

From: [Angela Donnellan](#)
To: [Puco Docketing](#)
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00762583 [ref:_00Dt0GzXt_5008y4NX1J:ref]
Date: Thursday, June 9, 2022 11:41:49 AM



**PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Service Division
Memorandum**

CASE ID: 00762583
CUSTOMER: Amber Hensley
ADDRESS: 1044 Brookdale Drive, Mansfield, Ohio 44903
SERVICE ADDRESS: 1044 Brookdale Drive, Crestline, Ohio 44827
AIQ: Columbia Gas of Ohio
NIQ: 4197040944

To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!

DOCKETING CASE #: 21-0637-GA-AIR

SUBJECT: Columbia Gas of Ohio - Protest Rate Case

Please docket the associated customer comment and/or attached in the case number referenced above under "Public Comments". This information was received by the Consumer Services Division through alternate channels and is being forwarded to be filed formally. This information is not the opinion of Staff and should not be viewed as such.

- ○ Description (1/2): This proposed rate hike is ludicrous. When I saw the amount the CEO makes and the amount that they are attempting to overcharge their customers, it made me sick to my stomach and made me a firm believer that Columbia Gas is taking advantage of the consumers because we have to have gas for our homes for heat, water and cooking. Increasing the fixed rate will only harm residents all across Ohio and put

Ohioans in even more of a financial crisis that what we are already enduring. If we let them get away with it here, they will do it everywhere. We are already struggling to make ends meet with all the other increases on everyday bills, goods and services, and with the post pandemic and inflation going on, the last thing we need is an additional 30.00+ a month increase that is unwarranted and in excess. It should NOT cost a customer 45.00 a month just to have service, not to mention the usage and all the other fees and surcharges that are tacked onto our bills already! It will not allow us to lower our bills and save money by shopping around for natural gas providers, and the fact that they are attempting to increase it to 80.00 a month in 5 years is just totally taking advantage of the system and the customer. The PUCO needs to protect the consumers from unjust and ludicrous rate hikes such as this one. This is horrible, and if the PUCO allows this to pass, this just proves they don't work for the consumer. It's already hard enough for all Ohioans with almost 5.00 a gallon gasoline to get to work, all of the price increases on food just to keep our families fed, and barely keep our bills out of the red and our families out of poverty as it is, let alone having a company hold for ransom a service that most of us need to heat our homes, cook our food and heat our bath water just because they want more of our hard earned money than they already get! This is greed at its finest, a corporation trying to rape consumers just to line their pockets just because they can. If you make \$15 an hour, (which most Ohioans don't make, the figures lie, I have a professional license and struggle to make 39k a year with 3 children), you bring home on average, \$9 per hour after taxes and insurance. Add in food, electric, other household expenses and bills, car insurance, etc., most Americans are struggling to make ends meet as it is and just trying to barely break even. Ohioans should not have to choose between keeping their heat on or feeding their children. Ohioans should not have to suffer or struggle like this, and yet we do them up in their wrongdoings. Take Ohio Edison, for example. Need I say more about that debacle? Ohio's minimum wage is just 9.30 an hour: take off taxes and insurance, people who make minimum wage are bringing home 4 or 5 dollars an hour, if that...how can those people afford an additional charge, let alone survive? Columbia Gas makes plenty enough money to keep their infrastructure up to date, as they already have an infrastructure replacement program rider slipped in on each person's bills, along with an infrastructure development rider, a capital expenditure program rider, and the usage based charges, and that's just the delivery charges that Columbia Gas charges us to bring gas to our homes on their lines, that doesn't even include the supply charges which we have to actually buy the gas we

use which can be from another company. How is it fair that my bill this month is 70.00, yet the usage based charges, tax and the actual gas used is only 30.00? Winter months are even worse! Columbia Gas is making 40.00 a month off of me by doing absolutely nothing but printing my bill, letting some other company use the lines to supply me the gas i bought, and reading my meter once every few months. Add in every other Columbia Gas customer, they are making A KILLING already, more than enough to keep their systems and infrastructure updated and to keep their e

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Description (2/2): employees and bills paid, especially with those riders that are already on our bills that we are already charged to keep the infrastructure up to date and running! Most areas dont have a choice between gas companies and have to pay Columbia Gas, which means they are pretty much running a monopoly on the state as it is, since its only them we can use for our delivery. They make 40.00 off of me before i even use a unit of gas! They make money from me even if i dont use ANY gas, how is that right or fair?!?! Consumers should not be footing the bill for executive bonuses or fitness facilities! WE ALREADY PAY ENOUGH! If they are finding it too hard to make ends meet and keep their systems running and company going,

then maybe they need to re-evaluate their inner workings, salaries and expenditures and trim their own fat, instead of passing the buck onto consumers. Consumers are already paying enough to keep the infrastructure up to date and running, and our bills prove it! Consumers should not be held accountable for this! Follow the recommendations of the OCC and protect all consumers by denying the rate increase that is \$202 million dollars too high! Don't let them take advantage of consumers any more than they already are! Protect the consumers and deny this harmful and outrageous request! Fight for us, and for yourselves as consumers and customers of Columbia Gas because greedy companies like this have been allowed to do what they want to do, and government agencies like this back !

Sincerely,

Angela Donnellan

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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**Case No(s). 21-0637-GA-AIR, 21-0638-GA-ALT, 21-0639-GA-UNC, 21-0640-GA-
AAM**

Summary: Public Comment of Amber Hensley, via website, electronically filed by
Docketing Staff on behalf of Docketing