

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Monday, November 21, 2022 10:56 AM
To: PucO Docketing
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00788819 [ref:_00Dt0GzXt_5008y65Sw7:ref]

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Technician EC Date Processed 11/21/2022

RECEIVED-DOCKETING DIV

2022 NOV 21 AM 11:44

PUCO

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Service Division
Memorandum

CASE ID: 00788819
CUSTOMER: ANONYMOUS CONSUMER
AIQ: Columbia Gas of Ohio

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.

The customer's comments are below:

Last December or January, Columbia sent me a \$500 gas bill for one month. My bills are on auto pay so it was only for one month of usage. Because of the holidays, I had to pay it in partial, I immediately received shut off calls and letters! A full billing cycle hadn't even passed yet! Stop letting them play fast and loose with our money. Don't raise the rates, don't switch our natural gas providers without our knowledge.

Sincerely,

- Mike Lombard
Public Utilities Commission of Ohio
Service Monitoring & Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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