

UNDERSTANDING YOUR UTILITY BILL



Account Number: [REDACTED]
Statement Date: 11/10/2022
18601
Page 1 of 2

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.

For hearing-impaired relay call 711.
- Web**
Make payments and access your account at ColumbiaGasOhio.com
- Payments 24/7**
Pay by check, credit/debit card, PayPal, Amazon Pay, Venmo.
Call 1-866-694-1828 (Paymentus convenience fee may apply)
- Mail Payments**
Columbia Gas of Ohio
PO BOX 4629
Carol Stream IL 60197-4629
- Authorized Payment Locations**
Find locations online at ColumbiaGasOhio.com

Account Profile

Customer Name: [REDACTED] **Your Contact Information:** [REDACTED] OH 44001 **Type of Customer:** Residential
Customer CHOICE Program
Paperless Billing
Budget Payment Plan

Account Number: [REDACTED]

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

Budget Payment Plan

Previous Amount Due on 10/26/2022	\$135.00
Payments Received by 10/21/2022 Thank you	-\$135.00
Balance on 11/09/2022	\$0.00
Budget Amount This Period	+\$135.00

Current Charges Due by 11/28/2022 \$135.00

- If paid after 11/28/22, a late payment charge of 1.5% may be applied to your utility balance.
- There are 8 months remaining in the Budget Year, which ends in July, 2023.

Financial Support

If you are struggling to pay your bill we can help. Flexible payment plans are available to customers experiencing a financial hardship. Any customer who is having trouble paying their bill should visit ColumbiaGasOhio.com or call 1-800-344-4077 to learn about payment arrangements and/or financial assistance programs.

Foreign language interpreter service is available by phone. This service is available 24/7 to report emergencies.

Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:

- Leave the area immediately.
- Leave windows and doors in their positions and avoid doing anything that could cause a spark.
- 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.

Message Board

- Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at ColumbiaGasOhio.com.
- At Columbia Gas of Ohio, we believe saving matters. That's why we provide a variety of energy efficiency offerings that not only keep your family warm in the winter and cool in the summer, but also make sure you have a little extra in your wallet. For more information, visit ColumbiaGasOhio.com/SavingMatters.

Actual Account Summary

Beginning Balance	\$69.45CR
Payments Received	-\$135.00
Current Utility Charges	+\$112.92
Actual Account Balance	\$91.53CR

- 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.

▼ Please fold on the perforation below, detach and return with your payment.

Web
ColumbiaGasOhio.com

Phone
1-800-344-4077

Account Number: [REDACTED]
Amount Due by 11/28/2022: \$135.00

Amount Enclosed: \$ [REDACTED]

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



067557 E

[REDACTED] OH 4400 [REDACTED]

Make check payable to:
COLUMBIA GAS
PO BOX 4629
CAROL STREAM IL 60197-4629



1969297800200020000001350081325

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)

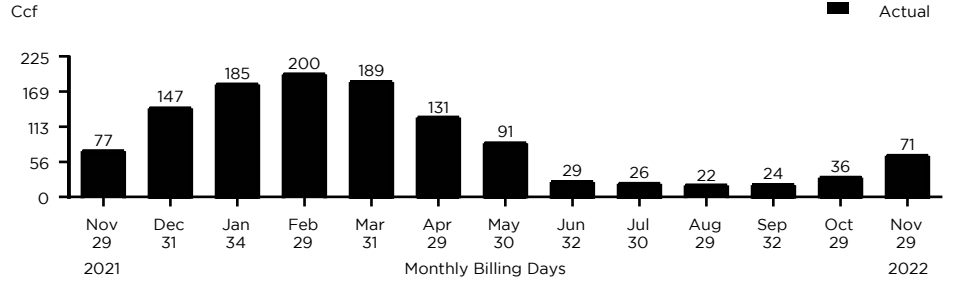
Mail to Columbia Gas of Ohio, P.O. Box 2, Columbus, OH 43216-2318 or contact us at ColumbiaGasOhio.com.

Change Contact Information

By providing Columbia Gas a telephone number, it enables us to call you about your utility service, future service appointments and other important information pertaining to your account and you're agreeing to receive autodialed and prerecorded voice calls. Please notify us if you wish to opt out or if you no longer use this number. Thank you in advance.

Address	
City	
State	Zip Code
Phone Number	
Add or Edit Email	

13 Month Usage History



Meter Number: [REDACTED]

Service Address: [REDACTED] OH 4400 [REDACTED]

Meter Readings - 29 Billing Days

Actual Reading on 11/9 2843
 Actual Reading on 10/11 - 2772

Gas Used (Ccf) 71

Usage Comparison - Ccf

Month	Ccf	Avg Temp	Ccf Per Day
Nov 21	77	53.4°	2.7
Oct 22	36	60.3°	1.2
Nov 22	71	54.6°	2.4

Your Average Monthly Usage = 96 Ccf.
 Your Total Annual Usage = 1151 Ccf.
 Your next meter reading date is 12/12/2022.

Detail Charges

Charge Description	Amount
Fixed Monthly Delivery Charge	\$16.75
Infrastructure Replacement Program Rider	\$12.91
Capital Expenditure Program Rider	\$7.33
Infrastructure Development Rider	\$0.11
Usage Based Charges	\$5.71
Delivery - Columbia Gas of Ohio	+\$42.81

Gross Receipts Tax @ 4.987% \$2.13

Taxes & Fees

Customer CHOICE Program	
Gas Supply Cost Incl Sales Tax	\$67.98
Supply - Nextera Energy Services	+\$67.98

Total Current Utility Charges

\$112.92

- Current billing charges include Nextera Energy Services gas supply costs of \$63.83 at the rate of \$0.89900 per Ccf and sales tax of \$4.15.

Customer CHOICE Program

As a participant of the Columbia Gas Customer CHOICE Program, your gas is being supplied by Nextera Energy Services. 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 Nextera Energy Services, 20455 Sh 249 Suite 200, Houston TX 77070, at 1-855-667-3201. 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.

Your Current Gas Supplier + Price/Ccf

Make an Informed Choice By Comparing Utility Providers, Rates, & Terms.

HeatShare Contribution

HeatShare, Columbia Gas of Ohio's fuel fund program, is a fund of last resort for households who have exhausted all other sources of assistance and still have trouble paying their heating bills. The fund is supported through donations from Columbia Gas customers and matching contributions from Columbia Gas.

* Your donation is tax-deductible.

Monthly Contribution

\$10 \$5 \$1

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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\$

One-Time Contribution

\$