

NO
FILE

Ohio

**Public Utilities
Commission**

17-1693-GA-CSS

Case Number

2017 JUL 28 AM 11:33

Public Utilities Commission of Ohio

Attn: Docketing

180 E. Broad St.

Columbus, OH 43215

Formal Complaint Form

MIKE PAPADAKIS
Customer Name (Please Print)

5346 PIN OAK CIRCLE
Customer Address

SHEFFIELD VILLAGE OH 44054
City State Zip

Against

19316550 001 000 4
Account Number

Customer Service Address (if different from above)

COLUMBIA GAS OF OHIO
Utility Company Name

City State Zip

Please describe your complaint. (Attach additional sheets if necessary)

Please See attached sheet and copies

Mike Papadakis
Signature

440-258-3831
Customer Telephone Number

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.
Technician SM Date Processed JUL 28 2017

July 26, 2017

Mike Papadakis

5346 Pin Oak Circle

Sheffield Village, OH 44054

440-258-3831 Cell Phone number

Utility Company:

Columbia Gas of Ohio

Account number

193165500010004

My fixed rate per CCF was \$0.41 From March 2016 - 4/1/2017.

My 4/1/2017 rate per CCF was changing to a variable (\$0.5592) with Ohio Natural Gas.

On March 14, 2017 I contacted Dominion Gas for a better fixed rate and I agreed and made the changes. 0.48.9 for 2 Years

On March 16, 2017 I received a letter from Ohio Natural Gas asking me not "to leave" and offered me a fix rate of \$0.479 per CCF, but I already had made the changes.

My statement dated 4/13/2017 was calculated with a rate of \$0.55902 per CCF that caused an overcharge of \$55.90 Plus Ohio Tax.

I would appreciate if the Commission will recalculate the usage of 133 CCF (as indicated in the statement dated 4/13/2017 by the rate of \$0.41 and I am willing to pay that amount. $(133 \text{ CCF} \times \$0.41 + \text{Ohio Tax})$

Thank YOU in advance.

Copies included.

MAR - APRIL

SUP.
ROGER

Contact Us



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

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

For hearing-impaired relay call 711.



Web
Make payments and access your account at ColumbiaGasOhio.com



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



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



Authorized Payment Locations
Find locations online at ColumbiaGasOhio.com

Account Profile

Customer Name:
Mike Papadakis

Your Contact Information:
5346 Pin Oak CR
Sheffield OH 44054-2408

Type of Customer:
Residential
Customer CHOICE Program

Account Number:
19316550 001 000 4

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

Account Summary

Previous Amount Due on 03/24/2017 \$86.30
Payments Received by 03/17/2017 Thank you -\$86.30

Balance on 04/07/2017 \$0.00
Charges for Gas Service This Period +\$112.76

Current Charges Due by 04/28/2017 \$112.76

- If paid after 04/28/17, a late payment charge of 1.5% may be applied.
- For more information regarding these charges, see the Detail Charges section.

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

Your Safety

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

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

Always Call 8-1-1 Before You Dig

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

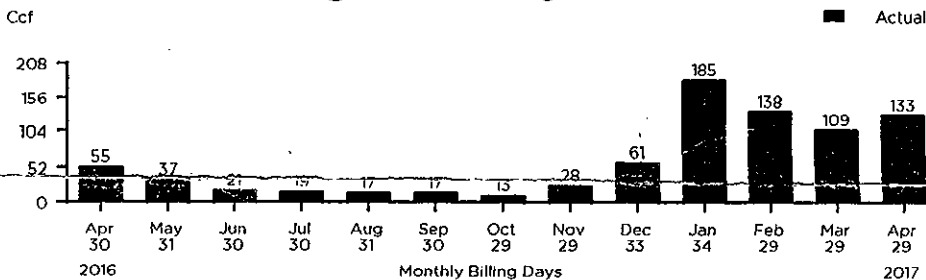


Know what's below.
Call before you dig.

Employee Identification

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

13 Month Usage History



Meter Number:
13005841

Service Address:
5346 Pin Oak CR
Sheffield OH 44054-2408

Meter Readings - 29 Billing Days

Actual Reading on 4/7 2559
Actual Reading on 3/9 2426
Gas Used (Ccf) 133

Usage Comparison - Ccf

Month	Ccf	Avg Temp	Ccf Per Day
Apr 16	55	45.5°	1.8
Mar 17	109	42.4°	3.8
Apr 17	133	41.4°	4.6

Your Average Monthly Usage = 65 Ccf.
Your Total Annual Usage = 778 Ccf.
Your next meter reading date is 05/09/2017.

PAID 31.80

PAID 31.80
DISPUTE GAS

133 C.F.EET

Account Number: 19316550 001 000
Statement Date: 04/13/2017
5979
Page 2 of 2
100 CF @ 41.90
33 14.00
55.90 + TAX.

Helpful Definitions

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

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

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

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

Legal Information

Public Utilities Commission of Ohio

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

Office of Ohio Consumers' Counsel

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

Rights and Responsibilities

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

Apples to Apples

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

Bankruptcy Notices

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

Other Correspondence (except payments)

Mail to Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasOhio.com.

Detail Charges

Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$7.65
Usage Based Charges	\$6.34

Delivery - Columbia Gas of Ohio **+ \$31.80**

Gross Receipts Tax @ 4.987% \$1.59

Taxes & Fees **+ \$1.59**

Customer CHOICE Program	
Gas Supply Cost Incl Sales Tax	\$79.37

Supply - Ohio Natural Gas **+ \$79.37**

Total Current Utility Charges **\$112.76**

- Current billing charges include sales tax of \$5.02 and Ohio Natural Gas gas supply cost of \$74.35, which equates to an average per Ccf rate of \$0.55902; however, the terms and conditions of your rate structure with Ohio Natural Gas is provided in your contract with this supplier. If you have any questions regarding your specific rates, please contact Ohio Natural Gas at the number listed below.

Customer CHOICE Program

As a participant of the Columbia Gas Customer CHOICE Program, your gas is being supplied by Ohio Natural Gas. 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 Ohio Natural Gas, 817 W Peachtree Street Nw #1000, Atlanta GA 30308, at 1-888-442-7288. If your questions are not resolved after you have called your supplier or Governmental aggregator, you may call the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) toll free number(s) listed under Legal Information in the left column of your bill.

Message Board

- Enjoy the convenience of managing your account online by enrolling in Paperless Billing. Monthly email alerts, 24/7 account access and up to two years of past bills and payment history! Enroll today at ColumbiaGasOhio.com/PaperlessBilling.
- Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at ColumbiaGasOhio.com.
- Take the seasonal highs and lows out by dividing your yearly energy use into 12 equal monthly payments - for budgeting that's a whole lot easier. Enroll today at ColumbiaGasOhio.com/Budget.
- Want to reduce your natural gas usage by as much as 30%? For a \$50 audit fee, a trained Home Energy Auditor will identify ways to help save you money, while not sacrificing comfort.

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

Gas 79.37
TAX 1.59
8.096
Columbia 13.80
Total 112.76



P.O. Box 14657, Cleveland, OH 44114

CUSTOMER SERVICE HOURS

Monday - Friday 8 a.m. to 5 p.m. ET

1.866.404.2659

03/16/2017

Mike Papadakis
5346 Pin Oak Cir
Sheffield Village, OH 44054



STAY WITH US
AND ENJOY
THE LOWEST
FIXED RATES
WE OFFER!

*Send out Columbia gas
with statement 2-13-17*

Dear Mike Papadakis,

Let's keep the "heat" between us burning!

You have been a great customer, and we hate to see you go. To keep our relationship going, how about enjoying the lowest 6-month or lowest 12-month fixed rates we currently offer in your service territory!

If you signed up with another natural gas supplier, you are probably wondering if it's too late. To find out if there's still time to rescind your enrollment, contact your utility, Columbia Ohio at 1-800-344-4077.

To stay with Ohio Natural Gas, visit us online at onlyong.com/SAVEME2017 or give us a call at 1-866-404-2659 and mention promotion code SAVEME2017. This offer is valid only for enrollments during Mar 2017.

12 Month Fixed Plan

\$0.479

PER CCF*

6 Month Fixed Plan

\$0.399

PER CCF*

If you have any questions or would like to take advantage of this offer, contact us. We are here to help.

Sincerely,

The Ohio Natural Gas Family

ENROLL ONLINE

onlyong.com/SAVEME2017

**ENROLL BY
PHONE**

1-866-404-2659

mention promo code
SAVEME2017

To Whom it may Concern,

On 3/14/17, I made agreement with Dominion Gas for 2 years. To my knowledge, Columbia gas was introduced - this on 3/15/17. On March 16, 2017 Ohio Natural Gas at this letter offering me .479. My statement 4/13/17 showed me Columbia Gas that me that I'm still enrolled with Ohio Natural Gas instead of Dominion. OVER



ON-3-4-2017

41279227 confirmation number with Decision.
For sending ~~the~~ a check for \$31.80 that is one

Columbia Gas and I dispute the charges of
~~\$31.80~~ the balance. Because the case is
working through P.U.C.O M PAFJR 4-17-17 case number.

Milane Papadopoulos

440-958-3831

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*Price offers are available to residential customers, who use 25,000 CCF per year or less, enrolling with Ohio Natural Gas during the month of Mar 2017 using applicable promotion code. ONG service is available for eligible customers participating in the Customer CHOICE program through Columbia Ohio. ONG prices do not include taxes or local utility charges. For more information regarding terms and conditions, call 1-866-404-2659, write to Ohio Natural Gas, P.O. Box 14657, Cleveland, OH 44114, or visit onlyong.com. Early termination charges apply for residential fixed price plans (12-Month plan: \$150/\$75, 6-Month plan: \$75). Cannot be combined with any other offer.