours a day, seven days a week to report emergencies.

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

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

### Service Summary

Amount Due by 04/07/2016

### Service Location

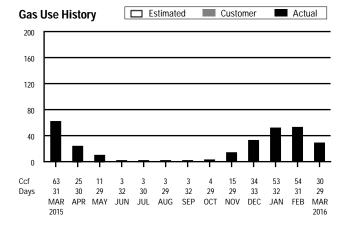
#### Meter Number 14024502

Meter Readings (29 Billing)	Days)	
Actual Reading on 3/22	<i>J</i> ,	403
Actual Reading on 2/22	-	376
Gas Used (Ccf)	=	27
Conversion Factor	Χ	1.1198
Total Gas Used (Ccf)	=	30

Service Summary Notes Your next actual meter

reading date is **04/21/2016** A Conversion Factor is

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



#### Daily Comparisons Avg Daily Avg Daily **Temp** 44.8° 31.5° Month Mar '16 Feb '16 Mar '15 31.2 2.0

Your Average Monthly Usage is 20 Ccf

Your Total Annual Usage is 238 Ccf

# Payment Coupon

**Payment Enclosed** 

Amount Due by 4/07/2016 \$107.43

for more details about your account <u> Account Number</u>

Turn Me Over ▶ ▶

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

Make check payable to:



P.O. Box 16581

Columbus, OH 43216-6581

Columbia Gaso of Ohio

ırce Coi

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







ATTACHMENT B **Basic Extended** Payment Plan

Page 2 of 2

Statement Date 03/23/2016

**Account Number** 

Service Charges Notes 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.

**Legal Notices** 

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

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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.

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	\$6.71
Usage Based Charges	\$1.93
Gross Receipts Tax @ 4.987%	\$1.32
Total Charges for Service This Period	\$27.77

Standard Choice Offer (SCO) **Volunteer Energy Services** Gas Supply Cost Incl Sales Tax \$9.68 **Total Charges For Service This Period** 

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 Windmiller 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 Consumer's Counsel (OCC) all free number(s) listed under Logal Nations in the left called your page to the left counsel (OCC) toll free number(s) listed under Legal Notices in the left column of your bill

### Additional Account Information

#### Home Performance Solutions

We can help you reduce your use of natural gas by as much as 30%.

For a \$50 audit fee, a trained Home Energy Auditor analyzes your home from top to bottom identifying ways to help save you money and make your home more comfortable all year. PLUS, you will be qualified to receive discounts on recommended upgrades!

Schedule your Home Energy Audit today 1-877-644-6674

Some restrictions apply. Available on a first-come, first-served basis.

More information available at ColumbiaGasOhio.com/HPS

### **Contact Information Corrections**

Address			
City			
State	Zip code		
Home Phone (	)		



Gas Bill Residential Service

ATTACHMENT B One-Third Payment Plan

Page 1 of 2

\$0.00

\$72.01

Statement Date

03/23/2016

**Account Number** 

### **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

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** 

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**Payment Options** 

Online Pay free by electronic check at our Web

**ZipCheck** Authorize your bank to pay your bill automatically each month. Enroll online. BillMatrix Call 1-866-694-1828 or link from our Web site to pay by credit/debit card, or e-check. A convenience 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

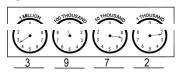
**Actual Reading** We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

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 operary you've used the energy you've used.

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

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

Example:



# Billing & Payment Summary

**Customer Name** One - Third Payment Plan Payment Plan Balance on 03/22/2016

One - Third Payment Plan Amount

Amount Due by 04/07/2016 \$72.01

Billing & Payment Notes

**Actual Account Status** 

Begin Balance \$239.43 Payments Recd Curr Utility Chgs Ending Balance \$80.00 \$56.59 \$216.02

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.

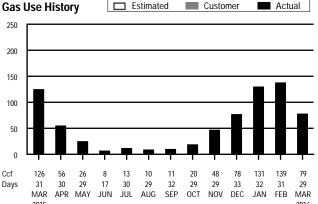
### Service Summary

Service Location

Meter Number 5914906

Meter Readings (29 Billing Days) Actual Reading on 3/22 3502 3423 **79** Actual Reading on 2/22

Gas Used (Ccf) □ Estimated □ Customer Actual



# reading date is 04/21/2016

Your next actual meter

Service Summary Notes

Daily Comparisons Avg Daily Avg Daily Usage 2.7 **Temp** 44.8° Mar '16 Feb '16 31.5 Mar '15 31.2

Your Average Monthly Usage is 52 Ccf

Your Total Annual Usage is 619 Ccf

# ▼ Payment Coupon

**Payment Enclosed** 

Turn Me Over ▶ ▶ for more details about your account

Amount Due by 4/07/2016 \$72.01

\$

<u> Account Number</u>

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

Make check payable to:

COLUMBIA GAS P O BOX 742510



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











ATTACHMENT B One-Third Payment Plan

Statement Date 03/23/2016

**Account Number** 

Page 2 of 2

**Legal Notices** 

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

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

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

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

#### Safety Tips

Gas Odor If you smell the distinctive odor of gas:

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

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	\$6.71
Usage Based Charges	\$5.10
Gross Receipts Tax @ 4.987%	\$1.48
Total Charges for Service This Period	\$31.10

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.

Service Charges Notes

Standard Choice Offer (SCO) **Nextera Energy Services** Gas Supply Cost Incl Sales Tax

**Total Charges For Service This Period** 

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 Consumer's Counsel (OCC) toll from pumper(s) listed under Logal Nations in the left column of your bill. free number(s) listed under Legal Notices in the left column of your bill.

### Additional Account Information

#### Home Performance Solutions

We can help you reduce your use of natural gas by as much as 30%.

For a \$50 audit fee, a trained Home Energy Auditor analyzes your home from top to bottom identifying ways to help save you money and make your home more comfortable all year. PLUS, you will be qualified to receive discounts on recommended upgrades!

Schedule your Home Energy Audit today 1-877-644-6674

Some restrictions apply. Available on a first-come, first-served basis.

More information available at ColumbiaGasOhio.com/HPS

### **Contact Information Corrections**

Address			
City			
State	Zip code		
Home Phone (	)		





ATTACHMENT B One-Ninth Payment Plan

Page 1 of 2

\$112.00

**Account Number** 

Statement Date 03/24/2016

### **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

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.

**Payment Options** 

Online Pay free by electronic check at our Web

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

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

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

Mail Return coupon below with payment to:

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

#### Gas Meter Information

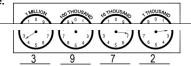
**Actual Reading** We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

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

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

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

Example:



### **Billing & Payment Summary**

One - Ninth Payment Plan Amount

**Customer Name** One - Ninth Payment Plan Previous Amount Due on 03/09/2016 \$112.00 Payments Received by 03/18/2016 \$112.00 Payment Plan Balance on 03/23/2016 \$0.00 =

Amount Due by 04/08/2016	=	\$112.00
--------------------------	---	----------

#### Billing & Payment Notes

**Actual Account Status** 

Ending Balance	=	\$402.61
Curr Utility Chgs	+	\$78.45
Payments Recd	-	\$112.00
Begin Balance		\$436.16

Foreign language interpreter service is available if you or someone you know prefers to speak with us in a native language. Whether talking with us by phone or in person during a service visit, we will connect you. we will connect you immediately with an interpreter who will work with you and our representative to answer your questions or schedule service. The service is also available 24 hours a day, seven days a week to report emergencies.

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

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

### Service Summary

Service Location

Meter Number 96453068

Meter Readings (29 Billing Days) 8323 8188 Actual Reading on 3/23 Actual Reading on 2/23 Gas Used (Ccf) 135

Service Summary Notes Your next actual meter

reading date is **04/22/2016** 

#### **Gas Use History** □ Estimated □ Customer Actual 400 300 200 25 29 25 39 Days 32 30 32 29 33 FEB MAR APR MAY JUN JUL AUG SEP OCT NOV DEC JAN

# Daily Comparisons

	Avy Daily	avy vally
Month	Temp	Usage
Mar '16	45.ݰ	4.7
Feb '16	32.6°	7.9
Mar '15	32.6°	8.4
Feb '16	45.2° 32.6°	4. 7.

Your Average Monthly Usage is 103 Ccf

Your Total Annual Usage is 1236 Ccf

# ▼ Payment Coupon

Turn Me Over ▶ ▶ for more details about your account

Columbia Gaso of Ohio

ırce Co

P.O. Box 16581 Columbus, OH 43216-6581 Amount Due by 4/08/2016 \$112.00

**Payment Enclosed** 

Account Number

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

Make check payable to:

COLUMBIA GAS P O BOX 742510 CINCINNATI OH 45274-2510









ATTACHMENT B One-Ninth Payment Plan

Statement Date 03/24/2016

**Account Number** 

Service Charges Notes

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.

Page 2 of 2

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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	\$6.71
Usage Based Charges	\$8.72
Gross Receipts Tax @ 4.987%	\$1.66
Total Charges for Service This Period	\$34.90

Standard Choice Offer (SCO)

**DTE Energy Supply** 

Gas Supply Cost Incl Sales Tax \$43.55

**Total Charges For Service This Period** 

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 Consumer's Coursel (OCC) toll free number(s) listed under Local Notices in the loft column of your bill. listed under Légal Notices in the left column of your bill.

### Additional Account Information

#### Home Performance Solutions

We can help you reduce your use of natural gas by as much as 30%.

For a \$50 audit fee, a trained Home Energy Auditor analyzes your home from top to bottom identifying ways to help save you money and make your home more comfortable all year. PLUS, you will be qualified to receive discounts on recommended upgrades!

Schedule your Home Energy Audit today 1-877-644-6674

Some restrictions apply. Available on a first-come, first-served basis.

More information available at ColumbiaGasOhio.com/HPS

### **Contact Information Corrections**

Address		
City		
State	Zip code	
Home Phone (	)	





ATTACHMENT B PIPP Plus

Page 1 of 2

**Account Number** 

Statement Date 03/23/2016

### **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

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.

**Payment Options** 

Online Pay free by electronic check at our Web

**ZipCheck** Authorize your bank to pay your bill automatically each month. Enroll online. **BillMatrix** Call 1-866-694-1828 or link from our Web site to pay by credit/debit card, or e-check. A convenience fee will apply.

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

Mail Return coupon below with payment to:

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

### Gas Meter Information

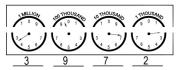
**Actual Reading** We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

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

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

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

Example:



### **Billing & Payment Summary**

**Customer Name** 

Percentage Income Payment Plan Plus (PIPP Plus)

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

Amount Due by 04/07/2016 \$113.00

Billing & Payment Notes

**Actual Account Status** 

Begin Balance \$64.09CR \$113.00 Payments Recd Curr Utility Chgs Ending Balance \$79.03CR

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Your PIPP Plus anniversary date 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.

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

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

### Service Summary

Service Location

Estimated

21 30

JUN JUL AUG SEP

22 32

Meter Number 9236259

Gas Use History

550

440

330

220

110

0

Ccf

Days

Meter Readings (29 Billing Days) Actual Reading on 3/22 Actual Reading on 2/22

Gas Used (Ccf)

Customer

OCT NOV DEC

Actual

32 JAN

8919

8731

188

### Service Summary Notes

Your next actual meter reading date is 04/21/2016

Daily Comparisons Avg Daily Avg Daily Month

**Temp** 44.8° 31.5° **Usage** 6.5 10.6 Mar '16 Feb '16 Mar '15 31.2

Your Average Monthly Usage is 133 Ccf Your Total Annual Usage is

# Payment Coupon

Amount Due by 4/07/2016

APR MAY

\$113.00

Turn Me Over ▶ ▶ for more details about your account

**Payment Enclosed** 

\$

<u> Account Number</u>

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

Make check payable to:

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



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Columbia Gas of Ohio



P.O. Box 16581

Columbus, OH 43216-6581







PIPP Plus

Page 2 of 2

ATTACHMENT B Account Number Statement Date

03/23/2016

**Legal Notices** 

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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**

3	
Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$6.71
Standard Choice Offer	\$56.42
Usage Based Charges	\$12.46
Gross Receipts Tax @ 4.987%	\$4.66
Total Charges for Service This Period	\$98.06

Service Charges Notes 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.

### **Contact Information Corrections**

Address	
City	
State	Zip code
Home Phone (	)





ATTACHMENT B Graduate PIPP Plus

Page 1 of 2

**Statement Date** 03/23/2016

**Account Number** 

### **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

711

For hearing-impaired relay

ColumbiaGasOhio.com

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#### Gas Meter Information

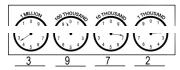
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the energy you've used. **Gas Usage** We measure your gas usage in Ccf equal to 100 cubic feet.

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** 

Grad Percentage Income Payment Plan (PIPP) Plus			
Previous Amount Due on 03/08/2016		\$63.00	
Payments Received by 03/07/2016	-	\$63.00	
Payment Plan Balance on 03/22/2016	=	\$0.00	
Graduate PIPP Plus Payment Plan Amount	+	\$63.00	

#### \$63.00 Amount Due by 04/07/2016

#### Billing & Payment Notes

**Actual Account Status** 

Begin Balance		\$578.71CR
Payments Recd	-	\$63.00
Curr Utility Chgs	+	\$43.43
Ending Balance	=	\$598.28CR

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

### Service Summary

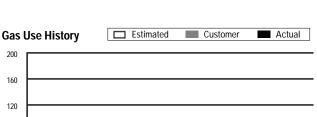
Meter Number

2466423

**Service Location** 

Meter Readings (29 Billing Days)
Actual Reading on 3/22
Actual Reading on 2/22 9919 9873 Gas Used (Ccf) 46 Service Summary Notes

Your next actual meter reading date is **04/21/2016** 



Your Average Monthly Usage is 32 Ccf

Daily Comparisons

Month

Mar '16 Feb '16 '16 Mar '15

Avg Daily Avg Daily

**Temp** 44.8°

31.2

Your Total Annual Usage is 378 Ccf

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200													
160													
120													
80												T	
40			_							╁	T	▐	T
0	4	_	7	_	_	T	_	T	7	7	7	7	┯
Ccf Days	81 31 MAR 2015	30 30 APR	13 29 MAY	8 32 JUN	4 30 JUL	5 29 AUG	6 32 SEP	5 29 OCT	27 29 NOV	62 33 DEC	90 32 JAN	82 31 FEB	46 29 MAR 2016

# ▼ Payment Coupon

Turn Me Over ▶ ▶ for more details about your account

Columbia Gaso of Ohio

urce Con

P.O. Box 16581 Columbus, OH 43216-6581 Amount Due by 4/07/2016 \$63.00

**Payment Enclosed** 

Make check payable to:

<u> Account Number</u>

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

COLUMBIA GAS P O BOX 742510 CINCINNATI OH 45274-2510









ATTACHMENT B Graduate PIPP Plus

**Account Number** Statement Date Page 2 of 2 03/23/2016

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

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

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

### **Detail of Charges for Gas Service**

<u> </u>	
Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$6.71
Standard Choice Offer	\$13.80
Usage Based Charges	\$3.05
Gross Receipts Tax @ 4.987%	\$2.06
Total Charges for Service This Period	\$43.43

Service Charges Notes 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.

### **Contact Information Corrections**

Address	<u> </u>		
City			
State	Zip code		
Home Phone (	)		





ATTACHMENT B Final Bill (Post-PIPP Bill Message)

Statement Date Page 1 of 2

03/24/2016

### **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

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:** 

THOUSAND ATHOUSAND ATHOUSAND

### **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

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.

Billing	& Pay	yment	Summary
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0.57 0.00 0.57 0.76
0.00
0.57

Billing & Payment Notes

**Account Number** 

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%.

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.

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

### Service Summary

Service Location

Service Summary Notes

Meter Number

**Meter Readings** (21 Billing Days) Estimated Reading on 3/23 Actual Reading on 3/2 247 Gas Used (Ccf)

# Payment Coupon

Turn Me Over ▶ ▶ for more details about your account

Columbia Gaso of Ohio urce Con

P.O. Box 16581 Columbus, OH 43216-6581 Amount Due by 4/11/2016 \$151.33

**Payment Enclosed** 

Make check payable to:

Account Number

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

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









ATTACHMENT B Final Bill (Post-PIPP Bill Message)

**Account Number** Statement Date

Page 2 of 2 03/24/2016

Legal Notices (continued)

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

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

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

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

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.

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**

Total Charges for Service This Period	\$50.76
Gross Receipts Tax @ 4.987%	\$2.41
Usage Based Charges	\$4.32
Standard Choice Offer	\$19.51
Infrastructure Replacement Program Rider	\$6.71
Fixed Monthly Delivery Charge	\$17.81

Service Charges Notes 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.

### **Contact Information Corrections**

Zip code		
1		
	Zip code	Zip code





ATTACHMENT B 14-Day Termination Notice

Statement Date

03/23/2016

Page 1 of 3

### **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

#### 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

**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

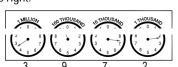
### **Gas Meter Information**

**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 mater to make sure you have only for we read the meter to make sure you pay only for

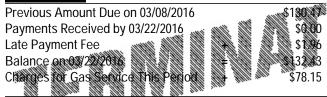
the energy you've used. **Gas Usage** We measure your gas usage in Ccf equal to 100 cubic feet.

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



### Billing & Payment Summary

### **Customer Name**



Amo	unt Due	mmediately
Amo	unt Due	<b>Example 1</b> By 04/07/2016

\$130.47 \$80.11

#### Billing & Payment Notes

**Account Number** 

Foreign language interpreter service is available if you or someone you know offers to speak with us in a pative 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 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 150%.

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

### \* \* \* \* \* TERMINATION NOTICE \* \* \* \* \*

Your account is past-due. To avoid disconnection of service at scheduled on or after April 8, 2016, you must pay \$130.47 in full or provide a payment receipt number. Partial payment will not protect you from shut-off unless you arrange one of the payment plans listed below in advance, if eligible. You can make a payment, report a payment receipt number, or arrange a payment plan by calling 1-800-344-4077, or online at ColumbiaGasOhio.com.

You might be eligible for one of the following payment plans:

- One-ninth Payment Plan A nine-month budget bill, which includes one-ninth of pastdue amount 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
- Percent of Income Payment Plan Plus (PIPP PLUS) Pay 6% of your total monthly household income or \$10, whichever is greater, and receive credits for paying on-time and in full.
- Graduate Percent of Income Payment Plan Plus (Graduate PIPP Plus) 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 enroll in a payment plan, call 1-800-344-4077 or visit us online at ColumbiaGasOhio.com.

#### **PAYMENTS**

We do not accept payment by cash or personal check at your home. However, you can choose from the following payment options:

- Pay by credit/debit card or an electronic check by calling BillMatrix, one of the industry's most secure electronic transaction environments, at 1-866-694-1828 or visit us online at ColumbiaGasOhio.com. Please note, fees do apply.
- Use our one-time payment feature online at ColumbiaGasOhio.com. You need to register your account on our Web site or login using your existing user information. 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. Payment made at an authorized agent Monday-Friday will be noted on your account the same day. We can not guarantee that a payment made at an unauthorized location will be received on time. Please note, these payment locations do charge an additional fee.

To stop termination of your service, you must pay the total past-due amount and you should report your payment receipt number by calling **1-800-344-4077** prior to your scheduled shut-off date. If you made a one-time payment through our Web site before 10 p.m. on the business day prior to the scheduled shut-off date, a payment number will automatically post to your account.

# Payment Coupon

Turn Me Over ▶ ▶ for more details about your account

Amount Due by 4/07/2016 \$210.58 \$ **Payment Enclosed** 

Account Number

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

Make check payable to:

COLUMBIA GAS P O BOX 742510 CINCINNATI OH 45274-2510



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







ATTACHMENT B 14-Day Termination Notice

> Statement Date 03/23/2016

**Account Number** 

Page 2 of 3

**Legal Notices** 

**Legal Notices Public Utilities Commission of Ohio** If you have a complaint in regard to this disconnection notice that cannot be resolved after you have called Columbia Gas of Ohio, or for general utility information , residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from 8 a.m. to 5 p.m. weekdays, or at http://www.puco.ohio.gov. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). **Office of Ohio Consumers' Counsel** The Ohio

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

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

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

**Bankruptcy Notices** Mail to Columbia Gas of Ohio, Revenue Recovery, PO Box 117, Columbus,

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

Safety Tips

Gas Odor If you smell the distinctive odor of gas:

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

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

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

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.

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

- If our representative visits your home for payment or termination, you will be required to pay a \$5.50 collection fee
- 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 close of the next business day. Service that has been disconnected more than 10 business days will be reconnected within three business days after receipt of the full required payment.

**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 Department of Development, Office of Community Services, at **1-800-282-0880** Monday - Friday, 7:30 a.m. - 5:00 p.m., visit http://www.development.ohio.gov/is/is\_heap.htm or go to our Web site at **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.

If you have made your payment, please accept our thanks and disregard this notice.

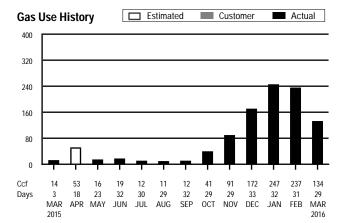
For any questions or inquiries, call 1-800-344-4077. Our hours of operation are Monday - Friday 7:00 a.m. - 7:00 p.m.

Service Summary **Service Location** 

Service Summary Notes Your next actual meter reading date is **04/21/2016** 

Meter Number N456190

Meter Readings (29 Billing Days) Actual Reading on 3/22 4101 Actual Reading on 2/22 3967 Gas Used (Ccf) 134



#### **Daily Comparisons** Avg Daily Avg Daily Temp Usage 44.8° 4.6 Month Mar '16 Feb '16 Mar '15 31.5° 31.2°

Your Average Monthly Usage is 87 Ccf

Your Total Annual Usage is 1045 Ccf

### **Contact Information Corrections**

Address		
City		
State	Zip code	
Home Phone (	)	





ATTACHMENT B 14-Day Termination Notice

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Account Number
ice
Statement Date

03/23/2016

**Detail of Charges for Gas Service** 

Columbia Gas of Ohio				
Fixed Monthly Delivery Charge	\$17.81			
Infrastructure Replacement Program Rider	\$6.71			
Usage Based Charges	\$8.65			
Gross Receipts Tax @ 4.987%	\$1.75			
Total Charges for Service This Period	\$34.92			

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 (SCO)
Constellation Energy Gas Choice
Gas Supply Cost Incl Sales Tax
Total Charges For Service This Period

\$43.23 **\$43.23** 

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 Consumer's Counsel (OCC) toll free number(s) listed under Legal Notices in the left column of your bill.

This foregoing document was electronically filed with the Public Utilities

**Commission of Ohio Docketing Information System on** 

3/25/2016 3:02:33 PM

in

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

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