

How to Contact Us

1-800-344-4077
For DirectLink self-service 24 hours/day
For billing questions
call 7 a.m. – 7 p.m., Mon – Fri before due date
For quickest response
call 11 a.m. – 3 p.m., Mon – Fri
1-800-344-4077
For gas leaks or odors of gas 24 hours/day
Press option 2 after greeting

Billing Options

E BILL Go to paperless! Sign up for one of our e-bill options and view your bill online,
Budget Payment Plan Reduce the impact of higher, unstable natural gas prices by spreading the cost of winter heating more evenly throughout the year. Know how much to expect to pay each month.

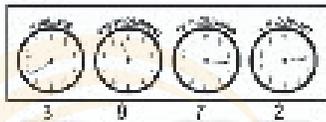
Payment Options

Online Pay free by electronic check at our Web site.
ZipCheck Authorize your bank to pay your bill automatically each month. Enroll online.
BillMatrix Call 1-866-694-1828 or link from our Web site to pay by credit/debit card, or e-check. A convenience fee will apply.
Authorized Payment Centers Call or visit us online to find a payment center near you. Agents charge a fee for each transaction.
Mail Return coupon below with payment to:
Columbia Gas of Ohio
P.O. Box 742510
Cincinnati, OH 45274-2510

Gas Meter Information

Actual Reading We have read the meter. You're required to provide us access to read the meter at least once a year or risk shutoff. Please contact us to make arrangements if access is required.
Estimated Reading If we are unable to obtain an actual reading, we accurately estimate your reading based on the history of usage at the service address and normal temperatures for the billing period. We verify the reading the next time we read the meter to make sure you pay only for the energy you've used.
Gas Usage We measure your gas usage in Ccf equal to 100 cubic feet.
How to Read the Meter When a pointer is between two numbers on a dial-type meter, read the smaller number except when the pointer is between 9 and 0. Record the reading on the dials from left to right.

Example:



Billing & Payment Summary

Customer Name
John Q Public
Customer CHOICE Program
Previous Amount Due on 06/10/2013 \$59.55
Payments Received by 06/11/2013 - \$59.55
Balance on 06/24/2013 = \$00.00
Charges for Gas Service This Period + \$56.28

Amount Due by 07/10/2013 = \$56.28

Billing & Payment Notes

If we receive your payment for the current total Amount Due by the due date shown, on this bill, you will avoid a late payment charge of 1.50%
See back of bill for Detail of Charges for Gas Service.

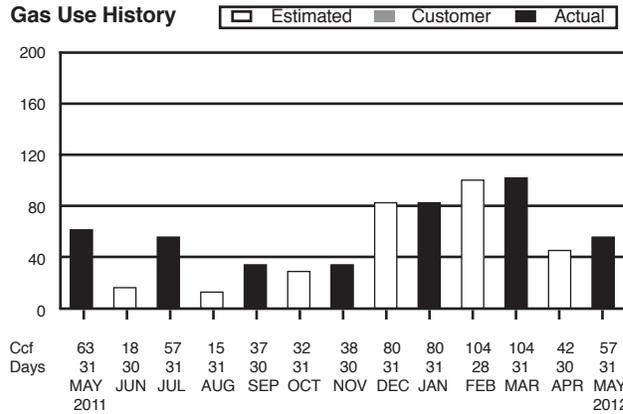
Service Summary

Service Location
123 Main Street
Avon, OH 44011
Meter Number 00000000
Meter Readings (32 Billing Days)
Actual Reading on 06/24 2121
Actual reading on 05/23 - 2068
Gas Used (Ccf) = 53

Service Summary Notes

Your next actual meter reading date is 07/24/2013

Gas Use History



Daily Comparisons

Month	Avg Daily Temp	Avg Daily Usage
Jun '13	66.3	1.7
May '13	61.6	2.0
Jun '13	71.3	1.6

Your Average Monthly Usage is 110 Ccf

Your Total Annual Usage is 1324 Ccf



 Indicates where you will find out if you are a NOPEC member.

▼ Payment Coupon

Turn Me Over ►► for more information about your account

Legal Notices

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 1-800-686-7828 (toll free) from 8:00 a.m. to 5:00 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 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 8:00 a.m. to 5:00 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 full copy of the minimum gas service standards at the PUCO Web site or phone numbers shown above.

Apples to Apples For a comparison of available competitive natural gas suppliers, visit the PUCO Web site at www.PUCO.gov or call 1-800-299-7271.

Bankruptcy Notices Mail to Columbia Gas of Ohio, Revenue Recovery, 200 Civic Center Dr., Columbus, OH 43215.

Other Correspondence (except payments) Mail to Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318.

Safety Tips

Gas Odor If you smell the distinctive odor of gas:
1. Leave the building immediately. Leave the door open, and don't use any electricity, matches or cordless phone.
2. Call 1-800-344-4077 away from the area and wait for our service crew to arrive.

Call before you dig Call O.U.P.S. at 811 at least 8 hours before you start to dig for any outdoor project. It's for your safety – and it's the law!

Employee Identification All of our employees and authorized meter readers and contractors carry photo ID. If someone claims to represent the gas company, ask to see identification. Call the police if you see suspicious activity.

Detail of Charges for Gas Bill

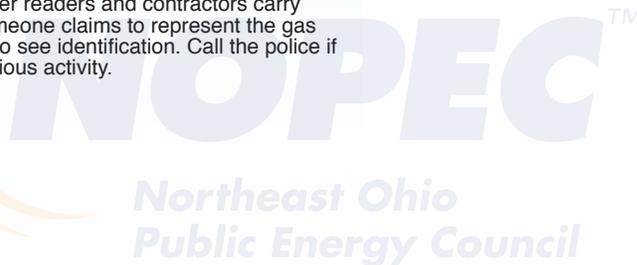
		Service Charge Notes
Columbia Gas of Ohio		
Fixed Monthly Delivery Charge	\$17.81	<i>Current billing charges include NextEra EnergyService (NOPEC) gas supply cost of \$28.46 at the rate of \$0.53700 per Ccf and sales tax of \$2.21.</i>
Infrastructure Replacement Program Rider	\$4.71	
Usage Based Charges	\$1.87	
Gross Receipts Tax @ 4.987%	\$1.22	
Total Charges for Service This Period	\$25.61	
NextEra Energy Services (NOPEC)		
Gas Supply Cost Incl Sales Tax	\$30.67	
Total Charges for Service This Period	\$30.67	

As a participant of the Columbia Gas Customer CHOICE Program, your gas is being supplied by NextEra Energy Services (NOPEC). Your 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 (NOPEC) at 155 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 toll free number(s) listed under Legal Notices in the left column of your bill.

Additional Account Information

Simple Energy Solutions for Your Home

Great news! Reduce your gas and water bills, plus get a \$10 rebate now, when you buy a select high-performance, energy-efficient showerhead online at ColumbiaGasOhio.com/e-store. Or visit the site for a \$10 mail-in rebate form for eligible showerheads purchased at your local retailer. Call 1/866-542-4767 for more information. Columbia Gas of Ohio – doing more to help you save money, energy and the environment.



 **Indicates where you will find out if you are a NOPEC member.**