

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



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:
Ena L Patterson

Your Contact Information:
424 Arbors CR
Gahanna OH 43230-3433

Type of Customer:
Residential
Standard Choice Offer
Paperless Billing
Basic Extended Payment Plan

Account Number:
20027628 002 000 5

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

Basic Extended Payment Plan Summary

Previous Amount Due on 11/09/2020	\$61.79
Payments Received by 11/16/2020 Thank you	-\$61.79
Balance on 11/23/2020	\$0.00
Basic Extended Payment Plan Amount	+\$15.42
Charges for Gas Service This Period	+\$58.49

Current Charges Due by 12/10/2020 \$73.91

We know that the COVID-19 pandemic may cause financial hardship for our customers. Any customer who is having trouble paying his/her bill should call 1-800-344-4077 to discuss payment arrangements and/or financial assistance programs. Flexible payment plans are available to customers who indicate either an impact or hardship as a result of COVID-19.

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:

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.

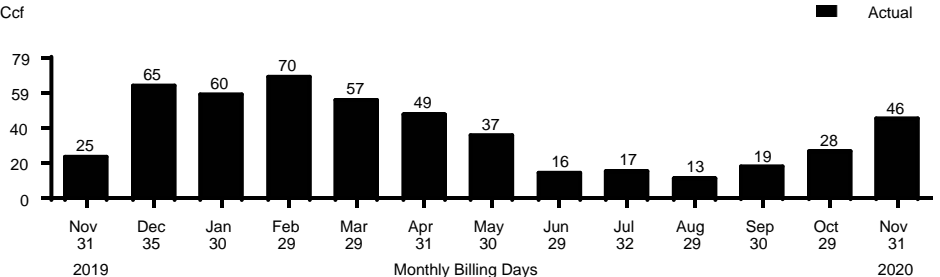
Actual Account Summary

Beginning Balance	\$138.84
Payments Received	-\$61.79
Current Utility Charges	+\$58.49

Actual Account Balance \$135.54

- 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



Phone
1-800-344-4077

Account Number: 20027628 002 000 5
Amount Due by 12/10/2020: \$73.91

Amount Enclosed: \$.

ENA L PATTERSON
424 ARBORS CR
GAHANNA OH 43230-3433

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



061907 E

ENA L PATTERSON
424 ARBORS CR
GAHANNA OH 43230-3433

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



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

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

StateZip Code

Phone Number

Add or Edit Email

13 Month Usage History

continued

Meter Number:					Usage Comparison - Ccf				
3796821					Month	Ccf	Avg Temp	Ccf	Per Day
Service Address:					Nov 19	25	41.4 °		0.8
424 Arbors CR					Oct 20	28	58.5 °		1.0
Gahanna OH 43230-3433					Nov 20	46	49.0°		1.5
Meter Readings - 31 Billing Days					Your Average Monthly Usage = 40 Ccf.				
Actual Reading on 11/23					Your Total Annual Usage = 477 Ccf.				
Actual Reading on 10/23					Your next meter reading date is				
Gas Used (Ccf)					12/ 28/ 2020 .				

Detail Charges

Fixed Monthly Delivery Charge	\$16.75
Infrastructure Replacement Program Rider	\$10.91
Capital Expenditure Program Rider	\$5.00
Infrastructure Development Rider	\$0.04
Usage Based Charges	\$3.87

Delivery - Columbia Gas of Ohio	+\$36.57
Gross Receipts Tax @ 4.987%	\$1.82

Taxes & Fees	+\$1.82
Standard Choice Offer	
Gas Supply Cost Incl Sales Tax	\$20.10

Supply - Dte Gas Supply	+\$20.10

Total Current Utility Charges

\$58.49

- Current Charges include gas supply costs of \$18.70 at the SCO rate of \$0.40660 per Ccf and sales tax of \$1.40. SCO equals the NYMEX closing price plus the Retail Price Adjustment of \$1.07 divided by 10.
- Standard Choice Offer**
As a participant of the Columbia Gas Standard Choice Offer Program, your gas is being supplied by Dte Gas Supply. 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 Dte Gas Supply, 414 S. Main St. Suite 200, Ann Arbor MI 48104, at 1-866-807-2209. If your questions are not resolved after you have called your supplier, 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.

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** .