

From: [PUCO Consumer Call Center](#)
To: [Puco Docketing](#)
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00763964 [ref:_00Dt0GzXt_5008y4RYil:ref]
Date: Thursday, June 16, 2022 3:26:20 PM



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

CASE ID: 00763964
COMPANY:
CUSTOMER: David Wesley
ADDRESS: , ,
SERVICE ADDRESS: , Frazeysburg, Ohio 43822
AIQ: Columbia Gas of Ohio
NIQ:

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: I have a Landlord Agreement with Columbia Gas of Ohio and last year I had tenants move out and new one's move in. There was roughly three weeks that the gas bill was in my name in between tenants and this was the first three weeks of August 2021. I received a bill after the new tenant put the gas service in his name. The bill was for \$76 and some change. I called Columbia Gas thinking there had been some kind of mistake as not only was the bill a lot higher than I anticipated, it was also the middle of Summer when basically no gas was being used at all. When I called, the Columbia Gas representative I spoke with informed me the bill was that amount due to the dates of coverage in my name being two

separate billing periods, so many days in one billing period and so many days in another billing period. I found this ludicrous they would not pro-rate the days in was in my name?! The representative said it doesn't matter if it was in my name for one day into the new billing period, I would still be charged for the entire billing period. This is on top of the new billing period my tenant has being he just put the gas bill into his name! So now Columbia Gas of Ohio is double billing for the same time period!! I have no idea how this is even legal to do something like this?! In my opinion if they're doing deceptive practices such as this, then there's no reason they need such a dramatic rate increase for Ohio, especially considering the financial environment we're all in right now in the world. Thank you

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.



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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 David Wesley, via website, electronically filed by
Docketing Staff on behalf of Docketing