

NC
FILE

Ohio

**Public Utilities
Commission**

00742544

Case Number

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

22-0145-GA-CSS

Formal Complaint Form

Kelsey Johnson
Customer Name (Please Print)

514 North Street
Customer Address

Toledo Ohio 43620
City State Zip

Against

206360590010006
Account Number

Customer Service Address (if different from above)

Columbia Gas of Ohio
Utility Company Name

Columbus Ohio 43216-6581
City State Zip

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

Columbia Gas of Ohio is overbilling me by 3-fold at \$205.05 and the final bill at \$127.34. My average monthly bill is [seriously] less than those number of \$6.00 and some change per day.

PUCO

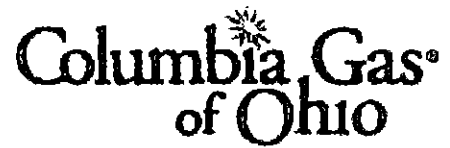
2022 FEB 24 PM 1:35

RECEIVED-DOCKETING

Kelsey Johnson
Signature

419-350-2408
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 DH Date Processed 2-24-22



A NiSource Company

October 08, 2021

Dear Kelsey R Johnson,

The information that you requested is shown below.

Engie Insight Services
1313 N. Atlantic St, Ste 500
Spokane, WA 99201
509-329-7600

OPER ACTION ==> PROPERTY OWNER INFORMATION 34 1121 200623433 18/50

CUST NAME KELSEY R JOHNSON

PCID 20636059 CUST 001 6

SERV ADDR 514 NORTH ST

CHECKFREE-ZIPCHECK

CITY TOLEDO

ST OH ZIP 436201958

NON PARTICIPANT

AGREEMENT NO 01BU

OWNERSHIP DATE

PCID 20284305

AGREEMENT TYPE PROPERTY RENTED-PROP OWNER INFO ON FILE

PREV PCID

PROP OWNER NAME BEACON PLACE USA LLC

NAME OVERFLOW

ADDR 1 PO BOX 2425

ADDR 2 C/O ENGIE INSIGHT - MS 7005

CITY SPOKANE

STATE WA ZIP CODE 992102425

PHONE 419-255-5440 BUSINESS

EXTSN 0 OTHER

EMAIL ADDRESS BEACONPLACE@DENIZENQUE.COM

INSTR ENTER FOR TOB:SAMANTHA TEETS 419-255-5440 SAMANTHAT@DENIZENQUA.COM

NO OF DWELLINGS 001

BYPASS TOB N

TERM NOTICE Y

PAID 11/28/21

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.

For hearing-impaired relay call 711.



Web
Make payments and access your account at ColumbiaGasOhio.com



Mail Payments
Columbia Gas of Ohio
PO BOX 4629
Carol Stream IL 60197-4629



Authorized Payment Locations
Find locations online at ColumbiaGasOhio.com

Account Profile

Customer Name:
Kelsey R Johnson

Your Contact Information:
514 North St
Toledo OH 43620-1958

Type of Customer:
Residential
Customer CHOICE Program

Account Number:
20636059 001 000 6

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

Account Summary

Previous Amount Due on 11/05/2021	\$53.69
Payments Received by 10/29/2021 Thank you	-\$54.00
Balance on 11/19/2021	\$0.31CR
Charges for Gas Service This Period	+\$70.87

Current Charges Due by 12/08/2021 **\$70.56**

- If paid after 12/08/21, a late payment charge of 1.5% may be applied to your utility balance.
- For more information regarding these charges, see the Detail Charges section.

We know that the COVID-19 pandemic may cause financial hardship for our customers. Any customer who is having trouble paying his/her bill should call 1-800-344-4077 to discuss payment arrangements and/or financial assistance programs. Flexible payment plans are available to customers who indicate either an impact or hardship as a result of COVID-19.

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

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.**

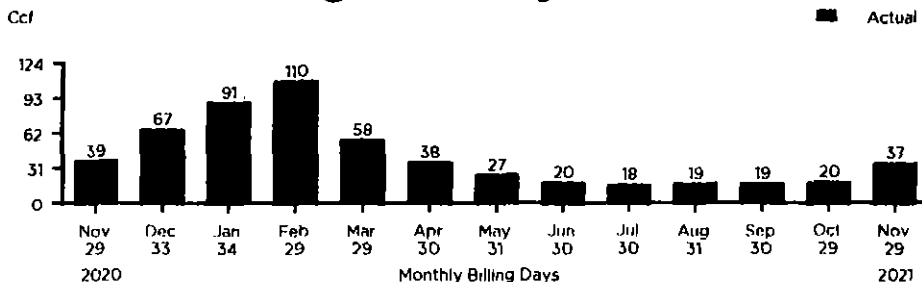
Employee Identification

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.

Message Board

- We've made it easier for you to sign up for paperless billing! Enjoy the convenience of managing your account online! You will receive monthly email alerts, have 24/7 account access and up to two years of past bills and payment history. Sign up at GoPaperFreeToday.com!
- Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at ColumbiaGasOhio.com.
- Take the seasonal highs and lows out by dividing your yearly energy use into 12 equal monthly payments - for budgeting that's a whole lot easier. Enroll today at ColumbiaGasOhio.com/Budget.
- 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.

13 Month Usage History



13 Month Usage History continued on next page

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

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.

13 Month Usage History *continued*

Meter Number:
M6038426

Service Address:
514 North St
Toledo OH 43620-1958

Meter Readings - 29 Billing Days

Actual Reading on 11/19	6900
Actual Reading on 10/21	6863

Gas Used (Ccf) **37**

Usage Comparison - Ccf

Month	Ccf	Avg Temp	Ccf Per Day
Nov 20	39	49.0°	1.3
Oct 21	20	64.0°	0.7
Nov 21	37	46.6°	1.3

Your Average Monthly Usage = 44 Ccf.

Your Total Annual Usage = 524 Ccf.

Your next meter reading date is 12/22/2021.

Detail Charges

Fixed Monthly Delivery Charge	\$16.75
Infrastructure Replacement Program Rider	\$11.98
Capital Expenditure Program Rider	\$5.91
Infrastructure Development Rider	\$0.27
Usage Based Charges	\$3.18

Delivery - Columbia Gas of Ohio **+\$38.09**

Gross Receipts Tax @ 4.987% \$1.90

Taxes & Fees **+\$1.90**

Customer CHOICE Program	
Gas Supply Cost Incl Sales Tax	\$30.88

Supply - Constellation Newenergy Gas Div **+\$30.88**

Total Current Utility Charges **\$70.87**

- Current billing charges include Constellation Newenergy Gas Div gas supply costs of \$28.79 at the rate of \$0.77820 per Ccf and sales tax of \$2.09.

Customer CHOICE Program

As a participant of the Columbia Gas Customer CHOICE Program, your gas is being supplied by Constellation Newenergy Gas Div. 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 Constellation Newenergy Gas Div, PO Box 4911, Houston TX 77210, at 1-800-785-4373. If your questions are not resolved after you have called your supplier or Governmental aggregator, you may call the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) toll free number(s) listed under Legal Information in the left column of your bill.

Contact Us

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1-800-344-4077
For gas leaks or odors of gas
- Customer Service**
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7 a.m. - 7 p.m. Mon. - Fri.
- For hearing-impaired relay call 711.
- Web**
Make payments and access your account at ColumbiaGasOhio.com
- Mail Payments**
Columbia Gas of Ohio
PO BOX 4629
Carol Stream IL 60197-4629
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Always Call 8-1-1 Before You Dig
If you're planning a home or landscaping project, call 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: Kelsey R Johnson
Your Contact Information: 514 North St
Toledo OH 43620-1958
Type of Customer: Residential
Customer CHOICE Program

Account Number: 20636059 001 000 6

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

Account Summary

Previous Amount Due on 12/08/2021 \$70.56
Payments Received by 12/06/2021 Thank you -\$71.00
Balance on 12/22/2021 \$0.44CR
Charges for Gas Service This Period +\$205.46

Current Charges Due by 01/11/2022 **\$205.02**

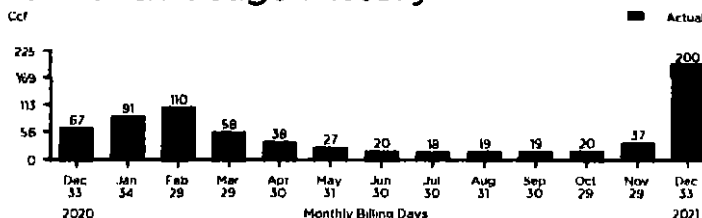
- If paid after 01/11/22, a late payment charge of 1.5% may be applied to your utility balance.
- For more information regarding these charges, see the Detail Charges section.

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- Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at ColumbiaGasOhio.com.
- Take the seasonal highs and lows out by dividing your yearly energy use into 12 equal monthly payments - for budgeting that's a whole lot easier. Enroll today at ColumbiaGasOhio.com/Budget.
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13 Month Usage History



13 Month Usage History continued on next page

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

Web
ColumbiaGasOhio.com

Phone
1-800-344-4077

Account Number: 20636059 001 000 6
Amount Due by 01/11/2022: **\$205.02**
Amount Enclosed: \$

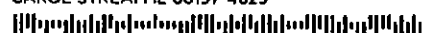
KELSEY R JOHNSON
514 NORTH ST
TOLEDO OH 43620 1958

P.O. BOX 4629
Columbus, OH 43216-6581

Columbia Gas
of Ohio
A NiSource Company

00065103 1 AB 0.461
*AUTO**ALL FOR AADC 481
KELSEY R JOHNSON
514 NORTH ST
TOLEDO OH 43620-1958

Make check payable to:
COLUMBIA GAS
PO BOX 4629
CAROL STREAM IL 60197-4629



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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Applies to Applies
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Bankruptcy Notices
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Other Correspondence (except payments)
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13 Month Usage History *continued*

Meter Number:		Usage Comparison - Ccf			
M6038426		Month	Ccf	Avg Temp	Ccf Per Day
Service Address: 514 North St Toledo OH 43620-1958		Dec 20	67	38.5°	2.0
		Nov 21	37	48.6°	1.3
		Dec 21	200	39.2°	6.1
Meter Readings - 33 Billing Days		Your Average Monthly Usage = 55 Ccf.			
Actual Reading on 12/22		Your Total Annual Usage = 657 Ccf.			
Actual Reading on 11/19		Your next meter reading date is			
Gas Used (Ccf)		01/25/2022.			

Detail Charges

Fixed Monthly Delivery Charge	\$16.75
Infrastructure Replacement Program Rider	\$11.98
Capital Expenditure Program Rider	\$5.91
Infrastructure Development Rider	\$0.27
Usage Based Charges	\$17.22
Delivery - Columbia Gas of Ohio	+\$52.13
Gross Receipts Tax @ 4.987%	\$2.60
Taxes & Fees	+\$2.60
Customer CHOICE Program	
Gas Supply Cost Incl Sales Tax	\$150.73
Supply - Constellation Newenergy Gas Div	+\$150.73

Total Current Utility Charges **\$205.46**

• Current billing charges include Constellation Newenergy Gas Div gas supply costs of \$140.54 at the rate of \$0.70270 per Ccf and sales tax of \$10.19.

Customer CHOICE Program

As a participant of the Columbia Gas Customer CHOICE Program, your gas is being supplied by Constellation Newenergy Gas Div. 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 Constellation Newenergy Gas Div, PO Box 4916, Houston TX 77210, AT 1-800-785-4373. If your questions are not resolved after you have called your supplier or Governmental aggregator, you may call the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC), toll free number(s) listed under Legal Information in the left column of your bill.

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.

Address	
City	
State	Zip Code
Phone Number	
Add or Edit Email	

HeatShare Contribution

HeatShare, Columbia Gas of Ohio's fuel fund program, is a fund of last resort for households who have exhausted all other sources of assistance and still have trouble paying their heating bills. The fund is supported through donations from Columbia Gas customers and matching contributions from Columbia Gas.

* Your donation is tax-deductible.

Monthly Contribution One-Time Contribution


\$10 \$5 \$1

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

\$ <input type="text"/>

\$ <input type="text"/>


Contact Us


 **Phone**
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For gas leaks or odors of gas

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



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:
Kelsey R Johnson

Your Contact Information:
2843 Belle Glade Dr
Toledo OH 43617-2302

Type of Customer:
Residential
Final Service
Customer CHOICE Program

Account Number:
20636059 001 000 6

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

Account Summary

Previous Amount Due on 01/11/2022	\$205.02
Payments Received by 01/10/2022 Thank you	\$0.00
Balance on 01/10/2022	\$205.02
Charges for Gas Service This Period	+\$127.34

Current Charges Due by 01/26/2022 **\$332.36**

- If paid after 01/26/22, a late payment charge of 1.5% may be applied to your utility balance.
- For more information regarding these charges, see the Detail Charges section.

We know that the COVID-19 pandemic may cause financial hardship for our customers. Any customer who is having trouble paying his/her bill should call 1-800-344-4077 to discuss payment arrangements and/or financial assistance programs. Flexible payment plans are available to customers who indicate either an impact or hardship as a result of COVID-19.

Thank you for being a Columbia Gas customer. We appreciate your business and are pleased to provide the following information as a credit reference.

Customer Name
Kelsey R Johnson

Service Address
514 North St
Toledo Oh 43620-1958

Period Served: 08/09/2019 To 01/10/2022
Credit Rating: Excellent
Best Wishes, Columbia Gas



Usage Summary

Meter Number:
M6038426
Service Address:
514 North St
Toledo OH 43620-1958

Meter Readings - 19 Billing Days

Actual Reading on 1/10	7230
Actual Reading on 12/22	7100
Gas Used (Ccf)	130

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

 **Web**
ColumbiaGasOhio.com
 **Phone**
1-800-344-4077

Account Number: 20636059 001 000 6
Amount Due by 01/26/2022: \$332.36
Amount Enclosed: \$

P.O. BOX 16581
Columbus, OH 43216-5581

Columbia Gas
of Ohio
A NISource Company

00074234 1AV 0.426
****AUTO**S-DIGIT 43617
KELSEY R JOHNSON
2843 BELLE GLADE DR
TOLEDO OH 43617-2302

Make check payable to:
COLUMBIA GAS
PO BOX 4629
CAROL STREAM IL 60197-4629



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Detail Charges

Fixed Monthly Delivery Charge	\$16.75
Infrastructure Replacement Program Rider	\$11.98
Capital Expenditure Program Rider	\$5.91
Infrastructure Development Rider	\$0.27
Usage Based Charges	\$11.96
Delivery - Columbia Gas of Ohio	+\$46.87
Gross Receipts Tax @ 4.987%	\$2.34
Taxes & Fees	+\$2.34
Customer CHOICE Program	
Gas Supply Cost Incl Sales Tax	\$78.13
Supply - Constellation Newenergy Gas Div	+\$78.13

Total Current Utility Charges \$127.34

Current billing charges include Constellation Newenergy Gas Div gas supply costs of \$72.85 at the rate of \$0.56040 per Ccf and sales tax of \$5.28.

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Customer CHOICE Program


Your participation in the Customer CHOICE program has been canceled with your final bill for this address. If you will be a Columbia Gas of Ohio customer at your new address and wish to continue in the CHOICE program, you will need to re-enroll. Please contact your current supplier, Constellation Newenergy Gas Div, at 1-800-785-4373 or compare offers from other approved suppliers. For a current list of approved suppliers, visit ColumbiaGasOhio.com or go to the Public Utilities Commission of Ohio at www.energychoice.ohio.gov for an "Apples to Apples" comparison of current offers.

Change Contact Information

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Address	
City	
State	Zip Code
Phone Number	
Add or Edit Email	


Contact Us


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For gas leaks or odors of gas

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Type of Customer:
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Final Service
Customer CHOICE Program

Account Number:
20636059 001 000 6

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

Account Summary

Previous Amount Due on 01/11/2022 \$205.02
Payments Received by 01/10/2022 Thank you \$0.00

Balance on 01/10/2022 \$205.02
Charges for Gas Service This Period +\$127.34

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- If paid after 01/26/22, a late payment charge of 1.5% may be applied to your utility balance.
- For more information regarding these charges, see the Detail Charges section.

We know that the COVID-19 pandemic may cause financial hardship for our customers. Any customer who is having trouble paying his/her bill should call 1-800-344-4077 to discuss payment arrangements and/or financial assistance programs. Flexible payment plans are available to customers who indicate either an impact or hardship as a result of COVID-19.

Thank you for being a Columbia Gas customer. We appreciate your business and are pleased to provide the following information as a credit reference.

Customer Name
Kelsey R Johnson

Service Address
514 North St
Toledo Oh 43620-1958

Period Served: 08/09/2019 To 01/10/2022
Credit Rating: Excellent
Best Wishes, Columbia Gas

Usage Summary


Meter Number:
M6038428

Service Address:
514 North St
Toledo OH 43620-1958

Meter Readings - 19 Billing Days

Actual Reading on 1/10	7230
Actual Reading on 12/22	7100
Gas Used (Ccf)	130

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

 **Web**
ColumbiaGasOhio.com

 **Phone**
1-800-344-4077

Account Number: 20636059 001 000 6
Amount Due by 01/26/2022: \$332.36

Amount Enclosed: \$

PO BOX 16581
Columbus, OH 43216-6581

Columbia Gas
of Ohio
A NiSource Company

00081785 1 AB 0.461
"AUTO" ALL FOR AADC 481
KELSEY R JOHNSON
2843 BELLE GLADE DR
TOLEDO OH 43617-2302

Make check payable to:
COLUMBIA GAS
PO BOX 4629
CAROL STREAM IL 60197-4629



2063605900100060000003323671325

Helpful Definitions

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

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

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

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

Legal Information

Public Utilities Commission of Ohio

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

Office of Ohio Consumers' Counsel

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

Rights and Responsibilities

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

Apples to Apples

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

Bankruptcy Notices

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

Other Correspondence (except payments)

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

Detail Charges

Fixed Monthly Delivery Charge	\$16.75
Infrastructure Replacement Program Rider	\$1.98
Capital Expenditure Program Rider	\$5.91
Infrastructure Development Rider	\$0.27
Usage Based Charges	\$11.96
Delivery - Columbia Gas of Ohio	+\$46.87
Gross Receipts Tax @ 4.987%	\$2.34
Taxes & Fees	+\$2.34
Customer CHOICE Program	
Gas Supply Cost Incl Sales Tax	\$78.13
Supply - Constellation Newenergy Gas Div	+\$78.13

Total Current Utility Charges **\$127.34**

- Current billing charges include Constellation Newenergy Gas Div gas supply costs of \$72.85 at the rate of \$0.56040 per Ccf and sales tax of \$5.28.

Customer CHOICE Program

As a participant of the Columbia Gas Customer CHOICE Program, your gas is being supplied by Constellation Newenergy Gas Div. 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 Constellation Newenergy Gas Div, PO Box 4911, Houston TX 77210, at 1-800-785-4373. If your questions are not resolved after you have called your supplier or Governmental aggregator, you may call the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) toll free number(s) listed under Legal Information in the left column of your bill.

Customer CHOICE Program

Your participation in the Customer CHOICE program has been canceled with your final bill for this address. If you will be a Columbia Gas of Ohio customer at your new address and wish to continue in the CHOICE program, you will need to re-enroll. Please contact your current supplier, Constellation Newenergy Gas Div, at 1-800-785-4373 or compare offers from other approved suppliers. For a current list of approved suppliers, visit ColumbiaGasOhio.com or go to the Public Utilities Commission of Ohio at www.energychoice.ohio.gov for an "Apples to Apples" comparison of current offers.

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.


Address	
City	
State	Zip Code
Phone Number	
Add or Edit Email	

Fw: Scanned from a Xerox Multifunction Printer

Emily Buller <ebuller@mvhabitat.org>

Tue 8/10/2021 3:13 PM

To: Kelsey Johnson <keljoh7@outlook.com>

 1 attachments (41 KB)

DOC.pdf;

Hi Kelsey. Here is what they faxed me just to show you. I need to know the due date and date you paid so I can make sure you paid on time. Thanks.

Emily

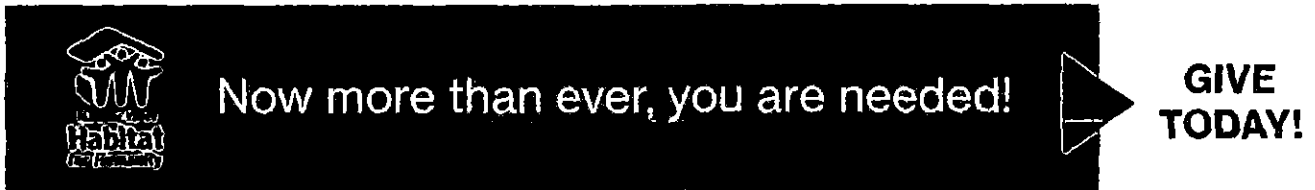
Emily Buller

Family Services Director

Maumee Valley Habitat for Humanity

1310 Conant Street Maumee, OH 43537

419-382-1964 ext 116



From: mvhabitatcopier@gmail.com <mvhabitatcopier@gmail.com>

Sent: Tuesday, August 10, 2021 2:57 PM

To: Emily Buller <ebuller@mvhabitat.org>

Subject: Scanned from a Xerox Multifunction Printer

Please open the attached document. It was sent to you using a Xerox multifunction printer.

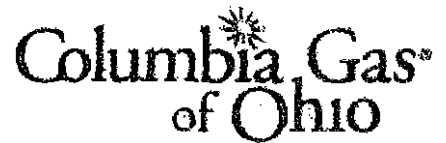
Attachment File Type: pdf, Multi-Page

Multifunction Printer Location: Office

Multifunction Printer Name: MVHabitat Copier

MVHabitat

Copier



A NiSource Company

August 10, 2021

Dear Kelsey R Johnson,

The information that you requested is shown below.

OPER ACTION	PAYMENT HISTORY	34 1121	200623433	18/50
CUST NAME KELSEY R JOHNSON		PCID 20636059	CUST 001 6	
SERV ADDR 514 NORTH ST		CHECKFREE-ZIPCHECK		
CITY TOLEDO	ST OH ZIP 436201958	NON PARTICIPANT		

REV CLASS CHOICE RES - HEAT CREDIT/FGA HIST 111111111111

TRANS TYPE	TRANS DATE	TRANSACTION AMOUNT	TRANS TYPE	TRANS DATE	TRANSACTION AMOUNT
01 PYLB	08-04-2021	47.00-	13 PYLB	07-30-2020	41.00-
02 PYLB	07-06-2021	48.00-	14 PYLB	07-01-2020	41.00-
03 PYLB	06-03-2021	51.00-	15 PYLB	06-03-2020	47.00-
04 PYLB	05-03-2021	54.00-	16 PYLB	05-04-2020	49.00-
05 PYLB	04-05-2021	64.00-	17 PYLB	04-06-2020	57.00-
06 PYLB	03-04-2021	89.00-	18 PYLB	03-06-2020	62.00-
07 PYLB	02-01-2021	77.00-	19 PYLB	02-05-2020	65.00-
08 PYLB	12-30-2020	69.00-	20 PYLB	01-06-2020	71.00-
09 PYLB	11-30-2020	54.00-	21 PYLB	12-02-2019	56.00-
10 PYLB	10-30-2020	44.00-	22 PYLB	11-05-2019	41.00-
11 PYLB	09-30-2020	44.00-	23 PYLB	10-04-2019	40.00-
12 PYLB	08-31-2020	41.00-	24 PYLB	09-03-2019	34.00-

KELSEY R JOHNSON

20636059-001

DATE	READING	CODE	CNSMP	BILLINGS	CODE	THRU BILL	DATE	AMOUNT
01-10-22	7230	AMR	130	127.34	CBFB	332.36		
12-22-21	7100	AMR	200	205.46	CBNB	205.02		
11-19-21	6900	AMR	37	70.87	CBNB	70.56	12-06-21	71.00-
10-21-21	6863	AMR	20	54.38	CBNB	53.69	10-29-21	54.00-
09-22-21	6843	AMR	19	50.35	CBNB	50.31	09-29-21	51.00-
08-23-21	6824	AMR	19	48.73	CBNB	47.96	08-31-21	48.00-
07-23-21	6805	AMR	18	47.22	CBNB	46.23	08-04-21	47.00-
06-23-21	6787	AMR	20	47.12	CBNB	47.01	07-06-21	48.00-
05-24-21	6767	AMR	27	51.02	CBNB	50.89	06-03-21	51.00-
04-23-21	6740	AMR	38	54.83	CBNB	53.87	05-03-21	54.00-
03-24-21	6702	AMR	58	63.73	CBNB	63.04	04-05-21	64.00-
02-23-21	6644	AMR	110	88.97	CBNB	88.31	03-04-21	89.00-

CODE

PYLB=

PAYMENT

LOCKBOX



★ Official ★
Change-of-Address
Confirmation Letter
★

VERIFICATION REQUIRED

Mail will be forwarded for the following individual only:

KELSEY R JOHNSON

Your mail will be forwarded to your NEW address, as you requested, on: JAN 17, 2022

YOUR OLD ADDRESS

KELSEY R JOHNSON
514 NORTH ST
TOLEDO OH 43620-1958

If you want to view or cancel this Change-of-Address order or change the date to start forwarding your mail, visit managemymove.usps.com and enter your Confirmation Code or scan the QR code to get started.

CONFIRMATION CODE:
2202 1065 3000 8030



Don't miss any mail! Extend your Mail Forwarding End Date now for \$19.95 for a 6-month extension, \$29.95 for a 12-month extension, or \$39.95 for a 18-month extension. To purchase Extended Mail Forwarding please go to managemymove.usps.com.*

Extended Mail Forwarding



YOUR NEW ADDRESS

070 8507 00001019 00014999 1 1



KELSEY R JOHNSON
2843 BELLE GLADE DR
TOLEDO OH 43617-2302

MAIL FORWARDING EXPIRATION DATES

First Class Mail®, Priority Mail® & Priority Express Mail®	Jan 17, 2023
Newspapers, Magazines	Mar 18, 2022
Packages ¹	Not Forwarded
Catalogs	Not Forwarded ²
Standard Mail	Not Forwarded ²

1. Some restrictions apply 2. Unless requested by mailer

Visit managemymove.usps.com to add your email address and receive email reminders of mail forwarding expiration dates. If your change-of-address is correct and you have not received mail at your new address for 10 Postal business days or more, please call 1-800-ASK-USPS (1-800-275-8777).

*To begin your extension process, please take this letter to your local USPS location.

IMPORTANT MESSAGES FROM THE U.S. POSTAL SERVICE REGARDING YOUR MAIL FORWARDING REQUEST

Please retain this Official Change-of-Address Confirmation page for your records as logical agencies and/or resources may require it for proof of your move.



Remember to update your voter registration:

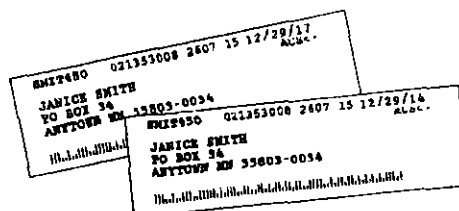
Even if you've previously registered to vote, you need to reregister after you move (or if you change your last name). Filing a change-of-address with the United States Postal Service **does not** automatically update your voter registration information. To fill out your voter registration form and receive a pre-addressed mailer, visit app.mymove.com/welcome and enter code: `efxnybdhkq`

Note: North Dakota residents are not required to register to vote.

WHY THE YELLOW OR WHITE LABELS?

Yellow or White stickers with your new address are placed on mail forwarded by the U.S. Postal Service. These labels indicate the correspondent doesn't know your new address.

To receive your mail faster, notify the sender of your new address.



All of the paper used to produce the USPS® Official Change-of-Address Confirmation Letter was sourced from sustainable forests.

**Columbia Gas[®]
of Ohio**
A NiSource Company

PO Box 4629
Carol Stream IL 60197-4629
Toll-Free 1-877-995-5362

Date:	Feb 08 2022
Responsible Party:	Kelsey R Johnson
Service Address:	000514 North St Toledo Oh 436201958
Account Number:	206360590010006
Balance Due:	\$332.36

Dear Kelsey R Johnson

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

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

C_ONROSS10_601

Columbia Gas Of Ohio
PO Box 4629
Carol Stream IL 60197-4629
RETURN SERVICE REQUESTED

Feb 08 2022

Columbia Gas Of Ohio
Total Due: 332.36
Account #: 206360590010006

601 195991679
Kelsey R Johnson
2843 Belle Glade Dr
Toledo OH 43617-2302

Columbia Gas Of Ohio
PO Box 4629
Carol Stream IL 60197-4629

2063605900100060000003323671325

First Collection Notice

Name: Kelsey R Johnson
Service at: 514 NORTH ST
TOLEDO OH 43620

Amount Past-Due

\$332.36

The due date for payment of the final bill for service at 514 NORTH ST, TOLEDO OH 43620 has passed, and we have not received your payment in the amount of \$332.36.

If balance is not paid in full or arrangements made, Columbia Gas of Ohio may pursue collections through all legal means necessary.

To insure proper credit, please enclose the bottom portion of this notice with your check. If you have made your payment in the last few days, please disregard this notice.

For any questions or inquiries, call 1-800-344-4077. Our hours of operation are Monday - Friday, 7:00 A.M. - 7:00 P.M.

Columbia Gas of Ohio, Inc.

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

CZ72-34-1

KELSEY R JOHNSON
2843 BELLE GLADE DR
TOLEDO OH 43617-2302

PO Box 16581
Columbus OH 43216-0581

Columbia Gas
of Ohio
A NiSource Company

First Collection Notice

Amount Due Immediately

\$332.36

Payment Enclosed

\$

Make check payable to:

Account Number
20636059 001 000 6
Statement Date
1/27/2022

00005529 1 AB 0.461
*AUTO**ALL FOR AADC 481
KELSEY R JOHNSON
2843 BELLE GLADE DR
TOLEDO OH 43617-2302



COLUMBIA GAS
PO BOX 4829
CAROL STREAM IL 60197-4829



2063605900100060000003323671325

From: Kelsey Johnson

Sent: Wednesday, February 9, 2022 10:09 AM

To: Nicholas.Stallard@occ.ohio.gov <nicholas.stallard@occ.ohio.gov>

Subject: Columbia Gas of Ohio Dispute

Nick,

I have a current situation with Columbia Gas of Ohio with some obvious [billing] discrepancies to share with you. Please reach out to me when time permit!!

Thanks,

P.S. Columbia Gas account number: 206360590010006

C. KELSEY JOHNSON

419-350-2408

Email: keljoh7@outlook.com

CAUTION: This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to csc@ohio.gov or click the Phish Alert Button if available.

RE: Columbia Gas of Ohio Dispute

Nicholas.Stallard@occ.ohio.gov <Nicholas.Stallard@occ.ohio.gov>

Thu 2/17/2022 10:12 AM

To: Kelsey Johnson <keljoh7@outlook.com>

Hello Mr. Johnson,

We received your emails and attachments regarding your complaints with Columbia Gas and Beacon Place Apartments. Our team has reviewed and discussed the situation you described and the documents you provided.

The Office of the Ohio Consumers' Counsel does not have the authority to intervene in either matter to assist you further.

You have reached out to the PUCO regarding your informal complaint with the meter, which was the right course of action in that matter. If you are not satisfied with the result of the informal complaint, you have the right to file a formal complaint. More information on that can be found here - <https://puco.ohio.gov/help-center/resources/get-help-with-a-complaint>

Regarding your complaint with Beacon Place, that complaint has also been filed with the proper entity (Advocates for Basic Legal Equality, Inc.) and they should be able to assist you.

Thank you,



Nicholas Stallard
Public Affairs Liaison

Office of the Ohio Consumers' Counsel
65 East State Street, Suite 700
Columbus, Ohio 43215-4213
Nicholas.Stallard@occ.ohio.gov

CONFIDENTIALITY NOTICE:

This message may contain privileged and/or confidential information for intended recipients only. If you have received this communication in error, please notify me immediately by email and telephone.

From: Kelsey Johnson <keljoh7@outlook.com>

Sent: Monday, February 14, 2022 12:45 PM

To: Stallard, Nicholas <Nicholas.Stallard@occ.ohio.gov>

Subject: Re: Columbia Gas of Ohio Dispute

Nick, this is what I am dealing with in regards to Columbia Gas overbilling an excellent credit rating customer of theirs'. My last 2 gas bills of moving from 514 North Street, Toledo, Ohio 43620 were to the extreme by 3-fold.

I am thanking you in advance,

C. KELSEY JOHNSON

419-350-2408

Email: keljoh7@outlook.com



7/1/2021

Kelsey Johnson; And all other occupants
514 North Street
Toledo, OH 43620

Dear Kelsey Johnson,

As you know, your lease is expiring on 8/31/2021. Please be advised that per your rental agreement, we are choosing not to renew the rental contract. This is your required notice that you will need to vacate the apartment no later than 5:00 PM on 8/31/2021.

You are still required to pay rent on time per your rental agreement.

We truly appreciate your business and wish you luck in the future!

Sincerely,

Samantha Teets
General Manager

cc: Resident File



NOTICE TO LEAVE THE PREMISES

To: Kelsey Johnson, and all other occupants:

We wish you to leave the following described premises now in your occupation, situated in the city of Toledo, County of Lucas, State of Ohio, and described as follows:

514 North Street
Toledo, Ohio 43620

together with the lot of land which said unit is situated.

Grounds: Holdover of Tenancy

Your compliance with this notice on or before the third day from the date listed below will prevent any legal measure being taken by us to obtain possession.

YOU ARE BEING ASKED TO LEAVE THE PREMISES. IF YOU DO NOT LEAVE, AN EVICTION ACTION MAY BE INITIATED AGAINST YOU. IF YOU ARE IN DOUBT REGARDING YOUR LEGAL RIGHTS AND OBLIGATIONS AS A TENANT, IT IS RECOMMENDED THAT YOU SEEK LEGAL ASSISTANCE.

Samantha Tetz
Agent for Landlord

Date: 9/3/21

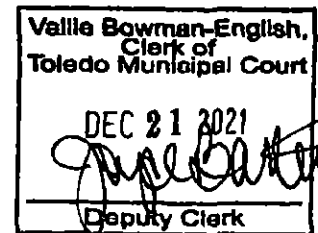
Landlord's Address:
20 W Carmel Dr Suite 101
Carmel, IN 46032

From:

12/21/2021 17:06

#868 P.002/061

**IN THE TOLEDO MUNICIPAL COURT
LUCAS COUNTY, OHIO
CIVIL DIVISION**



LYNETTE TAYLOR
2117 Canton Ave
Toledo, Ohio 43620

BEACON PLACE TENANT COUNCIL
C/O Kelsey Johnson
514 North Street
Toledo, Ohio 43620

Plaintiffs,

v.

BEACON PLACE USA, LLC
CFD Service Co., Inc
Attn: Homo
1300 E. 9th St., 20th Floor
Cleveland, Ohio 44414

ANDERSON BIRKLA MANAGEMENT, INC.
DBA DENIZEN MANAGEMENT
GH&R Business Services, Inc.
312 Walnut St., St. 1800
Cincinnati, Ohio 45202

Defendants.

* CASE NO. CVH-21-16294

* Judge/Magistrate

* **COMPLAINT AND DEMAND
FOR JURY TRIAL**

* Reem Subei (92650)
Advocates for Basic Legal Equality,
Inc.
525 Jefferson Ave., Ste. 300
Toledo, Ohio 43604
419-930-2305 – Phone
419-259-2880 – Fax
rsubei@ablelaw.org
Counsel for Plaintiffs

Respectfully Plaintiff Lynette Taylor hereby requests that any hearings, with the exception of the jury trial, in this matter be scheduled virtually due to the rising exposure and infection of COVID-19 and its variants. Plaintiff suffers from diabetes and asthma, making her high risk for COVID-19 complications.

Respectfully submitted,

/s/Reem Subei
Reem Subei

AFFIDAVIT OF KELSEY JOHNSON, PRESIDENT OF BEACON PLACE TENANT COUNCIL

State of Ohio }
 }
County of Lucas } ss:

KELSEY JOHNSON, being first duly sworn, deposes and says:

1. My name is Kelsey Johnson.
2. I am the President elect of the Beacon Place Tenant Council, a tenant association formed to deal collectively with our landlord on the terms and conditions of our lease.
3. I am a tenant at Beacon Place USA, LLC.
4. I receive monthly charges for water from my landlord.
5. I do not have a submeter in my unit.
6. I have no way of knowing what my water charges will be from month to month, or to plan for future water charges, or to ensure that I am not being overcharged for water.
7. I reviewed the lease agreement of Lynette Taylor included with the complaint in this case. The language for water billing is similar to the language that was in my lease agreement. I also asked attendees at a meeting of the Beacon Place Tenant Council if they had a different term for water charges in their leases and they all said no.
8. On November 19, 2021, the Beacon Place Tenant Council sent a certified letter to the landlord requesting that the landlord come into compliance with the Toledo Municipal Code Section 933.06, Resale of Water. I did not receive any reply to the letter.
9. The allegations, statements, and averments contained in the attached complaint are true as I verily believe.

Further, affiant sayeth naught.

Kelsey Johnson
Kelsey Johnson

Sworn to before me and subscribed in my presence this 20th day of
December, 2021.

Brittannie Schaffner
NOTARY PUBLIC



BRITTANNIE SCHAFFNER
Notary Public, State of Ohio
Commission No. 2021-RE-831229
My Commission Expires
May 11, 2028

**IN THE TOLEDO MUNICIPAL COURT
LUCAS COUNTY, OHIO
CIVIL DIVISION**

LYNETTE TAYLOR
2117 Canton Ave
Toledo, Ohio 43620

BEACON PLACE TENANT COUNCIL
C/O Kelsey Johnson
514 North Street
Toledo, Ohio 43620

Plaintiffs,

v.

BEACON PLACE USA, LLC
CFD Service Co., Inc
Attn: Homo
1300 E. 9th St., 20th Floor
Cleveland, Ohio 44114

ANDERSON BIRKLA MANAGEMENT, INC.
DBA DENIZEN MANAGEMENT
GH&R Business Services, Inc.
312 Walnut St., St. 1800
Cincinnati, Ohio 45202

Defendants.

* CASE NO.
* Judge/Magistrate
* **COMPLAINT AND DEMAND**
* **FOR JURY TRIAL**
*
* Reem Subei (92650)
* Advocates for Basic Legal Equality,
* Inc.
* 525 Jefferson Ave., Ste. 300
* Toledo, Ohio 43604
* 419-930-2305 – Phone
* 419-259-2880 – Fax
* rsubei@ablelaw.org
* Counsel for Plaintiffs
*
*
*
*

Respectfully submitted by Reem Subei (92650), counsel for plaintiffs, at Advocates for Basic Legal Equality.

Columbia Gas, Toledo Edison and the City of Toledo Provide COVID-19 Relief to Toledo Congregations

☐ Web ☒ The Truth

Google Search

Quick Clicks

[Community Calendar](#)

[Dear Ryan](#)

[Classifieds](#)

[Online Issues](#)

[Send a Letter to the Editor](#)

Columbia Gas, Toledo Edison, and the City of Toledo Department of Utilities last week announced that the three organizations are collectively providing specific relief to local parishes and religious organizations who have been especially hard hit by COVID-19.

To assist Toledo's faith community, the three utilities have:

- Suspended turn off for non-payment through the pandemic
- Suspended late fees through the pandemic
- Agreed to expand repayment options in response to the pandemic
- Agreed to appoint a primary contact for religious congregations for further detail and to address concerns

"We are grateful to Columbia Gas, Toledo Edison, and the City of Toledo for their support during these trying times," said Rev. Donald Perryman, Ph.D., of the Center of Hope. "Toledo's faith community provides emotional support, social services, and tangible assistance and we are being called on now more than ever. Thank you to these utilities for recognizing the role we play."

Without intervention many congregations would have been forced to permanently shut their doors, leaving tangible needs unmet. Suspending in-person worship has had a catastrophic economic impact. Many churches have lost the weekly donations—even if small—that sustains them and help pay their bills—most notably their utility bills.

"The utilities have said that the earlier they know about an issue, the easier it is for them to help. I urge our community to 'help them help us' by being proactive in seeking assistance," said Rev. Perryman.

Primary contacts are:

- City of Toledo Department of Public Utilities: Jennifer Jaqua (419) 245-1888
- Columbia Gas of Ohio: Cheri Pastula (419) 266-5623
- Toledo Edison: Margaret Adams (419) 392-0481

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Revised: 05/28/20 10:51:54 -0400.

More Articles....

[Avenging COVID 19: The Fight to Live](#)

[Graduation Day Comes Early for Bowsher Senior](#)

AFFIDAVIT OF KELSEY JOHNSON, RESIDENT AT 514 NORTH STREET, TOLEDO,
OH 43620

State of Ohio)
) ss:
County of Lucas)

KELSEY JOHNSON, being first duly sworn, deposes and says:

1. I, Kelsey Johnson, resided at Beacon Place Apartments and Townhome, 514 North Street, Toledo, Ohio 43620 from August 10, 2019, until December 31, 2021.
2. I maintained and paid in full Columbia Gas for services for a total of 28 months per account number: 206360590010006.
3. My credit rating with Columbia Gas is identified as EXCELLENT, with no late fees.
4. My monthly payments carried an [amount] credit each month, starting September 3, 2019.
5. The discrepancy with Columbia Gas has been administered per serviced month 29th (December 2021) and serviced month 30th (January 2022).
6. The discrepancy with Columbia Gas has been administered per billing statement date.
7. The discrepancy with Columbia Gas has been administered per rate per Ccf.
8. The discrepancy with Columbia Gas has been administered per timeframe of my requested discontinue of service (10 days).
9. The discrepancy of Columbia Gas' 3-fold increase in comparison of previous monthly charges.
10. In its totality, I requested Columbia Gas to gain access to the unit to perform the review, in which they didn't render.
11. I did not receive a normal billing statement on or about the 22nd of each month during December of 2021.
12. I received three (3) dated billing statements as: January 4, 2022, January 11, 2022, and January 19, 2022.
13. Due to retaliation and unlawful monthly utility charges (TMC 933.06), there is a lawsuit against the property owner(s) of Beacon Place Apartments and Townhomes in Toledo Municipal Court: CVH-21-16294.
14. The allegations, statements, and averments contained in the attached complaint are true as I verily believe.

Further, affiant sayeth naught.

Kelsey Johnson
Kelsey Johnson

Sworn to before me and subscribed in my presence this 22nd day of
February, 2022.

Adrienne N Soden
NOTARY PUBLIC



ADRIENNE N SODEN

NOTARY PUBLIC
STATE OF OHIO

My Commission Expires
February 23, 2022