

FILE

02-647-6A-  
CSS

November 19, 2002

RECEIVED - DOCKETING DIV

Columbia Gas Co.  
Billing Department  
P.O. Box 2318  
Columbus, OH 43216

2002 NOV 25 PM 2:19

PUCO

Re: Case No. 02-647-CSS - Account No. 15079101 002 0

Dear Tina Team D?:

Today, I received a cryptic reply to my inquiry regarding the \$174.00 not showing up as a payment which it was. Your note said that the "\$174.00 was transferred from another account which will not show up as a payment but was applied to a balance." What kind of statement of clarity is this? What other account do I have? What are you talking about?????? You tell me it was deducted from my balance but I don't see any figures that prove it. You need to EXPLAIN WHAT HAPPENED TO THE MONEY OR ELSE I SAY IT WAS POCKETED ILLEGALLY.

Your explanation doesn't make any sense to me or anyone else I asked. Your envelope had no return address. So, I must know what other account and why my payment isn't credited as a payment anywhere on a statement.

My landlady read the meter again yesterday. She is the one I trust. I do not trust anything/anyone at the Columbia Gas Company. If you would have phoned me I could have asked this question to you and maybe you could have offered one more pearl of wisdom. DO WRITE TO ME AGAIN AND EXPLAIN THIS ABSENCE OF MY PAYMENT OR THE ACCOUNT NO. IT WAS TRANSFERRED FROM????????

While we are talking, explain how you billed me when I used NO HEAT IN OCTOBER AT ALL. I know the dates I turn the heat on and off. Again, FRAUDULENT BILLING AND FAILURE TO PROVIDE SERVICE STILL PREVAIL. I AM TIRED OF PAYING PHONEY BILLS AND ~~BEING~~ BEING BILLED AND TOLD THAT YOU CANNOT SHOW ON A BILL WHERE I MADE A PAYMENT AND MAKE THE BALANCE JUSTIFIED.

Expecting your TIMELY RESPONSE BY PHONE OR MAIL. Show me the MONEY!

When Gas Co. Oct. 2  
read - 26.50  
Oct 31 - NO WAY - 11 46.60 CALL.  
just like / Fraud! How??

Sincerely,  
M. L. Sharp  
Marti L. Sharp  
439 E. High R - NOT RR  
Springfield, OH 45505

614 235-4540

Wed - Sun this wk

C: Fred Agler, Esq.  
Ron Anderson - via Col. Gas

~~I only owe (250) when I met  
there. ~~the more I owe~~ The more I  
pay the more I owe. ~~due to~~  
~~the bill 2x's I think.~~~~

Sorry  
out of computer  
out of paper!

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