

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.
8 a.m. - 12 p.m. Sat.

For hearing-impaired relay call 711.



Web
Make payments and access your account at ColumbiaGasOhio.com



Mobile
Make payments and access your account at m.ColumbiaGasOhio.com



Mail Payments
Columbia Gas of Ohio
P.O. Box 742510
Cincinnati, OH 45274-2510



Authorized Payment Locations
Find locations online at ColumbiaGasOhio.com

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.



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.



P.O. BOX 16581
Columbus, OH 43216-6581

00028678 01 AV 0.370 1
****AUTO**5-DIGIT 43201
JIMMY LONGO
133 W OAKLAND AV D
COLUMBUS OH 43201-4356



Account Profile

Customer Name:
Jimmy Longo

Your Contact Information:
133 W Oakland Av D
Columbus OH 43201-4356

Type of Customer:
Residential
Customer CHOICE Program
Automatic Payment

Account Number:
19984143 001 000 9

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

Account Summary

Previous Amount Due on 06/15/2017	\$108.74
Payments Received by 06/15/2017 Thank you	-\$44.00
<hr/>	
Balance on 06/29/2017	\$64.74
Charges for Gas Service This Period	+\$36.04

Current Charges Due by 07/17/2017

\$100.78

- An Automatic Payment of \$100.78 will be made on 07/17/2017 by your bank.
- If paid after 07/17/17, a late payment charge of 1.5% may be applied.
- For more information regarding these charges, see the Detail Charges section.

We are required to include your name, address, and usage information on lists of eligible customers that are made available to retail natural gas suppliers or governmental aggregators. If you wish to be excluded from this list, call 1-800-344-4077 or write Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318.

Budget Payment Plan

Since your actual account balance is larger than your Budget amount, please pay the actual amount due to settle your account. Your new budget payment amount will appear on your August bill. Since you participate in Autopay, be sure to make a note of the new amount in your financial records.

Actual Account Summary

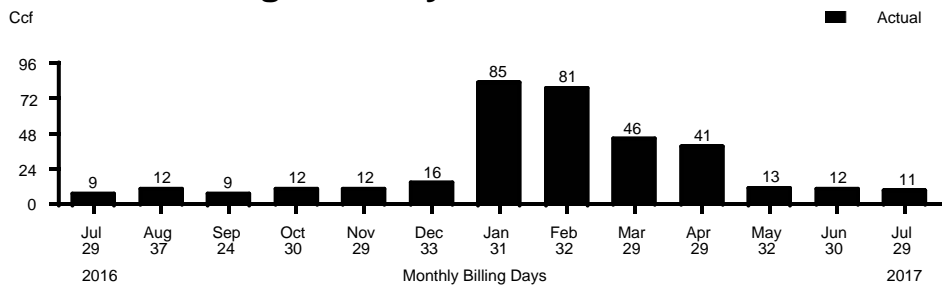
Beginning Balance	\$108.74
Payments Received	-\$44.00
Current Utility Charges	+\$36.04

Actual Account Balance

\$100.78

- Your Actual Account Balance reflects the actual amount you owe based on your billed usage and payments as of the date of this bill.
- For more information regarding these charges, see the Detail Charges section.

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

Mobile
m.ColumbiaGasOhio.com

Phone
1-800-344-4077

Account Number: 19984143 001 000 9
Automatic Bill Payment on 07/17/2017:\$100.78

COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510



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.

Change Contact Information

If information is incorrect in the Account Profile, please update and print clearly in the space provided below.

13 Month Usage History

continued

Meter Number:

M1094473

Service Address:

133 W Oakland Av D
Columbus OH 43201-4356

Meter Readings - 29 Billing Days

Actual Reading on 6/29	4755
Actual Reading on 5/31	4744

Gas Used (Ccf) 11

Usage Comparison - Ccf

Month	Ccf	Avg Temp	Ccf	Per Day
Jul 16	9	73.9 °		0.3
Jun 17	12	62.8 °		0.4
Jul 17	11	72.0°		0.4

Your Average Monthly Usage = 29 Ccf.

Your Total Annual Usage = 350 Ccf.

Your next meter reading date is

07 / 31 / 2017.

Detail Charges

Fixed Monthly Delivery Charge	\$17.81
Infrastructure Replacement Program Rider	\$8.96
Infrastructure Development Rider	\$0.14
Usage Based Charges	\$0.89

Delivery - Columbia Gas of Ohio **+\$27.80**

Gross Receipts Tax @ 4.987% \$1.39

Taxes & Fees **+\$1.39**

Customer CHOICE Program

Gas Supply Cost Incl Sales Tax \$6.85

Supply - Direct Energy Services, LLC **+\$6.85**

Total Current Utility Charges

\$36.04

- Current billing charges include Direct Energy Services, LLC gas supply costs of \$6.37 at the rate of \$0.57900 per Ccf and sales tax of \$0.48.

Customer CHOICE Program

As a participant of the Columbia Gas Customer CHOICE Program, your gas is being supplied by Direct Energy Services, LLC. 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 Direct Energy Services, LLC, P.O. Box 180 N, Tulsa OK 74101-0180, at 1-888-566-9988. 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.

Direct Energy provides more than natural gas. We provide options. If you have questions, need assistance, or want to explore alternative plans, we're here for you at 1-888-566-9988, Monday - Friday, 8:00 a.m. - 8:00 p.m. or Saturday, 8:00 a.m. - 5:00 p.m.

Message Board

- Enjoy the convenience of managing your account online by enrolling in Paperless Billing. Monthly email alerts, 24/7 account access and up to two years of past bills and payment history! Enroll today at ColumbiaGasOhio.com/PaperlessBilling.
- Having trouble making ends meet? Take advantage of our special payment arrangements or energy assistance programs. Call **1-800-344-4077** to see if you're eligible.
- Want to reduce your natural gas usage by as much as 30%? For a \$50 audit fee, a trained Home Energy Auditor will identify ways to help save you money, while not sacrificing comfort.

Schedule your audit today by calling 1-877-644-6674 or visit ColumbiaGasOhio.com/HPS. Some restrictions apply. Available on first-come, first-serve basis.