

18-0331

Case Number

Public Utilities Commission of Ohio Attn: Docketing 180 E. Broad St. Columbus, OH 43215

> On State Zip

### **Formal Complaint Form**

City

ONES Customer Name (Please Print)

ELAWARE AVE Customer Address

86748029000

 $(\mathbf{O})$ 

Against

Account Number

Utility Company Name

Customer Service Address (if different from above)

BLEDO

<u>Oh H3610</u> State Zip

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

RECLIVED-DOCKETING ETA 2018 FEB 23 PM 1: 46 PUCO Signature Customer Telephone Number This is to certify that the images appearing are an accurate and complete reproduction of a case file accurate and complete regular course of business. AWAREA document delivered in the regular course of business. Date Processed 2/23/1 CASE Ann Technician\_ Updated November 17, 2017 (614) 466-3016 www.PUCO.ohio.gov

ATTACH PAGE 1-27-18 BILLY JONES 982 DELAWARE TOLEDO ON 43610 >h 419 509 9503 DAGE ONE My nome are Billy Jona the account complaint about are 980 DELHWARE acc. 15086748005 X 980 DELHWARE acc. 139.882370027 980 DELAWARE ACC. 150867. 980 DELAWARE ACC 150867480 019 0002 980 DELAWARE ACC 150867480310006 132 PEARL ST OCC 150867480310006 SAME 722 PEARI ST ACC 150 867 4801 60005 150 867 4801 40007 722 PEARLST ACC 150867 4800 50008 SAME 772 PEARL ST ACC 15086748012000-9 966 DELAWARE ACC 15086748003000-0 ACC 966 DELAWARE 15086748017000-4 15086748018000-3 ACC 966 DELAWARE Acc 19637191001000-8 961 DELAWARE ACC ACC 15086748033 0004 961 DELAWARE 982 DELAWARE ACC 15086748029000.0 982 DELAWARE ACC 150867 48024000-5 15086748022000-7 ACC DELAWARE 976 150867 4804 0000-5 ACC CELAWALE 976 150867 4803 8000-9 DELAWARE ACC 976 150867 4801 000-1 DELAWARE ACC 976 NEED INITIAL SERVICE NEED FINAL BILL with BAL ON ALL ACCOUNT I have all my Receipt Date Back to 1983 il NEED

COLUMBIA GAS ComPLAINT 980 DELAWARE AVE ACC NUMBER 15086748005 NEED INITIAL SER AND PAYMENT HISTORY NEED FINAL BILL ACC NUMBER 13982370027 NEED INITIAL SER AND PAYMENT HISTORY NEED FINAL BILL ACCOUNT 15086748035 NEED NELP PAIDE 100= to COLUMBIA GAS DON'T HAVE ALL the a CCOUNTNUMBER AND DAY PAID 2017 ACCOUNT 15086748031 000-6 INITIAL SER 5-15-12 NEED PAYMENTHISTORY AND FINAL BILL ACCOUNT 15086748019-000-2 INITIAL SER 12-14-05 NEED to INVESTIGATE ALL of the METER READINGS FROM 4584 TO 4615 FINAL SER 8-15-2008 Where D'ID PAYMENT ON DEPOSIT BY MY RECORD THERE WERE 917.96 BILL ADJ ON ACCOUNT NEXT PAGE

COLUMBIA GAS COMPRAINT PHGEIL 980 DELAWARE AVE ACC WUMBER 15086748027000-2 NEED INITIAL SER IHAVE STATMENTDATE 2-15 2011 I FOUND INITIALSER DATE IS 2-15-2011 With ARAGOD DEPOSIT ACTUAL READING At 79 CCF. I have no facard where they posted +168 47 to my account Where are my Depoint. FINAL SER 5-16-11 ACCOUNT NUMBER 15086748035 0002 INITIAL SER 3-17.2014 DEPOIST DUE \$116.00 ACTUAL READING 3573 CCF. FINALSER, My Ser Stort 3-17-14 why should I have too Ray for actual Keading for 2-2742014 I used a total amount of 53CCF thus this account need to Be innestquete ON-9-27-17 Pril 85.00 ON 11-3-17 pril 89.62 account fund in full with a over puyment they over charge my account



## Gas Bill

Account Number

**Residential Service** 

Page 1 of 3

15086748 035 000 2 Statement Date 09/15/2014 27012

## **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 Press option 2 after the greeting

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:

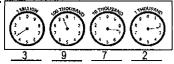
Columbia Gas of Ohio P.O. Box 742510 Cincinnati, OH 45274-2510

#### **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 shutoff. 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**

Customer Name		
Billy P Jones		
Final Service		
Previous Amount Due on 09/02/2014		\$270.63
Payments Received by 09/15/2014		\$0.00
Balance on 09/15/2014	=	\$270.63
Charges for Gas Service This Period	+	\$28.87
Amount Due by 10/01/2014	=	\$299.50

#### **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%.* 

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

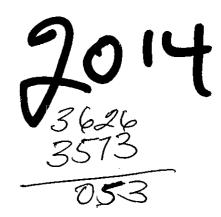
## **Service Summary**

Service Location 980 W Delaware Av Toledo OH 43610-1231

Meter Number	Meter Readings (32 Billing D	)ays)	
3302681	Estimated Reading on 9/15	, .	3626
	Actual Reading on 8/14	-	3620
	Gas Used (Ccf)	=	6

**Service Summary Notes** 

**Payment Coupon** 



*Turn Me Over* > > for more details <u>about your account</u>



## • Gas Bill

15086748 035 000 2

Account Number

**Residential Service** 

Page 2 of 3 09/15/2014 27012

#### **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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http://www.pickocc.org.

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

Apples to Apples For a comparison of available competitive natural gas suppliers, visit the PUCO Web site at

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Bankruptcy Notices Mail to Columbia Gas of Ohio, Hevenue Recovery, 200 Civic Center Dr., Columbus, OH 43215

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 0.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!

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

Columbia Gas of Ohio	
Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$5.71
Usage Based Charges	\$0.71
Gross Receipts Tax @ 4.987%	\$1.21
Total Charges for Service This Period	\$25.44

### Standard Choice Offer (SCO)

Direct Energy Services, LLC

Gas Supply Cost Incl Sales Tax	\$3.43
Total Charges For Service This Period	\$3.43

As a participant of the Columbia Gas Standard Choice Offer Program, your gas is being supplied by Direct Energy Services, LLC. This bill reflects Columbia Gas charges for service and delivery of natural gas and your supplier's charges for the gas supply. For questions about your gas supply charges, please contact Direct Energy Services, LLC, Pmb # 51,7385 N State Route 3, Westerville OH 43082, at 1-888-566-9988. If your questions are not resolved after you have called your supplier, you may call the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumer's Counsel (OCC) toll free number(s) listed under Legal Notices in the left column of your bill.

#### **Service Charges Notes**

*Current Charges* include gas supply costs of \$3.21 at the SCO rate of \$0.53570 per Ccf and sales tax of \$0.22. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.40 divided by 10.



#### How to Contact Us

#### 1-800-344-4077

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#### 711

For hearing-impaired relay

ColumbiaGasOhio.com

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#### **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 shutoff. Please contact us to make arrangements if access is required.

**Gas Bill Residential Service** 

=

**Statement Date** 03/17/2014 23719

### **Billing & Payment Summary**

Amount Due by 04/01/2014

**Billing & Payment Notes** 

Customer Name		
Billy P Jones		
Initial Service		
Previous Amount Due		\$0.00
Balance on 03/17/2014	=	\$0.00
Charges for Gas Service This Period	+	\$100.54
Security Deposit Installment Due	+	\$116.00

3628 3573	
55	

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%.

A security deposit in the amount of \$116.00 is required in 1 installment(s). Payment has been received in the amount of \$0.00. The remaining amount due is \$116.00.

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

### Service Summary

Service Location 980 W Delaware Av Toledo OH 43610-1231

\_ - - - -

Meter Number	Meter Readings (18 Billing Days)	)	
3302681	Actual Reading on 3/17		3573
	Actual Reading on 2/27	-	3468
	Gas Used (Ccf)	=	105

Payment Coupon

Turn Me Over > > for more details about your account

#### Account Number

\$216.54

15086748 035 000 2

Page 1 of 3



# • Gas Bill

**Residential Service** 

#### Account Number 15086748 035 000 2

15080748 035 000 Z Statement Date

03/17/2014

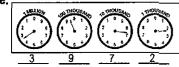
23719

Gas Meter Information (continued)

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.

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#### **Legal Notices**

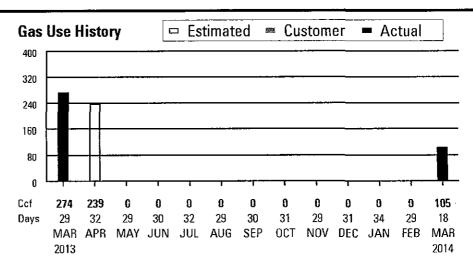
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Page 2 of 3

#### **Daily Comparisons**

Month	Avg Daily Temperature	Avg Daily Usage
Mar '14	23.8°	<i>5.8</i>
Feb '14	13.6°	0.0
Mar '13	30.4°	9.4

#### **Service Summary Notes**

Your next actual meter reading date is 04/15/2014

Your Average Monthly Usage is 29 Ccf

Your Total Annual Usage is 344 Ccf

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

\$17.81
\$4.71
\$64.52
\$8.72
\$4.78
\$100.54

#### **Service Charges Notes**

*Current Charges* include gas cost recovery of \$64.52 at the SCO rate of \$0.61450 per Ccf. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.29 divided by 10.

## **Additional Account Information**

#### **Simple Energy Solutions for Your Home**

Great news! Reduce your gas and water bills, plus get a \$10 rebate now, when you buy a select high-performance, energy-efficient showerhead online at ColumbiaGasOhio.com/e-store. Or visit the site for a \$10 mail-in rebate form for eligible showerheads purchased at your local retailer. Call 1-866-542-4767 for more information. Columbia Gas of Ohio -- doing more to help you save money, energy and the environment.



## Gas Bill Besidential Service

Account Number 15086748 027 000 2 Statement Date Page 1 of 2 05/16/2011

05/16/2 45337

Billing & Payment Summary		``• <i>`</i>	
Customer Name		•	
Billy P Jones			
Final Service			
Previous Amount Due on 05/02/2011		\$308.80	
Payments Received by 05/16/2011		\$0.00	
Security Deposit Applied 05/16/2011	-	\$92.00	
Balance on 05/16/2011	=	\$216.80	
Charges for Gas Service This Period	· +	. \$80.01	
Amount Due by 06/02/2011	=	\$296.81	

#### For gas leaks or odor of gas 24 hours/day

before due date For quickest response,

How to Contact Us 1-800-344-4077

For billing questions,

1-800-344-4077

Press option 2 after the greeting

For DirectLink self-service 24 hours/day

call 7 a.m. - 7 p.m., Mon. - Fri.

call 11 a.m. -3 p.m., Mon.- Fri.

For hearing-impaired relay

#### www.columbiagasohio.com

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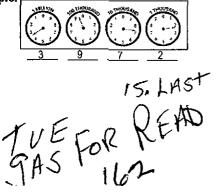
Columbia Gas of Ohio P.O. Box 742510 Cincinnati, OH 45274-2510

#### **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 shutoff. 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.

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#### **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%.* 

Your security deposit is credited to this bill. Please note that there is still a balance due on your account.

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

### **Service Summary**

	Service Location 980 W Delaware Av Toledo OH 43610-1231	j
<b>Meter Number</b> 3302681	<b>Meter Readings</b> <i>(28 Billing L</i> Estimated Reading on 5/12 Actual Reading on 4/14 <b>Gas Used (Ccf)</b>	Days) - 251 = 173 = <b>78</b> .3
Service Summary No	otes <u>5-19-</u>	INFONEY
FEB 27405 MARCH7647 APRIL 264 MAY 800 308 22	7 MAY 80 7 MAY 42	99 01 700 847 9.00
Payment Coup	on	Turn Me Over >>> for more details about your account



## Gas Bill

**Residential Service** 

15086748 027 000 2 Statement Date Page 2 of 2 05/16/2011 45337

Account Number

#### Legal Notices

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**Call Before You Dig** Call 0.U.P.S. at 811 at least 48 hours before you start to dig for any outdoor project. It's for your safety - and it's the law!

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

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

Total Charges for Service This Period	\$80.01
Gross Receipts Tax @ 4.987%	\$3.80
Usage Based Charges	\$6.97
Standard Service Offer	\$48.80
Infrastructure Replacement Program Rider	\$2.63
Fixed Monthly Delivery Charge	\$17.81

#### **Service Charges Notes**

**More Detail!** Starting this month, your bill will show a breakdown of the charges for the current billing period to help you better understand the different components of your bill.

*Current Charges* include gas cost recovery of \$48.80 at the SSO rate of \$0.62570 per Ccf. SSO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.88 divided by 10.

An annual adjustment to the Infrastructure Replacement Program Rider has been reflected on your bill. The rider recovers costs associated with Columbia's investment in replacement of prone-tofailure risers, hazardous customer service lines, bare steel mains and service lines, and installation of automated meter reading devices. Beginning April 29, 2011 the adjustment results in an increase of \$1.01 to your total bill each month.

Your bill also reflects an annual adjustment to the Demand-Side Management Rider of \$0.00591/ccf to recover costs associated with Columbia's investment in energy efficiency programs for residential and commercial customers.

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## 👌 Gas Bill

**Residential Service** 

Account Number

15086748 027 000 2 Statement Date 05/25/2011 62620

Billing & Payment Notes

Page 1 of 2

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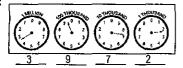
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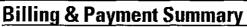
Example:



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Customer Name			If we receive your payment for the current total Amount
Billy P Jones			Due by the due date shown
Adjusted Bill			on this bill, you will avoid a
Final Service			late payment charge of 1.50%.
Previous Amount Due on 05/02/2011		\$216.80	Your billing for the current
Payments Received by 05/12/2011		\$0.00	month was based on a meter
Balance on 05/12/2011	=	\$216.80	reading which was in error. The correction is reflected in
Charges for Gas Service This Period	+	\$28.22	Charges for Gas Service This Period in the Billing and
Amount Due by 06/13/2011	=	\$245.02	Payment Summary. See back of bill for Detail of

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

Service Summary Notes

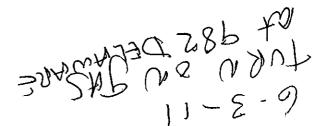
## **Service Summary**

Service Location 980 W Delaware Av Toledo OH 43610-1231

Meter Number 3302681

Meter Readings (28 Billing	Davs)	
Adjusted Reading on 5/12		182
Actual Reading on 4/14	-	173
Gas Used (Ccf)	=	9





Eapp SESSENT

**' Payment Coupon** 

*Turn Me Over* > > *for more details about vour account* 



## Gas Bi **Residential Service**

Account Number

15086748 027 000 2 Statement Date -05/25/2011

Service Charges Notes

62620

Page 2 of 2

#### Legal Notices (continued)

Rights and Responsibilities - A summary of customer rights and responsibilities is available at 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 customerowned service lines; employee identification; rate information and alternatives; Customer CHOICE; privacy rights; and complaint procedures. You may obtain a copy of the full minimum gas service standards at the PUCO Web site or phone numbers shown above.

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

Bankruptcy Notices Mail to Columbia Gas of Ohio, Revenue Recovery, 200 Civic Center Dr., Columbus, OH 43215.

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	More Detail! Starting this
Infrastructure Replacement Program Rider	\$2.63	month, your bill will show a breakdown of the charges
Standard Service Offer	\$5.63	for the current billing period
Usage Based Charges	\$0.81	to help you better
Gross Receipts Tax @ 4.987%	\$1.34	understand the different components of your bill.
Total Charges for Service This Period	\$28.22	Current Charges include gas

cost recovery of \$5.63 at the SSO rate of \$0.62570 per Ccf. SSO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.88 divided by 10. An annual adjustment to the Infrastructure Replacement

Program Rider has been reflected on your bill. The rider recovers costs associated with Columbia's investment in replacement of prone-to-failure risers, hazardous customer service lines, bare steel mains and service lines, and installation of automated meter reading devices. Beginning April 29, 2011 the adjustment results in an increase of \$1.01 to your total bill each month.

Your bill also reflects an annual adjustment to the Demand-Side Management Rider of \$0.00591/ccf to recover costs associated with Columbia's investment in energy efficiency programs for residential and commercial customers.



## Gas Bill Residential Service

## Account Number

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Page 1 of 4

15086748 027 000 2 Statement Date 04/14/2011 46013

#### **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 Press option 2 after the greeting **711** 

For hearing-impaired relay

#### www.columbiagasohio.com

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

#### **Billing Options**

E-BILL Go paperless! Sign up for one of our e-bill options and view your bill online. Extended Payment Plans Special payment arrangements and energy assistance are available, if eligible.

#### **Payment Options**

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

Amount Due By 05/02/2011	=	\$76.64
Amount Due Immediately	=	\$278.16
Security Deposit Installment Due	+	\$46.00
Charges for Gas Service This Period	+	\$26.47
Balance on 04/14/2011	=	\$282.33
Late Payment Ree	M M M	\$4.17
Payments Received by 04/04/2011	X X X	\$76.47
Previous Amount Due on 03/31/2011 🛒 💧		\$\$\$\$4.63
Billy P Jones	M Minne	<u></u>
Customer Name		10 mm

#### **Billing & Payment Notes**

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 the lists, please call 1-800-344-4077 or write Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH, 43216-2318.

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%.

A security deposit in the amount of \$138.00 is required in 3 installment(s). Payment has been received in the amount of \$92.00. The remaining amount due is \$46.00.

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

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

Your account is past-due. To avoid disconnection of service at 980 W Delaware Av, Toledo Oh 43610-1231 scheduled on or after May 3, 2011, you must pay **\$278.16** in full or provide a payment receipt number by 10:00 PM on **May 2, 2011**. Partial payment will not protect you from shutoff 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 phone through our automated system at 1-800-344-4077, or online through our "Manage Your Account" service at www.columbiagasohio.com.

**Payment Coupon** 

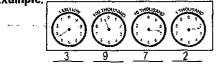
Turn Me Over ► ► for more details <u>about your account</u>



Gas Bill
 Residential Service

Si Page 2 of 4 04

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 you have a complaint in regard to this disconnection notice that cannot be resolved after you have called us, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll-free) or for TTY at 1-800-686-1570 (toll-free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.PUCD.ohio.gov.

Office of Ohio Consumers' Counsel Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll-free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.pickocc.org.

**Rights and Responsibilities - A summary of** customer rights and responsibilities is available at 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 Web site or phone numbers shown above.

Apples to Apples For a comparison of available competitive natural gas suppliers, visit the PUCO Web site at

www.PUCO.ohio.gov or call 1-800-299-7271. Bankruptcy Notices Mail to Columbia Gas of Ohio, Revenue Recovery, 200 Civic Center Dr., Columbus, OH 43215.

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.

### **PAYMENT METHODS**

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

- You may pay by phone or online with your credit card, ATM debit card, or an electronic check. Call BillMatrix at 1-866-694-1828 or visit our Web site. BillMatrix Charges a convenience fee for each transaction.
- You may pay in person at an authorized payment center. Visit our Web site or call us for authorized payment locations near you. Payments made at an authorized agent Monday - Friday will be noted on your account the same day. We cannot guarantee that payment made at an unauthorized location will be received on time. The payment agent charges a service fee for each transaction.
- You may pay by electronic check at our Web site at no charge, if you register your account with our inline account management service. Go to www.columbiagasohio.com and click on "Manage Your Account" to log in or register your account.

If you pay through BillMatrix or an authorized payment agent, **you must report your payment receipt number by 10:00 p.m.** on the business day prior to the scheduled shut-off date, and you must pay the total pastdue amount to stop termination. Call 1-800-344-4077 and select option 1 from the main menu. After identifying your account, select option 2 from the next menu to report your payment. If you pay through our free online payment option before 10:00 p.m. on the business day prior to the scheduled shut-off date, a payment confirmation number will automatically post to your account and will delay shut-off and any collection activity.

Failure to pay charges for optional, non-regulated products or services that appear on your Columbia Gas of Ohio bill may result in the loss of those products and services.

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

- If our representative visits your home for payment or termination, 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 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 five business days after receipt of the full required payment.

### **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

Account Number 15086748:227 Juli 2 Statement Date 04/14/2011 46013

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会 动物学的	Account Number (or cell phone number when required):	16.14. 1521 2
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	CUSTOMER ACCEPTS ALL POSTED TERMS AND CONDITIONS - SEE REVERSE FOR ALL TERMS AND	
	CUSTOMER ACCEPTS ALL POSTED TERMS AND CONDITIONS - SEE REVERSE FOR ALL TERMS AND CONDITIONS. EL CLENTE ACEPTA TODOS LOS TÉRMINOS Y TODAS LAS CONDICIONES QUE SE HAN INDICADO - FAVOR DE LEER LOS TÉRMINOS Y LAS CONDICIONES QUE SE ENCUENTRAN AL REVERSO DE ESTE FORMULARIO. FOR USE WITH ELECTRONIC CHECK TRANSACTION ONLY:	
	CUSTOMER ACCEPTS ALL POSTED TERMS AND CONDITIONS - SEE REVERSE FOR ALL TERMS AND CONDITIONS. EL CLIENTE ACEPTA TODOS LOS TÉRMINOS Y TODAS LAS CONDICIONES QUE SE HAN INDICADO - FAVOR DE LEER LOS TÉRMINOS Y LAS CONDICIONES QUE SE ENCUENTRAN AL REVERSO DE ESTE FORMULARIO. FOR USE WITH ELECTRONIC CHECK TRANSACTION ONLY: SOLAMENTE PARA TRANSACCIONES DE CHEQUE ELECTRONICO:	
	CUSTOMER ACCEPTS ALL POSTED TERMS AND CONDITIONS - SEE REVERSE FOR ALL TERMS AND CONDITIONS. EL CLENTE ACEPTA TODOS LOS TÉRMINOS Y TODAS LAS CONDICIONES QUE SE HAN INDICADO - FAVOR DE LEER LOS TERMINOS Y LAS CONDICIONES QUE SE ENCUENTRAN AL REVERSO DE ESTE FORMULARIO. FOR USE WITH ELECTRONIC CHECK TRANSACTION ONLY: SOLAMENTE PARA TRANSACCIONES DE CHEQUE ELECTRONICO: "I authorize the biller or its agent to convert my check to a draft or an electronic funds transfer and to debit my account for the amou of the transaction."	
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	CUSTOMER ACCEPTS ALL POSTED TERMS AND CONDITIONS - SEE REVERSE FOR ALL TERMS AND CONDITIONS. EL CLIENTE ACEPTA TODOS LOS TÉRMINOS Y TODAS LAS CONDICIONES QUE SE HAN INDICADO - FAVOR DE LEER LOS TERMINOS Y LAS CONDICIONES QUE SE ENCUENTRAN AL REVERSO DE ESTE FORMULARIO. FOR USE WITH ELECTRONIC CHECK TRANSACTION ONLY: SOLAMENTE PARA TRANSACCIONES DE CHEQUE ELECTRONICO: "I authorize the biller or its agent to convert my check to a draft or an electronic funds transfer and to debit my account for the amou	

2 have no Rocard where they posted my \$16847 to my account only \$7647 · · · 



#### 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 Press option 2 after the greeting 713

For hearing-impaired relay

#### www.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. Enroli online. NCO EasyPay Call 1-800-284-8572 or link from our Web site to pay by credit/debit card, or e-check. A convenience 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 shutoff. Please contact us to make arrangements if access is required. Gas Bill
 Residential Service

Account Number 15086748 027 000 2 Statement Date Page 1 of 3 02/15/2011 48153

#### Billing & Payment Summary

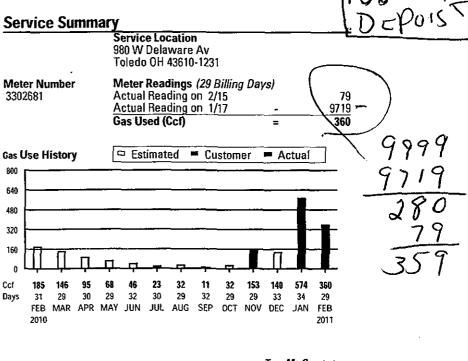
Customer Name		
Billy P Jones		
Initial Service		
Previous Amount Due		\$0.00
Balance on 02/15/2011	=	\$0.00
Charges for Gas Service This Period	+	\$274.05
Security Deposit Installment Due	+	\$46.00
Amount Due by 03/02/2011		\$320.05

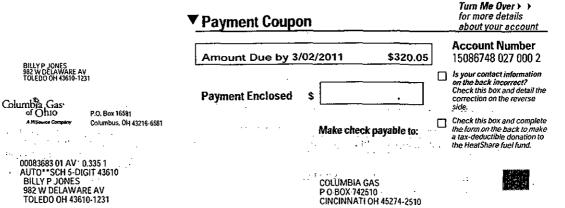
#### **Billing & Payment Notes**

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%.

A security deposit in the amount of \$138.00 is required in 3 installment(s). Payment has been received in the amount of \$0.00. The remaining amount due is \$138.00.

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





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#### Account Number

15086748 019 000 2 Statement Date

Page 1 of 2 08/15/2008 59103

#### 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 Press option 2 after the greeting 711

For hearing impaired relay

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

#### Payment Options

**Phone** Call NCO EasyPay at 1-800-284-8572 or link from our Web site to pay by credit card, debit card or electronic check. NCO charges a convenience fee for each transaction.

Authorized Payment Centers Visit DirectLink e-Services on our Web site or call for the location of an authorized payment center near you. The agent charges a service fee for each transaction. Mail Detach and return the coupon below with payment to:

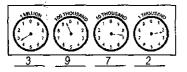
Columbia Gas of Ohio P.O. Box 742510 Cincinnati, OH 45274-2510

#### **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:



#### **Legal Notices**

Public Utilities Commission of Ohio If your complaint is not resolved after you have called us, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll-free) or for TTY at 1-800-686-1570 (toll-free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.PUCO.ohio.gov. **Billing & Payment Summary** 

Amount Due by 09/03/2008	*	\$168,40
Charges for Gas Service This Period	+	\$6.81
Balance on 08/15/2008	=	\$161.59
Billing Adjustment 08/15/2008	-	\$199.03
Payments Received by 08/15/2008		\$0.00
Previous Amount Due on 08/29/2008		\$360.62
Final Service		
Billy P Jones		
Customer Name		

#### Billing & Payment Notes Our payment address has changed! As of July 30, 2008, our payment address has changed. The new address appears on your payment coupon and under Payment Options in the left column of your bill. If you use accounting software to print checks, be sure to update the mailing address in your program. The address change affects only payments, not other correspondence.

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

Service Summary Notes

## **Service Summary**

Meter Number 3302681 Service Location 980 W Delaware Av Toledo OH 43610-1231

Meter Readings (1 Billing D. Actual Reading on 8/15	aysj	4615
		/
Adjusted Reading on 8/14	-	4615
Gas Used (Ccf)	_	



**7** Payment Coupon

Turn Me Over ► ► for more details about



#### Legal Notices (continued)

Office of Ohio Consumers' Counsel Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll-free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.pickocc.org. Rights and Responsibilities - A summary of customer rights and responsibilities is available at 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 customerowned service lines; employee identification; rate information and alternatives, Customer CHOICE, privacy rights; and complaint procedures. You may obtain a copy of the full minimum gas service standards at the PUCO Web site or phone numbers shown above.

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Total

Page 2 of 2

Account Number 15086748 019 000 2 Statement Date 08/15/2008 59103

Service Charges Notes

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

Through January 2009, your
bill will reflect a credit that Columbia Gas is passing through to customers from revenue it receives through non-traditional sales of natural gas and pipeline capacity. The average total credits are expected to be approximately \$21.

### Adjustments

Billing	Original	Corrected	
Date	Amount	Amount	Difference
06/16/2008	\$79.07	\$6.50	-\$72.57
07/16/2008	\$75.67	\$8.50	-\$67.17
08/14/2008	\$67.71	\$8.42	-\$59.29
Total Adjustmen	ts on Your Accoun	t	-\$199.03

#### **Adjustment Notes**

14.1

Your previous billing(s) were based on meter readings that were estimated too high. Listed are the amounts you were originally billed and the corrected amounts for the same period(s). They were based on a recent actual reading of your meter.

--2



#### **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 Press option 2 after the greeting

#### 711

For hearing-impaired relay

#### www.columbiagasohio.com

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

#### **Billing Options**

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

#### Payment Options

E-bill Receive and pay your bill online. To enroll, visit our Web site, www.columbiagasohio.com.

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

Phone Call NCO EasyPay at 1-800-284-8572 or link from our Web site to pay by credit card, debit card or electronic check. NCO charges a convenience fee for each transaction.

Authorized Payment Centers Visit DirectLink e-Services on our Web site or call for the location of an authorized payment center near you. The agent charges a service fee for each transaction. Mail Detach and return the coupon below with payment to:

Columbia Gas of Ohio P.O. Box 9001847 Louisville, KY 40290-1847

#### 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:



Account Number

Page 1 of 2

15086748 019 000 2 Statement Date 04/16/2008 46139

RII	ung &	Payment Sum	imary		Billing & Payment Note
	omer Nam	e			<ul> <li>We are required to include your name, address, and</li> </ul>
	P Jones				usage information on lists
	al Service				eligible customers that are made available to retail
		nt Due on 06/01/2006		\$1,041.10	Anatural gas suppliers or
		eived by 03/25/2008		\$225.00	governmental aggregators you wish to be excluded
		Credits 03/25/2008	<b>`</b> +	\$19.00	from the lists, please call 1
	-	k 08/23/2006	+	\$50.00	800-344-4077 or write 
	• •	ent 05/15/2006	-	\$759.93	Box 2318, Columbus, DH,
	nce on 04/		=	\$125.17	43216-2318.
	•	s Service This Period	+	\$35.40	See back of bill for Detail of Charges for Gas Service.
Secu	urity Depos	it Installment Due	+	\$355.00	
Am	ount Due	by 05/01/2008	=	\$515.57	
4					100
Sa	nuino S	ummary	7	RADPI	K
36	rvice 3				Service Summary Note:
		Service Location 980 W Delaware Av			Your next actual meter reading date is <b>5/15/2008</b>
	r Number	980 W Delaware Av Toledo OH 43610-1231 Meter Readings <i>(8 Bi</i>			
<b>Mete</b> 33026		980 W Delaware Av Toledo OH 43610-1231 <b>Meter Readings</b> (8 Bi Estimated Reading on	4/16	4633	
		980 W Delaware Av Toledo OH 43610-1231 <b>Meter Readings</b> (8 Bi Estimated Reading on Actual Reading on 4/1	4/16	4613	
		980 W Delaware Av Toledo OH 43610-1231 <b>Meter Readings</b> (8 Bi Estimated Reading on	4/16		
		980 W Delaware Av Toledo OH 43610-1231 <b>Meter Readings</b> (8 Bi Estimated Reading on Actual Reading on 4/1	4/16	4613	
33020	681	980 W Delaware Av Toledo OH 43610-1231 <b>Meter Readings</b> (8 Bi Estimated Reading on Actual Reading on 4/1	4/16 8 - =	4613	
33020		980 W Delaware Av Toledo OH 43610-1231 <b>Meter Readings</b> <i>(8 Bi</i> Estimated Reading on <u>Actual Reading on 4/1</u> Gas Used (Ccf)	4/16 8 - =	<u>4613</u> 20	reading date is 5/15/2008 Daily Comparisons Avg Daily Avg Da
33020 Gas L	681	980 W Delaware Av Toledo OH 43610-1231 <b>Meter Readings</b> <i>(8 Bi</i> Estimated Reading on <u>Actual Reading on 4/1</u> Gas Used (Ccf)	4/16 8 - =	<u>4613</u> 20	reading date is 5/15/2008
33020 Gas L	681	980 W Delaware Av Toledo OH 43610-1231 <b>Meter Readings</b> <i>(8 Bi</i> Estimated Reading on <u>Actual Reading on 4/1</u> Gas Used (Ccf)	4/16 8 - =	<u>4613</u> 20	reading date is 5/15/2008 Daily Comparisons Avg Daily Avg Da Month Temp Usa Apr '08 40.7° Mar '08 28.3°
33026 Gas L <sup>125</sup> 100	681	980 W Delaware Av Toledo OH 43610-1231 <b>Meter Readings</b> <i>(8 Bi</i> Estimated Reading on <u>Actual Reading on 4/1</u> Gas Used (Ccf)	4/16 8 - =	<u>4613</u> 20	reading date is <b>5/15/2008</b> Daily Comparisons Avg Daily Avg Da Month Temp Usa Apr '08 40.7° Mar '08 28.3° Apr '07 43.4°
33026 Gas L <sup>125</sup> 100 75	681	980 W Delaware Av Toledo OH 43610-1231 <b>Meter Readings</b> <i>(8 Bi</i> Estimated Reading on <u>Actual Reading on 4/1</u> Gas Used (Ccf)	4/16 8 - =	<u>4613</u> 20	reading date is 5/15/2008 Daily Comparisons Avg Daily Avg Da Month Temp Usa Apr '08 40.7° Mar '08 28.3°
33026 Gas L <sup>125</sup> 100	681	980 W Delaware Av Toledo OH 43610-1231 <b>Meter Readings</b> <i>(8 Bi</i> Estimated Reading on <u>Actual Reading on 4/1</u> Gas Used (Ccf)	4/16 8 - = Customer	<u>4613</u> 20	reading date is <b>5/15/2008</b> Daily Comparisons Avg Daily Avg Da Month Temp Usa Apr '08 40.7° Mar '08 28.3° Apr '07 43.4° Your Average Monthly
33026 Gas L <sup>125</sup> 100 75	681	980 W Delaware Av Toledo OH 43610-1231 <b>Meter Readings</b> <i>(8 Bi</i> Estimated Reading on <u>Actual Reading on 4/1</u> Gas Used (Ccf)	4/16 8 - = Customer	<u>4613</u> 20	reading date is <b>5/15/2008</b> <b>Daily Comparisons</b> Avg Daily Avg Da Month Temp Usa Apr '08 40.7° Mar '08 28.3° Apr '07 43.4° Your Average Monthly Usage is 2 Ccf Your Total Annual Usage is
<b>Gas L</b> <sup>125</sup> 100 75 50	681	980 W Delaware Av Toledo OH 43610-1231 <b>Meter Readings</b> <i>(8 Bi</i> Estimated Reading on <u>Actual Reading on 4/1</u> Gas Used (Ccf)	4/16 8 - = Customer	<u>4613</u> 20	reading date is <b>5/15/2008</b> <b>Daily Comparisons</b> Avg Daily Avg Da Month Temp Usa Apr '08 40.7° Mar '08 28.3° Apr '07 43.4° Your Average Monthly Usage is 2 Ccf Your Total Annual Usage is
<b>Gas U</b> 125 100 75 50 25	681	980 W Delaware Av Toledo OH 43610-1231 Meter Readings (8 Bi Estimated Reading on Actual Reading on 4/1 Gas Used (Ccf)	4/16 8 - = Customer	<u>4613</u> 20	reading date is <b>5/15/2008</b> <b>Daily Comparisons</b> Avg Daily Avg Da Month Temp Usa Apr '08 40.7° Mar '08 28.3° Apr '07 43.4° Your Average Monthly Usage is 2 Ccf Your Total Annual Usage is

Payment Coupon

Turn Me Over 🕨 🕨 for more details about your account



### **Legal Notices**

Public Utilities Commission of Ohio If your complaint is not resolved after you have called us, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll-free) or for TTY at 1-800-686-1570 (toll-free) from 8:00 a.m. to 5:30 p.m. weekdays, or at www.PUCO.ohio.gov.

**Office of Ohio Consumers' Counsel** Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll-free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.pickocc.org.

Rights and Responsibilities - A summary of customer rights and responsibilities is available at 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 customerowned service lines; employee identification; rate information and alternatives; Customer CHOICE; privacy rights; and complaint procedures. You may obtain a copy of the full minimum gas service standards at the PUCO Web site or phone numbers shown above.

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

**Check Processing Information** When you pay your Columbia Gas bill by check, you authorize us to convert the check to electronic data and to make a one-time electronic fund transfer from your checking account for that payment. Funds could be transferred as early as the day after we receive your payment. Your financial institution will not return your check but will note the transaction on your financial statement. For more information or if you do not want your check converted to an electronic transfer, please call our check processing agent toll-free at 1-866-282-1650, 7 a.m. - 7 p.m., Mon. - Frl.

Bankruptcy Notices Mail to Columbia Gas of Ohio, Revenue Recovery, 200 Civic Center Dr., Columbus, OH 43215.

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



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Page 2 of 2

Account Numb/ 15086748 019 Gec 2. \* Statement Date 04/16/2008 46139

Service Charges Notes

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

Current Month Charges\$35.40Current Charges include gas<br/>cost recovery of \$24.19 at<br/>the rate of \$1.20961 per Ccf.Total Charges for Service This Period\$35.40Current Charges include gas<br/>cost recovery of \$24.19 at<br/>the rate of \$1.20961 per Ccf.

Through January 2009, your bill will reflect a credit that Columbia Gas is passing through to customers from revenue it receives through non-traditional sales of natural gas and pipeline capacity. The average total credits are expected to be approximately \$21.



## 👌 Gas Bill

**Residential Service** 

15086748 031 000 6 Statement Date

Page 1 of 3 06/14/2012 46958

#### **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 Press option 2 after the greeting

711

For hearing-impaired relay

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

#### **Billing Options**

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

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

#### **Payment Options**

**Online** Pay free by electronic check at our Web 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 shutoff. Please contact us to make arrangements if access is required. Estimated Reading If we are unable to obtain an actual reading, we accurately estimate your reading based on the history of usage at the service address and normal temperatures for the billing period. We verify the reading the next time we read the meter to make sure you pay only for the energy you've used.

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

## **Billing & Payment Summary**

Customer Name		
Billy P Jones		
Previous Amount Due on 05/31/2012		\$22.45
Payments Received by 06/14/2012		\$0.00
Late Payment Fee	+	\$0.34
Balance on 06/14/2012	=	\$22.79
Charges for Gas Service This Period	+	\$22.46
Security Deposit Instaliment Due	÷	\$77.00
Total Amount Due	=	\$122.25
Amount Due Immediately	=	\$22.79
Amount Due by 06/29/2012	=	\$99.46

#### **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%.

A security deposit in the amount of \$116.00 is required in 3 installment(s). Payment has been received in the amount of \$0.00. The remaining amount due is \$116.00.

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

### **Service Summary**

Toledo OH 43610-1231	•	
<b>Meter Readings</b> <i>(30 Billing Days)</i> Actual Reading on 6/14		1963
	Toledo OH 43610-1231 Meter Readings <i>(30 Billing Days)</i>	Meter Readings (30 Billing Days) Actual Reading on 6/14

 $\begin{array}{rcl} Actual Reading on 5/15 & - & 1963 \\ \hline Gas Used (Ccf) & = & 0 \end{array}$ 

#### **Service Summary Notes**

Your next actual meter reading date is 7/16/2012

Payment Coupon

Turn Me Over ► ► for more details about your account

Account Number





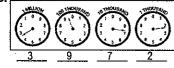
Account Number

15086748 031 009 6 Statement Date 06/14/2012

46958

Gas Meter Information (continued)

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



#### Legal Notices

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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.

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

Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$3.57
Standard Choice Offer	\$0.00
Usage Based Charges	\$0.00
Gross Receipts Tax @ 4.987%	\$1.08
Total Charges for Service This Period	\$22.46

Page 2 of 3

#### **Service Charges Notes**

## **Additional Account Information**

#### Simple Energy Solutions for Your Home

Great news! Reduce your gas and water bills, plus get a \$10 rebate now, when you buy a select high-performance, energy-efficient showerhead online at ColumbiaGasOhio.com/e-store. Or visit the site for a \$10 mail-in rebate form for eligible showerheads purchased at your local retailer. Call 1-866-542-4767 for more information. Columbia Gas of Ohio -- doing more to help you save money, energy and the environment.



## **Gas Bill**

**Residential Service** 

#### Account Number

15086748 031 000 6

**Statement Date** Page 1 of 3 05/15/2012 45361

## **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 Press option 2 after the greeting

711

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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.

#### **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.

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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 shutoff. Please contact us to make arrangements if access is required.



CCA		
Amount Due by 05/31/2012	=	\$60.45
Security Deposit Installment Due	+	\$38.00
Charges for Gas Service This Period	+	\$22.45
Balance on 05/15/2012	=	\$0.00
Previous Amount Due 70		\$0.00
Initial Service		
$\frac{\text{Billy P Jones}}{5-15}$	.02	
Customer Name 💋 💋	.1	

#### **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%.

A security deposit in the amount of \$116.00 is required in 3 installment(s). Payment has been received in the amount of \$0.00. The remaining amount due is \$116.00.

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

## Service Summarv

Payment Coupon

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Turn Me Over > > for more details about your account

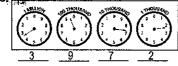


#### Gas Meter Information (continued)

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



#### Legal Notices

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Other Correspondence (except payments) Mail to Columbia Gas of Ohio, P.O. Box 2318. Columbus, 0H 43216-2318



Page 2 of 3

Account Number 15086748 031 000 6 **Statement Date** 05/15/2012 45361

#### **Daily Comparisons**

Month	Avg Daily Temperature	Avg Daily Usage
May '12	56.2°	<i>0</i> .0
Apr '12	52.9°	2.7
May '11	53.0°	0.3

#### Service Summary Notes

Your next actual meter reading date is 6/14/2012

Your Average Monthly Usage is 145 Ccf

Your Total Annual Usage is 1742 Ccf

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

Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$3.57
Standard Choice Offer	\$0.00
Usage Based Charges	\$0.00
Gross Receipts Tax @ 4.987%	\$1.07
Total Charges for Service This Period	\$22.45

#### Service Charges Notes

An annual adjustment to the Infrastructure Replacement Program Rider has been reflected on your bill. The rider recovers costs associated with Columbia's investment in replacement of risers. customer service lines, bare steel mains, and installation of automated meter reading devices. Beginning April 30, 2012 the adjustment results in an increase of \$0.99 to your total bill each month.

Your bill also reflects an annual adjustment to the Demand-Side Management Rider of \$0.01240/ccf to recover costs associated with Columbia's investment in energy efficiency programs for residential and commercial customers.

## **Additional Account Information**

#### **Simple Energy Solutions for Your Home**

Great news! Reduce your gas and water bills, plus get a \$10 rebate now, when you buy a select high-performance, energy-efficient showerhead online at ColumbiaGasOhio.com/e-store. Or visit the site for a \$10 mail-in rebate form for eligible showerheads purchased at your local retailer. Call 1-866-542-4767 for more information. Columbia Gas of Ohio -- doing more to help you save money, energy and the environment.

Billy P. Jones 4-91 982 Delaware 419-243-328 Toledo, OH 43610 Phon E 2750 56-8247/2492 PAY TO THE ORDER OF ĒL 4

Check BY PHONE NEED AYMENTHISTORY

MEED HELF

CONFIRMATION ID RECEIPT VOID WITHOUT

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Columbia Gas Receipt Account 150867480351

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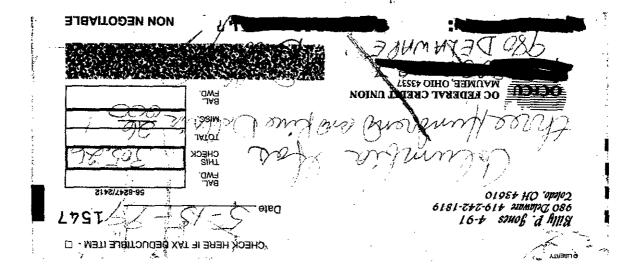
Suite 220 Columbus, GA - 31904 800-698-2438

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Thank you for choosing IAS!

7th Heaven #2 

2516 n Detroit ave



## NEED PAYMENT HISTORY

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## NEED PAYMENT HISTORY

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## Public Utilities Commission $\bigcirc$ hio

Case Number

Public Utilities Commission of Ohio Attn: Docketing 180 E. Broad St. Columbus, OH 43215

## **Formal Complaint Form**

City

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ONES

Customer Name (Please Print)

82 ELAWARE AVE Customer Address

Against

10

 $\bigcirc$ 

Account Number

-EDO

Customer Service Address (if different from above) 43610

On U State Zip

748029000-0

Utility Company Name

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

722 PEARL

ON11141788

Signature

**Customer Telephone Number** 

Updated November 17, 2017 (614) 466-3016 www.PUCO.ohio.gov

180 East Broad Street Columbus, Ohio 43215-3793

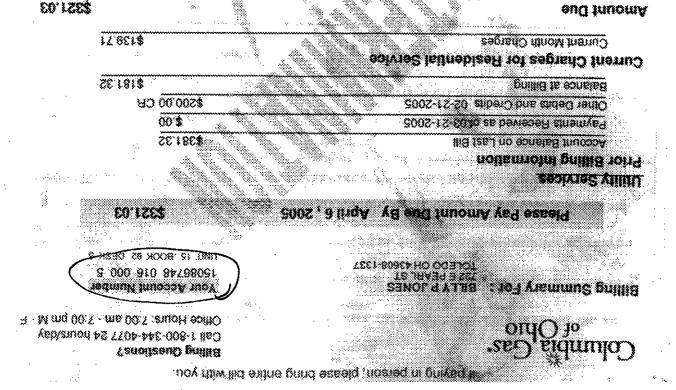
برابي المراجع ا

ATTACH PAge BILLY JONES 1-27-18 982 DELAWARE TOLEDO ON 43616 Ph 419 509 9503 PAGE My nome are Billy Jona the account complaint about are 980 DELKWARE acc. 15086748005 980 DELAWARE acc. 15086748005 13988237 0027 100 DELAWARE ACC 980 DELAWARE ACC 150867480 019 0002 150867480310006 150867480050008 SAME 722 PEARL ST ACC 150 867 4801 60005 722 PEARI ST ACC 150 867 4801 40007 722 PEARL ST ACC 150867 4800 60008 SAM€ 772 PEARLST ACC 966 DELAWARE 15086748012000-9 ACC 15086748003000-0 ACC 966 DELAWARE 15086748017000-4 15086748018000-3 ACC 266 DELAWARE ACC 961 DELAWARE 19637191001000-8 ACC ACC 15086748033 0004 961 DELAWARE 982 DELAWARE ACC 15086748029000.0 982 DELAWARE ACC 150867 48024000-5 15086748022000-7 ACC 976 DELAWARE 120801 4804 0000-2 974 DELAWARE ACC 150867 4803 8000-9. 976 DELAWARE ACC DELAWARE ACC 150867 4801 000-1 974 NEED INITIAL SERVICE NEED FINAL BILL with BAL ON ALL ACCOUNT I have all my Receipt Date Back to 1993 il NEED

Columbia for Complaint account number 15686748005-8 722 Pearl st account 11-2002 NEED to Know Where the \$295.90 Come from with account number Final SERVICE BAL\$44874 5-17-02 IDON'T HAVE BILL STATEMENT FOR 6-17-02 NEW SERVICE 12-13-02 BAL \$403.00 Mail in Receipt 12-17-02 Por 7-21-02 for 7-26-02 Large Raymont need MyStAtEMEN MM 9-5-2003 Show Bal at, 579.51 My 10-6-2003 Show Bal at \$574.71 on M/ 18-13-2003 Show My Bal at \$749.51 to which they differ \$340.00 Credit are wrong two Bill in 6 days ExtoRt OW 11-4-03 15086748 005 000-8 ENDIN ON-11-5-03 15086748014 000-7 START BAL92408 NEW ACCOUNT NEED FINAL BILL FOR 15086748014000-7 WHERE ARE MY DEPOIST ···-··· - -- ----- -• • • • • • • • • • • •

403526 26-02 DATE OF LAST TRANSACTION SUFFIX TRANS, CODE ACCOUNT NUMBER PREVIOUS BALANCE TRANSACTION NEW INTEREST PRINCIPAL AMOUNT BALANCE X 072602 7552,38 561.77 15352 SW 6990.61 72 SHARE WITHDRAWAL REC 21460 CHK# 403526 REF# 041625 PAYEE: COLUMBIA GAS TELLER: LMC \*\*\*ESCU OFFERS VACATION LOANS FOR RATES AS LOW AS 9%. APPLY TODAY\*\*\* DATE: 07/26/02 TIME: 09:35:05 CHECK RECEIVED BY: ings federally insured 10,000 Decn BILLY P JONES 343 722 E PEARL ST **ERIE SHORES** TOLEDO OH 43608 **CREDIT UNION, INC.** Erie P.O. BOX 9037 Shores 3 MAUMEE, OHIO 43537 TELEPHONE 419-897-8110

	/	
	Columbia of Oh	Gase MENXON SERVICE TERMINATION NOTICE 10 7-26-02
	Gas service has bee below.	en terminated at this residence for one openore of the reasons indicated
	Name( Address	Date Date
PA	YMENT	<u></u> <u>37694</u> Amount <u></u> <u></u> <u>Account No.</u> <u></u>
	1. DNonpaym	nent of delinquent bill.
	2. Check re	turned for insufficient funds or closed account.
	3. 📋 Unauthor	rized use of gas and/or illegal tampering with meter 56.77
	4. 🗌 Defaulted	on previously agreed upon extended payment plan.
	5. 🗌 Failed to	post a security deposit.
	To restore service y	
	<ul><li>* pay the past</li><li>* pay a reconn</li></ul>	
	N	ection for the same day, you must call us before 12:30 p.m., Monday
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	Working day. You ma notice is only valid fo will be required to re To make arrangemen FORM C 2273-34 DCP	rwise reconnection will be scheduled for the following regular company by also be required to pay a security deposit. The amount due on this for 5 days after the gas is shut off. After 5 days the total account balance store service.
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### *TERMINATION NOTICE*

Your account is past-due. To avoid disconnection of service at 722 E Pearl St, Toledo Oh 43608-1337 scheduled on or after April 7, 2005, you must pay \$181.32 in full or provide a payment receipt number by April 6, 2005. Partial payment will not protect you from shur-off unless you arrange one of the following payment plans with us in advance, if eligible:

- One-slidti Payment Plan Current bill plus one-slidti of the past-due amount monthly One-bild Payment Plan Current bill plus one-slidt of the past-due amount Percent of Income Payment Plan 5% or 10% of your gross monthly income, depending on your neating
- Percent of Income Ineligible Payment Plan anearage crediting program อวมกอ๊อ

Payment methods – You can pay your overdue balance by phone or online with your credit card, debit card, or electronic check. Call NCO EasyPay at 1-800-284-857S or link from oc. Web are at www.columbiggasonio.com. NCO charges a convenience lee for each transaction.

charges a service fee for each transaction. You may also pay in person at an authorized payment center. Visit our Web site at www.columbiagasohio.com to com to com the payment call Columbia Cas Directlink at 1-900-344-4077 for a list of payment location agent to the payment agent agent.

If you pay the total amount due, you can report your payment receipt rumber on our DirectLink automated phone system. Call 1-800-344-4077 and press option 1 from the main menu for billing and payment information or termination notices. After identifying your account, press option 1 again from the next menu to report a payment and stop termination. **Payment must be reported by 10:00 p.m.** on the business day prior to the scheduled shur off date.

see; jeuogippe peõreus ad itw upy load sub and and yo supplie not in the net of your also due date. Also, you will be

- it a representative collects the past-due amount at your home, you will be required to pay a \$5.50
- If your gas service is leminated, you will be required to pay a \$19.00 reconnection fee in addition to the past-due amount. A security deposit of \$56.00 or a creditworthy guaranter may also be required. collection (ee.

See Sock of Bill for Nore Information. S10 1 9969 2003 8 810 847 88081 5002/12/00 8:00 am - 5:00 p.m. weekdays at 1-677-PR/KOCC (1-677-742-56222), or visit the OCC Web site at www.pickocc.org. PUCO Web site or call 1-800-299-7271. Residential customers may also call the Ohio Consumers' Counsel (OCC) www.PUCO.ofile.gov. For an "Apples to Apples" comparison of available competitive natural gas suppliers, visit me at 1-800-686-7826 or 1-614-466-3292 (1-800-686-1570 or 1-614-466-8180 TDD/TTV), or view me PÚCO Web sile at system is unresolved, you may call the Public Utilities Commission of Ohio (PUCO) 8:00 am - 5:00 pm weekdays For questions about your bill or service, please call us at 1-800-344-4077 (711 for TDD/TTY relay service). If your

(1883-0 88-0888-0

	Columbia,Gas	
BILLY P JONES 722 E PEARL ST	of Ohio	www.columbiagasohio.com
Your Account Number 15086748 016 000 5 Please Pay By	A NiSource Company **********AUTOCR**C013 00045150 1 AC 0.275 1 BILLY P JONES 722 E PEARL ST 722 E PEARL ST TOLEDO OH 43608-1337	7,191
May 5, 2005 Amount Due		Mailing address or phone number change? Check box and record information on back.
\$182.36 Amount Paid \$	P O BOX 9001847 LOUISVILLE KY 40290-1847 I.IIIIIII.I.IIIIII.I.I.III.	UNIT BOOK DESK 11.1.1.1 15 92 5 1121
150867480160005	000001823691325	
Please re	eturn this portion with your payment p If paying in person, please bring en	
Columbia Gas of Ohio		Billing Questions? Call 1-800-344-4077 24 hours/day Office Hours: 7:00 am - 7:00 pm M - F
Billing Summary For :	<b>BILLY P JONES</b> 722 E PEARL ST TOLEDO OH 43608-1337	Your Account Number 15086748 016 000 5 UNIT 15 BOOK 92 DESK 5
Please Pay	Amount Due By May 5 , 2005	\$182.36
Utility Services Prior Billing Information Account Balance on L	to for the second s	100 100 100 100 100 100 100 100 100 100
Payments Received a	s of 04-04-2005 THANK YOU	\$150.00 CR
Balance at Billing		\$171.03
Current Charges for Re Current Month Charge		\$11.33
Amount Due		\$182.36
* * *	* * * * TERMINATION NO	TICE * * * * * * *
Your account is past-due		E Bood St. Talada Ob 43609 1327

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- , 2005. Partial payment will not protect you from shut-off unless you arrange one of the following payment plans with us in advance, if eligible:

  - One-sixth Payment Plan Current bill plus one-sixth of the past-due amount monthly Percent of Income Payment Plan 5% or 10% of your gross monthly income, depending on your heating source Percent of Income Ineligible Payment Plan - arrearage crediting program
  - \*

**Payment methods --** You can pay your overdue balance by phone or online with your credit card, debit card, or electronic check. Call NCO EasyPay at 1-800-284-8572 or link from our Web site at www.columbiagasohio.com. NCO charges a convenience fee for each transaction.

You may also pay in person at an authorized payment center. Visit our Web site at www.columbiagasohio.com or call Columbia Gas DirectLink at 1-800-344-4077 for a list of payment locations near you. The payment agent charges a service fee for each transaction.

BRLLY PLONES 961 V. DELAWARE AV TOLEXT ON 43816		nbĩa Gas 11 Ohio 1 Milenne Compose	www.colu	mbiagasohio.com
Your Account Number 15086748 016 000 5 Please Pay By May 18, 2005	AUTO-3- 00072547 1 AT BILLY P JONES 961 W DELAW/ TOLEDO OH 43 I.I.J.I.II.JI	0.292 1 NRE AV	39,9 	77
Amount Due				iddress or phone number change? ax and repord information on back.
Amount Paid S	P O BOX 9001847 LOUISVILLE KY 40 I.IIIII.III.I.II	)290-1847	1.1.1.1	unit book desk 15 92 5 1121
150867480160005			6 6 1 <b>10 1</b> 0 10 10 10	
Please re	turn this portion with If paying in person,			<u>NA GAS</u> .
Columbia Gas. of Ohio				stions? 344-4077 24 hours/day s: 7:00 am - 7:00 pm M - F
Billing Summary For :	BILLY P JONES 722 E PEARL ST TOLEDO OH 43668-133	7	15086748	016 000 5 016 000 5 0K 52 DE6K 5
Please Pay .	Amount Due By N	lay 18, 2005	s	102.23
Utility Services Prior Billing Informatio				
Account Balance on L			\$182.36	
Payments Received a	~~~~~		\$.00	
Security Deposit Appli	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~		\$113.00	
Security Deposit Inten Balance at Billing	ist Applied 05-02-2005		\$3.94	\$65.42
William With the second second second				
Current Charges for Re		Final Service		\$36.81
Amount Due				\$102.23 ×
Meter Information				
	hilling Period om To	Days	Meter Readin From T	
H777250 04-20 722 E Pearl St	2005 05-01-2005	11		858 25 CCF ulated

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#### For Your Information :

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

Charges include gas cost recovery of \$24.53 at the rate of \$0.98114 per Ccf.

#### \*\*\* Final Service Bill \*\*\*

Reading is needed... Our meter reader will verify the reading of your inside meter on the next scheduled reading date listed above. If special arrangements are needed for the meter reader to get in, please contact our office.

Your security deposit... plus interest has been credited to your bill. As indicated, this still leaves a balance due on your account.

ii pay	ing in person, please br	ing entire bill with you.	· ··				
Columbia Gas.		<b>Billing Questions?</b> Call 1-800-344-4077 24 hours/day Office Hours: 7:00 am - 7:00 pm M - F					
722 E I	<b>/ P JONES</b> PEARL ST DO OH 43608-1337	15086748	016 000 5 # 92 DESK 5				
Please Pay Amour	nt Due By March 7,	2005 \$	381.32				
Utility Services							
Prior Billing Information							
Account Balance on Last Bill		\$.00					
Payments Received as of 02-	18-2005	\$.00	\$.00				
Initial Billing 02-18-2005 (Ex	planation Enclosed)	\$198.86					
Balance at Billing		• <u>•</u> ••••••••••••••••••••••••••••••••••	<u>\$198.86</u>				
Current Charges for Residen Current Month Charges	tial Service		\$182.46				
Amount Due	·	- 1.3 <u></u>	\$381.32				
Meter Information Next	Actual Meter Readin	g Date : April 20, 2005	5				
1	Jawlad Davia	Meter Reading	s Gas Used				
<u>Billing F</u> Meter Number From	<u>Period Days</u> To	From To					
			08 158 CCF				
Meter Number From H777250 01-20-2005	То	From To 6550 67	08 158 CCF				
Meter Number         From           H777250         01-20-2005           722 E Pearl St	То	From To 6550 67	08 158 CCF				
Meter Number From H777250 01-20-2005 722 E Pearl St Initial Billing Explanation Billing Date 12-17-2004	To 02-18-2005 29 Gas Used 12 141	From To 6550 67 Calculated Act Amount \$20.32	08 158 CCF				
Meter Number From H777250 01-20-2005 722 E Pearl St Initial Billing Explanation Billing Date 12-17-2004	To 02-18-2005 29 Gas Used 12 141	From To 6550 67 Calculated Act \$20.32 \$178.54	08 158 CCF				

Charges include gas cost recovery of \$140.25 at the rate of \$0.88763 per Ccf.

**Check Processing Information** - When you pay your Columbia Gas bill by check, you authorize us to convert the check to electronic data and to make a one-time electronic fund transfer from your checking account for that payment. Funds could be transferred as early as the day after we receive your payment. Your financial institution will not return your check but will note the transaction on your financial statement. For more information or if you do not want your check converted to an electronic transfer, please call our check processing agent toll-free at 1-866-282-1850, 7 am - 7 pm, M-F.

For questions about your bill or service, please call us at 1-800-344-4077 (711 for TDD/TTY relay service). If your question is unresolved, you may call the Public Utilities Commission of Ohio (PUCO) 8:00 am - 5:00 pm weekdays at 1-800-686-7826 or 1-614-466-3292 (1-800-686-1570 or 1-614-466-8180 TDD/TTY), or visit the PUCO Web site at www.PUCO.ohio.gov. For an "Apples to Apples" comparison of available competitive natural gas suppliers, visit the PUCO Web site or call 1-800-299-7271. Residential customers may also call the Ohio Consumers' Counsel (OCC) 8:00 am - 5:00 p.m. weekdays at 1-877-PICKOCC (1-877-742-5622), or visit the OCC Web site at www.pickocc.org. 02/18/2005 15086748 016 5 6,820

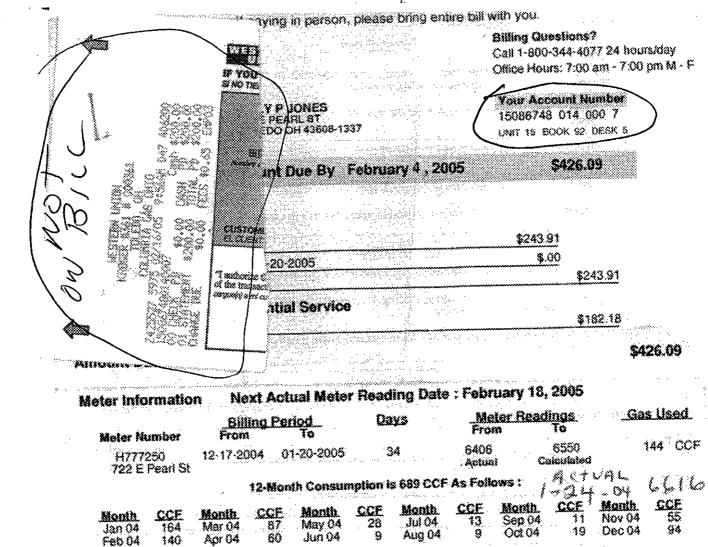
C-2653-34 (11/04)

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See Back of Bill for More Information

Page 1 of 1

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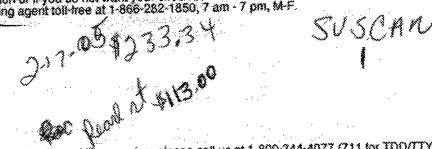
### For Your Information :

Customer List Inclusion – We are required to include your name, address, and usage information on a list of eligible customers that is made available to other retail natural gas suppliers or governmental aggregators. If you do not wish to be included on this list, please call Columbia's DirectLink automated phone system toll free at 1-800-344-4077 or write Columbia Gas of Ohio, P.O. Box 9001847, Louisville, Kentucky, 40290-1847, and request that your account information be excluded from our customer lists.

Please note... the amount shown as 'Balance at Billing' is past due. The due date on this bill applies only to the current month's charges. Avoid possible termination of service - pay this past due amount today!

Charges include gas cost recovery of \$142.43 at the rate of \$0.98909 per Ccf.

Check Processing Information - When you pay your Columbia Gas bill by check, you authorize us to convert the check to electronic data and to make a one-time electronic fund transfer from your checking account for that payment. Funds could be transferred as early as the day after we receive your payment. Your financial institution will not return your check but will note the transaction on your financial statement. For more information or if you do not want your check converted to an electronic transfer, please call our check processing agent toll-free at 1-866-282-1850, 7 am - 7 pm, M-F.



For questions about your bill or service, please call us at 1-800-344-4077 (711 for TDD/TTY relay service). If your question is unresolved, you may call the Public Utilities Commission of Ohio (PUCO) 8:00 am - 5:00 pm weekdays at 1-800-686-7826 or 1-614-466-3292 (1-800-686-1570 or 1-614-466-8180 TDD/TTY), or visit the PUCO Web site at 1-800-686-7826 or 1-614-466-3292 (1-800-686-1570 or 1-614-466-8180 TDD/TTY), or visit the PUCO Web site at 1-800-686-7826 or 1-614-466-3292 (1-800-686-1570 or 1-614-466-8180 TDD/TTY), or visit the PUCO Web site at 1-800-686-7826 or 1-614-466-3292 (1-800-686-1570 or 1-614-466-8180 TDD/TTY), or visit the PUCO Web site at 1-800-686-7826 or 1-614-466-3292 (1-800-686-1570 or 1-614-466-8180 TDD/TTY), or visit the PUCO Web site at the PUCO Web site at 1-800-686-1570 or 1-614-466-8180 TDD/TTY), or visit the PUCO Web site at 1-800-686-7826 or 1-614-466-8180 TDD/TTY), or visit the PUCO Web site at 0-600 consumers' Counsel (OCC) PUCO Web site or call 1-800-299-7271. Residential customers may also call the Ohio Consumers' Counsel (OCC) 8:00 am - 5:00 p.m. weekdays at 1-877-PICKOCC (1-877-742-5622), or visit the OCC Web site at www.pickocc.org 01/20/2005 15086748 014 7 Soe Back of Bill for More Information 7,880 Page 1 of 1

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BILLY P JONES 722 E PEARL ST	Colur	nbia Gas of Ohio		olumbiagasoi	nio.com
TOLEDO OH 43608-1337		A NiSource Comp	any		
Your Account Number 15086748 014 000 7 Please Pay By Nov 5, 2003	00054693 1 AC BILLY P JONES 722 E PEARL S TOLEDO OH 43	T 608-1337	10,   ,   . . . .	835 N	
Amount Due \$24.08			Mail Che	ling address or pho ck box and record	ne number change? information on back.
Amount Paid \$	P O BOX 9001847 LOUISVILLE KY 40 I.IIIII.II.I.III				nit book desk 15 92 5 1121
150867480140007	0000000240841	325			
Please re	turn this portion with y If paying in person, p				
Columbia Gas. of Ohio	CORF	RECTED BILL	Call 1-8	Questions? 00-344-4077 2 ours: 7:00 am -	4 hours/day - 7:00 pm M - F
Billing Summary For :	BILLY P JONES 722 E PEARL ST TOLEDO OH 43608-1333	7	150867	248 014 000 7 BOOK 92 DESK	
Please Pay /	Amount Due By N	ovember 5 ,	2003	\$24.08	
Utility Services					
<b>Billing Information</b>			1		
Account Balance on La	ast Bill			\$.00	
Payments Received a	s of 10-17-2003			\$.00	
Balance at Billing		····		\$.00	)
	nidantial Carvina				•
Current Charges for Re Current Month Charge		Initial Service	æ	\$24.08	3
Amount Due					\$24.08
Meter Information	lext Actual Meter R	leading Date			· · · · · · · · · · · · · · · · · · ·
	Silling Period om To	Days	<u>Meter Rea</u> From	dings. To	Gas Used
H777250 09-24 722 E Pearl St		23	5552 Actual	5571 Actual	19 CCF
Billing Adjustment Exp	planation		:		
	at month was based as	a mater readia	n which was in arra	vr The corrects	ud amount in

Your billing for the current month was based on a meter reading which was in error. The corrected amount is on Page 1 under the 'Current Charges' heading.

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### For Your Information :

This bill represents... all charges since gas service was established in your name.

Charges include gas cost recovery of \$13.74 at the rate of \$0.72329 per Ccf.

····	Columbia	Gas"	27	
BILLY P JONES 722 E PEARL ST TOLEDO OH 43608-1337	of O	hio 🖉		
Your Account Number 15086748 005 000 8 Please Pay By	00038761 1 AC 0.275 BILLY P JONES 722 E PEARL ST TOLEDO OH 43608-13	37 <b>End</b>	6,777 N	5
Nov 4, 2003	ldafafhdfaffadhaha	blahladadhalladh 		hal
Amount Due \$581.01		L.	Mailing address or phone number of Check box and record information of	on b
Amount Paid \$	P O BOX 9001847 LOUISVILLE KY 40290-18  .1       .t		unit book 15 92 1	DE 5 121
15086748005000	80000005810171325			
Please r	eturn this portion with your pa If paying in person, please			
Columbia Gas of Ohio	•	Call	ing Questions? 1-800-344-4077 24 hours/da ce Hours: 7:00 am - 7:00 pm	•
Billing Summary For	BILLY P JONES 722 E PEARL ST TOLEDO OH 43608-1337	150	ar Account Number 086748 005 000 8 T 15 BOOK 92 DESK 5	)
Please Pay	Amount Due By Novemi	ber 4 , 2003	\$581.01	
Utility Services				
Prior Billing Informati			AE7474	
Account Balance on Payments Baceived	as of 09-22-2003 THANK YOU!		\$ <u>574.71</u> \$170.00 CR	
Balance at Billing	as 0100 22 2000 MIXARY 100:		\$404.71	
Current Charges for F	Residential Service			
Current Month Charg		·	\$28.72	
Extended Payment A	greement Installment	<u></u>	\$147.59	
Amount Due			\$581.0	01
Extended Payment Pl Number of Installme Remaining Installme	ents : 0 Remaining	reement Amount : Balance : unt Balance :	\$885.53 \$.00 \$\$266.26	
		a Doto : Docomba	r 18, 2003	
	Next Actual Meter Readin	-	-	
_	Next Actual Meter Readin Billing Period Day rom To	-	Readings Gas Us To	sed
Meter Number 🛛 🛱	Billing PeriodDayromTo8-200310-17-200329	S <u>Meter F</u> From 5547 Adjusted	Readings Gas Us To 5571 24 Actual	
<b>Meter Number F</b> H777250 09-11	Billing Period Day rom To	S <u>Meter F</u> From 5547 Adjusted	Readings Gas Us To 5571 24 Actual	
<b>Meter Number</b> H777250 09-11	Billing Period         Days           rom         To         Days           8-2003         10-17-2003         29           12-Month Consumption is 1         Days           h         CCF         Month         CCF         J           02         194         Feb 03         208         1000	S <u>Meter F</u> From 5547 Adjusted 007 CCF As Follows Month <u>CCF Mo</u> r	Readings Gas Us To Gas Us 5571 24 Actual : nth <u>CCF Month CC</u> 03 11 Aug 03 1	СС

•, - -

### For Your Information :

r i	Colu	ımbīa,Gas	©			
BILLY P JONES		of Ohio	ww	w.columbiaga	sohio.com	
722 E PEARL ST TOLEDO OH 43608-1337		A NiSource Comp		Ŭ		
Your Account Number 15086748 005 8 Please Pay By Oct 13, 2003	******AUTO***3 00097891 1 A BILLY P JONE 722 E PEARL TOLEDO OH I.IIIIIII	AT 0.292 1 ES ST	.11.1	55,155 N		ļ
Amount Due \$574.71				Mailing address or Check box and rec	phone number chang ord information on ba	je? ick.
Amount Paid \$	P O BOX 900184 LOUISVILLE KY http:///www.hill.hy	40290-1847	11.1.1.1		unit book des 15 92 5 1121	
150867480050008	000000574712	1325				
Please re	turn this portion with If paying in person		· · · —		<u>.</u>	
Columbia Gas of Ohio	co	RRECTED BILL	Call	ng Questions? 1-800-344-407 e Hours: 7:00 a	7 24 hours/day Im - 7:00 pm M -	F
Billing Summary For :	<b>BILLY P JONES</b> 722 E PEARL ST TOLEDO OH 43608-13	337	150	R Account Nue 86748 005 00 15 BOOK 92 D	08	
Please Pay	Amount Due By	- A 4		\$574,71		A
Utility Services Prior Billing Informatio	in ille	yol wh	749.51 et they	doing	t Cone	¥7
Account Balance on L	ast Bill	•		749.51		
Payments Received a	s of 09-22-2003 THA	NK YOU!	\$	340.00 CR		
Balance at Billing		<u></u>		\$409	0.51	
Current Charges for Re Current Month Charge		)		\$17.61		
Extended Payment Ag	reement Installment			\$147	. <u>59</u>	
Amount Due					\$574.71	
Extended Payment Pla Number of Installmen Remaining Installmer	ts: 6 Or nts: 1 Re	<b>ms</b> riginal Agreemen emaining Balanca ctual Account Bal	et ut	`*~. \$	885.53 147.58 237.54	
Meter Information	Next Actual Mete	r Reading Da	te : October	17, 2003		
	<u>Rilling Period</u> om To	Days	<u>Meter R</u> From	<u>eadings</u> To	Gas Used	•
H777250 08-19 722 E Pearl St	-2003 09-18-2003	30	5535 Actual	5547 Actual	12 CC	F
Billing Adjustment Exp	planation					

Your billing for the current month was based on a meter reading which was in error. The corrected amount is on Page 1 under the 'Current Charges' heading.

### For Your Information :

Please note... the amount shown as 'Balance at Billing' is past due. The due date on this bill applies only to the current month's charges. Avoid possible termination of service -- pay this past due amount today!

Charges include gas cost recovery of \$8.68 at the rate of \$0.72329 per Ccf.

10-2-03

BILLY P JONES 722 E T EARL ST TOLEDO OH 43608-1337	Columbia, Gas <sup>®</sup> of Ohio A Nisource Company	www.columbiagas	sohio.com
Your Account Number 15086748 005 8	***********AUTOCR**C013 00042309 1 AC 0.275 1 BILLY P JONES 722 E PEARL ST TOLEDO OLI 42200 4007	8,568 N	
Please Pay By Oct 6, 2003	TOLEDO OH 43608-1337	4	
Amount Due \$574.71		Mailing address or Check box and rec	phone number change? ord information on back
Amount Paid \$	P O BOX 9001847 LOUISVILLE KY 40290-1847  .     .            .	.1.1.1.1	UNIT BOOK DESK 15 92 5 1121
150867480050008	000005747121325		
Please re	turn this portion with your payment p If paying in person, please bring en		
Columbia Gas.		Billing Questions?	
of Ohio		Call 1-800-344-4077 Office Hours: 7:00 a	•
Billing Summary For :	<b>BILLY P JONES</b> 722 E PEARL ST	Your Account Nun 15086748 005 000	
	TOLEDO OH 43608-1337	UNIT 15 BOOK 92 DE	
Please Pay /	Amount Due By October 6 , 200	3 \$574.71	
Account Balance on La Payments Received as Balance at Billing	ast Bill s of 08-22-2003 THANK YOU!	\$579.51 \$170.00 CR \$409	<u>51</u>
Current Charges for Re			
Current Month Charge Extended Payment Ag		<u>\$17.61</u> \$147	59
Amount Due			\$574.71
Extended Payment Pla Number of Installment Remaining Installment	ts: 6 Original Agreement A	\$	885.53 147.58 407.54
	Next Actual Meter Reading Date	: October 17, 2003	
<u>B</u> Meter Number Fro	illing Period Days	<u>Meter Readings</u> From To	Gas Used
	om To	rium Iu	
H777250 08-19- 722 E Pearl St		5535 5547 Actual Calculated	12 CCF
722 E Pearl St For Your Information :	2003 09-18-2003 30 EX	5535 5547 Actual Calculated	
722 E Pearl St For Your Information : Please note the amou the current month's criarg	2003 09-18-2003 30 unt shown as 'Balance at Billing' is past during the second possible termination of service	5535 5547 Actual Calculated SSGCO ue. The due date on this bill a pay this past due amount t	applies only to
722 E Pearl St For Your Information : Please note the amou the current month's criarg	2003 09-18-2003 30	5535 5547 Actual Calculated SSGCO ue. The due date on this bill a pay this past due amount t	applies only to

If paying in person, please bring entire bill with you.

	in paying in person,	please bring		
Coluinbia Gas. of Ohio				stions? 344-4077 24 hours/day s: 7:00 am - 7:00 pm M - F
Billing Summary For :	BILLY P JONES 722 E PEARL ST TOLEDO OH 43608-133	37	15086748	Unt Number 005 000 8 ok 92 desk 5
Please Pay A	mount Due By	September :	5,2003 \$	579.51
Utility Services				
<b>Prior Billing Information</b>	n			
Account Balance on La	st Bill		\$414.31	
Payments Received as	of 08-19-2003		\$.00	•
Balance at Billing				<u>\$414.31</u>
<b>Current Charges for Re</b>	sidential Service			
Current Month Charges			\$17.61	
Extended Payment Ag	eement Installment			\$147.59
Amount Due			XXX	\$579.51
Extended Payment Plan Number of Installment Remaining Installment	s: 6 / Ori ts: 2 / Re	<b>ns</b> ginal Agreeme maining Balan tual Account B	ce :	\$885.53 \$295.17 \$559.93
Meter Information	Next Actual Meter	Reading D	ate : October 17, 20	)03
_ <u>B</u> Meter Number Fro	<u>illing Period</u> m To	Days	<u>Meter Readin</u> From Te	
H777250 07-21- 722 E Pearl St	2003 08-19-2003	29		535 12 CCF tual
/Billing Adjustment Exp	lanation			$\sim$
Your previous billing(s) amounts you were origina recent actual reading of yo	Ily billed and the corre	cted amounts	for the same period(s).	Listed below are the They were based on a
Billing Date	Original Amount		rected nount	Difference
07-21-2003	\$35.04	\$	20.19	\$14.85 CR
	Tot	al Billing Adju	stment =	\$14.85 CR

### For Your Information :

Please note... the amount shown as 'Balance at Billing' is past due. The due date on this bill applies only to the current month's charges. Avoid possible termination of service -- pay this past due amount today!

Charges include gas cost recovery of \$8.68 at the rate of \$0.72329 per Ccf.

### **Gas Supplier Messages :**

Since your balance at billing has not been paid.... your account has been removed from participation in the Customer CHOICE program. You will not be able to re-enroll with your current supplier or select another supplier until your account balance is paid in full. Keep control of your gas costs by paying your total amount due today.

If you have a question about your bill or service, please contact us at 800-344-4077 (1-877-460-2443 TDD/TTY). For unresolved inquiries, call the PUCO at 1-800-686-7826 (1-800-686-1570 TDD/TTY). Another source of help for residential customers may be the Ohio Consumers' Counsel at 1-877-PICKOCC (742-5622) (Voice/TTY).

08/19/2003

15086\$9990 Back of Bill for More Information 6,718N Pag

C-2653-34 (08/02)

N Page 1 of 1

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If paying in person, please bring er	ntire bill with you.
Columbia.Gas	Billing Questions?
of Ohio	Call 1-800-344-4077 24 hours/day Office Hours: 7:00 am - 7:00 pm M - F
·	A
Billing Summary For: BILLY P JONES 722 E PEARL ST	Your Account Number 15086748 005 8
TOLEDO OH 43608-1337	UNIT 15 BOOK 92 DESK 5
Please Pay Amount Due By December 13,	2002 \$403.00
Utility Services	
Billing Information	
Account Balance on Last Bill	\$.00
Payments Received as of 11-15-2002	\$.00/
Initial Billing 11-25-2002 (Explanation Enclosed)	\$295.90
Balance at Billing	\$295.90
Current Charges for Residential Service	· • • • •
Current Month Charges Initial Service	e\$107.13
Amount Due	\$403.00
Møter Information Next Actual Møter Reading Date	: December 18, 2002
Billing Period Days Meter Number From To	<u>Meter Readings</u> <u>Gas Used</u> From To
H777250 10-17-2002 11-15-2002 29 ( 722 E Pearl St	4782 4900 ) 118 CCF Adjusted Calculated )
Initial Billing Explanation	
Billing Date Gas Used	Amount
08-19-2002 98	\$85.59
08-19-2002 98 09-18-2002 122 10-17-2002 118	\$85.59 \$106.80
08-19-2002 98 09-18-2002 122 10-17-2002 118 Initial	\$85.59 \$106.80 \$103.51
08-19-2002 98 09-18-2002 122 10-17-2002 118 For Your Information :	\$85.59 \$106.80 \$103.51 Billing = \$295.90
08-19-2002 98 09-18-2002 122 10-17-2002 118 Initial For Your Information : This bill represents all charges since gas service was established	\$85.59 \$106.80 \$103.51 Billing = \$295.90 shed in your name.
08-19-2002       98         09-18-2002       122         10-17-2002       118         Initial         For Your Information :         This bill representsall charges since gas service was establist         Does the service line in your yard need repair to fix a gas leaf         U.S. Dept. of Transportation regulations to do the necessary work 28, 2002, the federal government requires anyone who works on DOT operator-qualified. The contractor must sign and leave a yell site. If work is not performed by a qualified contractor, or if the car columbia Gas cannot restore service. Only DOT-qualified contractor	\$85.59 \$106.80 \$103.51 Billing = \$295.90 shed in your name. k? Be sure that your contractor meets new k in Columbia's service area. Starting October customer service lines or meter settings to be low "Service Qualification Card" at the work rd is missing or not completed properly.
08-19-2002       98         09-18-2002       122         10-17-2002       118         Initial         For Your Information :         Initial         Does the service line in your yard need repair to fix a gas lead         U.S. Dept. of Transportation regulations to do the necessary work         28, 2002, the federal government requires anyone who works on         DOT operator-qualified. The contractor must sign and leave a yell         site. If work is not performed by a qualified contractor, or if the car         Columbia Gas cannot restore service. Only DOT-qualified contractor         Initial	\$85.59 \$106.80 \$103.51 Billing = \$295.90 shed in your name. k? Be sure that your contractor meets new k in Columbia's service area. Starting October customer service lines or meter settings to be low "Service Qualification Card" at the work rd is missing or not completed properly, ctors can repair or replace customer service
08-19-2002       98         09-18-2002       122         10-17-2002       118         Initial         For Your Information :         This bill representsall charges since gas service was establist         Does the service line in your yard need repair to fix a gas leaf         U.S. Dept. of Transportation regulations to do the necessary work 28, 2002, the federal government requires anyone who works on DOT operator-qualified. The contractor must sign and leave a yell site. If work is not performed by a qualified contractor, or if the car columbia Gas cannot restore service. Only DOT-qualified contractor	\$85.59 \$106.80 \$103.51 Billing = \$295.90 shed in your name. k? Be sure that your contractor meets new k in Columbia's service area. Starting October customer service lines or meter settings to be low "Service Qualification Card" at the work rd is missing or not completed properly, ctors can repair or replace customer service
08-19-2002       98         09-18-2002       122         10-17-2002       118         Initial         For Your Information :         Initial         Does the service line in your yard need repair to fix a gas leaf         U.S. Dept. of Transportation regulations to do the necessary work 28, 2002, the federal government requires anyone who works on DOT operator-qualified. The contractor must sign and leave a yell site. If work is not performed by a qualified contractor, or if the car columbia Gas cannot restore service. Only DOT-qualified contraction lines, and only Columbia gas can turn your gas back on.         Charges include gas cost recovery of \$77.19 at the rate of \$0.654	\$85.59 \$106.80 \$103.51 Billing = \$295.90 shed in your name. k? Be sure that your contractor meets new k in Columbia's service area. Starting October customer service lines or meter settings to be low "Service Qualification Card" at the work rd is missing or not completed properly, ctors can repair or replace customer service 115 per Ccf.
08-19-2002       98         09-18-2002       122         10-17-2002       118         Initial         For Your Information :         Initial         Does the service line in your yard need repair to fix a gas leaf         U.S. Dept. of Transportation regulations to do the necessary work 28, 2002, the federal government requires anyone who works on DOT operator-qualified. The contractor must sign and leave a yell site. If work is not performed by a qualified contractor, or if the car columbia Gas cannot restore service. Only DOT-qualified contraction lines, and only Columbia gas can turn your gas back on.         Charges include gas cost recovery of \$77.19 at the rate of \$0.654	\$85.59 \$106.80 \$103.51 Billing = \$295.90 shed in your name. k? Be sure that your contractor meets new k in Columbia's service area. Starting October customer service lines or meter settings to be low "Service Qualification Card" at the work rd is missing or not completed properly, ctors can repair or replace customer service 115 per Ccf.
08-19-2002       98         09-18-2002       122         10-17-2002       118         Initial         For Your Information :         Initial         Does the service line in your yard need repair to fix a gas leaf         U.S. Dept. of Transportation regulations to do the necessary work 28, 2002, the federal government requires anyone who works on DOT operator-qualified. The contractor must sign and leave a yell site. If work is not performed by a qualified contractor, or if the car columbia Gas cannot restore service. Only DOT-qualified contraction lines, and only Columbia gas can turn your gas back on.         Charges include gas cost recovery of \$77.19 at the rate of \$0.654	\$85.59 \$106.80 \$103.51 Billing = \$295.90 shed in your name. k? Be sure that your contractor meets new k in Columbia's service area. Starting October customer service lines or meter settings to be low "Service Qualification Card" at the work rd is missing or not completed properly, ctors can repair or replace customer service 115 per Ccf.
08-19-2002       98         09-18-2002       122         10-17-2002       118         Initial         For Your Information :         Initial         Does the service line in your yard need repair to fix a gas leaf         U.S. Dept. of Transportation regulations to do the necessary work 28, 2002, the federal government requires anyone who works on DOT operator-qualified. The contractor must sign and leave a yell site. If work is not performed by a qualified contractor, or if the car columbia Gas cannot restore service. Only DOT-qualified contraction lines, and only Columbia gas can turn your gas back on.         Charges include gas cost recovery of \$77.19 at the rate of \$0.654	\$85.59 \$106.80 \$103.51 Billing = \$295.90 shed in your name. k? Be sure that your contractor meets new k in Columbia's service area. Starting October customer service lines or meter settings to be low "Service Qualification Card" at the work rd is missing or not completed properly, ctors can repair or replace customer service 115 per Ccf.
08-19-2002       98         09-18-2002       122         10-17-2002       118         Initial         For Your Information :         Initial         Does the service line in your yard need repair to fix a gas lead         U.S. Dept. of Transportation regulations to do the necessary work         28, 2002, the federal government requires anyone who works on         DOT operator-qualified. The contractor must sign and leave a yell         site. If work is not performed by a qualified contractor, or if the car         Columbia Gas cannot restore service. Only DOT-qualified contractor         Initial	\$85.59 \$106.80 \$103.51 Billing = \$295.90 shed in your name. k? Be sure that your contractor meets new k in Columbia's service area. Starting October customer service lines or meter settings to be low "Service Qualification Card" at the work rd is missing or not completed properly, ctors can repair or replace customer service 115 per Ccf.
08-19-2002       98         09-18-2002       122         10-17-2002       118         Initial         For Your Information :         Initial         Does the service line in your yard need repair to fix a gas leaf         U.S. Dept. of Transportation regulations to do the necessary work 28, 2002, the federal government requires anyone who works on DOT operator-qualified. The contractor must sign and leave a yell site. If work is not performed by a qualified contractor, or if the car columbia Gas cannot restore service. Only DOT-qualified contraction lines, and only Columbia gas can turn your gas back on.         Charges include gas cost recovery of \$77.19 at the rate of \$0.654	\$85.59 \$106.80 \$103.51 Billing = \$295.90 shed in your name. k? Be sure that your contractor meets new k in Columbia's service area. Starting October customer service lines or meter settings to be low "Service Qualification Card" at the work rd is missing or not completed properly, ctors can repair or replace customer service 115 per Ccf.

If you have a question about your bill or service, please contact us at 800-344-4077 (1-877-460-2443 TDD/TTY). For unresolved inquiries, call the PUCO at 1-800-686-7826 (1-800-686-1570 TDD/TTY). Another source of help for residential customers may be the Ohio Consumers' Counsel at 1-877-PICKOCC (742-5622) (Voice/TTY).

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11/25/2002 15086748-005 See Back of Bill for More Information 70,737N Page 1 of 1

C-2653-34 (08/02)

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I Columb of ()hio BILLY JONES 722 E PEARL ST www.columbiagasohio.com A NiSource Company TOLEDO OH 43608-1337 \*\*\*\*\*\*AUTO\*\*3-DIGIT 434 36,002 N 00067478 1 AT 0.269 01 Your Account Number BILLY JONES 722 E PEARL ST 15086748 005 8 TOLEDO OH 43608-1337 **Please Pay By** May 17, 2002 Amount Due \$448.74 P O BOX 9001847 **Amount Paid** LOUISVILLE KY 40290-1847 UNIT BOOK DESK \$ الماء القيسية بالطبيقة بسبوا ليرابط والسراطية 15 92 150867480050008000004487421325 Please return this portion with your payment payable to Columbia Gas. If paying in person, please bring entire bill with you. **Billing Questions?** Columbia Gas. Call 800-344-4077 )hio ot Mon - Fri 7:00 am - 8:00 pm BILLY JONES 722 E PEARL ST TOLEDO OH 43608-1337 Your Account Number **Billing Summary For :** 15086748 005 UNIT 15 BOOK 92 DESK Please Pay Amount Due By May 17, 2002 \$448.74 Utility Services **Prior Billing Information** 

5 1121

8

\$448.74

Current Charges for Residential Service	
Balance at Billing	\$447.69
Security Deposit Interest Applied 05-01-2002	<u>\$.92</u> CR
Security Deposit Applied 05-01-2002	\$32.00 CR
Payments Received as of 05-01-2002	\$.00
Account Balance on Last Bill	<u>\$480.61</u>

Current Month Charges	Final Service	\$1.05
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**Amount Due** 

**Meter Information** 

Meter Number	<u>Billing</u> From	Period To	Days	<u>Meter R</u> From	eadings To	Gas Used
H777250 722 E Pearl St	04-19-2002	04-24-2002	5	4444 Actual	4444 Actuál	0 CCF

### For Your Information :

\*\*\* Final Service Bill \*\*\*

Reading is needed... Our meter reader will verify the reading of your inside meter on the next scheduled reading date listed above. If special arrangements are needed for the meter reader to get in, please contact our office.

Your security deposit... plus interest has been credited to your bill. As indicated, this still leaves a balance due on your account.

Case Number

# Ohio Public Utilities Commission

Public Utilities Commission of Ohio Attn: Docketing 180 E. Broad St. Columbus, OH 43215

### **Formal Complaint Form**

ONES Customer Name (Please Print)

82 ELAWARE AVE **Customer Address** 

Against

5

O

Account Number

Customer Service Address (if different from above) OLET 70

City

City

Oh H3610 State Zip

On State Zip

748029000-0

Utility Company Name

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

Signature **Customer Telephone Number** AWARE N111417

ATTACH PAGE BILLY JONES 1-27-18 982 DELAWARE PAGE TOLEDO ON 43616 Ph 419 509 9503 my nome are Billy Jonn the account complaint about are 980 DELKWARE OCC. 15086748005 980 DELAWARE OCC. 15086748005 980 DELAWARE OCC. 139882370027 100 DELAWARE ACC 980 DELAWARE ACC -150867480 019 0002 150867480310006 150867480050008 SAME 722 PEAR( St acc 150 867 4801 60005 722 PEARI ST ACC 150 867 4801 40007 722 PEARLST ACE 150867 4800 60008 SAM€ 722 PEARLST ACC 966 DELAWARE ACC 15086748012000-9 15086748,003 000-0 ACC 966 DELAWARE 15086748017000-4 ACC 966 DELAWARE 966 DELAWARE Acc 19637191001000-8 ACC ACC 15086748033 0004 961 DELAWARE 982 DELAWARE ACC 15086748029000.0 982 DELAWARE ACC 150867 48024000-5 15086748022000-7 ACC 976 DELAWARE 150867 4804 0000-5 976 DELAWALE AQC. 150867 4803 8000-9. DELAWARE ACC 976 150867 4801 000-1 DELAWARE ACC 974 NEED INITIAL SERVICE NEED FINAL BILL with BAL ON ALL ACCOUNT I have all my Receipt Date Back to 1993 if NEED

Columbia Yas account number 15086748003-0 966 Delaware Starting in 7-2-02 my my Record and Ending 10-30-03. PAYMENT 105.00 8-14-02 PAY MENT \$108.05 9-10-03 account Endu on 10-30-03 with A BAL\$16.70 ACCOUNT NUMBER 15086748 012 000-9 START 12-2-03 BILL \$8.28 THE ACCOUNT ENDING 1-25-05 AND 3-8-05 with the wRong ACCOUNT NUMBER 150 86748017 BAL\$352.19 MY FINAL SER FOR 1-25-05 BAL\$345.89 FROM ADJUSTED TO ACTUAL CCF Wore \$278= WHERE DID \$1,983,28 COME FROM if My account Ending at \$345.89 and you APRILED My \$21300 DEPOISIT Bal Should be \$132.59 which I paid. this were Rehabit Property that were never Complete. Columbia Jus are actor in a frauduled Rehistion 2 see no other account for 966 Delaware Avera Could find the Deposit

Silling Summary For :		JONES AWARE AV 2H 43810-1231	90 J. 1999	Z	Your Accou 15086748 0 UNIT 12 BOOM	17 000 4	
Please Pay A	10.5 Mar. 1997 (1997)	Duo By Ma	rch 8 , 2005			52.19	
Hility Services. Prior Billing Information Account Balance on La	1	ister skrivet i Rijserie Grade ister	andri i ganada Angalanda Angalanda	. <sup>-</sup>	* 20		
Payments Received as	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	2005	·····		\$.00 \$.00		
Billing Adjustment 02-		ing alasi siya si	1999 - 19		\$6.50		
Balance at Billing	er e la compañía	d sa gaalaa k	a de la composición d		, s. 1825	\$6.50	

#### **Meter Information**

Meler Number	Billing Period		Days	<u>Meter Readings</u> From To		Gas Used	
J229599 966 W Delawar	12-14-2004	01-05-2005	22	2478 Adjusted	2756 Actual	278	COF

### For Your Information :

Charges include gas cost recovery of \$274.97 at the rate of \$0.98909 per Cof.

\*\*\* Final Service Bill \*\*\*

hove the Wrong 86748-017 000-4

uld be 15086748012-000

For questions about your bill or service, please call us at 1-800-344-4077 (711 for TDD/TTY relay service). If your question is unresolved, you may call the Public Utilities Commission of Ohio (PUCO) 8:00 am - 5:00 pm weekdays at 1-800-686-7826 or 1-614-466-3292 (1-800-686-1570 or 1-614-466-8180 TDD/TTY), or visit the PUCO Web site at www.PUCO.ohio.gov. For an "Apples to Apples" comparison of available competitive natural gas suppliers, visit the PUCO Web site or call 1-800-299-7271. Residential customers may also call the Ohio Consumers' Counsel (OCC) 8:00 am - 5:00 p.m. weekdays at 1-877-PICROCC (1-877-742-5522), or visit the OCC Web site at www.pickocc.org. 15086748 017 4 02/18/2005 Page 1 of 1

See Back of Bill for More Information . 40,867  $\Delta \omega_{\rm c} = 1$ 

P.O. Box 9001847 Louisville, KY 40290-1847

Columbia Gas. of Ohio

A NiSource Company

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0009589 0009589 0009589 0009589 0009589 0009589

5496387-RMD-2033 Billy P Jones 722 E Pearl St Toledo, OH 43608-1337 FEB 11 2005

Resp. Party: Billy P Jones Account #: 150867480120009 Balance Due: \$1983.28

Our records indicate that as of the date of this notice you have failed to pay the balance indicated. This is the third request to resolve this matter.

The total amount of the bill is now due. Please send payment in the envelope provided, along with the payment stub, to the address listed below. If you have any questions regarding this balance, or would like to discuss payment arrangements, please call our Special Accounts Department toll free at **1-800-280-0850**.

Failure to send payment in full or contact our office to make arrangements for the resolution of this bill may result in further collection activity, which could affect your future credit worthiness.

If you have recently submitted payment, please disregard this notice and accept our thanks.

2039CB/R 1.0

DETACH AND RETURN WITH PAYMENT.

Payment can be made by paperless check or credit card by calling NCO EasyPay at 1-800-284-8572.

Columbia Gas, Ohio Total Due: \$1983.28 Account#: 150867480120009

FEB 11 2005

5496387 Billy P Jones 722 E Pearl St Toledo, OH 43608-1337 Columbia Gas P.O. Box 9001847 Louisville, KY 40290-1847

Adril 9, 2010



Dear Applicant:

We have identified an unpaid Columbia Gas bill that is linked to your name and/or social security number. The information on this account is as follows:

Dollar Amount: Address of Bill: Date of Service: \$1537.59 966 W DELAWARE AV, TOLEDO, OH 43610 09-24-2003 to 12-14-2004

In order for us to process your application for gas service at N/A, this bill must be paid.

If you dispute liability for the outstanding bill, you will need to provide us with the following two pieces of information:

- 1. Proof that you lived at a different address during the time period that this bill was incurred. Proof can include the following:
  - Copy of a dated lease at the address where you lived
  - Payroll stub from that time period showing the street address where you lived
  - Bank statement from that time period showing the street address where you lived
  - Other official documents that have your name and street address shown and are dated during the period the bill was incurred (W2 forms are not an acceptable form of proof of residency)
  - If you were a minor at this time, you must provide a copy of your birth certificate along with a copy of your driver's license
- 2. The completed and notarized attached affidavit. Take the affidavit to a notary public. The location of a notary public in your area can be found in the yellow pages of your telephone directory. Do not complete or sign the affidavit prior to seeing a notary public. The notary public will complete the affidavit and have you sign the affidavit in his/her presence.

ارتدا فالمكر

AND

3. Return the documents to: Columbia Gas

P. O. Box 117 Columbus, OH 43215

1 ...

	Columbia.C	as		
BILLY P JONES 966 W DELAWARE AV	of Ohi	0	www.columi	biagasohio.com
TOLEDO OH 43610-1231	A NiSource	Company		
Your Account Number 15086748 012 000 9 Please Pay By Apr 30, 2004	****AUTO**5-DIGIT 43610 00076804 1 AV 0.278 1 BILLY P JONES 966 W DELAWARE AV TOLEDO OH 43610-1231	PA	udhalaadt	SNT
Amount Due			Check box	ress or phone number change? and record information on back.
\$170.32 Amount Paid \$	P O BOX 9001847 LOUISVILLE KY 40290-1847 http:///////////////////////////////////			unit book desk 12 75 1 1121
150867480120009	000001703271325			
Please rei	turn this portion with your payn If paying in person, please br	• •	·	<u>I Gas</u> .
Columbia, Gas- of Ohio				ons? 4-4077 24 hours/day 7:00 am - 7:00 pm M - F
Billing Summary For :	BILLY P JONES 966 W DELAWARE AV TOLEDO OH 43610-1231		Your Accourt 15086748 01 UNIT 12 BOOK	2 000 9
Please Pay A	Amount Due By April 30,	004	\$11	70.32
Utility Services	ŕ			
<b>Prior Billing Information</b>	n 👘			
Account Balance on La			\$48.97	
Payments Received as	of 04-15-2004		\$.00	
Balance at Billing				\$48.97
Current Charges for Re Current Month Charge				\$8.35
Security Deposit Install	Iment 🐮 (see below)	÷		
Previous Balance			\$213.00	
Payments Received			\$100.00 C	R
Balance at Billing			\$113.00	
Installment Amount	~		<u>\$.00</u>	
Security Deposit Amou				<u>\$113.00</u>
Amount Due	CONNIE			\$170.32

••

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

Your account is past-due. To avoid disconnection of service at 966 W Delaware Av, Toledo Oh 43610-1231 scheduled on or after May 3, 2004, you must pay \$161.97 in full or provide a payment receipt number by April 30, 2004. Partial payment will not protocome to the service of t

Columbia.Gas 0010 A NiSource Company

\*\*\*\*AUTO\*\*5-DIGIT 43610 00082375\_1 AV\_0.278 1

966 W DELAWARE AV TOLEDO OH 43610-1231

**BILLY P JONES** 

www.columbiagasohio.com

43,912 AYMENT

Mailing address or phone number change? Check box and record information on back.

P O BOX 9001847 LOUISVILLE KY 40290-1847 

UNIT BOOK DESK 12 75 1 1121

### 1508674801200090000000787771325

Please return this portion with your payment payable to Columbia Gas. If paying in person, please bring entire bill with you.

հնունունուններումին հանդակուններին հանուներին հանուներին հանուներին հանդակուներին հանդակում

Columbia Gas• of ( )h10

**Billing Questions?** Call 1-800-344-4077 24 hours/day Office Hours: 7:00 am - 7:00 pm M - F

**Billing Summary For :** 

**BILLY P JONES** 966 W DELAWARE AV TOLEDO OH 43610-1231 Your Account Number 15086748 012 000 9 UNIT 12 BOOK 75 DESK 1

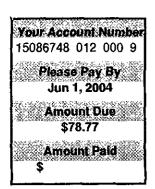
Please Pay Amount Due By June 1 . 2004 \$78.77

### **Utility Services**

Prior Billing Information		
Account Balance on Last Bill	\$57.32	
Payments Received as of 05-14-2004	\$.00	
Balance at Billing		<u>557.32</u>
Current Charges for Residential Service		
Current Month Charges	<u></u>	<u>\$8.45</u>
Security Deposit Installment ** (see below)		
Previous Balance	\$113.00	
Payments Received	\$100.00 CR	
Balance at Billing	<u>\$13.00</u>	
Installment Amount	\$.00	
Security Deposit Amount Due		<u>13.00</u>
Amount Due		\$78.77
Security Deposit Installment Terms Number of Installments : 1 Total Deposit Required : Remaining Installments : 0 Payments Received :		\$213.00 \$200.00 CR

#### Next Actual Meter Reading Date : July 15, 2004 **Meter Information**

Meter Number	Billing Period	Days	<u>Meter Readings</u>	-	Gasllend



BILLY P JONES 966 W DELAWARE AV TOLEDO OH 43610-1231

		-	
,	Columbia.	Gas <sup>®</sup>	
JONES	of Oh	10 <sup>*</sup> www.colum	biagasohio.com
PEABL ST TOLLOO OH 43608-1337	A NiSource		
Your Account Number	******AUTO**3-DIGIT 434 00077919 1 AT 0.292 1 BILLY P JONES		,
15086748 012 000 9 Please Pay By	722 E PEARL ST TOLEDO OH 43608-1337 J.J.J.J.J.J.J.J.J.J.J.J.J.J.J.J.J.J.J.	7   }  .  .  .  .  }	
<b>Jan 25, 2005</b>	01	Mailing add	iress of phone number change?
Amount Due \$1,983.28	P O BOX 9001847		iress or phone number change? and record information on back
Amount Paid	LOUISVILLE KY 40290-184	7	UNIT BOOK DESK
\$	հեղՍևուլենհեղՈւսուՈնո	ladadhashilash	12 75 1
		SAA On	1121
15086748012000900	000019832881325		PT
	rn this portion with your pay f paying in person, please b		a Gas.
Columbia Cost		Billing Quest	ions?
Columbia Gas.	CORRECTED	Call 1-800-34	4-4077 24 hours/day
		Office Hours:	7:00 am - 7:00 pm M - F
Billing Summary For : E	BILLY P JONES	Your Accou	
	966 W DELAWARE AV		12 000 9
7		10000/ 40 0	
	roledo oh 43610-1231 nount Due By January	UNIT 12 BOOP	3.75 DESK 1
Please Pay An Utility Services Prior Billing Information Account Balance on Last	nount Due By January	UNIT 12 BOOF 25, 2005 \$1,9 \$168.13 (	83,28
Please Pay An Utility Services Prior Billing Information Account Balance on Last Payments Received as o	nount Due By January Bill of 01-05-2005	UNIT 12 BOOP 25, 2005 \$1,9 \$168.13 ( \$.00	83,28
Please Pay An Utility Services Prior Billing Information Account Balance on Last Payments Received as o Billing Adjustment 01-07	nount Due By January Bill of 01-05-2005	UNIT 12 BOOP 25, 2005 \$1,9 \$168.13 ( \$.00 \$1,805.72	83.28 CR
Please Pay An Utility Services. Prior Billing Information Account Balance on Last Payments Received as o Billing Adjustment 01-07 Balance at Billing	nount Due By January Bill f 01-05-2005 7-2005	UNIT 12 BOOP 25, 2005 \$1,9 \$168.13 ( \$.00 \$1,805.72	83.28 CR
Please Pay An Utility Services Prior Billing Information Account Balance on Last Payments Received as o Billing Adjustment 01-07 Balance at Billing	nount Due By January Bill of 01-05-2005 7-2005 idential Service	UNIT 12 BOOP 25, 2005 \$1,9 \$168.13 ( \$00 \$1,805.72 \$	83.28 CR \$1,637.59
Please Pay An Utility Services. Prior Billing Information Account Balance on Last Payments Received as o Billing Adjustment 01-07 Balance at Billing	nount Due By January Bill of 01-05-2005 7-2005 idential Service	UNIT 12 BOOP 25, 2005 \$1,9 \$168.13 ( \$.00 \$1,805.72	83.28 CR
Please Pay An Utility Services. Prior Billing Information Account Balance on Last Payments Received as o Billing Adjustment 01-07 Balance at Billing Current Charges for Flest Current Month Charges	nount Due By January Bill of 01-05-2005 7-2005 idential Service	UNIT 12 BOOP 25, 2005 \$1,9 \$168.13 ( \$00 \$1,805.72 \$	83.28 CR \$1,637.59
Please Pay An Utility Services. Prior Billing Information Account Balance on Last Payments Received as o Billing Adjustment 01-07 Balance at Billing Current Charges for Flest Current Month Charges	nount Due By January Bill of 01-05-2005 7-2005 idential Service	UNIT 12 BOOP 25, 2005 \$1,9 \$168.13 ( \$00 \$1,805.72 \$	83.28 CR \$1,637.59 \$345.69
Please Pay An Utility Services. Prior Billing Information Account Balance on Last Payments Received as o Billing Adjustment 01-07 Balance at Billing Current Charges for Rest Current Month Charges Amount Due Meter Information	ing Period Days	UNIT 12 BOOP 25, 2005 \$1,9 \$168.13 ( \$00 \$1,805.72 \$	83.28 CR \$1,637.59 \$345.69 \$1,983.28
Please Pay An Utility Services. Prior Billing Information Account Balance on Last Payments Received as o Billing Adjustment 01-07 Balance at Billing Current Charges for Resi Current Month Charges Amount Due Meter Information	ing Period Days	UNIT 12 BOOP 25, 2005 \$1,9 \$168.13 ( \$.00 \$1,805.72 Service Meter Readings	83.28 CR \$1,637.59 \$345.69 \$1,983.28 \$1,983.28
Please Pay An Utility Services. Prior Billing Information Account Balance on Last Payments Received as o Billing Adjustment 01-07 Balance at Billing Current Charges for Fless Current Month Charges Amount Due Meter Information	ing Period Days	UNIT 12 BOOP 25, 2005 \$1,9 \$168.13 ( \$.00 \$1,805.72 Service <u>Meter Readings</u> From To	<b>83.28</b> CR <u>\$1,637.59</u> <u>\$345.69</u> <b>\$1,983.28</b> <b>Gas Used</b> 6 278 CCF
Please Pay An Utility Services Prior Billing Information Account Balance on Last Payments Received as o Billing Adjustment 01-07 Balance at Billing Current Charges for Fless Current Month Charges Amount Due Meter Information Meter Number From J229599 12-14-20 966 W Delaware Av	ing Period Days	UNIT 12 BOOP 25, 2005 \$1,9 \$168.13 ( \$.00 \$1,805.72 Service <u>Meter Readings</u> From To 2478 275	<b>83.28</b> CR <u>\$1,637.59</u> <u>\$345.69</u> <b>\$1,983.28</b> <b>Gas Used</b> 6 278 CCF
Please Pay An Utility Services. Prior Billing Information Account Balance on Last Payments Received as o Billing Adjustment 01-07 Balance at Billing Current Charges for Flest Current Month Charges Amount Due Meter Information J229599 12-14-20 966 W Delaware Av For Your Information :	ing Period Days 04 01-05-2005 22	UNIT 12 BOOM 25, 2005 \$1,9 \$168.13 ( \$.00 \$1,805.72 \$ Service <u>Meter Readings</u> From To 2478 275 Adjusted Actu	<b>53.28</b> CR 51,637.59 <b>\$345.69</b> <b>\$1,983.28</b> <b>Gas Used</b> 6 278 CCF
Please Pay An Utility Services. Prior Billing Information Account Balance on Last Payments Received as o Billing Adjustment 01-07 Balance at Billing Current Charges for Flest Current Month Charges Amount Due Meter Information J229599 12-14-20 966 W Delaware Av For Your Information :	ing Period Days 04 01-05-2005 22 04 01-05-2005 22	UNIT 12 BOOM 25, 2005 \$1,9 \$168.13 ( \$.00 \$1,805.72 Service <u>Meter Readings</u> From To 2478 275 Adjusted Actuants Adjusted Actuants 2478 275 Adjusted Actuants Service	<b>53.28</b> CR 51,637.59 <b>\$345.69</b> <b>\$1,983.28</b> <b>Gas Used</b> 6 278 CCF
Please Pay An Utility Services. Prior Billing Information Account Balance on Last Payments Received as o Billing Adjustment 01-07 Balance at Billing Current Charges for Fless Current Month Charges Amount Due Meter Information J229599 12-14-20 966 W Delaware Av For Your Information : Charges include gas cost re	ing Period Days 04 01-05-2005 22 04 01-05-2005 22 04 01-05-2005 22 05 004 01-05-2005 22 05 004 01-05-2005 22 05 004 01-05-2005 22	UNIT 12 BOOM 25, 2005 \$1,9 \$168.13 ( \$.00 \$1,805.72 Service <u>Meter Readings</u> From To 2478 275 Adjusted Actuants Adjusted Actuants 2478 275 Adjusted Actuants Service	<b>83.28</b> CR <u>\$1,637.59</u> <u>\$345.69</u> <b>\$1,983.28</b> <b>Gas Used</b> 6 278 CCF
Please Pay An Utility Services. Prior Billing Information Account Balance on Last Payments Received as o Billing Adjustment 01-07 Balance at Billing Current Charges for Fless Current Month Charges Amount Due Meter Information J229599 12-14-20 966 W Delaware Av For Your Information : Charges include gas cost re	ing Period Days 04 01-05-2005 22 04 01-05-2005 22 04 01-05-2005 22 05 004 01-05-2005 22 05 004 01-05-2005 22 05 004 01-05-2005 22	UNIT 12 BOOM 25, 2005 \$1,9 \$168.13 ( \$.00 \$1,805.72 Service <u>Meter Readings</u> From To 2478 275 Adjusted Actuants Adjusted Actuants 2478 275 Adjusted Actuants Service	<b>53.28</b> CR 51,637.59 <b>\$345.69</b> <b>\$1,983.28</b> <b>Gas Used</b> 6 278 CCF
Please Pay An Utility Services. Prior Billing Information Account Balance on Last Payments Received as o Billing Adjustment 01-07 Balance at Billing Current Charges for Flest Current Month Charges Amount Due Meter Information J229599 12-14-20 966 W Delaware Av For Your Information :	ing Period Days 04 01-05-2005 22 04 01-05-2005 22 04 01-05-2005 22 05 004 01-05-2005 22 05 004 01-05-2005 22 05 004 01-05-2005 22	UNIT 12 BOOM 25, 2005 \$1,9 \$168.13 ( \$.00 \$1,805.72 Service <u>Meter Readings</u> From To 2478 275 Adjusted Actuants Adjusted Actuants 2478 275 Adjusted Actuants Service	<b>53.28</b> CR 51,637.59 <b>\$345.69</b> <b>\$1,983.28</b> <b>Gas Used</b> 6 278 CCF
Please Pay An Utility Services. Prior Billing Information Account Balance on Last Payments Received as o Billing Adjustment 01-07 Balance at Billing Current Charges for Flesi Current Month Charges Amount Due Meter Information J229599 12-14-20 966 W Delaware Av For Your Information : Charges include gas cost re	ing Period Days 04 01-05-2005 22 04 01-05-2005 22 04 01-05-2005 22 05 004 01-05-2005 22 05 004 01-05-2005 22 05 004 01-05-2005 22	UNIT 12 BOOM 25, 2005 \$1,9 \$168.13 ( \$.00 \$1,805.72 Service <u>Meter Readings</u> From To 2478 275 Adjusted Actuants Adjusted Actuants 2478 275 Adjusted Actuants Service	<b>53.28</b> CR 51,637.59 <b>\$345.69</b> <b>\$1,983.28</b> <b>Gas Used</b> 6 278 CCF
Please Pay An         Utility Services.         Prior Billing Information         Account Balance on Last         Payments Received as o         Billing Adjustment 01-07         Balance at Billing         Current Charges for Flesi         Current Month Charges         Amount Due         Meter Information         J229599       12-14-20         966 W Delaware Av         For Your Information :         Charges include gas cost re	ing Period Days 04 01-05-2005 22 04 01-05-2005 22 04 01-05-2005 22 05 004 01-05-2005 22 05 004 01-05-2005 22 05 004 01-05-2005 22	UNIT 12 BOOM 25, 2005 \$1,9 \$168.13 ( \$.00 \$1,805.72 Service <u>Meter Readings</u> From To 2478 275 Adjusted Actuants Adjusted Actuants 2478 275 Adjusted Actuants Service	<b>83.28</b> CR <u>\$1,637.59</u> <u>\$345.69</u> <b>\$1,983.28</b> <b>Gas Used</b> 6 278 CCF
Please Pay An         Utility Services.         Prior Billing Information         Account Balance on Last         Payments Received as o         Billing Adjustment 01-07         Balance at Billing         Current Charges for Resil         Current Month Charges         Amount Due         Meter Information         J229599       12-14-20         966 W Delaware Av         For Your Information :         Charges include gas cost residence	ing Period Days 04 01-05-2005 22 04 01-05-2005 22 04 01-05-2005 22 05 004 01-05-2005 22 05 004 01-05-2005 22 05 004 01-05-2005 22	UNIT 12 BOOM 25, 2005 \$1,9 \$168.13 ( \$.00 \$1,805.72 Service <u>Meter Readings</u> From To 2478 275 Adjusted Actuants Adjusted Actuants 2478 275 Adjusted Actuants Service	<b>83.28</b> CR <u>\$1,637.59</u> <u>\$345.69</u> <b>\$1,983.28</b> <b>Gas Used</b> 6 278 CCF
Please Pay An Utility Services. Prior Billing Information Account Balance on Last Payments Received as o Billing Adjustment 01-07 Balance at Billing Current Charges for Flesi Current Month Charges Amount Due Meter Information J229599 12-14-20 966 W Delaware Av For Your Information : Charges include gas cost re	ing Period Days 04 01-05-2005 22 04 01-05-2005 22 04 01-05-2005 22 05 004 01-05-2005 22 05 004 01-05-2005 22 05 004 01-05-2005 22	UNIT 12 BOOM 25, 2005 \$1,9 \$168.13 ( \$.00 \$1,805.72 Service <u>Meter Readings</u> From To 2478 275 Adjusted Actuants Adjusted Actuants 2478 275 Adjusted Actuants Service	<b>83.28</b> CR <u>\$1,637.59</u> <u>\$345.69</u> <b>\$1,983.28</b> <b>Gas Used</b> 6 278 CCF
Please Pay An Utility Services. Prior Billing Information Account Balance on Last Payments Received as o Billing Adjustment 01-07 Balance at Billing Current Charges for Fless Current Month Charges Amount Due Meter Information J229599 12-14-20 966 W Delaware Av For Your Information : Charges include gas cost re	ing Period Days 04 01-05-2005 22 04 01-05-2005 22 04 01-05-2005 22 05 004 01-05-2005 22 05 004 01-05-2005 22 05 004 01-05-2005 22	UNIT 12 BOOM 25, 2005 \$1,9 \$168.13 ( \$.00 \$1,805.72 Service <u>Meter Readings</u> From To 2478 275 Adjusted Actuants Adjusted Actuants 2478 275 Adjusted Actuants Service	<b>83.28</b> CR <u>\$1,637.59</u> <u>\$345.69</u> <b>\$1,983.28</b> <b>Gas Used</b> 6 278 CCF

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966 DELAWARE 150867480030 150867 48 612009 Colum Jas\* A NiSource Company 966 DELAWRE MAVE NO BILL WITH THIS ARC NUMBER March 16, 2006 1508648008 0005 1-8-03 SAY BAC

Billy P Jones 980 W Delaware Ave Toledo OH 43610

Dear Mr. Jones:

We have received your letter inquiring on the different account numbers for the same addresses under your name. Most of the account number changes we made due to your Chapter 13 Bankruptcy filing. Anytime a customer files bankruptcy our bankruptcy clerks have to final the old account and start a new account beginning with your bankruptcy file date.

We were notified that your bankruptcy was dismissed as of November 8, 2005. We then had to remove the bankruptcy information from all the old accounts and we transferred those balances all over to one account 15086748-014-7 and turned them over to NCO Collection Services.

The security deposits that you paid were paid on accounts 15086748-012-9 and 2 + 15086748-016-5. We applied a \$213.00 security deposit (including interest) to 15086748-012-9 on January 5, 2005. We applied a \$116.94 security deposit (including interest) to 15086748-016-5 on May 1, 2005

> We hope this information is satisfactory. If we may be of further service, please contact our Customer Contact Center at 1-800-344-4077, Monday through Friday, 7:00 am to 7:00 pm.

Cordially,

3-20-6 3-20-04 SUSCAN

18662342872 Am

Need account Bal on Each account numb

Customer Contact Center Columbia Gas of Ohio, Inc.

	Colu	ımbia Gas		
BILLY P JONES 722 E PERAL ST TOLEDO OH 43608-1337		of OIIO A NiSource Compa	www.colum	biagasohio.com
Your Account Number 15086748 003 0 Please Pay By Aug 30, 2002 Amount Due \$15.15	00074168 1 / BILLY P JONE 722 E PERAL TOLEDO OH 4	S ST 43608-1337 Induluullulluul		IENT
Amount Paid \$	LOUISVILLE KY	40290-1847		UNIT BOOK DESK 12 75 1
				1121
150867480030000				- 0
Please re	turn this portion with If paying in person		payable to <b>Columbi</b> ntire bill with you.	a Gas.
Columbia Gas• of Ohio				lions? I4-4077 24 hours/day <u>7:00 am -</u> 7:00 pm M - F
Billing Summary For :	BILLY P JONES 966 W DELAWARE AV TOLEDO OH 43610-12		Your Accou 15086748 UNIT 12 BOO	003 0
Please Pay	Amount Due By	August 30, 20	02 \$	15.15
Utility Services Prior Billing Information Account Balance on L			\$112.01	
	s of 08-14-2002 THAN	NK YOU!	\$105.00	CR
Balance at Billing				\$7.01
Current Charges for Re Current Month Charge				\$8.14
Amount Due				\$15.15
Meter Information	Next Mater Read	ling Date : Sep	tember 13, 2002	
	<u>Billing Period</u> om To	Days	<u>Meter Readings</u> From To	Gas Used
J229599 07-16 966 W Delaware Av	-2002 08-14-2002	29	57 5 Calculated Calcula	i9 2 CCF
	12-Month Consum	nption is 24 CCF	As Follows :	
<u>Month CCE Month</u> Aug 01 2 Oct 0 Sep 01 2 Nov 0	1 2 Dec 01	CCF         Month           2         Feb 02           2         Mar 02	CCF Month CC 2 Apr 02 2 May 02	E <u>Month CCE</u> 2 Jun 02 2 2 Jul 02 2

4.

### For Your Information :

**Please note...** Your gas meter was not read on our last scheduled meter reading date resulting in 15 consecutive calculated billings. Your next reading date is noted under the Meter Information section of this bill. Please call us so that we can arrange for regularly scheduled readings.

Please note... the amount shown as 'Balance at Billing' is past due. The due date on this bill applies only to the current month's charges. Avoid possible termination of service -- pay this past due amount today!

Charges include gas cost recovery of \$1.25 at the rate of \$0.62493 per Ccf.

	Colun	nbia,Gas.	· •	1.
BILLY P JONES 722 E PERAL ST	I	of Ohio	www.columbiaga	sohio.com
TOLEDO OH 43608-1337		A NiSource Company	N	
Your Account Number 15086748 003 0 Please Pay By Oct 1, 2003	******AUTO**3-D 00084826 1 AT BILLY P JONES 722 E PERAL ST TOLEDO OH 436 I.I.I.I.II.II.II.	0.292 1	A 46,860 N A 4 ME	ENT
Amount Due			Mailing address of Check box and red	r phone number change? cord information on back.
\$16.70				
Amount Paid \$	P O BOX 9001847 LOUISVILLE KY 403 }	290-1847         . . .	.1	unit book desk 12 75 1 1121
150867480030000	00000001670813	325		
Please re	turn this portion with y If paying in person, p			<u>s</u> .
Columbia Gas. of Ohio			Billing Questions? Call 1-800-344-407 Office Hours: 7:00 a	'7 24 hours/day
Billing Summary For :	BILLY P JONES 966 W DELAWARE AV TOLEDO OH 43610-1231	(	Your Account Nu 15086748 003 00 UNIT 12 BOOK 75 B	000
Please Pay /	Amount Due By O	stober 1., 2003	\$16.7	D
<u>Utility Services</u> Prior Billing Informatio	'n			, .
Account Balance on La	ast Bill	<u></u>	\$116.40	
	s of 09-10-2003 THANK	YOU!	\$108.05 CR	0.35
Balance at Billing			ψ	8.35
Current Charges for Re Current Month Charge			\$	8.35
Amount Due				\$16.70
Meter Information N	lext Actual Meter R	eading Date : Nov	/ember 12, 2003	
	<u>Billing Period</u> om To		<u>Meter Readings</u> rom To	Gas Used
J229599 08-14- 966 W Delaware Av	2003 09-15-2003	32 6 Calcu	33 85 lated Calculated	2 CCF
	12-Month Consump	tion is 24 CCF As Fol		
Month CCF Month Sep 02 2 Nov 02 Oct 02 2 Dec 02	2 2 Jan 03	CF <u>Month CCF</u> 2 Mar 03 2 2 Apr 03 2	May 03 2	Month <u>CCF</u> Jul 03 2 Aug 03 2
For Your Information :				
Please note the amo				

Charges include gas cost recovery of \$1.45 at the rate of \$0.72329 per Ccf.

Join the Budget Payment Plan... The Budget Payment Plan offers an easy way to reduce the impact of winter heating bills. This free service evens out the amount of your monthly bills. Please call us for more information on this free customer service.

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**Ohio** Public Utilities Commission

Case Number

Public Utilities Commission of Ohio Attn: Docketing 180 E. Broad St. Columbus, OH 43215

**Formal Complaint Form** 

Citv

DONES mer Name (Please Print

182W DELAWARE AVE

Customer Address

Against

OLEDO ON 43610 State Zip 5086748029000-0 Account Number

Utility Company Name

· · · · · ·

Customer Service Address (if different from above)

OLEDO

<u>54 H3610</u> State Zip

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

Signature 976 DELAWARE AVE Customer Telephone Number PASE ID BJON1114178B

ATTACH PAge BILLY JONES 1-27-18 982 DELAWARE PAGE TOLEDO ON 43610 Ph 419 509 9503 My nome are Billy Jone the account complaint about are 980 DELKURAD-980 DELAWARE DEC 15086748005 980 DELAWARE DEC 139882370027 780 DELAWARE ACC 980 DELAWARE ACC 150867480 019 0002 150867480310006 150867480050008 SAME 722 PEAR( St acc 150 867 4801 60005 722 PEARI ST ACC 150 867 4801 40007 722 PEARLST ACC 150867 4800 50008 SAM€ 722 PEARL ST ACC 15086748012000-9 966 DELAWARE ACC 1508674800300020 ACC 966 DELAWARE 15086748017000-4 ACC 966 DELAWARE 966 DELAWARE Acc 19637191001000-8 ACC ACC 15086748033 0004 961 DELAWARE 982 DELAWARE ACC 15086748029000.0 982 DELAWARE ACC 150867 48024000-5 15086748022000-7 ACC 976 DELAWARE 150867 4804 0000-5 ACC 974 DELAWARE 150867 4803 8000-9 DELAWARE ACC 976 150867 4801 000-1 DELAWARE ACC 974 NEED INITIAL SERVICE NEED FINAL BILL with BAL ON ALL ACCOUNT I have all my Receipt Date Back to 1993 il NEED

COLUMBIA GAS ComPLAINT 976 DELAWARE AVE ACC NUMBER 150867 480 22000-7 INITIAL SER STARTED 4-16-08 DEPOIST DUE \$317.00 STATEMENT DATE 10-13-2008 AMOUNT DUE 169 7 STATEMENT DATE 11-14-2008 PREVIOUS AMOUNT DUE \$462.76 are wrong it should Be\$169.78. if I paid \$188.78 and my pression Bill were \$169.78 they are Met 19.00 Megal. TO which Make any payment plan illegal with the wrong amount Due STATEMENT DATE 12-15-08 PREVIOUS AMONT DUE \$274.97 STATE MENT DATE 1-20-09 PREVIOUS AMOUNT DUES 5753,49 illegal on previous Amount Duc. 10-13-08 BILL ADJ\$245.25 MY PAYMENT 11-14-08 BILL ADJ\$292,98 11-14-08 \$188.78 11-14-08 BILL ADJ \$19,00 +0THL\$557,23 12-15-08 ACC PAID IN FULL -> \$8956 THEYEAR 2009 I Paid a total of P1,366.92 on this account with all of the ellegal charge and illegal previous Bal I were Charge \$ 1457.72 ON this Account I WERE Charge \$1,192.56 ON this Account I PAID \$1484 40 DIFER \$ 291 84

	GENERAL CREDIT FORMS ST. LOUIS 63045 7292G
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FOR USE WITH ELECTRONIC CHECK TRANSACTION ONLY: SCI_AMENTE PARA TRANSACCIONES DE CHEQUE ELECTRONICO: "I authorize the biller or its agent to convert my check to a draft or an electronic funds transfer and to debit my account for the amount of the transaction." Autorizo a la compafia que efectúa el cobro o a sus agentes a convertir mi cheque en giro o en transferencia electrónic de fondos y a debitar de mi cuenta el importe correspondiente a esta transacción. Annt. Para de mi cuenta el importe correspondiente a esta transacción. Annt. Para de transferencia electrónic Electronic CHECK - A SAFER & MORE SECURE WAY TO PAY CHEQUE FLICTRÓNICO - UNA MANERA MÁS CONFIABLE Y MÁS SECURA DE HACER PAGOS			않면 열 열
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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 Press option 2 after the greeting

711

For hearing-impaired relay

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

### **Payment Options**

NCO EasyPay Call 1-800-284-8572 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

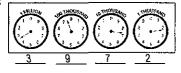
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### Gas Meter Information

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 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:



### **Legal Notices**

Public Utilities Commission of Ohio If your complaint is not resolved after you have called us, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll-free) or for TTY at 1-800-686-1570 (toll-free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.PUCO.ohio.gov.

**Office of Ohio Consumers' Counsel** Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll-free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.pickocc.org.

**Residential Service** 

Gas Bill

Account Number

15086748 022 000 7 Statement Date 03/17/2011 63763

<b>Billing &amp; Payment Sum</b>	nary		Billing & Payment Notes
<b>Customer Name</b> Billy P Jones			If we receive your payment for the current total Amount Due by the due date shown
Final Service Previous Amount Due on 02/01/2011 Payments Received by 01/21/2011 Other Debits & Credits 01/24/2011 Special Credit Balance on 01/21/2011 Charges for Gas Service This Period	+ - = +	\$148.64CR \$0.00 \$108.80 \$14.57 \$54.41CR \$54.41	Your billing for the current month was based on a meter reading which was in error. The correction is reflected in
No Payment Due	=	\$0.00	Charges for Gas Service.

Page 1 of 2

### Service Summary

Service Location 976 W Delaware Av Toledo OH 43610-1231

Meter Number 8934924

Meter Readings (4 Billing Days)	
Adjusted Reading on 1/21	1526
Actual Reading on 1/17 -	1477
Gas Used (Ccf) =	49

176



*Turn Me Over* > > *for more details about your account* 

#### Service Summary Notes



# ) Gas Bill

Account Numbe

45686748 022 0G Statement Date 03/17/2011 63763

**Residential Service** 

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

Current Month Charges Total Charges for Service This Period **E** \$54.41 **\$54.41** 

Page 2 of 2

Service Charges Notes Current Charges include gas cost recovery of \$30.12 at the SSO rate of \$0.61460 per Ccf. SSO equals the NYMEX closing price plus the Retail Price Adjustment divided by 10

### Legal Notices (continued)

Rights and Responsibilities - A summary of customer rights and responsibilities is available at 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 customerowned service lines; employee identification; rate information and alternatives; Customer CHOICE; privacy rights; and complaint procedures. You may obtain a copy of the full minimum gas service standards at the PUCO Web site or phone numbers shown above.

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

Bankruptcy Notices Mail to Columbia Gas of Ohio, Revenue Recovery, 200 Civic Center Dr., Columbus, OH 43215.

Other Correspondence (exceptingyments) Mail to Columbia Gas of Unio, P.O. Boy 2518, 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. 11- TI-1 CARA SUISA



### **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 Press option 2 after the greeting

### 711

For hearing-impaired relay

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

### Payment Options

**NCO EasyPay** Call 1-800-284-8572 or link from our Web site to pay by credit/debit card, or e-check. A convenience 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:

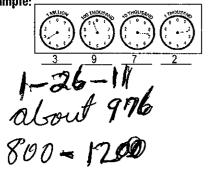
Columbia Gas of Ohio P.O. Box 742510 Cincinnati, OH 45274-2510

### **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 shutoff. 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**

Customer Name		
Billy P Jones		
Final Service		
Previous Amount Due on 02/01/2011		\$186.62
Payments Received by 01/21/2011		\$0.00
Security Deposit Applied 01/21/2011	-	\$317.00
Security Deposit Interest Applied 01/21/2011	-	\$18.26
Balance on 01/21/2011	Ξ	\$148.64CR
Charges for Gas Service This Period	+	\$39.84

Page 1 of 2

# No Payment Due 33525 226.46

Gas Bill

**Residential Service** 

If you no longer receive gas service from Columbia at another address, you should receive a check for this balance within 10 business days.

### **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%.

Your security deposit, plus interest, is credited to this bill. If you will be a customer at your new address, we will transfer the remaining credit to that account. Otherwise, you will receive a check. NOV - 11

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

206 Service Summary Service Location 976 W Delaware Av Toledo OH 43610-1231 Meter Number **Meter Readings** (4 Billing Days) 8934924 Estimated Reading on 1/21 1505 Actual Reading on 1/17 4 DAKS 1477 Gas Used (Ccf) 28 MOVEOUT Service Summary Notes \$ 186 62 CC 12-10-60 660 1-10-11 18956 12-15-11 1 -17-17 Turn Me Over > > for more details **Payment Coupon** <u>about your account</u>

### Account Number

15086748 022 000 7 Statement Date 01/21/2011 58078

\$108.80CR





Residential Service

Account Number

15086748 022 ຍິບໍ່ປ*ີ 7* Statement Date 01/21/2011 58078

### Legal Notices

Public Utilities Commission of Ohio If your complaint is not resolved after you have called us, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (toll-free) at 1-800-686-7826 or for TTY at 1-800-686-1570 (toll-free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.PUC0.ohio.gov.

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Apples to Apples For a comparison of available competitive natural gas suppliers, visit the PUCD Web site at

www.PUCO.ohio.gov or call 1-800-299-7271. Bankruptcy Notices Mail to Columbia Gas of Ohio, Revenue Recovery, 200 Civic Center Dr., Columbus, OH 43215.

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**

Current Month Charges	\$39.84
Total Charges for Service This Period	\$39.84

Page 2 of 2

### **Service Charges Notes**

*Current Charges* include gas cost recovery of \$17.21 at the SSO rate of \$0.61460 per Ccf. SSO equals the NYMEX closing price plus the Retail Price Adjustment divided by 10.

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. NCO EasyPay Call 1-800-284-8572 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

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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 During the months we don't read the nieter, 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.

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3	9	 2

776 Deram 18 \$15418

ON UNS UII, YOU WIN AVOID & 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 976 W Delaware Av , Toledo Oh 43610-1231 scheduled on or after March 3, 2010, you must pay \$579.94 in full or provide a payment receipt number by 10:00 PM on March 2, 2010. 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 phone through our automated system at 1-800-344-4077, or online through our "Manage Your Account" service at www.columbiagasohio.com.

#### PAYMENT METHODS

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

- You may pay by phone or online with your credit card, ATM debit card, or an electronic check. Call NCO EasyPay at 1-800-284-8572 or visit our Web site. NCO Charges a convenience fee for each transaction.
- You may pay in person at an authorized payment center. Visit our Web site or call us for authorized payment locations near you. Payments made at an authorized agent Monday - Friday will be noted on your account the same day. We cannot guarantee that payment made at an unauthorized location will be received on time. The payment agent charges a service fee for each transaction.
- You may pay by electronic check at our Web site at no charge, if you register your account with our inline account management service. Go to www.columbiagasohio.com and click on "Manage Your Account" to log in or register your account.

If you pay through NCO or an authorized payment agent, you must report your payment receipt number by 10:00 p.m. on the business day prior to the scheduled shut off date, and you must pay the total past-due amount to stop termination. Call 1-800-344-4077 and select option 1 from the main menu. After identifying your account, select option 2 from the next menu to report your payment. If you pay through our free online payment option before 10:00 p.m. on the business day prior to the scheduled shut-off date, a payment confirmation number will automatically post to your account and will delay shut-off and any collection activity.

Failure to pay charges for optional, non-regulated products or services that appear on your Columbia Gas of Ohio bill may result in the loss of those products and services.

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

- If our representative visits your home for payment or termination, 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 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

### Payment Coupon

Turn Me Over 🕨 🛛 for more details about <u>your account</u>

payment; payment plans; low-income assistance; disconnection and reconnection of service; meter reading and testing; usage and payment history, natural gas safety; maintenance of customerowned service lines; employee identification; rate information and alternatives; Customer CHOICE; privacy rights; and complaint procedures. You may obtain a copy of the full minimum gas service standards at the PUCO Web site or phone numbers shown above.

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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. 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, 7:00 a.m. - 5:00 p.m., visit www.development.ohio.gov/cdd/ocs/heap.htm or go to our Web site at www.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.

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COLUMBIA GÁS OHIO
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00 CHECK PD \$0.00 CASH PD \$212.00
01 STATEMENT \$212.00 TOTAL PD \$212.00
01 STATEMENT \$212.00 TOTAL PD \$212.00
CHANGE DUE \$0.00 FEES \$0.88 EMPO2

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6 - 10**Account Number** 4-14:-7 ANNOT Columbia Gas. 15086748 022 000 7 uas of ( )h10 Statement Date **Residential Service** Page 1 of 3 03/16/2010 A NiSource Company 46

**Customer Name** 

**Billing & Payment Summar** 

### **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

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For hearing-impaired relay

#### www.columbiagasohio.com

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

### **Billing Options**

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

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

#### **Payment Options**

Online Pay free by electronic check at our Web site.

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

NCO EasyPay Call 1-800-284-8572 or link from our Web site to pay by credit/debit card, or e-check. A convenience fee will apply.

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

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4-12-10 Ke

#### Foreign language interpreter service is available of you or sontone you know prefers to sneer with to in antive Journaux Whether alking **Billy P Jones** Previous Amount Due on 03/02/2010 \$784 Payments Received by 03/16/2010 58882 or during a service visit, Wi connect you Other Debits & Credits 03/\$6/1 \$36,00 Late Payment Fee \$2874 immediately with an Bandree 06 03/16/2010 interpreter who will work \$185.54 Charges to Gas Server this Per with you and our \$138.80 representative to answer your questions or schedule service. The service is also Annount Due Immediately \$182.80 = available 24 hours a day, seven days a week to report \$141.54 Amount Due By 03/31/2010 = emergencies. If we receive your payment for the current total Amount 3

Due by the due date shown on this bill, you will avoid a late payment charge of See back of bill for Detail of Charges for Gas Service.  $\mathcal{D}_{***}$ 

Billing & Payment Notes

### \* TERMINATION NOTICE 1 Your account is past-due. To avoid disconnection of service at 378 W Delaware Av , Toledo Oh

43610-1231 scheduled on or after April 1, 2010, you must pay \$167.80 in full or provide a payment receipt number by 10:00 PM on March 31, 2010. 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 phone through our automated system at 1-800-344-4077, or online through our "Manage Your Account" service at www.columbiagasohio.com.

#### PAYMENT METHODS

**Payment Coupon** 

-

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- You may pay in person at an authorized payment center. Visit our Web site or call us for authorized payment locations near you. Payments made at an authorized agent Monday - Friday will be noted on your account the same day. We cannot guarantee that payment made at an unauthorized location will be received on time. The payment agent charges a service fee for each transaction.
- You may pay by electronic check at our Web site at no charge, if you register your account with our inline account management service. Go to www.columbiagasohio.com and click on "Manage Your Account" to log in or register your account.

If you pay through NCO or an authorized payment agent, you must report your payment receipt number by 10:00 p.m. on the business day prior to the scheduled shut-off date, and you must pay the total past-due amount to stop termination. Call 1-800-344-4077 and select option 1 from the main menu. After identifying your account, select option 2 from the next menu to report your payment. If you pay through our free online payment option before 10:00 p.m. on the business day prior to the scheduled shut-off date, a payment confirmation number will automatically post to your account and will delay shut-off and any collection activity.

Failure to pay charges for optional, non-regulated products or services that appear on your Columbia Gas of Ohio bill may result in the loss of those products and services.

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

- If our representative visits your home for payment or termination, 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 security deposit or a creditworthy guarantor may also be required. If service is disconnected for business days or less, reconnection will be scheduled by close of the next

Turn Me Over 🕨 🕨 for more details about vour account

Account Number

Columbia Gas

A NiSource Company



Account Number 15086748 022.000 7 Statement Date

03/16/2010

46322

Page 2 of 3

### Legal Notices

Public Utilities Commission of Ohio If you have a complaint in regard to this disconnection notice that cannot be resolved after you have called us, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll-free) or for TTY at 1-800-686-1570 (toll-free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.PUCO.ohio.gov

Office of Ohio Consumers' Counsel Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll-free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.piekocc.org.

**Rights and Responsibilities - A summary of** customer rights and responsibilities is available at 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 customerowned service lines; employee identification; rate information and alternatives; Customer CHOICE; privacy rights; and complaint procedures. You may obtain a copy of the full minimum gas service standards at the PUCO Web site or phone numbers shown above.

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

Bankruptcy Notices Mail to Columbia Gas of Ohio, Revenue Recovery, 200 Civic Center Dr., Columbus, OH 43215.

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.

business day. Service that has been disconnected more than 10 business days will be reconnected within five business days after receipt of the full required payment

### **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
- Percent of Income Payment Plan 5% or 10% of your gross monthly income, depending on your heating source
- Percent of Income Ineligible Payment Plan Arrearage crediting program

Call us at 1-800-344-4077 and select option 1 from the main menu. After identifying your account, select option 3 from the next menu. You may also enroll in a payment plan at our Web site, if you have registered with our online account management tool. Go to www.columbiagasohio.com and click on "Manage Your Account" to log in or register your account.

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, 7:09 a.m. - 5:00 p.m., visit www.development.ohio.gov/cdd/ocs/heap.htm or go to our Web site at www.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.

### Service Summarv

Service	<u>a 2n</u>		ary								Service	<b>Summary</b>	Notes
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	G	ias Use	d (Cct)	•				-		215	between April 15, 2 number is meter rea	April 12, 20 2010, Your F s 200137734 ading instru olumn of yo	PSID . See ctions in
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# Gas Bil

**Residential Service** 

### Account Number

15086748 022 000 7 Statement Date 01/20/2009 52937

Billing & Payment Notes

Page 1 of 2

### 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 Press option 2 after the greeting 711

For hearing-impaired relay

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

### **Billing Options**

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.

CheckFree E-bill Receive and pay bills online through CheckFree. Enroll at our Web site. ZipCheck Authorize your bank to pay your bill

automatically each month. Enroll online. NCD EasyPay Call 1-800-284-8572 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:

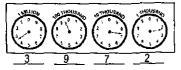
Columbia Gas of Ohio P.O. Box 742510 Cincinnati, OH 45274-2510

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**

	Customer Name Billy P Jones			We are required to include your name, address, and usage information on lists of
(	Customer CHOICE Program Previous Amount Due on 01/02/2009 Payments Received by 01/16/2009 Balance on 01/16/2009 Charges for Gas Service This Period Security Deposit Installment Due	+	\$753.49 \$0.00 <u>\$753.49</u> \$449.13 \$92.00	eligible customers that are made available to retail natural gas suppliers or governmental aggregators. If you wish to be excluded from the lists, please call 1- 600-344-4077 or write Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH, 43216-2318.
	Total Amount Due Amount Due Immediately Amount Due by 02/04/2009	и и и	\$1,294.62 \$753.49 \$541.13	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 Summery Notes

Your next actual meter

reading date is 3/17/2009

### **Service Summary**

Service Location 976 W Delaware Av Toledo OH 43610-1231 Meter Number Meter Readings (32 Billing Days)

8934924	Estimated Reading on 1/16		5729
	Estimated Reading on 12/15	-	5328
	Gas Used (Ccf)	=	401

#### To avoid a calculated bill next month, report your meter reading at 1-800-837-3721 from a touch-tone phone, or 1-800-344-4077 from a rotary phone, between February 11, 2009 and February 16, 2009. Your PSID number is 200137734. See meter reading instructions in the left column of your bill.

Daily Comparies

### **Gas Use History** 🖾 Estimated 🗱 Customer Actual 550 440 330 220 110

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	-	Month	Temp	Usage					
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		Dec '08	31.5°	10.3					
Г	٦	Jan '08	32.4°	0.0					
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👌 Gas Bill

**Residential Service** 

Account Number --

15086748 022 000 7 Statement Date 01/20/2009 52937

Page 2 of 2

### Legal Notices

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Rights and Responsibilities - A summary of customer rights and responsibilities is available at 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 customerowned service lines; employee identification; rate information and alternatives; Customer CHOICE; privacy rights; and complaint procedures. You may obtain a copy of the full minimum gas service standards at the PUCO Web site or phone numbers shown above.

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

Check Processing Information If you pay your bill by check, you authorize us to convert the check into a one-time electronic fund transfer from your checking account. Funds could be withdrawn from your account as early as the day after we receive your payment. Your check will not be returned to you, but the transaction will be noted on your financial statement. If you do not want your check converted, please call 1-888-895-9555, 8 a.m. - 8 p.m., Mon. - Fri EST.

Bankruptcy Notices Mail to Columbia Gas of Ohio, Revenue Recovery, 200 Civic Center Dr., Columbus, OH 43215.

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

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

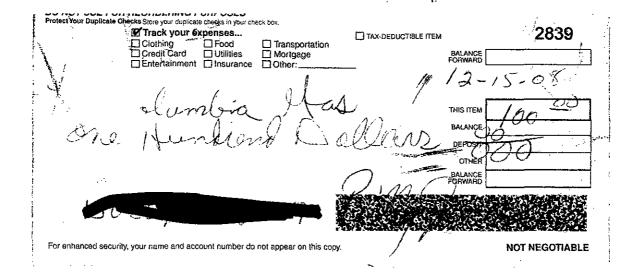
Columbia Gas of Ohio	
Columbia Gas Service and Delivery	\$64.66
Total Charges for Service This Period	\$64.66
IGS Energy (Interstate Gas Supply)	
Gas Supply Cost Incl Sales Tax	\$384.47

das supply cost inclusies rax	<u></u>
Total Charges for Service This Period	\$384.47

As a participant of the Columbia Gas customer CHOICE Program, your gas is being supplied by IGS Energy (Interstate Gas 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 IGS Energy (Interstate Gas Supply), 5020 Bradenton Ave, 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 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 IGS Energy (Interstate Gas Supply) gas supply costs of \$360.16 at the rate of \$0.89815 per Ccf and sales tax of \$24.31.

Through January 2009, your bill will reflect a credit that Columbia Gas is passing through to customers from revenue it receives through non-traditional sales of natural gas and pipeline capacity. The average total credits are expected to be approximately \$21.



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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 Press option 2 after the greeting 711

For hearing-impaired relay

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

#### **Billing Options**

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.

CheckFree E-bill Receive and pay bills online through CheckFree. Enroll at our Web site. ZipCheck Authorize your bank to pay your bill automatically each month. Enroll online.

NCO EasyPay Call 1-800-284-8572 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:

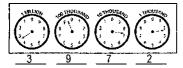
Columbia Gas of Ohio P.O. Box 742510 Cincinnati, OH 45274-2510

#### 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:

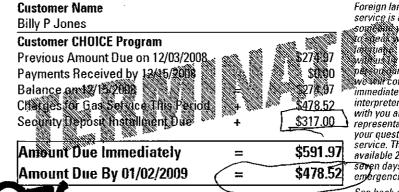


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15086748 022 000 7 Statement Date 3 12/15/2008 52153

Account Number

#### **Billing & Payment Summary**



Billing & Payment Notes Foreign language interpreter service is available if you or somean you how brefers to near with se un native language Whether talking withous of phone on n per concurring a service visit, we with 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.

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

due. To avoid disconnection of service at 976 W Delaware Av , Toledo Oh is part hedue The second secon fom 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 phone through our automated system at 1-800-344-4077, or online through our "Manage Your Account" service at www.columbiagasohio.com.

#### PAYMENT METHODS

**A** Gas Bill

10-16-08 PAD

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

- You may pay by phone or online with your credit card, ATM debit card, or an electronic check. Call NCO EasyPay at 1-800-284-8572 or visit our Web site. NCO charges a convenience fee for each transaction.
- You may pay in person at an authorized payment center. Visit our Web site or call us for payment locations near you. The payment agent charges a service fee for each transaction
- You may pay by electronic check at our Web site at no charge, if you register your account with our online account management service. Go to www.columbiagasohio.com and click on "Manage Your Account" to log in or register your account.

If you pay through NCO or an authorized payment agent, you must report your payment receipt number by 10:00 p.m. on the business day prior to the scheduled shut-off date, and you must pay the total past-due amount to stop termination. Call 1-800-344-4077 and select option 1 from the main menu. After identifying your account, select option 2 from the next menu to report your payment. It you pay through our free online payment option before 10.00 p.m. on the business day prior to the scheduled shut-off date, a payment confirmation number will automatically post to your account and will delay shut-off and any collection activity.

Failure to pay charges for optional, non-regulated products or services that appear on your Columbia Gas of Ohio bill may result in the loss of those products and services.

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

- If our representative visits your home for payment or termination, 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 security deposit or a creditworthy guarastor may also be required.

#### **PAYMENT PLANS**

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

- One-sixth Payment Plan Current bill plus one-sixth of the past due amount monthly
- One-third Payment Plan One-third of your total bill, including the past-due amount Percent of Income Payment Plan 5% or 10% of your gross monthly income, depending
- on your heating source
- Percent of Income Ineligible Payment Plan Arrearage crediting program

#### Payment Coupon

Turn Me Over 🕨 🕨 for more details about your account



Gas Bill Residential Service Account Number 15086748 022 000 7

Statement Date 12/15/2008

52153

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**Check Processing Information** If you pay your bill by check, you authorize us to convert the check into a one-time electronic fund transfer from your checking account. Funds could be withdrawn from your account as early as the day after we receive your payment. Your check will not be returned to you, but the transaction will be noted on your financial statement. If you do not want your check converted, please call 1-888-895-9555, 8 a.m. - 8 p.m., Mon. - Fri EST.

Bankruptcy Notices Mail to Columbia Gas of Ohio, Revenue Recovery, 200 Civic Center Dr., Columbus, OH 43215.

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Page 2 of 3

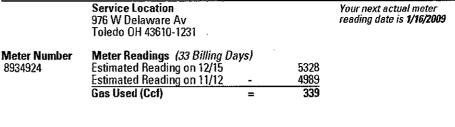
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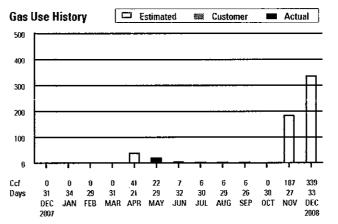
Medical Certificate - If you or a member of your household has a serious medical condition, a Medical Certificate can delay the disconnection of service for 30 days. Columbia Gas can fax a medical certification form to your licensed health care professional, who must complete, sign and return it to Columbia 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.

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

### **Service Summary**





# Daily Comparisons Avg Daily Avg Daily Month Temp Usage Dec '08 31.5° 10.3 Nov '08 47.2° 6.9 Dec '07 34.3° 0.0

Service Summary Notes

Your Average Monthly Usage is 51 Ccf

Your Total Annual Usage is 614 Ccf



#### How to Contact Us

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711 For hearing-impaired relay

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

#### **Billing Options**

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.

CheckFree E-bill Receive and pay bills online through CheckFree. Enroll at our Web site ZipCheck Authorize your bank to pay your bill

automatically each month. Enroll online. NCO EasyPay Call 1-800-284-8572 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.

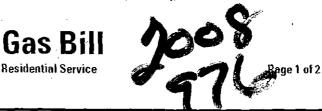
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Gas Usage We measure your gas usage in Ccf equal to 100 cubic feet.



#### Account Number

15086748 022 000 7 Statement Date 11/14/2008 52568

#### **Billing & Payment Summary**

Customer Name		
Billy P Jones		
Initial Service		
Previous Amount Due on 10/29/2008		\$462.76
Payments Received by 10/16/2008	-	\$188.78
Other Debits & Credits 10/16/2008	+	\$19.00
Billing Adjustment 10/13/2008	-	\$292.98
Balance on 11/12/2008	=	\$0.00
Charges for Gas Service This Period	+	\$274.97
Security Deposit Installment Due	+	\$317.00

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Billing & Payment Notes aign language interpreter vice is available if you or neone you know prefers peak with us in a native uage. Whether talking us by phone or in son during a service visit, will connect you ediately with an rpreter who will work you and our esentative to answer questions or schedule vice. The service is also ilable 24 hours a day, en days a week to report emergencies.

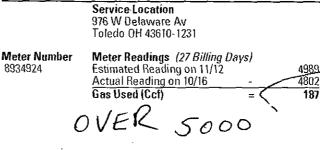
See back of bill for Detail of Charges for Gas Service.

Service Summary Notes

\$591.97

### Service Summary

Amount Due by 12/03/2008



se History	Estimated	🕮 Custo	mer I	Actual	

#### reading date is 1/16/2009 To avoid a calculated bill next month, report your

Your next actual meter

meter reading at 1-800-837-3721 from a touch-tone phone, or 1-800-344-4077 from a rotary phone, between December 10, 2008 and December 15, 2008. Your PSID number is 200137734. See meter reading instructions in the left column of your bill.

#### Daily Comparisons Avg Daily Avg Daily Month Temp Usage 47.ݰ *6.9* Nov '08 Oct '08 59.5° 0.0

. 50.0°

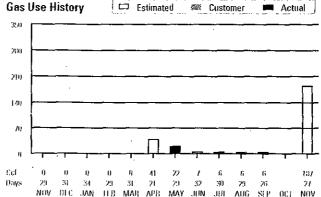
0.0

Your Average Monthly Usage is 25 Ccf

Nov '07

2008

Your Total Usage as of this billing is 275 Ccf



#### Payment Coupon

Turn Me Over 🕨 🕨 for more details about your\_account



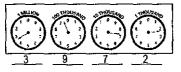


Account Number

15086748 022 000 7 « Statement Date 11/14/2008 52568

#### **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 us, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll-free) or for TTY at 1-800-686-1570 (toll-free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.PUCO.ohio.gov.

Office of Ohio Consumers' Counsel Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll-free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.pickocc.org.

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

**Check Processing Information** If you pay your bill by check, you authorize us to convert the check into a one-time electronic fund transfer from your checking account. Funds could be withdrawn from your account as early as the day after we receive your payment. Your check will not be returned to you, but the transaction will be noted on your financial statement. If you do not want your check converted, please call 1-888-895-9555, 8 a.m. - 8 p.m., Mon. - Fri EST.

Bankruptcy Notices Mail to Columbia Gas of Ohio, Revenue Recovery, 200 Civic Center Dr., Columbus, OH 43215.

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

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

Current Month Charges Total Charges for Service This Period Service Charges Notes

\$274.97 Current \$274.97 cost rel the rate

Page 2 of 2

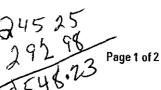
**Current Charges** include gas cost recovery of \$223.16 at the rate of \$1.19338 per Ccf.

Through January 2009, your bill will reflect a credit that Columbia Gas is passing through to customers from revenue it receives through non-traditional sales of natural gas and pipeline capacity. The average total credits are expected to be approximately \$21.









#### Account Number

15086748 022 000 7 Statement Date 10/13/2008 59102

Billing & Payment Notes

#### **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 Press option 2 after the greeting

711 For hearing-impaired relay

#### www.columbiagasohio.com

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

#### Payment Options

NCO EasyPay Call 1-800-284-8572 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:

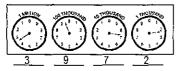
Columbia Gas of Ohio P.O. Box 742510 Cincinnati, OH 45274-2510

#### 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:



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**Billing & Payment Summary** 

Customer Name			See back of bill for Detail of
Billy P Jones			Charges for Gas Service.
Adjusted Bill		<u>.                                    </u>	
Final Service			
Previous Amount Due on 08/29/2008		\$400.26	
Payments Received by 09/09/2008		\$0.00	
Billing Adjustment 10/13/2008	-	\$245.25	
Balance on 09/09/2008	=	\$155.01	
Charges for Gas Service This Period	+	\$14.77	
Amount Due by 10/29/2008	=	\$169.78	

#### Service Summarv

Service Summary Notes

Service Location	
976 W Delaware Av	
Toledo OH 43610-1231	

Meter Number	Meter Readings (26 Billing L	Days)	
8934924	Adjusted Reading on 9/9	•	4802
	Adjusted Reading on 8/14	-	4796
	Gas Used (Ccf)	=	6

Payment Coupon

Turn Me Over ► ► for more details about your account





Account Number

15086748 022 000 7 Statement Date 10/13/2008 59102

Page 2 of 2

\$14.77

\$14.77

#### Legal Notices (continued)

**Rights and Responsibilities** - A summary of customer rights and responsibilities is available at 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 customerowned service lines; employee identification; rate information and alternatives; Customer CH0ICE; privacy rights; and complaint procedures. You may obtain a copy of the full minimum gas service standards at the PUCO Web site or phone numbers shown above.

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

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

Current Month Charges\_\_\_\_\_ Total Charges for Service This Period Service Charges Notes Current Charges include gas cost recovery of \$6.54 at the rate of \$1.09022 per Ccf.

Through January 2009, your bill will reflect a credit that Columbia Gas is passing through to customers from revenue it receives through non-traditional sales of natural gas and pipeline capacity. The average total credits are expected to be approximately \$21.



#### 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 Press option 2 after the greeting

#### 711

For hearing-impaired relay

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

#### **Billing Options**

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

#### Payment Options

E-bill Receive and pay your bill online. To enroll, visit our Web site, www.columbiagasohio.com.

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

Phone Call NCO EasyPay at 1-800-284-8572 or link from our Web site to pay by credit card, debit card or electronic check. NCO charges a convenience fee for each transaction.

Authorized Payment Centers Visit DirectLink e-Services on our Web site or call for the location of an authorized payment center near you. The agent charges a service fee for each transaction. Mail Detach and return the coupon below with payment to:

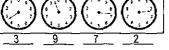
Columbia Gas of Ohio F.O. Box 9001847 Louisville, KY 40290-1847

#### 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:





Page 1 of 2

15086748 022 000 7 **Statement Date** 05/20/2008 45767

Billing & Payment Notes

### **Billing & Payment Summary**

Customer Name Billy P Jones			See back of bill for Detail of Charges for Gas Service.
Previous Amount Due on 06/02/2008		\$276.78	
Payments Received by 05/15/2008		\$0.00	
Billing Adjustment 05/16/2008	-	\$211.04	
Balance on 05/15/2008	=	\$65.74	
Charges for Gas Service This Period	+	\$38.41	
Security Deposit Installment Due	+	\$317.00	
Amount Due by 06/02/2008	=	\$421.15	

#### Service Summary

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			do Oł									To avoid a	
Meter Nu	nber	Met	er Rea	adin	ns ()	9 Bil	lina	Davs	;)			next month meter read	
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Gas Use H	listory		<u> </u>	stimat	ed		Custo	mer		Acti	ual ]	Daily Con A: Month May '08 Apr '08 May '07	npariso vg Daily 56.9° 40.7° 58.3°
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50												Your Total .	Annual L
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#### Service Summary Notes

ieter 6/2008

ted bill vour -800-837--tone 4-4077 2008 and r PSID 34. See tructions in vour bill.

#### ons

Avg Daily Avg Daily					
Month	Temp	Usage			
May '08	56.9°	Ō.8			
Apr '08	40.7°	2.0			
May '07	58.3°	0.0			

nthly

2008

Usage is

Payment Coupon

2007

Turn Me Over 🕨 🕨 for more details about your account



A Gas Bill

Residential Service

Account Number 15086748 022 000 7

Service Charges Notes

15086748 022 Statemest Date 05/20/2008

45767

#### **Legal Notices**

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Check Processing Information When you pay your Columbia Gas bill by check, you authorize us to convert the check to electronic data and to make a one-time electronic fund transfer from your checking account for that payment. Funds could be transferred as early as the day after we receive your payment. Your financial institution will not return your check but will note the transaction on your financial statement. For more information or if you do not want your check converted to an electronic transfer, please call our check processing agent toll-free at 1-866-282-1850, 7 a.m. - 7 p.m., Mon. - Fri.

Bankruptcy Notices Mail to Columbia Gas of Ohio, Revenue Recovery, 200 Civic Center Dr., Columbus, OH 43215.

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

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

Current Month Charges	\$38.41	Current Charges include gas
Total Charges for Service This Period	\$38.41	cost recovery of \$26.73 at the rate of \$1.21505 per Ccf.
		Through January 2009, your bill will reflect a credit that Columbia Gas is passing through to customers from revenue it receives through non-traditional sales of natural gas and pipeline capacity. The average total credits are expected to be approximately \$21.

Page 2 of 2

#### Adjustments

Billing Date	Original Amount	Corrected Amount	Difference
04/16/2008	\$276.78	\$65.74	-\$211.04
Total Adjustmen	ts on Your Account		-\$211.04

Adjustment Notes Your previous billing(s) were based on meter readings that were estimated too high. Listed are the amounts you were originally billed and the corrected amounts for the same period(s). They were based on a recent actual reading of your meter.



#### 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 Press option 2 after the greeting

711

For hearing-impaired relay

#### www.columbiagasohio.com

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

#### **Billing Options**

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

E-bill Receive and pay your bill online. To enroll, visit our Web site, www.columbiagasohio.com.

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

Phone Call NCO EasyPay at 1-800-284-8572 or link from our Web site to pay by credit card, debit card or electronic check. NCO charges a convenience fee for each transaction.

Authorized Payment Centers Visit DirectLink e-Services on our Web site or call for the location of an authorized payment center near you. The agent charges a service fee for each transaction. Mail Detach and return the coupon below with payment to:

Columbia Gas of Ohio P.O. Box 9001847 Louisville, KY 40290-1847

#### 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.

Gas Bi **Residential Service**  Account Number

Page 1 of 2

15086748 022 000 7 Statement Date 04/16/2008 46138

### **Billing & Payment Summary**

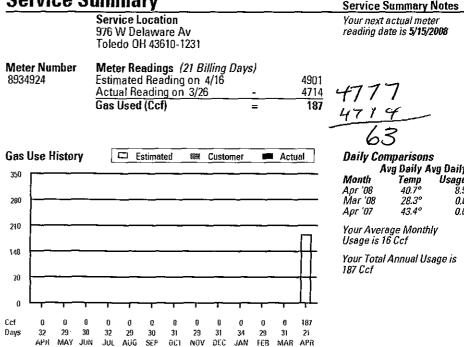
Customer Name		
Billy P Jones		
Initial Service		
Previous Amount Due		\$0.00
Balance on 04/16/2008	=	\$0.00
Charges for Gas Service This Period	+	\$276.78
Security Deposit Installment Due	+	\$317.00
Amount Due by 05/01/2008	=	\$593.78

#### 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 the lists, please call 1-800-344-4077 or write Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH, 43216-2318.

Billing & Payment Notes

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

#### Service Summary





Avg Daily Avg Daily **Temp** 40.7° Usage 8.9 28.3° 0.0 43.4° 0.0

Your Average Monthly Usage is 16 Ccf

2008

Your Total Annual Usage is

Payment Coupon

2007

Turn Me Over ► ► for more details about <u>your account</u>



### A Gas Bill Residential Service

 15086748 022\*000 7

 Statement Date

 Page 2 of 2
 04/16/2008

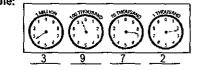
 46138

\$276.78

\$276.78

#### **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:



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

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

Current Month Charges Total Charges for Service This Period

#### Service Charges Notes

Account Number

Current Charges include gas cost recovery of \$226.20 at the rate of \$1.20961 per Ccf.

Through January 2009, your bill will reflect a credit that Columbia Gas is passing through to customers from revenue it receives through non-traditional sales of natural gas and pipeline capacity. The average total credits are expected to be approximately \$21.

COMPLAINT 976 DELAWARE AVE ACC NUMBER 15086748010-1 NEED INITIAL SER AND PAYMENT HISTOPY AND FINAL BILL FOR ACC 15086748010-1 ACCNUMBER 15086748038-0 INITIAL SER 7-15-2016 BAL 7203 FINAL BILL 7-20-2016 BAL 3059 PHID IN FULL ON 9-9-2016 ACC NUMBER 1508674804000-5 INITIAL SER 5-16-17 6-1-17 Charge\$70,65 FINAL SER 7-13-207 BAL\$8560 10-4-17 PAID IN FUCC . . . . . . . . . . . • --

**3J8AITODEN TON** For added security, your name and account number do not appear on this copy. 726 BALANCE язнао 1159.00 BAL MOS 00.01 MISTI SIHT BOMAJAB ORAWROR ⊡ Other: 🗖 Entertainment 🔲 Insurance Transportation Clothing 0011 МЭТІ ЗЛЮГТОВІЕ ІТЕМ 10 M Track your expenses. سيجمد ومردانية الكلتران المتسمع منافرت المحتث ويعور لي 

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 Transportation

 Credit Card
 Utilities

 Entertainment
 Insurance

 TAX-DEDUCTIBLE ITEM 3180 10-4-7 BALANCE derembria THIS ITEM 60 Ł. BALANCE M je ns **CULHE** BALANCE For added security, your name and account number do not appear on this copy. - NOT NEGOTIABLE

Т.



### 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 Safetv

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.



w what's below. Call before you dig.



Account Number: 15086748 040 000 5 Statement Date: 07/14/2017 60476 Page 1 of 3

### Account Profile

Customer Name: Billy P Jones

Account Number: 15086748 040 000 5 Your Contact Information: 982 W Delaware Av Toledo OH 43610-1231 Type of Customer: Residential Final Service

\$85.60

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

### Account Summary

Previous Amount Due on 06/30/2017 \$57.35 Payments Received by 07/13/2017 Thank you \$0.00 \$57.35 Balance on 07/13/2017 +\$28.25 Charges for Gas Service This Period

#### Current Charges Due by 07/31/2017

- If paid after 07/31/17, a late payment charge of 1.5% may be applied.
- For more information regarding these charges, see the Detail forn 5-2-17 Charges section.

### Usage Summary

Meter Number: 8934924

Service Address: 976 W Delaware Av Toledo OH 43610-1231

Meter Readings - 28 Billing Days Actual Reading on 935 7/13 Actual Reading on 6/15

Gas Used (Ccf)

6-15-17-7-5-2-17 to 5-16-11 5-2-17 to 5-16-11

935 0 -17-17 CLOSE 7-13-11

all to WENDI



Account Number: 15086748 040 000 5 Statement Date: 07/14/2017 60476 Page 2 of 3

#### **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.

### 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.

### **Detail Charges**

Fixed Monthly Delivery Charge Infrastructure Replacement Program Rider Infrastructure Development Rider Usage Based Charges	\$17.81 \$8.96 \$0.14 \$0.00
Delivery	+\$26.91
Gross Receipts Tax @ 4.987%	\$1.34
Taxes & Fees	+\$1.34
Standard Choice Offer	\$0.00
Supply	+\$0.00
Total Current Utility Charges	\$28.25



P.O. Box 742510 Cincinnati, OH 45274-2510 Toll-Free 1-877-995-5362

Balance Due:	\$30.59	
Account Number:	150867480380009	
	Toledo Oh 436101231	
Service Address:	000976 Wdelaware Av	-
Responsible Party:	Billy P Jones	
Date:	Aug 25 2016	



Dear Billy P Jones

Our records indicate that as of the date of this notice you have failed to pay the balance indicated.

The total amount of the bill is now due. Please send payment in the envelope provided, along with the payment stub, to the address listed below. If you have any questions regarding this balance, or would like to discuss payment arrangements, please call our Customer Service Representatives toll-free at 1-877-995-5362.

Failure to send payment in full or contact our office to make arrangments for the resolution of this bill may result in further collection activity, which could affect your future credit worthiness.

If you have recently submitted payment, please disregard this notice.

#### To contact us regarding your account, call: 1-877-995-5362

***PLEASE FOLD AND TEAR ON PERFORATION	AND RETURN THE BELOW COUPON WITH YOUR PAY	MENT.	C_ONROSS10_601
COLUMBIA GAS OF OHIO PO BOX 742510 CINCINNATI OH 45274-2510 RETURN SERVICE REQUESTED	Columbia Gas Of Ohio Total Due: 30.59 Account #: 150867480380009	-	INTERNATIONAL MONEY CADER 151215428 FILL IN THIS STUB AND SAVE FOR YOUR RECORD
Aug 25 2016 601 208841988 <b>Julijurutijijurutijurutijurutijijurutiji</b> Billy P Jones 982 W Delaware Ave Toledo OH 43610-1231	COLUMBIA GAS OF OHIO PO BOX 742510 CINCINNATI OH 45274-2510	M 76207.X	DATE AND AMOUNT SEP 09 2016 \$30.59 \$0.69
1508674803800090000	1000305951325	; , <sup>)</sup>	



Account Number: 15086748 038 000 9 Statement Date: 07/27/2016 46809 Page 1 of 2

### 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.
- 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: Billy P Jones

Account Number:

15086748 038 000 9

Your Contact Information: 982 W Delaware Av Toledo OH 43610-1231

Type of Customer: Residential Adjusted Bill Final Service

\$30.59

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

### Account Summary

Previous Amount Due on 08/01/2016\$30.03Payments Received by 07/20/2016 Thank you\$0.00Billing Adjustment 07/26/2016-\$26.73Balance on 07/20/2016\$3.30Charges for Gas Service This Period+\$27.29

#### Current Charges Due by 08/11/2016

- If paid after 08/11/16, a late payment charge of 1.5% may be applied.
- We have performed an adjustment to your account based on information received since your current bill was sent.
- For more information regarding these charges, see the Detail Charges section.

### Usage Summary

Meter Number: 8934924

Service Address: 976 W Delaware Av Toledo OH 43610-1231

#### Meter Readings - 5 Billing Days

Adjusted Reading on 7/20 Actual Reading on 7/15	 926 925
Gas Used (Ccf)	 T

### **Detail Charges**

Fixed Monthly Delivery Charge Infrastructure Replacement Program Rider Usage Based Charges	\$17.81 \$7.65 \$0.10
Delivery	+\$25.56
Gross Receipts Tax @ 4.987%	\$1.30
Taxes & Fees	+\$1.30
Standard Choice Offer	\$0.43
Supply	+\$0.43

#### **Total Current Utility Charges**

#### \$27.29

 Current Charges include gas cost recovery of \$0.43 at the SCO rate of \$0.43470 per Ccf, SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.43 divided by 10.

Account Number: 15086748 038 000 9 Statement Date: 07/27/2016 46809 Page 2 of 2

### 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).

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#### **Rights and Responsibilities**

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

#### **Apples to Apples**

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

#### **Bankruptcy Notices**

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

#### Other Correspondence (except payments)

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

#### Account Number: 15086748 038 000 9 Statement Date: 07/18/2016 10167 Page 1 of 3

### 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.



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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.
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#### 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.

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### Account Profile

Customer Name: **Billy P Jones** 

Account Number: 15086748 038 000 9 Your Contact Information: 982 W Delaware Av Toledo OH 43610-1231 Security Deposit

Type of Customer: Residential Initial Service

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

### Account Summary

Previous Amount Due \$0.00 Balance on 07/15/2016 \$0.00 Charges for Gas Service This Period +\$30.03 Security Deposit Installment Due +\$42.00

#### Current Charges Due by 08/01/2016

- If paid after 08/01/16, a late payment charge of 1.5% may be ٠ 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.

### Security Deposit Summary

Security Deposit Installment **Beginning Balance** Payments Received Installment Amount

Ending Balance

#### **Security Deposit**

A \$126.00 security deposit is required in 3 installment(s). We've received payment(s) of \$0.00. The remaining amount due is \$126.00.

CINDY t off 7-20-16 Please fold on the perforation below, detach and return with your payment.

\$0.00 \$0.00

+\$42.00

\$42.00

\$72.03

#### Account Number: 15086748 038 000 9 Statement Date: 07/18/2016 10167 Page 2 of 3

#### **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.

### 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.

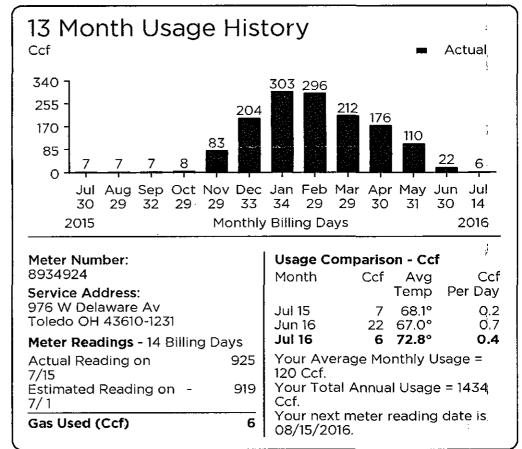
**Usage Based Charges** are basic charges for natural gas supply services to retail customers, excluding natural gas distribution services.

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## Detail Charges

Total Current Utility Charges	\$70.07
Supply	+\$2.61
Standard Choice Offer	\$2.61
Taxes & Fees	+\$1.43
Gross Receipts Tax @ 4.987%	\$1.43
Delivery	+\$25.99
Usage Based Charges	\$0.53
Infrastructure Replacement Program Rider	\$7.65
Fixed Monthly Delivery Charge	\$17.81

#### **Total Current Utility Charges**

#### \$30.03

 Current Charges include gas cost recovery of \$2.61 at the SCO rate of \$0.43470 per Ccf. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.43 divided by 10.

### 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.

Message Board continued on next page

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	Colum	bia.Gas		
BILLY P JONES 722 E PEARL ST	(	of Ohio	www.colum	biagasohio.com
TOLEDO OH 43608-1337	4	NiSource Company	/	
Your Account Number	******AUTO**3-DI 00076897 1 AT	GIT 434 0.292 1	43,904 N	
15086748 010 1	BILLY P JONES 722 E PEARL ST		ł	Inn <
Please Pay By May 2, 2003	TOLEDO OH 436	08-1337 	hadadadadada	
Amount Due \$903.87			Mailing add Check box	ress or phone number change? and record information on back.
Amount Paid	P O BOX 9001847	00 1047		
\$	LOUISVILLE KY 402		1.1.1.1	UNIT BOOK DESK 12 75 1
· · · · · · · · · · · · · · · · · · ·				12 75 1
150867480100001	00000090387513	25		
Please re	turn this portion with yo If paying in person, pl			<u>i Gas</u> .
Columbia.Gas•			<b>Billing Quest</b>	ions?
of Ohio				4-4077 24 hours/day 7:00 am - 7:00 pm M - F
Billing Summary For :	BILLY P JONES 976 W DELAWARE AV TOLEDO OH 43610-1231		Your Accout 15086748 0	10 000 1
			UNIT 12 BOOK	75-DE6K-1
Please Pay A	Imount Due By Ma	y 2 , 2003	\$9	03.87
Utility Services				
Prior Billing Informatio				
Account Balance on La			\$444.43	
Payments Received as Balance at Billing	s of 04-15-2003		\$.00	\$444.43
				<u> </u>
Current Charges for Re Current Month Charge				\$316.44
Security Deposit Instal	<del>.</del>	· · · · · · · · · · · · · · · · · · ·	····	4010.44
• •	(see below)		\$143.00	
• • • • • • • • • • • • • • • • • • • •			· · · · · · · · · · · · · · · · · · ·	
			•	
Installment Amount				
Security Deposit Amou	int Due			\$143.00
Amount Due				\$903.87
Security Deposit Install Number of Installment Remaining Installment	s: 1 Total	Deposit Required ents Received :	:	\$143.00 \$.00
Meter Information	Next Actual Meter	Reading Date	ə : May 15, 2003	
<u>B</u> Meter Number Fro	<u>illing Period</u> m To	<u>Days</u>	<u>Meter Readings</u> From To	Gas Used
8934924 03-17-3 976 W Delaware Av	2003 04-15-2003	29 C	8333 8620 alculated Calcula	

#### For Your Information :

Please note... the amount shown as 'Balance at Billing' is past due. The due date on this bill applies only to the current month's charges. Avoid possible termination of service -- pay this past due amount today! ------

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Charges include gas cost\_recovery of \$249.87 at the rate of \$0.87063,per Coft.

			• •			-	
1	, ``	Colı	ımbia.Gas	0			
	BILLY P JONES 722 E PEARL ST		of Ohio	ν	ww.columbiag	asohio.com	
	TOLEDO OH 43608-1337		A NiSource Com	pany			
		*****AUTO** 00077176 1	3-DIGIT 434		41,633 N		
	Your Account Number 15086748 010 1	BILLY P JON 722 E PEARL	ES				
	Please Pay By	TOLEDO OH	43608-1337				
	Jun 3, 2003	ldulultult.	llaalaalaaalladla	ոկելությելու	hlmlll		
	Amount Due \$448.11				Mailing address Check box and r	or phone number change ecord information on back	? C
	Amount Paid	P O BOX 90018 LOUISVILLE KY					
	s and a second		40290-1847 Illuun Illululu	1		UNIT BOOK DESK 12 75 1	
						12 70 1	
	150867480100003						
	Please re	eturn this portion will If paying in perso				<u>as</u> .	
	Columbia Gas	,			lling Questions		
	of Ohio					)77 24 hours/day am - 7:00 pm M - F	:
						·	
	Billing Summary For :	BILLY P JONES 976 W DELAWARE A		2003	our Account N 5086748 010 0	1. 0. 2. 2. 2. 2. 2. 2. 2. 2. 2. 2. 2. 2. 2.	
		TOLEDO OH 43610-1	231		NIT 12 BOOK 75		
	Please Pay	Amount Due By	June 3 , 2003	<b>K</b> aran da karan da kar	\$448.	n 👔	
	Utility Services						
	Prior Billing Information	on .		/			-
	Account Balance on L	ast Bill	······································		\$760.87	NAAN	
	Payments Received a		·····		\$.00	1000	
	Billing Adjustment 05	5-13-2003 (Explanatio	on Enclosed)	-(	\$509.26 CR		
	Balance at Billing				\$2	51.61	
	Current Charges for R Current Month Charge		•		\$:	53.50	
	Security Deposit Insta						
, ·	Previous Balance	•		<u></u>	\$143.00		
	Payments Received				\$.00		
	Balance at Billing				<u>\$143.0</u> 0		í I
	Installment Amount				<u>\$.00</u>		
	Security Deposit Amo	unt Due	<u>.                                    </u>	<u> </u>		13.00	
	Amount Due					\$448.11	
	Security Deposit Instal Number of Installmen Remaining Installmen	nts: 1 T	otal Deposit Requarter avments Received			\$143.00 \$.00	
	Meter Information	Next Actual Me	ter Reading I	Date : July	16, 2003		:
		Silling Period om To	Days	<u>Meter</u> From	<u>Readings</u> To	Gas Used	
	8934924 04-15 976 W Delaware Av	-2003 05-15-2003	30	8114 Adjusted	8154 Customer	40 CCF	

#### Billing Adjustment Explanation...

Your previous billing(s) were based on meter readings that were estimated too high. Listed below are the amounts you were originally billed and the corrected amounts for the same period(s). They were beaution to a start of the same period(s).

Ohio Public Utilities Commission

Case Number

Public Utilities Commission of Ohio Attn: Docketing 180 E. Broad St. Columbus, OH 43215

#### **Formal Complaint Form**

82 ELAWARE AVE ONES **Customer Address** Customer Name (Please Print) On State Zip 5 City 748029000-0 Against Account Number Customer Service Address (if different from above) 0h H3610 6 \_61 <u>)</u> Citv Utility Company Name Please describe your complaint. (Attach additional sheets if necessary) Signature AVE 1 **Customer Telephone Number** 14178B ONI

180 East Broad Street Columbus, Ohio 43215-3793

. . . . . . . .

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ATTACH PAge BILLY JONES 1-27-18 982 DELAWARE PASE -TOLEDO ON 43616 Ph 419 509 9503 ONE my nome are Billy Jonn the account complaint about are 980 DELKWARE acc. 15086748005 980 DELAWARE acc. 15086748005 10- UELAWAKE OCC 13988237 0027 980 DELAWARE ACC 150867480 019 0002 980 DELAWARE ACC 150867480 019 0002 150867480310006 150867480050008 SAME 722 PEAR( st acc 150 867 4801 60005 722 PEARI ST ACC 150867 4801 40007 722 PEARLST ACC 150867 4800 60008 SAM€ 772 PEARLST ACC 15086748012000-9 9'66 DELAWARG ACC 1508674800300020 ACC 966 DELAWARE 15086748017000-4 ACC 966 DELAWARE Acc 19637191001000-8 961 DELAWARE ACC 15086748033 0004 ACC 961 DELAWARE 982 DELAWARE ACC 15086748029000.0 DELAWARE ACC 150867 48024000-5 982 15086748022000-7 ACC DELAWARE 976 150867 4804 0000-5 DELAWALE 20A 976 150867 4803 8000-9 DELAWARE ACC 976 150867 4801 000-1 DELAWARE ACC 924 NEED INITIAL SERVICE NEED FINAL BILL with BAL ON ALL ACCOUNT I have all my Receipt Date Back to NEA

COLUMBIA GAS COMPLAINT 961 DELAWAREHVE ACC 15086748 018-000-3 6-1-05 START account Start out with fraudulent intent 6-1-05-the middle of summer and for 29 Days they Calcutaled Bill at 1703 168 CCF for 209. 39 illegal in 8-1-05 they did credit account. On final Bill Par0 \$160,000 2-22-06 Paid Bill in full ACCOUNT NUMBER A637191 001000-8 INITIAL SER 1-16-15 Change \$106.00 DEPOSIT 4-16-15 FINAL SERVICE, NEED PAYMENT HISTORY ACCOUNT NUMBER 15086748033000-4 INGITIAL SER 12-13-13 WITH DEPOSIT OF 1441= FINAL SER 3-14-14 NEED PAYMENT NISTORY · · · · · · · · \_ \_ ... . . . . . . . .. .. \_ . . . . . . .

• ;	<b>h</b> Colur	nbia Gas	• /	
BILLY P JONES 961 W DELAWARE AV TOLEDO OH 43610-1232		of OIIO A NiSource Comp		umbiagasohio.com
Your Account Number 15086748 018 000 3 Please Pay By Jun 1, 2005	****AUTO**5-D 00078237 1 AV BILLY P JONES 961 W DELAW TOLEDO OH 43	/ 0.278 1 S ARE AV 3610-1232	40,5 .   . . .	348
Amount Due			Mailing Checki	address or phone number change? box and record information on back.
\$6.50 Amount Paid \$	P O BOX 9001847 LOUISVILLE KY 4 I.IIIII.II.I.I	0290-1847	11.1.1	unit book desk 12 75 1 1121
150867480180003	0000000065041	325		
Please re	turn this portion with If paying in person,		• •	<b>bia Gas.</b>
Columbia Gas. of Ohio				estions? :344-4077 24 hours/day rs: 7:00 am - 7:00 pm M - F
Billing Summary For :	BILLY P JONES 961 W DELAWARE AV TOLEDO OH 43610-123	92	15086748	018 000 3 00K 75 DESK 1
Please Pay /	Amount Due By J	une 1 , 2005		\$6.50
Utility Services				
Prior Billing Informatio			• •	•
Account Balance on Li		<u> </u>	\$.0	-
Payments Received as	s of 05-16-2005		\$.0	-
Balance at Billing				\$.00
Current Charges for Re Current Month Charge		Initial Servi	ce	\$6.50
Amount Due				\$6.50
Meter information	Next Actual Met	er Reading I	Date : July 15, 200	5
Beter Number Fre	Silling Period Sm To	Days	<u>Meter Readin</u> From T	gs <u>Gas Used</u>
98435666 05-04 961 W Delaware Av		12		535 0 CCF
For Your Information :				
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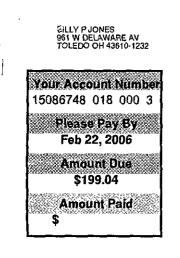
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Apples to Apples - For a comparison of available competitive natural gas suppliers, visit the PUCO Web site at www.PUCO.ohio.gov or call 1-800-299-7271.

**Check Processing Information** - When you pay your Columbia Gas bill by check, you authorize us to convert the check to electronic data and to make a one-time electronic fund transfer from your checking account for that payment. Funds could be transferred as early as the day after we receive your payment. Your financial institution will not return your check but will note the transaction on your financial statement. For more information or if you do not want your check converted to an electronic transfer, please call our check processing agent toll-free at 1-866-282-1850, 7 am - 7 pm, M-F.

Did you know... We offer ZipCheck, a free automatic payment service that enables your bank to pay your gas bill in your behalf. Please call us for more information.



# Columbia Gas

A NiSource Company

\*\*\*\*\*AUTO\*\* 3-DIGIT 434 00086046 01 AT 0.308 1 **BILLY P JONES** 961 W DELAWARE AV TOLEDO OH 43610-1232 

Mailing address or phone number change? Check box and record information on back.

UNIT BOOK DESK

1 1121

12 75

P O BOX 9001847 LOUISVILLE KY 40290-1847

Intellectual de la constitue de

#### 1508674801800030000001990481325

Please return this portion with your payment payable to Columbia Gas. If paying in person, please bring entire bill with you.

Columb **.** tas•

BILLY P JONES 961 W DELAWARE AV TOLEDO OH 43610-1232

**Billing Questions?** Call 1-800-344-4077 24 hours/day Office Hours: 7:00 am - 7:00 pm M - F

#### Your Account Number. 15086748 018 000 3 UNIT 12 BOOK 75 DESK 1

SHOD NA

Please Pay Amount Due By February 22, 2006

#### **Utility Services**

#### **Prior Billing Information** Account Balance on Last Bill \$297.42 Payments Received as of 02-02-2006 THANK YOU! \$160.00 CR **Balance at Billing** \$137.42 **Current Charges for Residential Service** Current Month Charges Final Service \$61.62

#### Amount Due

#### **Meter Information**

Meter Number	<u>Billing</u> From	<u>Period</u> To	<u>Days</u>	<u>Meter</u> From	<u>Readings</u> To	Gas U	<u>sed</u>
98435666 961 W Delawa	01-17-2006 re Av	02-04-2006	18	1700 Actual	1735 Calculated	35	CCF

#### For Your Information :

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

Charges include gas cost recovery of \$44.82 at the rate of \$1.28061 per Ccf.

\*\*\* Final Service Bill \*\*\*

**Billing Summary For :** 

49,800

www.columbiagasohio.com

\$199.04

	Colu	mbia.Gas				
BILLY P JONES 961 W DELAWARE AV		of Ohio	www.	.columbiagas	iohio.com	
TOLEDO OH 43610-1232	*****AUTO**3	A NiSource Comp	any	50 502		
Your Account Number	00086042 1 A BILLY P JONE	T 0.292 1		50,563		
15086748 018 000 3	961 W DELAV TOLEDO OH 4	VARE AV				
Please Pay By Aug 1, 2005			ՈւոենՈւսոՈւո	m		
Amount Due \$21.73				ailing address or p neck box and reco	phone number and information	change? on back.
Amount Paid	P O BOX 900184 LOUISVILLE KY					
\$	hhallhanhliha				UNIT BOO 12 75	k desk 1
150867480180003	300000021738	1,325				1121
	eturn this portion with		navable to Col	umbia Gas	i	
	If paying in person					
Columbia Gas	11-29-0	25	-	Questions?	04 5	-f
of Ohio	11-29-0 DE	BBI		800-344-4077 Hours: 7:00 a		
Billing Summary For :	BILLY P JONES		Your	Account Nun	iber	
	961 W DELAWARE AV TOLEDO OH 43610-12		15086	748 018 000	) 3	
and the second state of the second states of the second	Annali da n. 18 Kana Manu	and the second		2 BOOK 75 DE	SK 1	
Please Pay	Amount Due By	August 1, 20	05	\$21.73		
Utility Services						
Prior Billing Information						
Account Balance on t Payments Received a			\$2 <sup>.</sup>	18.12 * 00		
	7-15-2005 (Explanation	n Enclosed)	\$2(	<u>\$.00</u> )2.89 CR		
Balance at Billing	<u> </u>			\$15.	23	
Current Charges for R	esidential Service					
Current Month Charg	es			\$6.	<u>50</u>	
Amount Due					\$21	.73
Meter Information	lext Actual Meter	Reading Date	: September	14, 2005		
	<u>Billing Period</u> om To	Days	<u>Meter Rea</u> From	adings To	<u>Gas U</u>	sed
98435666 06-15 961 W Delaware Av	-2005 07-15-2005	30	1535 Adjusted	1535 Actual	0	CCF
Billing Adjustment Ex	planation					
Your previous billing(s amounts you were origin recent actual reading of	ally billed and the corre	readings that we acted amounts fo	re estimated too h r the same period	igh. Listed be (s). They were	low are the based or	e . I a
Billing Date	Original Amount	Corre Amo		Differen	Ce	
06-15-2005	\$209.39	\$	6.50	\$202.89		
		al Billing Adjust		\$202.89		

For Your Information :

Apples to Apples - For a comparison of available competitive natural gas suppliers, visit the PUCO Web site at

	Colu	mbia Gas		
BILLY P JONES 961 W DELAWARE AV		of Onio	www.columbiagas	sohio.com
TOLEDO OH 43610-1232		A NiSource Company		
	****AUTO**5-D 00076497_1 A\		40,439	
Your Account Number	* BILLY P JONES	S		
15086748 018 000 3	961 W DELAW TOLEDO OH 43	ARE AV 3610-1232		
Please Pay By Jun 30, 2005			httandhaltt	
Amount Due			Mailing address or Check box and rec	phone number cha
\$218.12	ŝ			
Amount Paid	P O BOX 9001847			
S S	LOUISVILLE KY 4			UNIT BOOK DI
	հեռքներն	hannallhaitzehailtzahii	lif.	12 75 112
1508674801800	0030000002181241	325		112
	se return this portion with		able to <b>Columbia Gas</b>	
1 1043		please bring entire		
C-L			Billing Questions?	
Columbia Ga	as•		Call 1-800-344-407	7 24 hours/dav
of Onio	) .		Office Hours: 7:00 a	
Billing Summary Fo	OF: BILLY P JONES 961 W DELAWARE AV		Your Account Nur 15086748 018 00	
· · · · ·	TOLEDO OH 43610-123	32	UNIT 12 BOOK 75 DI	
San Weising Total Discourse of the				1. JAN 18 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1.
Please P	ay Amount Due By J	iune 30, 2005	\$218.12	
Utility Services				
Prior Billing Inform	ation			
Account Balance			\$6.50	
Payments Receive	ed as of 06-15-2005		\$.00	
Other Debits and	Credits 05-19-2005		\$2.23	
			\$8	73
Balance at Billing				
Balance at Billing	r Residential Service	<u> </u>		<u></u>
Balance at Billing	r Residential Service		\$209	
Balance at Billing Current Charges fo Current Month Ch	r Residential Service			.39
Balance at Billing Current Charges fo Current Month Ch	er Residential Service	er Reading Date :	\$209	.39
Balance at Billing Current Charges fo Current Month Ch Amount Due	or Residential Service larges Next Actual Met	er Reading Date : Days	\$209 : July 15, 2005	. <u>39</u> \$218.12
Balance at Billing Current Charges fo Current Month Ch Amount Due	er Residential Service	Days	\$209	
Balance at Billing Current Charges fo Current Month Ch Amount Due Meter Information Meter Number	Next Actual Meta Billing Period From To 5-16-2005 06-15-2005	<b>Days</b>	\$209 : July 15, 2005 Meter Readings	. <u>39</u> \$218.12

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

Please note... the amount shown as 'Balance at Billing' is past due. The due date on this bill applies only to the current month's charges. Avoid possible termination of service -- pay this past due amount today!

Charges include gas cost recovery of \$164.18 at the rate of \$0.97724 per Ccf.

**Check Processing Information** - When you pay your Columbia Gas bill by check, you authorize us to convert the check to electronic data and to make a one-time electronic fund transfer from your checking account for that payment. Funds could be transferred as early as the day after we receive your payment. Your financial institution will not return your check but will note the transaction on your financial statement. For more information or if you do not want your check converted to an electronic transfer, please call our check processing agent toll-free at 1-866-282-1850, 7 am - 7 pm, M-F.