



**Public Utilities
Commission**

19-2110-GA-CSS

3

Case Number

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

Formal Complaint Form

Gary & Shirley Snyder
Customer Name (Please Print)

6059 Possum Run Road
Customer Address

Bellville Ohio 44813
City State Zip

Against

17439311 001 0006
Account Number

6059 Possum Run Road
Customer Service Address (if different from above)

Columbia Gas of Ohio
Utility Company Name

Bellville Ohio 44813
City State Zip

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

RECEIVED-DOCKETING
2019 DEC -3 PM 12:09

PUCO

Shirley Snyder
Signature

419 938 6297
Customer Telephone Number

This is to certify that the images appearing are an
accurate and complete reproduction of a case file
document delivered in the regular course of business.
Technician A Date Processed 12/3/19

RECEIVED-BOOKETING 311

2019 DEC -3 PM 12:10

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



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



Authorized Payment Locations
Find locations online at ColumbiaGasOhio.com

Your Safety

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

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

Always Call 8-1-1 Before You Dig

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



Employee Identification

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

Account Profile

Customer Name:
Gary Snyder
Shirley Snyder

Your Contact Information:
6059 Possum Run Rd
Bellville OH 44813-9199

Type of Customer:
Residential

Account Number:
17439311 001 000 6

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

Account Summary

Previous Amount Due on 11/01/2019	\$206.25
Payments Received by 11/05/2019 Thank you	\$0.00
Billing Adjustment 10/17/2019	-\$46.86
Balance on 11/05/2019	\$159.39
Charges for Gas Service This Period	+\$70.98

Total Amount Due **\$230.37**

Amount Past Due - Pay Immediately **\$159.39**
Current Charges Due by 11/20/2019 **\$70.98**

- If paid after 11/20/19, a late payment charge of 1.5% may be applied to your utility balance.
- 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.

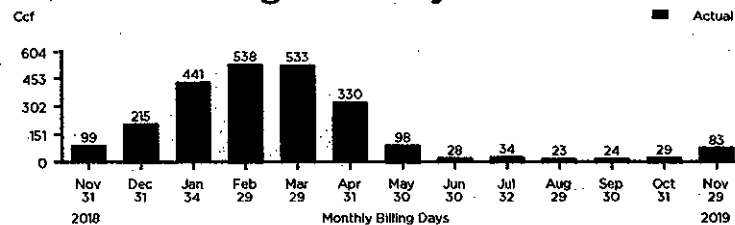
Foreign language interpreter service is available by phone. This service is available 24/7 to report emergencies.

Your annual free gas allowance is 2000 Ccf.

Your total gas used year-to-date is 2161 Ccf.

Your total gas used year-to-date has exceeded your annual allowance of free gas. Any amount used beyond your allowance will be billed at current applicable rates.

13 Month Usage History



Meter Number:
19000113

Service Address:
6059 Possum Run Rd R3
Bellville OH 44813-9199

Meter Readings - 29 Billing Days

Actual Reading on 11/5	217
Actual Reading on 10/7	134
Gas Used (Ccf)	83

Usage Comparison - Ccf

Month	Ccf	Avg Temp	Ccf Per Day
Nov 18	99	50.1°	3.2
Oct 19	29	69.4°	0.9
Nov 19	83	51.9°	2.8

Your Average Monthly Usage = 198 Ccf.

Your Total Annual Usage = 2376 Ccf.

Your next meter reading date is 12/06/2019.

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



Web
ColumbiaGasOhio.com



Phone
1-800-344-4077

Account Number: 17439311 001 000 6
Amount Due by 11/20/2019: \$230.37

Amount Enclosed:

\$

GARY SNYDER
SHIRLEY SNYDER
6059 POSSUM RUN RD
BELLVILLE OH 44813-9199

Columbia Gas
of Ohio
A NiSource Company

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

00078417 1AB 0.412
*AUTO**ALL FOR AADC 440
GARY SNYDER
SHIRLEY SNYDER
6059 POSSUM RUN RD
BELLVILLE OH 44813-9199



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



Helpful Definitions

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

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

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

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

Legal Information

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

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

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

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

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

Other Correspondence (except payments)
Mail to Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasOhio.com.

Change Contact Information

By providing Columbia Gas a telephone number, it enables us to call you about your utility service, future service appointments and other important information pertaining to your account and you're agreeing to receive autodialed and prerecorded voice calls. Please notify us if you wish to opt out or if you no longer use this number. Thank you in advance.

Detail Charges

Fixed Monthly Delivery Charge	\$16.75
Infrastructure Replacement Program Rider	\$9.38
Capital Expenditure Program Rider	\$4.09
Federal Tax Reform Credit	-\$1.06
Infrastructure Development Rider	\$0.02
Usage Based Charges	\$7.08

Delivery **+\$36.26**

Gross Receipts Tax @ 4.987% **\$3.37**

Taxes & Fees **+\$3.37**

Standard Choice Offer **\$31.35**

Supply **+\$31.35**

Total Current Utility Charges **\$70.98**

- Current Charges include gas cost recovery of \$31.35 at the SCO rate of \$0.37770 per Ccf. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.18 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.
- Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at ColumbiaGasOhio.com.
- At Columbia Gas of Ohio, we believe saving matters. That's why we provide a variety of energy efficiency offerings that not only keep your family warm in the winter and cool in the summer, but also make sure you have a little extra in your wallet. For more information, visit ColumbiaGasOhio.com/SavingMatters.
- Our mailing address for bill payments will change in the coming weeks. The new address will show on the payment coupon and under the Contact Us portion of your next bill.