

FILE

FAX

To: From: gregory howard
Fax: 16144660313
Phone: Date: 11/23/2018
RE: Case No. 17-2536-GA-CSS

☒ Urgent

☐ Please Comment

☐ For Review

☐ Please Reply

Comments:

Notice that Columbia is still not in compliance with PUCO's rules.

FAX

fax cover

[Phone number - (419) 450-3408]

[Fax number - (419) 754-0153]

[e-mail - hwrdrgrny@yahoo.com]

[Website -]

RECEIVED-DOCKETING DIV
2018 NOV 23 PM 2:58
PUCO

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Technician Am Date Processed 11/23/18

November 23, 2018

ATTN: Anna Sanyal, Attorney Examiner
PUBLIC UTILITIES COMMISSION OF OHIO
180 E. Broad St.
Columbus, Ohio 43215-3793

Case No. 17-2536-GA-CSS

Dear Ms. Sanyal:

This letter constitutes the complainant's notice that Columbia is still not in compliance with the PUCO's rules concerning termination of his natural gas services. On October 29, 2018, Columbia properly disconnected the gas service as required by Ohio Adm. Code 4901:1-18-06(A)(2) (copy attached). Complainant states that a payment of \$211 was made on October 31, 2018 in order to reconnect gas service during the winter reconnect season, which ends on April 15, 2019.

Complainant disputes receiving a 14-day termination disconnect notice for nonpayment/billing statement as required by Ohio Adm. Code 4901:1-18-06(A). Therefore, such notice was not received by the complainant in compliance with the PUCO's rules or specifically as required by Ohio Adm. Code 4901:1-18-06(A). Accordingly, Columbia is still not in compliance with the PUCO's rules concerning termination of his natural gas services.


Furthermore, complainant does not dispute receiving the 10-day disconnection notice as required by Ohio Adm. Code 4901:1-18-06(B) (copy attached). Complainant avers that on or about October 31, 2018 or on or before the scheduled gas service disconnection date of 12/3/2018 that he arranged a payment plan on the balance in advance as required by Ohio Adm. Code 4901:1-18-06(B)(1). To reiterate, the complainant did not receive a 14-day termination disconnect notice for nonpayment/billing statement as required by Ohio Adm. Code 4901:1-18-06(A). Further because the complainant was being disconnected between October 16 and April 15, Columbia sent him a 10-day disconnection notice as required by Ohio Adm. Code 4901:1-18-06(B).

However, Ohio Adm. Code 4901:1-18-06(B)(1) requires that between October 16 and April 15, if a payment or payment arrangements are not made to prevent disconnection before the disconnection date stated on the 14-day disconnection notice, the utility company shall not disconnect service to residential customers for nonpayment unless, among other things, the company makes contact with the customer or other adult consumer at the premises ten days prior to the disconnection of service. Here, the complainant has not received a 14-day disconnection notice but Columbia has contacted him at the premises ten days prior to the disconnection of service and he has made a payment of \$211 and has made payment arrangement in order to prevent disconnection before the disconnection date stated on the 10-day disconnection notice which is 12/3/2018. Therefore, Columbia is still not in compliance with the PUCO's rules concerning termination of his natural gas services and Columbia cannot disconnect service to the complainant for nonpayment. Accordingly, a partial payment will prevent the disconnection of service. Thus, because the complainant has made a payment and/or payment arrangements have

already been made, he is required to disregard Columbia's 10-day disconnection notice dated 11/13/2018.

Thank-you for your much-anticipated cooperation in this matter.

Respectfully submitted,


Gregory T. Howard
381 S. Detroit Avenue
Toledo, Ohio 43609-2068
hwrdrgrgy@yahoo.com

Enclosures

cc: Columbia Gas of Ohio-Facsimile to: (614) 460-8403
Eric B. Gallon, Esq. Porter, Wright, Morris & Arthur LLP- Facsimile to: (614) 227-2100
PUCO Docketing Division- Fax to: (614) 466-0313



Service Termination Notice

Account # _____ Amount Past Due 2085.86 Date 10-29-18
 Service Address 381 S Detroit Gregory

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

- ☒ Non-payment of a delinquent bill
- ☐ Failure to post a security deposit
- ☐ Unauthorized use of gas and/or illegal tampering with meter
- ☐ Check returned for insufficient funds or closed account

To restore service, you must take all of the following steps.

- Pay the past-due account balance (see * below)
- Pay a \$52 reconnection fee
- Pay a security deposit, if one is required
- Contact us at 1-800-344-4077 to schedule reconnection

Residential Reconnection

- Disconnected ten business days or less: You must call us with your payment receipt number before 12:30 p.m., Monday through Friday, to be reconnected the same day. Otherwise, reconnection will be scheduled for our next regular working day.
- Disconnected more than ten business days: You will be reconnected within three business days after payment.

Commercial Reconnection

- Reconnection will be scheduled for our next regular working day.

**The amount of this notice is valid only until your final bill is issued. Once the final bill is issued, your entire past due account balance must be paid to restore service.*

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). 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>.

Columbia Gas of Ohio cannot support customers who threaten our employees. Actions may be taken to engage law enforcement where appropriate and/or refusal of utility service until our employees have a safe work atmosphere

Form C-2273-34 (12-13)

2.222.00
 Columbia Gas of Ohio, Inc.
 1-800-344-4077
www.columbiagasohio.com



Account Number
19812447 001 000 2
Statement Date
11/13/2018
118

Page 1 of 2

10 Day Disconnection Notice

Disconnect Scheduled for 12/3/2018

Name: Gregory Howard
Service at: 381 S DETROIT AV
TOLEDO OH 43609

Amount Past-Due**\$2,074.32**

Your gas service is scheduled to be disconnected on or after the date listed below. Partial payment will not prevent disconnection unless you arrange a payment plan on the balance in advance.

Payment Plans & Assistance - You might be able to reduce payments and avoid disconnection by joining a payment plan:

- One-sixth Payment Plan - Current bill plus one-sixth of the past-due amount monthly.
- 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.
- Winter Heating Season Payment Plan - One-third of your total bill, including the past-due amount.
- Percent of Income Payment Plan (PIPP Plus) - Payment equal to six percent of your gross monthly income or \$10, whichever is greater.
- Graduate PIPP Plus - Arrearage crediting program for former PIPP customers.

Call us at 1-800-344-4077 or visit ColumbiaGasOhio.com for more information.

Low-income households might be eligible for financial help and/or weatherization assistance through the Home Energy Assistance Program (HEAP). For information about the program, call the Ohio Development Service Agency, toll-free at 1-800-282-0880, Monday - Friday, 7:30 a.m. - 5:00 p.m., or visit http://development.ohio.gov/is/is_energyassist.htm.

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IF PAYING BY MAIL REMOVE THE PAYMENT COUPON AND RETURN TO **COLUMBIA GAS** WITH YOUR PAYMENT
IF PAYING IN PERSON PLEASE PRESENT ENTIRE NOTICE

▼ Payment Coupon