

COMMONWEALTH OF PENNSYLVANIA



OFFICE OF CONSUMER ADVOCATE

555 Walnut Street 5th Floor, Forum Place  
Harrisburg, Pennsylvania 17101-1923  
(717) 783-5048

IRWIN A. POPOWSKY  
Consumer Advocate

ORIGINAL

FAX (717) 783-7152  
E-Mail: paoca@ptd.net

May 8, 2002

DOCUMENT  
FOLDER

James J. McNulty, Secretary  
PA Public Utility Commission  
Commonwealth Keystone Bldg.  
400 North Street  
Harrisburg, PA 17120

Re: Elizabeth Marconi, *et al.*  
v.  
Gasco Distribution Systems, Inc.  
Docket No. C-20016646 ✓

Dear Secretary McNulty:

Receipt is acknowledged of your letter dated April 26, 2002 regarding copies of 43 formal complaints against Gasco Distribution Systems, Inc.

Pursuant to Administrative Law Judge Gesoff's request, the OCA determined that the original complaint forms were not previously sent to the Public Utility Commission. It is OCA's understanding that the originals are being sent directly to your office.

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James J. McNulty, Secretary  
May 8, 2002  
Page 2

Please note that the OCA has not asked your office to consolidate these complaints. Rather, pursuant to Administrative Law Judge Gesoff's first interim order, dated April 15, 2002, the complaints will be consolidated once they are docketed by your office, so long as they are filed by May 21, 2002. Thus, it is the OCA's understanding that the docketing of these complaints, when the originals are filed with your office, has an impact on this case without any additional action by anyone.

Very truly yours,

*Christine Maloni Hoover*

Christine Maloni Hoover  
Senior Assistant Consumer Advocate

cc: Hon. Larry Gesoff, ALJ  
Edward G. Lanza, Esq.  
Hon. Robert A. Christianson, CALJ  
Mitchell Miller, Bureau of Consumer Services

68914 wpd:l/CMH/smm



**GASCO**  
**DISTRIBUTION SYSTEMS, INC.**

DOCKETED

JUN 29 2004

4445 EAST PIKE

ZANESVILLE, OH 43701

OFFICE 740 454-6198

FAX 740 454-7780

ORIGINAL

February 13, 2004

Commonwealth of Pennsylvania  
Pennsylvania Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3254

RE: Final Order – C-20016646, et al.

DOCUMENT

SECRETARY'S BUREAU

G. FEB 23 AM 9:47

Dear Sirs:

Pursuant to the Final Order entered on February 28, 2003, the following is the status report required in Paragraph 16 of the order:

16. a. Gasco Distribution Systems, Inc. has installed a new utility billing system and began using this system with the billing of November, 2002 gas. At this time, we began using the bill format suggested by the Office of Consumer Advocate. Copies of the bills currently in use have been provided as a response to 16 b. (No Change to 16.a.)

16. b. Enclosed please find one (1) copy of three (3) actual customer bills: one (1) residential bill, one (1) residential budget-billing bill and one (1) commercial bill (with customer names and account numbers deleted) for our Kane, PA and Claysville, PA customers for the usage month of December 2003 and January 2004.

16. c. To date, we have reviewed the budget customer accounts for the 2003-2004 budget billing period twice. The second review resulted in three hundred seventy (370) Kane, PA accounts being reviewed with adjustments being made to forty-five (45) accounts, and out of two hundred forty-eight (248) Claysville, PA accounts being reviewed, adjustments were made to six (6) accounts. Many of the budget accounts that required adjustments were due to the customer not paying the correct budget amount. The next review of all budget customers is currently scheduled for February, 2004. (No Change to 16.c.)

16. d. New tariffs have been prepared for Gasco Distribution Systems, Inc. and were filed with the commission on May 8, 2003. The PPUC approved Gasco Distribution Systems, Inc. tariffs effective July 11, 2003. (No Change to 16.d.)

RJP

101

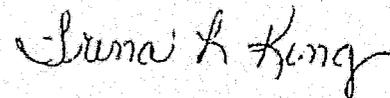
16. e. Attached please find copies of all customer service and billing complaints by Kane Division customers called in to the Zanesville call center during the previous reporting period, and the resolution of each.

16. f. Gasco Distribution Systems, Inc. has filed the following four Affiliated Interest Agreements docketed on June 13, 2003 and is awaiting a final order approving the filings.

- 1) Gasco Distribution Systems, Inc. rental agreement with Vintage Properties USA, LLC.
- 2) Gasco Distribution Systems, Inc. rental agreement with The Titan Energy Group, Inc.
- 3) Gasco Distribution Systems, Inc.-Claysville, PA Division Gas Sale and Agency Agreement with Gasco, Inc. updating previously approved Affiliate Agreement.
- 4) Gasco Distribution Systems, Inc.-Kane, PA Division Gas Sale and Agency Agreement with Gasco, Inc.

The PPUC send data request questions for each of the above Affiliated Interest Agreements. GDSI is preparing the answers for the data requests. (No Change to 16.f.)

Sincerely,



Trina L. King  
Secretary

Cc: Bureau of Consumer Services  
Office of Consumer Advocate

Customer Inquiry

Date	Customer Name	Inquiry	Action	Employee
1/25/04	Nichole Brown	Wants Final Reading and put back in Lendford's name	Called Shop & Left message	TDW
1/12/04	Josephine Bradybaugh	Thinks bill is to high wants meter re-read	Called Shop & Left message all checked out o k	TDW
1/12/04	David Wahlberg	Wants meter re-read thinks bill is to high	Called Shop & Left message all checked out o k	TDW
1/15/04	Elizabeth Maroon	Moving needs final read	Called shop and left message	TDW
1/15/04	Fred Lorenzo	Wants gas shut off so he does not have to pay a minimum bill	Called Shop for them to shut off	TDW
1/20/04	Karina Wenner	Moving needs final read	Called Shop for Final Read	TDW
1/30/04	Tammi Godley	Sent paperwork to State for charges for NSF CHECK	Mailed Paperwork	BDT
1/30/04	Nancy Brown	Sent paperwork to State for charges for NSF CHECK	Mailed Paperwork	BDT

DOCUMENT

01/30/04

We have been unable to reach Tammi Gadley regarding her NSF Check. We wrote her a letter and asked her to make contact but that obviously did not work. Since she has had numerous NSF Checks I feel this is our only recourse. Nancy Brown is refusing to pay anything on her two NSF Checks. I have spoken to her in the past and she is adamant that she should not have to reimburse us for the 2 checks which were returned on her account. I feel the only way for us to recover is file charges. Both of these customers are still on the system using gas and are not making any payments.

Bruce

NOTICE OF  
PRELIMINARY HEARING  
COMMONWEALTH OF  
PENNSYLVANIA

Mag. Dist. No.	48-3-04
DJ Name: Hon.	MICHAEL J. KENNEDY
Address:	116 FRALEY STREET KANE, PA
Telephone:	(814) 837-7131 16735

VS.  
DEFENDANT: NAME AND ADDRESS  
GADLEY, TAMMI M.  
21 HEMLOCK AVENUE  
KANE, PA 16735

**AFFIANT :**  
  
GASCO DISTRIBUTION SYSTEMS, INC.  
444 EAST PIKE  
ZANESVILLE, OH 43701

Docket No.:	CR-0000014-04
Date Filed:	2/03/04
OTN:	H 675944-3



Charge(s):

**§ 18 §4105 §§1\* BAD CHECKS - COURT CASE**

**NOTICE TO DEFENDANT**

A complaint has been filed charging you with the offense(s) set forth above and on the attached copy of the complaint. A preliminary hearing on these charges has been scheduled for:

Date:	2/23/04	Place:	DISTRICT COURT 48-3-04
Time:	1:00PM		116 FRALEY STREET KANE, PA 16735

If you fail to appear at the time and place above, a warrant will be issued for your arrest.

At the preliminary hearing you may:

1. Be represented by counsel;
2. Cross-examine witnesses and inspect physical evidence offered against you;
3. Call witnesses on your behalf other than witnesses to testify to your good reputation only, offer evidence on your behalf and testify;
4. Make written notes of the proceeding, or have your counsel do so, or make a stenographic, mechanical or electronic record of the proceedings.

If you cannot afford to hire an attorney, one may be appointed to represent you. Please contact the office of the district justice for additional information regarding the appointment of an attorney.

If you have any questions, please call the above office immediately.

2/03/04 Date Michael J. Kennedy  
My commission expires first Monday of January, 2006.



If you are disabled and require a reasonable accommodation to gain access to the Magisterial District Court and its services, please contact the Magisterial District Court at the above address or telephone number. We are unable to provide transportation.

COMPLAINT NUMBER:

DATE PRINTED: 2/03/04 12:19:40 PM  
DATE COMPLAINT SIGNED: 2/03/04

COMMONWEALTH OF  
PENNSYLVANIA

Mag. Dist. No.	48-3-04
DJ Name: Hon.	MICHAEL J. KENNEDY
Address:	116 FRALEY STREET KANE, PA
Telephone: (814) 837-7131	16735

VS.  
DEFENDANT: NAME AND ADDRESS  
BROWN, NANCY  
330 REYNOLDS STREET  
KANE, PA 16735

AFFIANT :

GASCO DISTRIBUTION SYSTEMS, INC.  
444 EAST PIKE  
ZANESVILLE, OH 43701

Docket No.:	CR-0000015-04
Date Filed:	2/03/04
OTN:	H 675945-2



Charge(s):

S 18 \$4105 \$\$A1\* BAD CHECKS - COURT CASE

### NOTICE TO DEFENDANT

A complaint has been filed charging you with the offense(s) set forth above and on the attached copy of the complaint. A preliminary hearing on these charges has been scheduled for:

Date: 2/23/04	Place: DISTRICT COURT 48-3-04
Time: 1:00PM	116 FRALEY STREET KANE, PA 16735

If you fail to appear at the time and place above, a warrant will be issued for your arrest.

At the preliminary hearing you may:

1. Be represented by counsel;
2. Cross-examine witnesses and inspect physical evidence offered against you;
3. Call witnesses on your behalf other than witnesses to testify to your good reputation only, offer evidence on your behalf and testify;
4. Make written notes of the proceeding, or have your counsel do so, or make a stenographic, mechanical or electronic record of the proceedings.

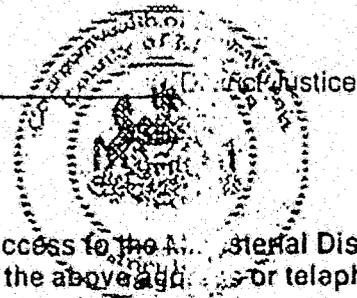
If you cannot afford to hire an attorney, one may be appointed to represent you. Please contact the office of the district justice for additional information regarding the appointment of an attorney.

If you have any questions, please call the above office immediately.

2/03/04 Date

*Michael J. Kennedy*

My commission expires first Monday of January, 2006.



If you are disabled and require a reasonable accommodation to gain access to the Magisterial District Court and its services, please contact the Magisterial District Court at the above address or telephone number. We are unable to provide transportation.

COMPLAINT NUMBER:

DATE PRINTED: 2/03/04 2:28:26 PM  
DATE COMPLAINT SIGNED: 2/03/04

Customer Call Log

814-837-824

Date: 1-20-04 Name: Kathie Wenner

Account #: 017061504 87185 meter #

Comments: Moved 12-1-03

Scott Dinges landlord  
607 Park Ave.

called shop 3:00pm

Customer Call Log

Date: 1-15-04 Name: Whiptail Motel  
Fred Irenzo

Account #: 713035003

Comments: 660 N. Fraley St

Shut off completely

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Checked shop 12:45 pm

Customer Call Log

Date: 1-15-04 Name: Elizabeth Marconi

Account #: M10074003 ~~0000000~~ 1-30-04

Comments: Moving Needs Final lead

Michael Mancharick

Put back in Elizabeth Marconi's

name

Called Shop 11:35

Customer Call Log

Date: 1-12-04 Name: DAVID. Walther 814-837-6635

Account #: 707048300

Comments: POSSIBLE gas leak? Does not  
Smell gas in or out would like  
it checked.

All o/k

Called Shop 1:20pm

Customer Call Log

Date: 1-12-04

Name: Josephine Bradybaugh

Account #: 715146001

Comments: Wants meter to - Read

Called shop 10:00 AM

Date: 1-8-04 Name: Michelle Brown

Account #: 714085004 500 Biddle St Kane 405-386-

Comments: 13416 Lake Road 6985

1-30-03 lead meter McLoud OK ~~714851~~

Back into landlord Timothy Todd before  
we do this He owes us money 392.47

Called Shop we need to collect from  
Timothy Todd before we transfer back  
10:45 am



# GASCO

## DISTRIBUTION SYSTEMS, INC.

4445 East Pike  
Zanesville, Ohio 43701  
1-(800)-727-8871  
[www.gascodistribution.com](http://www.gascodistribution.com)

FOR ADDRESS CHANGE WRITE ADDRESS ON BACK AND CHECK BOX

SERVICE ADDRESS

309 HEMLOCK AVENUE

309 HEMLOCK AVE  
KANE PA 16735-1801

ACCOUNT NUMBER PLEASE PAY BY

1/26/04

AMOUNT DUE	AMOUNT PAID
\$ 144.00	

To ensure proper credit to your account, please return this portion with your check or money order made payable to: Gasco Distribution Systems, Inc. Thank You!

Gasco Distribution Systems, Inc.  
P.O. Box 74266  
Cleveland, Ohio 44194-4266

Mail Payments To

For questions or service call: 1-(800)-727-8871  
Office Hours: 8:00 am - 5:00 pm M-F  
For Emergencies Call: 1-(877)-234-2726

Your Account Number:

Service Address:

309 HEMLOCK AVENUE

Billing Summary For:

309 HEMLOCK AVE  
KANE PA 16735-1801

Account Balance				\$ 490.25 CR		<b>Budget Payment Plan</b>	
Payments and Adjustments as of	12/31/03			\$ 144.00 CR		Monthly Amount	
Meter Number	Payments	Adjustments	Other/Late Fee			\$ 144.00	
1	\$ 144.00	\$ 0.00	\$ 0.00			Past Due	
Balance at Billing				\$ 634.25 CR		\$ 0.00	
<b>Current Charges</b>						<b>Balance</b>	
Monthly Customer Charge				\$ 0.00		\$ 144.00	
Gas Supply Charges	20 MCF at \$6.53 / MCF			\$ 130.60		<b>Customer Rates</b>	
Gas Cost Adjustment Charge	20 MCF at \$2.1717 / MCF			\$ 43.43		How to calculate your total rates per MCF:	
Distribution Charge (Tier I)	1 MCF at \$6.1676 / MCF			\$ 6.17		The Gas Supply Charge plus the Gas Cost Adjustment plus the Distribution Charge equal:	
(Tier II)	9 MCF at \$2.1625 / MCF			\$ 19.46			
(Tier III)	10 MCF at \$2.1175 / MCF			\$ 21.18			
(Tier IV)							
Total Basic Charges				\$ 220.84			
Total Account Balance				\$ 413.41 CR		First 1 MCF \$14.869	
Please Pay Total Due By	1/26/04			\$ 144.00		Next 9 MCF \$10.8642	
							Over 10 MCF \$10.819

A late payment fee will be charged on any total due amounts that remain unpaid after the due date.

Meter Information Next Meter Read on or about 1/17/04

Meter Number	Billing Period		Days	Meter Reading		Gas Used
	From	To		From	To	
1	11/21/03	12/18/03	27	598A	618A	20MCF

Average Monthly Usage: 14 MCF  
Average Temperature for Past 12 Months: 44  
Total Annual Usage for Past 12 Months is 169 MCF as follows:

MCF CODE	DEC 2003	JAN 2003	FEB 2003	MAR 2003	APR 2003	MAY 2003	JUN 2003	JUL 2003	AUG 2003	SEP 2003	OCT 2003	NOV 2003
A	20	33	36	25	15	9	4	1	1	1	12	12

CODES A - Actual Reading E - Estimated Reading F - Final Reading  
O - Customer Reading C - Corrected Reading M - Minimum

Please provide any changes or corrections to your mailing address and telephone number below.

Name \_\_\_\_\_

Mailing Address:

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone ( ) \_\_\_\_\_ Work Phone ( ) \_\_\_\_\_

#### Payment Methods

**Mail** – Please return the attached stub along with your check or money order made payable to Gasco Distribution Systems, Inc., P.O. Box 74266, Cleveland, Ohio 44194-4266. PLEASE DO NOT SEND CASH

**Credit Card** – Call us at 1-800-727-8871 Ext. 17 and arrange to pay with your VISA or Mastercard. There is a \$5.00 convenience fee for each credit card payment.

#### How to Contact Us

**Mail payments only to P.O. Box 74266, Cleveland, Ohio 44194-4266. Mailing payments to any other address will delay posting to your account.**

**Telephone** – Call our emergency line 24 hours a day at 1-877-234-2726 to report an odor of gas or service outage.

**Mail** – All other mail should be sent to: Gasco Distribution Systems, Inc., 4445 East Pike, Zanesville, Ohio 43701-9532.

#### If You Have Questions

A rate schedule, an explanation of how to verify the accuracy of the bill and an explanation of the various charges is available for inspection in the Kane Service Center and other bill-paying locations.

Please register any question or complaint about your bill prior to the due date by calling 1-800-727-8871 or by mail to 4445 East Pike, Zanesville, Ohio 43701-9532.

#### Explanation of Billing Terms

**Actual Reading** – A reading from your gas meter (obtained by a meter reader or provided by you).

**Customer Charge** – Monthly charge to recover the Company's fixed costs to provide service, which may include costs for metering, billing, accounting, collections and maintaining and installing facilities. This charge is billed to each Gasco customer as a flat fee per month and does not vary with gas usage or your gas supplier. This rate only applies to certain service areas. For some customers, fixed costs are recovered through the distribution charge.

**CCF** – One hundred (100) cubic feet of gas. This is a measure of gas usage.

**CR-CR** following the amount in the amount due box indicates a credit balance on your account

**Distribution Charge** – Charges for the delivery of natural gas to a retail customer from the point of receipt into the Company's system

**Estimated Reading** – During months when Gasco does not read your meter, your bill is based on previous gas usage at your service address and average weather conditions during the billing period. We verify the reading the next time we read your meter.

**Gas Cost Adjustment Charge** – The amount billed or credited each month to account for the differences between projected and actual gas supply costs of the Company.

**Gas Supply Charges** – Charges for natural gas supply services to retail customers.

**MCF** – One Thousand (1,000) cubic feet of gas. This is a measure of gas usage

**Late Fee** – Gasco charges a late payment fee of 1.25% per month on any amounts that are not paid by the due date.

**State Tax Adjustment Surcharge** – A surcharge on gas rates charged to customers, which permits Gasco to track changes to various state taxes.



# GASCO

## DISTRIBUTION SYSTEMS, INC.

4445 East Pike  
Zanesville, Ohio 43701  
1-(800)-727-8871  
[www.gascodistribution.com](http://www.gascodistribution.com)

FOR ADDRESS CHANGE WRITE ADDRESS ON BACK AND CHECK BOX

SERVICE ADDRESS

529 MAPLE STREET

529 MAPLE STREET  
KANE PA 16735-3219

ACCOUNT NUMBER PLEASE PAY BY

1/26/04

AMOUNT DUE AMOUNT PAID

\$ 145.94

To ensure proper credit to your account, please return this portion with your check or money order made payable to: Gasco Distribution Systems, Inc. Thank You!

Gasco Distribution Systems, Inc.  
P.O. Box 74266  
Cleveland, Ohio 44194-4266

Mail Payments To

For questions or service call: 1-(800)-727-8871  
Office Hours: 8:00 am - 5:00 pm M-F  
For Emergencies Call: 1-(877)-234-2726

Your Account Number:

Service Address:

Billing Summary For:

529 MAPLE STREET  
KANE PA 16735-3219

529 MAPLE STREET

<b>Account Balance</b>				\$ 171.75	<b>Budget Payment Plan</b>	
<b>Payments and Adjustments as of</b>				12/31/03	\$ 170.91	Monthly Amount
Meter Number	Payments	Adjustments	Other/Late Fees	CR		Past Due
1	\$ 170.92	\$ 0.00	\$ 0.01			Balance
<b>Balance at Billing</b>					\$ 0.84	
<b>Current Charges</b>						<b>Customer Rates</b>
Monthly Customer Charge				\$ 0.00		How to calculate your total rates per MCF:
Gas Supply Charges	13 MCF at \$6.53 / MCF			\$ 84.89		The Gas Supply Charge plus the Gas Cost Adjustment plus the Distribution Charge equal:
Gas Cost Adjustment Charge	13 MCF at \$2.1717 / MCF			\$ 28.23		First 1 MCF \$14.869
Distribution Charge (Tier I)	1 MCF at \$6.1676 / MCF			\$ 6.17		Next 9 MCF \$10.8642
(Tier II)	9 MCF at \$2.1625 / MCF			\$ 19.46		Over 10 MCF \$10.819
(Tier III)	3 MCF at \$2.1175 / MCF			\$ 6.35		
(Tier IV)						
<b>Total Basic Charges</b>				\$ 145.10		
<b>Total Account Balance</b>				\$ 145.94		
<b>Please Pay Total Due By</b>				1/26/04	\$ 145.94	

A late payment fee will be charged on any total due amounts that remain unpaid after the due date.

Meter Information

Next Meter Read on or about 1/21/04

Meter Number	Billing Period		Days	Meter Reading		Gas Used
	From	To		From	To	
1	11/26/03	12/22/03	26	945A	958A	13MCF

Average Monthly Usage: 8 MCF  
Average Temperature for Past 12 Months: 44  
Total Annual Usage for Past 12 Months is 97 MCF as follows:

MCF CODE	DEC 2003	JAN 2003	FEB 2003	MAR 2003	APR 2003	MAY 2003	JUN 2003	JUL 2003	AUG 2003	SEP 2003	OCT 2003	NOV 2003
A	13	14	19	12	9	6	3	1	2	3	7	8

CODES: A - Actual Reading, E - Estimated Reading, F - Final Reading, O - Customer Reading, C - Corrected Reading, M - Minimum

Please provide any changes or corrections to your mailing address and telephone number below.

Name \_\_\_\_\_

Mailing Address

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone ( ) \_\_\_\_\_ Work Phone ( ) \_\_\_\_\_

#### Payment Methods

**Mail** – Please return the attached stub along with your check or money order made payable to Gasco Distribution Systems, Inc., P.O. Box 74266, Cleveland, Ohio 44194-4266 PLEASE DO NOT SEND CASH

**Credit Card** – Call us at 1-800-727-8871 Ext. 17 and arrange to pay with your VISA or Mastercard. There is a \$5.00 convenience fee for each credit card payment.

#### How to Contact Us

**Mail payments only to P.O. Box 74266, Cleveland, Ohio 44194-4266. Mailing payments to any other address will delay posting to your account.**

**Telephone** – Call our emergency line 24 hours a day at 1-877-234-2726 to report an odor of gas or service outage.

**Mail** – All other mail should be sent to: Gasco Distribution Systems, Inc., 4445 East Pike, Zanesville, Ohio 43701-9532

#### If You Have Questions

A rate schedule, an explanation of how to verify the accuracy of the bill and an explanation of the various charges is available for inspection in the Kane Service Center and other bill-paying locations.

Please register any question or complaint about your bill prior to the due date by calling 1-800-727-8871 or by mail to 4445 East Pike, Zanesville, Ohio 43701-9532.

#### Explanation of Billing Terms

**Actual Reading** – A reading from your gas meter (obtained by a meter reader or provided by you).

**Customer Charge** – Monthly charge to recover the Company's fixed costs to provide service, which may include costs for metering, billing, accounting, collections and maintaining and installing facilities. This charge is billed to each Gasco customer as a flat fee per month and does not vary with gas usage or your gas supplier. This rate only applies to certain service areas. For some customers, fixed costs are recovered through the distribution charge.

**CCF** – One hundred (100) cubic feet of gas. This is a measure of gas usage.

**CR-CR** following the amount in the amount due box indicates a credit balance on your account.

**Distribution Charge** – Charges for the delivery of natural gas to a retail customer from the point of receipt into the Company's system.

**Estimated Reading** – During months when Gasco does not read your meter, your bill is based on previous gas usage at your service address and average weather conditions during the billing period. We verify the reading the next time we read your meter.

**Gas Cost Adjustment Charge** – The amount billed or credited each month to account for the differences between projected and actual gas supply costs of the Company.

**Gas Supply Charges** – Charges for natural gas supply services to retail customers.

**MCF** – One Thousand (1,000) cubic feet of gas. This is a measure of gas usage.

**Late Fee** – Gasco charges a late payment fee of 1.25% per month on any amounts that are not paid by the due date.

**State Tax Adjustment Surcharge** – A surcharge on gas rates charged to customers, which permits Gasco to track changes to various state taxes.



# GASCO

## DISTRIBUTION SYSTEMS, INC.

4445 East Pike  
Zanesville, Ohio 43701  
1-(800)-727-8871  
[www.gascodistribution.com](http://www.gascodistribution.com)

FOR ADDRESS CHANGE WRITE ADDRESS ON BACK AND CHECK BOX

SERVICE ADDRESS

RT 6 & PA 66

PO BOX 525  
KANE PA 16735

ACCOUNT NUMBER : PLEASE PAY BY

1/26/04

AMOUNT DUE	AMOUNT PAID
\$ 35.09	

To ensure proper credit to your account, please return this portion with your check or money order made payable to: Gasco Distribution Systems, Inc. Thank You!

Gasco Distribution Systems, Inc.  
P.O. Box 74266  
Cleveland, Ohio 44194-4266

Mail Payments To

For questions or service call: 1-(800)-727-8871  
Office Hours: 8:00 am - 5:00 pm M-F  
For Emergencies Call: 1-(877)-234-2726

Your Account Number:

Service Address:

Billing Summary For:

PO BOX 525  
KANE PA 16735

RT 6 & PA 66

Account Balance					\$ 31.04	Budget Payment Plan	
Payments and Adjustments as of	12/31/03			\$ 34.76	CR	Monthly Amount	
Meter Number	Payments	Adjustments	Other/Late Fees	Late Fee		Past Due	
1	\$ 34.76	\$ 0.00	\$ 0.00			Balance	
Balance at Billing					\$ 3.72	CR	
Current Charges							Customer Rates
Monthly Customer Charge				\$ 0.00		How to calculate your total rates per MCF:	
Gas Supply Charges	3 MCF at \$6.53 / MCF			\$ 19.59		The Gas Supply Charge plus the Gas Cost Adjustment plus the Distribution Charge equal:	
Gas Cost Adjustment Charge	3 MCF at \$2.1717 / MCF			\$ 6.52		First 1 MCF \$14.869	
Distribution Charge (Tier I)	1 MCF at \$6.1676 / MCF			\$ 6.17		Next 19 MCF \$10.864	
(Tier II)	2 MCF at \$2.1625 / MCF			\$ 4.33		Over 20 MCF \$10.819	
(Tier III)							
(Tier IV)							
Total Basic Charges					\$ 36.61		
Total Account Balance					\$ 32.89		
Please Pay Total Due By					1/26/04	\$ 35.09	

A late payment fee will be charged on any total due amounts that remain unpaid after the due date.

Meter Information

Next Meter Read on or about 1/17/04

Meter Number	Billing Period		Days	Meter Reading		Gas Used
	From	To		From	To	
1	11/21/03	12/18/03	27	98A	101A	3MCF

Average Monthly Usage: 1 MCF  
Average Temperature for Past 12 Months: 44  
Total Annual Usage for Past 12 Months is 19 MCF as follows:

MCF CODE	DEC 2003	JAN 2003	FEB 2003	MAR 2003	APR 2003	MAY 2003	JUN 2003	JUL 2003	AUG 2003	SEP 2003	OCT 2003	NOV 2003
CODES	A 3	A 5	A 2	A 3	A 1	A 2	A 1	A 0	A 0	A 0	A 0	A 2

A - Actual Reading      E - Estimated Reading      F - Final Reading  
O - Customer Reading      C - Corrected Reading      M - Minimum

Please provide any changes or corrections to your mailing address and telephone number below.

Name \_\_\_\_\_

Mailing Address:

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone ( ) \_\_\_\_\_ Work Phone ( ) \_\_\_\_\_

#### Payment Methods

**Mail** – Please return the attached stub along with your check or money order made payable to Gasco Distribution Systems, Inc., P.O. Box 74266, Cleveland, Ohio 44194-4266. PLEASE DO NOT SEND CASH.

**Credit Card** – Call us at 1-800-727-8871 Ext. 17 and arrange to pay with your VISA or Mastercard. There is a \$5.00 convenience fee for each credit card payment.

#### How to Contact Us

**Mail payments only to P.O. Box 74266, Cleveland, Ohio 44194-4266.** Mailing payments to any other address will delay posting to your account.

**Telephone** – Call our emergency line 24 hours a day at 1-877-234-2726 to report an odor of gas or service outage.

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**Gas Supply Charges** – Charges for natural gas supply services to retail customers.

**MCF** – One Thousand (1,000) cubic feet of gas. This is a measure of gas usage.

**Late Fee** – Gasco charges a late payment fee of 1.25% per month on any amounts that are not paid by the due date.

**State Tax Adjustment Surcharge** – A surcharge on gas rates charged to customers, which permits Gasco to track changes to various state taxes.



# GASCO

## DISTRIBUTION SYSTEMS, INC.

4445 East Pike  
Zanesville, Ohio 43701  
1-(800)-727-8871  
www.gascodistribution.com

FOR ADDRESS CHANGE WRITE ADDRESS ON BACK  CHECK BOX

**SERVICE ADDRESS**

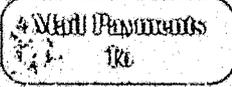
503 MCKEE ROAD

503 MCKEE ROAD  
WASHINGTON PA 15301-9367

ACCOUNT NUMBER	PLEASE PAY BY
[REDACTED]	1/24/04
AMOUNT DUE	AMOUNT PAID
\$ 95.00	

To ensure proper credit to your account, please return this portion with your check or money order made payable to: Gasco Distribution Systems, Inc. Thank You!

Gasco Distribution Systems, Inc.  
P.O. Box 74266  
Cleveland, Ohio 44194-4266



For questions or service call: 1-(800)-727-8871  
Office Hours: 8:00 am - 5:00 pm M-F  
For Emergencies Call: 1-(877)-234-2726

**Billing Summary For:**

503 MCKEE ROAD  
WASHINGTON PA 15301-9367

Your Account Number:

Service Address:

503 MCKEE ROAD

<b>Account Balance</b>				\$ 286.82 CR	<b>Budget Payment Plan</b>	
<b>Payments and Adjustments as of</b>				12/31/03	\$ 95.00 CR	Monthly Amount
Meter Number	Payments	Adjustments	Other/Late Fee			\$ 95.00
1	\$ 95.00	\$ 0.00	\$ 0.00			Past Due
<b>Balance at Billing</b>					\$ 381.82 CR	\$ 0.00
<b>Current Charges</b>						<b>Balance</b>
Monthly Customer Charge				\$ 0.00		\$ 95.00
Gas Supply Charges	14 MCF at \$6.41 / MCF			\$ 89.74		
Gas Cost Adjustment Charge	14 MCF at \$1.9133 / MCF			\$ 26.79		
Distribution Charge (Tier I)	1 MCF at \$4.9177 / MCF			\$ 4.92		
(Tier II)	9 MCF at \$2.9221 / MCF			\$ 26.30		
(Tier III)	4 MCF at \$2.7064 / MCF			\$ 10.83		
<b>Total Basic Charges</b>					\$ 158.58	
<b>Total Account Balance</b>					\$ 223.24 CR	
<b>Please Pay Total Due By</b>				1/24/04	\$ 95.00	

**Customer Rates**

How to calculate your total rates per MCF:

The Gas Supply Charge plus the Gas Cost Adjustment plus the Distribution Charge equal:

First 1 MCF \$13.241  
Next 9 MCF \$11.2454  
Over 10 MCF \$11.029

A late payment fee will be charged on any total due amounts that remain unpaid after the due date.

**Meter Information** Next Meter Read on or about 1/28/04

Meter Number	Billing Period		Days	Meter Reading		Gas Used
	From	To		From	To	
1	11/25/03	12/29/03	34	26A	40A	14MCF

Average Monthly Usage: 7 MCF  
Average Temperature for Past 12 Months: 52  
Total Annual Usage for Past 12 Months is 89 MCF as follows:

MCF CODE	DEC 2003	JAN 2003	FEB 2003	MAR 2003	APR 2003	MAY 2003	JUN 2003	JUL 2003	AUG 2003	SEP 2003	OCT 2003	NOV 2003
A	14	18	19	8	6	3	3	1	2	4	5	7

**CODES**  
A - Actual Reading      E - Estimated Reading      F - Final Reading  
O - Customer Reading      C - Corrected Reading      M - Minimum

Please provide any changes or corrections to your mailing address and telephone number below.

Name \_\_\_\_\_

Mailing Address:

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone ( \_\_\_\_\_ ) \_\_\_\_\_ Work Phone ( \_\_\_\_\_ ) \_\_\_\_\_

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# GASCO

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Zanesville, Ohio 43701  
1-(800)-727-8871  
[www.gascodistribution.com](http://www.gascodistribution.com)

FOR ADDRESS CHANGE WRITE ADDRESS ON BACK AND CHECK BOX

SERVICE ADDRESS

3240 CONSTITUTION BLVD

3240 CONSTITUTION BLVD  
CLAYSVILLE PA 15323-1333

ACCOUNT NUMBER	PLEASE PAY BY
[REDACTED]	1/24/04
AMOUNT DUE	AMOUNT PAID
\$ 64.08	

To ensure proper credit to your account, please return this portion with your check or money order made payable to: Gasco Distribution Systems, Inc. Thank You!

Gasco Distribution Systems, Inc.  
P.O. Box 74266  
Cleveland, Ohio 44194-4266

Mail Payments To

For questions or service call: 1-(800)-727-8871  
Office Hours: 8:00 am - 5:00 pm M-F  
For Emergencies Call: 1-(877)-234-2726

Billing Summary For:

3240 CONSTITUTION BLVD  
CLAYSVILLE PA 15323-1333

Your Account Number:

Service Address:

3240 CONSTITUTION BLVD

Account Balance				\$ 86.46	
Payments and Adjustments as of	12/31/03			\$ 114.34 CR	
Meter Number	Payments	Adjustments	Other/Late Fee	Fee	
1	\$ 114.34	\$ 0.00	\$ 0.00		
Balance at Billing				\$ 27.88 CR	
<b>Current Charges</b>					
Monthly Customer Charge				\$ 0.00	
Gas Supply Charges	8 MCF at \$6.41 / MCF			\$ 51.28	
Gas Cost Adjustment Charge	8 MCF at \$1.9133 / MCF			\$ 15.31	
Distribution Charge (Tier I)	1 MCF at \$4.9177 / MCF			\$ 4.92	
(Tier II)	7 MCF at \$2.9221 / MCF			\$ 20.45	
(Tier III)					
<b>Total Basic Charges</b>				\$ 91.96	
<b>Total Account Balance</b>				\$ 64.08	
Please Pay Total Due By	1/24/04			\$ 64.08	

**Budget Payment Plan**

Monthly Amount

Past Due

Balance

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**Customer Rates**

How to calculate your total rates per MCF:

The Gas Supply Charge plus the Gas Cost Adjustment plus the Distribution Charge equal:

First 1 MCF \$13.241  
Next 9 MCF \$11.2454  
Over 10 MCF \$11.029

A late payment fee will be charged on any total due amounts that remain unpaid after the due date.

Meter Information Next Meter Read on or about 1/23/04

Meter Number	Billing Period		Days	Meter Reading		Gas Used
	From	To		From	To	
1	11/24/03	12/24/03	30	424A	432A	8MCF

Average Monthly Usage: 5 MCF  
Average Temperature for Past 12 Months: 52  
Total Annual Usage for Past 12 Months is 61 MCF as follows:

MCF CODE	DEC 2003	JAN 2003	FEB 2003	MAR 2003	APR 2003	MAY 2003	JUN 2003	JUL 2003	AUG 2003	SEP 2003	OCT 2003	NOV 2003
A	8	12	13	7	6	3	1	1	1	1	3	5

**CODES**  
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Please provide any changes or corrections to your mailing address and telephone number below.

Name \_\_\_\_\_

Mailing Address:

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone ( \_\_\_\_\_ ) \_\_\_\_\_ Work Phone ( \_\_\_\_\_ ) \_\_\_\_\_

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# GASCO

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4445 East Pike  
Zanesville, Ohio 43701  
1-(800)-727-8871  
www.gascodistribution.com

FOR ADDRESS CHANGE WRITE ADDRESS ON BACK AND CHECK BOX

SERVICE ADDRESS

MAIN STREET

██████████  
710 ROCKY RUN RD  
WEST FINLEY PA 15377

ACCOUNT NUMBER	PLEASE PAY BY
██████████	1/24/04
AMOUNT DUE	AMOUNT PAID
\$ 121.32	

To ensure proper credit to your account, please return this portion with your check or money order made payable to: Gasco Distribution Systems, Inc. Thank You!

Gasco Distribution Systems, Inc.  
P.O. Box 74266  
Cleveland, Ohio 44194-4266

Full Payments  
to

For questions or service call: 1-(800)-727-8871  
Office Hours: 8:00 am - 5:00 pm M-F  
For Emergencies Call: 1-(877)-234-2726

**Billing Summary For:**

██████████  
710 ROCKY RUN RD  
WEST FINLEY PA 15377

Your Account Number:

Service Address:

MAIN STREET

Account Balance				\$ 133.24	
Payments and Adjustments as of	12/31/03			\$ 133.24	CR
Meter Number	Payments	Adjustments	Other/Late Fee	Fee	
1	\$ 133.24	\$ 0.00	\$ 0.00		
Balance at Billing				\$ 0.00	
<b>Current Charges</b>					
Monthly Customer Charge				\$ 0.00	
Gas Supply Charges	10 MCF at \$6.41 / MCF			\$ 64.10	
Gas Cost Adjustment Charge	10 MCF at \$1.9133 / MCF			\$ 19.13	
Distribution Charge (Tier I)	1 MCF at \$4.9177 / MCF			\$ 4.92	
(Tier II)	9 MCF at \$2.9221 / MCF			\$ 26.30	
(Tier III)					
<b>Total Basic Charges</b>				\$ 114.45	
<b>Total Account Balance</b>				\$ 114.45	
Please Pay Total Due By	1/24/04			\$ 121.32	

**Budget Payment Plan**

Monthly Amount

Past Due

Balance

**Customer Rates**

How to calculate your total rates per MCF:

The Gas Supply Charge plus the Gas Cost Adjustment plus the Distribution Charge equal:

First 1 MCF \$13.241  
Next 19 MCF \$11.245  
Over 20 MCF \$10.662

A late payment fee will be charged on any total due amounts that remain unpaid after the due date.

**Meter Information** Next Meter Read on or about 1/22/04

Meter Number	Billing Period		Days	Meter Reading		Gas Used
	From	To		From	To	
1	11/25/03	12/23/03	28	253A	263A	10MCF

Average Monthly Usage: 11 MCF

Average Temperature for Past 12 Months: 52

Total Annual Usage for Past 12 Months is 132 MCF as follows:

MCF CODE	DEC 2003	JAN 2003	FEB 2003	MAR 2003	APR 2003	MAY 2003	JUN 2003	JUL 2003	AUG 2003	SEP 2003	OCT 2003	NOV 2003
A	10	12	13	10	12	11	12	8	10	11	12	11

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Name \_\_\_\_\_

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City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone ( \_\_\_\_\_ ) Work Phone ( \_\_\_\_\_ )

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# GASCO

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1-(800)-727-8871  
[www.gascodistribution.com](http://www.gascodistribution.com)

FOR ADDRESS CHANGE WRITE ADDRESS ON BACK AND CHECK BOX

SERVICE ADDRESS

309 HEMLOCK AVENUE

██████████  
309 HEMLOCK AVE  
KANE PA 16735-1801

ACCOUNT NUMBER	PLEASE PAY BY
██████████	2/24/04
AMOUNT DUE	AMOUNT PAID
\$ 144.00	

To ensure proper credit to your account, please return this portion with your check or money order made payable to: Gasco Distribution Systems, Inc. Thank You!

Gasco Distribution Systems, Inc.  
P.O. Box 74266  
Cleveland, Ohio 44194-4266

Staff Payments  
10.00

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Office Hours: 8:00 am - 5:00 pm M-F  
For Emergencies Call: 1-(877)-234-2726

Your Account Number:

Service Address:

309 HEMLOCK AVENUE

**Billing Summary For:**

██████████  
309 HEMLOCK AVE  
KANE PA 16735-1801

<b>Account Balance</b>				\$ 413.41 CR	<b>Budget Payment Plan</b>	
<b>Payments and Adjustments as of</b>					Monthly Amount	
Meter Number	Payments	1/31/04 Adjustments	Other/Late Fee	\$ 144.00 CR	\$ 144.00	
1	\$ 144.00	\$ 0.00	\$ 0.00		Past Due	
<b>Balance at Billing</b>				\$ 557.41 CR	\$ 0.00	
<b>Current Charges</b>					<b>Customer Rates</b>	
Monthly Customer Charge			\$ 0.00	How to calculate your total rates per MCF:		
Gas Supply Charges	32 MCF at \$6.53 / MCF		\$ 208.96	The Gas Supply Charge plus the Gas Cost Adjustment plus the Distribution Charge equal:		
Gas Cost Adjustment Charge	32 MCF at \$2.1717 / MCF		\$ 69.49	First 1 MCF \$14.869		
Distribution Charge (Tier I)	1 MCF at \$6.1676 / MCF		\$ 6.17	Next 9 MCF \$10.8642		
(Tier II)	9 MCF at \$2.1625 / MCF		\$ 19.46	Over 10 MCF \$10.819		
(Tier III)	22 MCF at \$2.1175 / MCF		\$ 46.59			
(Tier IV)						
<b>Total Basic Charges</b>			\$ 350.67			
<b>Total Account Balance</b>				\$ 206.74 CR		
<b>Please Pay Total Due By</b>				2/24/04	\$ 144.00	

A late payment fee will be charged on any total due amounts that remain unpaid after the due date.

**Meter Information** Next Meter Read on or about 2/20/04

Meter Number	Billing Period		Days	Meter Reading		Gas Used
	From	To		From	To	
1	12/18/03	1/21/04	34	618A	650A	32MCF

Average Monthly Usage: 14 MCF  
Average Temperature for Past 12 Months: 43  
Total Annual Usage for Past 12 Months is 168 MCF as follows:

MCF CODE	JAN 2004	FEB 2003	MAR 2003	APR 2003	MAY 2003	JUN 2003	JUL 2003	AUG 2003	SEP 2003	OCT 2003	NOV 2003	DEC 2003
A	32	36	25	15	9	4	1	1	1	12	12	20

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Home Phone ( ) \_\_\_\_\_ Work Phone ( ) \_\_\_\_\_

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# GASCO

## DISTRIBUTION SYSTEMS, INC.

4445 East Pike  
Zanesville, Ohio 43701  
1-(800)-727-8871  
[www.gascodistribution.com](http://www.gascodistribution.com)

FOR ADDRESS CHANGE WRITE ADDRESS ON BACK AND CHECK BOX

SERVICE ADDRESS

529 MAPLE STREET

529 MAPLE STREET  
KANE PA 16735-3219

ACCOUNT NUMBER	PLEASE PAY BY
[REDACTED]	2/24/04
AMOUNT DUE	AMOUNT PAID
\$ 346.96	

To ensure proper credit to your account, please return this portion with your check or money order made payable to: Gasco Distribution Systems, Inc. Thank You!

Gasco Distribution Systems, Inc.  
P.O. Box 74266  
Cleveland, Ohio 44194-4266

With Payments To

For questions or service call: 1-(800)-727-8871  
Office Hours: 8:00 am - 5:00 pm M-F  
For Emergencies Call: 1-(877)-234-2726

Your Account Number:

Service Address:

Billing Summary For:

529 MAPLE STREET  
KANE PA 16735-3219

529 MAPLE STREET

Account Balance				\$ 145.93	<b>Budget Payment Plan</b>	
Payments and Adjustments as of	1/31/04			\$ 1.83	Monthly Amount	
Meter Number	Payments	Adjustments	Other/Late Fee		Past Due	
1	\$ 0.00	\$ 0.00	\$ 1.83		Balance	
Balance at Billing				\$ 147.76	<b>Customer Rates</b>	
Current Charges					How to calculate your total rates per MCF:	
Monthly Customer Charge				\$ 0.00	The Gas Supply Charge plus the Gas Cost Adjustment plus the Distribution Charge equal:	
Gas Supply Charges	18 MCF at \$6.53 / MCF			\$ 117.54	First 1 MCF \$14.869	
Gas Cost Adjustment Charge	18 MCF at \$2.1717 / MCF			\$ 39.09	Next 9 MCF \$10.8642	
Distribution Charge (Tier I)	1 MCF at \$6.1676 / MCF			\$ 6.17	Over 10 MCF \$10.819	
(Tier II)	9 MCF at \$2.1625 / MCF			\$ 19.46		
(Tier III)	8 MCF at \$2.1175 / MCF			\$ 16.94		
(Tier IV)						
Total Basic Charges				\$ 199.20		
Total Account Balance				\$ 346.96		
Please Pay Total Due By	2/24/04			\$ 346.96		

A late payment fee will be charged on any total due amounts that remain unpaid after the due date.

Meter Information Next Meter Read on or about 2/25/04

Meter Number	Billing Period		Days	Meter Reading		Gas Used
	From	To		From	To	
1	12/22/03	1/26/04	35	958A	976A	18MCF

Average Monthly Usage: 8 MCF  
Average Temperature for Past 12 Months: 43  
Total Annual Usage for Past 12 Months is 101 MCF as follows:

MCF CODE	JAN 2004	FEB 2003	MAR 2003	APR 2003	MAY 2003	JUN 2003	JUL 2003	AUG 2003	SEP 2003	OCT 2003	NOV 2003	DEC 2003
A	18	19	12	9	6	3	1	2	3	7	8	13

CODES A - Actual Reading E - Estimated Reading F - Final Reading  
O - Customer Reading C - Corrected Reading M - Minimum

Please provide any changes or corrections to your mailing address and telephone number below.

Name \_\_\_\_\_

Mailing Address

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone ( ) \_\_\_\_\_ Work Phone ( ) \_\_\_\_\_

Payment Methods

**Mail** – Please return the attached stub along with your check or money order made payable to Gasco Distribution Systems, Inc., P.O. Box 74266, Cleveland, Ohio 44194-4266. PLEASE DO NOT SEND CASH.

**Credit Card** – Call us at 1-800-727-8871 Ext. 17 and arrange to pay with your VISA or Mastercard. There is a \$5.00 convenience fee for each credit card payment.

How to Contact Us

**Mail payments only to P.O. Box 74266, Cleveland, Ohio 44194-4266. Mailing payments to any other address will delay posting to your account.**

**Telephone** – Call our emergency line 24 hours a day at 1-877-234-2726 to report an odor of gas or service outage

**Mail** – All other mail should be sent to: Gasco Distribution Systems, Inc., 4445 East Pike, Zanesville, Ohio 43701-9532

If You Have Questions

**A rate schedule, an explanation of how to verify the accuracy of the bill and an explanation of the various charges is available for inspection in the Kane Service Center and other bill-paying locations.**

**Please register any question or complaint about your bill prior to the due date by calling 1-800-727-8871 or by mail to 4445 East Pike, Zanesville, Ohio 43701-9532.**

Explanation of Billing Terms

**Actual Reading** – A reading from your gas meter (obtained by a meter reader or provided by you)

**Customer Charge** – Monthly charge to recover the Company's fixed costs to provide service, which may include costs for metering, billing, accounting, collections and maintaining and installing facilities. This charge is billed to each Gasco customer as a flat fee per month and does not vary with gas usage or your gas supplier. This rate only applies to certain service areas. For some customers, fixed costs are recovered through the distribution charge.

**CCF** – One hundred (100) cubic feet of gas. This is a measure of gas usage.

**CR-CR** following the amount in the amount due box indicates a credit balance on your account

**Distribution Charge** – Charges for the delivery of natural gas to a retail customer from the point of receipt into the Company's system.

**Estimated Reading** – During months when Gasco does not read your meter, your bill is based on previous gas usage at your service address and average weather conditions during the billing period. We verify the reading the next time we read your meter.

**Gas Cost Adjustment Charge** – The amount billed or credited each month to account for the differences between projected and actual gas supply costs of the Company.

**Gas Supply Charges** – Charges for natural gas supply services to retail customers.

**MCF** – One Thousand (1,000) cubic feet of gas. This is a measure of gas usage.

**Late Fee** – Gasco charges a late payment fee of 1.25% per month on any amounts that are not paid by the due date.

**State Tax Adjustment Surcharge** – A surcharge on gas rates charged to customers, which permits Gasco to track changes to various state taxes.



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FOR ADDRESS CHANGE WRITE ADDRESS ON BACK AND CHECK BOX

SERVICE ADDRESS

RT 6 & PA 66

PO BOX 525  
KANE PA 16735

ACCOUNT NUMBER	PLEASE PAY BY
[REDACTED]	2/24/04
AMOUNT DUE	AMOUNT PAID
\$ 38.81	

To ensure proper credit to your account, please return this portion with your check or money order made payable to: Gasco Distribution Systems, Inc. Thank You!

Gasco Distribution Systems, Inc.  
P.O. Box 74266  
Cleveland, Ohio 44194-4266

Mail Payments To

For questions or service call: 1-(800)-727-8871  
Office Hours: 8:00 am - 5:00 pm M-F  
For Emergencies Call: 1-(877)-234-2726

Your Account Number:  
[REDACTED]  
Service Address:  
RT 6 & PA 66

**Billing Summary For:**

PO BOX 525  
KANE PA 16735

Account Balance				\$ 35.09		<b>Budget Payment Plan</b>
Payments and Adjustments as of	1/31/04			\$ 35.09 CR		Monthly Amount
Meter Number	Payments	Adjustments	Other/late Fee			Past Due
1	\$ 35.09	\$ 0.00	\$ 0.00			Balance
Balance at Billing				\$ 0.00		<b>Customer Rates</b>
<b>Current Charges</b>						How to calculate your total rates per MCF:
Monthly Customer Charge				\$ 0.00		The Gas Supply Charge plus the Gas Cost Adjustment plus the Distribution Charge equal:
Gas Supply Charges	3 MCF at \$6.53 / MCF			\$ 19.59		First 1 MCF \$14.869
Gas Cost Adjustment Charge	3 MCF at \$2.1717 / MCF			\$ 6.52		Next 19 MCF \$10.864
Distribution Charge (Tier I)	1 MCF at \$6.1676 / MCF			\$ 6.17		Over 20 MCF \$10.819
(Tier II)	2 MCF at \$2.1625 / MCF			\$ 4.33		
(Tier III)						
(Tier IV)						
<b>Total Basic Charges</b>				\$ 36.61		
<b>Total Account Balance</b>				\$ 36.61		
Please Pay Total Due By	2/24/04			\$ 38.81		

A late payment fee will be charged on any total due amounts that remain unpaid after the due date.

**Meter Information** Next Meter Read on or about 2/20/04

Meter Number	Billing Period		Days	Meter Reading		Gas Used
	From	To		From	To	
1	12/18/03	1/21/04	34	101A	104A	3MCF

Average Monthly Usage: 1 MCF  
Average Temperature for Past 12 Months: 43  
Total Annual Usage for Past 12 Months is 17 MCF as follows:

MCF CODE	JAN 2004	FEB 2003	MAR 2003	APR 2003	MAY 2003	JUN 2003	JUL 2003	AUG 2003	SEP 2003	OCT 2003	NOV 2003	DEC 2003
A	3	2	3	1	2	1	0	0	0	0	2	3

**CODES**  
 A - Actual Reading      E - Estimated Reading      F - Final Reading  
 O - Customer Reading    C - Corrected Reading      M - Minimum

Please provide any changes or corrections to your mailing address and telephone number below.

Name \_\_\_\_\_

Mailing Address:

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone ( ) \_\_\_\_\_ Work Phone ( ) \_\_\_\_\_

#### Payment Methods

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#### How to Contact Us

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#### Explanation of Billing Terms

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**CCF** – One hundred (100) cubic feet of gas. This is a measure of gas usage.

**CR-CR** following the amount in the amount due box indicates a credit balance on your account.

**Distribution Charge** – Charges for the delivery of natural gas to a retail customer from the point of receipt into the Company's system.

**Estimated Reading** – During months when Gasco does not read your meter, your bill is based on previous gas usage at your service address and average weather conditions during the billing period. We verify the reading the next time we read your meter.

**Gas Cost Adjustment Charge** – The amount billed or credited each month to account for the differences between projected and actual gas supply costs of the Company.

**Gas Supply Charges** – Charges for natural gas supply services to retail customers.

**MCF** – One Thousand (1,000) cubic feet of gas. This is a measure of gas usage.

**Late Fee** – Gasco charges a late payment fee of 1.25% per month on any amounts that are not paid by the due date.

**State Tax Adjustment Surcharge** – A surcharge on gas rates charged to customers, which permits Gasco to track changes to various state taxes.



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FOR ADDRESS CHANGE WRITE ADDRESS ON BACK AND CHECK BOX

SERVICE ADDRESS

503 MCKEE ROAD

503 MCKEE ROAD  
WASHINGTON PA 15301-9367

ACCOUNT NUMBER	PLEASE PAY BY
[REDACTED]	2/24/04
AMOUNT DUE	AMOUNT PAID
\$ 94.22	

To ensure proper credit to your account, please return this portion with your check or money order made payable to: Gasco Distribution Systems, Inc. Thank You!

Gasco Distribution Systems, Inc.  
P.O. Box 74266  
Cleveland, Ohio 44194-4266

Mail Payments To

For questions or service call: 1-(800)-727-8871  
Office Hours: 8:00 am - 5:00 pm M-F  
For Emergencies Call: 1-(877)-234-2726

Billing Summary For:

503 MCKEE ROAD  
WASHINGTON PA 15301-9367

Your Account Number:

Service Address:

503 MCKEE ROAD

Account Balance				\$ 223.24 CR	Budget Payment Plan	
Payments and Adjustments as of	1/31/04			\$ 95.78 CR	Monthly Amount	
Meter Number	Payments	Adjustments	Other/late Fee	Fee	\$ 95.00	
1	\$ 95.00	\$ 0.78 CR	\$ 0.00		Past Due	\$ 0.78 CR
Balance at Billing				\$ 319.02 CR	Balance	\$ 94.22
Current Charges					Customer Rates	
Monthly Customer Charge			\$ 0.00	How to calculate your total rates per MCF:		
Gas Supply Charges	18 MCF at \$6.41 / MCF		\$ 115.38	The Gas Supply Charge plus the Gas Cost Adjustment plus the Distribution Charge equal:		
Gas Cost Adjustment Charge	18 MCF at \$1.9133 / MCF		\$ 34.44	First 1 MCF \$13.241		
Distribution Charge (Tier I)	1 MCF at \$4.9177 / MCF		\$ 4.92	Next 9 MCF \$11.2454		
(Tier II)	9 MCF at \$2.9221 / MCF		\$ 26.30	Over 10 MCF \$11.029		
(Tier III)	8 MCF at \$2.7064 / MCF		\$ 21.65			
Total Basic Charges				\$ 202.69		
Total Account Balance				\$ 116.33 CR		
Please Pay Total Due By 2/24/04				\$ 94.22		

A late payment fee will be charged on any total due amounts that remain unpaid after the due date.

Meter Information Next Meter Read on or about 2/28/04

Meter Number	Billing Period		Days	Meter Reading		Gas Used
	From	To		From	To	
1	12/29/03	1/29/04	31	40A	58A	18MCF

Average Monthly Usage: 7 MCF  
Average Temperature for Past 12 Months: 48  
Total Annual Usage for Past 12 Months is 89 MCF as follows:

MCF CODE	JAN 2004	FEB 2003	MAR 2003	APR 2003	MAY 2003	JUN 2003	JUL 2003	AUG 2003	SEP 2003	OCT 2003	NOV 2003	DEC 2003
A	18	19	8	6	3	3	1	1	4	5	7	14

CODES A - Actual Reading E - Estimated Reading F - Final Reading  
O - Customer Reading C - Corrected Reading M - Minimum

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Name \_\_\_\_\_

Mailing Address:

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone ( \_\_\_\_\_ ) Work Phone ( \_\_\_\_\_ )

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#### If You Have Questions

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**CR-CR** following the amount in the amount due box indicates a credit balance on your account.

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**Estimated Reading** – During months when Gasco does not read your meter, your bill is based on previous gas usage at your service address and average weather conditions during the billing period. We verify the reading the next time we read your meter.

**Gas Cost Adjustment Charge** – The amount billed or credited each month to account for the differences between projected and actual gas supply costs of the Company.

**Gas Supply Charges** – Charges for natural gas supply services to retail customers.

**MCF** – One Thousand (1,000) cubic feet of gas. This is a measure of gas usage.

**Late Fee** – Gasco charges a late payment fee of 1.25% per month on any amounts that are not paid by the due date.

**State Tax Adjustment Surcharge** – A surcharge on gas rates charged to customers, which permits Gasco to track changes to various state taxes.



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FOR ADDRESS CHANGE WRITE ADDRESS ON BACK AND CHECK BOX

SERVICE ADDRESS

3240 CONSTITUTION BLVD

3240 CONSTITUTION BLVD  
CLAYSVILLE PA 15323-1333

ACCOUNT NUMBER PLEASE PAY BY

2/24/04

AMOUNT DUE AMOUNT PAID

\$ 135.77

To ensure proper credit to your account, please return this portion with your check or money order made payable to: Gasco Distribution Systems, Inc. Thank You!

Gasco Distribution Systems, Inc.  
P.O. Box 74266  
Cleveland, Ohio 44194-4266

Mail Payments to

For questions or service call: 1-(800)-727-8871  
Office Hours: 8:00 am - 5:00 pm M-F  
For Emergencies Call: 1-(877)-234-2726

Your Account Number:

Service Address:

3240 CONSTITUTION BLVD

**Billing Summary For:**

3240 CONSTITUTION BLVD  
CLAYSVILLE PA 15323-1333

Account Balance				\$ 63.34	Budget Payment Plan	
Payments and Adjustments as of				1/31/04	\$ 64.08 CR	Monthly Amount
Meter Number	Payments	Adjustments	Other/Late Fee	Fee		Past Due
1	\$ 64.08	\$ 0.00	\$ 0.00			Balance
Balance at Billing					\$ 0.74 CR	
Current Charges						Customer Rates
Monthly Customer Charge				\$ 0.00		How to calculate your total rates per MCF:
Gas Supply Charges				12 MCF at \$6.41 / MCF	\$ 76.92	The Gas Supply Charge plus the Gas Cost Adjustment plus the Distribution Charge equal:
Gas Cost Adjustment Charge				12 MCF at \$1.9133 / MCF	\$ 22.96	
Distribution Charge (Tier I)				1 MCF at \$4.9177 / MCF	\$ 4.92	
(Tier II)				9 MCF at \$2.9221 / MCF	\$ 26.30	
(Tier III)				2 MCF at \$2.7064 / MCF	\$ 5.41	
Total Basic Charges					\$ 136.51	
Total Account Balance					\$ 135.77	First 1 MCF \$13.241 Next 9 MCF \$11.2454 Over 10 MCF \$11.029
Please Pay Total Due By				2/24/04	\$ 135.77	

A late payment fee will be charged on any total due amounts that remain unpaid after the due date.

Meter Information Next Meter Read on or about 2/27/04

Meter Number	Billing Period		Days	Meter Reading		Gas Used
	From	To		From	To	
1	12/24/03	1/28/04	35	432A	444A	12MCF

Average Monthly Usage: 5 MCF

Average Temperature for Past 12 Months: 48

Total Annual Usage for Past 12 Months is 61 MCF as follows:

MCF CODE	JAN 2004	FEB 2003	MAR 2003	APR 2003	MAY 2003	JUN 2003	JUL 2003	AUG 2003	SEP 2003	OCT 2003	NOV 2003	DEC 2003
	12	13	7	6	3	1	1	1	1	3	5	8
	A	A	A	A	A	A	A	A	A	A	A	A

CODES

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Name \_\_\_\_\_

Mailing Address:

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone ( \_\_\_\_\_ ) Work Phone ( \_\_\_\_\_ )

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**MCF** – One Thousand (1,000) cubic feet of gas. This is a measure of gas usage.

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www.gascodistribution.com

FOR ADDRESS CHANGE WRITE ADDRESS ON BACK  CHECK BOX

SERVICE ADDRESS

MAIN STREET

██████████  
710 ROCKY RUN RD  
WEST FINLEY PA 15377

ACCOUNT NUMBER	PLEASE PAY BY
██████████	2/24/04
AMOUNT DUE	AMOUNT PAID
\$ 180.03	

To ensure proper credit to your account, please return this portion with your check or money order made payable to: Gasco Distribution Systems, Inc. Thank You!

Gasco Distribution Systems, Inc.  
P.O. Box 74266  
Cleveland, Ohio 44194-4266

Wind Payments  
to

For questions or service call: 1-(800)-727-8871  
Office Hours: 8:00 am - 5:00 pm M-F  
For Emergencies Call: 1-(877)-234-2726

Your Account Number:  
██████████  
Service Address:  
MAIN STREET

**Billing Summary For:**

██████████  
710 ROCKY RUN RD  
WEST FINLEY PA 15377

<b>Account Balance</b>				\$ 121.32	<b>Budget Payment Plan</b>	
<b>Payments and Adjustments as of</b>	1/31/04			\$ 122.21 CR	Monthly Amount	
Meter Number	Payments	Adjustments	Other/Leak Fee		Past Due	
1	\$ 121.32	\$ 0.89 CR	0.00		Balance	
<b>Balance at Billing</b>				\$ 0.89 CR	<b>Customer Rates</b>	
<b>Current Charges</b>					How to calculate your total rates per MCF	
Monthly Customer Charge				\$ 0.00	The Gas Supply Charge plus the Gas Cost Adjustment plus the Distribution Charge equal:	
Gas Supply Charges	15 MCF at \$6.41 / MCF			\$ 96.15	First 1 MCF \$13.241	
Gas Cost Adjustment Charge	15 MCF at \$1.9133 / MCF			\$ 28.70	Next 19 MCF \$11.245	
Distribution Charge (Tier I)	1 MCF at \$4.9177 / MCF			\$ 4.92	Over 20 MCF \$10.662	
(Tier II)	14 MCF at \$2.9221 / MCF			\$ 40.91		
(Tier III)						
<b>Total Basic Charges</b>				\$ 170.68		
CV SALE TX (6.0 % of Total Basic Charges)				\$ 10.24		
<b>Total Account Balance</b>				\$ 180.03		
<b>Please Pay Total Due By</b>	2/24/04			\$ 180.03		

A late payment fee will be charged on any total due amounts that remain unpaid after the due date.

**Meter Information** Next Meter Read on or about 2/28/04

Meter Number	Billing Period		Days	Meter Reading		Gas Used
	From	To		From	To	
1	12/23/03	1/29/04	37	263A	278A	15MCF

Average Monthly Usage: 11 MCF  
Average Temperature for Past 12 Months: 48  
Total Annual Usage for Past 12 Months is 135 MCF as follows:

MCF CODE	JAN 2004	FEB 2003	MAR 2003	APR 2003	MAY 2003	JUN 2003	JUL 2003	AUG 2003	SEP 2003	OCT 2003	NOV 2003	DEC 2003
A	15	13	10	12	11	12	8	10	11	12	11	10

**CODES**  
A - Actual Reading      E - Estimated Reading      F - Final Reading  
O - Customer Reading      C - Corrected Reading      M - Minimum

Please provide any changes or corrections to your mailing address and telephone number below.

Name \_\_\_\_\_

Mailing Address:

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone ( \_\_\_\_\_ ) Work Phone ( \_\_\_\_\_ )

Payment Methods

**Mail** – Please return the attached stub along with your check or money order made payable to Gasco Distribution Systems, Inc., P.O. Box 74266, Cleveland, Ohio 44194-4266 PLEASE DO NOT SEND CASH.

**Credit Card** – Call us at 1-800-727-8871 Ext. 17 and arrange to pay with your VISA or Mastercard. There is a \$5.00 convenience fee for each credit card payment.

How to Contact Us

**Mail payments only to P.O. Box 74266, Cleveland, Ohio 44194-4266.** Mailing payments to any other address will delay posting to your account.

**Telephone** – Call our emergency line 24 hours a day at 1-877-234-2726 to report an odor of gas or service outage

**Mail** – All other mail should be sent to: Gasco Distribution Systems, Inc., 4445 East Pike Zanesville, Ohio 43701-9532

If You Have Questions

A rate schedule, an explanation of how to verify the accuracy of the bill and an explanation of the various charges is available for inspection in the Claysville Service Center and other bill-paying locations.

Please register any question or complaint about your bill prior to the due date by calling 1-800-727-8871 or by mail to 4445 East Pike, Zanesville, Ohio 43701-9532.

Explanation of Billing Terms

**Actual Reading** – A reading from your gas meter (obtained by a meter reader or provided by you).

**Customer Charge** – Monthly charge to recover the Company's fixed costs to provide service, which may include costs for metering, billing, accounting, collections and maintaining and installing facilities. This charge is billed to each Gasco customer as a flat fee per month and does not vary with gas usage or your gas supplier. This rate only applies to certain service areas. For some customers, fixed costs are recovered through the distribution charge.

**CCF** – One hundred (100) cubic feet of gas. This is a measure of gas usage

**CR-CR** following the amount in the amount due box indicates a credit balance on your account.

**Distribution Charge** – Charges for the delivery of natural gas to a retail customer from the point of receipt into the Company's system.

**Estimated Reading** – During months when Gasco does not read your meter, your bill is based on previous gas usage at your service address and average weather conditions during the billing period. We verify the reading the next time we read your meter.

**Gas Cost Adjustment Charge** – The amount billed or credited each month to account for the differences between projected and actual gas supply costs of the Company.

**Gas Supply Charges** – Charges for natural gas supply services to retail customers.

**MCF** – One Thousand (1,000) cubic feet of gas. This is a measure of gas usage

**Late Fee** – Gasco charges a late payment fee of 1.25% per month on any amounts that are not paid by the due date.

**State Tax Adjustment Surcharge** – A surcharge on gas rates charged to customers, which permits Gasco to track changes to various state taxes.



**GASCO**  
**DISTRIBUTION SYSTEMS, INC.**

4445 EAST PIKE

ZANESVILLE, OH 43701

OFFICE 740 454-6198

FAX 740 454-7780

ORIGINAL

June 10, 2004

SECRETARY'S BUREAU

JUN 10 AM 9:04

Commonwealth of Pennsylvania  
Pennsylvania Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3254

DOCUMENT

RE: Final Order - C-20016646, et al.

Dear Sirs:

Pursuant to the Final Order entered on February 28, 2003, the following is the status report required in Paragraph 16 of the order:

16. a. Gasco Distribution Systems, Inc. has installed a new utility billing system and began using this system with the billing of November, 2002 gas. At this time, we began using the bill format suggested by the Office of Consumer Advocate. Copies of the bills currently in use have been provided as a response to 16.b. (No Change to 16.a.)

16. b. Enclosed please find one (1) copy of three (3) actual customer bills: one (1) residential bill, one (1) residential budget-billing bill and one (1) commercial bill (with customer names and account numbers deleted) for our Kane, PA and Claysville, PA customers for the usage month of April and May, 2004.

16. c. New budget amounts have been established for customers that participated in the 2004-2005 budget billing program that began in May, 2004. The first review of the budget customer accounts is scheduled for August, 2004.

16. d. New tariffs have been prepared for Gasco Distribution Systems, Inc. and were filed with the commission on May 8, 2003. The PPUC approved Gasco Distribution Systems, Inc. tariffs effective July 11, 2003. (No Change to 16.d.)

DOCKETED

JUL 01 2004

RJP

14

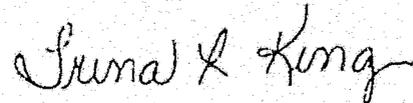
16. e. Attached please find copies of all customer service and billing complaints by Kane Division customers called in to the Zanesville call center during the previous reporting period, and the resolution of each.

16. f. Gasco Distribution Systems, Inc. has filed the following four Affiliated Interest Agreements docketed on June 13, 2003 and is awaiting a final order approving the filings.

- 1) Gasco Distribution Systems, Inc. rental agreement with Vintage Properties USA, LLC.
- 2) Gasco Distribution Systems, Inc. rental agreement with The Titan Energy Group, Inc.
- 3) Gasco Distribution Systems, Inc.-Claysville, PA Division Gas Sale and Agency Agreement with Gasco, Inc. updating previously approved Affiliate Agreement.
- 4) Gasco Distribution Systems, Inc.-Kane, PA Division Gas Sale and Agency Agreement with Gasco, Inc.

Gasco Distribution Systems, Inc. has submitted data request answers for item 16.f. 1. and item 16.f. 2., which were docketed on March 2, 2004 and subsequently approved. Gasco anticipates filing the data request answers for the remaining items soon.

Sincerely,



Trina L. King  
Secretary

Cc: Bureau of Consumer Services  
Office of Consumer Advocate

Customer Inquiry

Date	Customer Name	Inquiry	Action	Employee
4/2/04	Mrs. Rolick	Moving needs final read	Called Shop & left information	TDW
4/13/04	Lauren Johnston	Wants Meter re-read	Called Shop Meter re-read all o.k.	TDW
4/14/04	Shirley Alvino	Wants Meter re-read	Called Shop & left information	TDW
4/15/04	Mrs. Darlene Miller	Wants Meter re-read	Called Shop Meter re-read all o.k.	TDW
4/16/04	Randy Hollabaugh	Moving needs final read	Called Shop & left information	TDW
4/16/04	Jeff Campbell	Moving needs final read	Called Shop & left information	TDW
4/19/04	Steve Patterson	Moving needs final read	Called Shop & left information	TDW
4/27/04	Katrina Rockwell	Moving needs final read	Called Shop & left information	TDW
4/27/04	Arthur Brechtel	Moving needs final read	Called Shop & left information	TDW
4/29/04	Toby Coblenz	Moving needs final read	Called Shop & left information	TDW
4/30/04	Samuel Macdonald	Moving needs final read	Called Shop & left information	TDW
4/12/04	Ruth Brannigan	Sold House, needs final read	Called Shop & left information	BDT
4/14/04	Joe Niklas	Questions accuracy of meter, thinks it is slow	Called shop & arranged for a new meter	BDT
4/22/04	Helen Umpleby	Not living in house due to broken furnace, estimated bills	Had shop read & replace meter, Lon adjusted billing	BDT

DOCUMENT

SECRETARY'S BUREAU  
 APR 19 11 39:04

GAS History Item Inquiry

COMMENTS

Account #: 711128001 7045 HIGHLAND ROAD

BRANIGAN, RUTH

Cycle: 7 Last Pay Date: 12/29/2003 Last Pay Amt: 58.92

Balance 458.02

Post	-----Transaction-----				
Date	Code Description	Date	Charges	Payments	Balance
MCR: 8	Date: 12/19/03 Read: 596	Use: 6		Type: A	
2/02/04	801 BILLING	1/31/04	90.93		160.12
	ENERGY ADJUSTMENT		21.72		181.84
MCR: 8	Date: 1/22/04 Read: 606	Use: 10		Type: A	
2/02/04	805 INTEREST	1/27/04	0.86		182.70
3/02/04	805 INTEREST	2/25/04	2.29		184.99
3/04/04	801 BILLING	2/29/04	142.82		327.81
	ENERGY ADJUSTMENT		14.75		362.56
MCR: 8	Date: 2/26/04 Read: 622	Use: 16		Type: A	
4/02/04	805 INTEREST	3/26/04	4.54		367.10
4/08/04	801 BILLING	3/31/04	73.55		440.65
	ENERGY ADJUSTMENT		17.37		458.02
MCR: 8	Date: 4/05/04 Read: 630	Use: 8		Type: A	
			-----	-----	-----
	GAS:	3,151.90	2,693.88		458.02
	Account Total:	3,151.90	2,693.88		458.02

shut off when  
you read the meter  
next month.

still pay \$150/month

Foreclosure  
soon!! Better than  
later.

GAS Open Item Inquiry for 4/13/2004

COMMENTS

Acct #: 709004000

310 ELX AVE

UMPLEBY, HELEN

Cycle: 7 Last Pay Date: 1/05/2004 Last Pay Amt: 106.32

Balance 581.57

Transaction	Date	Principal	Interest	Amount Due	Balance
801 BILLING	11/30/03	1.33	0.06	1.39	1.39
801 BILLING	12/31/03	134.29	5.10	139.39	140.78
801 BILLING	1/31/04	134.29	3.38	137.67	278.45
801 BILLING	2/29/04	166.75	2.08	168.83	447.28
801 BILLING	3/31/04	134.29	0.00	134.29	581.57
GAS:		570.95	10.62	581.57	581.57
Account Total:		570.95	10.62	581.57	581.57

Grand Daughter  
 LeVonne called RE: Estimated USC.  
 She says Helen has not been in  
 the residence since January when  
 the furnace quit.

4/20 Bill sent Scott to get an  
 actual read.  
 Scott also changed the meter.  
 because the old meter is in  
 a damp cellar & the old one  
 was in bad shape.

4/22 Lorie adjusted the  
 Bill.

GAS History Item Inquiry

COMMENTS

Account #: 717222001 409 PARK AVE

NIKLAS, JOSEPH H

Cycle: 7 Last Pay Date: 3/13/2004

Last Pay Amt: 127.00

Balance 847.05-

Post -----Transaction-----

Date	Code	Description	Date	Charges	Payments	Balance
Mtr: E Date: 1/21/04	Read: 834	Use: 2			Type: A	
2/19/04	E18 GAS	PRINC PAY	1/16/04		1.64-	0.00
2/19/04	E18 GAS	PRINC PAY	2/19/04		128.64	128.64-
	*TOTAL PAYMENT*		2/19/04	CHECK#	127.00	
3/04/04	E01 BILLING		2/29/04	14.87 BUDGET	127.00	113.77-
	BUDGET/ACTUAL ADJUSTMENT			112.13		1.64-
Mtr: E Date: 2/25/04	Read: 834	Use: 0			Type: A	
3/13/04	E18 GAS	PRINC PAY	2/19/04		1.64-	0.00
3/13/04	E18 GAS	PRINC PAY	3/13/04		128.64	128.64-
	*TOTAL PAYMENT*		3/13/04	CHECK#	127.00	
4/08/04	E01 BILLING		3/31/04	14.87 BUDGET	718.41-	113.77-
	BUDGET/ACTUAL ADJUSTMENT			733.28-		847.05-
Mtr: E Date: 3/25/04	Read: 834	Use: 0			Type: A	
GAS:		1,917.38		4,764.43		847.05-
Account Total:		3,917.38		4,764.43		847.05-

Please go check his meter today!  
 He has been billed for 2 mcf  
 in 3 months. Something has  
 to be wrong with his meter.

1 thanks  
BAT

Customer Call Log

Date: 4-2-04 Name: Mrs Rolick

Account #: 710173501

Comments: \_\_\_\_\_

Opener into molding 4-5-04

PO. 312

Kane PA 16735

William R. Rolick

Called Shop 12:30

Customer Call Log

Date: 4-13-04 Name: Laurie Johnston

Account #: 705064001

Comments: Wants meter re-read

Called Shop 12:30pm

030  
meter read  
4-15-04  
was  
026  
3-26  
All  
OK

Customer Call Log

Date: 4-14-04 Name: Shely Alvino

Account #: 717030001

Comments: wants gas meter lead 4-26-04

May Christi Landlord

Called Shop 9:30

Customer Call Log

Date: 4-15-04 Name: Mrs Paulane Miller For

Account #: 711036800 John Miller

Comments: 1101 9090 Road

wants meter re-lead -

Called shop 11:40

MT  
Rec'd  
153  
4-15-04  
was  
152  
4-5  
All OK

Customer Call Log

Date: 4-16-04 Name: Randy Holblough 837-4983

Account #: 704010501

Comments: Wants service turned back  
into landlord's name AS of 4-30-04  
Amie Ely

Call shop 11:23

Customer Call Log

Date: \_\_\_\_\_ Name: Jeff Campbell 814-642-7733  
came Nelson

Account #: \_\_\_\_\_

Comments: moving from  
604 Welsh  
moved 4-17-04

Jeff Campbell - 220 Chestnut St Port Alleghe PA  
= 712109008 = 16743

Call shop  
12.25

Customer Call Log

Date: 4-19-04 Name: Steve Patkison

Account #: \_\_\_\_\_

Comments: Kenneth Fox  
Saleing - Fox-Ginkel PD 123.<sup>00</sup>/deport  
601 Smithfield

- File 4306 Rt 380 Jamestown NY 14701 716-664-4755-  
landlord Shirley Ginkel mother of Sabrina

Customer Call Log

Date: 4-27-04 Name: KATRINA PASCARELLI  
Rockwell

Account #: 708135007 407 Sedgwick

Comments: Wants final moving 4-30-04  
out of state

MTR # 89352

Called shop 11:00am

Customer Call Log

Date: 4-27-04 Name: Tiffany Metrick  
Arthur Brechtel

Account #: 712142005 217 1/2 Welsh up

Comments: Wants gas mtr lead 5-7-04

Moving to 215 Dawson lower APT

MTR # 4058029

Called shop 11:10 AM

Customer Call Log

Date: 4-29-04 Name: Toby Cobleny

Account #: 712108009 814-512-5959

Comments: Wants final lead + put back in  
land lord

Called Shop 9:30

Customer Call Log

Date: 4-30-04 Name: Samuel macdonald

Account #: 715176006

Comments: new add 1220 East west Hwy Apt 1111A Silver Spring  
MD 20910

landlord is Carl Johnson =

Called Shop 9:30 am

Customer Inquiry

Date	Customer Name	Inquiry	Action	Employee
5/10/04	Carol Benson	Moving wants a final read	Called Shop	TDW
5/10/04	Harriet Pritchard	House is sold needs a final read	Called shop	TDW
5/13/04	Steven Geer	Wants Meter re-read	Called Shop reading is o.k.	TDW
5/17/04	Jackie Everett	Moving wants a final read	Called Shop	TDW
5/20/04	Wayne Komara	Returned from Florida can't get meter reader in to meter	Called Shop	TDW
5/21/04	Ken McCauley	Wants Meter reading taken and shut off	Called Shop	TDW
5/24/04	Ruth Braman	Needs a final read house is in foreclosure by bank	Called Shop	TDW
5/24/04	Carol Keller	Moving wants a final read	Called Shop	TDW
5/26/04	Kim Brown	Moving wants a final read	Called Shop	TDW
5/26/04	Bill Greek	Wants final read and shut off	Called Shop	TDW
5/28/04	Randall Vancura	Wants Meter checked no one is living there house for sale	Called shop everything o.k. with meter	TDW
5/10/04	Beth Anderson	Budget Question	Wrote her a letter explaining her billings	BDT
5/11/04	Shirley Salesman	Budget Question	Wrote her a letter explaining her billings	BDT
5/14/04	Dale Coates Jr.	Needs a final reading & put back in the Landlord's name	Sent a fax to the Kane Shop	BDT
5/14/04	Benjamin Oriak	Needs a final reading & put back in the Landlord's name	Sent a fax to the Kane Shop	BDT
5/14/04	Harnett Pritchard	Wants a final reading and shut off	Sent a fax to the Kane Shop	BDT
5/18/04	George Alwes	Wants a final reading and shut off	Sent a fax to the Kane Shop	BDT
18-May	George Alwes	Wants a final reading and shut off	Sent a fax to the Kane Shop	BDT
19-May	Ernest Lee	Wants a final reading leave gas on for new customer	Sent a fax to the Kane Shop	BDT
19-May	Gladys Howard	Wants a final reading and shut off	Sent a fax to the Kane Shop	BDT

Employee 01

TDW BUREAU

Customer Call Log

Date: 5-10-04 Name: Carol Benson

Account #: 715145000

Comments: wants final recd

227 - Hacker moving to  
brother's house 439 Bayard St.

called shop 12:50

Customer Call Log

Date: 5-10-04 Name: Harriett Pritchard

Account #: \_\_\_\_\_

Comments: 10-POPLAR Street Mt Genett

6-18-04

wants final house is sold

called shop 11:50 AM

Customer Call Log

Date: 5-13-04 Name: Steven M. Geer

Account #: 722054001

Comments: \_\_\_\_\_

Wants meter re-lead

Called Shop 9:10 am

Customer Call Log

Date: 5-17-04 Name: Jacki Everett

Account #: 717085002

Comments: Moving 6-1 Put back in landlord

James Szymanski 529 Turnesta

2425 Jeanette lane

Forks Township PA 18040

will pay 100.00 or more per month  
Starting 6-1-04

Called Shop 10:25

Customer Call Log

Date: 5-20-04 Name: Wayne Komara

Account #: 712026001

Comments: Wanted to let us know he is back  
from Florida and we can access his  
meter for actual readings now

Called shop 9:35 am

Customer Call Log

ASAP

Date: 5-21-04 Name: Ken McCauley

Account #: 701084501 837-6097 w

Comments: 165 Fraley St Kane 8745 H

Wants meter lead & shut off completely  
Subway will apply for gas.

Called shop 2:30

Customer Call Log

mtc #  
88143

Date: 5-24-04 Name: Ruth Bramigan

Account #: 711128001 7045 Highland Road

Comments: Do Final lead -  
Hamden Bank is taking over

Called Shop 4:40pm

Customer Call Log

Date: 5-24-04 Name: ~~Carol Keller~~ Carol Keller

Account #: 722 007004 Sherman Keller

Comments: 8 Bridge Street

Asq 6-1 Do Final lead  
New tenant Lisa Ornafo

Called Shop 4:55p

Customer Call Log

Date: 5-26-04 Name: 5-26-04

Account #: 720143001 Kim S. Brown

Comments: Needs a Final lead 5-28-04

5 Kustegua Ave MTR 87083

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Called Shop 12:08

Customer Call Log

Date: 5-26-04 Name: Bill Greek

Account #: 717004006 814-465-3396

Comments: moved needs final lead

408 PARK Ave Shut completely off

1368 Looker mantan trail

RIFORD PA 16745

\_\_\_\_\_

Called Shop 11:16 AM

Customer Call Log

Date: 5-28-01 Name: Randall Vancura

Account #: 712087003 440.487-0217

Comments: Says NO one is living there WANTS

Meter checked. Katy King (Co-13061)

Cell Phone 440 487-0217 - Call 16msq if not done

May 27th Reading 943

37.50 to test meter

Test meter

meter checks OK  
Called shop 11:20 pm



**GASCO**  
**DISTRIBUTION SYSTEMS, INC.**

4435 EAST PIKE

ZANESVILLE, OH 43701

OFFICE 740 454-6198  
FAX 740 454-7780

May 10, 2004

John & Beth Anderson  
410 Dawson Street  
Kane, Pennsylvania 16735

RE: Account Number 703131002

Dear Mr. & Mrs. Anderson,

Pursuant to my telephone conversation of this date with Mrs. Anderson I have attached a history of your account showing the actual meter readings by month from January 2000 through April 2004. If you look at the type, A or E, you can see which month's actual readings were taken and which months were estimates.

I also have attached a copy of the Rules And Regulations as filed with the Pennsylvania Public Utility Commission. Section 15.2 and 15.3 are the sections that I was explaining when you hung up the telephone on me. If you would like to have your meter tested pursuant to these sections please forward your deposit for such and I will instruct our field personnel to test your meter.

Thank you for your cooperation in this matter.

Very Truly Yours,

*Fred A. Steele*  
BOT

Fred A. Steele  
President

FAS/bdt  
CC: Bruce D. Tom

John & Beth Anderson  
 410 Dawson Street  
 Account # 703131002

	Gas	GCR	Adj	Interest	Pmt	Balance
Apr-03	166.28	-5.52	-25.80	0.00	59.49	134.96
May-03	85.37	-2.76	0.00	0.00	125.00	92.57
Jun-03	48.41	-1.51	0.00	0.00	120.00	19.47
Jul-03	33.61	-1.00	0.00	0.00	120.00	-67.92
Aug-03	26.21	-0.75	0.00	0.00	120.00	-162.46
Sep-03	47.47	10.86	0.00	0.00	120.00	-224.13
Oct-03	160.11	39.09	-1.51	0.00	120.00	-146.44
Nov-03	160.11	39.09	0.00	0.00	120.00	-67.24
Dec-03	272.53	67.32	0.00	0.00	120.00	152.61
Jan-04	419.54	104.24	0.00	0.41	120.00	556.80
Feb-04	419.54	104.24	0.00	5.46	120.00	966.04
Mar-04	237.94	58.64	0.00	10.58	120.00	1153.20
Apr-04	160.11	39.09	0.00	12.92	120.00	1245.32
	2237.23	451.03	-27.31	29.37	1504.49	

B Bal	59.49
Gas	2237.23
GCR	451.03
Adj	-27.31
Interest	29.37
Pmts	-1504.49
E Bal	1245.32

ACCOUNT #: 703131002 ANDERSON, JOHN &amp; BETH.

## COMMENTS

## Comments

6/12/03 she called and wants her budget to be 120.00 per month she can not pay 210 00 as calculated tdw

05/10/04 Beth called she said her husband worked in Erie her son is in Florida she was not there either. I told her I would first have someone check the account for usage from year to year to see if it had changed significantly. I would check to see if her meter had any estimated readings or if they had all been actual readings. I told her that the tariff had a provision in it that allowed us to have her meter pulled and checked if she would like us to do that but there might be a cost to them if the meter after testing proved to be okay. I sent her a letter on this date showing her usage and asking if she wanted to have the meter tested. Mrs Anderson Hung Up On Me. FAS

5/10/04 Mrs Anderson called disputing the amount of her gas bill. She explained that she was on a fixed \$120/mo budget and that we had grossly overbilled her account. I checked her consumption against previous years and

&lt;CTRL&gt;E&gt;Save &lt;CTRL&gt;W&gt;Quit &lt;CTRL&gt;T&gt;Top &lt;CTRL&gt;B&gt;Bottom

ACCOUNT #: 703131002 ANDERSON, JOHN &amp; BETH

## COMMENTS

## Comments

can not see any anomalies. I explained that her consumption would not be paid by \$120/mo and she got upset started talking about the overcharge and credit. I tried to get her to focus on her account so we could resolve the issue. I asked why she hadn't called a long time ago if she thought there was a problem and she said Gasco wouldn't have fixed it anyway. She indicated that she had not called before. All she wanted to do was yell at me. She told me that "you are not a real worker" "I want to talk to your manager" "You have no idea how to service a customer". I put her on hold and went downstairs to get a manager. Trina King was not in a position to help this customer so I gave the call to Fred A. Steele, President. His conversation with her is documented above.

5/11/04 Trina King informed me that Beth Anderson had sent an e-mail 12 times regarding this conversation. Trina, Fred, & Bruce discussed this account, the e-mail and how it was handled. FAS has written a letter. We must await the

&lt;CTRL/E&gt;Save &lt;CTRL/W&gt;Quit &lt;CTRL/T&gt;Top &lt;CTRL/B&gt;Bottom

Start | ACCOUNT #: 70313100...

ACCOUNT #: 703131002 ANDERSON, JOHN &amp; BETH

## COMMENTS

## Comments

by \$120/mo and she got upset. started talking about the overcharge and credit. I tried to get her to focus on her account so we could resolve the issue. I asked why she hadn't called a long time ago if she thought there was a problem and she said Gasco wouldn't have fixed it anyway. She indicated that she had not called before. All she wanted to do was yell at me. She told me that "you are not a real worker" "I want to talk to your manager" "You have no idea how to service a customer". I put her on hold and went downstairs to get a manager. Trina King was not in a position to help this customer so I gave the call to Fred A. Steele, President. His conversation with her is documented above.

5/11/04 Trina King informed me that Beth Anderson had sent an e-mail 12 times regarding this conversation. Trina, Fred, & Bruce discussed this account, the e-mail and how it was handled. FAS has written a letter. We must await the customer's decision. bdt

&lt;CTRL/E&gt;Save &lt;CTRL/W&gt;Quit &lt;CTRL/T&gt;Top &lt;CTRL/B&gt;Bottom

Start | [Icons] | ACCOUNT #: 703131002...

[Icons]

GAS History Item Inquiry

COMMENTS

Account #: 701010001 70 FRALEY ST APT 1 COATES JR, DALE L  
Cycle: 7 Last Pay Date: 5/03/2004 Last Pay Amt: 69.19  
Balance 47.47

Post	Transaction	Date	Description	Charges	Payments	Balance
3/04/04	E01 BILLING	2/29/04		72.16		72.16
	ENERGY ADJUSTMENT			17.37		89.53
Mtr:	E Date: 3/01/04	Read: 460	Use: 8		Type: A	
3/29/04	E01 GAS PRINC PAY	2/29/04			89.53	0.00
	*TOTAL PAYMENT*	3/29/04	CHECK#		89.53	
4/08/04	E01 BILLING	3/31/04		56.16		56.16
	ENERGY ADJUSTMENT			13.03		69.19
Mtr:	E Date: 3/25/04	Read: 466	Use: 6		Type: A	
5/03/04	E01 GAS PRINC PAY	3/31/04			69.19	0.00
	*TOTAL PAYMENT*	5/03/04	CHECK#		69.19	
5/07/04	E01 BILLING	4/30/04		38.78		38.78
	ENERGY ADJUSTMENT			8.69		47.47
Mtr:	E Date: 4/26/04	Read: 470	Use: 4		Type: A	
				-----	-----	-----
	GAS:			206.19	158.72	47.47
	Account Total:			206.19	158.72	47.47

178 Fraley Apt B

Please Do a Final Reading  
and put back in  
land lord's name.

Thank you

BT

GAS History Item Inquiry

COMMENTS

Account #: 104074705 2 SCHOOL STREET APT 1 DRILAK, BENJAMIN M

Cycle: 1 Last Pay Date: 4/26/2004 Last Pay Amt: 85.06

Balance 37.59

Post -----Transaction-----

Date	Code	Description	Date	Charges	Payments	Balance	
3/03/04	E01	BILLING	2/29/04	104.44		104.44	
		ENERGY ADJUSTMENT		27.88		132.32	
Mtr:	E Date:	2/25/04	Read:	450	Use:	11	Type: A By: DLA
3/15/04	E01	GAS PRINC PAY	2/29/04		132.32	0.00	
		*TOTAL PAYMENT*	3/15/04	CHECK#	132.32		
4/07/04	E01	BILLING	3/31/04	67.32		67.32	
		ENERGY ADJUSTMENT		17.74		85.06	
Mtr:	E Date:	3/30/04	Read:	457	Use:	7	Type: A By: DLA
4/26/04	E01	GAS PRINC PAY	3/31/04		85.06	0.00	
		*TOTAL PAYMENT*	4/26/04	CHECK#	85.06		
5/07/04	E01	BILLING	4/30/04	29.99		29.99	
		ENERGY ADJUSTMENT		7.60		37.59	
Mtr:	E Date:	4/27/04	Read:	460	Use:	3	Type: A By: DLA
				GAS:	402.51	364.92	37.59
				Account Total:	402.51	364.92	37.59

Please Do a Final Read today  
and put back in landlords  
Name.

TY  
BDT

History Item Inquiry

COMMENTS

Account #: 709021005 215 1/2 BIRCH ST TR OSMER, NEAL A  
Cycle: 7 Last Pay Date: 3/31/2004 Last Pay Amt: 250.00

Balance 436.52

Post	Code	Description	Date	Charges	Payments	Balance	
3/31/04	E01 GAS	INT PAY	12/31/03		4.28	322.37	
3/11/04	E01 GAS	PRINC PAY	1/31/04		61.66	260.71	
3/31/04	E01 GAS	INT PAY	1/31/04		3.92	256.79	
3/31/04	E01 GAS	INT PAY	2/29/04		2.08	254.71	
	*TOTAL PAYMENT*			3/31/04 CHECK#	250.00		
4/02/04	E05 INTEREST		3/26/04	6.30		261.01	
4/06/04	E01 BILLING		3/31/04	82.24		343.25	
		ENERGY ADJUSTMENT		19.55		362.80	
Mtr: E	Date: 1/25/04	Read: 411	Use: 9		Type: A		
5/05/04	E05 INTEREST		4/29/04	4.53		367.33	
5/07/04	E01 BILLING		4/30/04	56.16		423.49	
		ENERGY ADJUSTMENT		13.03		436.52	
Mtr: E	Date: 4/28/04	Read: 417	Use: 6		Type: A		
				GAS	2,819.97	2,383.45	436.52
Account Total:				2,819.97	2,383.45	436.52	

*Do a final Read  
& shut gas off  
Per Request by Neal Osmer*

Gas History Item Inquiry

COMMENTS

Account # 104238001 116 ELM ST

DURBIN, GEORGE E

Cycle: 1 Last Pay Date: 4/05/2004 Last Pay Amt: 217.00

Balance 59.09-

Post	Code	Description	Date	Charges	Payments	Balance
4/02/04	E01	GAS PRINC PAY	2/29/04		48.65	60.11
4/02/04	E01	GAS INT PAY	2/29/04		1.35	58.98
		*TOTAL PAYMENT*	4/02/04	CHECK#	50.00	
4/05/04	E01	GAS PRINC PAY	2/29/04		58.98	0.00
4/05/04	E01	GAS PRINC PAY	3/31/04		71.20	71.20
4/05/04	E18	GAS PRINC PAY	4/05/04		84.82	156.02
		*TOTAL PAYMENT*	4/05/04	CHECK# E ASSIS	217.00	
4/07/04	E01	BILLING	3/31/04	57.99		100.03
		ENERGY ADJUSTMENT		15.21		84.82
Mtr: E Date	3/30/04	Read: 637	Use: 6		Type: A	By: DLA
5/07/04	E01	BILLING	4/30/04	20.66		64.16
		ENERGY ADJUSTMENT		5.07		59.09
Mtr: E Date	4/27/04	Read 639	Use: 2		Type: A	By: DLA
	GAS:	765.51		824.60		59.09-
	Account Total:	765.51		824.60		59.09-

Please Do a Final Read  
and Shut off ASAP

Thank You  
BOT

GAS History Item Inquiry

Account # 102209101 580 HIGHLAND RIDGE ROAD ALLNES, GEORGE W

Cycle 1 Last Pay Date: 4/19/2004 Last Pay Amt: 61.33

Balance 17.59

Post	-----Transaction-----						
Date	Code	Description	Date	Charges	Payments	Balance	
3/03/04	E01	BILLING	2/29/04	76.65		76.65	
		ENERGY ADJUSTMENT		20.28		96.93	
Mtr:	E Date:	2/26/04	Read:	648	Use:	8	Type: A By: EDS
3/10/04	E01	GAS PRINC PAY	2/29/04		96.93	0.00	
		*TOTAL PAYMENT*	3/10/04	CHECK#	96.93		
4/07/04	E01	BILLING	3/31/04	48.66		48.66	
		ENERGY ADJUSTMENT		12.67		61.33	
Mtr:	E Date:	3/29/04	Read:	653	Use:	5	Type: A By: EDS
4/19/04	E01	GAS PRINC PAY	3/31/04		61.33	0.00	
		*TOTAL PAYMENT*	4/19/04	CHECK#	61.33		
5/07/04	E01	BILLING	4/30/04	29.99		29.99	
		ENERGY ADJUSTMENT		7.50		37.59	
Mtr:	E Date:	4/29/04	Read:	656	Use:	3	Type: A By: EDS
		GAS:		516.16	478.57	37.59	
		Account Total:		516.16	478.57	37.59	

Final Read 2' shut off  
ON June 4

81 Adrian Circle  
Constantia, NY 13044

GAS History Item Inquiry

Account #: 704079001 220 HAINES ST

LEE, ERNEST

Cycle: 7 Last Pay Date: 4/16/2004 Last Pay Amt: 21.60

Balance 80.06

Post	Transaction					
Date	Code	Description	Date	Charges	Payments	Balance
		BUDGET/ACTUAL ADJUSTMENT		82.92-		69.08
Mtr. E	Date:	2/26/04	Read: 977	Use: 14	Type: A	
3/15/04	E01	GAS PRINC PAY	2/29/04		69.08	0.00
		*TOTAL PAYMENT*	3/15/04	CHECK#	69.08	
4/08/04	E01	BILLING	3/31/04	82.24	BUDGET 21.60	82.24
		ENERGY ADJUSTMENT		19.55		101.79
		BUDGET/ACTUAL ADJUSTMENT		80.19-		21.60
Mtr. E	Date:	3/25/04	Read: 986	Use: 9	Type: A	
4/16/04	E01	GAS PRINC PAY	3/31/04		21.60	0.00
		*TOTAL PAYMENT*	4/16/04	CHECK#	21.60	
5/07/04	E01	BILLING	4/30/04	64.86		64.86
		ENERGY ADJUSTMENT		15.20		80.06
Mtr. E	Date:	4/27/04	Read: 993	Use: 7	Type: A	
				GAS:	3,255.80	80.06
				Account Total:	3,255.80	80.06

116 Highland Lake Dr.  
 Lake Placid FL 33852

Final Read 5/19/04  
 Please leave gas on for  
 New Customer.

GAS History Item Inquiry

Account #: 707071000 5641 ROUTE 6

HOWARD, GLADYS E

Cycle: 7 Last Pay Date: 4/19/2004 Last Pay Amt: 123.47

Balance 47.47

Post	Code	Description	Date	Charges	Payments	Balance	
3/04/04	E01	BILLING	2/29/04	160.11		160.11	
		ENERGY ADJUSTMENT		39.09		199.20	
Mtr	E	Date: 2/25/04	Read: 148	Use: 18	Type: A		
3/15/04	E01	GAS PRINC PAY	2/29/04		199.20	0.00	
		*TOTAL PAYMENT*	3/15/04	CHECK#	199.20		
4/08/04	E01	BILLING	3/31/04	99.58		99.58	
		ENERGY ADJUSTMENT		23.89		123.47	
Mtr	E	Date: 3/31/04	Read: 159	Use: 11	Type: A		
4/19/04	E01	GAS PRINC PAY	3/31/04		123.47	0.00	
		*TOTAL PAYMENT*	4/19/04	CHECK#	123.47		
5/07/04	E01	BILLING	4/30/04	38.78		38.78	
		ENERGY ADJUSTMENT		8.69		47.47	
Mtr	E	Date: 4/26/04	Read: 163	Use: 4	Type: A		
				GAS:	3,860.86	3,813.39	47.47
Account Total					3,860.86	3,813.39	47.47

*Please Do a Final  
Read and shut gas  
off  
Thank You  
BOT*

Charles & Shirley Salesman  
 548 Smithfield Avenue  
 Account # 717175001

Month	Gas	GCR	Adjustments	Interest	Payments	Running Balance
Jan-00	151.61	7.31	0.00	0.00	90.40	21.44
Feb-00	119.62	5.72	0.00	0.00	90.40	56.38
Mar-00	74.84	3.50	0.00	0.00	90.40	44.32
Apr-00	74.84	3.50	0.00	0.00	90.40	32.26
May-00	29.78	1.27	0.00	0.00	61.00	2.31
Jun-00	10.45	0.32	0.00	0.00	61.00	-47.92
Jul-00	16.89	0.64	0.00	0.00	61.00	-91.39
Aug-00	16.89	0.64	0.00	0.00	61.00	-134.86
Sep-00	18.91	0.13	0.00	0.00	61.00	-176.82
Oct-00	33.82	0.27	0.00	0.00	61.00	-203.73
Nov-00	93.36	0.80	0.00	0.00	61.00	-170.57
Dec-00	122.99	1.07	0.00	0.00	0.00	-46.51
Jan-01	219.26	1.47	0.00	0.00	122.00	52.22
Feb-01	209.50	1.40	0.00	0.00	0.00	263.12
Mar-01	160.68	1.07	0.00	0.00	122.00	302.87
Apr-01	141.15	0.94	0.00	0.00	0.00	444.96
May-01	43.24	0.27	0.00	0.00	302.87	185.60
Jun-01	33.43	0.20	0.00	0.00	85.00	134.23
Jul-01	23.62	0.13	0.00	0.00	170.00	-12.02
Aug-01	13.81	0.07	0.00	0.00	0.00	1.86
Sep-01	23.62	0.13	0.00	0.00	170.00	-144.39
Oct-01	43.03	8.82	0.00	0.00	0.00	-92.54
Nov-01	82.05	17.63	0.00	0.00	85.00	-77.86
Dec-01	159.83	35.27	0.00	0.00	85.00	32.24
Jan-02	140.40	30.86	0.00	0.00	170.00	33.50
Feb-02	159.83	35.27	0.00	0.00	0.00	228.60
Mar-02	114.79	33.06	0.00	0.00	170.00	206.45
Apr-02	100.08	28.65	0.00	1.60	0.00	336.78
May-02	48.41	13.22	0.00	0.00	209.89	188.52
Jun-02	18.81	4.41	0.00	0.00	99.00	112.74
Jul-02	11.41	0.00	0.00	0.00	99.00	25.15
Aug-02	11.41	2.20	0.00	0.00	198.00	-159.24
Sep-02	11.41	0.00	-211.57	0.00	0.00	-359.40
Oct-02	11.41	-1.74	0.00	0.00	99.00	-448.73
Nov-02	63.21	-13.95	0.00	0.00	198.00	-597.47
Dec-02	114.79	-26.15	0.00	0.00	99.00	-607.83
Jan-03	136.85	-31.38	0.00	0.00	0.00	-502.36
Feb-03	129.50	-4.27	0.00	0.00	99.00	-476.13
Mar-03	100.08	-3.26	0.00	0.00	0.00	-379.31
Apr-03	70.61	-2.26	0.00	0.00	0.00	-310.96
May-03	33.61	-1.00	-9.51	0.00	0.00	-287.86
Jun-03	18.81	-0.50	0.00	0.00	47.00	-316.55
Jul-03	11.41	-0.25	0.00	0.00	94.00	-399.39
Aug-03	11.15	0.00	0.00	0.00	0.00	-388.24
Sep-03	14.87	0.00	0.00	0.00	94.00	-467.37
Oct-03	47.47	10.86	0.00	0.00	47.00	-456.04
Nov-03	56.16	13.03	0.00	0.00	0.00	-386.85
Dec-03	108.23	26.06	0.00	0.00	94.00	-346.56
Jan-04	160.11	39.09	0.00	0.00	0.00	-147.36
Feb-04	168.76	41.26	0.00	0.00	94.00	-31.34
Mar-04	99.58	23.89	0.00	0.00	47.00	45.13
Apr-04	73.55	17.37	0.00	0.00	47.00	89.05
	3963.93	327.04	-221.08	1.60	3935.36	

B Bal -47.08 Balance at 12/31/1999  
 Gas 3963.93 January 2000 thru April 2004  
 GCR 327.04 January 2000 thru April 2004  
 Adj -221.08 Includes the Rate Refund & GCR Refund  
 Interest 1.60 Charge April 2002  
 Pmts -3935.36

E Bal 89.05 Balance after April 2004 Billing



# GASCO

## DISTRIBUTION SYSTEMS, INC.

4445 East Pike  
Zanesville, Ohio 43701  
1-(800)-727-8871  
[www.gascodistribution.com](http://www.gascodistribution.com)

FOR A LESS CHANGE WRITE ADDRESS ON BACK AND CHECK BOX

SERVICE ADDRESS

503 MCKEE ROAD

~~██████████~~  
503 MCKEE ROAD  
WASHINGTON PA 15301-9367

ACCOUNT NUMBER	PLEASE PAY BY
<del>██████████</del>	5/27/04

AMOUNT DUE	AMOUNT PAID
\$ 90.04	

To ensure proper credit to your account, please return this portion with your check or money order made payable to: Gasco Distribution Systems, Inc. Thank You!

Gasco Distribution Systems, Inc.  
P.O. Box 74266  
Cleveland, Ohio 44194-4266

Mail Payments  
To

For questions or service call: 1-(800)-727-8871  
Office Hours: 8:00 am - 5:00 pm M-F  
For Emergencies Call: 1-(877)-234-2726

Billing Summary For:

~~██████████~~  
503 MCKEE ROAD  
WASHINGTON PA 15301-9367

Your Account Number:

Service Address:

503 MCKEE ROAD

Account Balance				\$ 5.96 CR	
Payments and Adjustments as of	4/30/04			\$ 0.00	
Meter Number	Payments	Adjustments	Other/Late/Est	Fee	
1	\$ 0.00	\$ 0.00	\$ 0.00		
Balance at Billing				\$ 5.96 CR	
Current Charges					
Monthly Customer Charge				\$ 0.00	
Gas Supply Charges	7 MCF at \$6.41 / MCF			\$ 44.87	
Gas Cost Adjustment Charge	7 MCF at \$2.5344 / MCF			\$ 17.74	
Distribution Charge (Tier I)	1 MCF at \$4.9177 / MCF			\$ 4.92	
(Tier II)	6 MCF at \$2.9221 / MCF			\$ 17.53	
(Tier III)					
Total Basic Charges				\$ 85.06	
Total Account Balance				\$ 79.10	
Please Pay Total Due By	5/27/04			\$ 90.04	

Budget Payment Plan	
Monthly Amount	\$ 96.00
Past Due	\$ 5.96 CR
Balance	\$ 90.04
Customer Rates	
How to calculate your total rates per MCF:	
The Gas Supply Charge plus the Gas Cost Adjustment plus the Distribution Charge equal:	
First 1 MCF	\$13.862
Next 9 MCF	\$11.8665
Over 10 MCF	\$11.650

Meter Information Next Meter Read on or about 5/29/04

Meter Number	Billing Period		Days	Meter Reading		Gas Used
	From	To		From	To	
1	3/29/04	4/29/04	31	83A	90A	7MCF

Average Monthly Usage: 7 MCF  
Average Temperature for Past 12 Months: 49  
Total Annual Usage for Past 12 Months is 88 MCF as follows:

MCF CODE	APR 2004	MAY 2003	JUN 2003	JUL 2003	AUG 2003	SEP 2003	OCT 2003	NOV 2003	DEC 2003	JAN 2004	FEB 2004	MAR 2004
	7	3	3	1	1	4	5	7	14	18	14	11
	A	A	A	A	A	A	A	A	A	A	A	A

CODES  
A - Actual Reading      E - Estimated Reading      F - Final Reading  
O - Customer Reading      C - Corrected Reading      M - Minimum

Please provide any changes or corrections to your mailing address and telephone number below.

Name \_\_\_\_\_

Mailing Address:

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone ( \_\_\_\_\_ ) \_\_\_\_\_ Work Phone ( \_\_\_\_\_ ) \_\_\_\_\_

#### Payment Methods

**Mail** – Please return the attached stub along with your check or money order made payable to Gasco Distribution Systems, Inc., P.O. Box 74266, Cleveland, Ohio 44194-4266. PLEASE DO NOT SEND CASH.

**Credit Card** – Call us at 1-800-727-8871 Ext. 17 and arrange to pay with your ~~VISA or Mastercard~~ <sup>Discover, Visa or Mastercard</sup>. There is a \$5.00 convenience fee for each credit card payment.

#### How to Contact Us

**Mail payments only to P.O. Box 74266, Cleveland, Ohio 44194-4266. Mailing payments to any other address will delay posting to your account.**

**Telephone** – Call our emergency line 24 hours a day at 1-877-234-2726 to report an odor of gas or service outage.

**Mail** – All other mail should be sent to: Gasco Distribution Systems, Inc., 4445 East Pike, Zanesville, Ohio 43701-9532

#### If You Have Questions

A rate schedule, an explanation of how to verify the accuracy of the bill and an explanation of the various charges is available for inspection in the Claysville Service Center and other bill-paying locations.

Please register any question or complaint about your bill prior to the due date by calling 1-800-727-8871 or by mail to 4445 East Pike, Zanesville, Ohio 43701-9532.

#### Explanation of Billing Terms

**Actual Reading** – A reading from your gas meter (obtained by a meter reader or provided by you).

**Customer Charge** – Monthly charge to recover the Company's fixed costs to provide service, which may include costs for metering, billing, accounting, collections and maintaining and installing facilities. This charge is billed to each Gasco customer as a flat fee per month and does not vary with gas usage or your gas supplier. This rate only applies to certain service areas. For some customers, fixed costs are recovered through the distribution charge.

**CCF** – One hundred (100) cubic feet of gas. This is a measure of gas usage.

**CR-CR** following the amount in the amount due box indicates a credit balance on your account.

**Distribution Charge** – Charges for the delivery of natural gas to a retail customer from the point of receipt into the Company's system

**Estimated Reading** – During months when Gasco does not read your meter, your bill is based on previous gas usage at your service address and average weather conditions during the billing period. We verify the reading the next time we read your meter.

**Gas Cost Adjustment Charge** – The amount billed or credited each month to account for the differences between projected and actual gas supply costs of the Company.

**Gas Supply Charges** – Charges for natural gas supply services to retail customers.

**MCF** – One Thousand (1,000) cubic feet of gas. This is a measure of gas usage

**Late Fee** – Gasco charges a late payment fee of 1.25% per month on any amounts that are not paid by the due date.

**State Tax Adjustment Surcharge** – A surcharge on gas rates charged to customers, which permits Gasco to track changes to various state taxes.



# GASCO

## DISTRIBUTION SYSTEMS, INC.

4445 East Pike  
Zanesville, Ohio 43701  
1-(800)-727-8871  
www.gascodistribution.com

FOR A BUSINESS CHANGE WRITE ADDRESS ON BACK AND CHECK BOX

SERVICE ADDRESS

3240 CONSTITUTION BLVD

██████████  
3240 CONSTITUTION BLVD  
CLAYSVILLE PA 15323-1333

ACCOUNT NUMBER	PLEASE PAY BY
██████████	5/27/04
AMOUNT DUE	AMOUNT PAID
\$ 61.33	

To ensure proper credit to your account, please return this portion with your check or money order made payable to: Gasco Distribution Systems, Inc. Thank You!

Gasco Distribution Systems, Inc.  
P.O. Box 74266  
Cleveland, Ohio 44194-4266

Mail Payments  
To

For questions or service call: 1-(800)-727-8871  
Office Hours: 8:00 am - 5:00 pm M-F  
For Emergencies Call: 1-(877)-234-2726

Billing Summary For:

██████████  
3240 CONSTITUTION BLVD  
CLAYSVILLE PA 15323-1333

Your Account Number:

Service Address:

3240 CONSTITUTION BLVD

Account Balance				\$ 96.93	<b>Budget Payment Plan</b>
Payments and Adjustments as of	4/30/04			\$ 96.93	CR Monthly Amount
Meter Number	Payments	Adjustments	Other/Late/Est. Fee		Past Due
1	\$ 96.93	\$ 0.00	\$ 0.00		Balance
Balance at Billing				\$ 0.00	<b>Customer Rates</b>
Current Charges					How to calculate your total rates per MCF:
Monthly Customer Charge				\$ 0.00	The Gas Supply Charge plus the Gas Cost Adjustment plus the Distribution Charge equal:
Gas Supply Charges	5 MCF at \$6.41 / MCF			\$ 32.05	
Gas Cost Adjustment Charge	5 MCF at \$2.5344 / MCF			\$ 12.67	
Distribution Charge (Tier I)	1 MCF at \$4.9177 / MCF			\$ 4.92	
(Tier II)	4 MCF at \$2.9221 / MCF			\$ 11.69	
(Tier III)					
Total Basic Charges				\$ 61.33	First 1 MCF \$13.862
Total Account Balance				\$ 61.33	Next 9 MCF \$11.8665
Please Pay Total Due By	5/27/04			\$ 61.33	Over 10 MCF \$11.650

A late payment fee will be charged on any total due amounts that remain unpaid after the due date.

Meter information Next Meter Read on or about 5/27/04

Meter Number	Billing Period		Days	Meter Reading		Gas Used
	From	To		From	To	
1	3/29/04	4/27/04	29	461A	466A	5MCF

Average Monthly Usage: 4 MCF  
Average Temperature for Past 12 Months: 49  
Total Annual Usage for Past 12 Months is 57 MCF as follows:

MCF CODE	APR 2004	MAY 2003	JUN 2003	JUL 2003	AUG 2003	SEP 2003	OCT 2003	NOV 2003	DEC 2003	JAN 2004	FEB 2004	MAR 2004
	5	3	1	1	1	1	3	5	8	12	9	8
	A	A	A	A	A	A	A	A	A	A	A	A

CODES  
A - Actual Reading      E - Estimated Reading      F - Final Reading  
O - Customer Reading      C - Corrected Reading      M - Minimum

Please provide any changes or corrections to your mailing address and telephone number below.

Name \_\_\_\_\_

Mailing Address.

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone ( \_\_\_\_\_ ) \_\_\_\_\_ Work Phone ( \_\_\_\_\_ ) \_\_\_\_\_

Payment Methods

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**CCF** – One hundred (100) cubic feet of gas. This is a measure of gas usage.

**CR-CR** following the amount in the amount due box indicates a credit balance on your account.

**Distribution Charge** – Charges for the delivery of natural gas to a retail customer from the point of receipt into the Company's system.

**Estimated Reading** – During months when Gasco does not read your meter, your bill is based on previous gas usage at your service address and average weather conditions during the billing period. We verify the reading the next time we read your meter.

**Gas Cost Adjustment Charge** – The amount billed or credited each month to account for the differences between projected and actual gas supply costs of the Company.

**Gas Supply Charges** – Charges for natural gas supply services to retail customers.

**MCF** – One Thousand (1,000) cubic feet of gas. This is a measure of gas usage.

**Late Fee** – Gasco charges a late payment fee of 1.25% per month on any amounts that are not paid by the due date.

**State Tax Adjustment Surcharge** – A surcharge on gas rates charged to customers, which permits Gasco to track changes to various state taxes.

11-May-04

Dear Mrs. Salesman,

Enclosed is the summary of your account that I promised you today on the phone. I began the summary at January 1, 2000 and brought it through April 30, 2004. The balance at the beginning of January 2000 was a credit of \$47.08. I have totaled all the charges for Gas Billings, GCR Charges, Adjustments, Penalties, and Payments. When you add everything up, the ending balance is the same as the balance on your account, \$89.05.

I have also included a report for the same period of time that shows your Meter Reading Dates, Meter Readings, and volumes billed.

If you have any questions or if you need any further information please feel free to contact me. My direct number is (800) 727-8871 extension 18.

Bruce D. Tom



# GASCO

## DISTRIBUTION SYSTEMS, INC.

4445 East Pike  
Zanesville, Ohio 43701  
1-(800)-727-8871  
[www.gascodistribution.com](http://www.gascodistribution.com)

FOR A LESS CHANGE WRITE ADDRESS ON BACK AND CHECK BOX

SERVICE ADDRESS

MAIN ST

710 ROCKY RUN RD  
WEST FINLEY PA 15377

ACCOUNT NUMBER PLEASE PAY BY  
5/27/04

AMOUNT DUE AMOUNT PAID  
\$ 153.05

To ensure proper credit to your account, please return this portion with your check or money order made payable to: Gasco Distribution Systems, Inc. Thank You!

Gasco Distribution Systems, Inc.  
P.O. Box 74266  
Cleveland, Ohio 44194-4266

Mail Payments To

For questions or service call: 1-(800)-727-8871  
Office Hours: 8:00 am - 5:00 pm M-F  
For Emergencies Call: 1-(877)-234-2726

Billing Summary For:

710 ROCKY RUN RD  
WEST FINLEY PA 15377

Your Account Number:

Service Address:

MAIN ST

Account Balance				\$ 165.65		Budget Payment Plan	
Payments and Adjustments as of	4/30/04			\$ 165.65	CR	Monthly Amount	
Meter Number	Payments	Adjustments	Other/Late Fee			Past Due	
1	\$ 165.65	\$ 0.00	\$ 0.00			Balance	
Balance at Billing				\$ 0.00			
Current Charges						Customer Rates	
Monthly Customer Charge				\$ 0.00		How to calculate your total rates per MCF:	
Gas Supply Charges	12 MCF at \$6.41 / MCF			\$ 76.92		The Gas Supply Charge plus the Gas Cost Adjustment plus the Distribution Charge equal:	
Gas Cost Adjustment Charge	12 MCF at \$2.5344 / MCF			\$ 30.41		First 1 MCF \$13.862	
Distribution Charge (Tier I)	1 MCF at \$4.9177 / MCF			\$ 4.92		Next 19 MCF \$11.866	
(Tier II)	11 MCF at \$2.9221 / MCF			\$ 32.14		Over 20 MCF \$11.283	
(Tier III)							
Total Basic Charges				\$ 144.39			
Total Account Balance				\$ 144.39			
Please Pay Total Due By	5/27/04			\$ 153.05			

A late payment fee will be charged on any total due amounts that remain unpaid after the due date.

Meter Information Next Meter Read on or about 5/28/04

Meter Number	Billing Period		Days	Meter Reading		Gas Used
	From	To		From	To	
1	3/31/04	4/28/04	28	303A	315A	12MCF

Average Monthly Usage: 11 MCF  
Average Temperature for Past 12 Months: 49  
Total Annual Usage for Past 12 Months is 137 MCF as follows:

MCF CODE	APR 2004	MAY 2003	JUN 2003	JUL 2003	AUG 2003	SEP 2003	OCT 2003	NOV 2003	DEC 2003	JAN 2004	FEB 2004	MAR 2004
A	12	11	12	8	10	11	12	11	10	15	12	13

CODES  
A - Actual Reading E - Estimated Reading F - Final Reading  
O - Customer Reading C - Corrected Reading M - Minimum

Please provide any changes or corrections to your mailing address and telephone number below.

Name \_\_\_\_\_

Mailing Address:

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone ( \_\_\_\_\_ ) \_\_\_\_\_ Work Phone ( \_\_\_\_\_ ) \_\_\_\_\_

#### Payment Methods

**Mail** – Please return the attached stub along with your check or money order made payable to Gasco Distribution Systems, Inc., P.O. Box 74266, Cleveland, Ohio 44194-4266. PLEASE DO NOT SEND CASH.

**Credit Card** – Call us at 1-800-727-8871 Ext. 17 and arrange to pay with your VISA or Mastercard. There is a \$5.00 convenience fee for each credit card payment.

#### How to Contact Us

**Mail payments only to P.O. Box 74266, Cleveland, Ohio 44194-4266. Mailing payments to any other address will delay posting to your account.**

**Telephone** – Call our emergency line 24 hours a day at 1-877-234-2726 to report an odor of gas or service outage

**Mail** – All other mail should be sent to: Gasco Distribution Systems, Inc., 4445 East Pike, Zanesville, Ohio 43701-9532

#### If You Have Questions

A rate schedule, an explanation of how to verify the accuracy of the bill and an explanation of the various charges is available for inspection in the Claysville Service Center and other bill-paying locations.

Please register any question or complaint about your bill prior to the due date by calling 1-800-727-8871 or by mail to 4445 East Pike, Zanesville, Ohio 43701-9532.

#### Explanation of Billing Terms

**Actual Reading** – A reading from your gas meter (obtained by a meter reader or provided by you).

**Customer Charge** – Monthly charge to recover the Company's fixed costs to provide service, which may include costs for metering, billing, accounting, collections and maintaining and installing facilities. This charge is billed to each Gasco customer as a flat fee per month and does not vary with gas usage or your gas supplier. This rate only applies to certain service areas. For some customers, fixed costs are recovered through the distribution charge.

**CCF** – One hundred (100) cubic feet of gas. This is a measure of gas usage.

**CR-CR** following the amount in the amount due box indicates a credit balance on your account.

**Distribution Charge** – Charges for the delivery of natural gas to a retail customer from the point of receipt into the Company's system

**Estimated Reading** – During months when Gasco does not read your meter, your bill is based on previous gas usage at your service address and average weather conditions during the billing period. We verify the reading the next time we read your meter.

**Gas Cost Adjustment Charge** – The amount billed or credited each month to account for the differences between projected and actual gas supply costs of the Company.

**Gas Supply Charges** – Charges for natural gas supply services to retail customers.

**MCF** – One Thousand (1,000) cubic feet of gas. This is a measure of gas usage.

**Late Fee** – Gasco charges a late payment fee of 1.25% per month on any amounts that are not paid by the due date.

**State Tax Adjustment Surcharge** – A surcharge on gas rates charged to customers, which permits Gasco to track changes to various state taxes.



# GASCO

## DISTRIBUTION SYSTEMS, INC.

4445 East Pike  
Zanesville, Ohio 43701  
1-(800)-727-8871  
[www.gascodistribution.com](http://www.gascodistribution.com)

FOR ADDRESS CHANGE WRITE ADDRESS ON BACK AND CHECK BOX

SERVICE ADDRESS

309 HEMLOCK AVENUE

██████████  
309 HEMLOCK AVE  
KANE PA 16735-1801

ACCOUNT NUMBER	PLEASE PAY BY
██████████	5/27/04
AMOUNT DUE	AMOUNT PAID
\$ 158.00	

To ensure proper credit to your account, please return this portion with your check or money order made payable to: Gasco Distribution Systems, Inc.. Thank You!

Gasco Distribution Systems, Inc.  
P.O. Box 74266  
Cleveland, Ohio 44194-4266

Mail Payments To

For questions or service call: 1-(800)-727-8871  
Office Hours: 8:00 am - 5:00 pm M-F  
For Emergencies Call: 1-(877)-234-2726

Your Account Number:

Service Address:

Billing Summary For:

██████████  
309 HEMLOCK AVE  
KANE PA 16735-1801

309 HEMLOCK AVENUE

Account Balance				\$ 174.14	<b>Budget Payment Plan</b>	
Payments and Adjustments as of	4/30/04			\$ 174.14 CR	Monthly Amount	
Meter Number	Payments	Adjustments	Other/late Fee		\$ 158.00	
1	\$ 174.14	\$ 0.00	\$ 0.00		Past Due	
Balance at Billing				\$ 0.00	\$ 0.00	
<b>Current Charges</b>					<b>Customer Rates</b>	
Monthly Customer Charge				\$ 0.00	How to calculate your total rates per MCF:	
Gas Supply Charges	15 MCF at \$6.53 / MCF			\$ 97.95	The Gas Supply Charge plus the Gas Cost Adjustment plus the Distribution Charge equal:	
Gas Cost Adjustment Charge	15 MCF at \$2.1717 / MCF			\$ 32.58	First 1 MCF \$14.869	
Distribution Charge (Tier I)	1 MCF at \$6.1676 / MCF			\$ 6.17	Next 9 MCF \$10.8642	
(Tier II)	9 MCF at \$2.1625 / MCF			\$ 19.46	Over 10 MCF \$10.819	
(Tier III)	5 MCF at \$2.1175 / MCF			\$ 10.59		
(Tier IV)						
Total Basic Charges				\$ 166.75		
Total Account Balance				\$ 166.75		
Please Pay Total Due By	5/27/04			\$ 158.00		

A late payment fee will be charged on any total due amounts that remain unpaid after the due date.

Meter Information Next Meter Read on or about 5/26/04

Meter Number	Billing Period		Days	Meter Reading		Gas Used
	From	To		From	To	
1	3/25/04	4/26/04	32	711A	726A	15MCF

Average Monthly Usage: 14 MCF

Average Temperature for Past 12 Months: 41

Total Annual Usage for Past 12 Months is 168 MCF as follows:

MCF CODE	APR 2004	MAY 2003	JUN 2003	JUL 2003	AUG 2003	SEP 2003	OCT 2003	NOV 2003	DEC 2003	JAN 2004	FEB 2004	MAR 2004
A	15	9	4	1	1	1	12	12	20	32	38	23

CODES

A - Actual Reading      E - Estimated Reading      F - Final Reading  
O - Customer Reading      C - Corrected Reading      M - Minimum

Please provide any changes or corrections to your mailing address and telephone number below.

Name \_\_\_\_\_

Mailing Address:

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone ( ) \_\_\_\_\_ Work Phone ( ) \_\_\_\_\_

#### Payment Methods

**Mail** – Please return the attached stub along with your check or money order made payable to Gasco Distribution Systems, Inc., P.O. Box 74266, Cleveland, Ohio 44194-4266. **PLEASE DO NOT SEND CASH.**

**Credit Card** – Call us at 1-800-727-8871 Ext. 17 and arrange to pay with your VISA or Mastercard. There is a \$5.00 convenience fee for each credit card payment.

#### How to Contact Us

**Mail payments only to P.O. Box 74266, Cleveland, Ohio 44194-4266. Mailing payments to any other address will delay posting to your account.**

**Telephone** – Call our emergency line 24 hours a day at 1-877-234-2726 to report an odor of gas or service outage.

**Mail** – All other mail should be sent to: Gasco Distribution Systems, Inc., 4445 East Pike, Zanesville, Ohio 43701-9532.

#### If You Have Questions

A rate schedule, an explanation of how to verify the accuracy of the bill and an explanation of the various charges is available for inspection in the Kane Service Center and other bill-paying locations.

Please register any question or complaint about your bill prior to the due date by calling 1-800-727-8871 or by mail to 4445 East Pike, Zanesville, Ohio 43701-9532.

#### Explanation of Billing Terms

**Actual Reading** – A reading from your gas meter (obtained by a meter reader or provided by you).

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**CCF** – One hundred (100) cubic feet of gas. This is a measure of gas usage.

**CR-CR** following the amount in the amount due box indicates a credit balance on your account.

**Distribution Charge** – Charges for the delivery of natural gas to a retail customer from the point of receipt into the Company's system.

**Estimated Reading** – During months when Gasco does not read your meter, your bill is based on previous gas usage at your service address and average weather conditions during the billing period. We verify the reading the next time we read your meter.

**Gas Cost Adjustment Charge** – The amount billed or credited each month to account for the differences between projected and actual gas supply costs of the Company.

**Gas Supply Charges** – Charges for natural gas supply services to retail customers.

**MCF** – One Thousand (1,000) cubic feet of gas. This is a measure of gas usage.

**Late Fee** – Gasco charges a late payment fee of 1.25% per month on any amounts that are not paid by the due date.

**State Tax Adjustment Surcharge** – A surcharge on gas rates charged to customers, which permits Gasco to track changes to various state taxes.



# GASCO

## DISTRIBUTION SYSTEMS, INC.

4445 East Pike  
Zanesville, Ohio 43701  
1-(800)-727-8871  
[www.gascodistribution.com](http://www.gascodistribution.com)

FOR ADDRESS CHANGE WRITE ADDRESS ON BACK AND CHECK BOX

SERVICE ADDRESS

529 MAPLE STREET

529 MAPLE STREET  
KANE PA 16735-3219

ACCOUNT NUMBER	PLEASE PAY BY
<del>XXXXXXXXXX</del>	5/27/04
AMOUNT DUE	AMOUNT PAID
\$ 227.06	

To ensure proper credit to your account, please return this portion with your check or money order made payable to Gasco Distribution Systems, Inc. Thank You!

Gasco Distribution Systems, Inc.  
P.O. Box 74266  
Cleveland, Ohio 44194-4266

Mail Payments To

For questions or service call: 1-(800)-727-8871  
Office Hours: 8:00 am - 5:00 pm M-F  
For Emergencies Call: 1-(877)-234-2726

Your Account Number:  
~~XXXXXXXXXX~~  
Service Address:  
529 MAPLE STREET

Billing Summary For:

529 MAPLE STREET  
KANE PA 16735-3219

Account Balance				\$ 155.92	<b>Budget Payment Plan</b>	
Payments and Adjustments as of	4/30/04				Monthly Amount	
Meter Number	Payments	Adjustments	Other/late Fee	Fee	Past Due	
1	\$ 0.00	\$ 0.00	\$ 1.95		Balance	
Balance at Billing				\$ 157.87	<b>Customer Rates</b>	
<b>Current Charges</b>					How to calculate your total rates per MCF:	
Monthly Customer Charge				\$ 0.00	The Gas Supply Charge plus the Gas Cost Adjustment plus the Distribution Charge equal:	
Gas Supply Charges	6 MCF at \$6.53 / MCF			\$ 39.18	First 1 MCF \$14.869	
Gas Cost Adjustment Charge	6 MCF at \$2.1717 / MCF			\$ 13.03	Next 9 MCF \$10.8642	
Distribution Charge (Tier I)	1 MCF at \$6.1676 / MCF			\$ 6.17	Over 10 MCF \$10.819	
(Tier II)	5 MCF at \$2.1625 / MCF			\$ 10.81		
(Tier III)						
(Tier IV)						
Total Basic Charges				\$ 69.19		
Total Account Balance				\$ 227.06		
Please Pay Total Due By	5/27/04			\$ 227.06		

A late payment fee will be charged on any total due amounts that remain unpaid after the due date.

Meter Information Next Meter Read on or about 5/29/04

Meter Number	Billing Period		Days	Meter Reading		Gas Used
	From	To		From	To	
1	4/05/04	4/29/04	24	6A	12A	6MCF

Average Monthly Usage: 8 MCF  
Average Temperature for Past 12 Months: 41  
Total Annual Usage for Past 12 Months is 97 MCF as follows:

MCF CODE	APR 2004	MAY 2003	JUN 2003	JUL 2003	AUG 2003	SEP 2003	OCT 2003	NOV 2003	DEC 2003	JAN 2004	FEB 2004	MAR 2004
A	6	6	3	1	2	3	7	8	13	18	16	14

**CODES**  
 A - Actual Reading      E - Estimated Reading      F - Final Reading  
 O - Customer Reading    C - Corrected Reading      M - Minimum

Please provide any change or corrections to your mailing address and telephone number below.

Name \_\_\_\_\_

Mailing Address:

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone ( ) \_\_\_\_\_ Work Phone ( ) \_\_\_\_\_

#### Payment Methods

**Mail** – Please return the attached stub along with your check or money order made payable to Gasco Distribution Systems, Inc., P.O. Box 74266, Cleveland, Ohio 44194-4266. PLEASE DO NOT SEND CASH.

**Credit Card** – Call us at 1-800-727-8871 Ext. 17 and arrange to pay with your VISA or Mastercard. There is a \$5.00 convenience fee for each credit card payment.

#### How to Contact Us

**Mail payments only to P.O. Box 74266, Cleveland, Ohio 44194-4266. Mailing payments to any other address will delay posting to your account.**

**Telephone** – Call our emergency line 24 hours a day at 1-877-234-2726 to report an odor of gas or service outage.

**Mail** – All other mail should be sent to: Gasco Distribution Systems, Inc., 4445 East Pike, Zanesville, Ohio 43701-9532.

#### If You Have Questions

**A rate schedule, an explanation of how to verify the accuracy of the bill and an explanation of the various charges is available for inspection in the Kane Service Center and other bill-paying locations.**

**Please register any question or complaint about your bill prior to the due date by calling 1-800-727-8871 or by mail to 4445 East Pike, Zanesville, Ohio 43701-9532.**

#### Explanation of Billing Terms

**Actual Reading** – A reading from your gas meter (obtained by a meter reader or provided by you)

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**CCF** – One hundred (100) cubic feet of gas. This is a measure of gas usage

**CR-CR** following the amount in the amount due box indicates a credit balance on your account.

**Distribution Charge** – Charges for the delivery of natural gas to a retail customer from the point of receipt into the Company's system.

**Estimated Reading** – During months when Gasco does not read your meter, your bill is based on previous gas usage at your service address and average weather conditions during the billing period. We verify the reading the next time we read your meter.

**Gas Cost Adjustment Charge** – The amount billed or credited each month to account for the differences between projected and actual gas supply costs of the Company.

**Gas Supply Charges** – Charges for natural gas supply services to retail customers.

**MCF** – One Thousand (1,000) cubic feet of gas. This is a measure of gas usage.

**Late Fee** – Gasco charges a late payment fee of 1.25% per month on any amounts that are not paid by the due date.

**State Tax Adjustment Surcharge** – A surcharge on gas rates charged to customers, which permits Gasco to track changes to various state taxes.



# GASCO

## DISTRIBUTION SYSTEMS, INC.

4445 East Pike  
Zanesville, Ohio 43701  
1-(800)-727-8871  
[www.gascodistribution.com](http://www.gascodistribution.com)

FOR ADDRESS CHANGE WRITE ADDRESS ON FRONT AND CHECK BOX

SERVICE ADDRESS

RT 6 & PA 66

PO BOX 525  
KANE PA 16735

ACCOUNT NUMBER PLEASE PAY BY

5/27/04

AMOUNT DUE AMOUNT PAID

\$ 11.54 CR

To ensure proper credit to your account, please return this portion with your check or money order made payable to: Gasco Distribution Systems, Inc. Thank You!

Gasco Distribution Systems, Inc.  
P.O. Box 74266  
Cleveland, Ohio 44194-4266



For questions or service call: 1-(800)-727-8871  
Office Hours: 8:00 am – 5:00 pm M-F  
For Emergencies Call: 1-(877)-234-2726

Your Account Number:

Service Address:

RT 6 & PA 66

Billing Summary For:

PO BOX 525  
KANE PA 16735

Account Balance				\$ 55.06	Budget Payment Plan	
Payments and Adjustments as of				4/30/04	\$ 93.87 CR	Monthly Amount
Meter Number	Payments	Adjustments	Other/Utility Fee			Past Due
1	\$ 93.87	\$ 0.00	\$ 0.00			Balance
Balance at Billing					\$ 38.81 CR	
Current Charges						Customer Rates
Monthly Customer Charge				\$ 0.00		How to calculate your total rates per MCF:
Gas Supply Charges				2 MCF at \$6.53 / MCF	\$ 13.06	The Gas Supply Charge plus the Gas Cost Adjustment plus the Distribution Charge equal:
Gas Cost Adjustment Charge				2 MCF at \$2.1717 / MCF	\$ 4.34	
Distribution Charge (Tier I)				1 MCF at \$6.1676 / MCF	\$ 6.17	
(Tier II)				1 MCF at \$2.1625 / MCF	\$ 2.16	
(Tier III)						
(Tier IV)						
Total Basic Charges					\$ 25.73	
KANE SALES (6.0 % of Total Basic Charges)					\$ 1.54	
Total Account Balance					\$ 11.54 CR	First 1 MCF \$14.869 Next 19 MCF \$10.864 Over 20 MCF \$10.819

Please Pay Total Due By 5/27/04 \$ 11.54 CR

A late payment fee will be charged on any total due amounts that remain unpaid after the due date.

Meter Information Next Meter Read on or about 5/26/04

Meter Number	Billing Period		Days	Meter Reading		Gas Used
	From	To		From	To	
1	3/25/04	4/26/04	32	108A	110A	2MCF

Average Monthly Usage: 1 MCF

Average Temperature for Past 12 Months: 41

Total Annual Usage for Past 12 Months is 17 MCF as follows:

MCF CODE	APR 2004	MAY 2003	JUN 2003	JUL 2003	AUG 2003	SEP 2003	OCT 2003	NOV 2003	DEC 2003	JAN 2004	FEB 2004	MAR 2004
A	2	2	1	0	0	0	0	2	3	3	3	1

CODES

A - Actual Reading  
O - Customer Reading

E - Estimated Reading  
C - Corrected Reading

F - Final Reading  
M - Minimum

Please provide any changes or corrections to your mailing address and telephone number below

Name \_\_\_\_\_

Mailing Address

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone ( \_\_\_\_\_ ) \_\_\_\_\_ Work Phone ( \_\_\_\_\_ ) \_\_\_\_\_

#### Payment Methods

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#### How to Contact Us

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#### If You Have Questions

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**Estimated Reading** – During months when Gasco does not read your meter, your bill is based on previous gas usage at your service address and average weather conditions during the billing period. We verify the reading the next time we read your meter.

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**MCF** – One Thousand (1,000) cubic feet of gas. This is a measure of gas usage.

**Late Fee** – Gasco charges a late payment fee of 1.25% per month on any amounts that are not paid by the due date.

**State Tax Adjustment Surcharge** – A surcharge on gas rates charged to customers, which permits Gasco to track changes to various state taxes.



# GASCO

## DISTRIBUTION SYSTEMS, INC.

4445 East Pike  
Zanesville, Ohio 43701  
1-(800)-727-8871  
[www.gascodistribution.com](http://www.gascodistribution.com)

FOR ADDRESS CHANGE WRITE ADDRESS ON BACK AND CHECK BOX

SERVICE ADDRESS

503 MCKEE ROAD

503 MCKEE ROAD  
WASHINGTON PA 15301-9367

ACCOUNT NUMBER PLEASE PAY BY  
6/28/04

AMOUNT DUE	AMOUNT PAID
\$ 96.00	

To ensure proper credit to your account, please return this portion with your check or money order made payable to: Gasco Distribution Systems, Inc. Thank You!

Gasco Distribution Systems, Inc.  
P.O. Box 74266  
Cleveland, Ohio 44194-4266

Mail Payments To

For questions or service call: 1-(800)-727-8871  
Office Hours: 8:00 am - 5:00 pm M-F  
For Emergencies Call: 1-(877)-234-2726

**Billing Summary For:**

503 MCKEE ROAD  
WASHINGTON PA 15301-9367

Your Account Number:  
Service Address:  
503 MCKEE ROAD

<b>Account Balance</b>				\$ 90.04	<b>Budget Payment Plan</b>	
<b>Payments and Adjustments as of</b>	5/31/04			\$ 90.04	CR	<b>Monthly Amount</b>
Meter Number	Payments	Adjustments	Other/Late Fee	Rate Fee		\$ 96.00
1	\$ 90.04	\$ 0.00	\$ 0.00			Past Due
<b>Balance at Billing</b>						\$ 0.00
<b>Current Charges</b>						<b>Balance</b>
Monthly Customer Charge				\$ 0.00		\$ 96.00
Gas Supply Charges	2 MCF at \$6.41 / MCF			\$ 12.82		<b>Customer Rates</b>
Gas Cost Adjustment Charge	2 MCF at \$2.5344 / MCF			\$ 5.07		How to calculate your total rates per MCF:
Distribution Charge (Tier I)	1 MCF at \$4.9177 / MCF			\$ 4.92		The Gas Supply Charge plus the Gas Cost Adjustment plus the Distribution Charge equal:
(Tier II)	1 MCF at \$2.9221 / MCF			\$ 2.92		
(Tier III)						
<b>Total Basic Charges</b>				\$ 25.73		First 1 MCF \$13.862
<b>Total Account Balance</b>				\$ 25.73		Next 9 MCF \$11.8665
						Over 10 MCF \$11.650
<b>Please Pay Total Due By</b>	6/28/04			\$ 96.00		

A late payment fee will be charged on any total due amounts that remain unpaid after the due date.

**Meter Information** Next Meter Read on or about 6/24/04

Meter Number	Billing Period		Days	Meter Reading		Gas Used
	From	To		From	To	
1	4/29/04	5/25/04	26	90A	92A	2MCF

Average Monthly Usage: 7 MCF  
Average Temperature for Past 12 Months: 48  
Total Annual Usage for Past 12 Months is 87 MCF as follows:

MCF CODE	MAY 2004	JUN 2003	JUL 2003	AUG 2003	SEP 2003	OCT 2003	NOV 2003	DEC 2003	JAN 2004	FEB 2004	MAR 2004	APR 2004
A	2	3	1	1	4	5	7	14	18	14	11	7

**CODES**  
A - Actual Reading      E - Estimated Reading      F - Final Reading  
O - Customer Reading      C - Corrected Reading      M - Minimum

Please provide any changes or corrections to your mailing address and telephone number below.

Name \_\_\_\_\_

Mailing Address:

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone ( \_\_\_\_\_ ) \_\_\_\_\_ Work Phone ( \_\_\_\_\_ ) \_\_\_\_\_

#### Payment Methods

**Mail** – Please return the attached stub along with your check or money order made payable to Gasco Distribution Systems, Inc., P.O. Box 74266, Cleveland, Ohio 44194-4266. PLEASE DO NOT SEND CASH

**Credit Card** – Call us at 1-800-727-8871 Ext. 17 and arrange to pay with your VISA or Mastercard. There is a \$5.00 convenience fee for each credit card payment.

#### How to Contact Us

**Mail payments only to P.O. Box 74266, Cleveland, Ohio 44194-4266. Mailing payments to any other address will delay posting to your account.**

**Telephone** – Call our emergency line 24 hours a day at 1-877-234-2726 to report an odor of gas or service outage.

**Mail** – All other mail should be sent to: Gasco Distribution Systems, Inc., 4445 East Pike, Zanesville, Ohio 43701-9532

#### If You Have Questions

A rate schedule, an explanation of how to verify the accuracy of the bill and an explanation of the various charges is available for inspection in the Claysville Service Center and other bill-paying locations.

Please register any question or complaint about your bill prior to the due date by calling 1-800-727-8871 or by mail to 4445 East Pike, Zanesville, Ohio 43701-9532.

#### Explanation of Billing Terms

**Actual Reading** – A reading from your gas meter (obtained by a meter reader or provided by you)

**Customer Charge** – Monthly charge to recover the Company's fixed costs to provide service, which may include costs for metering, billing, accounting, collections and maintaining and installing facilities. This charge is billed to each Gasco customer as a flat fee per month and does not vary with gas usage or your gas supplier. This rate only applies to certain service areas. For some customers, fixed costs are recovered through the distribution charge.

**CCF** – One hundred (100) cubic feet of gas. This is a measure of gas usage.

**CR-CR** following the amount in the amount due box indicates a credit balance on your account.

**Distribution Charge** – Charges for the delivery of natural gas to a retail customer from the point of receipt into the Company's system.

**Estimated Reading** – During months when Gasco does not read your meter, your bill is based on previous gas usage at your service address and average weather conditions during the billing period. We verify the reading the next time we read your meter.

**Gas Cost Adjustment Charge** – The amount billed or credited each month to account for the differences between projected and actual gas supply costs of the Company.

**Gas Supply Charges** – Charges for natural gas supply services to retail customers.

**MCF** – One Thousand (1,000) cubic feet of gas. This is a measure of gas usage.

**Late Fee** – Gasco charges a late payment fee of 1.25% per month on any amounts that are not paid by the due date.

**State Tax Adjustment Surcharge** – A surcharge on gas rates charged to customers, which permits Gasco to track changes to various state taxes.



# GASCO

## DISTRIBUTION SYSTEMS, INC.

4445 East Pike  
Zanesville, Ohio 43701  
1-(800)-727-8871  
[www.gascodistribution.com](http://www.gascodistribution.com)

FOR ADDRESS CHANGE WRITE ADDRESS ON BACK AND CHECK BOX

SERVICE ADDRESS

3240 CONSTITUTION BLVD

3240 CONSTITUTION BLVD  
CLAYSVILLE PA 15323-1333

ACCOUNT NUMBER	PLEASE PAY BY
[REDACTED]	6/28/04

AMOUNT DUE	AMOUNT PAID
\$ 13.86	

To ensure proper credit to your account, please return this portion with your check or money order made payable to: Gasco Distribution Systems, Inc. Thank You!

Gasco Distribution Systems, Inc.  
P.O. Box 74266  
Cleveland, Ohio 44194-4266

Mail Payments  
To

For questions or service call: 1-(800)-727-8871  
Office Hours: 8:00 am - 5:00 pm M-F  
For Emergencies Call: 1-(877)-234-2726

**Billing Summary For:**

3240 CONSTITUTION BLVD  
CLAYSVILLE PA 15323-1333

Your Account Number:

Service Address:

3240 CONSTITUTION BLVD

Account Balance				\$ 61.33	<b>Budget Payment Plan</b>	
Payments and Adjustments as of	5/31/04			\$ 61.33	CR	Monthly Amount
Meter Number	Payments	Adjustments	Other/Late/Est. Fee			Past Due
1	\$ 61.33	\$ 0.00	\$ 0.00			Balance
Balance at Billing				\$ 0.00		
<b>Current Charges</b>					<b>Customer Rates</b>	
Monthly Customer Charge				\$ 0.00	How to calculate your total rates per MCF.	
Gas Supply Charges	1 MCF at \$6.41 / MCF			\$ 6.41	The Gas Supply Charge plus the Gas Cost Adjustment plus the Distribution Charge equal:	
Gas Cost Adjustment Charge	1 MCF at \$2.5344 / MCF			\$ 2.53		
Distribution Charge (Tier I) (Tier II) (Tier III)	1 MCF at \$4.9177 / MCF			\$ 4.92		
<b>Total Basic Charges</b>				\$ 13.86	First 1 MCF \$13.862	
<b>Total Account Balance</b>				\$ 13.86	Next 9 MCF \$11.8665	
<b>Please Pay Total Due By</b>	6/28/04			\$ 13.86	Over 10 MCF \$11.650	

A late payment fee will be charged on any total due amounts that remain unpaid after the due date.

**Meter Information** Next Meter Read on or about 6/25/04

Meter Number	Billing Period		Days	Meter Reading		Gas Used						
1	From	To	29	From	To	1MCF						
	4/27/04	5/26/04		466A	467A							
Average Monthly Usage: 4 MCF												
Average Temperature for Past 12 Months: 48												
Total Annual Usage for Past 12 Months is 55 MCF as follows:												
MCF CODE	MAY 2004	JUN 2003	JUL 2003	AUG 2003	SEP 2003	OCT 2003	NOV 2003	DEC 2003	JAN 2004	FEB 2004	MAR 2004	APR 2004
	1	1	1	1	1	3	5	8	12	9	8	5
CODES	A - Actual Reading			E - Estimated Reading			F - Final Reading					
	O - Customer Reading			C - Corrected Reading			M - Minimum					

Please provide any changes or corrections to your mailing address or telephone number below.

Name \_\_\_\_\_

Mailing Address:

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone (\_\_\_\_\_) \_\_\_\_\_ Work Phone (\_\_\_\_\_) \_\_\_\_\_

#### Payment Methods

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**Credit Card** – Call us at 1-800-727-8871 Ext. 17 and arrange to pay with your VISA or MasterCard. There is a \$5.00 convenience fee for each credit card payment.

#### How to Contact Us

**Mail payments only to P.O. Box 74266, Cleveland, Ohio 44194-4266. Mailing payments to any other address will delay posting to your account.**

**Telephone** – Call our emergency line 24 hours a day at 1-877-234-2726 to report an odor of gas or service outage.

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#### If You Have Questions

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**Actual Reading** – A reading from your gas meter (obtained by a meter reader or provided by you).

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**CCF** – One hundred (100) cubic feet of gas. This is a measure of gas usage.

**CR-CR** following the amount in the amount due box indicates a credit balance on your account.

**Distribution Charge** – Charges for the delivery of natural gas to a retail customer from the point of receipt into the Company's system.

**Estimated Reading** – During months when Gasco does not read your meter, your bill is based on previous gas usage at your service address and average weather conditions during the billing period. We verify the reading the next time we read your meter.

**Gas Cost Adjustment Charge** – The amount billed or credited each month to account for the differences between projected and actual gas supply costs of the Company.

**Gas Supply Charges** – Charges for natural gas supply services to retail customers.

**MCF** – One Thousand (1,000) cubic feet of gas. This is a measure of gas usage.

**Late Fee** – Gasco charges a late payment fee of 1.25% per month on any amounts that are not paid by the due date.

**State Tax Adjustment Surcharge** – A surcharge on gas rates charged to customers, which permits Gasco to track changes to various state taxes.



# GASCO

## DISTRIBUTION SYSTEMS, INC.

4445 East Pike  
Zanesville, Ohio 43701  
1-(800)-727-8871  
www.gascodistribution.com

FOR ADDRESS CHANGE WRITE ADDRESS ON BACK AND CHECK BOX

SERVICE ADDRESS

MAIN ST

██████████  
710 ROCKY RUN RD  
WEST FINLEY PA 15377

ACCOUNT NUMBER	PLEASE PAY BY
██████████	6/28/04

AMOUNT DUE	AMOUNT PAID
\$ 127.90	

To ensure proper credit to your account, please return this portion with your check or money order made payable to: Gasco Distribution Systems, Inc. Thank You!

Gasco Distribution Systems, Inc.  
P.O. Box 74266  
Cleveland, Ohio 44194-4266

Mail Payments  
To

For questions or service call: 1-(800)-727-8871  
Office Hours: 8:00 am - 5:00 pm M-F  
For Emergencies Call: 1-(877)-234-2726

Billing Summary For:

██████████  
710 ROCKY RUN RD  
WEST FINLEY PA 15377

Your Account Number:

Service Address:

MAIN ST

Account Balance				\$ 153.05	
Payments and Adjustments as of	5/31/04			\$ 153.05	CR Monthly Amount
Meter Number	Payments	Adjustments	Other/Late Fees	Rate Fee	Past Due
1	\$ 153.05	\$ 0.00	\$ 0.00		Balance
Balance at Billing				\$ 0.00	
Current Charges					Customer Rates
Monthly Customer Charge				\$ 0.00	How to calculate your total rates per MCF:
Gas Supply Charges	10 MCF at \$6.41 / MCF			\$ 64.10	The Gas Supply Charge plus the Gas Cost Adjustment plus the Distribution Charge equal:
Gas Cost Adjustment Charge	10 MCF at \$2.5344 / MCF			\$ 25.34	
Distribution Charge (Tier I)	1 MCF at \$4.9177 / MCF			\$ 4.92	
(Tier II)	9 MCF at \$2.9221 / MCF			\$ 26.30	
(Tier III)					
Total Basic Charges				\$ 120.66	
Total Account Balance				\$ 120.66	First 1 MCF \$13.862 Next 19 MCF \$11.866 Over 20 MCF \$11.283
Please Pay Total Due By	6/28/04			\$ 127.90	

A late payment fee will be charged on any total due amounts that remain unpaid after the due date.

Meter Information

Next Meter Read on or about 6/26/04

Meter Number	Billing Period		Days	Meter Reading		Gas Used						
	From	To		From	To							
1	4/28/04	5/27/04	29	315A	325A	10MCF						
Average Monthly Usage: 11 MCF												
Average Temperature for Past 12 Months: 48												
Total Annual Usage for Past 12 Months is 136 MCF as follows:												
MCF CODE	MAY 2004	JUN 2003	JUL 2003	AUG 2003	SEP 2003	OCT 2003	NOV 2003	DEC 2003	JAN 2004	FEB 2004	MAR 2004	APR 2004
	10	12	8	10	11	12	11	10	15	12	13	12
CODES	A - Actual Reading			E - Estimated Reading			F - Final Reading					
	O - Customer Reading			C - Corrected Reading			M - Minimum					

Please provide any changes or corrections to your mailing address or telephone number below.

Name \_\_\_\_\_

Mailing Address

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone ( \_\_\_\_\_ ) \_\_\_\_\_ Work Phone ( \_\_\_\_\_ ) \_\_\_\_\_

Payment Methods

**Mail** – Please return the attached stub along with your check or money order made payable to Gasco Distribution Systems, Inc., P.O. Box 74266, Cleveland, Ohio 44194-4266. PLEASE, DO NOT SEND CASH

**Credit Card** – Call us at 1-800-727-8871 Ext. 17 and arrange to pay with your VISA or Mastercard. There is a \$5.00 convenience fee for each credit card payment.

How to Contact Us

**Mail payments only to P.O. Box 74266, Cleveland, Ohio 44194-4266. Mailing payments to any other address will delay posting to your account.**

**Telephone** – Call our emergency line 24 hours a day at 1-877-234-2726 to report an odor of gas or service outage.

**Mail** – All other mail should be sent to: Gasco Distribution Systems, Inc., 4445 East Pike, Zanesville, Ohio 43701-9532

If You Have Questions

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Please register any question or complaint about your bill prior to the due date by calling 1-800-727-8871 or by mail to 4445 East Pike, Zanesville, Ohio 43701-9532.

Explanation of Billing Terms

**Actual Reading** – A reading from your gas meter (obtained by a meter reader or provided by you).

**Customer Charge** – Monthly charge to recover the Company's fixed costs to provide service, which may include costs for metering, billing, accounting, collections and maintaining and installing facilities. This charge is billed to each Gasco customer as a flat fee per month and does not vary with gas usage or your gas supplier. This rate only applies to certain service areas. For some customers, fixed costs are recovered through the distribution charge.

**CCF** – One hundred (100) cubic feet of gas. This is a measure of gas usage.

**CR-CR** following the amount in the amount due box indicates a credit balance on your account.

**Distribution Charge** – Charges for the delivery of natural gas to a retail customer from the point of receipt into the Company's system.

**Estimated Reading** – During months when Gasco does not read your meter, your bill is based on previous gas usage at your service address and average weather conditions during the billing period. We verify the reading the next time we read your meter.

**Gas Cost Adjustment Charge** – The amount billed or credited each month to account for the differences between projected and actual gas supply costs of the Company.

**Gas Supply Charges** – Charges for natural gas supply services to retail customers.

**MCF** – One Thousand (1,000) cubic feet of gas. This is a measure of gas usage.

**Late Fee** – Gasco charges a late payment fee of 1.25% per month on any amounts that are not paid by the due date.

**State Tax Adjustment Surcharge** – A surcharge on gas rates charged to customers, which permits Gasco to track changes to various state taxes.



# GASCO

## DISTRIBUTION SYSTEMS, INC.

4445 East Pike  
Zanesville, Ohio 43701  
1-(800)-727-8871  
[www.gascodistribution.com](http://www.gascodistribution.com)

FOR ADDRESS CHANGE WRITE ADDRESS ON FRONT AND CHECK BOX

SERVICE ADDRESS

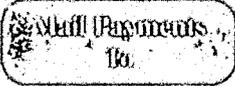
309 HEMLOCK AVENUE

██████████  
309 HEMLOCK AVE  
KANE PA 16735-1801

ACCOUNT NUMBER	PLEASE PAY BY
██████████	6/28/04
AMOUNT DUE	AMOUNT PAID
\$ 158.00	

To ensure proper credit to your account, please return this portion with your check or money order made payable to: Gasco Distribution Systems, Inc. Thank You!

Gasco Distribution Systems, Inc.  
P.O. Box 74266  
Cleveland, Ohio 44194-4266



For questions or service call: 1-(800)-727-8871  
Office Hours: 8:00 am - 5:00 pm M-F  
For Emergencies Call: 1-(877)-234-2726

Billing Summary For:

██████████  
309 HEMLOCK AVE  
KANE PA 16735-1801

Your Account Number:  
██████████  
Service Address:  
309 HEMLOCK AVENUE

Account Balance				\$ 166.75		<b>Budget Payment Plan</b>
Payments and Adjustments as of	5/31/04			\$ 158.00	CR	Monthly Amount
Meter Number	Payments	Adjustments	Other/In-Use Fee			\$ 158.00
1	\$ 158.00	\$ 0.00	\$ 0.00			Past Due
Balance at Billing				\$ 8.75		\$ 0.00
<b>Current Charges</b>						<b>Balance</b>
Monthly Customer Charge				\$ 0.00		\$ 158.00
Gas Supply Charges	5 MCF at \$6.53 / MCF			\$ 32.65		Past Due
Gas Cost Adjustment Charge	5 MCF at \$2.1717 / MCF			\$ 10.86		\$ 0.00
Distribution Charge (Tier I)	1 MCF at \$6.1676 / MCF			\$ 6.17		<b>Balance</b>
(Tier II)	4 MCF at \$2.1625 / MCF			\$ 8.65		\$ 158.00
(Tier III)						<b>Customer Rates</b>
(Tier IV)						How to calculate your total rates per MCF:
Total Basic Charges				\$ 58.33		The Gas Supply Charge plus the Gas Cost Adjustment plus the Distribution Charge equal:
Total Account Balance				\$ 67.08		First 1 MCF \$14.869
Next 9 MCF \$10.8642						Over 10 MCF \$10.819
Please Pay Total Due By	6/28/04			\$ 158.00		

A late payment fee will be charged on any total due amounts that remain unpaid after the due date.

Meter Information Next Meter Read on or about 6/24/04

Meter Number	Billing Period		Days	Meter Reading		Gas Used
	From	To		From	To	
1	4/26/04	5/25/04	29	726A	731A	5MCF

Average Monthly Usage: 13 MCF  
Average Temperature for Past 12 Months: 43  
Total Annual Usage for Past 12 Months is 164 MCF as follows:

MCF CODE	MAY 2004	JUN 2003	JUL 2003	AUG 2003	SEP 2003	OCT 2003	NOV 2003	DEC 2003	JAN 2004	FEB 2004	MAR 2004	APR 2004
A	5	4	1	1	1	12	12	20	32	38	23	15

**CODES**  
A - Actual Reading      E - Estimated Reading      F - Final Reading  
O - Customer Reading      C - Corrected Reading      M - Minimum

Please provide any changes or corrections to your mailing address and telephone number below.

Name \_\_\_\_\_

Mailing Address:

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone ( ) \_\_\_\_\_ Work Phone ( ) \_\_\_\_\_

#### Payment Methods

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**Credit Card** – Call us at 1-800-727-8871 Ext. 17 and arrange to pay with your VISA or Mastercard. There is a \$5.00 convenience fee for each credit card payment.

#### How to Contact Us

**Mail payments only to P.O. Box 74266, Cleveland, Ohio 44194-4266. Mailing payments to any other address will delay posting to your account.**

**Telephone** – Call our emergency line 24 hours a day at 1-877-234-2726 to report an order of gas or service outage.

**Mail** – All other mail should be sent to: Gasco Distribution Systems, Inc., 4445 East Pike, Zanesville, Ohio 43701-9532.

#### If You Have Questions

**A rate schedule, an explanation of how to verify the accuracy of the bill and an explanation of the various charges is available for inspection in the Kane Service Center and other bill-paying locations.**

**Please register any question or complaint about your bill prior to the due date by calling 1-800-727-8871 or by mail to 4445 East Pike, Zanesville, Ohio 43701-9532.**

#### Explanation of Billing Terms

**Actual Reading** – A reading from your gas meter (obtained by a meter reader or provided by you).

**Customer Charge** – Monthly charge to recover the Company's fixed costs to provide service, which may include costs for metering, billing, accounting, collections and maintaining and installing facilities. This charge is billed to each Gasco customer as a flat fee per month and does not vary with gas usage or your gas supplier. This rate only applies to certain service areas. For some customers, fixed costs are recovered through the distribution charge.

**CCF** – One hundred (100) cubic feet of gas. This is a measure of gas usage.

**CR-CR** following the amount in the amount due box indicates a credit balance on your account.

**Distribution Charge** – Charges for the delivery of natural gas to a retail customer from the point of receipt into the Company's system.

**Estimated Reading** – During months when Gasco does not read your meter, your bill is based on previous gas usage at your service address and average weather conditions during the billing period. We verify the reading the next time we read your meter.

**Gas Cost Adjustment Charge** – The amount billed or credited each month to account for the differences between projected and actual gas supply costs of the Company.

**Gas Supply Charges** – Charges for natural gas supply services to retail customers.

**MCF** – One Thousand (1,000) cubic feet of gas. This is a measure of gas usage.

**Late Fee** – Gasco charges a late payment fee of 1.25% per month on any amounts that are not paid by the due date.

**State Tax Adjustment Surcharge** – A surcharge on gas rates charged to customers, which permits Gasco to track changes to various state taxes.



# GASCO

## DISTRIBUTION SYSTEMS, INC.

4445 East Pike  
Zanesville, Ohio 43701  
1-(800)-727-8871  
[www.gascodistribution.com](http://www.gascodistribution.com)

FOR ADDRESS CHANGE WRITE ADDRESS ON  AND CHECK BOX

SERVICE ADDRESS

529 MAPLE STREET

██████████  
529 MAPLE STREET  
KANE PA 16735-3219

ACCOUNT NUMBER	PLEASE PAY BY
██████████	6/28/04
AMOUNT DUE	AMOUNT PAID
\$ 108.63	

To ensure proper credit to your account, please return this portion with your check or money order made payable to: Gasco Distribution Systems, Inc. Thank You!

Gasco Distribution Systems, Inc.  
P.O. Box 74266  
Cleveland, Ohio 44194-4266

Staff Payments  
1ke

For questions or service call: 1-(800)-727-8871  
Office Hours: 8:00 am - 5:00 pm M-F  
For Emergencies Call: 1-(877)-234-2726

Billing Summary For:

██████████  
529 MAPLE STREET  
KANE PA 16735-3219

Your Account Number:  
██████████  
Service Address:  
529 MAPLE STREET

Account Balance				\$ 227.06	<b>Budget Payment Plan</b>
Payments and Adjustments as of	5/31/04			\$ 155.04 CR	Monthly Amount
Meter Number	Payments	Adjustments	Other/late Fee		Past Due
1	\$ 155.92	\$ 0.00	\$ 0.88		Balance
Balance at Billing				\$ 72.02	
<b>Current Charges</b>					<b>Customer Rates</b>
Monthly Customer Charge				\$ 0.00	How to calculate your total rates per MCF:
Gas Supply Charges	3 MCF at \$6.53 / MCF			\$ 19.59	The Gas Supply Charge plus the Gas Cost Adjustment plus the Distribution Charge equal:
Gas Cost Adjustment Charge	3 MCF at \$2.1717 / MCF			\$ 6.52	
Distribution Charge (Tier I)	1 MCF at \$6.1676 / MCF			\$ 6.17	
(Tier II)	2 MCF at \$2.1625 / MCF			\$ 4.33	
(Tier III)					
(Tier IV)					
<b>Total Basic Charges</b>				\$ 36.61	
<b>Total Account Balance</b>				\$ 108.63	First 1 MCF \$14.869 Next 9 MCF \$10.8642 Over 10 MCF \$10.819
<b>Please Pay Total Due By</b>	6/28/04			\$ 108.63	

A late payment fee will be charged on any total due amounts that remain unpaid after the due date.

Meter Information Next Meter Read on or about 6/26/04

Meter Number	Billing Period		Days	Meter Reading		Gas Used						
	From	To		From	To							
1	4/29/04	5/27/04	28	12A	15A	3MCF						
Average Monthly Usage: 7 MCF												
Average Temperature for Past 12 Months: 43												
Total Annual Usage for Past 12 Months is 94 MCF as follows:												
MCF CODE	MAY 2004	JUN 2003	JUL 2003	AUG 2003	SEP 2003	OCT 2003	NOV 2003	DEC 2003	JAN 2004	FEB 2004	MAR 2004	APR 2004
	3	3	1	2	3	7	8	13	18	16	14	6
<b>CODES</b>	A - Actual Reading			E - Estimated Reading			F - Final Reading					
	O - Customer Reading			C - Corrected Reading			M - Minimum					

Please provide any changes or corrections to your mailing address and telephone number below.

Name \_\_\_\_\_

Mailing Address \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone ( ) \_\_\_\_\_ Work Phone ( ) \_\_\_\_\_

#### Payment Methods

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Please register any question or complaint about your bill prior to the due date by calling 1-800-727-8871 or by mail to 4445 East Pike, Zanesville, Ohio 43701-9532.

#### Explanation of Billing Terms

**Actual Reading** – A reading from your gas meter (obtained by a meter reader or provided by you)

**Customer Charge** – Monthly charge to recover the Company's fixed costs to provide service, which may include costs for metering, billing, accounting, collections and maintaining and installing facilities. This charge is billed to each Gasco customer as a flat fee per month and does not vary with gas usage or your gas supplier. This rate only applies to certain service areas. For some customers, fixed costs are recovered through the distribution charge.

**CCF** – One hundred (100) cubic feet of gas. This is a measure of gas usage.

**CR-CR** following the amount in the amount due box indicates a credit balance on your account.

**Distribution Charge** – Charges for the delivery of natural gas to a retail customer from the point of receipt into the Company's system.

**Estimated Reading** – During months when Gasco does not read your meter, your bill is based on previous gas usage at your service address and average weather conditions during the billing period. We verify the reading the next time we read your meter.

**Gas Cost Adjustment Charge** – The amount billed or credited each month to account for the differences between projected and actual gas supply costs of the Company.

**Gas Supply Charges** – Charges for natural gas supply services to retail customers.

**MCF** – One Thousand (1,000) cubic feet of gas. This is a measure of gas usage.

**Late Fee** – Gasco charges a late payment fee of 1.25% per month on any amounts that are not paid by the due date.

**State Tax Adjustment Surcharge** – A surcharge on gas rates charged to customers, which permits Gasco to track changes to various state taxes.



# GASCO

## DISTRIBUTION SYSTEMS, INC.

4445 East Pike  
Zanesville, Ohio 43701  
1-(800)-727-8871  
www.gascodistribution.com

FOR ADDRESS CHANGE WRITE ADDRESS ON BACK AND CHECK BOX

SERVICE ADDRESS

RT 6 & PA 66

PO BOX 525  
KANE PA 16735

ACCOUNT NUMBER	PLEASE PAY BY
[REDACTED]	6/28/04
AMOUNT DUE	AMOUNT PAID
\$ 4.22	

To ensure proper credit to your account, please return this portion with your check or money order made payable to Gasco Distribution Systems, Inc. Thank You!

Gasco Distribution Systems, Inc.  
PO Box 74266  
Cleveland, Ohio 44194-4266

Mail Payments To

For questions or service call: 1-(800)-727-8871  
Office Hours: 8:00 am - 5:00 pm M-F  
For Emergencies Call: 1-(877)-234-2726

Your Account Number:  
[REDACTED]  
Service Address:  
RT 6 & PA 66

**Billing Summary For:**

[REDACTED]  
PO BOX 525  
KANE PA 16735

Account Balance				\$ 11.54 CR	<b>Budget Payment Plan</b> Monthly Amount  Past Due  Balance
Payments and Adjustments as of	5/31/04		\$ 0.00	<b>Customer Rates</b> How to calculate your total rates per MCF:  The Gas Supply Charge plus the Gas Cost Adjustment plus the Distribution Charge equal:  First 1 MCF \$14.869 Next 19 MCF \$10.864 Over 20 MCF \$10.819	
Meter Number	Payments	Adjustments	Other/Late Fee		
1	\$ 0.00	\$ 0.00	\$ 0.00		
Balance at Billing				\$ 11.54 CR	
<b>Current Charges</b>					
Monthly Customer Charge				\$ 0.00	
Gas Supply Charges	1 MCF at \$6.53 / MCF			\$ 6.53	
Gas Cost Adjustment Charge	1 MCF at \$2.1717 / MCF			\$ 2.17	
Distribution Charge (Tier I)	1 MCF at \$6.1676 / MCF			\$ 6.17	
(Tier II)					
(Tier III)					
(Tier IV)					
Total Basic Charges				\$ 14.87	
KANE SALES (6.0 % of Total Basic Charges)				\$ 0.89	
Total Account Balance				\$ 4.22	
Please Pay Total Due By	6/28/04			\$ 4.22	

A late payment fee will be charged on any total due amounts that remain unpaid after the due date.

**Meter Information** Next Meter Read on or about 6/24/04

Meter Number	Billing Period		Days	Meter Reading		Gas Used
	From	To		From	To	
1	4/26/04	5/25/04	29	110A	111A	1MCF

Average Monthly Usage: 1 MCF  
Average Temperature for Past 12 Months: 43  
Total Annual Usage for Past 12 Months is 16 MCF as follows:

MCF CODE	MAY 2004	JUN 2003	JUL 2003	AUG 2003	SEP 2003	OCT 2003	NOV 2003	DEC 2003	JAN 2004	FEB 2004	MAR 2004	APR 2004
A	1	1	0	0	0	0	2	3	3	3	1	2
CODES	A - Actual Reading			E - Estimated Reading			F - Final Reading			M - Minimum		
	O - Customer Reading			C - Corrected Reading								

Please provide any changes or corrections to your mailing address and telephone number below

Name \_\_\_\_\_

Mailing Address:

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone ( ) \_\_\_\_\_ Work Phone ( ) \_\_\_\_\_

#### Payment Methods

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**Telephone** – Call our emergency line 24 hours a day at 1-877-234-2726 to report an odor of gas or service outage.

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#### If You Have Questions

**A rate schedule, an explanation of how to verify the accuracy of the bill and an explanation of the various charges is available for inspection in the Kane Service Center and other bill-paying locations.**

**Please register any question or complaint about your bill prior to the due date by calling 1-800-727-8871 or by mail to 4445 East Pike, Zanesville, Ohio 43701-9532.**

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**GASCO**  
**DISTRIBUTION SYSTEMS, INC.**

**ORIGINAL**

4445 EAST PIKE

ZANESVILLE, OH 43701

OFFICE 740 454-6198

FAX 740 454-7780

**DOCKETED**

July 22, 2004

OCT 04 2004

Commonwealth of Pennsylvania  
Pennsylvania Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3254

**DOCUMENT**

REGISTRATION BUREAU  
OCT 13 2004 8:51

RE: Final Order – C-20016646, et al.

Dear Sirs:

Pursuant to the Final Order entered on February 28, 2003, the following is the status report required in Paragraph 16 of the order:

16. b. Enclosed please find one (1) copy of three (3) actual customer bills: one (1) residential bill, one (1) residential budget-billing bill and one (1) commercial bill (with customer names and account numbers deleted) for our Kane, PA and Claysville, PA customers for the usage month of June, 2004.

16. c. New budget amounts have been established for customers that participated in the 2004-2005 budget billing program that began in May, 2004. The first review of the budget customer accounts is scheduled for August, 2004.

16. e. Attached please find copies of all customer service and billing complaints by Kane Division customers called in to the Zanesville call center during the previous reporting period, and the resolution of each.

16. f. Gasco Distribution Systems, Inc. has data request answers to file on the following two Affiliated Interest Agreements docketed on June 13, 2003.

- 1) Gasco Distribution Systems, Inc.-Claysville, PA Division Gas Sale and Agency Agreement with Gasco, Inc. updating previously approved Affiliate Agreement.
- 2) Gasco Distribution Systems, Inc.-Kane, PA Division Gas Sale and Agency Agreement with Gasco, Inc.

Sincerely,

Trina L. King  
Secretary

Cc: Bureau of Consumer Services  
Office of Consumer Advocate

Customer Inquiry

Date	Customer Name	Inquiry	Action	Employee
6/1/04	Tammy Fiscus	Wants an actual reading her bill was estimated for April	Called shop they will arrange to get inside to read	TDW
6/1/04	Gary Snyder	Gerald Walters Passed away he wants a final	Called Shop For Final Read	TDW
6/2/04	Adeline Dahl	Randy Dahl Passed away she needs a final read	Called Shop For Final Read	TDW
6/3/04	Jackie Cecchetti	Service was terminated and they want it back on	Called shop to collect money & turn back on	TDW
6/8/04	Heather Vandervort	Moving needs a final read	Called Shop For Final Read	TDW
6/24/04	Thelma Hadfield	Moving needs a final read	Called Shop For Final Read	TDW
6/29/04	Corey Chittester	Moving needs a final read	Called Shop For Final Read	TDW
6/30/04	Shannon Szymanski	Moving needs a final read	Called Shop For Final Read	TDW
6/25/04	Thomas McConnell	Customer requested meter re-read	Called shop for re-read	BDT
6/23/04	Debra Hollingshead	Customer requested meter re-read	Called shop for re-read	BDT
7/14/04	Christine Hinman	Customer called and requested new bill because she moved	Asked Lori to print new bill, changed mailing addy	BDT
7/13/04	Mrs. Carl Novosel	Customer requested meter re-read	Called shop for re-read	BDT

DOCKETED

OCT 04 2004

DOCUMENT

Customer Call Log

Date: 6-29-04 Name: Cory Chittester  
Account #: 1712045702 814-366-0073

Comments: Chris  
Wants Gas off truck moving

8793123 meter #

Called shop 2:35pm

Customer Call Log

Date: 6-30-04 Name: Shannon Szymanski  
Account #: 703048003 95411

Comments: moving 7-1-04

- landlord Ted Williams -  
RD 2 Box 140A  
Kane PA 16735

Called Shop @ 10:02 AM

Customer Call Log

Date: 6-8-04 Name: Heather VanderVort

Account #: 712119003 Ph 778-5881

Comments: \_\_\_\_\_

Rec'd Billing 6-30 Moving to  
S Anderson Mt Jewett PA.

\_\_\_\_\_

Called Shop 1:15

Customer Call Log

Date: 6-24-04 Name: Thelma Hadfield

Account #: 706084004 837-9846

Comments: \_\_\_\_\_

Wants Service terminated moving 7-1-04  
landlord SCOTT LOWE.

New address: 239 Apt A Harris St  
Am. Ely, Kane PA 16735

\_\_\_\_\_

87379 meter #  
Called Shop 11:00 AM

Customer Call Log

Date: 6-2-04 Name: Adeline Dahl

Account #: 701096006 814837-7912

Comments: Randy Dahl to landlord  
Passed away Charles Elias

mail  
final to

Adeline Dahl 7016 Rt 6 Kane PA 16735

Called Shop 11:15 AM

Customer Call Log

Date: 6-3-04 Name: Jackie Cecchetti

Account #: #861.257 20 is reconnect

Comments: 837-1221 > 6-4-04 Cashier's check

8-10 AM

Wants Gas turned Back on

Called Shop 1:36 pm

Customer Call Log

Date: 6-1-04 Name: Jammy Ficus

Account #: 703058001

Comments: wants An Actual Reading  
meter was estimated in April

Called Shop 10:23 Am

Customer Call Log

Date: 6-1-04 Name: Conny Snyder For Gerald Walters

Account #: 702062005 814-837-8292

Comments: Gerald Passed away they want a  
Final Read

Called Shop 11:15 Am

AS History Item Inquiry

COMMENTS

Account #: 708049002 111 PINE STREET

HINMAN, CHRISTINE

Cycle: 7 Last Pay Date: 6/29/2004 Last Pay Amt: 51.36

51.36

Balance 25.73

Post	Transaction					
Date	Code	Description	Date	Charges	Payments	Balance
		ENERGY ADJUSTMENT		2.17		102.72
Mtr	E Date:	5/28/04 Read	937	Use: 1	Type: A	
6/28/04	E01	GAS PRINC PAY	3/31/04		49.30	53.34
6/28/04	E01	GAS INT PAY	3/31/04		1.79	51.55
6/28/04	E01	GAS INT PAY	4/30/04		0.19	51.36
		*TOTAL PAYMENT*	6/28/04 CHECK#		51.36	
6/29/04	E01	GAS PRINC PAY	3/31/04		21.62	29.74
6/29/04	E01	GAS PRINC PAY	4/30/04		14.87	14.87
6/29/04	E01	GAS PRINC PAY	5/31/04		14.87	0.00
		*TOTAL PAYMENT*	6/29/04 CHECK#		51.36	
7/08/04	E01	BILLING	6/30/04	21.39		21.39
		ENERGY ADJUSTMENT		4.34		25.73
Mtr	E Date:	6/30/04 Read	939	Use: 2	Type: A	
		GAS:		4.751 56	4.725 83	25.73
		Account Total:		4.751 56	4.725 83	25.73

POOR ORIGINAL

Please Print A New bill  
 and send it. Met moved  
 and forgot to change their  
 mailing addy. The house is  
 still occupied - don't shut off  
 service. Add updated in  
 master file

DATE: 12-JUL-04 10:1304usco Distribution Sys: ca

PAGE 1

GAS History Item Inquiry

Account #: 716134000 R 0 1

MOVSESL,MRE CRKZ

Cycle: 7 Last Pay Date: 6/17/2004 Last Pay Amt:

69.19

Balance 50.92

PORE -----Transaction-----

Date	Code	Description	Date	Charges	Payments	Balance
5/07/04	E01	BILLING	4/20/04	89.80		89.80
		ENERGY ADJUSTMENT		13.89		123.47
MEX: E Date: 4/27/04 Read: 513 Use: 1 Type: A						
5/14/04	E01	GAS	PRINC PAY	4/30/04	123.47	0.00
		-TOTAL PAYMENT*	5/14/04	CHECK	123.47	
6/03/04	E01	BILLING	5/27/04	16.16		56.16
		ENERGY ADJUSTMENT		1.03		59.19
MEX: E Date: 5/27/04 Read: 519 Use: 4 Type: A						
6/17/04	E01	GAS	PRINC PAY	6/17/04	69.19	0.00
		-TOTAL PAYMENT*	6/17/04	CHECK	69.19	
7/01/04	E01	BILLING	6/10/04	71.55		71.55
		ENERGY ADJUSTMENT		17.37		90.92
MEX: E Date: 6/24/04 Read: 247 Use: 2 Type: A						
				CAG: 10,204.92	10,163.61	96.92
				Account Total: 11,254.53	10,163.61	90.92

POOR ORIGINAL

7-13-04  
550

Please RE-Read  
meter & let me know

1 month  
Bruce

4/27	533
5/27	539
6/28	547.25
7/13	550

April	04	07
	11	25
May	6	12
June	8	8

GAS History Item Inquiry

COMMENTS

Account # 703012004 517 DAWSON ST HOLLINGSHEAD, DEBRA L

Cycle 7 Last Pay Date: 5/24/2004 Last Pay Amt: 188.00  
Balance 1,202.66

Post	-----Transaction-----					
Date	Code	Description	Date	Charges	Payments	Balance
		ENERGY ADJUSTMENT		39.09		1,078.72
		BUDGET/ACTUAL ADJUSTMENT		82.80		1,161.52
Mtr:	E	Date: 4/27/04	Read: 682	Use: 18	Type: A	
5/18/04	E29	BILLING ADJUST	5/18/04	10.86-		1,150.66
		WAIVE PENALTY				
5/18/04	E80	BUD ADJ PRIN	4/30/04	21.00-		1,129.66
		ADJUST BUDGET AMT				
5/24/04	E01	GAS PRINC PAY	3/31/04		188.00	941.66
		*TOTAL PAYMENT*	5/24/04	CHECK#	188.00	
6/09/04	E01	BILLING	5/31/04	56.16	BUDGET 261.00	997.82
		ENERGY ADJUSTMENT		13.03		1,010.85
		BUDGET/ACTUAL ADJUSTMENT		191.81		1,202.66
Mtr:	E	Date: 5/27/04	Read: 688	Use: 6	Type: A	
-----						
		GAS:	2,682.97	1,480.31		1,202.66
		Account Total:	2,682.97	1,480.31		1,202.66

POOR ORIGINAL

Please Read meter today and  
let me know what the  
reading is.

692 = 4

June 2003 = 5

Thanks

BOT

DATE: 25-JUN-04 11:49 Gasco Distribution Systems

PAGE 2

GAS History Item Inquiry

COMMENTS

Account #: 702015004 113 W PINE AVE

MCCONNELL, THOMAS

Cycle: 7 Last Pay Date: 4/21/2004

Last Pay Amt:

285.75

Balance

127.71

Post -----Transaction-----

Date	Code	Description	DATE	Charges	Payments	Balance
3/25/04	E01	GAS	MIRO PAY 2/29/04		480.50	0.00
		"TOTAL PAYMENT"	3/25/04 CHECK		480.50	
4/06/04	E01	BILLING	3/31/04	229.29		229.29
		ENERGY ADJUSTMENT		56.46		285.75
Mtr. E Date:	3/25/04	Read:	106	Use:	26	Type: E
4/21/04	E01	GAS	PRINC PAY 3/31/04		285.75	0.00
		"TOTAL PAYMENT"	4/21/04 CHECK		285.75	
5/07/04	E01	BILLING	4/30/04	14.87		14.87
Mtr. E Date:	4/16/04	Read:	106	Use:	6	Type: O
6/07/04	E01	INQUIRY	5/29/04	0.19		15.06
6/09/04	E01	BILLING	5/11/04	90.73		105.95
		ENERGY ADJUSTMENT		21.72		127.71
Mtr. E Date:	5/25/04	Read:	116	Use:	0	Type: E

GAS:	9,163.68	9,035.97	127.71
Account Total:	9,163.68	9,035.97	127.71

POOR ORIGINAL

6-28-04  
106.7

Please Read this meter on Monday  
(814) 837 7906

Hi! Read it today @ 106  
 Call him before you go  
 Let me know what his  
 reading is.  
 Thank you  
 Bruce



# GASCO

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Zanesville, Ohio 43701  
1-(800)-727-8871  
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FOR ADDRESS CHANGE WRITE ADDRESS ON BACK AND CHECK BOX

SERVICE ADDRESS

503 MCKEE ROAD

503 MCKEE ROAD  
WASHINGTON PA 15301-9367

ACCOUNT NUMBER PLEASE PAY BY

7/28/04

AMOUNT DUE AMOUNT PAID

\$ 193.20

To ensure proper credit to your account, please return this portion with your check or money order made payable to: Gasco Distribution Systems, Inc. Thank You!

Gasco Distribution Systems, Inc.  
P.O. Box 74266  
Cleveland, Ohio 44194-4266

Mail Payments To

For questions or service call: 1-(800)-727-8871  
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For Emergencies Call: 1-(877)-234-2726

Your Account Number:

Service Address:

503 MCKEE ROAD

Billing Summary For:

503 MCKEE ROAD  
WASHINGTON PA 15301-9367

Account Balance					\$ 25.73		Budget Payment Plan	
Payments and Adjustments as of	6/30/04				\$	1.20	Monthly Amount	\$ 96.00
Meter Number	Payments	Adjustments	Other/Late Fee	Fee			Past Due	\$ 97.20
1	\$ 0.00	\$ 0.00	\$ 1.20				Balance	\$ 193.20
Balance at Billing						\$ 26.93		
Current Charges							Customer Rates	
Monthly Customer Charge					\$	0.00	How to calculate your total rates per MCF:	
Gas Supply Charges	2 MCF at \$6.41 / MCF				\$	12.82	The Gas Supply Charge plus the Gas Cost Adjustment plus the Distribution Charge equal.	
Gas Cost Adjustment Charge	2 MCF at \$2.5344 / MCF				\$	5.07	First 1 MCF \$13.862	
Distribution Charge (Tier I)	1 MCF at \$4.9177 / MCF				\$	4.92	Next 9 MCF \$11.8665	
(Tier II)	1 MCF at \$2.9221 / MCF				\$	2.92	Over 10 MCF \$11.650	
(Tier III)								
Total Basic Charges						\$ 25.73		
Total Account Balance						\$ 52.66		
Please Pay Total Due By					7/28/04	\$ 193.20		

A late payment fee will be charged on any total due amounts that remain unpaid after the due date.

Meter Information Next Meter Read on or about 7/29/04

Meter Number	Billing Period		Days	Meter Reading		Gas Used
	From	To		From	To	
1	5/25/04	6/29/04	35	92A	94A	2MCF

Average Monthly Usage: 7 MCF  
Average Temperature for Past 12 Months: 49  
Total Annual Usage for Past 12 Months is 86 MCF as follows:

MCF CODE	JUN 2004	JUL 2003	AUG 2003	SEP 2003	OCT 2003	NOV 2003	DEC 2003	JAN 2004	FEB 2004	MAR 2004	APR 2004	MAY 2004
A	2	1	1	4	5	7	14	18	14	11	7	2

CODES

A - Actual Reading  
O - Customer Reading  
E - Estimated Reading  
C - Corrected Reading  
F - Final Reading  
M - Minimum

Please provide any changes or corrections to your mailing address and telephone number below.

Name \_\_\_\_\_

Mailing Address:

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone ( \_\_\_\_\_ ) Work Phone ( \_\_\_\_\_ )

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# GASCO

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4445 East Pike  
Zanesville, Ohio 43701  
1-(800)-727-8871  
[www.gascodistribution.com](http://www.gascodistribution.com)

FOR ADDRESS CHANGE WRITE ADDRESS ON BACK AND CHECK BOX

SERVICE ADDRESS

3240 CONSTITUTION BLVD

██████████  
3240 CONSTITUTION BLVD  
CLAYSVILLE PA 15323-1333

ACCOUNT NUMBER	PLEASE PAY BY
██████████	7/28/04

AMOUNT DUE	AMOUNT PAID
\$ 13.86	

To ensure proper credit to your account, please return this portion with your check or money order made payable to: Gasco Distribution Systems, Inc. Thank You!

Gasco Distribution Systems, Inc.  
P.O. Box 74266  
Cleveland, Ohio 44194-4266

Mail Payments To

For questions or service call: 1-(800)-727-8871  
Office Hours: 8:00 am - 5:00 pm M-F  
For Emergencies Call: 1-(877)-234-2726

Your Account Number:

Service Address:

3240 CONSTITUTION BLVD

Billing Summary For:

██████████  
3240 CONSTITUTION BLVD  
CLAYSVILLE PA 15323-1333

Account Balance				\$ 13.86		<b>Budget Payment Plan</b>
Payments and Adjustments as of	6/30/04			\$ 13.86	CR	Monthly Amount
Meter Number	Payments	Adjustments	Other/Late Fee	Fee		Past Due
1	\$ 13.86	\$ 0.00	\$ 0.00			Balance
Balance at Billing				\$ 0.00		
<b>Current Charges</b>						<b>Customer Rates</b>
Monthly Customer Charge				\$ 0.00		How to calculate your total rates per MCF:
Gas Supply Charges	1 MCF at \$6.41 / MCF			\$ 6.41		The Gas Supply Charge plus the Gas Cost Adjustment plus the Distribution Charge equal:
Gas Cost Adjustment Charge	1 MCF at \$2.5344 / MCF			\$ 2.53		
Distribution Charge (Tier I)	1 MCF at \$4.9177 / MCF			\$ 4.92		
(Tier II)						
(Tier III)						
Total Basic Charges				\$ 13.86		
Total Account Balance				\$ 13.86		First 1 MCF \$13.862 Next 9 MCF \$11.8665 Over 10 MCF \$11.650
Please Pay Total Due By	7/28/04			\$ 13.86		

A late payment fee will be charged on any total due amounts that remain unpaid after the due date.

Meter Information Next Meter Read on or about 7/28/04

Meter Number	Billing Period		Days	Meter Reading		Gas Used
	From	To		From	To	
1	5/26/04	6/28/04	33	467A	468A	1MCF

Average Monthly Usage: 4 MCF

Average Temperature for Past 12 Months: 49

Total Annual Usage for Past 12 Months is 55 MCF as follows:

MCF CODE	JUN 2004	JUL 2003	AUG 2003	SEP 2003	OCT 2003	NOV 2003	DEC 2003	JAN 2004	FEB 2004	MAR 2004	APR 2004	MAY 2004
	1	1	1	1	3	5	8	12	9	8	5	1
	A	A	A	A	A	A	A	A	A	A	A	A

CODES  
A - Actual Reading      E - Estimated Reading      F - Final Reading  
O - Customer Reading      C - Corrected Reading      M - Minimum

Please provide any changes or corrections to your mailing address and telephone number below

Name \_\_\_\_\_

Mailing Address:

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone ( \_\_\_\_\_ ) \_\_\_\_\_ Work Phone ( \_\_\_\_\_ ) \_\_\_\_\_

#### Payment Methods

**Mail** – Please return the attached stub along with your check or money order made payable to Gasco Distribution Systems, Inc., P.O. Box 74266, Cleveland, Ohio 44194-4266. PLEASE DO NOT SEND CASH.

**Credit Card** – Call us at 1-800-727-8871 Ext. 17 and arrange to pay with your VISA or Mastercard. There is a \$5.00 convenience fee for each credit card payment.

#### How to Contact Us

**Mail payments only to P.O. Box 74266, Cleveland, Ohio 44194-4266. Mailing payments to any other address will delay posting to your account.**

**Telephone** – Call our emergency line 24 hours a day at 1-877-234-2726 to report an odor of gas or service outage.

**Mail** – All other mail should be sent to: Gasco Distribution Systems, Inc., 4445 East Pike, Zanesville, Ohio 43701-9532

#### If You Have Questions

A rate schedule, an explanation of how to verify the accuracy of the bill and an explanation of the various charges is available for inspection in the Claysville Service Center and other bill-paying locations.

Please register any question or complaint about your bill prior to the due date by calling 1-800-727-8871 or by mail to 4445 East Pike, Zanesville, Ohio 43701-9532.

#### Explanation of Billing Terms

**Actual Reading** – A reading from your gas meter (obtained by a meter reader or provided by you).

**Customer Charge** – Monthly charge to recover the Company's fixed costs to provide service, which may include costs for metering, billing, accounting, collections and maintaining and installing facilities. This charge is billed to each Gasco customer as a flat fee per month and does not vary with gas usage or your gas supplier. This rate only applies to certain service areas. For some customers, fixed costs are recovered through the distribution charge.

**CCF** – One hundred (100) cubic feet of gas. This is a measure of gas usage.

**CR-CR** following the amount in the amount due box indicates a credit balance on your account.

**Distribution Charge** – Charges for the delivery of natural gas to a retail customer from the point of receipt into the Company's system.

**Estimated Reading** – During months when Gasco does not read your meter, your bill is based on previous gas usage at your service address and average weather conditions during the billing period. We verify the reading the next time we read your meter.

**Gas Cost Adjustment Charge** – The amount billed or credited each month to account for the differences between projected and actual gas supply costs of the Company.

**Gas Supply Charges** – Charges for natural gas supply services to retail customers.

**MCF** – One Thousand (1,000) cubic feet of gas. This is a measure of gas usage.

**Late Fee** – Gasco charges a late payment fee of 1.25% per month on any amounts that are not paid by the due date.

**State Tax Adjustment Surcharge** – A surcharge on gas rates charged to customers, which permits Gasco to track changes to various state taxes.



# GASCO

## DISTRIBUTION SYSTEMS, INC.

4445 East Pike  
Zanesville, Ohio 43701  
1-(800)-727-8871  
www.gascodistribution.com

FOR ADDRESS CHANGE WRITE ADDRESS  
ON BACK AND CHECK BOX

SERVICE ADDRESS

MAIN ST

██████████  
710 ROCKY RUN RD  
WEST FINLEY PA 15377

ACCOUNT NUMBER	PLEASE PAY BY
██████████	7/28/04
AMOUNT DUE	AMOUNT PAID
\$ 165.65	

To ensure proper credit to your account, please return this portion with your check or money order made payable to: Gasco Distribution Systems, Inc. Thank You!

Gasco Distribution Systems, Inc.  
P.O. Box 74266  
Cleveland, Ohio 44194-4266

Mail Payments  
To

For questions or service call: 1-(800)-727-8871  
Office Hours: 8:00 am - 5:00 pm M-F  
For Emergencies Call: 1-(877)-234-2726

Billing Summary For:

██████████  
710 ROCKY RUN RD  
WEST FINLEY PA 15377

Your Account Number:

Service Address:

MAIN ST

Account Balance				\$ 127.90		<b>Budget Payment Plan</b>
Payments and Adjustments as of	6/30/04			\$ 127.90	CR	Monthly Amount
Meter Number	Payments	Adjustments	Other/Late Fee	Fee		Past Due
1	\$ 127.90	\$ 0.00	\$ 0.00			Balance
Balance at Billing				\$ 0.00		<b>Customer Rates</b>
<b>Current Charges</b>						How to calculate your total rates per MCF:
Monthly Customer Charge				\$ 0.00		The Gas Supply Charge plus the Gas Cost Adjustment plus the Distribution Charge equal:
Gas Supply Charges	13 MCF at \$6.41 / MCF			\$ 83.33		First 1 MCF \$13.862
Gas Cost Adjustment Charge	13 MCF at \$2.5344 / MCF			\$ 32.95		Next 19 MCF \$11.866
Distribution Charge (Tier I)	1 MCF at \$4.9177 / MCF			\$ 4.92		Over 20 MCF \$11.283
(Tier II)	12 MCF at \$2.9221 / MCF			\$ 35.07		
(Tier III)						
<b>Total Basic Charges</b>				\$ 156.27		
<b>Total Account Balance</b>				\$ 156.27		
Please Pay Total Due By	7/28/04			\$ 165.65		

A late payment fee will be charged on any total due amounts that remain unpaid after the due date.

Meter Information Next Meter Read on or about 7/29/04

Meter Number	Billing Period		Days	Meter Reading		Gas Used
	From	To		From	To	
1	5/27/04	6/29/04	33	325A	338A	13MCF

Average Monthly Usage: 11 MCF  
Average Temperature for Past 12 Months: 49  
Total Annual Usage for Past 12 Months is 137 MCF as follows:

MCF CODE	JUN 2004	JUL 2003	AUG 2003	SEP 2003	OCT 2003	NOV 2003	DEC 2003	JAN 2004	FEB 2004	MAR 2004	APR 2004	MAY 2004
	13	B	10	11	12	11	10	15	12	13	12	10
CODES	A	A	A	A	A	A	A	A	A	A	A	A

A - Actual Reading      E - Estimated Reading      F - Final Reading  
O - Customer Reading      C - Corrected Reading      M - Minimum

Please provide any changes or corrections to your mailing address and telephone number below

Name \_\_\_\_\_

Mailing Address

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone ( \_\_\_\_\_ ) \_\_\_\_\_ Work Phone ( \_\_\_\_\_ ) \_\_\_\_\_

#### Payment Methods

**Mail** – Please return the attached stub along with your check or money order made payable to Gasco Distribution Systems, Inc., P.O. Box 74266, Cleveland, Ohio 44194-4266. PLEASE DO NOT SEND CASH.

**Credit Card** – Call us at 1-800-727-8871 Ext. 17 and arrange to pay with your VISA or Mastercard. There is a \$5.00 convenience fee for each credit card payment.

#### How to Contact Us

**Mail payments only to P.O. Box 74266, Cleveland, Ohio 44194-4266. Mailing payments to any other address will delay posting to your account.**

**Telephone** – Call our emergency line 24 hours a day at 1-877-234-2726 to report an odor of gas or service outage.

**Mail** – All other mail should be sent to: Gasco Distribution Systems, Inc., 4445 East Pike, Zanesville, Ohio 43701-9532

#### If You Have Questions

A rate schedule, an explanation of how to verify the accuracy of the bill and an explanation of the various charges is available for inspection in the Claysville Service Center and other bill-paying locations.

Please register any question or complaint about your bill prior to the due date by calling 1-800-727-8871 or by mail to 4445 East Pike, Zanesville, Ohio 43701-9532.

#### Explanation of Billing Terms

**Actual Reading** – A reading from your gas meter (obtained by a meter reader or provided by you).

**Customer Charge** – Monthly charge to recover the Company's fixed costs to provide service, which may include costs for metering, billing, accounting, collections and maintaining and installing facilities. This charge is billed to each Gasco customer as a flat fee per month and does not vary with gas usage or your gas supplier. This rate only applies to certain service areas. For some customers, fixed costs are recovered through the distribution charge.

**CCF** – One hundred (100) cubic feet of gas. This is a measure of gas usage.

**CR-CR** following the amount in the amount due box indicates a credit balance on your account

**Distribution Charge** – Charges for the delivery of natural gas to a retail customer from the point of receipt into the Company's system.

**Estimated Reading** – During months when Gasco does not read your meter, your bill is based on previous gas usage at your service address and average weather conditions during the billing period. We verify the reading the next time we read your meter.

**Gas Cost Adjustment Charge** – The amount billed or credited each month to account for the differences between projected and actual gas supply costs of the Company.

**Gas Supply Charges** – Charges for natural gas supply services to retail customers.

**MCF** – One Thousand (1,000) cubic feet of gas. This is a measure of gas usage.

**Late Fee** – Gasco charges a late payment fee of 1.25% per month on any amounts that are not paid by the due date.

**State Tax Adjustment Surcharge** – A surcharge on gas rates charged to customers, which permits Gasco to track changes to various state taxes.



Please provide any changes or corrections to your mailing address or telephone number below.

Name \_\_\_\_\_

Mailing Address

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone ( ) \_\_\_\_\_ Work Phone ( ) \_\_\_\_\_

#### Payment Methods

**Mail** – Please return the attached stub along with your check or money order made payable to Gasco Distribution Systems, Inc., P.O. Box 74266, Cleveland, Ohio 44194-4266. PLEASE DO NOT SEND CASH.

**Credit Card** – Call us at 1-800-727-8871 Ext. 17 and arrange to pay with your VISA or Mastercard. There is a \$5.00 convenience fee for each credit card payment.

#### How to Contact Us

**Mail payments only to P.O. Box 74266, Cleveland, Ohio 44194-4266. Mailing payments to any other address will delay posting to your account.**

**Telephone** – Call our emergency line 24 hours a day at 1-877-234-2726 to report an odor of gas or service outage

**Mail** – All other mail should be sent to: Gasco Distribution Systems, Inc., 4445 East Pike, Zanesville, Ohio 43701-9532.

#### If You Have Questions

A rate schedule, an explanation of how to verify the accuracy of the bill and an explanation of the various charges is available for inspection in the Kane Service Center and other bill-paying locations.

Please register any question or complaint about your bill prior to the due date by calling 1-800-727-8871 or by mail to 4445 East Pike, Zanesville, Ohio 43701-9532.

#### Explanation of Billing Terms

**Actual Reading** – A reading from your gas meter (obtained by a meter reader or provided by you).

**Customer Charge** – Monthly charge to recover the Company's fixed costs to provide service, which may include costs for metering, billing, accounting, collections and maintaining and installing facilities. This charge is billed to each Gasco customer as a flat fee per month and does not vary with gas usage or your gas supplier. This rate only applies to certain service areas. For some customers, fixed costs are recovered through the distribution charge.

**CCF** – One hundred (100) cubic feet of gas. This is a measure of gas usage.

**CR-CR** following the amount in the amount due box indicates a credit balance on your account.

**Distribution Charge** – Charges for the delivery of natural gas to a retail customer from the point of receipt into the Company's system.

**Estimated Reading** – During months when Gasco does not read your meter, your bill is based on previous gas usage at your service address and average weather conditions during the billing period. We verify the reading the next time we read your meter.

**Gas Cost Adjustment Charge** – The amount billed or credited each month to account for the differences between projected and actual gas supply costs of the Company.

**Gas Supply Charges** – Charges for natural gas supply services to retail customers.

**MCF** – One Thousand (1,000) cubic feet of gas. This is a measure of gas usage.

**Late Fee** – Gasco charges a late payment fee of 1.25% per month on any amounts that are not paid by the due date.

**State Tax Adjustment Surcharge** – A surcharge on gas rates charged to customers, which permits Gasco to track changes to various state taxes.



# GASCO

## DISTRIBUTION SYSTEMS, INC.

4445 East Pike  
Zanesville, Ohio 43701  
1-(800)-727-8871  
[www.gascodistribution.com](http://www.gascodistribution.com)

FOR ADDRESS CHANGE WRITE ADDRESS ON BACK AND CHECK BOX

SERVICE ADDRESS

529 MAPLE STREET

529 MAPLE STREET  
KANE PA 16735-3219

ACCOUNT NUMBER PLEASE PAY BY

7/28/04

AMOUNT DUE AMOUNT PAID

\$ 26.37

To ensure proper credit to your account, please return this portion with your check or money order made payable to: Gasco Distribution Systems, Inc. Thank You!

Gasco Distribution Systems, Inc.  
P.O. Box 74266  
Cleveland, Ohio 44194-4266

Mail Payments  
to

For questions or service call: 1-(800)-727-8871  
Office Hours: 8:00 am - 5:00 pm M-F  
For Emergencies Call: 1-(877)-234-2726

Your Account Number:

Service Address:

529 MAPLE STREET

Billing Summary For:

529 MAPLE STREET  
KANE PA 16735-3219

Account Balance				\$ 108.63	Budget Payment Plan	
Payments and Adjustments as of	6/30/04			\$ 107.99 CR	Monthly Amount	
Meter Number	Payments	Adjustments	Other/Utility Fee		Past Due	
1	\$ 108.00	\$ 0.00	\$ 0.01		Balance	
Balance at Billing				\$ 0.64	Customer Rates	
Current Charges					How to calculate your total rates per MCF:	
Monthly Customer Charge			\$ 0.00	The Gas Supply Charge plus the Gas Cost Adjustment plus the Distribution Charge equal.		
Gas Supply Charges	2 MCF at \$6.53 / MCF		\$ 13.06	First 1 MCF \$14.869		
Gas Cost Adjustment Charge	2 MCF at \$2.1717 / MCF		\$ 4.34	Next 9 MCF \$10.8642		
Distribution Charge (Tier I)	1 MCF at \$6.1676 / MCF		\$ 6.17	Over 10 MCF \$10.819		
(Tier II)	1 MCF at \$2.1625 / MCF		\$ 2.16			
(Tier III)						
(Tier IV)						
Total Basic Charges				\$ 25.73		
Total Account Balance				\$ 26.37		
Please Pay Total Due By				7/28/04	\$ 26.37	

A late payment fee will be charged on any total due amounts that remain unpaid after the due date.

Meter Information Next Meter Read on or about 7/30/04

Meter Number	Billing Period		Days	Meter Reading		Gas Used
	From	To		From	To	
1	5/27/04	6/30/04	34	15A	17A	2MCF

Average Monthly Usage: 7 MCF

Average Temperature for Past 12 Months: 43

Total Annual Usage for Past 12 Months is 93 MCF as follows:

MCF CODE	JUN 2004	JUL 2003	AUG 2003	SEP 2003	OCT 2003	NOV 2003	DEC 2003	JAN 2004	FEB 2004	MAR 2004	APR 2004	MAY 2004
A	2	1	2	3	7	8	1B	1B	16	14	6	3

CODES

A - Actual Reading      E - Estimated Reading      F - Final Reading  
O - Customer Reading      C - Corrected Reading      M - Minimum

Please provide any changes or corrections to your mailing address, telephone number below

Name \_\_\_\_\_

Mailing Address

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone ( ) \_\_\_\_\_ Work Phone ( ) \_\_\_\_\_

#### Payment Methods

**Mail** – Please return the attached stub along with your check or money order made payable to Gasco Distribution Systems, Inc., P.O. Box 74266, Cleveland, Ohio 44194-4266. PLEASE DO NOT SEND CASH.

**Credit Card** – Call us at 1-800-727-8871 Ext. 17 and arrange to pay with your VISA or Mastercard. There is a \$5.00 convenience fee for each credit card payment.

#### How to Contact Us

**Mail payments only to P.O. Box 74266, Cleveland, Ohio 44194-4266. Mailing payments to any other address will delay posting to your account.**

**Telephone** – Call our emergency line 24 hours a day at 1-877-234-2726 to report an order of gas or service outage.

**Mail** – All other mail should be sent to: Gasco Distribution Systems, Inc., 4445 East Pike, Zanesville, Ohio 43701-9532

#### If You Have Questions

**A rate schedule, an explanation of how to verify the accuracy of the bill and an explanation of the various charges is available for inspection in the Kane Service Center and other bill-paying locations.**

**Please register any question or complaint about your bill prior to the due date by calling 1-800-727-8871 or by mail to 4445 East Pike, Zanesville, Ohio 43701-9532.**

#### Explanation of Billing Terms

**Actual Reading** – A reading from your gas meter (obtained by a meter reader or provided by you).

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**Estimated Reading** – During months when Gasco does not read your meter, your bill is based on previous gas usage at your service address and average weather conditions during the billing period. We verify the reading the next time we read your meter.

**Gas Cost Adjustment Charge** – The amount billed or credited each month to account for the differences between projected and actual gas supply costs of the Company.

**Gas Supply Charges** – Charges for natural gas supply services to retail customers.

**MCF** – One Thousand (1,000) cubic feet of gas. This is a measure of gas usage.

**Late Fee** – Gasco charges a late payment fee of 1.25% per month on any amounts that are not paid by the due date.

**State Tax Adjustment Surcharge** – A surcharge on gas rates charged to customers, which permits Gasco to track changes to various state taxes.



Please provide any changes or corrections to your mailing address and telephone number below

Name \_\_\_\_\_

Mailing Address.

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone ( ) \_\_\_\_\_ Work Phone ( ) \_\_\_\_\_

#### Payment Methods

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#### Explanation of Billing Terms

**Actual Reading** – A reading from your gas meter (obtained by a meter reader or provided by you).

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**CCF** – One hundred (100) cubic feet of gas. This is a measure of gas usage.

**CR-CR** following the amount in the amount due box indicates a credit balance on your account.

**Distribution Charge** – Charges for the delivery of natural gas to a retail customer from the point of receipt into the Company's system.

**Estimated Reading** – During months when Gasco does not read your meter, your bill is based on previous gas usage at your service address and average weather conditions during the billing period. We verify the reading the next time we read your meter.

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**Gas Supply Charges** – Charges for natural gas supply services to retail customers.

**MCF** – One Thousand (1,000) cubic feet of gas. This is a measure of gas usage.

**Late Fee** – Gasco charges a late payment fee of 1.25% per month on any amounts that are not paid by the due date.

**State Tax Adjustment Surcharge** – A surcharge on gas rates charged to customers, which permits Gasco to track changes to various state taxes.



**GASCO**  
**DISTRIBUTION SYSTEMS, INC.**

4445 EAST PIKE

ZANESVILLE, OH 43701

OFFICE 740 454-6198

FAX 740 454-7780

DOCUMENT

August 18, 2004

Commonwealth of Pennsylvania  
Pennsylvania Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3254

ORIGINAL

RECEIVED  
BUREAU  
AUG 19 2004 11:33

RE: Final Order - C-20016646, et al.

Dear Sirs:

Pursuant to the Final Order entered on February 28, 2003, the following is the status report required in Paragraph 16 of the order:

16. b. Enclosed please find one (1) copy of three (3) actual customer bills: one (1) residential bill, one (1) residential budget-billing bill and one (1) commercial bill (with customer names and account numbers deleted) for our Kane, PA and Claysville, PA customers for the usage month of July, 2004.

16. c. New budget amounts have been established for customers that participated in the 2004-2005 budget billing program that began in May, 2004. We are currently making our first review of the budget customer accounts in August, 2004.

16. e. Attached please find copies of all customer service and billing complaints by Kane Division customers called in to the Zanesville call center during the previous reporting period, and the resolution of each

16. f. Gasco Distribution Systems, Inc. has data request answers to file on the following two Affiliated Interest Agreements docketed on June 13, 2003.

- 1) Gasco Distribution Systems, Inc.-Claysville, PA Division Gas Sale and Agency Agreement with Gasco, Inc. updating previously approved Affiliate Agreement.
- 2) Gasco Distribution Systems, Inc.-Kane, PA Division Gas Sale and Agency Agreement with Gasco, Inc.

Sincerely,

Trina L. King  
Secretary

Cc: Bureau of Consumer Services  
Office of Consumer Advocate

54



# GASCO

## DISTRIBUTION SYSTEMS, INC.

4445 East Pike  
Zanesville, Ohio 43701  
1-(800)-727-8871  
[www.gascodistribution.com](http://www.gascodistribution.com)

FOR ADDRESS CHANGE WRITE ADDRESS ON BACK AND CHECK BOX

**DOCKETED**  
OCT 04 2004

██████████  
309 HEMLOCK AVE  
KANE PA 16735-1801

SERVICE ADDRESS

309 HEMLOCK AVENUE

ACCOUNT NUMBER	PLEASE PAY BY
██████████	8/26/04
AMOUNT DUE	AMOUNT PAID
\$ 158.00	

To ensure proper credit to your account, please return this portion with your check or money order made payable to Gasco Distribution Systems, Inc. Thank You!

Gasco Distribution Systems, Inc.  
P.O. Box 74266  
Cleveland, Ohio 44194-4266

With Payments To

For questions or service call: 1-(800)-727-8871  
Office Hours: 8:00 am - 5:00 pm M-F  
For Emergencies Call: 1-(877)-234-2726

Your Account Number:

Service Address:

309 HEMLOCK AVENUE

**Billing Summary For:**

██████████  
309 HEMLOCK AVE  
KANE PA 16735-1801

Account Balance		\$ 65.19 CR
Payments and Adjustments as of	7/31/04	\$ 158.00 CR
Meter Number	Payments	Adjustments
1	\$ 158.00	\$ 0.00
		Other/late Fee \$ 0.00
Balance at Billing		\$ 223.19 CR
Current Charges		
Monthly Customer Charge		\$ 0.00
Gas Supply Charges	1 MCF at \$6.53 / MCF	\$ 6.53
Gas Cost Adjustment Charge	1 MCF at \$2.1717 / MCF	\$ 2.17
Distribution Charge (Tier I)	1 MCF at \$6.1676 / MCF	\$ 6.17
(Tier II)		
(Tier III)		
(Tier IV)		
Total Basic Charges		\$ 14.87
Total Account Balance		\$ 208.32 CR
Please Pay Total Due By	8/26/04	\$ 158.00

**Budget Payment Plan**

Monthly Amount

\$ 158.00

Past Due

\$ 0.00

Balance

\$ 158.00

**Customer Rates**

How to calculate your total rates per MCF:

The Gas Supply Charge plus the Gas Cost Adjustment plus the Distribution Charge equal:

First 1 MCF \$14.869  
Next 9 MCF \$10.8642  
Over 10 MCF \$10.819

**DOCUMENT**

A late payment fee will be charged on any total due amounts that remain unpaid after the due date.

**Meter Information** Next Meter Read on or about 8/30/04

Meter Number	Billing Period		Days	Meter Reading		Gas Used
	From	To		From	To	
1	6/25/04	7/31/04	36	733A	734E	1MCF

Average Monthly Usage: 13 MCF

Average Temperature for Past 12 Months: 40

Total Annual Usage for Past 12 Months is 162 MCF as follows:

MCF CODE	JUL 2004	AUG 2003	SEP 2003	OCT 2003	NOV 2003	DEC 2003	JAN 2004	FEB 2004	MAR 2004	APR 2004	MAY 2004	JUN 2004
E	1	1	1	12	12	20	32	38	23	15	5	2
CODES	A	A	A	A	A	A	A	A	A	A	A	A

A - Actual Reading  
O - Customer Reading

E - Estimated Reading  
C - Corrected Reading

F - Final Reading  
M - Minimum

Please provide any changes or corrections to your mailing address and telephone number below.

Name \_\_\_\_\_

Mailing Address:

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone (\_\_\_\_\_) \_\_\_\_\_ Work Phone (\_\_\_\_\_) \_\_\_\_\_

#### Payment Methods

**Mail** – Please return the attached stub along with your check or money order made payable to Gasco Distribution Systems, Inc., P.O. Box 74266, Cleveland, Ohio 44194-4266. PLEASE DO NOT SEND CASH.

**Credit Card** – Call us at 1-800-727-8871 Ext. 17 and arrange to pay with your VISA or Mastercard. There is a \$5.00 convenience fee for each credit card payment.

#### How to Contact Us

**Mail payments only to P.O. Box 74266, Cleveland, Ohio 44194-4266.** Mailing payments to any other address will delay posting to your account.

**Telephone** – Call our emergency line 24 hours a day at 1-877-234-2726 to report an odor of gas or service outage.

**Mail** – All other mail should be sent to: Gasco Distribution Systems, Inc., 4445 East Pike, Zanesville, Ohio 43701-9532.

#### If You Have Questions

A rate schedule, an explanation of how to verify the accuracy of the bill and an explanation of the various charges is available for inspection in the Kane Service Center and other bill-paying locations.

Please register any question or complaint about your bill prior to the due date by calling 1-800-727-8871 or by mail to 4445 East Pike, Zanesville, Ohio 43701-9532.

#### Explanation of Billing Terms

**Actual Reading** – A reading from your gas meter (obtained by a meter reader or provided by you).

**Customer Charge** – Monthly charge to recover the Company's fixed costs to provide service, which may include costs for metering, billing, accounting, collections and maintaining and installing facilities. This charge is billed to each Gasco customer as a flat fee per month and does not vary with gas usage or your gas supplier. This rate only applies to certain service areas. For some customers, fixed costs are recovered through the distribution charge.

**CCF** – One hundred (100) cubic feet of gas. This is a measure of gas usage.

**CR-CR** following the amount in the amount due box indicates a credit balance on your account.

**Distribution Charge** – Charges for the delivery of natural gas to a retail customer from the point of receipt into the Company's system.

**Estimated Reading** – During months when Gasco does not read your meter, your bill is based on previous gas usage at your service address and average weather conditions during the billing period. We verify the reading the next time we read your meter.

**Gas Cost Adjustment Charge** – The amount billed or credited each month to account for the differences between projected and actual gas supply costs of the Company.

**Gas Supply Charges** – Charges for natural gas supply services to retail customers.

**MCF** – One Thousand (1000) cubic feet of gas. This is a measure of gas usage.

**Late Fee** – Gasco charges a late payment fee of 1.25% per month on any amounts that are not paid by the due date.

**State Tax Adjustment Surcharge** – A surcharge on gas rates charged to customers, which permits Gasco to track changes to various state taxes.



# GASCO

## DISTRIBUTION SYSTEMS, INC.

4445 East Pike  
Zanesville, Ohio 43701  
1-(800)-727-8871  
[www.gascodistribution.com](http://www.gascodistribution.com)

FOR ADDRESS CHANGE WRITE ADDRESS ON BACK AND CHECK BOX

SERVICE ADDRESS

529 MAPLE STREET

529 MAPLE STREET  
KANE PA 16735-3219

ACCOUNT NUMBER PLEASE PAY BY

8/26/04

AMOUNT DUE AMOUNT PAID

\$ 14.87

To ensure proper credit to your account, please return this portion with your check or money order made payable to: Gasco Distribution Systems, Inc. Thank You!

Gasco Distribution Systems, Inc.  
P.O. Box 74266  
Cleveland, Ohio 44194-4266

With Payments  
1/10

For questions or service call: 1-(800)-727-8871  
Office Hours: 8:00 am - 5:00 pm M-F  
For Emergencies Call: 1-(877)-234-2726

Your Account Number:

Service Address:

529 MAPLE STREET

**Billing Summary For:**

529 MAPLE STREET  
KANE PA 16735-3219

<b>Account Balance</b>				\$ 26.37	<b>Budget Payment Plan</b>	
<b>Payments and Adjustments as of</b>				7/31/04	\$ 26.37 CR	Monthly Amount
Meter Number	Payments	Adjustments	Other/1/10 Fee	Fee		Past Due
1	\$ 26.37	\$ 0.00	\$ 0.00			Balance
<b>Balance at Billing</b>					\$ 0.00	
<b>Current Charges</b>						<b>Customer Rates</b>
Monthly Customer Charge				\$ 0.00		How to calculate your total rates per MCF:
Gas Supply Charges	1 MCF at \$6.53 / MCF			\$ 6.53		The Gas Supply Charge plus the Gas Cost Adjustment plus the Distribution Charge equal:
Gas Cost Adjustment Charge	1 MCF at \$2.1717 / MCF			\$ 2.17		First 1 MCF \$14.869
Distribution Charge (Tier I)	1 MCF at \$6.1676 / MCF			\$ 6.17		Next 9 MCF \$10.8642
(Tier II)						Over 10 MCF \$10.819
(Tier III)						
(Tier IV)						
<b>Total Basic Charges</b>				\$ 14.87		
<b>Total Account Balance</b>				\$ 14.87		
<b>Please Pay Total Due By</b>				8/26/04	\$ 14.87	

A late payment fee will be charged on any total due amounts that remain unpaid after the due date.

**Meter Information** Next Meter Read on or about 8/30/04

Meter Number	Billing Period		Days	Meter Reading		Gas Used
	From	To		From	To	
1	6/30/04	7/31/04	31	17A	18E	1MCF

Average Monthly Usage: 7 MCF  
Average Temperature for Past 12 Months: 40  
Total Annual Usage for Past 12 Months is 93 MCF as follows:

MCF CODE	TUL 2004	AUG 2003	SEP 2003	OCT 2003	NOV 2003	DEC 2003	JAN 2004	FEB 2004	MAR 2004	APR 2004	MAY 2004	JUN 2004						
	1	2	3	7	8	13	18	16	14	6	3	2						
<b>CODES</b>	A - Actual Reading			E - Estimated Reading			F - Final Reading			O - Customer Reading			C - Corrected Reading			M - Minimum		

Please provide any changes or corrections to your mailing address and telephone number below.

Name \_\_\_\_\_

Mailing Address:

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone (\_\_\_\_\_) \_\_\_\_\_ Work Phone (\_\_\_\_\_) \_\_\_\_\_

#### Payment Methods

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**Credit Card** – Call us at 1-800-727-8871 Ext. 17 and arrange to pay with your VISA or Mastercard. There is a \$5.00 convenience fee for each credit card payment.

#### How to Contact Us

**Mail payments only to P.O. Box 74266, Cleveland, Ohio 44194-4266.** Mailing payments to any other address will delay posting to your account.

**Telephone** – Call our emergency line 24 hours a day at 1-877-234-3726 to report an odor of gas or service outage.

**Mail** – All other mail should be sent to: Gasco Distribution Systems, Inc., 4445 East Pike, Zanesville, Ohio 43701-9532.

#### If You Have Questions

A rate schedule, an explanation of how to verify the accuracy of the bill and an explanation of the various charges is available for inspection in the Kane Service Center and other bill-paying locations.

Please register any question or complaint about your bill prior to the due date by calling 1-800-727-8871 or by mail to 4445 East Pike, Zanesville, Ohio 43701-9532.

#### Explanation of Billing Terms

**Actual Reading** – A reading from your gas meter (obtained by a meter reader or provided by you).

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**CCF** – One hundred (100) cubic feet of gas. This is a measure of gas usage.

**CR-CR** following the amount in the amount due box indicates a credit balance on your account.

**Distribution Charge** – Charges for the delivery of natural gas to a retail customer from the point of receipt into the Company's system.

**Estimated Reading** – During months when Gasco does not read your meter, your bill is based on previous gas usage at your service address and average weather conditions during the billing period. We verify the reading the next time we read your meter.

**Gas Cost Adjustment Charge** – The amount billed or credited each month to account for the differences between projected and actual gas supply costs of the Company.

**Gas Supply Charges** – Charges for natural gas supply services to retail customers.

**MCF** – One Thousand (1,000) cubic feet of gas. This is a measure of gas usage.

**Late Fee** – Gasco charges a late payment fee of 1.25% per month on any amounts that are not paid by the due date.

**State Tax Adjustment Surcharge** – A surcharge on gas rates charged to customers, which permits Gasco to track changes to various state taxes.



Please provide any changes or corrections to your mailing address and telephone number below.

Name \_\_\_\_\_

Mailing Address:

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone ( \_\_\_\_\_ ) \_\_\_\_\_ Work Phone ( \_\_\_\_\_ ) \_\_\_\_\_

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**Credit Card** – Call us at 1-800-727-8871 Ext. 17 and arrange to pay with your VISA or Mastercard. There is a \$5.00 convenience fee for each credit card payment.

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**MCF** – One Thousand (1,000) cubic feet of gas. This is a measure of gas usage.

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# GASCO

## DISTRIBUTION SYSTEMS, INC.

4445 East Pike  
Zanesville, Ohio 43701  
1-(800)-727-8871  
[www.gascodistribution.com](http://www.gascodistribution.com)

FOR ADDRESS CHANGE WRITE ADDRESS ON BACK AND CHECK BOX

SERVICE ADDRESS

503 MCKEE ROAD

503 MCKEE ROAD  
WASHINGTON PA 15301-9367

ACCOUNT NUMBER	PLEASE PAY BY
[REDACTED]	8/26/04

AMOUNT DUE	AMOUNT PAID
\$ 96.00	

To ensure proper credit to your account, please return this portion with your check or money order made payable to: Gasco Distribution Systems, Inc. Thank You!

Gasco Distribution Systems, Inc.  
P.O. Box 74266  
Cleveland, Ohio 44194-4266

Mail Payments To

For questions or service call: 1-(800)-727-8871  
Office Hours: 8:00 am - 5:00 pm M-F  
For Emergencies Call: 1-(877)-234-2726

Billing Summary For:

503 MCKEE ROAD  
WASHINGTON PA 15301-9367

Your Account Number:

Service Address:

503 MCKEE ROAD

Account Balance				\$ 52.66	
Payments and Adjustments as of	7/31/04			\$ 193.20	CR
Meter Number	Payments	Adjustments	Other/Late Fee		
1	\$ 193.20	\$ 0.00	\$ 0.00		
Balance at Billing				\$ 140.54	CR
Current Charges					
Monthly Customer Charge				\$ 0.00	
Gas Supply Charges	1 MCF at \$6.41 / MCF			\$ 6.41	
Gas Cost Adjustment Charge	1 MCF at \$2.5344 / MCF			\$ 2.53	
Distribution Charge (Tier I)	1 MCF at \$4.9177 / MCF			\$ 4.92	
(Tier II)					
(Tier III)					
Total Basic Charges				\$ 13.86	
Total Account Balance				\$ 126.68	CR
Please Pay Total Due By	8/26/04			\$ 96.00	

**Budget Payment Plan**

Monthly Amount \$ 96.00

Past Due \$ 0.00

Balance \$ 96.00

**Customer Rates**

How to calculate your total rates per MCF:

The Gas Supply Charge plus the Gas Cost Adjustment plus the Distribution Charge equal:

First 1 MCF \$13.862  
Next 9 MCF \$11.8665  
Over 10 MCF \$11.650

A late payment fee will be charged on any total due amounts that remain unpaid after the due date.

Meter Information Next Meter Read on or about 8/30/04

Meter Number	Billing Period		Days	Meter Reading		Gas Used						
1	From 6/29/04	To 7/31/04	32	From 94A	To 95E	1MCF						
Average Monthly Usage: 7 MCF												
Average Temperature for Past 12 Months: 49												
Total Annual Usage for Past 12 Months is 86 MCF as follows:												
MCF CODE	JUL 2004	AUG 2003	SEP 2003	OCT 2003	NOV 2003	DEC 2003	JAN 2004	FEB 2004	MAR 2004	APR 2004	MAY 2004	JUN 2004
	1	1	4	5	7	14	18	14	11	7	2	2
CODES	E	A	A	A	A	A	A	A	A	A	A	A
	A - Actual Reading			E - Estimated Reading			F - Final Reading					
	O - Customer Reading			C - Corrected Reading			M - Minimum					

Please provide any changes or corrections to your mailing address or telephone number below.

Name \_\_\_\_\_

Mailing Address

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone ( \_\_\_\_\_ ) \_\_\_\_\_ Work Phone ( \_\_\_\_\_ ) \_\_\_\_\_

#### Payment Methods

**Mail** – Please return the attached stub along with your check or money order made payable to Gasco Distribution Systems, Inc., P.O. Box 74266, Cleveland, Ohio 44194-4266. PLEASE DO NOT SEND CASH

**Credit Card** – Call us at 1-800-727-8871 Ext. 17 and arrange to pay with your VISA or MasterCard. There is a \$5.00 convenience fee for each credit card payment.

#### How to Contact Us

**Mail payments only to P.O. Box 74266, Cleveland, Ohio 44194-4266. Mailing payments to any other address will delay posting to your account.**

**Telephone** – Call our emergency line 24 hours a day at 1-877-234-2726 to report an odor of gas or service outage.

**Mail** – All other mail should be sent to: Gasco Distribution Systems, Inc., 4445 East Pike, Zanesville, Ohio 43701-9532.

#### If You Have Questions

A rate schedule, an explanation of how to verify the accuracy of the bill and an explanation of the various charges is available for inspection in the Claysville Service Center and other bill-paying locations.

Please register any question or complaint about your bill prior to the due date by calling 1-800-727-8871 or by mail to 4445 East Pike, Zanesville, Ohio 43701-9532.

#### Explanation of Billing Terms

**Actual Reading** – A reading from your gas meter (obtained by a meter reader or provided by you).

**Customer Charge** – Monthly charge to recover the Company's fixed costs to provide service, which may include costs for metering, billing, accounting, collections and maintaining and installing facilities. This charge is billed to each Gasco customer as a flat fee per month and does not vary with gas usage or your gas supplier. This rate only applies to certain service areas. For some customers, fixed costs are recovered through the distribution charge.

**CCF** – One hundred (100) cubic feet of gas. This is a measure of gas usage.

**CR-CR** following the amount in the amount due box indicates a credit balance on your account.

**Distribution Charge** – Charges for the delivery of natural gas to a retail customer from the point of receipt into the Company's system.

**Estimated Reading** – During months when Gasco does not read your meter, your bill is based on previous gas usage at your service address and average weather conditions during the billing period. We verify the reading the next time we read your meter.

**Gas Cost Adjustment Charge** – The amount billed or credited each month to account for the differences between projected and actual gas supply costs of the Company.

**Gas Supply Charges** – Charges for natural gas supply services to retail customers.

**MCF** – One Thousand (1,000) cubic feet of gas. This is a measure of gas usage.

**Late Fee** – Gasco charges a late payment fee of 1.25% per month on any amounts that are not paid by the due date.

**State Tax Adjustment Surcharge** – A surcharge on gas rates charged to customers, which permits Gasco to track changes to various state taxes.



# GASCO

## DISTRIBUTION SYSTEMS, INC.

4445 East Pike  
Zanesville, Ohio 43701  
1-(800)-727-8871  
www.gascodistribution.com

FOR ADDRESS CHANGE WRITE ADDRESS ON BACK AND CHECK BOX

**SERVICE ADDRESS**

3240 CONSTITUTION BLVD

██████████  
3240 CONSTITUTION BLVD  
CLAYSVILLE PA 15323-1333

ACCOUNT NUMBER      PLEASE PAY BY

██████████      8/26/04

AMOUNT DUE      AMOUNT PAID

\$ 13.86

To ensure proper credit to your account, please return this portion with your check or money order made payable to: Gasco Distribution Systems, Inc. Thank You!

Gasco Distribution Systems, Inc.  
P.O. Box 74266  
Cleveland, Ohio 44194-4266

**Mail Payments To**

For questions or service call: 1-(800)-727-8871  
Office Hours: 8:00 am - 5:00 pm M-F  
For Emergencies Call: 1-(877)-234-2726

Your Account Number:

Service Address:

3240 CONSTITUTION BLVD

**Billing Summary For:**

██████████  
3240 CONSTITUTION BLVD  
CLAYSVILLE PA 15323-1333

Account Balance				\$ 13.86	<b>Budget Payment Plan</b>	
Payments and Adjustments as of 7/31/04				\$ 13.86	CR	Monthly Amount
Meter Number	Payments	Adjustments	Other/Late Fee			Past Due
1	\$ 13.86	\$ 0.00	\$ 0.00			Balance
Balance at Billing				\$ 0.00	<b>Customer Rates</b>	
Current Charges					How to calculate your total rates per MCF:	
Monthly Customer Charge			\$ 0.00	The Gas Supply Charge plus the Gas Cost Adjustment plus the Distribution Charge equal:		
Gas Supply Charges	1 MCF at \$6.41 / MCF		\$ 6.41	First 1 MCF \$13.86		
Gas Cost Adjustment Charge	1 MCF at \$2.5344 / MCF		\$ 2.53	Next 9 MCF \$11.86		
Distribution Charge (Tier I)	1 MCF at \$4.9177 / MCF		\$ 4.92	Over 10 MCF \$11.65		
(Tier II)						
(Tier III)						
Total Basic Charges				\$ 13.86		
Total Account Balance				\$ 13.86		
Please Pay Total Due By 8/26/04				\$ 13.86		

A late payment fee will be charged on any total due amounts that remain unpaid after the due date.

**Meter Information**      Next Meter Read on or about 8/28/04

Meter Number	Billing Period	Days	Meter Reading	Gas Used
1	From 6/28/04 To 7/29/04	31	From 468A To 469E	1MCF

Average Monthly Usage: 4 MCF  
Average Temperature for Past 12 Months: 49  
Total Annual Usage for Past 12 Months is 55 MCF as follows:

MCF CODE	JUL 2004	AUG 2003	SEP 2003	OCT 2003	NOV 2003	DEC 2003	JAN 2004	FEB 2004	MAR 2004	APR 2004	MAY 2004	JUN 2004
	1	1	1	3	5	8	12	9	8	5	1	1
	E	A	A	A	A	A	A	A	A	A	A	A

**CODES**  
A - Actual Reading      E - Estimated Reading      F - Final Reading  
O - Customer Reading      C - Corrected Reading      M - Minimum

Please provide any changes or corrections to your mailing address or telephone number below.

Name \_\_\_\_\_

Mailing Address:

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone ( \_\_\_\_\_ ) \_\_\_\_\_ Work Phone ( \_\_\_\_\_ ) \_\_\_\_\_

#### Payment Methods

**Mail** – Please return the attached stub along with your check or money order made payable to Gasco Distribution Systems, Inc., P.O. Box 74266, Cleveland, Ohio 44194-4266. PLEASE DO NOT SEND CASH.

**Credit Card** – Call us at 1-800-727-8871 Ext. 17 and arrange to pay with your Visa, MasterCard. There is a \$5.00 convenience fee for each credit card payment.

#### How to Contact Us

**Mail payments only to P.O. Box 74266, Cleveland, Ohio 44194-4266. Mailing payments to any other address will delay posting to your account.**

**Telephone** – Call our emergency line 24 hours a day at 1-877-234-2726 to report an odor of gas or service outage.

**Mail** – All other mail should be sent to: Gasco Distribution Systems, Inc., 4445 East Pike, Zanesville, Ohio 43701-9532

#### If You Have Questions

A rate schedule, an explanation of how to verify the accuracy of the bill and an explanation of the various charges is available for inspection in the Claysville Service Center and other bill-paying locations.

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#### Explanation of Billing Terms

**Actual Reading** – A reading from your gas meter (obtained by a meter reader or provided by you).

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**CCF** – One hundred (100) cubic feet of gas. This is a measure of gas usage.

**CR-CR** following the amount in the amount due box indicates a credit balance on your account.

**Distribution Charge** – Charges for the delivery of natural gas to a retail customer from the point of receipt into the Company's system.

**Estimated Reading** – During months when Gasco does not read your meter, your bill is based on previous gas usage at your service address and average weather conditions during the billing period. We verify the reading the next time we read your meter.

**Gas Cost Adjustment Charge** – The amount billed or credited each month to account for the differences between projected and actual gas supply costs of the Company.

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**MCF** – One Thousand (1,000) cubic feet of gas. This is a measure of gas usage.

**Late Fee** – Gasco charges a late payment fee of 1.25% per month on any amounts that are not paid by the due date.

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# GASCO

## DISTRIBUTION SYSTEMS, INC.

4445 East Pike  
Zanesville, Ohio 43701  
1-(800)-727-8871  
www.gascodistribution.com

FOR ADDRESS CHANGE WRITE ADDRESS ON BACK AND CHECK BOX

SERVICE ADDRESS

MAIN ST

██████████  
710 ROCKY RUN RD  
WEST FINLEY PA 15377

ACCOUNT NUMBER	PLEASE PAY BY
██████████	8/26/04
AMOUNT DUE	AMOUNT PAID
\$ 102.75	

To ensure proper credit to your account, please return this portion with your check or money order made payable to: Gasco Distribution Systems, Inc. Thank You!

Gasco Distribution Systems, Inc.  
P.O. Box 74266  
Cleveland, Ohio 44194-4266

Mail Payments  
To

For questions or service call: 1-(800)-727-8871  
Office Hours: 8:00 am - 5:00 pm M-F  
For Emergencies Call: 1-(877)-234-2726

**Billing Summary For:**

██████████  
710 ROCKY RUN RD  
WEST FINLEY PA 15377

Your Account Number:

Service Address:

MAIN ST

Account Balance		\$ 165.65		<b>Budget Payment Plan</b>	
Payments and Adjustments as of	7/31/04	\$ 165.65		CR Monthly Amount	
Meter Number	Payments	Adjustments	Other/Late/Early Fee	Past Due	
1	\$ 165.65	\$ 0.00	\$ 0.00	Balance	
Balance at Billing		\$ 0.00		<b>Customer Rates</b>	
Current Charges				How to calculate your total rates per MCF:	
Monthly Customer Charge		\$ 0.00		The Gas Supply Charge plus the Gas Cost Adjustment plus the Distribution Charge equal:	
Gas Supply Charges	8 MCF at \$6.41 / MCF	\$ 51.28		First 1 MCF \$13.862	
Gas Cost Adjustment Charge	8 MCF at \$2.5344 / MCF	\$ 20.28		Next 19 MCF \$11.866	
Distribution Charge (Tier I)	1 MCF at \$4.9177 / MCF	\$ 4.92		Over 20 MCF \$11.283	
(Tier II)	7 MCF at \$2.9221 / MCF	\$ 20.45			
(Tier III)					
Total Basic Charges		\$ 96.93			
Total Account Balance		\$ 96.93			
Please Pay Total Due By		8/26/04	\$ 102.75		

A late payment fee will be charged on any total due amounts that remain unpaid after the due date.

**Meter Information** Next Meter Read on or about 8/30/04

Meter Number	Billing Period	Days	Meter Reading	Gas Used
1	From 6/29/04 To 7/31/04	32	From 338A To 346E	8MCF

Average Monthly Usage: 11 MCF  
Average Temperature for Past 12 Months: 49  
Total Annual Usage for Past 12 Months is 137 MCF as follows:

MCF CODE	JUL 2004	AUG 2003	SEP 2003	OCT 2003	NOV 2003	DEC 2003	JAN 2004	FEB 2004	MAR 2004	APR 2004	MAY 2004	JUN 2004
E	8	10	11	12	11	10	15	12	13	12	10	13
	A	A	A	A	A	A	A	A	A	A	A	A

**CODES**  
A - Actual Reading      E - Estimated Reading      F - Final Reading  
O - Customer Reading      C - Corrected Reading      M - Minimum

Please provide any changes or corrections to your mailing address or telephone number below.

Name \_\_\_\_\_

Mailing Address

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone (\_\_\_\_\_) \_\_\_\_\_ Work Phone (\_\_\_\_\_) \_\_\_\_\_

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**Mail** – All other mail should be sent to: Gasco Distribution Systems, Inc., 4445 East Pike, Zanesville, Ohio 43701-9532.

#### If You Have Questions

A rate schedule, an explanation of how to verify the accuracy of the bill and an explanation of the various charges is available for inspection in the Claysville Service Center and other bill-paying locations.

Please register any question or complaint about your bill prior to the due date by calling 1-800-727-8871 or by mail to 4445 East Pike, Zanesville, Ohio 43701-9532.

#### Explanation of Billing Terms

**Actual Reading** – A reading from your gas meter (obtained by a meter reader or provided by you).

**Customer Charge** – Monthly charge to recover the Company's fixed costs to provide service, which may include costs for metering, billing, accounting, collections and maintaining and installing facilities. This charge is billed to each Gasco customer as a flat fee per month and does not vary with gas usage or your gas supplier. This rate only applies to certain service areas. For some customers, fixed costs are recovered through the distribution charge.

**CCF** – One hundred (100) cubic feet of gas. This is a measure of gas usage.

**CR-CR** following the amount in the amount due box indicates a credit balance on your account.

**Distribution Charge** – Charges for the delivery of natural gas to a retail customer from the point of receipt into the Company's system.

**Estimated Reading** – During months when Gasco does not read your meter, your bill is based on previous gas usage at your service address and average weather conditions during the billing period. We verify the reading the next time we read your meter.

**Gas Cost Adjustment Charge** – The amount billed or credited each month to account for the differences between projected and actual gas supply costs of the Company.

**Gas Supply Charges** – Charges for natural gas supply services to retail customers.

**MCF** – One Thousand (1,000) cubic feet of gas. This is a measure of gas usage.

**Late Fee** – Gasco charges a late payment fee of 1.25% per month on any amounts that are not paid by the due date.

**State Tax Adjustment Surcharge** – A surcharge on gas rates charged to customers, which permits Gasco to track changes to various state taxes.

Customer Inquiry

Date	Customer Name	Inquiry	Action	Employee
7/2/04	Fred Richter	Moving wants gas shut off	Called Shop & Took Forwarding Information	TDW
7/6/04	Mrs. Michael Woods	Moving wants gas put back in Landlord's Name	Called Shop & Took Forwarding Information	TDW
7/6/04	Ann Johnson	Moving wants gas put back in Landlord's Name	Called Shop & Took Forwarding Information	TDW
7/12/04	Cheryl Henry	Wants Gas shut off completely	Called Shop	TDW
7/12/04	Mrs. Gene Swanson	Wants Meter re-read	Called shop for readings everything checks o.k	TDW
7/19/04	Johana Rollick	Moving wants gas put back in Landlord's Name	Called Shop & Took Forwarding Information	TDW
7/22/04	Susan Grolemund	Moving wants gas put back in Landlord's Name	Called Shop & Took Forwarding Information	TDW
7/22/04	Richard Sanders	Moving wants gas put back in Landlord's Name	Called Shop & Took Forwarding Information	TDW
7/23/04	Amy Bell	Moving wants gas put back in Landlord's Name	Called Shop & Took Forwarding Information	TDW
7/27/04	Donna Coates	Moving wants gas put back in Landlord's Name	Called Shop & Took Forwarding Information	TDW
7/28/04	Mary Donovin	Moving wants gas put back in Landlord's Name	Called Shop & Took Forwarding Information	TDW
7/13/04	Mrs Carl Novosel	Moving wants gas put back in Landlord's Name	Called shop for readings everything checks o.k.	BDT
7/13/04	Mrs Carl Novosel	Wants Meter re-read	Called shop for readings everything checks o.k.	BDT
7/14/04	Christine Hinman	Wants a duplicate bill	Faxed to Lori in Billing	BDT

Customer Call Log

Date: 7-2-04 Name: Fred Richter

Account #: 720124004 814-778-6174

Comments: 90 Church Street  
August 2ND Sheet completely off

Fwd Address: 80 Rieterville Road  
Levens Run PA 16738

Called Shop 9:15 AM

**POOR ORIGINAL**

Customer Call Log

Date: 7-6-04 Name: Ms Michael Woods

Account #: 712067005 837-9651

Comments: needs final lead 7-7-04 Put back  
into landlord Frances Christian

130 Chestnut St  
Kene Pa 16735

Called Shop 7-6-04  
10:24

Customer Call Log

Date: 7-6-04 Name: Ann Johnson

Account #: 715115001

Comments: 506 Bayland David Cardinale  
Shut off Service ASAP

Called shop 2:45 pm

POOR ORIGINAL

Customer Call Log

Date: 7-12-04 Name: Cheryl Henry

Account #: 713099003 814-837-5164

Comments: wants gas shut completely off  
~~ASAP~~ ASAP

Called shop 2:23

Customer Call Log

Date: 7-12-04 Name: Mrs Gene Swanson

Account #: 715167000 814.837-9735

Comments: Wants Meter Re-lead

5-28 = 94

6-30 = 100

7-13 = 102

everything's OK

Called Shop 3:45pm

Customer Call Log

Date: 7-19-04 Name: Johanna Polick

Account #: 709042001 814-837-6347

Comments: ROAC - Shut off Friday 4 N Elk Ave

- Robert <sup>Landlord</sup> Bonfield

Wants gas at 223 Dawson St

who is landlord - Carl Jensen

Called Shop 3:30pm

Customer Call Log

Date: 7-22-04 Name: Susan Crakemund

Account #: 710121000 814-837-8290

Comments: 235 PRUCE

moving And wants service terminated  
July 7-26-04 (Fritz Leutsch)

Called shop 11:32 am

Customer Call Log

Date: 7-22-04 Name: Richard Janders ASAP

Account #: 710088002 814-558-0126

Comments: wants gas serv terminated

35 Hemlock Ave Put into landlord's name

= FWD = 117 yonkers st Kane PA 16735

Called shop 5:05 pm

Customer Call Log

Date: 7-23-04 Name: Amy Bell

Account #: 201 Maple Street 837-4901

Comments: Moving wants gas off 8-1-04  
(signature)

FWD: Address key will call back with it.

Called shop 10:10am

Customer Call Log

Date: 7-27-04 Name: DENNA Carter

Account #: 406 Moffitt

Comments: Shut OFF of landlord  
8-1-04

Called shop 11 45

Customer Call Log

Date: 7-28-04 Name: Mary Donovin For  
Account #: 710126002 ~~845-531-3878~~ 845-531-3878 ↘  
Comments: 25 Spruce Phillip LingenFELTER-  
James mc Lockney landlord

7-30-04

Hemlock. Ave. Kane PA

Called Shop 8:25 AM

POOR ORIGINAL

DATE: 13-JUL-04 10:12 Gasco Distribution Syst. Co

PAGE 1

GAS History Item Inquiry

Account #: 711154003 R D 1

NOV04ST.MRK CURR

Cycle: 7 Last Pay Date: 6/17/2004 Last Pay Amt: 69.19

Balance 133.51

DATE	Code	Description	Date	Charges	Plycents	Balance
5/07/04	EOL	BILLING	4/30/04	99.88		99.88
		ENERGY ADJUSTMENT		13.89		113.47
MEM: E Data:		4/27/04 Read: 513	Use: ...		Type: A	
5/14/04	EOL	GAS PRINC PAY	4/30/04		113.47	0.00
		*TOTAL PAYMENT*	5/14/04 CHECK#		113.47	
6/03/04	EOL	BILLING	5/31/04	16.16		97.16
		ENERGY ADJUSTMENT		3.03		94.19
MEM: E Data:		5/27/04 Read: 539	Use: 1		Type: A	
6/14/04	EOL	GAS PRINC PAY	5/31/04		94.19	0.00
		*TOTAL PAYMENT*	6/14/04 CHECK#		94.19	
7/01/04	EOL	BILLING	6/30/04	71.55		22.64
		ENERGY ADJUSTMENT		1.37		21.27
MEM: E Data:		6/28/04 Read: 547	Use: 3		Type: A	
				EAS: 10,244.91	10,162.61	90.92
Account Total:				19,254.53	10,162.61	90.92

POOR ORIGINAL

7-13-04  
550

Please RE-Read  
meter & let me know

THANKS  
Bruce

4/27	533
5/27	539
6/28	547 .25
7/13	550

April	04	07
	11	25
May	6	12
June	8	8

History Item Inquiry

COMMENTS

Account #: 708049002 111 PINE STREET HINMAN, CHRISTINE  
 Last Pay Date: 6/29/2004 Last Pay Amt: 51.36  
 Balance 25.73

Post	Transaction	Date	Description	Date	Charges	Payments	Balance
	ENERGY ADJUSTMENT				2.17		102.72
TR	E Date: 5/28/04	Read: 917	Use: 1			Type: A	
7/28/04	E01 GAS	PRINC PAY	3/31/04			49.38	53.34
7/28/04	E01 GAS	INT PAY	3/31/04			1.79	51.55
7/28/04	E01 GAS	INT PAY	4/30/04			0.19	51.36
	*TOTAL PAYMENT*	6/28/04	CHECK#			51.36	
7/29/04	E01 GAS	PRINC PAY	3/31/04			21.62	29.74
7/29/04	E01 GAS	PRINC PAY	4/30/04			14.87	14.87
7/29/04	E01 GAS	PRINC PAY	5/31/04			14.87	0.00
	*TOTAL PAYMENT*	6/29/04	CHECK#			51.36	
7/08/04	E01 BILLING		6/30/04		21.39		21.39
	ENERGY ADJUSTMENT				4.34		25.73
TR	E Date: 6/30/04	Read: 939	Use: 2			Type: A	
	GAS:	4,751.56			4,725.83		25.73
	Account Total:	4,751.56			4,725.83		25.73

POOR ORIGINAL

Please Print A New bill  
 and send it. Met moved  
 and forgot to change their  
 mailing addy. The house is  
 still occupied - don't shut off  
 service. Add updated in  
 master file

Borough of  
Kane, Pennsylvania

ORIGINAL

Black Cherry Capital of the World

7091 AUG 31 PM 4:13

SECRETARY'S OFFICE

August 26, 2004

DOCKETED  
OCT 12 2004

Secretary  
Pennsylvania Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

C-20016646

DOCUMENT  
FOLDER

Dear Secretary:

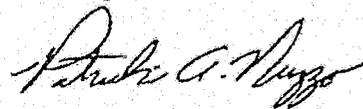
This letter is being written on behalf of the Council of the Borough of Kane. Your office has received complaints from customers of GASCO Distribution Systems, Inc. Kane Division, regarding a rate increase request for Gas Cost Rate (GCR). The Borough Council has also noted that National Fuel Gas is seeking a rate increase for GCR also, but the request from National Fuel Gas is less than 1/2 the percentage request from GASCO.

I question why GASCO, who pays more for gas purchases than National Fuel, should be able to pass this cost on to it's customers when previous hearings held by the PUC have shown most of the problems experienced by GASCO are a result of GASCO deficiencies in operating a public utility. Please review the direct testimony of Marilyn J. Krause, on behalf of the Pennsylvania Office of the Consumer Advocate and Elizabeth Marconi, et al. vs. GASCO Distribution Systems, Inc., Docket No. ~~C-20016641~~ C-20016641, et.al. Have all of the issues raised by Marilyn J. Krause been addressed to the satisfaction of the PUC? If they have not been satisfactorily addressed: what is the PUC response to GASCO?

On behalf of the Council and Borough customers, I am requesting that these complaints be reviewed.

Thank you for your cooperation in this matter.

Sincerely,



Patrick A. Nuzzo  
Borough Manager

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