

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

Table with Billing & Payment Summary: Customer Name, Initial Service, Previous Amount Due, Balance on 03/22/2016, Charges for Gas Service This Period, Amount Due by 04/07/2016.

Billing & Payment Notes

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.

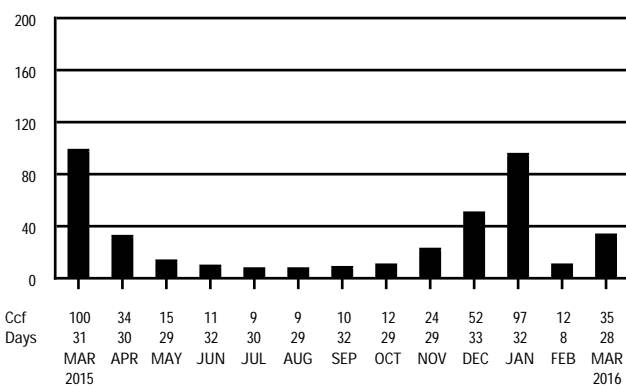
Service Summary

Table with Service Summary: Service Location, Meter Number, Meter Readings (28 Billing Days), Gas Used (Ccf).

Service Summary Notes

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

Gas Use History



Daily Comparisons

Table with Daily Comparisons: Avg Daily Avg Daily, Month, Temp, Usage.

Payment Coupon

Amount Due by 4/07/2016 \$39.20

Account Number

Payment Enclosed \$

Payment amount box

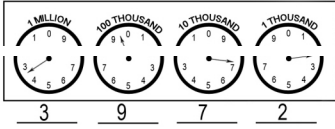
Make check payable to:

- Is your contact information on the back incorrect? Check this box and detail the correction on the reverse side. Check this box and complete the form on the back to make a tax-deductible donation to the HeatShare fuel fund.

**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**

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

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**Apples to Apples** For a comparison of available competitive natural gas suppliers, visit the PUCO Web site at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov) or call 1-800-299-7271.

**Bankruptcy Notices** Mail to Columbia Gas of Ohio, Revenue Recovery, 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**

Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$6.71
Standard Choice Offer	\$10.50
Usage Based Charges	\$2.32
Gross Receipts Tax @ 4.987%	\$1.86
<b>Total Charges for Service This Period</b>	<b>\$39.20</b>

**Service Charges Notes**

**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.

**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

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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.

**Monthly Contribution**

\$10

\$5

\$1

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

**One-Time Contribution**

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

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**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**

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

**Billing & Payment Notes**

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

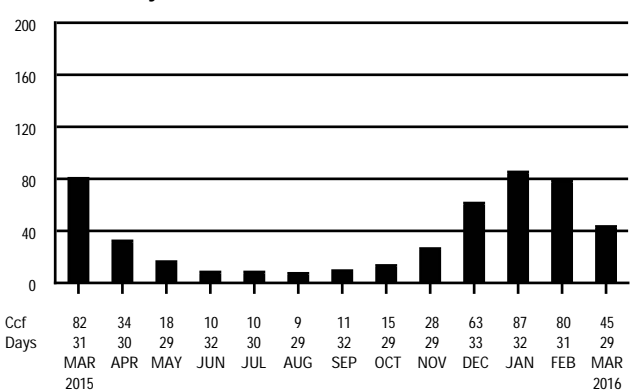
**Service Summary**

<b>Service Location</b>		
<b>Meter Number</b>	<b>Meter Readings (29 Billing Days)</b>	
99416851	Actual Reading on 3/22	6729
	Actual Reading on 2/22	6689
	<b>Gas Used (Ccf)</b>	<b>= 40</b>
	Conversion Factor	X 1.1198
	<b>Total Gas Used (Ccf)</b>	<b>= 45</b>

**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.

**Gas Use History**



**Daily Comparisons**

Month	Avg Daily Temp	Avg Daily 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 410 Ccf

**Payment Coupon**

Turn Me Over ▶ ▶  
for more details about your account

<b>Amount Due by 4/07/2016</b>	<b>\$43.31</b>
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**Account Number**

Payment Enclosed \$

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Make check payable to:

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

**Columbia Gas<sup>®</sup>  
of Ohio**  
A NiSource Company  
P.O. Box 16581  
Columbus, OH 43216-6581

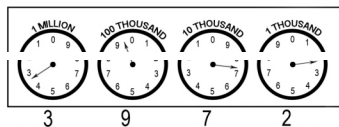
COLUMBIA GAS  
P O BOX 742510  
CINCINNATI OH 45274-2510



**Gas Meter Information (continued)**

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

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

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

**Detail of Charges for Gas Service**

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

**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.

**Standard Choice Offer (SCO)**

<b>Direct Energy Services, LLC</b>	
Gas Supply Cost Incl Sales Tax	\$14.51
<b>Total Charges For Service This Period</b>	<b>\$14.51</b>

**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.

**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 \_\_\_\_\_

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**HeatShare Contribution**

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

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

**Monthly Contribution**

\$10

\$5

\$1

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

**One-Time Contribution**

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

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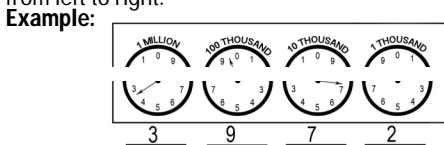
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**Gas Usage** We measure your gas usage in Ccf equal to 100 cubic feet.  
**How to Read the Meter** When a pointer is between two numbers on a dial-type meter, read the smaller number except when the pointer is between 9 and 0. Record the reading on the dials from left to right.



**Billing & Payment Summary**

<b>Customer Name</b>	
[REDACTED]	
<b>Customer CHOICE Program</b>	
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
<b>Amount Due by 04/07/2016</b>	<b>= \$37.83</b>

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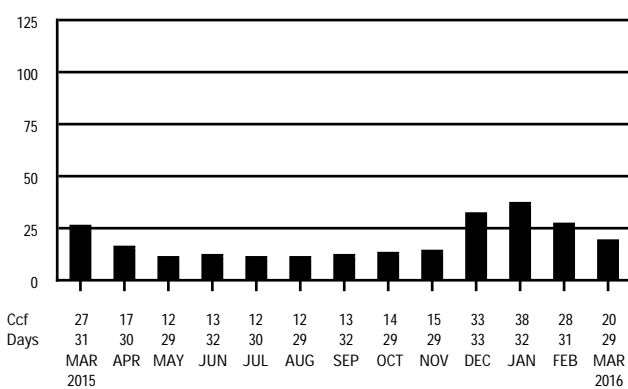
**Service Summary**

<b>Service Location</b>	
[REDACTED]	
<b>Meter Number</b>	<b>Meter Readings (29 Billing Days)</b>
5341326	Actual Reading on 3/22 4586
	Actual Reading on 2/22 - 4566
	<b>Gas Used (Ccf) = 20</b>

**Service Summary Notes**

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

**Gas Use History**



**Daily Comparisons**

Month	Avg Temp	Avg Daily Usage
Mar '16	44.8°	0.7
Feb '16	31.5°	0.9
Mar '15	31.2°	0.9

Your Average Monthly Usage is 19 Ccf  
Your Total Annual Usage is 227 Ccf

**Payment Coupon**

**Amount Due by 4/07/2016 \$37.83**

Payment Enclosed \$ [REDACTED]

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Turn Me Over ▶▶  
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**Account Number**

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A NiSource Company  
P.O. Box 16581  
Columbus, OH 43216-6581

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Gross Receipts Tax @ 4.987%	\$1.29
<b>Total Charges for Service This Period</b>	<b>\$27.10</b>

Just Energy	
Gas Supply Cost Incl Sales Tax	\$10.73
<b>Total Charges For Service This Period</b>	<b>\$10.73</b>

*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.*

**Additional Account Information**

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

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**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.

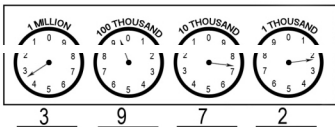
**Payment Options**

**Online** Pay free by electronic check at our Web site.  
**ZipCheck** Authorize your bank to pay your bill automatically each month. Enroll online.  
**BillMatrix** Call 1-866-694-1828 or link from our Web site to pay by credit/debit card, or e-check. A convenience fee will apply.  
**Authorized Payment Centers** Call or visit us online to find a payment center near you. Agents charge a fee for each transaction.  
**Mail** Return coupon below with payment to:

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

**Gas Meter Information**

**Actual Reading** We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.  
**Estimated Reading** If we are unable to obtain an actual reading, we accurately estimate your reading based on the history of usage at the service address and normal temperatures for the billing period. We verify the reading the next time we read the meter to make sure you pay only for the energy you've used.  
**Gas Usage** We measure your gas usage in Ccf equal to 100 cubic feet.  
**How to Read the Meter** When a pointer is between two numbers on a dial-type meter, read the smaller number except when the pointer is between 9 and 0. Record the reading on the dials from left to right.  
**Example:**



**Billing & Payment Summary**

<b>Customer Name</b> [Redacted]	
<b>Customer CHOICE Program</b>	
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
<b>Amount Due by 04/08/2016</b>	<b>= \$138.60</b>

**Billing & Payment Notes**

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.

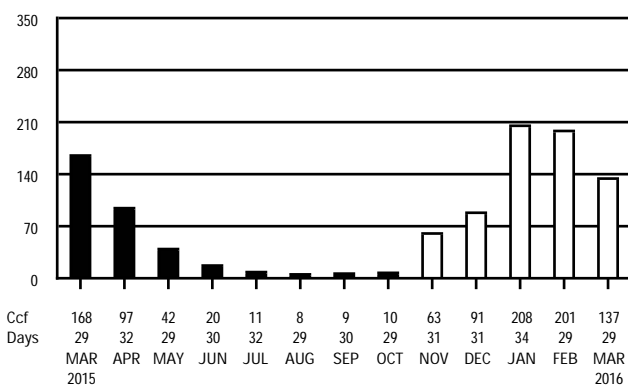
**Service Summary**

<b>Service Location</b> [Redacted]	
<b>Meter Number</b> 99113646	<b>Meter Readings (29 Billing Days)</b>
	Adjusted Reading on 3/18 6434
	Adjusted Reading on 2/18 6297
	<b>Gas Used (Ccf) = 137</b>

**Service Summary Notes**

Your next actual meter reading date is 04/19/2016

**Gas Use History**



**Daily Comparisons**

Month	Avg Temp	Avg Daily Usage
Mar '16	41.6°	4.7
Feb '16	28.7°	6.9
Mar '15	25.0°	5.8

Your Average Monthly Usage is 75 Ccf  
Your Total Annual Usage is 897 Ccf

**Payment Coupon**

Turn Me Over ▶▶  
for more details about your account

<b>Amount Due by 4/08/2016</b>	<b>\$138.60</b>
--------------------------------	-----------------

**Account Number**  
[Redacted]

Payment Enclosed \$ [Redacted]

- Is your contact information on the back incorrect? Check this box and detail the correction on the reverse side.
- Check this box and complete the form on the back to make a tax-deductible donation to the HeatShare fuel fund.

Make check payable to:

**Columbia Gas of Ohio**  
A NiSource Company  
P.O. Box 16581  
Columbus, OH 43216-6581

COLUMBIA GAS  
P O BOX 742510  
CINCINNATI OH 45274-2510



**Legal Notices**

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

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

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

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

**Safety Tips**

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

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

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

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

**Detail of Charges for Gas Service**

Columbia Gas of Ohio	
Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$6.71
Usage Based Charges	\$8.83
Gross Receipts Tax @ 4.987%	\$1.66
<b>Total Charges for Service This Period</b>	<b>\$35.01</b>

Direct Energy Services, LLC	
Gas Supply Cost Incl Sales Tax	\$103.59
<b>Total Charges For Service This Period</b>	<b>\$103.59</b>

*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.**

*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](http://ColumbiaGasOhio.com/HPS)*

**Service Charges Notes**

*Current billing charges include Direct Energy Services, LLC gas supply cost of \$97.27 and sales tax of \$6.32.*

**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.

**Monthly Contribution**

\$10   
 \$5   
 \$1   
 \$ \_\_\_\_\_

**One-Time Contribution**

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



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For quickest response,  
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For hearing-impaired relay

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

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

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

**Payment Options**

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

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

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

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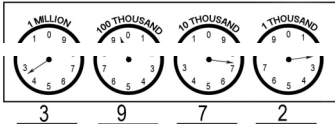
**Actual Reading** We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

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

<b>Customer Name</b> [Redacted]	
<b>Budget Payment Plan</b>	
Previous Amount Due on 03/08/2016	\$86.00
Payments Received by 03/04/2016	- \$86.00
Budget Balance on 03/22/2016	= \$0.00
Budget Amount This Period	+ \$37.00
<b>Amount Due by 04/07/2016</b>	<b>= \$37.00</b>

**Billing & Payment Notes**

<b>Actual Account Status</b>	
Begin Balance	\$8.19
Payments Recd	- \$86.00
Curr Utility Chgs	+ \$78.05
<b>Ending Balance</b>	<b>= \$0.24</b>

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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**

<b>Service Location</b> [Redacted]	
<b>Meter Number</b>	11016806
<b>Meter Readings (29 Billing Days)</b>	
Actual Reading on 3/22	5793
Actual Reading on 2/22	- 5659
<b>Gas Used (Ccf)</b>	<b>= 134</b>

**Service Summary Notes**

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

**Payment Coupon**

Turn Me Over ▶▶  
for more details about your account

**Amount Due by 4/07/2016 \$37.00**

Account Number  
[Redacted]

Payment Enclosed \$

[Box for payment amount]

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

Make check payable to:

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

Columbia Gas<sup>®</sup>  
of Ohio  
A NiSource Company  
P.O. Box 16581  
Columbus, OH 43216-6581

COLUMBIA GAS  
P O BOX 742510  
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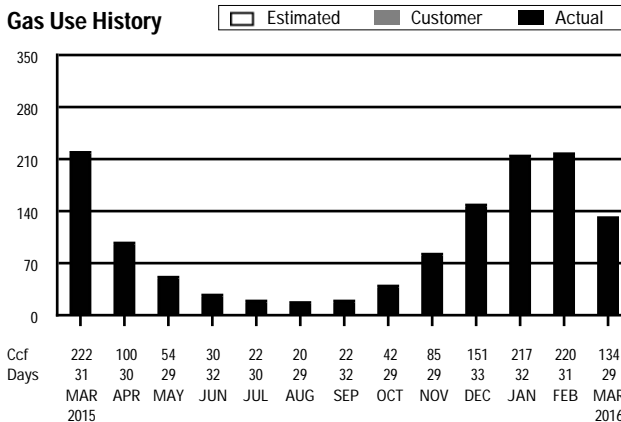
1. Leave the building immediately. Leave the door open, and don't use any electricity, matches or cordless phone.

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

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

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

**Gas Use History**



**Daily Comparisons**

Month	Avg Daily Temp	Avg Daily Usage
Mar '16	44.8°	4.6
Feb '16	31.5°	7.1
Mar '15	31.2°	7.2

Your Average Monthly Usage is 91 Ccf

Your Total Annual Usage is 1097 Ccf

**Detail of Charges for Gas Service**

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

**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.

**Standard Choice Offer (SCO)**

<b>Volunteer Energy Services</b>	
Gas Supply Cost Incl Sales Tax	\$43.23
<b>Total Charges For Service This Period</b>	<b>\$43.23</b>

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

**Additional Account Information**

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Address \_\_\_\_\_

City \_\_\_\_\_

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

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

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

**Monthly Contribution**

\$10

\$5

\$1

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

**One-Time Contribution**

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

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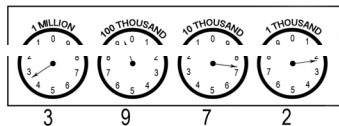
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**Gas Usage** We measure your gas usage in Ccf equal to 100 cubic feet.

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

**Example:**



**Billing & Payment Summary**

<b>Customer Name</b>		[REDACTED]
<b>Basic Extended Payment Plan</b>		
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
<b>Amount Due by 04/07/2016</b>	<b>=</b>	<b>\$107.43</b>

**Billing & Payment Notes**

<b>Actual Account Status</b>	
Begin Balance	\$354.56
Payments Recd	- \$119.60
Curr Utility Chgs	+ \$37.45
<b>Ending Balance</b>	<b>= \$272.41</b>

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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.

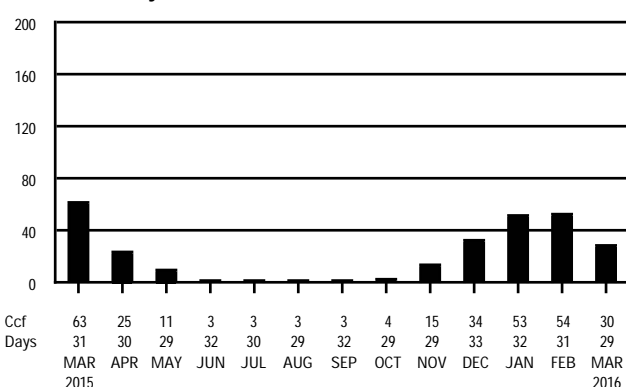
**Service Summary**

<b>Service Location</b>		[REDACTED]
<b>Meter Number</b>		
14024502		
<b>Meter Readings (29 Billing Days)</b>		
Actual Reading on 3/22		403
Actual Reading on 2/22	-	376
<b>Gas Used (Ccf)</b>	<b>=</b>	<b>27</b>
Conversion Factor	<b>X</b>	1.1198
<b>Total Gas Used (Ccf)</b>	<b>=</b>	<b>30</b>

**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.

**Gas Use History**



**Daily Comparisons**

Month	Avg Daily Temp	Avg Daily Usage
Mar '16	44.8°	1.0
Feb '16	31.5°	1.7
Mar '15	31.2°	2.0

Your Average Monthly Usage is 20 Ccf

Your Total Annual Usage is 238 Ccf

**Payment Coupon**

Turn Me Over ▶▶ for more details about your account

<b>Amount Due by 4/07/2016</b>	<b>\$107.43</b>
--------------------------------	-----------------

**Account Number**

[REDACTED]  
 Is your contact information on the back incorrect? Check this box and detail the correction on the reverse side.

Payment Enclosed \$ [REDACTED]

Make check payable to:

Columbia Gas<sup>®</sup> of Ohio  
A NiSource Company  
P.O. Box 16581  
Columbus, OH 43216-6581

COLUMBIA GAS  
P O BOX 742510  
CINCINNATI OH 45274-2510

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ALL RIGHTS RESERVED  
COLUMBIA GAS OF OHIO  
P.O. BOX 742510  
CINCINNATI, OH 45274-2510  
1-800-344-4077

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

**Safety Tips**

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

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

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

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

**Detail of Charges for Gas Service**

Columbia Gas of Ohio	
Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$6.71
Usage Based Charges	\$1.93
Gross Receipts Tax @ 4.987%	\$1.32
<b>Total Charges for Service This Period</b>	<b>\$27.77</b>

**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.

**Standard Choice Offer (SCO)**

Volunteer Energy Services	
Gas Supply Cost Incl Sales Tax	\$9.68
<b>Total Charges For Service This Period</b>	<b>\$9.68</b>

*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 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](http://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 ( ) \_\_\_\_\_

**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.

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

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

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

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

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

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

**Gas Meter Information**

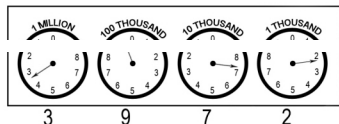
**Actual Reading** We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

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

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

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

**Example:**



**Billing & Payment Summary**

<b>Customer Name</b>		[REDACTED]	
<b>One - Third Payment Plan</b>			
Payment Plan Balance on 03/22/2016	=		\$0.00
One - Third Payment Plan Amount	+		\$72.01
<b>Amount Due by 04/07/2016</b>		=	<b>\$72.01</b>

**Billing & Payment Notes**

<b>Actual Account Status</b>	
Begin Balance	\$239.43
Payments Recd	- \$80.00
Curr Utility Chgs	+ \$56.59
<b>Ending Balance</b>	<b>= \$216.02</b>

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.

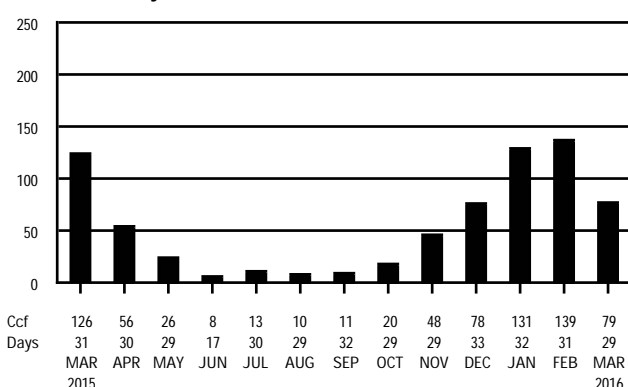
**Service Summary**

<b>Service Location</b>		[REDACTED]	
<b>Meter Number</b> 5914906			
<b>Meter Readings (29 Billing Days)</b>			
Actual Reading on 3/22			3502
Actual Reading on 2/22	-		3423
<b>Gas Used (Ccf)</b>	=		<b>79</b>

**Service Summary Notes**

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

**Gas Use History**



**Daily Comparisons**

Month	Avg Daily Temp	Avg Daily Usage
Mar '16	44.8°	2.7
Feb '16	31.5°	4.5
Mar '15	31.2°	4.1

Your Average Monthly Usage is 52 Ccf

Your Total Annual Usage is 619 Ccf

**Payment Coupon**

Turn Me Over ▶▶  
for more details about your account

<b>Amount Due by 4/07/2016</b>	<b>\$72.01</b>
--------------------------------	----------------

**Account Number**

[REDACTED]

Payment Enclosed

\$ [REDACTED]

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

Make check payable to:

COLUMBIA GAS  
P O BOX 742510  
CINCINNATI OH 45274-2510

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**Legal Notices**

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

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**Detail of Charges for Gas Service**

<b>Columbia Gas of Ohio</b>	
Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$6.71
Usage Based Charges	\$5.10
Gross Receipts Tax @ 4.987%	\$1.48
<b>Total Charges for Service This Period</b>	<b>\$31.10</b>

**Service Charges Notes**

**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 (SCO)**

<b>Nextera Energy Services</b>	
Gas Supply Cost Incl Sales Tax	\$25.49
<b>Total Charges For Service This Period</b>	<b>\$25.49</b>

*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 free number(s) listed under Legal Notices in the left column of your bill.*

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

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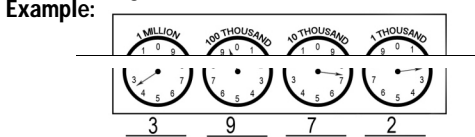
**Gas Meter Information**

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

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

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

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



**Billing & Payment Summary**

**Customer Name**  
[REDACTED]

**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
One - Ninth Payment Plan Amount	+	\$112.00
<b>Amount Due by 04/08/2016</b>	<b>=</b>	<b>\$112.00</b>

**Billing & Payment Notes**

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

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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**

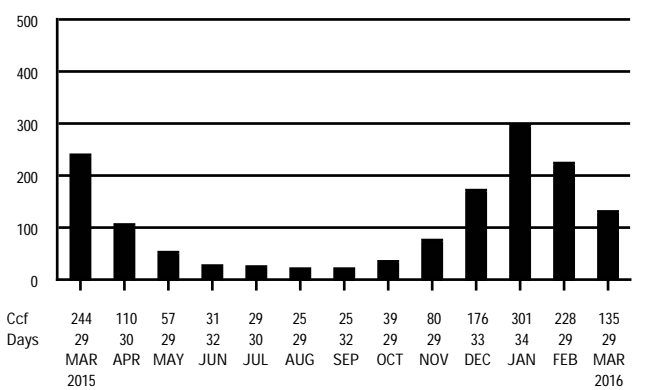
**Service Location**  
[REDACTED]

<b>Meter Number</b>	96453068
<b>Meter Readings (29 Billing Days)</b>	
Actual Reading on 3/23	8323
Actual Reading on 2/23	8188
<b>Gas Used (Ccf)</b>	<b>= 135</b>

**Service Summary Notes**

Your next actual meter reading date is **04/22/2016**

**Gas Use History**



**Daily Comparisons**

Month	Avg Daily Temp	Avg Daily Usage
Mar '16	45.2°	4.7
Feb '16	32.6°	7.9
Mar '15	32.6°	8.4

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

**Amount Due by 4/08/2016** **\$112.00**

**Account Number**  
[REDACTED]

Payment Enclosed

\$ [REDACTED]

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

Make check payable to:

**Columbia Gas**  
of Ohio  
A NiSource Company  
P.O. Box 16581  
Columbus, OH 43216-6581

COLUMBIA GAS  
P O BOX 742510  
CINCINNATI OH 45274-2510

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

**Detail of Charges for Gas Service**

Columbia Gas of Ohio	
Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$6.71
Usage Based Charges	\$8.72
Gross Receipts Tax @ 4.987%	\$1.66
<b>Total Charges for Service This Period</b>	<b>\$34.90</b>

**Standard Choice Offer (SCO)**

DTE Energy Supply	
Gas Supply Cost Incl Sales Tax	\$43.55
<b>Total Charges For Service This Period</b>	<b>\$43.55</b>

*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 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 \$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.*

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City \_\_\_\_\_

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

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



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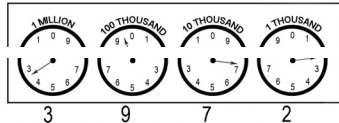
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**Estimated Reading** If we are unable to obtain an actual reading, we accurately estimate your reading based on the history of usage at the service address and normal temperatures for the billing period. We verify the reading the next time we read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

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

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

**Example:**



**Billing & Payment Summary**

<b>Customer Name</b>		[REDACTED]
<b>Percentage Income Payment Plan Plus (PIPP Plus)</b>		
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
<b>Amount Due by 04/07/2016</b>	<b>=</b>	<b>\$113.00</b>

**Billing & Payment Notes**

**Actual Account Status**

Begin Balance	\$64.09CR
Payments Recd	- \$113.00
Curr Utility Chgs	+ \$98.06
<b>Ending Balance</b>	<b>= \$79.03CR</b>

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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.

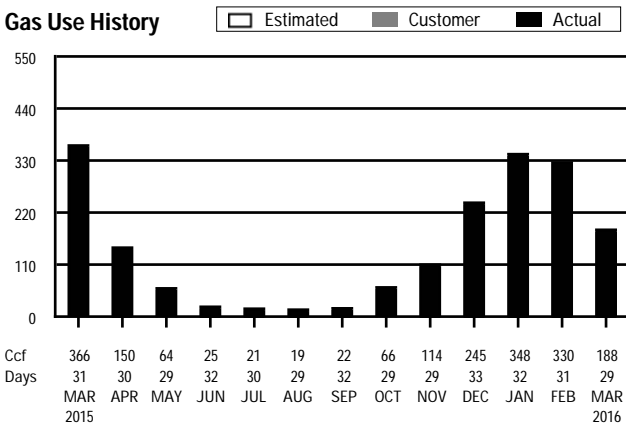
**Service Summary**

<b>Service Location</b>		[REDACTED]
<b>Meter Number</b>	<b>Meter Readings (29 Billing Days)</b>	
9236259	Actual Reading on 3/22	8919
	Actual Reading on 2/22	- 8731
	<b>Gas Used (Ccf)</b>	<b>= 188</b>

**Service Summary Notes**

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

**Gas Use History**



**Daily Comparisons**

Month	Avg Daily Temp	Avg Daily Usage
Mar '16	44.8°	6.5
Feb '16	31.5°	10.6
Mar '15	31.2°	11.8

Your Average Monthly Usage is 133 Ccf

Your Total Annual Usage is 1592 Ccf

**Payment Coupon**

Turn Me Over ▶ ▶  
for more details about your account

<b>Amount Due by 4/07/2016</b>	<b>\$113.00</b>
--------------------------------	-----------------

**Account Number**

[REDACTED]

Payment Enclosed

\$ [REDACTED]

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Make check payable to:

Columbia Gas<sup>®</sup> of Ohio  
A NiSource Company  
P.O. Box 16581  
Columbus, OH 43216-6581

COLUMBIA GAS  
P O BOX 742510  
CINCINNATI OH 45274-2510

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

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

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

**Detail of Charges for Gas Service**

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
<b>Total Charges for Service This Period</b>	<b>\$98.06</b>

**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**

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 ( ) \_\_\_\_\_

**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 site.

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

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

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

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

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

**Gas Meter Information**

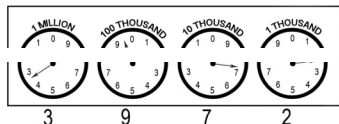
**Actual Reading** We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

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

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

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

**Example:**



**Billing & Payment Summary**

<b>Customer Name</b> [REDACTED]		
<b>Grad Percentage Income Payment Plan (PIPP) Plus</b>		
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
<b>Amount Due by 04/07/2016</b>	<b>=</b>	<b>\$63.00</b>

**Billing & Payment Notes**

**Actual Account Status**

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

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.

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

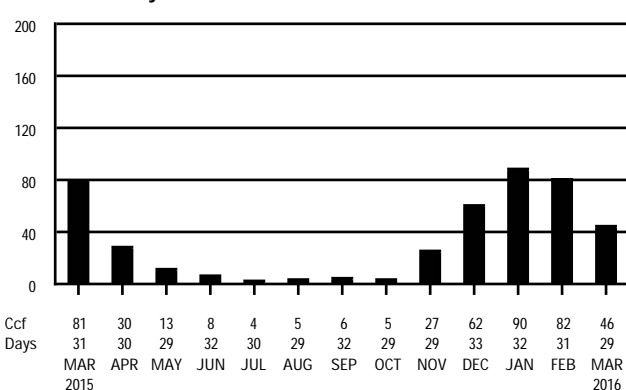
**Service Summary**

<b>Service Location</b> [REDACTED]	
<b>Meter Number</b> 2466423	<b>Meter Readings (29 Billing Days)</b>
	Actual Reading on 3/22 9919
	Actual Reading on 2/22 - 9873
	<b>Gas Used (Ccf) = 46</b>

**Service Summary Notes**

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

**Gas Use History**



**Daily Comparisons**

Month	Avg Daily Temp	Avg Daily Usage
Mar '16	44.8°	1.6
Feb '16	31.5°	2.6
Mar '15	31.2°	2.6

Your Average Monthly Usage is 32 Ccf

Your Total Annual Usage is 378 Ccf

**Payment Coupon**

Turn Me Over ▶▶  
for more details about your account

**Amount Due by 4/07/2016 \$63.00**

**Account Number**  
[REDACTED]

Payment Enclosed \$

[REDACTED]

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

Make check payable to:

**Legal Notices**

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**Apples to Apples** For a comparison of available competitive natural gas suppliers, visit the PUCO Web site at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov) or call 1-800-299-7271.

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

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

**Safety Tips**

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

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

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

**Detail of Charges for Gas Service**

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
<b>Total Charges for Service This Period</b>	<b>\$43.43</b>

**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**

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 ( ) \_\_\_\_\_

**How to Contact Us**

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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.

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**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**

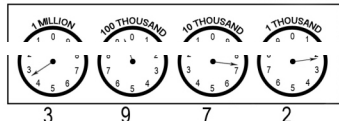
**Actual Reading** We have read the meter. You're  
required to provide us access to read the meter at  
least once a year or risk shut-off. Please contact  
us to make arrangements if access is required.

**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:**



**Billing & Payment Summary**

<b>Customer Name</b> [REDACTED]	
<b>Final Service</b>	
Previous Amount Due on 03/17/2016	\$100.57
Payments Received by 03/23/2016	\$0.00
Balance on 03/23/2016	= \$100.57
Charges for Gas Service This Period	+ \$50.76
<b>Amount Due by 04/11/2016</b>	<b>= \$151.33</b>

**Billing & Payment Notes**

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

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**

<b>Service Location</b> [REDACTED]	
<b>Meter Number</b>	<b>Meter Readings (21 Billing Days)</b>
4972704	Estimated Reading on 3/23 312
	Actual Reading on 3/2 - 247
	<b>Gas Used (Ccf) = 65</b>

**Service Summary Notes**

**Legal Notices**

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**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>.

**Payment Coupon**

Turn Me Over ▶▶  
for more details about  
your account

**Amount Due by 4/11/2016 \$151.33**

**Account Number**  
[REDACTED]

Payment Enclosed

\$ [REDACTED]

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

Make check payable to:

Columbia Gas<sup>®</sup> of Ohio  
A NiSource Company  
P.O. Box 16581  
Columbus, OH 43216-6581

COLUMBIA GAS  
P O BOX 742510  
CINCINNATI OH 45274-2510



**Legal Notices (continued)**

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

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**Safety Tips**

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

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

**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**

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 (       ) \_\_\_\_\_

**How to Contact Us**

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For billing questions,  
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For quickest response,  
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**711**  
For hearing-impaired relay

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

**Billing Options**

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

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

**Payment Options**

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

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

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

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

**Gas Meter Information**

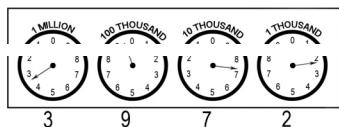
**Actual Reading** We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

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

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

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

**Example:**



**Billing & Payment Summary**

<b>Customer Name</b> [REDACTED]		
Previous Amount Due on 03/08/2016		\$130.47
Payments Received by 03/22/2016		\$0.00
Late Payment Fee	+	\$1.96
Balance on 03/22/2016	=	\$132.43
Charges for Gas Service This Period	+	\$78.15
<b>Amount Due Immediately</b>	<b>=</b>	<b>\$130.47</b>
<b>Amount Due By 04/07/2016</b>	<b>=</b>	<b>\$80.11</b>

**Billing & Payment Notes**

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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.

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

Your account is past-due. To avoid disconnection of service at [REDACTED] 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.

**PAYMENT PLANS**

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 past-due 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 amount.
- 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**

**Account Number**  
[REDACTED]

Payment Enclosed

\$ [REDACTED]

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

Make check payable to:

Columbia Gas<sup>®</sup>  
of Ohio  
A NiSource Company  
P.O. Box 16581  
Columbus, OH 43216-6581

COLUMBIA GAS  
P O BOX 742510  
CINCINNATI OH 45274-2510



**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.

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](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 Summary Notes**

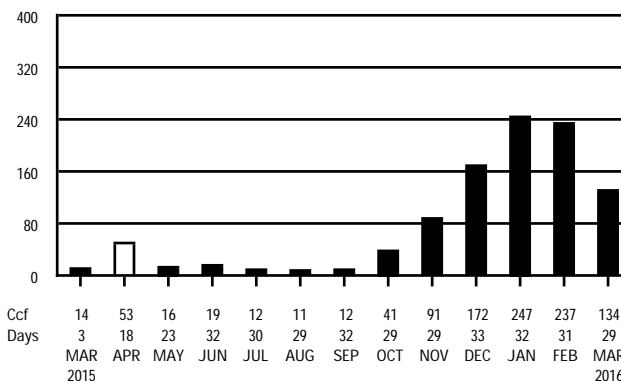
**Service Location**

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

<b>Meter Number</b>	<b>Meter Readings (29 Billing Days)</b>	
N456190	Actual Reading on 3/22	4101
	Actual Reading on 2/22	3967
	<b>Gas Used (Ccf)</b>	<b>= 134</b>

**Gas Use History**

Estimated Customer Actual



**Daily Comparisons**

Month	Avg Daily Temp	Avg Daily Usage
Mar '16	44.8°	4.6
Feb '16	31.5°	7.6
Mar '15	31.2°	4.7

Your Average Monthly Usage is 87 Ccf

Your Total Annual Usage is 1045 Ccf

**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 ( ) \_\_\_\_\_



**Detail of Charges for Gas Service**

**Service Charges Notes**

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

*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	\$43.23
<b>Total Charges For Service This Period</b>	<b>\$43.23</b>

*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**

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**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.