

(WCS)

Ohio

Public Utilities  
Commission

18-0331-GA-CSS

Case Number

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

Formal Complaint Form

Billy P Jones

Customer Name (Please Print)

982 W DELAWARE AVE

Customer Address

TOLEDO

City

OH 43610

State Zip

Against

15086748029000-0

Account Number

COLUMBIA GAS

Utility Company Name

Customer Service Address (if different from above)

TOLEDO

City

OH 43610

State Zip

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

2018 FEB 23 PM 1:46

PUCO

RECEIVED DOCKETING DIV

Billy P Jones

Signature

419 609 9503

Customer Telephone Number

980 DELAWARE AVE

CASE ID

BJON1114178B

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.  
Technician AW Date Processed 2/23/18

BILLY JONES  
982 DELAWARE  
TOLEDO OH 43616  
PH 419 509 9503

ATTACH PAGE

1-27-18

PAGE  
ONE

MY Name are Billy Jones

the Account Complaint About Are

~~SERVICE ADDRESS~~  
980 DELAWARE ACC 15086748005 X

980 DELAWARE ACC 139882370027

980 DELAWARE ACC 1508674800190002

980 DELAWARE ACC 150867480310006

722 PEARL ST ACC 150867480050008 SAME

722 PEARL ST ACC 150867480160005

722 PEARL ST ACC 150867480140007

722 PEARL ST ACC 150867480050008 SAME

966 DELAWARE ACC 15086748012000-9

966 DELAWARE ACC 15086748003000-0

966 DELAWARE ACC 15086748017000-4

~~966 DELAWARE ACC 15086748018000-3~~

961 DELAWARE ACC 19637191001000-8

961 DELAWARE ACC 150867480330004

982 DELAWARE ACC 15086748029000-0

982 DELAWARE ACC 15086748024000-5

976 DELAWARE ACC 15086748022000-7

976 DELAWARE ACC 15086748040000-5

976 DELAWARE ACC 15086748038000-9

976 DELAWARE ACC 15086748010000-1

**NEED INITIAL SERVICE**

**NEED FINAL BILL WITH BAL ON  
ALL ACCOUNT**

( I have all my Receipt Date Back to  
1983 if NEED

COLUMBIA GAS  
COMPLAINT

980 DELAWARE AVE

ACC NUMBER 15086748005

NEED INITIAL SER AND PAYMENT HISTORY

NEED FINAL BILL

ACC NUMBER 139882370027

NEED INITIAL SER AND PAYMENT HISTORY

NEED FINAL BILL

ACCOUNT 15086748035 NEED HELP

PAID \$100<sup>00</sup> TO COLUMBIA GAS DON'T HAVE

ALL THE ACCOUNT NUMBER AND DAY PAID 2017

ACCOUNT 15086748031 000-6 INITIAL SER

5-15-12 NEED PAYMENT HISTORY 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 DID PAYMENT ON DEPOSIT

BY MY RECORD THERE WERE \$917.96

BILL ADJ ON ACCOUNT

NEXT PAGE

PAGE II

COLUMBIA GAS  
COMPLAINT  
980 DELAWARE AVE

ACC NUMBER 15086748027000-2  
NEED INITIAL SER I HAVE STATEMENT DATE  
2-15-2011 I FOUND INITIAL SER DATE IS  
2-15-2011 WITH A \$46.00 DEPOSIT ACTUAL  
READING AT 79 CCF. I have no record  
where they posted it to my account  
where are my Deposit.  
FINAL SER 5-16-11

ACCOUNT NUMBER 150867480350002  
INITIAL SER 3-17-2014 DEPOSIT DUE \$116.00  
ACTUAL READING 3573 CCF.

FINAL SER. My Ser Start 3-17-14  
Why should I have to pay for  
actual reading for 2-27-2014  
I used a total amount of 63 CCF  
thus this account need to be  
investigate

ON 9-27-17 Paid \$85.00

ON 11-3-17 Paid \$89.62 Account Paid  
in full with an over payment  
they over charge my account



### 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

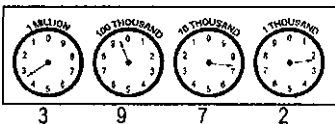
**Actual Reading** We have read the meter.  
You're required to provide us access to read  
the meter at least once a year or risk shut-  
off. Please contact us to make  
arrangements if access is required.

**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

#### 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

<b>Amount Due by 10/01/2014</b>	<b>=</b>	<b>\$299.50</b>
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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%.

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

3302681

#### Meter Readings (32 Billing Days)

Estimated Reading on 9/15		3626
Actual Reading on 8/14	-	3620
Gas Used (Ccf)	=	6

### Service Summary Notes

2014  
3626  
3573  
-----  
053

## Legal Notices

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

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

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

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

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

## Detail of Charges for Gas Service

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

## Standard Choice Offer (SCO)

<b>Direct Energy Services, LLC</b>	
Gas Supply Cost Incl Sales Tax	\$3.43
<b>Total Charges For Service This Period</b>	<b>\$3.43</b>

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

## 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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For gas leaks or odor of gas 24 hours/day  
Press option 2 after the greeting

**711**

For hearing-impaired relay

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financial assistance, and other useful tools.

## Billing Options

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

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

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

## Payment Options

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

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

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

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

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

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

## Gas Meter Information

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

## Billing & Payment Summary

### 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

<b>Amount Due by 04/01/2014</b>	<b>=</b>	<b>\$216.54</b>
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3628  
3573  
55

## Billing & Payment Notes

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

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

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

3302681

### Meter Readings (18 Billing Days)

Actual Reading on 3/17		3573
Actual Reading on 2/27	-	3468
<b>Gas Used (Ccf)</b>	<b>=</b>	<b>105</b>

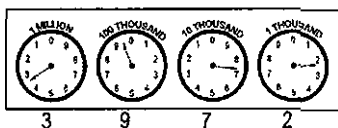
### Gas Meter Information (continued)

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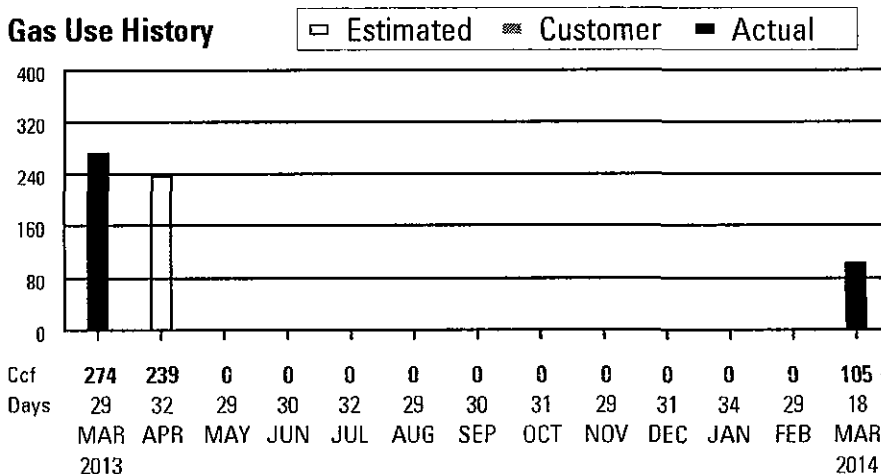
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**Rights and Responsibilities** - A summary of customer rights and responsibilities is available at [ColumbiaGasOhio.com](http://ColumbiaGasOhio.com) or by calling 1-800-344-4077. Information covers rules regarding service installation; security deposits;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

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

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

### Gas Use History



### Daily Comparisons

Month	Avg Daily Temperature	Avg Daily Usage
Mar '14	23.8°	5.8
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

Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$4.71
Standard Choice Offer	\$64.52
Usage Based Charges	\$8.72
Gross Receipts Tax @ 4.987%	\$4.78
<b>Total Charges for Service This Period</b>	<b>\$100.54</b>

### 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](http://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.



### How to Contact Us

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For gas leaks or odor of gas 24 hours/day

Press option 2 after the greeting

711

For hearing-impaired relay

www.columbiagasohio.com

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### 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.

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Columbia Gas of Ohio

P.O. Box 742510

Cincinnati, OH 45274-2510

### Gas Meter Information

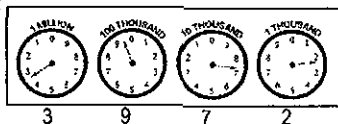
**Actual Reading** We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

**Estimated Reading** 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:



15. LAST

TUE FOR READ  
GAS FOR READ  
162

### Billing & Payment Summary

#### 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**

### 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

#### Meter Number

3302681

#### Meter Readings (28 Billing Days)

Estimated Reading on 5/12	251
Actual Reading on 4/14	173
Gas Used (Ccf)	= 78

#### Service Summary Notes

5-19-11  
ANTONEY

FEB 274 05

MAR 276 47

APRIL 264 7

MAY 800 1

FEB

THU

MAY

384.69

169 47

308 32

92 00

215.22

Payment Coupon

346 99

80 01

427 00

168 47

\$259.00

Turn Me Over  
for more details  
about your account

## Legal Notices

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

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

## Detail of Charges for Gas Service

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

## 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-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.

5-19-11

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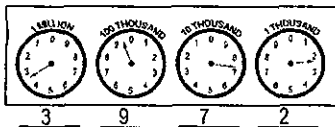
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Example:



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### Billing & Payment Summary

**Customer Name**

Billy P Jones

**Adjusted Bill**

**Final Service**

Previous Amount Due on 05/02/2011

\$216.80

Payments Received by 05/12/2011

\$0.00

Balance on 05/12/2011

= \$216.80

Charges for Gas Service This Period

+ \$28.22

**Amount Due by 06/13/2011**

= **\$245.02**

### 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 billing for the current month was based on a meter reading which was in error. The correction is reflected in Charges for Gas Service This Period in the Billing and Payment Summary.

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**

3302681

**Meter Readings (28 Billing Days)**

Adjusted Reading on 5/12

182

Actual Reading on 4/14

- 173

Gas Used (Ccf)

= 9

### Service Summary Notes

980

TURN IN 28 DAYS  
AT 982 DELAWARE  
6-3-11

7425535 9403

MOBIL

6-3-11

### Payment Coupon

Turn Me Over ▶▶  
for more details about  
your account

## Legal Notices (continued)

**Rights and Responsibilities** - A summary of customer rights and responsibilities is available at [www.columbiagasohio.com](http://www.columbiagasohio.com) or by calling 1-800-344-4077. Information covers rules regarding service installation; security deposits; billing and payment; payment plans; low-income assistance; disconnection and reconnection of service; meter reading and testing; usage and payment history; natural gas safety; maintenance of customer-owned service lines; employee identification; rate information and alternatives; Customer CHOICE; privacy rights; and complaint procedures. You may obtain a copy of the full minimum gas service standards at the PUCO 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](http://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
Infrastructure Replacement Program Rider	\$2.63
Standard Service Offer	\$5.63
Usage Based Charges	\$0.81
Gross Receipts Tax @ 4.987%	\$1.34
<b>Total Charges for Service This Period</b>	<b>\$28.22</b>

## 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 \$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.

## 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](http://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 shut-  
off. Please contact us to make  
arrangements if access is required.

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

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

## Billing & Payment Summary

### Customer Name

Billy P Jones

Previous Amount Due on 03/31/2011	\$354.63
Payments Received by 04/04/2011	\$76.47
Late Payment Fee	\$4.17
Balance on 04/14/2011	\$282.33
Charges for Gas Service This Period	\$26.47
Security Deposit Installment Due	\$46.00

<b>Amount Due Immediately</b>	<b>= \$278.16</b>
<b>Amount Due By 05/02/2011</b>	<b>= \$76.64</b>

## 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 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](http://www.columbiagasohio.com).

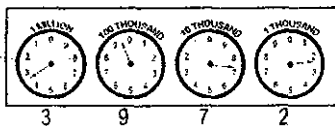
## ▼ Payment Coupon

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

### 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.PUCO.ohio.gov](http://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](http://www.pickocc.org).

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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.

### 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](http://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 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 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



### How to Contact Us

**1-800-344-4077**

For DirectLink self-service 24 hours/day

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before due date

For quickest response,

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For gas leaks or odor of gas 24 hours/day

Press option 2 after the greeting

**711**

For hearing-impaired relay

[www.columbiagasohio.com](http://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. 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 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.

## 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.

### Service Summary

#### Service Location

980 W Delaware Av  
Toledo OH 43610-1231

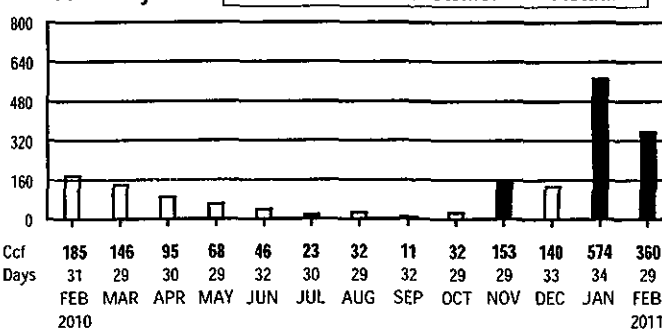
#### Meter Number

3302681

#### Meter Readings (29 Billing Days)

Actual Reading on 2/15	79
Actual Reading on 1/17	9719
Gas Used (Ccf)	= 360

### Gas Use History



138.00  
Deposit

9999  
9719  
280  
79  
359

## Payment Coupon

Turn Me Over >>  
for more details  
about your account

**Amount Due by 3/02/2011** **\$320.05**

Account Number  
15086748 027 000 2

Payment Enclosed \$

Make check payable to:

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

Columbia Gas<sup>®</sup>  
of Ohio  
A NISource Company

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

00083683 01 AV 0.335 1  
AUTO\*\*SCH 5-DIGIT 43610  
BILLY P JONES  
982 W DELAWARE AV  
TOLEDO OH 43610-1231

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



2008

## Billing & Payment Summary

### Customer Name

Billy P Jones

### Final Service

Previous Amount Due on 08/29/2008	\$360.62
Payments Received by 08/15/2008	\$0.00
Billing Adjustment 08/15/2008	- \$199.03
Balance on 08/15/2008	= \$161.59
Charges for Gas Service This Period	+ \$6.81

**Amount Due by 09/03/2008 = \$168.40**

### 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

### Service Location

980 W Delaware Av  
Toledo OH 43610-1231

### Meter Number

3302681

### Meter Readings (1 Billing Days)

Actual Reading on 8/15	4615
Adjusted Reading on 8/14	- 4615
Gas Used (Ccf)	= 0

### Service Summary 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](http://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

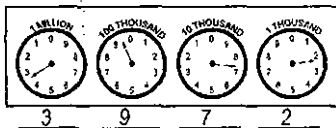
**Actual Reading** We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

**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](http://www.PUCO.ohio.gov).

▼ **Payment Coupon**

Turn Me Over ▶▶  
for more details about  
your

## Legal Notices (continued)

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## Detail of Charges for Gas Service

Current Month Charges	\$6.81
<b>Total Charges for Service This Period</b>	<b>\$6.81</b>

### Service Charges Notes

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 Date	Original Amount	Corrected 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
<b>Total Adjustments on Your Account</b>			<b>-\$199.03</b>

### 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,

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For quickest response,

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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](http://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

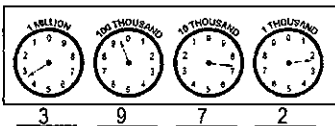
**Actual Reading** We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

**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:**



## Billing & Payment Summary

**Customer Name**

Billy P Jones

**Initial Service**

Previous Amount Due on 06/01/2006

\$1,041.10

Payments Received by 03/25/2008

\$225.00

Other Debits & Credits 03/25/2008

\$19.00

Returned Check 08/23/2006

\$50.00

Billing Adjustment 05/15/2006

\$759.93

Balance on 04/16/2008

\$125.17

Charges for Gas Service This Period

\$35.40

Security Deposit Installment Due

\$355.00

**Amount Due by 05/01/2008**

**= \$515.57**

## Service Summary

**Service Location**

980 W Delaware Av

Toledo OH 43610-1231

**Meter Number**

3302681

**Meter Readings (8 Billing Days)**

Estimated Reading on 4/16

4633

Actual Reading on 4/8

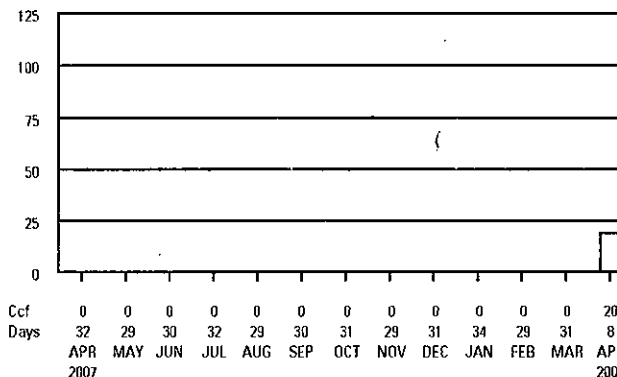
4613

Gas Used (Ccf)

= 20

## Gas Use History

Estimated Customer Actual



## 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.

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

## Service Summary Notes

Your next actual meter reading date is 5/15/2008

## Daily Comparisons

Month	Avg Temp	Avg Daily Usage
Apr '08	40.7°	2.5
Mar '08	28.3°	0.0
Apr '07	43.4°	0.0

Your Average Monthly Usage is 2 Ccf

Your Total Annual Usage is 20 Ccf

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Turn Me Over ▶▶  
for more details about  
your account

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**Rights and Responsibilities** - A summary of customer rights and responsibilities is available at [www.columbiagasohio.com](http://www.columbiagasohio.com) or by calling 1-800-344-4077. Information covers rules regarding service installation; security deposits; billing and payment; payment plans; low-income assistance; disconnection and reconnection of service; meter reading and testing; usage and payment history; natural gas safety; maintenance of customer-owned service lines; employee identification; rate information and alternatives; Customer CHOICE; privacy rights; and complaint procedures. You may obtain a copy of the full minimum gas service standards at the PUCO 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](http://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 1-866-262-1650, 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	\$35.40
<b>Total Charges for Service This Period</b>	<b>\$35.40</b>

### Service Charges Notes

*Current Charges include gas cost recovery of \$24.19 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.*

### 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 shut-  
off. Please contact us to make  
arrangements if access is required.

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

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

## Billing & Payment Summary

### Customer Name

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 Installment Due	+	\$77.00

<b>Total Amount Due</b>	<b>=</b>	<b>\$122.25</b>
<b>Amount Due Immediately</b>	<b>=</b>	<b>\$22.79</b>
<b>Amount Due by 06/29/2012</b>	<b>=</b>	<b>\$99.46</b>

### Billing & Payment Notes

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

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

<b>Service Location</b>	
980 W Delaware Av Toledo OH 43610-1231	
<b>Meter Number</b>	<b>Meter Readings (30 Billing Days)</b>
3302681	Actual Reading on 6/14 1963
	Actual Reading on 5/15 - 1963
	<b>Gas Used (Ccf) = 0</b>

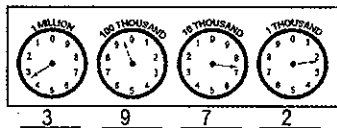
### Service Summary Notes

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

### 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 (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.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

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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
<b>Total Charges for Service This Period</b>	<b>\$22.46</b>

### 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](http://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.

### ▼ Payment Coupon

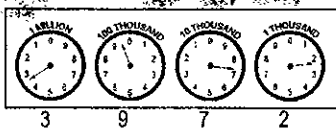
### Gas Meter Information (continued)

**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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### Daily Comparisons

Month	Avg Daily Temperature	Avg Daily Usage
May '12	56.2°	0.0
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
<b>Total Charges for Service This Period</b>	<b>\$22.45</b>

### 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](http://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 419-243-3289  
Toledo, OH 43610

By phone

2750

56-8247(2457)

DATE

PAY TO THE ORDER OF

980 Delaware Gas

976 DELAW

982

WED

THU

\$355.00

\$317.00

\$163.00

875380841364

83

Ernie Shores  
CREDIT UNION

Central Avenue  
Toledo, OH 43606  
www.escu.net

Security Features Details on back

MP

FOR

CHARLAND / LIBERTY

Check By Phone NEED Payment History

NEED HELP

RECEIPT VOID WITHOUT  
CONFIRMATION ID

Location: 7th Heaven 2 82019610  
2516 North Detroit Avenue  
Toledo, OH - 43610  
4192141544

Merchant ID: 82019610  
Operator ID: 82019610

Columbia Gas Receipt  
Account 15086748035

State of Ohio  
2017 1059  
Conf. ID: 1059  
Total Amount: \$91.62  
Amount Received: \$100.00  
Change

Payment: 1-3 business  
days to post

No need to remember account#  
Just provide your ID/phone# to  
pay, bill in the future

7th Heaven Financial Services, Inc.  
1200 Brookstone Centre Parkway  
Suite 220  
Columbus, GA - 31904  
800-698-2438

Thank you for choosing ASI

7th Heaven #2  
2516 North Detroit Ave

NON NEGOTIABLE



980 DELAWARE

OC FEDERAL CREDIT UNION  
MAUMEE, OHIO 43537

BAL.	
FWD.	
THIS	
CHECK	
TOTAL	
MISC.	
BAL.	

BAL.  
FWD.  
THIS  
CHECK  
TOTAL  
MISC.  
BAL.

*Columbia Ave*  
*three hundred and five Dollars*

55-8247/2412

Date *5-15-77* 1547

CHECK HERE IF TAX DEDUCTIBLE ITEM - ☐

*Billy P. Jones 4-91*  
*980 Delaware 419-242-1819*  
*Colado, OH 43610*

LIBERTY

NEED PAYMENT HISTORY

CHECK HERE IF TAX DEDUCTIBLE ITEM - ☐

*Wally P. Jones / 4-91*  
722 Pearl 419-727-9262  
Toledo, OH 43608

12-13-80 1849

58-82472412

BAL.  
FWD.

THIS  
CHECK

TOTAL

MISC.

BAL.  
FWD.

\$120.00
00
00

**OC FEDERAL CREDIT UNION**  
MAUMEE, OHIO 43537

**NON NEGOTIABLE**

20% post-consumer material

NEED PAYMENT HISTORY



# Public Utilities Commission

Case Number

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

## Formal Complaint Form

Billy P Jones

Customer Name (Please Print)

982 W DELAWARE AVE

Customer Address

TOLEDO

City

OH 43610

State Zip

Against

15086748029000-0

Account Number

COLUMBIA GAS

Utility Company Name

Customer Service Address (if different from above)

TOLEDO

City

OH 43610

State Zip

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

722 PEARL ST

CASE ID

BJON11141788

Billy P Jones

Signature

419 609 9503

Customer Telephone Number

BILLY JONES  
982 DELAWARE  
TOLEDO OH 43616  
Ph 419 509 9503

ATTACH PAGE

1-27-18

PAGE  
ONE

MY Name are Billy Jones  
the Account Complaint About are

	<del>SERVICE ADDRESS</del>
980 DELAWARE ACC	15086748005
980 DELAWARE ACC	139882370027
980 DELAWARE ACC	1508674800190002
980 DELAWARE ACC	150867480310006
722 PEARL ST ACC	150867480050008 SAME
722 PEARL ST ACC	150867480160005
722 PEARL ST ACC	150867480140007
722 PEARL ST ACC	150867480050008 SAME
966 DELAWARE ACC	15086748012000-9
966 DELAWARE ACC	15086748003000-0
966 DELAWARE ACC	15086748017000-4
966 DELAWARE ACC	15086748018000-3
961 DELAWARE ACC	19637191001000-8
961 DELAWARE ACC	150867480330004
982 DELAWARE ACC	15086748029000-0
982 DELAWARE ACC	15086748024000-5
976 DELAWARE ACC	15086748022000-7
976 DELAWARE ACC	15086748040000-5
976 DELAWARE ACC	15086748038000-9
976 DELAWARE ACC	1508674801000-1

**NEED INITIAL SERVICE**  
**NEED FINAL BILL WITH BAL ON**  
**ALL ACCOUNT**

I have all my Receipt Date Back to  
1983 if NEED

# Columbia Gas Complaint

Account Number 15086748 005-8

722 Pearl st

Account 11-2002 NEED to Know Where  
the \$295.90 Come from with Account  
Number FINAL SERVICE BAL \$448.74 5-17-02

I Don't HAVE BILL STATEMENT FOR 6-17-02

NEW SERVICE 12-13-02

NEED STATEMENT

BAL \$403.00 Mail in Receipt 11-17-02

for 7-26-02 large Payment need my STATEMENT

My 9-5-2003 show Bal at \$579.51

my 10-6-2003 show Bal at \$574.71

on my 10-13-2003 show my Bal. at \$749.51

to which they differ \$340.00 Credit are  
wrong two Bill in 6 days Extort

ON 11-4-03 15086748 005 000-8 ENDING

ON 11-5-03 15086748 014 000-7 START

BAL \$2408 NEW ACCOUNT

NEED FINAL BILL FOR 15086748 014 000-7

WHERE ARE MY DEPOSITS

7-26-02 403526

ACCOUNT NUMBER	SUFFIX	DATE OF LAST TRANSACTION	PREVIOUS BALANCE	TRANS CODE	TRANSACTION AMOUNT	INTEREST	PRINCIPAL	NEW BALANCE
15352	X	072602	7552.38	SW	561.77			6990.61

CHK# 403526 REF# 041625 SHARE WITHDRAWAL \$561.77 REC 21460

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:

BILLY P JONES  
722 E PEARL ST  
TOLEDO OH 43608

Read 2-18-02  
722 Rec'd  
5298



Your savings federally insured to \$100,000

**NCUA**

National Credit Union Administration, a U.S. Government Agency

**ERIE SHORES  
CREDIT UNION, INC.**

P.O. BOX 9037  
MAUMEE, OHIO 43537  
TELEPHONE 419-897-8110



MENYON<sub>S</sub>

## SERVICE TERMINATION NOTICE

7-26-02

Gas service has been terminated at this residence for one or more of the reasons indicated below.

Name Jones 4/24 Date

Address 722 (Har)

376.94 Amount Owed

15086748 0058

Account No.

444

1. ☒ Nonpayment of delinquent bill.
2. ☐ Check returned for insufficient funds or closed account.
3. ☐ Unauthorized use of gas and/or illegal tampering with meter.
4. ☐ Defaulted on previously agreed upon extended payment plan.
5. ☐ Failed to post a security deposit.

**To restore service you must:**

- \* pay the past due amount.
- \* pay a reconnection fee.
- \* contact our office to schedule your order for reconnection.

To schedule reconnection for the same day, you must call us before 12:30 p.m., Monday through Friday. Otherwise reconnection will be scheduled for the following regular company working day. You may also be required to pay a security deposit. The amount due on this notice is only valid for 5 days after the gas is shut off. After 5 days the total account balance will be required to restore service.

To make arrangements to restore service contact Columbia Gas of Ohio at 1-800-344-4077.

FORM C 2273-34 DCP  
(5-98)

**WESTERN  
UNION**  
A First Data Company

# PAYMENT SERVICES RECEIPT

**IF YOU DO NOT HAVE BILLING STATEMENT  
COMPLETE SHADED AREA**

Account Number 150867480058  
Billing Name BILLY JONE  
Address 722 PEARL ST  
TOLEDO OH 43605  
Phone (419) 7279262  
CUSTOMER ACCEPTS ALL POSTED TERMS AND CONDITIONS

**FOR USE WITH ELECTRONIC CHECK TRANSACTION ONLY:**

"I authorize the biller or its agents to convert my check to a draft or an electronic funds transfer and to debit my account for the amount of the transaction."

Amt. Paid \$ 561.77 Signature X [Signature]  
ELECTRONIC CHECK - A SAFER & MORE SECURE WAY TO PAY

PSBEC1 (REV. 8/99) CUSTOMER COPY

[illegible]



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

**Billing Questions?**

Call 1-800-344-4077 24 hours/day  
Office Hours: 7:30 am - 7:00 pm M - F

**Billing Summary For: BILLY P JONES**

722 E PEARL ST  
TOLEDO OH 43608-1337

Your Account Number  
15086748 016 000 5

UNIT 15, BLOCK 92, DESK 3

**Please Pay Amount Due By April 6, 2005**

**\$321.03**

**Utility Services**

**Prior Billing Information**

Account Balance on Last Bill	\$321.32
Payments Received as of 03-21-2005	\$ .00
Other Debits and Credits 02-21-2005	\$200.00 CR
Balance at Billing	\$181.32

**Current Charges for Residential Service**

Current Month Charges	\$139.71
-----------------------	----------

**Amount Due**

**\$321.03**

**\*\*\*\*\* 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 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
- 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 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](http://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](http://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.

If you pay the total amount due, you can report your payment receipt number 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 shut-off date.

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

- If a representative collects the past-due amount at your home, you will be required to pay a \$5.50 collection fee.
- If your gas service is terminated, you will be required to pay a \$19.00 reconnection fee in addition to the past-due amount. A security deposit of \$55.00 or a creditworthy guarantor may also be required.

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](http://www.PUCO.ohio.gov). For an "Applies to Applies" 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](http://www.pickocc.org).

03/21/2005 15086748 016 5

See Back of Bill for More Information

8,043

Page 1 of 2

BILLY P JONES  
722 E PEARL ST  
TOLEDO OH 43608-1337

Columbia Gas  
of Ohio  
A NiSource Company

www.columbiagasohio.com

<b>Your Account Number</b> 15086748 016 000 5
<b>Please Pay By</b> May 5, 2005
<b>Amount Due</b> \$182.36
<b>Amount Paid</b> \$

\*\*\*\*\*AUTOOCR\*\*C013  
00045150 1 AC 0.275 1  
BILLY P JONES  
722 E PEARL ST  
TOLEDO OH 43608-1337

7,191



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

P O BOX 9001847  
LOUISVILLE KY 40290-1847



UNIT BOOK DESK  
15 92 5  
1121

1508674801600050000001823691325

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

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 :** BILLY P JONES  
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 Last Bill	\$321.03
Payments Received as of 04-04-2005 THANK YOU!	\$150.00 CR
Balance at Billing	\$171.03

**Current Charges for Residential Service**

Current Month Charges	\$11.33
-----------------------	---------

**Amount Due**

**\$182.36**

\*\*\*\*\* **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 May 6, 2005, you must pay **\$171.03** in full or provide a payment receipt number by **May 5, 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](http://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](http://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.

BILLY P JONES  
961 W DELAWARE AV  
TOLEDO OH 43610

Columbia Gas  
of Ohio

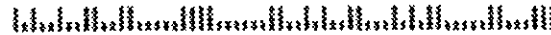
A McGraw-Hill Company

www.columbiagasohio.com

<b>Your Account Number</b> 15086748 016 000 5
<b>Please Pay By</b> May 18, 2005
<b>Amount Due</b> \$102.23
<b>Amount Paid</b> \$

\*\*\*\*\*AUTO\*\*3-DIGIT 434  
00072547 1 AT 0.292 1  
BILLY P JONES  
961 W DELAWARE AV  
TOLEDO OH 43610

39,977



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

P O BOX 9001847  
LOUISVILLE KY 40290-1847



UNIT BOOK DESK  
15 92 5  
1121

1508674801600050000001022301325

Please return this portion with your payment payable to **Columbia Gas.**

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

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 :** BILLY P JONES  
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 18, 2005**

**\$102.23**

**Utility Services**

**Prior Billing Information**

Account Balance on Last Bill	\$182.36
Payments Received as of 05-02-2005	\$ .00
Security Deposit Applied 05-02-2005	\$113.00 CR
Security Deposit Interest Applied 05-02-2005	\$3.94 CR
Balance at Billing	\$65.42

**Current Charges for Residential Service**

Current Month Charges	Final Service	\$36.81
-----------------------	---------------	---------

**Amount Due**

**\$102.23**

**Meter Information**

Meter Number	Billing Period		Days	Meter Readings		Gas Used
	From	To		From	To	
H777250 722 E Pearl St	04-20-2005	05-01-2005	11	6833 Actual	6858 Calculated	25 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](http://www.PUCO.ohio.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.



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

**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  
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 March 7, 2005**

**\$381.32**

**Utility Services**

**Prior Billing Information**

Account Balance on Last Bill	\$ .00
Payments Received as of 02-18-2005	\$ .00
Initial Billing 02-18-2005 (Explanation Enclosed)	\$198.86
Balance at Billing	\$198.86

**Current Charges for Residential Service**

Current Month Charges	\$182.46
-----------------------	----------

**Amount Due**

**\$381.32**

**Meter Information**

**Next Actual Meter Reading Date : April 20, 2005**

Meter Number	Billing Period		Days	Meter Readings		Gas Used
	From	To		From	To	
H777250 722 E Pearl St	01-20-2005	02-18-2005	29	6550 Calculated	6708 Actual	158 CCF

**Initial Billing Explanation...**

Billing Date	Gas Used	Amount
12-17-2004	12	\$20.32
01-20-2005	141	\$178.54

**Initial Billing = \$198.86**

**For Your Information :**

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

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](http://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](http://www.pickocc.org).

02/18/2005 15086748 016 5 See Back of Bill for More Information 6,820 Page 1 of 1

...ing in person, please bring entire bill with you.

**Billing Questions?**

Call 1-800-344-4077 24 hours/day

Office Hours: 7:00 am - 7:00 pm M - F

**Your Account Number**

15086748 014 000 7

UNIT 15 BOOK 92 DESK 5

**Int Due By February 4, 2005**

**\$426.09**

**CUSTOMER**

**\$243.91**

**20-2005**

**\$0.00**

**Initial Service**

**\$243.91**

**\$182.18**

**\$426.09**

**Meter Information**

**Next Actual Meter Reading Date : February 18, 2005**

Meter Number	Billing Period		Days	Meter Readings		Gas Used
	From	To		From	To	
H777250 722 E Pearl St	12-17-2004	01-20-2005	34	6406 Actual	6550 Calculated	144 CCF

**12-Month Consumption is 689 CCF As Follows :**

Month	CCF	Month	CCF	Month	CCF	Month	CCF	Month	CCF	Month	CCF
Jan 04	164	Mar 04	87	May 04	28	Jul 04	13	Sep 04	11	Nov 04	55
Feb 04	140	Apr 04	60	Jun 04	9	Aug 04	9	Oct 04	19	Dec 04	94

**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 [www.PUCO.ohio.gov](http://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](http://www.pickocc.org).

01/20/2005

15086748 014 7

See Back of Bill for More Information

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Page 1 of 1

BILLY P JONES  
722 E PEARL ST  
TOLEDO OH 43608-1337

\*\*\*\*\*AUTOCR\*\*C013  
00054693 1 AC 0.275 1  
BILLY P JONES  
722 E PEARL ST  
TOLEDO OH 43608-1337

10,835 N



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

<b>Your Account Number</b> 15086748 014 000 7
<b>Please Pay By</b> Nov 5, 2003
<b>Amount Due</b> \$24.08
<b>Amount Paid</b> \$

P O BOX 9001847  
LOUISVILLE KY 40290-1847



**UNIT BOOK DESK**  
15 92 5  
1121

1508674801400070000000240841325

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



CORRECTED BILL

**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  
722 E PEARL ST  
TOLEDO OH 43608-1337

**Your Account Number**  
15086748 014 000 7  
UNIT 15 BOOK 92 DESK 5

**Please Pay Amount Due By November 5, 2003 \$24.08**

**Utility Services**

**Billing Information**

Account Balance on Last Bill	\$ .00
Payments Received as of 10-17-2003	\$ .00
Balance at Billing	\$ .00

**Current Charges for Residential Service**

Current Month Charges	Initial Service	\$24.08
-----------------------	-----------------	---------

**Amount Due**

**\$24.08**

**Meter Information**      **Next Actual Meter Reading Date : December 18, 2003**

Meter Number	Billing Period		Days	Meter Readings		Gas Used
	From	To		From	To	
H777250 722 E Pearl St	09-24-2003	10-17-2003	23	5552 Actual	5571 Actual	19 CCF

**Billing Adjustment Explanation. . .**

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 :**

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.

BILLY P JONES  
722 E PEARL ST  
TOLEDO OH 43608-1337

Columbia Gas<sup>®</sup>  
of Ohio  
A NiSource Company

722  
www.columbiagasohio.com

<b>Your Account Number</b> 15086748 005 000 8
<b>Please Pay By</b> Nov 4, 2003
<b>Amount Due</b> \$581.01
<b>Amount Paid</b> \$

\*\*\*\*\*AUTOCR\*\*C013  
00038761 1 AC 0.275 1  
BILLY P JONES  
722 E PEARL ST  
TOLEDO OH 43608-1337



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

P O BOX 9001847  
LOUISVILLE KY 40290-1847



UNIT BOOK DESK  
15 92 5  
1121

1508674800500080000005810171325

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

Columbia Gas<sup>®</sup>  
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 :** BILLY P JONES  
722 E PEARL ST  
TOLEDO OH 43608-1337

**Your Account Number**  
15086748 005 000 8  
UNIT 15 BOOK 92 DESK 5

**Please Pay Amount Due By November 4, 2003 \$581.01**

**Utility Services**

**Prior Billing Information**

Account Balance on Last Bill	\$574.71
Payments Received as of 09-22-2003 THANK YOU!	\$170.00 CR
Balance at Billing	\$404.71

**Current Charges for Residential Service**

Current Month Charges	\$28.72
Extended Payment Agreement Installment	\$147.59

**Amount Due**

**\$581.01**

**Extended Payment Plan Installment Terms**

Number of Installments :	6	Original Agreement Amount :	\$885.53
Remaining Installments :	0	Remaining Balance :	\$ .00
		Actual Account Balance :	\$266.26

**Meter Information Next Actual Meter Reading Date : December 18, 2003**

Meter Number	Billing Period		Days	Meter Readings		Gas Used
	From	To		From	To	
H777250 722 E Pearl St	09-18-2003	10-17-2003	29	5547 Adjusted	5571 Actual	24 CCF

12-Month Consumption is 1007 CCF As Follows :

Month	CCF	Month	CCF	Month	CCF	Month	CCF	Month	CCF	Month	CCF
Oct 02	33	Dec 02	194	Feb 03	208	Apr 03	64	Jun 03	11	Aug 03	12
Nov 02	104	Jan 03	219	Mar 03	117	May 03	21	Jul 03	12	Sep 03	12

**For Your Information :**



BILLY P JONES  
722 E PEARL ST  
TOLEDO OH 43608-1337

**Columbia Gas<sup>®</sup>**  
**of Ohio**  
A NiSource Company

www.columbiagasohio.com

<b>Your Account Number</b>
15086748 005 8
<b>Please Pay By</b>
Oct 13, 2003
<b>Amount Due</b>
\$574.71
<b>Amount Paid</b>
\$

\*\*\*\*\*AUTO\*\*3-DIGIT 434  
00097891 1 AT 0.292 1  
BILLY P JONES  
722 E PEARL ST  
TOLEDO OH 43608-1337

55,155 N



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

P O BOX 9001847  
LOUISVILLE KY 40290-1847



UNIT BOOK DESK  
15 92 5  
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1508674800500080000005747121325

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



CORRECTED BILL

**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  
722 E PEARL ST  
TOLEDO OH 43608-1337

**Your Account Number**  
15086748 005 000 8  
UNIT 15 BOOK 92 DESK 5

**Please Pay Amount Due By** October 13, 2003

**\$574.71**

**Utility Services**

**Prior Billing Information**

Account Balance on Last Bill	\$749.51
Payments Received as of 09-22-2003 THANK YOU!	\$340.00 CR
Balance at Billing	\$409.51

*Amount of \$749.51 is not correct, illegal what they doing*

**Current Charges for Residential Service**

Current Month Charges	\$17.61
Extended Payment Agreement Installment	\$147.59

**Amount Due**

**\$574.71**

**Extended Payment Plan Installment Terms**

Number of Installments :	6	Original Agreement Amount :	\$885.53
Remaining Installments :	1	Remaining Balance :	\$147.58
		Actual Account Balance :	\$237.54

**Meter Information**

**Next Actual Meter Reading Date : October 17, 2003**

Meter Number	Billing Period		Days	Meter Readings		Gas Used
	From	To		From	To	
H777250 722 E Pearl St	08-19-2003	09-18-2003	30	5535 Actual	5547 Actual	12 CCF

**Billing Adjustment Explanation...**

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 PEARL ST  
TOLEDO OH 43608-1337

Columbia Gas<sup>®</sup>  
of Ohio  
A NiSource Company

www.columbiagasohio.com

<b>Your Account Number</b> 15086748 005 8
<b>Please Pay By</b> Oct 6, 2003
<b>Amount Due</b> \$574.71
<b>Amount Paid</b> \$

\*\*\*\*\*AUTO CR\*\*C013  
00042309 1 AC 0.275 1  
BILLY P JONES  
722 E PEARL ST  
TOLEDO OH 43608-1337

8,568 N



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

P O BOX 9001847  
LOUISVILLE KY 40290-1847



UNIT BOOK DESK  
15 92 5  
1121

1508674800500080000005747121325

Please return this portion with your payment payable to **Columbia Gas.**

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

Columbia Gas<sup>®</sup>  
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 :** BILLY P JONES  
722 E PEARL ST  
TOLEDO OH 43608-1337

**Your Account Number**  
15086748 005 000 8  
UNIT 15 BOOK 92 DESK 5

**Please Pay Amount Due By October 6, 2003 \$574.71**

**Utility Services**

**Prior Billing Information**

Account Balance on Last Bill	\$579.51
Payments Received as of 08-22-2003 THANK YOU!	\$170.00 CR
Balance at Billing	\$409.51

**Current Charges for Residential Service**

Current Month Charges	\$17.61
Extended Payment Agreement Installment	\$147.59

**Amount Due**

**\$574.71**

**Extended Payment Plan Installment Terms**

Number of Installments :	6	Original Agreement Amount :	\$885.53
Remaining Installments :	1	Remaining Balance :	\$147.58
		Actual Account Balance :	\$407.54

**Meter Information Next Actual Meter Reading Date : October 17, 2003**

Meter Number	Billing Period		Days	Meter Readings		Gas Used
	From	To		From	To	
H777250 722 E Pearl St	08-19-2003	09-18-2003	30	5535 Actual	5547 Calculated	12 CCF

**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.

EX 8360  
CRYSTAL  
137.54  
30.31 MAY 21  
JUNE - 166.59  
TARARIA 5 SEP-2503



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

**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  
722 E PEARL ST  
TOLEDO OH 43608-1337

**Your Account Number**

15086748 005 000 8

UNIT 15 BOOK 92 DESK 5

**Please Pay Amount Due By September 5, 2003**

**\$579.51**

**Utility Services**

**Prior Billing Information**

Account Balance on Last Bill	\$414.31
Payments Received as of 08-19-2003	\$0.00
Balance at Billing	\$414.31

**Current Charges for Residential Service**

Current Month Charges	\$17.61
Extended Payment Agreement Installment	\$147.59

**Amount Due**

**\$579.51**

**Extended Payment Plan Installment Terms**

Number of Installments :	6	Original Agreement Amount :	\$885.53
Remaining Installments :	2	Remaining Balance :	\$295.17
		Actual Account Balance :	\$559.93

**Meter Information**

**Next Actual Meter Reading Date : October 17, 2003**

Meter Number	Billing Period		Days	Meter Readings		Gas Used
	From	To		From	To	
H777250 722 E Pearl St	07-21-2003	08-19-2003	29	5523 Adjusted	5535 Actual	12 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 based on a recent actual reading of your meter.

Billing Date	Original Amount	Corrected Amount	Difference
07-21-2003	\$35.04	\$20.19	\$14.85 CR
<b>Total Billing Adjustment =</b>			<b>\$14.85 CR</b>

**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).



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

**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  
722 E PEARL ST  
TOLEDO OH 43608-1337

**Your Account Number**

15086748 005 8

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	\$107.13
-----------------------	-----------------	----------

**Amount Due**

**\$403.00**

**Meter Information Next Actual Meter Reading Date : December 18, 2002**

Meter Number	Billing Period		Days	Meter Readings		Gas Used
	From	To		From	To	
H777250 722 E Pearl St	10-17-2002	11-15-2002	29	4782 Adjusted	4900 Calculated	118 CCF

**Initial Billing Explanation...**

Billing Date	Gas Used	Amount
08-19-2002	98	\$85.59
09-18-2002	122	\$106.80
10-17-2002	118	\$103.51

**Initial Billing = \$295.90**

**For Your Information :**

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

**Does the service line in your yard need repair to fix a gas leak?** Be sure that your contractor meets new U.S. Dept. of Transportation regulations to do the necessary work in Columbia's service area. Starting October 28, 2002, the federal government requires anyone who works on customer service lines or meter settings to be DOT operator-qualified. The contractor must sign and leave a yellow "Service Qualification Card" at the work site. If work is not performed by a qualified contractor, or if the card is missing or not completed properly, Columbia Gas cannot restore service. Only DOT-qualified contractors can repair or replace customer service lines, and only Columbia gas can turn your gas back on.

Charges include gas cost recovery of \$77.19 at the rate of \$0.65415 per Ccf.

4-24-03  
SHANDY

117-12

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).

BILLY JONES  
722 E PEARL ST  
TOLEDO OH 43608-1337

# Columbia Gas of Ohio

A NiSource Company

www.columbiagasohio.com

<b>Your Account Number</b>
15086748 005 8
<b>Please Pay By</b>
May 17, 2002
<b>Amount Due</b>
\$448.74
<b>Amount Paid</b>
\$

\*\*\*\*\*AUTO\*\*3-DIGIT 434  
00067478 1 AT 0.269 01  
BILLY JONES  
722 E PEARL ST  
TOLEDO OH 43608-1337

36,002 N



P O BOX 9001847  
LOUISVILLE KY 40290-1847



UNIT BOOK DESK

15 92 5

1121

15086748005000800000004487421325

Please return this portion with your payment payable to **Columbia Gas.**

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



### Billing Questions?

Call 800-344-4077

Mon - Fri 7:00 am - 8:00 pm

**Billing Summary For :** BILLY JONES  
722 E PEARL ST  
TOLEDO OH 43608-1337

**Your Account Number**

15086748 005 8

UNIT 15 BOOK 92 DESK 5

**Please Pay Amount Due By May 17, 2002**

**\$448.74**

### Utility Services

#### Prior Billing Information

Account Balance on Last Bill	\$480.61
Payments Received as of 05-01-2002	\$ .00
Security Deposit Applied 05-01-2002	\$32.00 CR
Security Deposit Interest Applied 05-01-2002	\$ .92 CR
Balance at Billing	\$447.69

#### Current Charges for Residential Service

Current Month Charges	Final Service	\$1.05
-----------------------	---------------	--------

**Amount Due**

**\$448.74**

#### Meter Information

Meter Number	Billing Period		Days	Meter Readings		Gas Used
	From	To		From	To	
H777250 722 E Pearl St	04-19-2002	04-24-2002	5	4444 Actual	4444 Actual	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.



# Public Utilities Commission

Case Number

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

## Formal Complaint Form

Billy P Jones

Customer Name (Please Print)

982 W DELAWARE AVE

Customer Address

TOLEDO OH 43610

City

State

Zip

**Against**

15086748029 000-0

Account Number

COLUMBIA GAS

Utility Company Name

Customer Service Address (if different from above)

TOLEDO OH 43610

City

State

Zip

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

Billy P Jones

Signature

419 609 9503

Customer Telephone Number

966 DELAWARE

Case ID

BJON1114178B

BILLY JONES  
982 DELAWARE  
TOLEDO OH 43616  
PH 419 509 9503

ATTACH PAGE

1-27-18

PAGE  
ONE

MY Name are Billy Jones  
the Account Complaint About Are

<del>SERVICE ADDRESS</del>	
980 DELAWARE	ACC 15086748005
980 DELAWARE	ACC 139882370027
980 DELAWARE	ACC 1508674800190002
980 DELAWARE	ACC 150867480310006
722 PEARL ST	ACC 150867480050008 SAME
722 PEARL ST	ACC 150867480160005
722 PEARL ST	ACC 150867480140007
722 PEARL ST	ACC 150867480050008 SAME
966 DELAWARE	ACC 15086748012000-9
966 DELAWARE	ACC 15086748003000-0
966 DELAWARE	ACC 15086748017000-4
<del>966 DELAWARE</del>	<del>ACC 15086748018000-3</del>
961 DELAWARE	ACC 19637191001000-8
961 DELAWARE	ACC 150867480330004
982 DELAWARE	ACC 15086748029000-0
982 DELAWARE	ACC 15086748024000-5
976 DELAWARE	ACC 15086748022000-7
976 DELAWARE	ACC 15086748040000-5
976 DELAWARE	ACC 15086748038000-9
976 DELAWARE	ACC 1508674801000-1

**NEED INITIAL SERVICE**

**NEED FINAL BILL WITH BAL ON  
ALL ACCOUNT**

( I have all my Receipt Date Back to  
1983 if NEED

Columbia Gas  
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  
PAYMENT \$108.05 9-10-03 Account Ends  
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 15086748012  
BAL \$352.19 MY FINAL SER FOR 1-25-05 000  
BAL \$345.89 FROM ADJUSTED TO ACTUAL CCF  
WERE \$278.00 WHERE DID \$1,983.28 COME  
FROM IF MY ACCOUNT ENDING AT \$345.89 AND  
YOU APPLIED MY \$213.00 DEPOSIT BAL  
SHOULD BE \$132.59 WHICH I PAID.

this were Rehabit Property that were never  
Complete. Columbia Gas are actor  
in a frauduled Behavior

I see no other account for  
966 Delaware never could find the  
Deposit



Billing Summary For : **BILLY P JONES**  
966 W DELAWARE AV  
TOLEDO OH 43610-1231

Your Account Number

15086748 017 000 4

UNIT 12 BOOK 75 DECK 1

Please Pay Amount Due By **March 8, 2005****\$352.19****Utility Services****Prior Billing Information**

Account Balance on Last Bill	\$ .00
Payments Received as of 01-05-2005	\$ .00
Billing Adjustment 02-18-2005	\$6.50
Balance at Billing	\$6.50

**Current Charges for Residential Service**

Current Month Charges	Final Service	\$345.69
-----------------------	---------------	----------

**Amount Due****\$352.19****Meter Information**

Meter Number	Billing Period		Days	Meter Readings		Gas Used
	From	To		From	To	
J229599 966 W Delaware Av	12-14-2004	01-05-2005	22	2478 Adjusted	2756 Actual	278 CCF

**For Your Information :**

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

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

you see they have the wrong  
account 15086748-017 000-4

the account should 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](http://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](http://www.pickocc.org).

02/18/2005

15086748 017 4

See Back of Bill for More Information

40,867

Page 1 of 1

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

Columbia Gas<sup>®</sup>  
of Ohio  
A NiSource Company

0009589 0009589 /0029  
|||

FEB 11 2005

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

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/R1.0

-----  
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  
|||

1508674801200090000019832881325

April 9, 2010

# Columbia Gas of Ohio

**A NiSource Company**

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:	\$1537.59
Address of Bill:	966 W DELAWARE AV, TOLEDO, OH 43610
Date of Service:	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.

**AND**

3. Return the documents to:  
Columbia Gas  
P. O. Box 117  
Columbus, OH 43215

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

Columbia Gas<sup>®</sup>  
of Ohio  
A NiSource Company

www.columbiagasohio.com

<b>Your Account Number</b> 15086748 012 000 9
<b>Please Pay By</b> Apr 30, 2004
<b>Amount Due</b> \$170.32
<b>Amount Paid</b> \$

\*\*\*\*AUTO\*\*5-DIGIT 43610  
00076804 1 AV 0.278 1  
BILLY P JONES  
966 W DELAWARE AV  
TOLEDO OH 43610-1231

41,970  
**PAYMENT**



☐ 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

1508674801200090000001703271325

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

Columbia Gas<sup>®</sup>  
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 :** 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 April 30, 2004**

**\$170.32**

**Utility Services**

**Prior Billing Information**

Account Balance on Last Bill	\$48.97
Payments Received as of 04-15-2004	\$0.00
Balance at Billing	\$48.97

**Current Charges for Residential Service**

Current Month Charges	\$8.35
-----------------------	--------

**Security Deposit Installment \*\* (see below)**

Previous Balance	\$213.00
Payments Received	\$100.00 CR
Balance at Billing	\$113.00
Installment Amount	\$0.00
Security Deposit Amount Due	\$113.00

**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 protect you from shut off service.

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

**Columbia Gas<sup>®</sup>**  
**of Ohio**  
A NiSource Company

www.columbiagasohio.com

<b>Your Account Number</b>
15086748 012 000 9
<b>Please Pay By</b>
Jun 1, 2004
<b>Amount Due</b>
\$78.77
<b>Amount Paid</b>
\$

\*\*\*\*AUTO\*\*5-DIGIT 43610  
00082375 1 AV 0.278 1  
BILLY P JONES  
966 W DELAWARE AV  
TOLEDO OH 43610-1231



43,912

**PAYMENT**

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

P O BOX 9001847  
LOUISVILLE KY 40290-1847

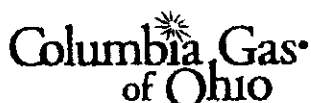


UNIT BOOK DESK  
12 75 1  
1121

1508674801200090000000787771325

Please return this portion with your payment payable to **Columbia Gas.**

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



**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	\$57.32

**Current Charges for Residential Service**

Current Month Charges	\$8.45
-----------------------	--------

**Security Deposit Installment \*\* (see below)**

Previous Balance	\$113.00
Payments Received	\$100.00 CR
Balance at Billing	\$13.00
Installment Amount	\$ .00
Security Deposit Amount Due	\$13.00

**Amount Due**

**\$78.77**

**Security Deposit Installment Terms**

Number of Installments :	1	Total Deposit Required :	\$213.00
Remaining Installments :	0	Payments Received :	\$200.00 CR

**Meter Information**

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

Meter Number	Billing Period From To	Days	Meter Readings	Gas Used
--------------	---------------------------	------	----------------	----------

JONES  
PEARL ST  
TOLEDO OH 43608-1337

Columbia Gas<sup>®</sup>  
of Ohio  
A NiSource Company

www.columbiagasohio.com

<b>Your Account Number</b> 15086748 012 000 9
<b>Please Pay By</b> Jan 25, 2005
<b>Amount Due</b> \$1,983.28
<b>Amount Paid</b> \$

\*\*\*\*\*AUTO\*\*3-DIGIT 434  
00077919 1 AT 0.292 1  
BILLY P JONES  
722 E PEARL ST  
TOLEDO OH 43608-1337

44,247



966

☐ 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

1508674801200090000019832881325

END 0009

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

Columbia Gas<sup>®</sup>  
of Ohio

CORRECTED BILL

**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 January 25, 2005

\$1,983.28

**Utility Services**

**Prior Billing Information**

Account Balance on Last Bill	\$168.13 CR
Payments Received as of 01-05-2005	\$0.00
Billing Adjustment 01-07-2005	\$1,805.72
Balance at Billing	\$1,637.59

**Current Charges for Residential Service**

Current Month Charges	Final Service	\$345.69
-----------------------	---------------	----------

**Amount Due**

**\$1,983.28**

**Meter Information**

Meter Number	Billing Period		Days	Meter Readings		Gas Used
	From	To		From	To	
J229599 966 W Delaware Av	12-14-2004	01-05-2005	22	2478 Adjusted	2756 Actual	278 CCF

**For Your Information :**

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

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

9-24-03  
ENCLOSURE

2756  
86

21670

966 DELAWARE  
150 867 48 0030  
150 867 48 612009

Columbia Gas<sup>®</sup>  
of Ohio  
A NiSource Company

March 16, 2006

Billy P Jones  
980 W Delaware Ave  
Toledo OH 43610

966 DELAWARE HAVE NO  
BILL WITH THIS ACC NUMBER  
15086480080005  
1-8-03 SAY BAL  
\$400.33

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.

PEARL → The security deposits that you paid were paid on accounts 15086748-012-9 and 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,

Customer Contact Center  
Columbia Gas of Ohio, Inc.

Billy Jones

Need account Bal on each account number

3-20-06

3-20-06  
JUSCAN

4H FAX TEAM  
1866 234 2872 AM

BILLY P JONES  
722 E PERAL ST  
TOLEDO OH 43608-1337

www.columbiagasohio.com

<b>Your Account Number</b>
15086748 003 0
<b>Please Pay By</b>
Aug 30, 2002
<b>Amount Due</b>
\$15.15
<b>Amount Paid</b>
\$

\*\*\*\*\*AUTO\*\*3-DIGIT 434  
00074168 1 AT 0.292 01  
BILLY P JONES  
722 E PERAL ST  
TOLEDO OH 43608-1337

41,526 N



P O BOX 9001847  
LOUISVILLE KY 40290-1847



*PAYMENT*

UNIT BOOK DESK  
12 75 1  
1121

1508674800300000000000151561325

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



**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 003 0  
UNIT 12 BOOK 75 DESK 1

**Please Pay Amount Due By August 30, 2002**

**\$15.15**

**Utility Services**

**Prior Billing Information**

Account Balance on Last Bill	\$112.01
Payments Received as of 08-14-2002 THANK YOU!	\$105.00 CR
Balance at Billing	\$7.01

**Current Charges for Residential Service**

Current Month Charges	\$8.14
-----------------------	--------

**Amount Due**

**\$15.15**

**Meter Information**

**Next Meter Reading Date : September 13, 2002**

Meter Number	Billing Period		Days	Meter Readings		Gas Used
	From	To		From	To	
J229599 966 W Delaware Av	07-16-2002	08-14-2002	29	57 Calculated	59 Calculated	2 CCF

**12-Month Consumption is 24 CCF As Follows :**

Month	CCF	Month	CCF	Month	CCF	Month	CCF	Month	CCF	Month	CCF
Aug 01	2	Oct 01	2	Dec 01	2	Feb 02	2	Apr 02	2	Jun 02	2
Sep 01	2	Nov 01	2	Jan 02	2	Mar 02	2	May 02	2	Jul 02	2

**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.



BILLY P JONES  
722 E PERAL ST  
TOLEDO OH 43608-1337

Columbia Gas<sup>®</sup>  
of Ohio

A NiSource Company

www.columbiagasohio.com

<b>Your Account Number</b> 15086748 003 0
<b>Please Pay By</b> Oct 1, 2003
<b>Amount Due</b> \$16.70
<b>Amount Paid</b> \$

\*\*\*\*\*AUTO\*\*3-DIGIT 434  
00084826 1 AT 0.292 1  
BILLY P JONES  
722 E PERAL ST  
TOLEDO OH 43608-1337



46,860 N  
**PAYMENT**

☐ 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

150867480030000000000000167081325

Please return this portion with your payment payable to **Columbia Gas.**

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

Columbia Gas<sup>®</sup>  
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 :** BILLY P JONES  
966 W DELAWARE AV  
TOLEDO OH 43610-1231

**Your Account Number**

15086748 003 000 0

UNIT 12 BOOK 75 DESK 1

**Please Pay Amount Due By October 1, 2003**

**\$16.70**

**Utility Services**

**Prior Billing Information**

Account Balance on Last Bill	\$116.40
Payments Received as of 09-10-2003 THANK YOU!	\$108.05 CR
Balance at Billing	\$8.35

**Current Charges for Residential Service**

Current Month Charges	\$8.35
-----------------------	--------

**Amount Due**

**\$16.70**

**Meter Information** Next Actual Meter Reading Date : November 12, 2003

Meter Number	Billing Period		Days	Meter Readings		Gas Used
	From	To		From	To	
J229599 966 W Delaware Av	08-14-2003	09-15-2003	32	83 Calculated	85 Calculated	2 CCF

12-Month Consumption is 24 CCF As Follows :

Month	CCF	Month	CCF	Month	CCF	Month	CCF	Month	CCF	Month	CCF
Sep 02	2	Nov 02	2	Jan 03	2	Mar 03	2	May 03	2	Jul 03	2
Oct 02	2	Dec 02	2	Feb 03	2	Apr 03	2	Jun 03	2	Aug 03	2

**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 \$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.



# Public Utilities Commission

Case Number

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

## Formal Complaint Form

Billy P Jones

Customer Name (Please Print)

982 W DELAWARE AVE

Customer Address

TOLEDO

City

OH 43610

State Zip

Against

15086748029000-0

Account Number

COLUMBIA GAS

Utility Company Name

Customer Service Address (if different from above)

TOLEDO

City

OH 43610

State Zip

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

Billy P Jones

Signature

976 DELAWARE AVE

419 609 9503

Customer Telephone Number

CASE ID

BJON1114178B

BILLY JONES  
982 DELAWARE  
TOLEDO OH 43616  
PH 419 509 9503

ATTACH PAGE

1-27-18

PAGE  
ONE

MY Name are Billy Jones  
the Account Complaint About are

<del>SERVICE ADDRESS</del>	
980 DELAWARE	ACC 15086748005
980 DELAWARE	ACC 139882370027
980 DELAWARE	ACC 1508674800190002
980 DELAWARE	ACC 150867480310006
722 PEARL ST	ACC 150867480050008 SAME
722 PEARL ST	ACC 150867480160005
722 PEARL ST	ACC 150867480140007
722 PEARL ST	ACC 150867480050008 SAME
966 DELAWARE	ACC 15086748012000-9
966 DELAWARE	ACC 15086748003000-0
966 DELAWARE	ACC 15086748017000-4
966 DELAWARE	ACC 15086748018000-3
961 DELAWARE	ACC 19637191001000-8
961 DELAWARE	ACC 150867480330004
982 DELAWARE	ACC 15086748029000-0
982 DELAWARE	ACC 15086748024000-5
976 DELAWARE	ACC 15086748022000-7
976 DELAWARE	ACC 15086748040000-5
976 DELAWARE	ACC 15086748038000-9
976 DELAWARE	ACC 1508674801000-1

**NEED INITIAL SERVICE**  
**NEED FINAL BILL WITH BAL ON**  
**ALL ACCOUNT**

I have all my Receipt Date Back to  
1983 if NEED

COLUMBIA GAS  
COMPLAINT  
976 DELAWARE AVE  
ACC NUMBER 150867 480 22 000-7

INITIAL SER STARTED 4-16-08

DEPOSIT DUE \$317.00

STATEMENT DATE 10-13-2008 AMOUNT DUE \$169.78

STATEMENT DATE 11-14-2008 PREVIOUS AMOUNT DUE \$462.76 are wrong it should be \$169.78.

if I paid \$188.78 and my previous bill were \$169.78 they owe me \$19.00 illegal. TO which make any payment plan illegal with the wrong amount due.

STATEMENT DATE 12-15-08 PREVIOUS AMOUNT DUE \$274.97

STATEMENT DATE 1-20-09 PREVIOUS AMOUNT DUE \$753.49  
illegal on previous amount due.

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

12-15-08 100.78

TOTAL \$557.23

TOTAL \$289.56

ACC PAID IN FULL →  $\frac{289.56}{846.79}$

THE YEAR 2009 I PAID a total of \$1,366.92  
on this account with all of the illegal charge  
and illegal previous bal I were charge \$1,457.72

~~ON~~ ON THIS ACCOUNT I WERE CHARGE \$1,192.56

ON THIS ACCOUNT I PAID \$1,484.40

DIFER \$291.84

**WESTERN  
UNION****CONVENIENCE PAY (SEND RECEIPT)****CONVENIENCE PAY (RECIBO DEL ENVÍO DE PAGO)****IF YOU DO NOT HAVE YOUR BILLING STATEMENT COMPLETE SHADED AREA**  
**SI USTED NO TIENE LA CUENTA DE COBRO, LLENE LOS DATOS SOLICITADOS EN EL AREA GRIS**

Account Number (or cell phone number when required):

Número de cuenta (o el número del teléfono celular cuando corresponda):

Billing Name

Address

Dirección

Phone ( )

Número de teléfono

**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 ELECTRÓNICO:**

"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 compañía que efectúa el cobro o a sus agentes a convertir mi cheque en giro o en transferencia electrónica de fondos y a debitar a mi cuenta el importe correspondiente a esta transacción.

Amt. Paid \$

Importe pagado

Signature X

Firma

**ELECTRONIC CHECK - A SAFER & MORE SECURE WAY TO PAY****CHEQUE ELECTRÓNICO - UNA MANERA MÁS CONFiable Y MÁS SEGURA DE HACER PAGOS**

### 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

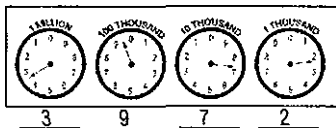
**Actual Reading** We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

**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:



### 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](http://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](http://www.pickocc.org).

### Billing & Payment Summary

**Customer Name**

Billy P Jones

**Final Service**

Previous Amount Due on 02/01/2011

\$148.64CR

Payments Received by 01/21/2011

\$0.00

Other Debits & Credits 01/24/2011

+

\$108.80

Special Credit

-

\$14.57

Balance on 01/21/2011

=

\$54.41CR

Charges for Gas Service This Period

+

\$54.41

**No Payment Due**

=

**\$0.00**

### 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 billing for the current month was based on a meter reading which was in error. The correction is reflected in Charges for Gas Service This Period in the Billing and Payment Summary.

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

### 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

### Service Summary Notes

976  
2011

## Legal Notices (continued)

**Rights and Responsibilities** - A summary of customer rights and responsibilities is available at [www.columbiagasohio.com](http://www.columbiagasohio.com) or by calling 1-800-344-4077. Information covers rules regarding service installation; security deposits; billing and payment; payment plans; low-income assistance; disconnection and reconnection of service; meter reading and testing; usage and payment history; natural gas safety; maintenance of customer-owned service lines; employee identification; rate information and alternatives; Customer CHOICE; privacy rights; and complaint procedures. You may obtain a copy of the full minimum gas service standards at the PUCO 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](http://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	\$54.41
<b>Total Charges for Service This Period</b>	<b>\$54.41</b>

### 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.

11-51-1 (LATE) 2011

### How to Contact Us

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before due date

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For gas leaks or odor of gas 24 hours/day

Press option 2 after the greeting

**711**

For hearing-impaired relay

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### Payment Options

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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

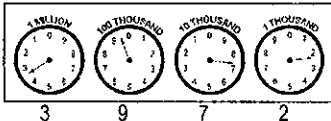
**Actual Reading** We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

**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:



1-26-11  
about 976  
800 = 1200

### 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	= \$148.64CR
Charges for Gas Service This Period	+ \$39.84

#### No Payment Due

**Dep 15<sup>th</sup> = \$108.80CR**  
33525 226.46

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

150 867 480 170004

### 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.

### Service Summary

#### Service Location

976 W Delaware Av  
Toledo OH 43610-1231

#### Meter Number

8934924

#### Meter Readings (4 Billing Days)

Estimated Reading on 1/21	1505
Actual Reading on 1/17	1477
Gas Used (Ccf)	28

**MOVE OUT**

### Service Summary Notes

cc 1-26-11 \$186.62  
12-10-10 1-10-11 \$346.60 18956  
980 Tim 3180  
12-15-11 15818  
1-17-17 -2884  
18662

### Payment Coupon

Turn Me Over ▶▶  
for more details  
about your account



## 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.

**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
<b>Total Charges for Service This Period</b>	<b>\$39.84</b>

## 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

## Gas Meter Information

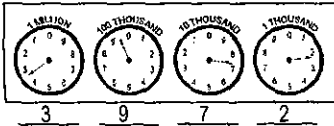
**Actual Reading** We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

**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:**



976 Delaware  
\$154.18

On this bill, you will avoid a late payment charge of 1.50%.

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

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

Your account is past-due. To avoid disconnection of service at 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](http://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 online account management service. Go to [www.columbiagasohio.com](http://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  
your account

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

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**Safety Tips**

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1. Leave the building immediately. Leave the door open, and don't use any electricity, matches or cordless phone.
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](http://www.development.ohio.gov/cdd/ocs/heap.htm) or go to our Web site at [www.columbiagasohio.com](http://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 Summary**

**Service Location**  
976 W Delaware Av  
Toledo OH 43610-1231

3-15-10  
gas read  
1025

**Service Summary Notes**

Your next actual meter reading date is 3/16/2010

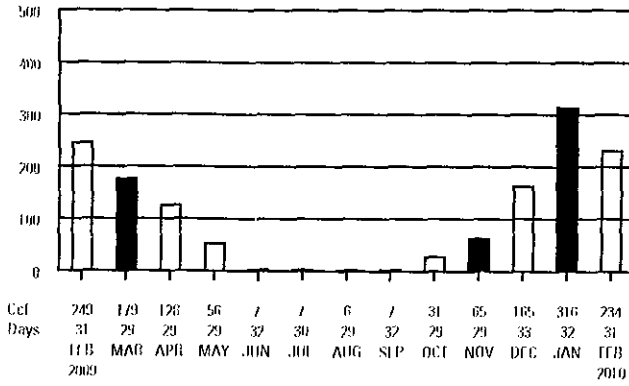
**Meter Number**  
8934924

**Meter Readings (31 Billing Days)**

Estimated Reading on 2/15	809
Actual Reading on 3/15	575
Gas Used (Ccf)	234

**Gas Use History**

Estimated Customer Actual



**Daily Comparisons**

Month	Avg Daily Temp	Avg Daily Usage
Feb '10	26.4°	7.5
Jan '10	25.4°	9.9
Feb '09	22.3°	8.0

Your Average Monthly Usage is 100 Ccf

Your Total Annual Usage is 1201 Ccf

WESTERN UNION  
MONROE PHARMACY # 000000  
TOLEDO, OH

COLUMBIA GAS OHIO

Z456758 6703 03/15/10 6:46PM 074 406200

CURRENCY: USD

150867480220007

Cash \$212.00

00 CHECK PD \$0.00 CASH PD \$212.00

01 STATEMENT \$212.00 TOTAL PD \$212.00

CHANGE DUE \$0.00 FEES \$0.88 EMP02

4-14-10  
ANNOT

# Gas Bill

Residential Service

4-26-10

Account Number

15088748 022 000 7

Statement Date

03/16/2010

46322

Page 1 of 3

1-18-10 JENNIFER

## How to Contact Us

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For DirectLink self-service 24 hours/day

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For quickest response,

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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](http://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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P.O. Box 742510  
Cincinnati, OH 45274-2510

## Gas Meter Information

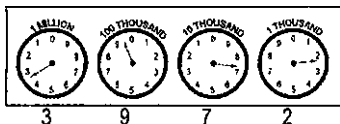
**Actual Reading** We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

**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:



4-12-10 Keith  
\$460.00 \$376.00

## Billing & Payment Summary

Customer Name

Billy P Jones

Previous Amount Due on 03/02/2010

\$734.12

Payments Received by 03/16/2010

\$587.32

Other Debits & Credits 03/16/2010

\$36.00

Late Payment Fee

\$2.74

Balance on 03/16/2010

\$185.54

Charges for Gas Service This Period

\$138.80

Amount Due Immediately

= \$182.80

Amount Due By 03/31/2010

= \$141.54

## Billing & Payment Notes

Foreign language interpreter service is available if you or someone you know prefers to speak with 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 \$8.00.

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

4-9-10  
SELENA  
About Deposit  
982

734  
587  
146.00

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

Your account is past-due. To avoid disconnection of service at 978 W Delaware Av., Toledo OH 43610-1231 scheduled on or after April 1, 2010, you must pay \$182.80 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](http://www.columbiagasohio.com).

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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 online account management service. Go to [www.columbiagasohio.com](http://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 90 business days or less, reconnection will be scheduled by close of the next business day.

## Payment Coupon

Turn Me Over ▶▶  
for more details about  
your account

Account Number

4-23-23

## 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](http://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.pickccc.org](http://www.pickccc.org).

**Rights and Responsibilities** - A summary of customer rights and responsibilities is available at [www.columbiagasohio.com](http://www.columbiagasohio.com) or by calling 1-800-344-4077. Information covers rules regarding service installation; security deposits; billing and payment; payment plans; low-income assistance; disconnection and reconnection of service; meter reading and testing; usage and payment history; natural gas safety; maintenance of customer-owned service lines; employee identification; rate information and alternatives; Customer CHOICE; privacy rights; and complaint procedures. You may obtain a copy of the full minimum gas service standards at the PUCO 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](http://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](http://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, 7:00 a.m. - 5:00 p.m., visit [www.development.ohio.gov/cdd/ocs/heap.htm](http://www.development.ohio.gov/cdd/ocs/heap.htm) or go to our Web site at [www.columbiagasohio.com](http://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 Summary

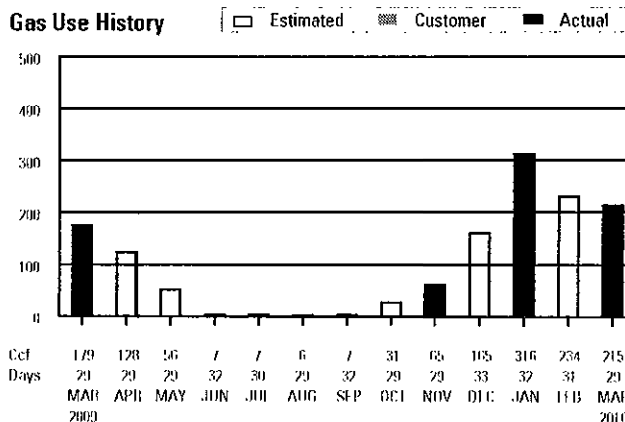
<b>Service Location</b>	976 W Delaware Av Toledo OH 43610-1231
<b>Meter Number</b>	8934924
<b>Meter Readings (29 Billing Days)</b>	
Actual Reading on 3/16	1024
Estimated Reading on 2/15	809
<b>Gas Used (Ccf)</b>	<b>215</b>

## Service Summary Notes

Your next actual meter reading date is **5/14/2010**

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 April 12, 2010 and April 15, 2010. Your PSID number is 200137734. See meter reading instructions in the left column of your bill.

## Gas Use History



## Daily Comparisons

Month	Avg Daily Temp	Avg Daily Usage
Mar '10	34.1°	7.4
Feb '10	26.4°	7.5
Mar '09	32.0°	6.2

Your Average Monthly Usage is 103 Ccf

Your Total Annual Usage is 1237 Ccf

## 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

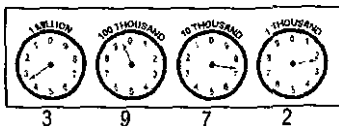
**Actual Reading** We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

**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

**Customer CHOICE Program**

Previous Amount Due on 01/02/2009

\$753.49

Payments Received by 01/16/2009

\$0.00

Balance on 01/16/2009

\$753.49

**Charges for Gas Service This Period**

\$449.13

Security Deposit Installment Due

\$92.00

**Total Amount Due**

\$1,294.62

**Amount Due Immediately**

\$753.49

**Amount Due by 02/04/2009**

\$541.13

## 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.

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**

976 W Delaware Av

Toledo OH 43610-1231

**Meter Number**

8934924

**Meter Readings (32 Billing Days)**

Estimated Reading on 1/16

5729

Estimated Reading on 12/15

5328

**Gas Used (Ccf)**

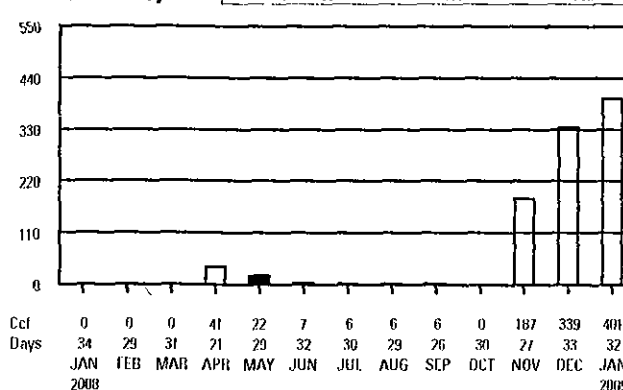
401

## Service Summary Notes

Your next actual meter reading date is 3/17/2009

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.

## Gas Use History



## Daily Comparisons

Month	Avg Daily Temp	Avg Daily Usage
Jan '09	24.0°	12.5
Dec '08	31.5°	10.3
Jan '08	32.4°	0.0

Your Average Monthly Usage is 85 Ccf

Your Total Annual Usage is 1015 Ccf

## 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 5:00 p.m. weekdays, or at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

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**Rights and Responsibilities** - A summary of customer rights and responsibilities is available at [www.columbiagasohio.com](http://www.columbiagasohio.com) or by calling 1-800-344-4077. Information covers rules regarding service installation; security deposits; billing and payment; payment plans; low-income assistance; disconnection and reconnection of service; meter reading and testing; usage and payment history; natural gas safety; maintenance of customer-owned service lines; employee identification; rate information and alternatives; Customer CHOICE; privacy rights; and complaint procedures. You may obtain a copy of the full minimum gas service standards at the PUCO 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](http://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
<b>Total Charges for Service This Period</b>	<b>\$64.66</b>

IGS Energy (Interstate Gas Supply)	
Gas Supply Cost Incl Sales Tax	\$384.47
<b>Total Charges for Service This Period</b>	<b>\$384.47</b>

*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.



Protect Your Duplicate Checks Store your duplicate checks in your check box.

☒ Track your expenses...

- ☐ Clothing ☐ Food ☐ Transportation  
☐ Credit Card ☐ Utilities ☐ Mortgage  
☐ Entertainment ☐ Insurance ☐ Other: \_\_\_\_\_

☐ TAX-DEDUCTIBLE ITEM

2839

BALANCE  
FORWARD

12-15-08

THIS ITEM

BALANCE

DEPOSIT

OTHER

BALANCE  
FORWARD

Columbia Gas  
One Hundred Dollars

[Redacted Signature]

[Redacted MICR Line]

For enhanced security, your name and account number do not appear on this copy.

NOT NEGOTIABLE

10-16-08 PAID IN FULL

## 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

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

## Billing Options

**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

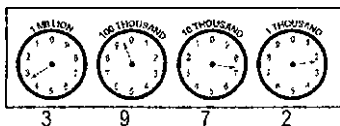
**Actual Reading** We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

**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:



## Billing & Payment Summary

### Customer Name

Billy P Jones

### Customer CHOICE Program

Previous Amount Due on 12/03/2008

\$274.97

Payments Received by 12/15/2008

\$0.00

Balance on 12/15/2008

\$274.97

Charges for Gas Service This Period

\$478.52

Security Deposit/Installment Due

\$317.00

**Amount Due Immediately**

**= \$591.97**

**Amount Due By 01/02/2009**

**= \$478.52**

### Billing & Payment Notes

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

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

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

You are in arrears due. To avoid disconnection of service at 976 W Delaware Av., Toledo Oh 43616-1212 scheduled on or after January 5, 2009, you must pay \$591.97 in full or provide a payment receipt number by 10:00 PM on **January 2, 2009**. 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](http://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 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](http://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.

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- \* 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.

### 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

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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.

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

## Service Summary

### Service Summary Notes

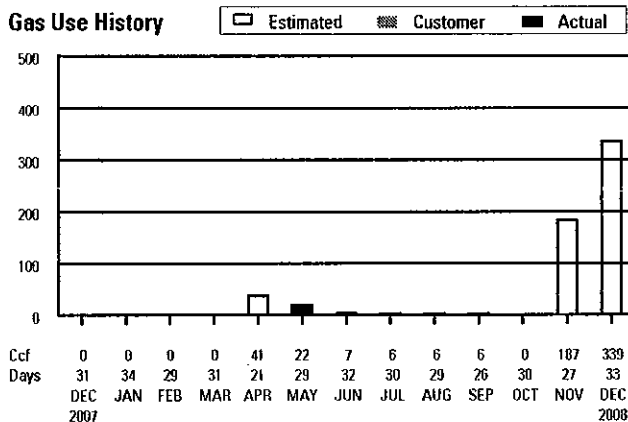
**Service Location**  
976 W Delaware Av  
Toledo OH 43610-1231

Your next actual meter reading date is 1/16/2009

**Meter Number**  
8934924

**Meter Readings (33 Billing Days)**  
Estimated Reading on 12/15 5328  
Estimated Reading on 11/12 - 4989  
Gas Used (Ccf) = 339

### Gas Use History



### Daily Comparisons

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

Your Average Monthly Usage is 51 Ccf

Your Total Annual Usage is 614 Ccf

2008  
976

## How to Contact Us

**1-800-344-4077**

For DirectLink self-service 24 hours/day

For billing questions,

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For quickest response,

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

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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

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

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**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.

## 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

**Amount Due by 12/03/2008 = \$591.97**

### Billing & Payment Notes

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

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

## Service Summary

### Service Location

976 W Delaware Av  
Toledo OH 43610-1231

**Meter Number**  
8934924

### Meter Readings (27 Billing Days)

Estimated Reading on 11/12	4989
Actual Reading on 10/16	4802
Gas Used (Ccf)	= 187

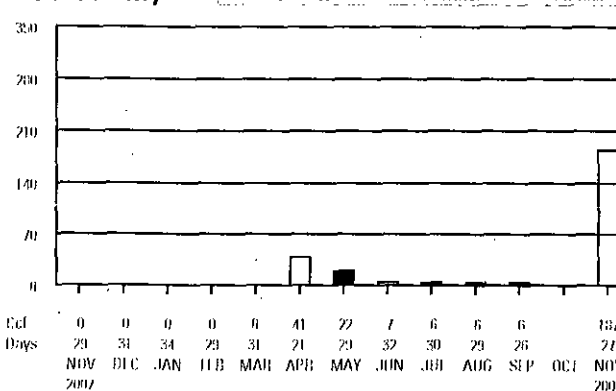
OVER 5000

### Service Summary Notes

Your next actual meter reading date is 1/16/2009. 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 December 10, 2008 and December 15, 2008. Your PSID number is 200137734. See meter reading instructions in the left column of your bill.

## Gas Use History

☐ Estimated ☒ Customer ☐ Actual



## Daily Comparisons

Month	Avg Daily Temp	Avg Daily Usage
Nov '08	47.2°	6.9
Oct '08	59.5°	0.0
Nov '07	50.0°	0.0

Your Average Monthly Usage is 25 Ccf

Your Total Usage as of this billing is 275 Ccf

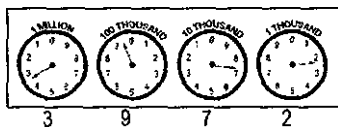
## Payment Coupon

Turn Me Over ▶▶  
for more details about  
your account

### 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](http://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](http://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](http://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	\$274.97
Total Charges for Service This Period	\$274.97

### Service Charges Notes

**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.

245 25  
292 98  
\$548.23

## 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](http://www.columbiagasohio.com)

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

## Payment Options

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Columbia Gas of Ohio

P.O. Box 742510

Cincinnati, OH 45274-2510

## Gas Meter Information

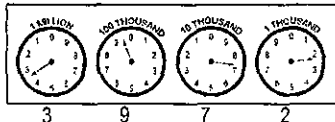
**Actual Reading** We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

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**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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**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](http://www.pickocc.org).

## Billing & Payment Summary

### Billing & Payment Notes

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

**Customer Name**

Billy P Jones

**Adjusted Bill**

**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 Summary

### Service Summary Notes

**Service Location**

976 W Delaware Av  
Toledo OH 43610-1231

**Meter Number**

8934924

**Meter Readings (26 Billing Days)**

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

**Legal Notices (continued)**

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**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**

<u>Current Month Charges</u>	<u>\$14.77</u>
<b>Total Charges for Service This Period</b>	<b>\$14.77</b>

**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](http://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

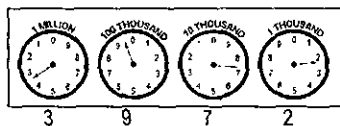
**Actual Reading** We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

**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:**



## Billing & Payment Summary

### Customer Name

Billy P Jones

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**

### Billing & Payment Notes

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

## Service Summary

### Service Location

976 W Delaware Av  
Toledo OH 43610-1231

### Meter Number

8934924

### Meter Readings (29 Billing Days)

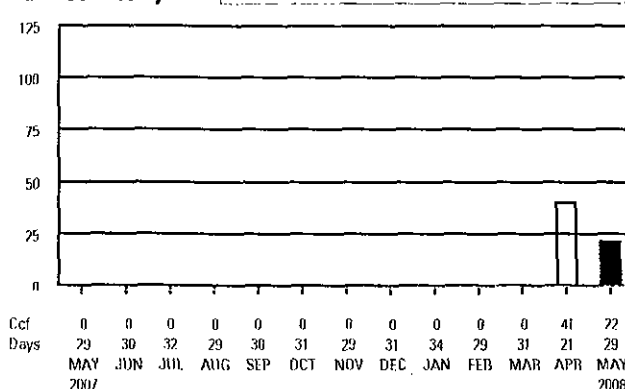
Actual Reading on 5/15	4777
Adjusted Reading on 4/16	- 4755
Gas Used (Ccf)	= 22

### Service Summary Notes

Your next actual meter reading date is 7/16/2008

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 June 11, 2008 and June 16, 2008. Your PSID number is 200137734. See meter reading instructions in the left column of your bill.

## Gas Use History



## Daily Comparisons

Month	Avg Temp	Avg Daily Usage
May '08	56.9°	0.8
Apr '08	40.7°	2.0
May '07	58.3°	0.0

Your Average Monthly Usage is 5 Ccf

Your Total Annual Usage is 63 Ccf



## Legal Notices

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

**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
<b>Total Charges for Service This Period</b>	<b>\$38.41</b>

### Service Charges Notes

**Current Charges** include gas 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.

## Adjustments

Billing Date	Original Amount	Corrected Amount	Difference
04/16/2008	\$276.78	\$65.74	-\$211.04
<b>Total Adjustments on Your Account</b>			<b>-\$211.04</b>

### 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,

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For quickest response,

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For gas leaks or odor of gas 24 hours/day

Press option 2 after the greeting

**711**

For hearing-impaired relay

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## 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](http://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.

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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.

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

## 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**

### 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.

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

## Service Summary

### Service Location

976 W Delaware Av  
Toledo OH 43610-1231

### Meter Number

8934924

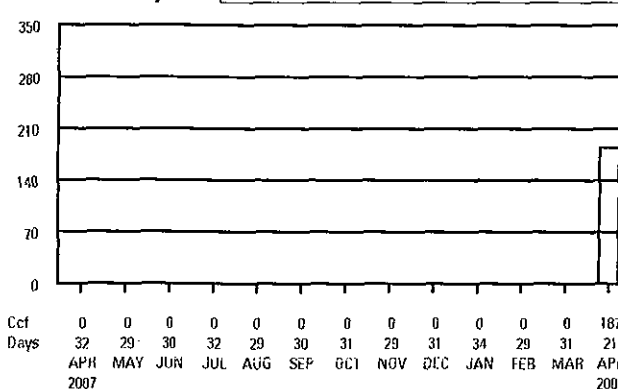
### Meter Readings (21 Billing Days)

Estimated Reading on 4/16	4901
Actual Reading on 3/26	4714
Gas Used (Ccf)	= 187

### Service Summary Notes

Your next actual meter reading date is 5/15/2008

### Gas Use History



### Daily Comparisons

Month	Avg Daily Temp	Avg Daily Usage
Apr '08	40.7°	8.9
Mar '08	28.3°	0.0
Apr '07	43.4°	0.0

Your Average Monthly Usage is 16 Ccf

Your Total Annual Usage is 187 Ccf

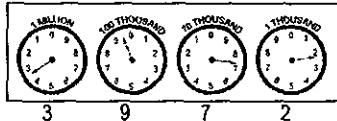
## Payment Coupon

Turn Me Over ▶▶  
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your account

## 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	\$276.78
<b>Total Charges for Service This Period</b>	<b>\$276.78</b>

### Service Charges Notes

**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 HISTORY  
AND FINAL BILL FOR ACC 15086748010-1

ACC NUMBER

15086748038-0

INITIAL SER 7-15-2016 BAL \$72<sup>03</sup>

FINAL BILL 7-20-2016 BAL \$30<sup>59</sup>

PAID IN FULL  
ON 9-9-2016

ACC NUMBER 1508674804000-5

INITIAL SER 5-16-17

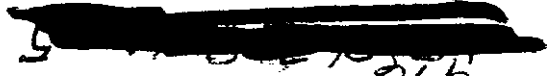
6-1-17 Charge \$70.65

FINAL SER 7-13-2017 BAL \$85.60

10-4-17 PAID IN FULL

NOT NEGOTIABLE

For added security, your name and account number do not appear on this copy.



BALANCE FORWARD	
OTHER	
DEPOSIT	
BALANCE	
THIS ITEM	40.00
BALANCE FORWARD	

*Columbia Gas*  
*forty Dollars*

9-2-17

1100

☐ TAX-DEDUCTIBLE ITEM

- ☒ Track your expenses...
- |   |                                    |  |
|---|------------------------------------|--|
| <input type="checkbox"/> Transportation | <input type="checkbox"/> Food      | <input type="checkbox"/> Entertainment |
| <input type="checkbox"/> Mortgage       | <input type="checkbox"/> Utilities | <input type="checkbox"/> Credit Card   |
| <input type="checkbox"/> Other:         | <input type="checkbox"/> Insurance | <input type="checkbox"/> Clothing      |

☒ Track your expenses...

☐ TAX-DEDUCTIBLE ITEM

- |  |                                    |   |
|--|------------------------------------|---|
| <input type="checkbox"/> Clothing      | <input type="checkbox"/> Food      | <input type="checkbox"/> Transportation |
| <input type="checkbox"/> Credit Card   | <input type="checkbox"/> Utilities | <input type="checkbox"/> Mortgage       |
| <input type="checkbox"/> Entertainment | <input type="checkbox"/> Insurance | <input type="checkbox"/> Other:         |

10-4-17

3180

*Columbia Gas*  
*forty five Dollars*

BALANCE FORWARD	
THIS ITEM	\$45.00
BALANCE	
DEPOSIT	
OTHER	
BALANCE FORWARD	



For added security, your name and account number do not appear on this copy.

NOT NEGOTIABLE

976

## Contact Us



### Phone

#### Emergency Service 24/7

1-800-344-4077

For gas leaks or odors of gas

### Customer Service

1-800-344-4077

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

8 a.m. - 12 p.m. Sat.

For hearing-impaired relay  
call 711.



### Web

Make payments and access  
your account at  
ColumbiaGasOhio.com



### Mobile

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



### Mail Payments

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



### Authorized Payment Locations

Find locations online at  
ColumbiaGasOhio.com

## Account Profile

### Customer Name:

Billy P Jones

### Your Contact

#### Information:

982 W Delaware Av

Toledo OH 43610-1231

### Type of Customer:

Residential

Final Service

### Account Number:

15086748 040 000 5

- 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

Balance on 07/13/2017 \$57.35

Charges for Gas Service This Period +\$28.25

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

**\$85.60**

- 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 Charges section.

turn 5-2-17

## Usage Summary

### Meter Number:

8934924

### Service Address:

976 W Delaware Av

Toledo OH 43610-1231

### Meter Readings - 28 Billing Days

Actual Reading on 7/13 935

Actual Reading on 6/15 - 935

Gas Used (Ccf) 0

Gas Used (Ccf) 0

6-15-17-7-17  
5-2-17 to 5-16-17  
2855

## Your Safety

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

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

### Always Call 8-1-1 Before You Dig

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



Know what's below.  
Call before you dig.

7-17-17 CLOSE 7-13-17  
talk to WENDI

MAY -17-17 \$28.65  
JUNE -16-17 29.08  
JULY -17-17 NO SERVICE

**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	\$17.81
Infrastructure Replacement Program Rider	\$8.96
Infrastructure Development Rider	\$0.14
Usage Based Charges	\$0.00
<b>Delivery</b>	<b>+\$26.91</b>
Gross Receipts Tax @ 4.987%	\$1.34
<b>Taxes &amp; Fees</b>	<b>+\$1.34</b>
Standard Choice Offer	\$0.00
<b>Supply</b>	<b>+\$0.00</b>
<b>Total Current Utility Charges</b>	<b>\$28.25</b>

**Columbia Gas<sup>®</sup>**  
**of Ohio**  
**A NiSource Company**

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

9-9-2016  
PAID IN FULL

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

976

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 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.

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

C\_ONROSS10\_601

\*\*\*PLEASE FOLD AND TEAR ON PERFORATION AND RETURN THE BELOW COUPON WITH YOUR PAYMENT.\*\*\*

COLUMBIA GAS OF OHIO  
PO BOX 742510  
CINCINNATI OH 45274-2510  
RETURN SERVICE REQUESTED

Aug 25 2016

601 208841988



Billy P Jones  
982 W Delaware Ave  
Toledo OH 43610-1231

Columbia Gas Of Ohio  
Total Due: 30.59  
Account #: 150867480380009

COLUMBIA GAS OF OHIO  
PO BOX 742510  
CINCINNATI OH 45274-2510

INTERNATIONAL  
MONEY ORDER

151215428

FILL IN THIS STUB AND  
SAVE FOR YOUR RECORD

DATE AND AMOUNT

SEP 09 2016

\$30.59 \$0.69

976  
gas

MEMO FINANCIAL SERVICES, INC.  
MEMO FINANCIAL SERVICES AMSTERDAM, INC.  
MEMO FINANCIAL SERVICES NEW YORK, INC.  
MEMO FINANCIAL SERVICES USA, INC.  
PO BOX 8888 - CAMP HILL, PA 17001-8888  
(800) 522-8979  
www.mfnco.com

PURCHASER'S RECEIPT

15086748038000900000000305951325



## 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](http://ColumbiaGasOhio.com)



### Mobile

Make payments and access your account at [m.ColumbiaGasOhio.com](http://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](http://ColumbiaGasOhio.com)

## Account Profile

### Customer Name:

Billy P Jones

### Your Contact Information:

982 W Delaware Av  
Toledo OH 43610-1231

### Type of Customer:

Residential  
Adjusted Bill  
Final Service

### Account Number:

15086748 038 000 9

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

## Account Summary

Previous Amount Due on 08/01/2016	\$30.03
Payments Received by 07/20/2016 Thank you	\$0.00
Billing Adjustment 07/26/2016	-\$26.73

Balance on 07/20/2016	\$3.30
Charges for Gas Service This Period	+\$27.29

**Current Charges Due by 08/11/2016** **\$30.59**

- 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.

## Your Safety

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

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

### Always Call 8-1-1 Before You Dig

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



Know what's below.  
Call before you dig.

### Employee Identification

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

## 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	926
Actual Reading on 7/15	925
Gas Used (Ccf)	1

## Detail Charges

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

## Helpful Definitions

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

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

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

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

## Legal Information

### Public Utilities Commission of Ohio

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

### Office of Ohio Consumers' Counsel

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

### Rights and Responsibilities

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

## 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

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your account at  
[ColumbiaGasOhio.com](http://ColumbiaGasOhio.com)



### Mobile

Make payments and access  
your account at  
[m.ColumbiaGasOhio.com](http://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](http://ColumbiaGasOhio.com)

## Account Profile

### Customer Name:

Billy P Jones

### Your Contact

#### Information:

982 W Delaware Av  
Toledo OH 43610-1231

### Type of Customer:

Residential

Initial Service

Security Deposit

### Account Number:

15086748 038 000 9

- 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

**\$72.03**

- If paid after 08/01/16, a late payment charge of 1.5% may be applied.
- For more information regarding these charges, see the Detail Charges section.

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

## Security Deposit Summary

### Security Deposit Installment

Beginning Balance  
Payments Received  
Installment Amount

Ending Balance

\$0.00  
\$0.00  
+\$42.00  
**\$42.00**

### 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.

## Your Safety

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

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

### Always Call 8-1-1 Before You Dig

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



Know what's below.  
Call before you dig.

7-20-16

CINDY

8-1-16

gas shut off 7-20-16

15 DAYS

**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.

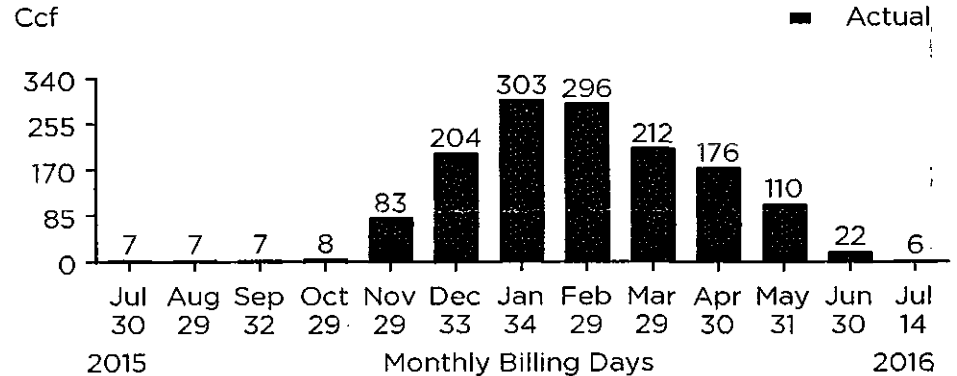
**Usage Based Charges** are basic charges for natural gas supply services to retail customers, excluding natural gas distribution services.

**Legal Information****Public Utilities Commission of Ohio**

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**13 Month Usage History****Meter Number:**

8934924

**Service Address:**

976 W Delaware Av  
Toledo OH 43610-1231

**Meter Readings - 14 Billing Days**

Actual Reading on 7/15 925  
Estimated Reading on 7/1 919

**Gas Used (Ccf)** 6

**Usage Comparison - Ccf**

Month	Ccf	Avg Temp	Ccf Per Day
Jul 15	7	68.1°	0.2
Jun 16	22	67.0°	0.7
Jul 16	6	72.8°	0.4

Your Average Monthly Usage = 120 Ccf.  
Your Total Annual Usage = 1434 Ccf.  
Your next meter reading date is 08/15/2016.

**Detail Charges**

Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$7.65
Usage Based Charges	\$0.53
<b>Delivery</b>	<b>+\$25.99</b>
Gross Receipts Tax @ 4.987%	\$1.43
<b>Taxes &amp; Fees</b>	<b>+\$1.43</b>
Standard Choice Offer	\$2.61
<b>Supply</b>	<b>+\$2.61</b>

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

Message Board continued on next page

BILLY P JONES  
722 E PEARL ST  
TOLEDO OH 43608-1337

**Columbia Gas<sup>®</sup>**  
**of Ohio**  
A NiSource Company

www.columbiagasohio.com

<b>Your Account Number</b>	
15086748 010	1
<b>Please Pay By</b>	
May 2, 2003	
<b>Amount Due</b>	
\$903.87	
<b>Amount Paid</b>	
\$	

\*\*\*\*\*AUTO\*\*3-DIGIT 434  
00076897 1 AT 0.292 1  
BILLY P JONES  
722 E PEARL ST  
TOLEDO OH 43608-1337

43,904 N

2003



☐ 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

1508674801000010000009038751325

Please return this portion with your payment payable to **Columbia Gas.**

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



**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  
976 W DELAWARE AV  
TOLEDO OH 43610-1231

**Your Account Number**

15086748 010 000 1

UNIT 12 BOOK 75 DECK 1

**Please Pay Amount Due By May 2, 2003**

**\$903.87**

**Utility Services**

**Prior Billing Information**

Account Balance on Last Bill	\$444.43
Payments Received as of 04-15-2003	\$ .00
Balance at Billing	\$444.43

**Current Charges for Residential Service**

Current Month Charges	\$316.44
-----------------------	----------

**Security Deposit Installment \*\* (see below)**

Previous Balance	\$143.00
Payments Received	\$ .00
Balance at Billing	\$143.00
Installment Amount	\$ .00
Security Deposit Amount Due	\$143.00

**Amount Due**

**\$903.87**

**Security Deposit Installment Terms**

Number of Installments :	1	Total Deposit Required :	\$143.00
Remaining Installments :	0	Payments Received :	\$ .00

**Meter Information**

**Next Actual Meter Reading Date : May 15, 2003**

Meter Number	Billing Period		Days	Meter Readings		Gas Used
	From	To		From	To	
8934924	03-17-2003	04-15-2003	29	8333	8620	287 CCF
976 W Delaware Av				Calculated	Calculated	

**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 \$249.87 at the rate of \$0.87063 per CCF.

BILLY P JONES  
722 E PEARL ST  
TOLEDO OH 43608-1337

Columbia Gas  
of Ohio  
A NiSource Company

www.columbiagasohio.com

<b>Your Account Number</b> 15086748 010 1
<b>Please Pay By</b> Jun 3, 2003
<b>Amount Due</b> \$448.11
<b>Amount Paid</b> \$

\*\*\*\*\*AUTO\*\*3-DIGIT 434  
00077176 1 AT 0.292 1  
BILLY P JONES  
722 E PEARL ST  
TOLEDO OH 43608-1337

41,633 N



☐ 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

1508674801000010000004481171325

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

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 :** BILLY P JONES  
976 W DELAWARE AV  
TOLEDO OH 43610-1231

**Your Account Number**  
15086748 010 000 1  
UNIT 12 BOOK 75 DESK 1

**Please Pay Amount Due By June 3, 2003 \$448.11**

**Utility Services**

**Prior Billing Information**

Account Balance on Last Bill	\$760.87
Payments Received as of 05-15-2003	\$ .00
Billing Adjustment 05-13-2003 (Explanation Enclosed)	\$509.26 CR
Balance at Billing	\$251.61

**Current Charges for Residential Service**

Current Month Charges	\$53.50
-----------------------	---------

**Security Deposit Installment \*\* (see below)**

Previous Balance	\$143.00
Payments Received	\$ .00
Balance at Billing	\$143.00
Installment Amount	\$ .00
Security Deposit Amount Due	\$143.00

**Amount Due**

**\$448.11**

**Security Deposit Installment Terms**

Number of Installments :	1	Total Deposit Required :	\$143.00
Remaining Installments :	0	Payments Received :	\$ .00

**Meter Information**

**Next Actual Meter Reading Date : July 16, 2003**

Meter Number	Billing Period		Days	Meter Readings		Gas Used
	From	To		From	To	
8934924 976 W Delaware Av	04-15-2003	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 based on recent actual readings.



# Public Utilities Commission

Case Number

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

## Formal Complaint Form

Billy P Jones

Customer Name (Please Print)

982 W DELAWARE AVE

Customer Address

TOLEDO

City

OH 43610

State Zip

Against

15086748029 000-0

Account Number

COLUMBIA GAS

Utility Company Name

Customer Service Address (if different from above)

TOLEDO

City

OH 43610

State Zip

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

961  
DELAWARE AVE

CASE ID

B JON 11141788

Billy P Jones

Signature

419 609 9503

Customer Telephone Number

BILLY JONES  
982 DELAWARE  
TOLEDO OH 43616  
PH 419 509 9503

ATTACH PAGE

1-27-18

PAGE  
ONE

MY Name are Billy Jones  
the Account Complaint About Are

~~SERVICE ADDRESS~~  
980 DELAWARE ACC 15086748005  
980 DELAWARE ACC 139882370027  
980 DELAWARE ACC 1508674800190002  
980 DELAWARE ACC 150867480310006  
722 PEARL ST ACC 150867480050008 SAME  
722 PEARL ST ACC 150867480160005  
722 PEARL ST ACC 150867480140007  
722 PEARL ST ACC 150867480050008 SAME  
722 PEARL ST ACC 150867480050008 SAME

966 DELAWARE ACC 15086748012000-9  
966 DELAWARE ACC 15086748003000-0  
966 DELAWARE ACC 15086748017000-4  
966 DELAWARE ACC 15086748018000-3  
961 DELAWARE ACC 19637191001000-8  
961 DELAWARE ACC 150867480330004

982 DELAWARE ACC 15086748029000-0  
982 DELAWARE ACC 15086748024000-5

976 DELAWARE ACC 15086748022000-7  
976 DELAWARE ACC 15086748040000-5  
976 DELAWARE ACC 15086748038000-9  
976 DELAWARE ACC 1508674801000-1

**NEED INITIAL SERVICE**  
**NEED FINAL BILL WITH BAL ON**  
**ALL ACCOUNT**

I have all my Receipt Date Back to

1983

NEED



# COLUMBIA GAS COMPLAINT

961 DELAWARE AVE

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 Calculated Bill at 1703  
168 CCF for \$209.39 illegal in 8-1-05  
they did credit account. On final Bill  
Paid \$160.00. 2-22-06 Paid Bill in full

ACCOUNT NUMBER A637191 001000-8

INITIAL SER 1-16-15 Charge \$106.00 DEPOSIT

4-16-15 FINAL SERVICE, NEED PAYMENT HISTORY

ACCOUNT NUMBER 15086748 033 000-4

INITIAL SER 12-13-13 with DEPOSIT of \$441.00

FINAL SER 3-14-14 NEED PAYMENT HISTORY

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



www.columbiagasohio.com

A NiSource Company

<b>Your Account Number</b> 15086748 018 000 3
<b>Please Pay By</b> Jun 1, 2005
<b>Amount Due</b> \$6.50
<b>Amount Paid</b> \$

\*\*\*\*AUTO\*\*5-DIGIT 43610  
00078237 1 AV 0.278 1  
BILLY P JONES  
961 W DELAWARE AV  
TOLEDO OH 43610-1232

40,348



☐ 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

15086748018000300000000065041325

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



**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  
961 W DELAWARE AV  
TOLEDO OH 43610-1232

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

**Please Pay Amount Due By June 1, 2005**

**\$6.50**

**Utility Services**

**Prior Billing Information**

Account Balance on Last Bill	\$ .00
Payments Received as of 05-16-2005	\$ .00
Balance at Billing	\$ .00

**Current Charges for Residential Service**

Current Month Charges	Initial Service	\$6.50
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**Amount Due**

**\$6.50**

**Meter Information**

**Next Actual Meter Reading Date : July 15, 2005**

Meter Number	Billing Period		Days	Meter Readings		Gas Used
	From	To		From	To	
98435666 961 W Delaware Av	05-04-2005	05-16-2005	12	1535 Actual	1535 Actual	0 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](http://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.

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

Columbia Gas  
of Ohio

A NiSource Company

www.columbiagasohio.com

<b>Your Account Number</b> 15086748 018 000 3
<b>Please Pay By</b> Feb 22, 2006
<b>Amount Due</b> \$199.04
<b>Amount Paid</b> \$

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

49,800



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

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

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

**Please Pay Amount Due By February 22, 2006 \$199.04**

**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
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**Amount Due**

**\$199.04**

**Meter Information**

Meter Number	Billing Period		Days	Meter Readings		Gas Used
	From	To		From	To	
98435666 961 W Delaware Av	01-17-2006	02-04-2006	18	1700 Actual	1735 Calculated	35 CCF

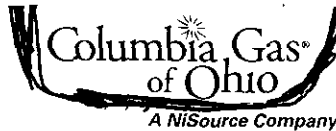
**For Your Information :**

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

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

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



www.columbiagasohio.com

<b>Your Account Number</b> 15086748 018 000 3
<b>Please Pay By</b> Aug 1, 2005
<b>Amount Due</b> \$21.73
<b>Amount Paid</b> \$

\*\*\*\*\*AUTO\*\*3-DIGIT 434  
00086042 1 AT 0.292 1  
BILLY P JONES  
961 W DELAWARE AV  
TOLEDO OH 43610-1232

50,563



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Check box and record information on back.

P O BOX 9001847  
LOUISVILLE KY 40290-1847



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



11-29-05  
DEBB

**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  
961 W DELAWARE AV  
TOLEDO OH 43610-1232

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

**Please Pay Amount Due By August 1, 2005 \$21.73**

**Utility Services**

**Prior Billing Information**

Account Balance on Last Bill	\$218.12
Payments Received as of 07-15-2005	\$ .00
Billing Adjustment 07-15-2005 (Explanation Enclosed)	\$202.89 CR
Balance at Billing	\$15.23

**Current Charges for Residential Service**

Current Month Charges	\$6.50
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**Amount Due \$21.73**

**Meter Information Next Actual Meter Reading Date : September 14, 2005**

Meter Number	Billing Period		Days	Meter Readings		Gas Used
	From	To		From	To	
98435666 961 W Delaware Av	06-15-2005	07-15-2005	30	1535 Adjusted	1535 Actual	0 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 based on a recent actual reading of your meter.

Billing Date	Original Amount	Corrected Amount	Difference
06-15-2005	\$209.39	\$6.50	\$202.89 CR
<b>Total Billing Adjustment =</b>			<b>\$202.89 CR</b>

**For Your Information :**

**Apples to Apples** - For a comparison of available competitive natural gas suppliers, visit the PUCO Web site at [www.puco.com](http://www.puco.com)

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

**Columbia Gas**  
of Ohio  
A NiSource Company

www.columbiagasohio.com

<b>Your Account Number</b>
15086748 018 000 3
<b>Please Pay By</b>
Jun 30, 2005
<b>Amount Due</b>
\$218.12
<b>Amount Paid</b>
\$

\*\*\*\*AUTO\*\*5-DIGIT 43610  
00076497 1 AV 0.278 1  
BILLY P JONES  
961 W DELAWARE AV  
TOLEDO OH 43610-1232

40,439



☐ 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

1508674801800030000002181241325

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**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  
961 W DELAWARE AV  
TOLEDO OH 43610-1232

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

**Please Pay Amount Due By June 30, 2005**

**\$218.12**

**Utility Services**

**Prior Billing Information**

Account Balance on Last Bill	\$6.50
Payments Received as of 06-15-2005	\$ .00
Other Debits and Credits 05-19-2005	\$2.23
Balance at Billing	\$8.73

**Current Charges for Residential Service**

Current Month Charges	\$209.39
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**Amount Due**

**\$218.12**

**Meter Information**

**Next Actual Meter Reading Date : July 15, 2005**

Meter Number	Billing Period		Days	Meter Readings		Gas Used
	From	To		From	To	
98435666	05-16-2005	06-15-2005	30	1535	1703	168 CCF
961 W Delaware Av				Actual	Calculated	

**For Your Information :**

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**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.