

**BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO**

In the Matter of the Application of Co-)
lumbia Gas of Ohio, Inc. for Approval of) Case No. 17-2561-GA-UNC
a Revised Bill Format.)

**APPLICATION OF COLUMBIA GAS OF OHIO, INC.
FOR APPROVAL OF A REVISED BILL FORMAT**

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

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

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

3. Some Columbia customers contract with third parties for optional non-utility services, the charges for which are included on Columbia bills to such customers. Columbia proposes to revise its bill format to better identify and explain these non-utility charges when the charges are included as part of Columbia's bill.

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

Attachment A – a sample billing statement which includes Columbia's proposed changes;

Attachment B – a sample billing statement showing the existing bill format without the proposed changes; and,

Attachment C – a sample billing statement which highlights in yellow Columbia's proposed changes.

5. Pursuant to Ohio Admin. Code 4901:1-13-11(D), Columbia submits this application to revise its bill format to better identify and explain optional non-utility charges included on Columbia's billing statements. Columbia believes that the new bill format complies with all applicable Commission rules and regulations, and will provide more information to customers.

6. Columbia respectfully requests that the Commission allow this Application to become effective on the 46th day after filing.

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

Respectfully submitted by,

COLUMBIA GAS OF OHIO, INC.

/s/ Joseph M. Clark

Joseph M. Clark, Counsel of Record

Stephen B. Seiple, Asst. General Counsel
(0003809)

Joseph M. Clark, Sr. Counsel (0080711)

P.O. Box 117

290 W. Nationwide Blvd.

Columbus, Ohio 43216-0117

Telephone: (614) 460-6988

E-mail: sseiple@nisource.com

josephclark@nisource.com

(Willing to accept service by e-mail)

Attorneys for

COLUMBIA GAS OF OHIO, INC.

ATTACHMENT A
Proposed Billing Statement

Contact Us



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

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

For hearing-impaired relay call 711.



Web
Make payments and access your
account at ColumbiaGasOhio.com



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



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



Authorized Payment Locations
Find locations online at
ColumbiaGasOhio.com

Your Safety

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

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

Always Call 8-1-1 Before You Dig

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



Employee Identification

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

Account Profile

Customer Name:

[REDACTED]

Your Contact Information:

[REDACTED]

Type of Customer:

Residential
Standard Choice Offer
Optional Services

Account Number:

[REDACTED]

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

Account Summary

Previous Amount Due on 08/01/2017 \$67.87
Payments Received by 08/15/2017 Thank you \$0.00
Late Payment Fee + \$0.96

Balance on 08/15/2017 \$68.83
Charges for Gas Service This Period + \$31.64
Current Charges for Optional Services + \$36.55

Total Amount Due

\$137.02

Amount Past Due - Pay Immediately

\$68.83

Current Charges Due by 08/30/2017

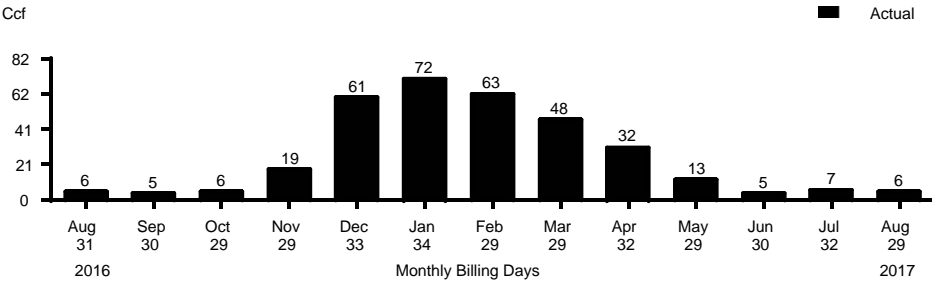
\$68.19

- If paid after 08/30/17, a late payment charge of 1.5% may be applied.
- For more information regarding these charges, see the Detail Charges section.

Budget Payment Plan

Remember winter heating bills? Get a jump on next winter and spread the cost of
heating more evenly over the year. Just pay \$110.89 for your natural gas service, which
includes your past due balance, plus any charges for a security deposit, Optional
Services, or HeatShare contribution instead of the amount due this month, and you'll be
enrolled in the Budget Payment Plan automatically. Then pay your Budget amount of
\$47.00 plus any separate charges each month after that.

13 Month Usage History



Meter Number:

8720529

Service Address:

[REDACTED]

Meter Readings - 29 Billing Days

Actual Reading on 8/15 916
Actual Reading on 7/17 - 910

Gas Used (Ccf) 6

Usage Comparison - Ccf

Month	Ccf	Avg Temp	Ccf	Per Day
Aug 16	6	76.4 °		0.2
Jul 17	7	72.0 °		0.2
Aug 17	6	71.9 °		0.2

Your Average Monthly Usage = 28 Ccf.
Your Total Annual Usage = 337 Ccf.
Your next meter reading date is
09 / 14/ 2017.

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



Web
ColumbiaGasOhio.com



Mobile
m.ColumbiaGasOhio.com



Phone
1-800-344-4077

Account Number: [REDACTED]
Amount Due by 08/30/2017: \$137.02

Amount Enclosed: \$.

Columbia Gas[®]
of Ohio
A NiSource Company

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

00092369 01 FP 0.453 1
PRESORTED FIRST CLASS



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



0000001370241325

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	\$8.96
Infrastructure Development Rider	\$0.14
Usage Based Charges	\$0.48
Delivery - Columbia Gas of Ohio	+\$27.39
Gross Receipts Tax @ 4.987%	\$1.41
Taxes & Fees	+\$1.41
Standard Choice Offer	
Gas Supply Cost Incl Sales Tax	\$2.84
Supply - DTE Energy Supply	+\$2.84

Total Current Utility Charges \$31.64

- Current Charges include gas supply costs of \$2.65 at the SCO rate of \$0.44190 per Ccf and sales tax of \$0.19. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.45 divided by 10.

Standard Choice Offer
As a participant of the Columbia Gas Standard Choice Offer Program, your gas is being supplied by DTE Energy Supply. This bill reflects Columbia Gas charges for service and delivery of natural gas and your supplier's charges for the gas supply. For questions about your gas supply charges, please contact DTE Energy Supply, 414 S. Main St. Suite 200, Ann Arbor MI 48104, at 1-866-807-2209. If your questions are not resolved after you have called your supplier, you may call the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) toll free number(s) listed under Legal Information in the left column of your bill.

Optional Services Charges

Optional Services are not regulated utility services and are not provided or guaranteed by Columbia Gas or its affiliates.	
Water Line Guarantee (CSP Tel. 1-888-442-7349)	\$34.56
Inhouse GL Guarantee (CSP Tel. 1-888-442-7349)	\$1.99
Current Optional Services Charges	\$36.55
Water Line Guarantee	
Previous Balance	\$0.00
Payments Received by 08/15/2017 Thank you	\$0.00
Balance at Billing	\$0.00
Current Charges	\$34.56
Current Balance	\$34.56
<ul style="list-style-type: none">Thank you for participating in Water Line Guarantee. Your subscription to this program will expire on 11-04-2017. To renew your coverage for an additional 12 months, simply pay the Optional Services amount shown on this or next month's Columbia Gas bill. For questions and payment options call 1-888-442-7349. Thank you!	
Inhouse GL Guarantee	
Previous Balance	\$3.98
Payments Received by 08/15/2017 Thank you	\$0.00
Balance at Billing	\$3.98
Current Charges	\$1.99
Current Balance	\$5.97
<ul style="list-style-type: none">Optional Service Arrears - Since we did not receive last month's payment, two payments are due this month to avoid cancellation of Inhouse GI Guarantee.	

Change Contact Information

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

Address

City

State

Zip Code

Phone Number

Add or Edit Email

Message Board

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



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Helpful Definitions

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

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

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

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

Legal Information

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 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.

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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.

Termination Notice *continued*

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

Reconnection Process and Additional Fees

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

- If our representative visits your home to disconnect service and a payment is made at the time our representative is at your home, a \$5.50 collection fee applies.
- 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 \$62.00 security deposit or a creditworthy guarantor may also be required.
- If service is disconnected for 10 business days or less, reconnection will be scheduled by the close of the next business day.
- Service that has been disconnected more than 10 business days will be reconnected within three business days after the required payment has been made.

Energy Assistance - If you meet income requirements, you might qualify for financial aid or weatherization services through the Home Energy Assistance Program (HEAP). To learn more, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m., visit http://www.development.ohio.gov/is/is_heap.htm or visit **ColumbiaGasOhio.com**.

Medical Certificate - If disconnection of service would be especially dangerous to the health of any consumer who is a permanent resident of the premises or disconnection of service would make operation of necessary medical or life-supporting equipment impossible or impractical, a Medical Certificate can delay the disconnection of service for 30 days. Initial certification may be made by telephone if written certification is forwarded to Columbia Gas within seven days.

Columbia Gas can fax a medical certificate form to your licensed health care professional, who must complete, sign and return it to Columbia Gas prior to the shut off date. Upon request, Columbia will provide the medical certification to you, which must be completed, signed and returned to Columbia prior to the shut-off date. This form is also available on the Public Utilities Commission of Ohio's website at <http://www.puco.ohio.gov/puco/index.cfm/puco-forms/30-day-medical-certification-form/>, and it must be completed, signed and returned to Columbia prior to the shut-off date. If the service has been disconnected, Columbia Gas must receive the form within 21 days for the restoration of service to the same residence.

Customers who utilize a Medical Certificate must enter into a payment plan prior to the end of the medical certificate period or be subject to disconnection. Medical Certificates may be renewed two additional times and may not exceed 90 days per household in a 12-month period.

Payment Options

You can choose from the following payment options:

- Pay by credit/debit card or an electronic check by calling **1-866-694-1828** or visit us online at **ColumbiaGasOhio.com**. Please note, fees do apply.
- Pay online with your checking account at **ColumbiaGasOhio.com**. No additional charges apply.
- Pay in-person at an authorized payment center. Visit **ColumbiaGasOhio.com** to find a list of authorized payment locations near you, or you can call Columbia at 1-800-344-4077. Please note, these payment locations do charge an additional fee.

Failure to pay charges for optional, non-regulated products or services that appear on your bill may result in the loss of those products and services. If you have made your payment, please accept our thanks and disregard this notice.

Change Contact Information

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

Address

City

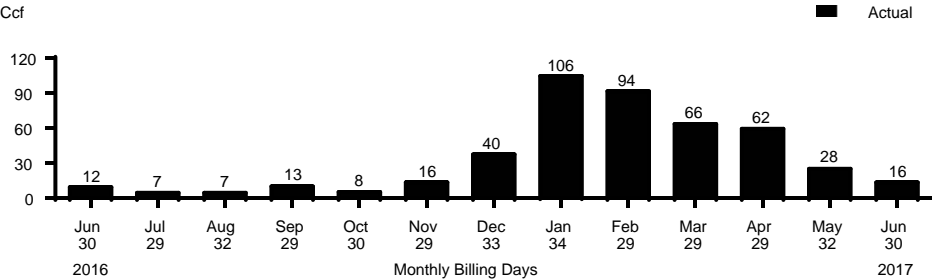
State

Zip Code

Phone Number

Add or Edit Email

13 Month Usage History



Meter Number: 11033342		Usage Comparison - Ccf			
Service Address: [REDACTED]		Month	Ccf	Avg Temp	Ccf Per Day
Meter Readings - 30 Billing Days		Jun 16	12	60.3 °	0.4
Actual Reading on 6/ 1		May 17	28	53.3 °	0.9
Actual Reading on 5/ 2		Jun 17	16	58.2 °	0.5
Gas Used (Ccf)		Your Average Monthly Usage = 39 Ccf. Your Total Annual Usage = 463 Ccf. Your next meter reading date is 06 / 30 / 2017.			
		2786			
		2770			
		16			

Detail Charges

Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$8.96
Infrastructure Development Rider	\$0.14
Usage Based Charges	\$1.23
Delivery - Columbia Gas of Ohio	
+ \$28.14	
Gross Receipts Tax @ 4.987%	\$1.49
Taxes & Fees	
+ \$1.49	
Customer CHOICE Program	
Gas Supply Cost Incl Sales Tax	\$9.67
Supply - IGS Energy	
+ \$9.67	

Total Current Utility Charges \$39.30

• Current billing charges include IGS Energy gas supply costs of \$9.06 at the rate of \$0.56600 per Ccf and sales tax of \$0.61.

Customer CHOICE Program
As a participant of the Columbia Gas Customer CHOICE Program, your gas is being supplied by IGS 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 IGS Energy, PO Box 9060, Dublin OH 43017, at 1-800-280-4474. 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.

Infrastructure Development Rider
An annual adjustment to the Infrastructure Development Rider has been reflected on your bill. The rider recovers costs associated with Columbia's investment in economic development projects. Beginning May 31, 2017, the adjustment results in an increase of \$0.14 to your total bill each month.



Optional Service Charges (Non-Utility)

These charges are service plan fees which are provided to you by the third party service provider(s) referenced below. The third party service provider(s) are not affiliated with Columbia Gas. The charges appear on your utility bill per your request. Any questions about Optional Services should be directed to the service provider, not Columbia Gas. Optional Services are not regulated utility services and are not provided or guaranteed by Columbia Gas or its affiliates. Your participation in these service plans in no way affects the utility service you receive from Columbia Gas. These service plans are not intended for renters. Failure to pay Optional Service charges will not result in the termination of your utility service by Columbia Gas.

ESP Service Plans (AGL Resources, a Southern Company 1-866-590-2953)	\$10.95
In-house Gas Line Service Plan (CSP, a HomeServe Company 1-888-442-7349)	\$1.99
Protection Plan (IGS Home Services, a Manchester Company Tel. 1-877-275-8197)	\$11.95

Current Optional Service Charges (Non-Utility) Due To Your **\$24.89**

Warranty Vendors

ESP Service Plans	
Previous Balance	\$21.90
Payments Received by 06/01/2017 Thank you	\$0.00

Balance at Billing	\$21.90
Current Charges	\$10.95

Current Balance **\$32.85**

CSP In-house Gas Line Service Plan	
Previous Balance	\$3.98
Payments Received by 06/01/2017 Thank you	\$0.00

Balance at Billing	\$3.98
Current Charges	\$1.99

Current Balance **\$5.97**

IGS Protection Plan	
Previous Balance	\$23.90
Payments Received by 06/01/2017 Thank you	\$0.00

Balance at Billing	\$23.90
Current Charges	\$11.95

Current Balance **\$35.85**

- **Optional Service Arrears-** Since no payments were received last month, two payments are due this month to avoid cancellation of your service plans. **Reminder:** no payments are transferred to your service plan vendors until your utility balance has been paid in full.

Message Board

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

ATTACHMENT B
Existing Billing Statement

Contact Us



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

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

For hearing-impaired relay call 711.



Web
Make payments and access your
account at ColumbiaGasOhio.com



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



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



Authorized Payment Locations
Find locations online at
ColumbiaGasOhio.com

Account Profile

Customer Name: [REDACTED] Your Contact Information: [REDACTED] Type of Customer: Residential
Standard Choice Offer
Optional Services (Non-Utility)

Account Number: [REDACTED]
Is your contact information correct? Make all changes on the reverse side.

Account Summary

Previous Amount Due on 08/01/2017 for Gas Service	\$63.89
Previous Amount Due on 08/01/2017 for Optional Services (Non-Utility)	\$3.98
Payments Received by 08/15/2017	\$0.00
Late Payment Fee (On utility balance only)	+ \$0.96
Balance on 08/15/2017	\$68.83
Charges for Gas Service This Period	+ \$31.64
Current Charges for Optional Services (Non-Utility)	+ \$36.55

Total Amount Due \$137.02
Amount Past Due - Pay Immediately \$68.83
Current Charges Due by 08/30/2017 \$68.19

- If paid after 08/30/17, a late payment charge of 1.5% may be applied to your utility charges.
- For more information regarding these charges, see the Detail Charges section.

Budget Payment Plan

Remember winter heating bills? Get a jump on next winter and spread the cost of heating more evenly over the year. Just pay \$110.89 for your natural gas service, which includes your past due balance, plus any charges for a security deposit, Optional Services, or HeatShare contribution instead of the amount due this month, and you'll be enrolled in the Budget Payment Plan automatically. Then pay your Budget amount of \$47.00 plus any separate charges each month after that.

Your Safety

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

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

Always Call 8-1-1 Before You Dig

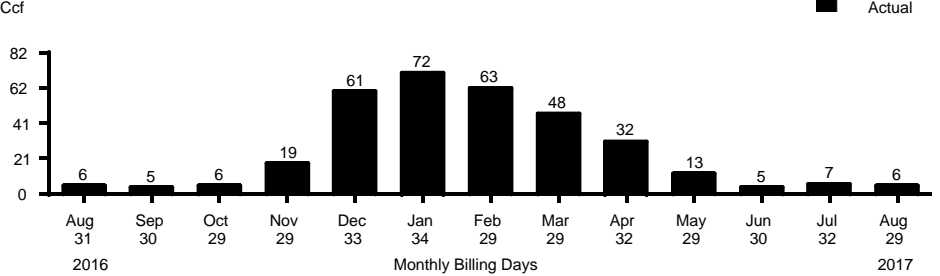
If you're planning a home or landscaping project, call O.U.P.S. at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.



Employee Identification

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

13 Month Usage History



Meter Number: 8720529		Usage Comparison - Ccf			
Service Address: [REDACTED]		Month	Ccf	Avg Temp	Ccf Per Day
Meter Readings - 29 Billing Days		Aug 16	6	76.4 °	0.2
Actual Reading on 8/15		Jul 17	7	72.0 °	0.2
Actual Reading on 7/17		Aug 17	6	71.9 °	0.2
Gas Used (Ccf)		Your Average Monthly Usage = 28 Ccf. Your Total Annual Usage = 337 Ccf. Your next meter reading date is 09 / 14/ 2017.			

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



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



Web
ColumbiaGasOhio.com



Mobile
m.ColumbiaGasOhio.com



Phone
1-800-344-4077

Account Number: [REDACTED]
Amount Due by 08/30/2017: \$137.02
Amount Enclosed: \$.

00092369 01 FP 0.453 1
PRESORTED FIRST CLASS



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



0000001370241325

Helpful Definitions

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

Change Contact Information

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

Address

City

State

Zip Code

Phone Number

Add or Edit Email

Detail Charges

Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$8.96
Infrastructure Development Rider	\$0.14
Usage Based Charges	\$0.48
Delivery - Columbia Gas of Ohio	+\$27.39
Gross Receipts Tax @ 4.987%	\$1.41
Taxes & Fees	+\$1.41
Standard Choice Offer	
Gas Supply Cost Incl Sales Tax	\$2.84
Supply - DTE Energy Supply	+\$2.84

Total Current Utility Charges **\$31.64**

- Current Charges include gas supply costs of \$2.65 at the SCO rate of \$0.44190 per Ccf and sales tax of \$0.19. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.45 divided by 10.

Standard Choice Offer
As a participant of the Columbia Gas Standard Choice Offer Program, your gas is being supplied by DTE Energy Supply. This bill reflects Columbia Gas charges for service and delivery of natural gas and your supplier's charges for the gas supply. For questions about your gas supply charges, please contact DTE Energy Supply, 414 S. Main St. Suite 200, Ann Arbor MI 48104, at 1-866-807-2209. If your questions are not resolved after you have called your supplier, you may call the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) toll free number(s) listed under Legal Information in the left column of your bill.

Optional Services Charges (Non-Utility)

These charges are service plan fees which are provided to you by CSP- a HomeServe Company. CSP is not affiliated with Columbia Gas. The charges appear on your utility bill per your request. Any questions about Optional Services should be directed to the service provider, not Columbia Gas. Optional Services are not regulated utility services and are not provided or guaranteed by Columbia Gas or its affiliates. Your participation in these service plans in no way affects the utility service you receive from Columbia Gas. These service plans are not intended for renters. Failure to pay Optional Service charges will not result in the termination of your utility service by Columbia Gas.

Water Line Service Plan (CSP Tel. 1-888-442-7349)	\$34.56
Inhouse Gas Line Service Plan (CSP Tel. 1-888-442-7349)	\$1.99

Current Optional Services Charges **\$36.55**

Water Line Service Plan	
Previous Balance	\$0.00
Payments Received by 08/15/2017 Thank you	\$0.00
Balance at Billing	\$0.00
Current Charges	\$34.56

Current Balance **\$34.56**

- Thank you for participating in Water Line Service Plan. Your subscription to this program will expire on 11-04-2017. To renew your coverage for an additional 12 months, simply pay the Optional Services amount shown on this or next month's Columbia Gas bill. For questions and payment options, call CSP, a HomeServe Company, at **1-888-442-7349**. Thank You

Inhouse Gas Line Service Plan	
Previous Balance	\$3.98
Payments Received by 08/15/2017 Thank you	\$0.00
Balance at Billing	\$3.98
Current Charges	\$1.99

Current Balance **\$5.97**

- Optional Service Arrears -** Since we did not receive last month's payment, two payments are due this month to avoid cancellation of Inhouse Gas Line Service Plan.

Message Board

- Enjoy the convenience of managing your account online by enrolling in Paperless Billing. Monthly email alerts, 24/7 account access and up to two years of past bills and payment history! Enroll today at ColumbiaGasOhio.com/PaperlessBilling.
- Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at ColumbiaGasOhio.com.
- Having trouble making ends meet? Take advantage of our special payment arrangements or energy assistance programs. Call **1-800-344-4077** to see if you're eligible.
- Want to reduce your natural gas usage by as much as 30%? For a \$50 audit fee, a trained Home Energy Auditor will identify ways to help save you money, while not sacrificing comfort.

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



Contact Us



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

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

For hearing-impaired relay call 711.



Web
Make payments and access your account at ColumbiaGasOhio.com



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



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



Authorized Payment Locations
Find locations online at ColumbiaGasOhio.com

Your Safety

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

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

Always Call 8-1-1 Before You Dig

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



Employee Identification

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

Account Profile

Customer Name:

[REDACTED]

Your Contact Information:

[REDACTED]

Type of Customer:

Residential
Customer CHOICE Program
Optional Services
Budget Payment Plan

Account Number:

[REDACTED]

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

Budget Payment Plan

Previous Amount Due on 05/17/2017	\$161.78
Payments Received by 06/01/2017 Thank you	\$0.00

Balance on 06/01/2017	\$161.78
Budget Amount This Period	+ \$56.00
Current Charges for Optional Services	+ \$24.89

Amount Past Due - Pay Immediately	\$112.00
Current Charges Due by 06/16/2017	\$130.67

- If paid after 06/16/17, a late payment charge of 1.5% may be applied.
- There is 1 month remaining in the Budget Year, which ends in July, 2017.

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

Budget Payment Plan

Your budget plan is past due in the amount of \$112.00.

Budget Payment Plan

Next month is the end of the budget year. That means it will be time to settle-up any remaining balance on your account. Remember, paying your billed budget amount each month will help avoid a balance at the end of the year. Your new monthly budget payment amount will appear on your August bill.

Actual Account Summary

Beginning Balance	\$159.49
Payments Received	\$0.00
Late Payment Fee	+ \$1.68
Current Utility Charges	+ \$39.30

Actual Account Balance	\$200.47
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- Your Actual Account Balance reflects the actual amount you owe based on your billed usage and payments as of the date of this bill.
- For more information regarding these charges, see the Detail Charges section.

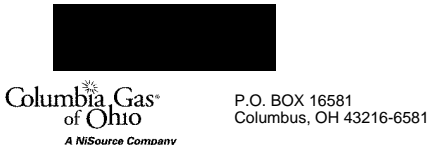
Termination Notice

Your account is past-due. To avoid disconnection of service at [REDACTED], [REDACTED] scheduled on or after June 19, 2017, you must pay \$112.00 in full. Please be aware that partial payments will not protect you from shut-off, unless you arrange one of the payment plans listed below in advance, if eligible. To discuss eligibility of one of these payment plans, please call 1-800-344-4077, or visit ColumbiaGasOhio.com.

Payment Plans

Termination Notice continued on next page

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



Web

ColumbiaGasOhio.com

Mobile

m.ColumbiaGasOhio.com

Phone

1-800-344-4077

Account Number: [REDACTED]

Amount Due by 06/16/2017: \$242.67

Amount Enclosed: \$ [REDACTED]

00036757 02 AV 0.370 2
****AUTO**5-DIGIT 43460



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



Helpful Definitions

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

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

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

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

Legal Information

Public Utilities Commission of Ohio
If 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 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.

Termination Notice *continued*

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

Reconnection Process and Additional Fees

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

- If our representative visits your home to disconnect service and a payment is made at the time our representative is at your home, a \$5.50 collection fee applies.
- 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 \$62.00 security deposit or a creditworthy guarantor may also be required.
- If service is disconnected for 10 business days or less, reconnection will be scheduled by the close of the next business day.
- Service that has been disconnected more than 10 business days will be reconnected within three business days after the required payment has been made.

Energy Assistance - If you meet income requirements, you might qualify for financial aid or weatherization services through the Home Energy Assistance Program (HEAP). To learn more, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m., visit http://www.development.ohio.gov/is/is_heap.htm or visit **ColumbiaGasOhio.com**.

Medical Certificate - If disconnection of service would be especially dangerous to the health of any consumer who is a permanent resident of the premises or disconnection of service would make operation of necessary medical or life-supporting equipment impossible or impractical, a Medical Certificate can delay the disconnection of service for 30 days. Initial certification may be made by telephone if written certification is forwarded to Columbia Gas within seven days.

Columbia Gas can fax a medical certificate form to your licensed health care professional, who must complete, sign and return it to Columbia Gas prior to the shut off date. Upon request, Columbia will provide the medical certification to you, which must be completed, signed and returned to Columbia prior to the shut-off date. This form is also available on the Public Utilities Commission of Ohio's website at <http://www.puco.ohio.gov/puco/index.cfm/puco-forms/30-day-medical-certification-form/>, and it must be completed, signed and returned to Columbia prior to the shut-off date. If the service has been disconnected, Columbia Gas must receive the form within 21 days for the restoration of service to the same residence.

Customers who utilize a Medical Certificate must enter into a payment plan prior to the end of the medical certificate period or be subject to disconnection. Medical Certificates may be renewed two additional times and may not exceed 90 days per household in a 12-month period.

Payment Options

You can choose from the following payment options:

- Pay by credit/debit card or an electronic check by calling **1-866-694-1828** or visit us online at **ColumbiaGasOhio.com**. Please note, fees do apply.
- Pay online with your checking account at **ColumbiaGasOhio.com**. No additional charges apply.
- Pay in-person at an authorized payment center. Visit **ColumbiaGasOhio.com** to find a list of authorized payment locations near you, or you can call Columbia at 1-800-344-4077. Please note, these payment locations do charge an additional fee.

Failure to pay charges for optional, non-regulated products or services that appear on your bill may result in the loss of those products and services. If you have made your payment, please accept our thanks and disregard this notice.

Change Contact Information

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

Address

City

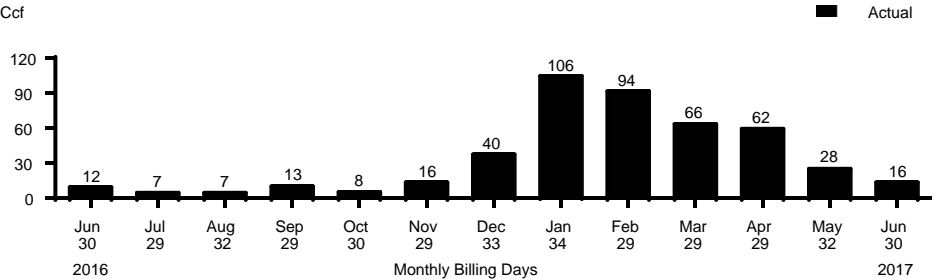
State

Zip Code

Phone Number

Add or Edit Email

13 Month Usage History



Meter Number: 11033342		Usage Comparison - Ccf			
Service Address: [REDACTED]		Month	Ccf	Avg Temp	Ccf Per Day
Meter Readings - 30 Billing Days		Jun 16	12	60.3 °	0.4
Actual Reading on 6/ 1		May 17	28	53.3 °	0.9
Actual Reading on 5/ 2		Jun 17	16	58.2 °	0.5
Gas Used (Ccf)		2786		2770	
		16			

Your Average Monthly Usage = 39 Ccf.

Your Total Annual Usage = 463 Ccf.

Your next meter reading date is 06 / 30 / 2017.

Detail Charges

Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$8.96
Infrastructure Development Rider	\$0.14
Usage Based Charges	\$1.23
Delivery - Columbia Gas of Ohio	
	+\$28.14
Gross Receipts Tax @ 4.987%	\$1.49
Taxes & Fees	
	+\$1.49
Customer CHOICE Program	
Gas Supply Cost Incl Sales Tax	\$9.67
Supply - IGS Energy	
	+\$9.67

Total Current Utility Charges \$39.30

- Current billing charges include IGS Energy gas supply costs of \$9.06 at the rate of \$0.56600 per Ccf and sales tax of \$0.61.

Customer CHOICE Program
As a participant of the Columbia Gas Customer CHOICE Program, your gas is being supplied by IGS 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 IGS Energy, PO Box 9060, Dublin OH 43017, at 1-800-280-4474. 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.

Infrastructure Development Rider
An annual adjustment to the Infrastructure Development Rider has been reflected on your bill. The rider recovers costs associated with Columbia's investment in economic development projects. Beginning May 31, 2017, the adjustment results in an increase of \$0.14 to your total bill each month.



Optional Services Charges

Optional Services are not regulated utility services and are not provided or guaranteed by Columbia Gas or its affiliates.

ESP Service Plans (ESP Tel. 1-866-590-2953)	\$10.95
Inhouse GL Guarantee (CSP Tel. 1-888-442-7349)	\$1.99
Protection Charge (IGS Home Services Tel. 1-877-275-8197)	\$11.95

Current Optional Services Charges	\$24.89
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ESP Service Plans

Previous Balance	\$21.90
Payments Received by 06/01/2017 Thank you	\$0.00
Balance at Billing	\$21.90
Current Charges	\$10.95

Current Balance	\$32.85
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Inhouse GL Guarantee

Previous Balance	\$3.98
Payments Received by 06/01/2017 Thank you	\$0.00
Balance at Billing	\$3.98
Current Charges	\$1.99

Current Balance	\$5.97
-----------------	--------

- Optional Service Arrears - Since we did not receive last month's payment, two payments are due this month to avoid cancellation of Inhouse GI Guarantee.

Protection Charge

Previous Balance	\$23.90
Payments Received by 06/01/2017 Thank you	\$0.00
Balance at Billing	\$23.90
Current Charges	\$11.95

Current Balance	\$35.85
-----------------	---------

Message Board

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- Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at ColumbiaGasOhio.com.
- Having trouble making ends meet? Take advantage of our special payment arrangements or energy assistance programs. Call **1-800-344-4077** to see if you're eligible.

ATTACHMENT C

Billing Statement With Highlighted Changes

Contact Us



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

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

For hearing-impaired relay call 711.



Web
Make payments and access your
account at ColumbiaGasOhio.com



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



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



Authorized Payment Locations
Find locations online at
ColumbiaGasOhio.com

Account Profile

Customer Name:
[REDACTED]

Your Contact Information:
[REDACTED]

Type of Customer:
Residential
Standard Choice Offer
Optional Services (Non-Utility)

Account Number:
[REDACTED]

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

Account Summary

Previous Amount Due on 08/01/2017 for Gas Service \$63.89

Previous Amount Due on 08/01/2017 for Optional Services (Non-Utility) \$3.98

Payments Received by 08/15/2017 \$0.00

Late Payment Fee (On utility balance only) + \$0.96

Balance on 08/15/2017 \$68.83

Charges for Gas Service This Period + \$31.64

Current Charges for Optional Services (Non-Utility) + \$36.55

Total Amount Due

\$137.02

Amount Past Due - Pay Immediately

\$68.83

Current Charges Due by 08/30/2017

\$68.19

- If paid after 08/30/17, a late payment charge of 1.5% may be applied to your utility charges.
- For more information regarding these charges, see the Detail Charges section.

Budget Payment Plan

Remember winter heating bills? Get a jump on next winter and spread the cost of heating more evenly over the year. Just pay \$110.89 for your natural gas service, which includes your past due balance, plus any charges for a security deposit, Optional Services, or HeatShare contribution instead of the amount due this month, and you'll be enrolled in the Budget Payment Plan automatically. Then pay your Budget amount of \$47.00 plus any separate charges each month after that.

Your Safety

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

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

Always Call 8-1-1 Before You Dig

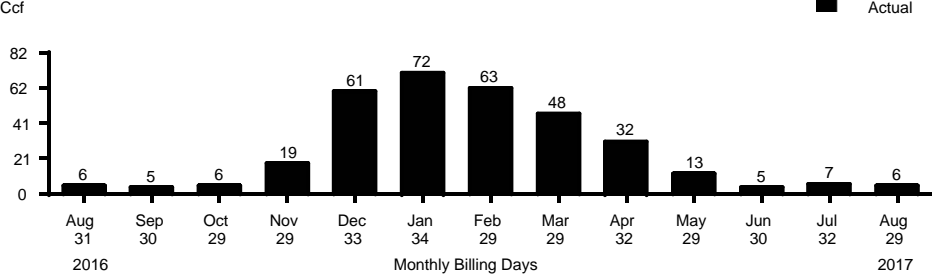
If you're planning a home or landscaping project, call O.U.P.S. at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.



Employee Identification

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

13 Month Usage History



Meter Number:

8720529

Service Address:

[REDACTED]

Meter Readings - 29 Billing Days

Actual Reading on 8/15 916

Actual Reading on 7/17 - 910

Gas Used (Ccf) 6

Usage Comparison - Ccf

Month	Ccf	Avg Temp	Ccf	Per Day
Aug 16	6	76.4 °		0.2
Jul 17	7	72.0 °		0.2
Aug 17	6	71.9 °		0.2

Your Average Monthly Usage = 28 Ccf.

Your Total Annual Usage = 337 Ccf.

Your next meter reading date is 09 / 14/ 2017.

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



Web
ColumbiaGasOhio.com



Mobile
m.ColumbiaGasOhio.com



Phone
1-800-344-4077

Account Number: [REDACTED]
Amount Due by 08/30/2017: \$137.02

Amount Enclosed: \$.

Columbia Gas[®]
of Ohio
A NiSource Company

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

00092369 01 FP 0.453 1
PRESORTED FIRST CLASS



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



0000001370241325

Helpful Definitions

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

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

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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.

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Address

City

State

Zip Code

Phone Number

Add or Edit Email

Detail Charges

Fixed Monthly Delivery Charge	\$17.81
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Infrastructure Development Rider	\$0.14
Usage Based Charges	\$0.48
Delivery - Columbia Gas of Ohio	+\$27.39
Gross Receipts Tax @ 4.987%	\$1.41
Taxes & Fees	+\$1.41
Standard Choice Offer	
Gas Supply Cost Incl Sales Tax	\$2.84
Supply - DTE Energy Supply	+\$2.84

Total Current Utility Charges **\$31.64**

- Current Charges include gas supply costs of \$2.65 at the SCO rate of \$0.44190 per Ccf and sales tax of \$0.19. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.45 divided by 10.

Standard Choice Offer
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Water Line Service Plan (CSP Tel. 1-888-442-7349)	\$34.56
Inhouse Gas Line Service Plan (CSP Tel. 1-888-442-7349)	\$1.99

Current Optional Services Charges **\$36.55**

Water Line Service Plan	
Previous Balance	\$0.00
Payments Received by 08/15/2017 Thank you	\$0.00
Balance at Billing	\$0.00
Current Charges	\$34.56

Current Balance **\$34.56**

- Thank you for participating in Water Line Service Plan. Your subscription to this program will expire on 11-04-2017. To renew your coverage for an additional 12 months, simply pay the Optional Services amount shown on this or next month's Columbia Gas bill. For questions and payment options, call CSP, a HomeServe Company, at 1-888-442-7349. Thank You

Inhouse Gas Line Service Plan	
Previous Balance	\$3.98
Payments Received by 08/15/2017 Thank you	\$0.00
Balance at Billing	\$3.98
Current Charges	\$1.99

Current Balance **\$5.97**

- Optional Service Arrears -** Since we did not receive last month's payment, two payments are due this month to avoid cancellation of Inhouse Gas Line Service Plan.

Message Board

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



Contact Us



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

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



Authorized Payment Locations
Find locations online at
ColumbiaGasOhio.com

Account Profile

Customer Name:

[REDACTED]

Your Contact Information:

[REDACTED]

Type of Customer:

Residential
Customer CHOICE Program
Optional Services (Non-Utility)
Budget Payment Plan

Account Number:

[REDACTED]

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

Budget Payment Plan

Previous Amount Due on 05/17/2017	\$161.78
Payments Received by 06/01/2017 Thank you	\$0.00
Balance on 06/01/2017	\$161.78
Budget Amount This Period	+ \$56.00
Current Charges for Optional Services (Non-Utility)	+ \$24.89
Amount Past Due - Pay Immediately	\$112.00
Current Charges Due	\$56.00
Current Charges Due for Optional Services (Non-Utility)	\$24.89
Past Due Charges for Optional Services (Non-Utility)	\$49.78
Total Due	242.67

If paid after 06/16/17, a late payment charge of 1.5% may be applied to your utility balance. There is 1 month remaining in the Budget Year, which ends in July, 2017.

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

Budget Payment Plan

Your budget plan is past due in the amount of \$112.00.

Budget Payment Plan

Next month is the end of the budget year. That means it will be time to settle-up any remaining balance on your account. Remember, paying your billed budget amount each month will help avoid a balance at the end of the year. Your new monthly budget payment amount will appear on your August bill.

Your Safety

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

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

Always Call 8-1-1 Before You Dig

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



Employee Identification

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

Actual Account Summary

Beginning Balance	\$159.49
Payments Received	\$0.00
Late Payment Fee	+ \$1.68
Current Utility Charges	+ \$39.30

Actual Account Balance \$200.47

Your Actual Account Balance reflects the actual amount you owe based on your billed usage and payments as of the date of this bill.

For more information regarding these charges, see the Detail Charges section.

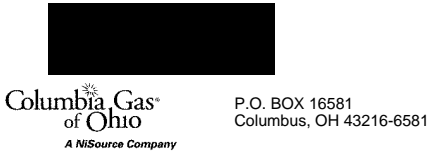
Termination Notice

Your account is past-due. To avoid disconnection of service at [REDACTED], [REDACTED] scheduled on or after June 19, 2017, you must pay \$112.00 in full. Please be aware that partial payments will not protect you from shut-off, unless you arrange one of the payment plans listed below in advance, if eligible. To discuss eligibility of one of these payment plans, please call 1-800-344-4077, or visit ColumbiaGasOhio.com.

Payment Plans

Termination Notice continued on next page

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



Web
ColumbiaGasOhio.com

Mobile
m.ColumbiaGasOhio.com

Phone
1-800-344-4077

Account Number: [REDACTED]
Amount Due by 06/16/2017: \$242.67
Amount Enclosed: \$ [REDACTED]

00036757 02 AV 0.370 2
****AUTO**5-DIGIT 43460



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



0000002426791325

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 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 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](http://www.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.

Termination Notice *continued*

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

Reconnection Process and Additional Fees

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

- If our representative visits your home to disconnect service and a payment is made at the time our representative is at your home, a \$5.50 collection fee applies.
- 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 \$62.00 security deposit or a creditworthy guarantor may also be required.
- If service is disconnected for 10 business days or less, reconnection will be scheduled by the close of the next business day.
- Service that has been disconnected more than 10 business days will be reconnected within three business days after the required payment has been made.

Energy Assistance - If you meet income requirements, you might qualify for financial aid or weatherization services through the Home Energy Assistance Program (HEAP). To learn more, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m., visit http://www.development.ohio.gov/is/is_heap.htm or visit **ColumbiaGasOhio.com**.

Medical Certificate - If disconnection of service would be especially dangerous to the health of any consumer who is a permanent resident of the premises or disconnection of service would make operation of necessary medical or life-supporting equipment impossible or impractical, a Medical Certificate can delay the disconnection of service for 30 days. Initial certification may be made by telephone if written certification is forwarded to Columbia Gas within seven days.

Columbia Gas can fax a medical certificate form to your licensed health care professional, who must complete, sign and return it to Columbia Gas prior to the shut off date. Upon request, Columbia will provide the medical certification to you, which must be completed, signed and returned to Columbia prior to the shut-off date. This form is also available on the Public Utilities Commission of Ohio's website at <http://www.puco.ohio.gov/puco/index.cfm/puco-forms/30-day-medical-certification-form/>, and it must be completed, signed and returned to Columbia prior to the shut-off date. If the service has been disconnected, Columbia Gas must receive the form within 21 days for the restoration of service to the same residence.

Customers who utilize a Medical Certificate must enter into a payment plan prior to the end of the medical certificate period or be subject to disconnection. Medical Certificates may be renewed two additional times and may not exceed 90 days per household in a 12-month period.

Payment Options

You can choose from the following payment options:

- Pay by credit/debit card or an electronic check by calling **1-866-694-1828** or visit us online at **ColumbiaGasOhio.com**. Please note, fees do apply.
- Pay online with your checking account at **ColumbiaGasOhio.com**. No additional charges apply.
- Pay in-person at an authorized payment center. Visit **ColumbiaGasOhio.com** to find a list of authorized payment locations near you, or you can call Columbia at 1-800-344-4077. Please note, these payment locations do charge an additional fee.

Failure to pay charges for optional, non-regulated products or services that appear on your bill may result in the loss of those products and services. If you have made your payment, please accept our thanks and disregard this notice.

Change Contact Information

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

Address

City

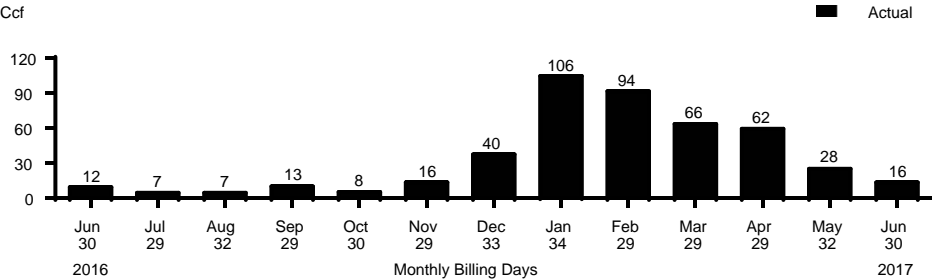
State

Zip Code

Phone Number

Add or Edit Email

13 Month Usage History



Meter Number: 11033342		Usage Comparison - Ccf			
Service Address: [REDACTED]		Month	Ccf	Avg Temp	Ccf Per Day
Meter Readings - 30 Billing Days		Jun 16	12	60.3 °	0.4
Actual Reading on 6/ 1		May 17	28	53.3 °	0.9
Actual Reading on 5/ 2		Jun 17	16	58.2 °	0.5
Gas Used (Ccf)		2786		2770	
		16			

Your Average Monthly Usage = 39 Ccf.

Your Total Annual Usage = 463 Ccf.

Your next meter reading date is 06 / 30 / 2017.

Detail Charges

Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$8.96
Infrastructure Development Rider	\$0.14
Usage Based Charges	\$1.23
Delivery - Columbia Gas of Ohio	
+\$28.14	
Gross Receipts Tax @ 4.987%	\$1.49
Taxes & Fees	
+\$1.49	
Customer CHOICE Program	
Gas Supply Cost Incl Sales Tax	\$9.67
Supply - IGS Energy	
+\$9.67	

Total Current Utility Charges \$39.30

- Current billing charges include IGS Energy gas supply costs of \$9.06 at the rate of \$0.56600 per Ccf and sales tax of \$0.61.

Customer CHOICE Program
As a participant of the Columbia Gas Customer CHOICE Program, your gas is being supplied by IGS 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 IGS Energy, PO Box 9060, Dublin OH 43017, at 1-800-280-4474. 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.

Infrastructure Development Rider
An annual adjustment to the Infrastructure Development Rider has been reflected on your bill. The rider recovers costs associated with Columbia's investment in economic development projects. Beginning May 31, 2017, the adjustment results in an increase of \$0.14 to your total bill each month.



Optional Service Charges (Non-Utility)

These charges are service plan fees which are provided to you by the third party service provider(s) referenced below. The third party service provider(s) are not affiliated with Columbia Gas. The charges appear on your utility bill per your request. Any questions about Optional Services should be directed to the service provider, not Columbia Gas. Optional Services are not regulated utility services and are not provided or guaranteed by Columbia Gas or its affiliates. Your participation in these service plans in no way affects the utility service you receive from Columbia Gas. These service plans are not intended for renters. Failure to pay Optional Service charges will not result in the termination of your utility service by Columbia Gas.

ESP Service Plans (AGL Resources, a Southern Company 1-866-590-2953)	\$10.95
In-house Gas Line Service Plan (CSP, a HomeServe Company 1-888-442-7349)	\$1.99
Protection Plan (IGS Home Services, a Manchester Company Tel. 1-877-275-8197)	\$11.95

Current Optional Service Charges (Non-Utility) Due To Your \$24.89

Warranty Vendors

ESP Service Plans	
Previous Balance	\$21.90
Payments Received by 06/01/2017 Thank you	\$0.00

Balance at Billing	\$21.90
Current Charges	\$10.95

Current Balance \$32.85

CSP In-house Gas Line Service Plan	
Previous Balance	\$3.98
Payments Received by 06/01/2017 Thank you	\$0.00

Balance at Billing	\$3.98
Current Charges	\$1.99

Current Balance \$5.97

IGS Protection Plan	
Previous Balance	\$23.90
Payments Received by 06/01/2017 Thank you	\$0.00

Balance at Billing	\$23.90
Current Charges	\$11.95

Current Balance \$35.85

- Optional Service Arrears- Since no payments were received last month, two payments are due this month to avoid cancellation of your service plans. Reminder: no payments are transferred to your service plan vendors until your utility balance has been paid in full.

Message Board

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

This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

12/29/2017 3:25:50 PM

in

Case No(s). 17-2561-GA-UNC

Summary: Application for Approval of a Revised Bill Format electronically filed by Ms. Melissa L. Thompson on behalf of Columbia Gas of Ohio, Inc.