

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00	:	
2. BUREAU: ALJ	:	
3. SECTION(S):	:	
5. APPROVED BY:	:	4. PUBLIC MEETING DATE:
DIRECTOR:	:	00/00/00
SUPERVISOR:	:	
6. PERSON IN CHARGE:	:	7. DATE FILED: 04/24/06
8. DOCKET NO: C-20066279	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: LOWE, CHRISTOPHER E.

RESPONDENT/APPLICANT: COLUMBIA GAS OF PA., INC.

COMP/APP COUNTY: WASHINGTON

UTILITY CODE: 120700

ALLEGATION OR SUBJECT

COMPLAINANT STATES THERE IS A GAS LINE LEAK AND POTENTIAL INCORRECT CHARGES. HE WANTS THE PUC TO EVALUATE WHETHER STANDARD OPERATING PROCEDURES WERE USED TO DETERMINE HIS BILL.

DOCUMENT
FOLDER

DOCKETED

APR 27 2006

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

120700

Please print or type.

C-20066279

2005 APR 24 11 9:44
SECRETARY'S OFFICE

1. CUSTOMER NAME (COMPLAINANT)

Your name, mailing address, county, telephone number, utility account number and service address.

Name Christopher E Lowe

Street/P.O. Box 50 Scott Lane Apt # _____

City Washington State Pa Zip 15301

County Washington

Area Code/HOME Phone 724-222-5762

Area Code/WORK Phone 614-374-3029

Utility Account Number 16895739 001 000 0
(from your bill)

ORIGINAL

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name Christopher E Lowe

Street/P.O. Box 96 Jolly School Road (same residence)

City Washington State Pa Zip 15301

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: Columbia Gas of Pa

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(taxi, moving company, limousine)

TELEPHONE
(local, long distance)

12

4. COMPLAINT (check one)

A. In general, what is your complaint?

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.

Other Gas Line Leak & potential incorrect charges
(explain)

B. State the facts of your complaint.

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

Meter has not been read since May 2005. All readings have been estimated readings. Received a bill with a due date of March 1st 2006 in the amount of \$996.73. Called gas company the week of 2/12/06, service person came out to the house on 2/17/06 and turned gas off and read the meter.

5. RELIEF

What do you want the Public Utility Commission to do about your complaint? Use additional paper if you need more space.

To evaluate whether standard operating procedure was used to determine my bill. Since gas meter had only been read one time in 9 months, how can they be sure how much gas was used. Also, evaluate whether I should have been contacted regarding such a high bill, when the month before was only \$130.00. Is it policy for gas companies to contact customers when there is a red flag that something may be wrong, such as a high bill, gas leak, etc...

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company AND your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES
(includes appeals of BCS determinations)

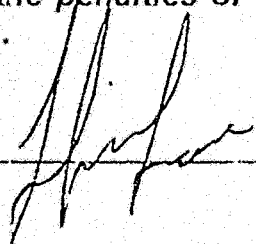
NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification: I Chris Lowc, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

(Signature) 

(Date) 4-16-06

9. **LEGAL REPRESENTATION (IF ANY)**

If you are represented by a lawyer in this matter you must provide your lawyer's name, address and telephone number.

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

10. **FILING**

Please return the completed form to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 nd Floor Harrisburg, Pennsylvania 17120
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Facsimiles and/or electronic filings of the complaint form will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your complaint for your records.



How to Contact Us

1-888-460-4332

For DirectLink self service 24 hours/day

For billing questions,

call 7 a.m. - 5:30 p.m., Mon - Fri before due date

For quickest response,

call 11 a.m. - 3 p.m., Mon - Fri

1-888-460-4332

For gas leaks or odor of gas 24 hours/day

Press option 2 after the greeting

111

For hearing impaired relay

www.columbiagas.com

Click on DirectLink e-Services for account information, online billing and payment services, financial assistance, and other useful tools

Payment Options

Phone Call NCO EasyPay at 1-800-284-8572 or link from our Web site to pay by credit card, debit card or electronic check. NCO charges a convenience fee for each transaction.

Authorized Payment Centers Visit DirectLink e-Services on our Web site or call for the location of an authorized payment center near you. The agent charges a service fee for each transaction.

Mail Detach and return the coupon below with payment to:

Columbia Gas of Pennsylvania

PO Box 8300-2

Baltimore, MD 21283-0012

Gas Meter Information

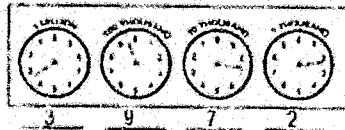
Actual Reading A meter reader has read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

Estimated Reading During the months we don't read the meter, we accurately estimate your reading based on the history of usage at the service address and normal temperatures for the billing period. We verify the reading the next time we read the meter to make sure you pay only for the energy you've used.

Gas Usage We measure your gas usage in Ccf (equal to 100 cubic feet).

How to Read the Meter When a pointer is between two numbers on a dial-type meter, read the smaller number except when the pointer is between 9 and 0. Record the reading on the dials from left to right.

Example:



Legal Notices

Public Utility Commission The Pennsylvania Public Utility Commission (PUC) is the state regulatory agency that provides oversight, policy guidance, and direction of distribution prices and services from Columbia Gas of Pennsylvania and suppliers.

Rate Schedule Information about rate schedules is available upon request.

Billing & Payment Summary

Customer Name

Christopher F Lowe

Final Service

Previous Amount Due on 03/01/2006

\$996.73

Payments Received by 02/22/2006

\$0.00

Balance on 02/24/2006

=

\$996.73

Charges for Gas Service This Period

+

\$434.09

Amount Due by 03/17/2006

=

\$1,430.82

Billing & Payment Notes

A late payment fee of 1.25% per month will be charged on any balance that remains unpaid on or after the due date.

See back of bill for Detail of Charges for Gas Service.

Service Summary

Service Location

96 Jolly School Rd

Washington PA 15301-8000

Meter Number

9671183

Meter Readings (11 Billing Days)

Actual Reading on 2/17

9121

Estimated Reading on 2/6

-

8864

Gas Used (Ccf)

=

257

(Multiplier)

X

1.0505

Total Gas Used (Ccf)

=

270

Service Summary Notes

A multiplier is applied to meter readings to determine actual consumption based on standard temperature and pressure conditions.



Legal Notices (continued)

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

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

Safety Tips

Odor of Gas We add a distinctive odor to your natural gas to alert you to a leak in or around your home. If you smell an odor of gas:

1. Leave the building immediately. Leave the door open on your way out, and don't use light switches or matches.
2. Call our 24-hour emergency number from a nearby phone and wait for our service crew to arrive to explain the situation.

Call Before You Dig If you're planning a home construction or landscaping project, call PA One Call at 1-800-242-1776 at least 72 hours before you start to dig. A representative will mark the approximate location of underground utility lines on your property.

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

Detail of Charges for Gas Service

Monthly Customer Charge	\$10 81
Distribution Charges 270 Ccf at \$0.37601 per Ccf	\$101 52
Transition Cost Surcharge	\$0 00
Gas Cost Adjustment 270 Ccf at \$0.10777 per Ccf	\$29 10
Gas Supply Charges 270 Ccf at \$1.08636 per Ccf	\$293 32
State Tax Adjustment Surcharge	\$0 66
Total Charges for Service This Period	\$434.09

Service Charges Notes

Your bill includes \$2.54 in state taxes.

Columbia Gas of Pennsylvania

A NiSource Company

CHRISTOPHER E LOWE
96 JOLLY SCHOOL RD
WASHINGTON PA 15301-8000

***AUTO** 5-DIGIT 15301
00014800 01 AV 0.293 1
CHRISTOPHER E LOWE
96 JOLLY SCHOOL RD
WASHINGTON PA 15301-8000

5,407

Please Pay By
Mar 1, 2006

Mailing address or phone number change?
Check box and record information on back

Account Number
1689 5739 001 000 0
05-13 2391
Issued 02/06/2006

P.O. BOX 830012
BALTIMORE MD 21283-0012

Amount Due
\$ 996.73

Amount Paid
\$

16895739001000000000009967302321

Please return this portion with your payment payable to **COLUMBIA GAS**.
If paying in person, please bring entire bill with you.

Columbia Gas of Pennsylvania

Your Account Number
16895739 001 000 0

Billing Summary For : CHRISTOPHER E LOWE
96 JOLLY SCHOOL RD
WASHINGTON PA 15301-8000

05-13 2391

Account Balance on Last Bill				\$2,581.10
Columbia Gas of Pennsylvania		\$2,581.10		
Payments and Adjustments as of 01-17-2006				-\$1,826.95
		Payments	Adjustments	Other
Columbia Gas of Pennsylvania		-\$130.00	-\$1,696.95	
Balance at Billing				\$754.15
Columbia Gas of Pennsylvania		\$754.15		
Current Charges				\$242.58
Columbia Gas of Pennsylvania		\$242.58		
Total Account Balance				\$996.73
Columbia Gas of Pennsylvania		\$996.73		

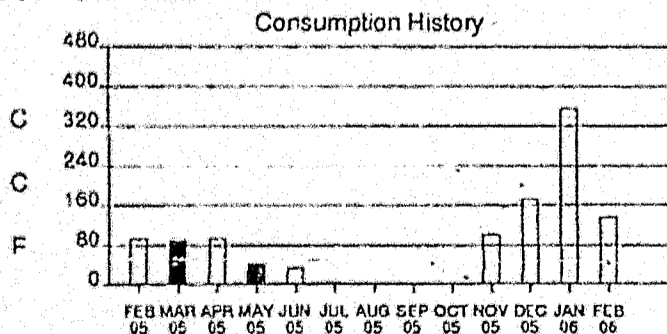
Please Pay Total Due By March 1, 2006 \$996.73

Meter Information Next Actual Meter Reading Date : March 7, 2006

Meter Number	Billing Period		Days	Meter Readings		Gas Used
	To	From		To	From	
9071183	02/06/2006	01/06/2006	31	008864 Estimated	008731 Estimated	133 Ccf
				(Multiplier) x	1.0484	139 Ccf

02-17-06 9121

Your Gas Use:



Your total annual usage is 1,065 Ccf
Your average monthly usage is 89 Ccf

During the billing period, the average temperature was 37.5° F. During the same period last year, the average temperature was 27.1° F.

ESTIMATED READING
 CUSTOMER READING
 ACTUAL READING

2-6
10
8-17
Between
FR 1 8-4:30

John
A
Public Utility Commission
1-800-782-1110

For questions or complaints regarding your bill, please call toll free 1-888-460-4332 before your due date.

Columbia Gas
of Pennsylvania

P.O. BOX 910
SMITHFIELD, PA 15478-0910
www.columbiagas.com
Call Center Telephone Hours
Mon - Fri 7:00 a.m. to 5:30 p.m.
Toll free 1-888-460-4332
711 for TDD/TTY relay

- For questions or complaints regarding your bill, please call before your due date
- Information about rate schedules is available upon request

Columbia Gas of Pennsylvania

Current Charges for Residential Service

Monthly Customer Charge		\$10.81	
Distribution Charges 27 Ccf at \$ 37601 per Ccf		\$10.15	
Distribution Charges 112 Ccf at \$ 38644 per Ccf		\$43.28	
Transition Cost Surcharge		\$ 0.00	
Gas Cost Adjustment 139 Ccf at \$ 10777 per Ccf		\$14.98	
Gas Supply Charges 27 Ccf at \$1.08636 per Ccf		\$29.34	
Gas Supply Charges 112 Ccf at \$1.20011 per Ccf		\$134.41	
State Tax Adjustment Surcharge		-\$ 0.39	
Total Basic Charges			\$242.58
Total Billing This Month			\$242.58

For Your Information :

Billing Adjustment Explanation...

Your previous billing(s) were based on meter readings which were in error. Listed below are the amounts you were originally billed and the corrected amounts for the same period(s). They were based on a recent actual reading of your meter.

Billing Date	Original Amount	Corrected Amount	Difference
12/05/2005	\$127.84	\$293.06	\$165.22
01/06/2006	\$2,453.26	\$591.09	-\$1,862.17
		Total Billing Adjustment =	-\$1,696.95

Your bill is getting a total makeover! Starting next month, your bill will feature a new format that provides useful information to help you manage your gas usage and cost. Look for your bill to arrive in a larger envelope with your mailing address and our return address showing through the same clear window. Your bill will be printed with personal account information on both sides, too, for easy reference to a summary and detail of charges and consumption history. Your new bill will not affect your billing cycle or due date.

Late payment fee... A late payment fee of 1.25% per month will be charged on any balance that remains unpaid on or after the due date.

Now you can pay your gas bill electronically... NCO EasyPay gives you the option of paying your monthly gas bill over the phone or online with your credit card, debit card, or electronic check. Call NCO at 1-800-284-8572 or visit our Web site for more information. NCO charges a convenience fee for each transaction.

Check Processing Information - When you pay your Columbia Gas bill by check, you authorize us to convert the check to electronic data and to make a one-time electronic fund transfer from your checking account for that payment. Funds could be transferred as early as the day after we receive your payment. Your financial institution will not return your check but will note the transaction on your financial statement. For more information or if you do not want your check converted to an electronic transfer, please call our check processing agent toll-free at 1-866-282-1850, 7 am - 7 pm, M-F

Taxes on Bill... Your bill includes \$1.49 in state taxes.

Bobby - 2-22-06 @ 2:00

For questions or complaints regarding your bill, please call toll free 1-888-460-4332 before your due date.

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: April 27, 2006

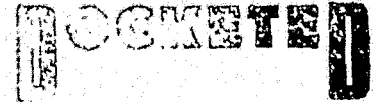
DOCUMENT
FOLDER

CHRISTOPHER E. LOWE
Complainant

v.

COLUMBIA GAS OF PENNSYLVANIA, INC.
Respondent

Complaint Docket
No: C-20066279



APR 27 2006

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: COLUMBIA GAS OF PENNSYLVANIA, INC.

TAKE NOTICE:

That a complaint in the above entitled matter, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. Section 702 of the Public Utility Code, 66 Pa. C.S. Section 702, requires the Commission to serve on each party named in a complaint a copy of the complaint and notice calling upon each party to satisfy the complaint, or to answer the same in writing within a specified time; THEREFORE,

1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the **Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265**, an answer (original and three copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. Code Section 5.61. In that event, the Commission may, without hearing, enter an order which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C.S. Section 101, et seq.; and, if

you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

3. If you elect to satisfy this complaint you must file, within twenty (20) days from the date on which this complaint is served, affidavits executed by each complainant that this complaint has been satisfied. Such affidavits must describe the basis on which this complaint was satisfied; any settlement agreement between the parties must be reduced to writing and attached to the affidavit. Such affidavits are to be filed with the Secretary of the Commission at the address set forth in paragraph 1. Upon receipt of affidavits of satisfaction from all complainants, this complaint may be dismissed by the Commission in accordance with Section 703(a) of the Public Utility Code, 66 Pa. C.S. Section 703(a), unless the Commission determines that such dismissal would be contrary to the public interest, in which event the Commission may direct that hearings be held upon the complaint.

4. If you file an answer which admits the allegations in this complaint, or which fails to specifically deny the allegations in this complaint, the Commission may, without hearing, enter an order which either revokes or suspends any certificate held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

5. If you file a timely answer which specifically denies the allegations in this complaint, or which raises material questions of law or fact, this matter shall be referred to the Office of Administrative Law Judge for hearing and decision. If, after hearing on the issues raised by that answer, you are found to have committed any of the violations alleged in the complaint, the Administrative Law Judge may render a decision which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. In the imposition of a penalty after a hearing the Administrative Law Judge is not bound by the relief sought by the complainant in paragraph 4 of the attached complaint.

James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
P.O. BOX 3265, HARRISBURG, PA 17105-3265

IN REPLY PLEASE
REFER TO OUR FILE.

DATE SERVED: April 27, 2006

C-20066279

LAWRENCE NOWICKI, MGR
REGULATORY COMPLIANCE
COLUMBIA GAS OF PA INC
1020 NORTH HARTLEY STREET
YORK PA 17404

DOCUMENT
FOLDER

Dear Mr. Nowicki:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by CHRISTOPHER E. LOWE. To defend yourself against the claims stated in the following pages, you must act within twenty (20) days by filing in writing with the Commission, either personally or through your attorney, your defenses or objections to the claims stated against you. Or, you may satisfy the complaint by settling the matter with the Complainant and submitting proof of settlement to the Commission within twenty (20) days.

IF YOU FAIL TO RESPOND WITHIN TWENTY (20) DAYS, THE CASE MAY GO FORWARD IN YOUR ABSENCE AND A JUDGEMENT MAY BE ENTERED AGAINST YOU BY THE COMMISSION WITHOUT FURTHER NOTICE.

CUSTOMER OF A UTILITY

A payment schedule may be prescribed or a termination of utility services may be authorized. You may lose money or property or other rights important to you.

COMPANY/UTILITY

An Administrative Law Judge may revoke or suspend any certificate or permit held by you, or impose a fine, or any other appropriate penalty or remedy authorized by the Public Utility Code. You may lose money or property or other rights important to you.

Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

April 27, 2006

Unless you are a corporation or other organization, you may proceed without a lawyer. However, if you want a lawyer and do not have one or cannot afford one, the office listed below can tell you where you can get legal help:

Pennsylvania Lawyer Referral Service
Pennsylvania Bar Association
P.O. Box 186
Harrisburg, PA 17108
(800) 692-7375

Very truly yours,

James J. McNulty
Secretary

ane



Bricker & Eckler
ATTORNEYS AT LAW

COLUMBUS • CLEVELAND

BRICKER & ECKLER LLP
100 South Third Street
Columbus, Ohio 43215-4291
MAIN 614 227 2300
FAX 614 227 2390

www.bricker.com
info@bricker.com

Theodore J. Gallagher
614 227 2384
tgallagher@bricker.com

ORIGINAL

RECEIVED
2005 MAY 19 AM 9:20
SECRETARY'S BUREAU

May 17, 2006

James J. McNulty, Secretary
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, Pennsylvania 17105-3265

Re: Christopher E. Lowe v. Columbia Gas of Pennsylvania, Inc.
Docket No. C-20066279

Dear Mr. McNulty:

For filing in the referenced matter, please find the original and four copies of this letter and Respondent, Columbia Gas of Pennsylvania, Inc.'s Answer to Complaint, with New Matter. Please return one copy to me, file-stamped, in the envelope provided herewith.

I thank you for your assistance.

Very truly yours,

Theodore J. Gallagher

DOCUMENT
FOLDER

Enclosures

cc (w/ enclosure):
Christopher E. Lowe

23

ORIGINAL RECEIVED

2006 MAY 19 AM 9:20

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

SECRETARY'S BUREAU

CHRISTOPHER E LOWE)

Complainant,)

v.)

COLUMBIA GAS OF PENNSYLVANIA, INC.)

Respondent.)

Complaint Docket
No. C-20066279

DOCUMENT
FOLDER

ANSWER TO
FORMAL COMPLAINT

DOCKETED
MAY 30 2006

NOW comes Respondent, Columbia Gas of Pennsylvania, Inc. (Columbia Gas), and states and avers as follows:

1. Columbia Gas admits the averments in Paragraph 1 of the Complaint.
2. Paragraph 2 of the Complaint does not require a response.
3. Columbia Gas admits the averment in Paragraph 3 of the Complaint that it is a gas utility.
4. Columbia Gas admits the averment in Paragraph 4A of the Complaint regarding the existence of a gas line leak, but affirmatively states here that the leakage at issue was located on house lines belonging to the Complainant. Columbia Gas denies the averment in Paragraph 4A of the Complaint regarding incorrect charges. Columbia Gas denies the averment in Paragraph 4B of the Complaint that Complainant's meter has not been read since May 2005. Columbia Gas denies the averment in Paragraph 4B of the Complaint that all readings have been

estimated readings. Columbia Gas admits the averment in Paragraph 4B of the Complaint that Complainant received a bill with a due date of March 1, 2006 in the amount of \$996.73, affirmatively stating here that the bill consisted of current charges in the amount of \$242.58 plus a balance at billing in the amount of \$754.15. (See Ex. C) Columbia Gas admits the averment in Paragraph 4B of the Complaint that Complainant called the gas company during the week of February 12, 2006. Columbia Gas admits the averments in Paragraph 4B of the Complaint that a service person came to Complainant's house on February 17, 2006 and turned off the gas and read the meter, affirmatively stating here that service was turned off due to leakage discovered on house lines owned by Complainant.

5. Paragraph 5 of the Complaint deals with the relief Complainant seeks, to which no answer is required. However, to the extent that Paragraph 5 of the Complaint contains averments that properly could have been stated in Paragraph 4 of the Complaint, those averments are denied.

6. Paragraph 6 of the Complaint does not require a response.

7. Columbia Gas admits the averment in Paragraph 7 of the Complaint that Complainant has spoken to a utility company representative about this Complaint.

8. Columbia Gas denies the averments in Paragraph 8 of the Complaint.

9. Columbia Gas will defend against this Complaint on the basis of its admissions and denials stated above, the factual averments in the New Matter below, as well as the legal basis that the evidence in this matter will not establish acts or omissions on the part of Columbia Gas to establish that Columbia Gas violated any law which the commission has jurisdiction to administer, or any regulation or order of the commission. Columbia Gas reserves

the right to defend this matter on the basis of further matters of fact or law as their applicability may become apparent during the course of this proceeding.

NEW MATTER

Columbia Gas affirmatively states as follows:

1. When gas service was in the name of the customer immediately preceding Complainant at 96 Jolly School Road in Washington, Pennsylvania, Columbia Gas obtained regular, bi-monthly meter readings at the premises. On September 2, 2005, Columbia Gas obtained a scheduled actual meter reading of 8108. On November 2, 2005, Columbia Gas obtained a scheduled actual meter reading of 8177.

2. On November 17, 2005, Complainant contacted Columbia Gas requesting that gas service be established in his name at 96 Jolly School Road in Washington, Pennsylvania. Columbia Gas gave Complainant the options of providing a meter reading, himself, having the company take an actual meter reading, or having service established with an estimated initial reading. Complainant chose to have service established with an estimated initial reading. Columbia Gas initiated service in Complainant's name on November 17, 2005, based upon an estimated meter reading of 8217.

3. On December 5, 2005, Columbia Gas issued a bill to Complainant in the amount of \$127.84 for 73 ccfs of gas, based upon an estimated meter reading of 8288, with a temperature compensating billing multiplier of 1.0277. (Ex. A)

4. On January 6, 2006, Columbia Gas prepared a bill to Complainant in the amount of \$2,453.26 for 1510 ccfs of gas, based upon a reported actual meter reading of 9734, with

a temperature compensating billing multiplier of 1.0442. Since this bill failed the Company's high/low parameters for billing, Columbia Gas held the bill pending another meter reading.

5. On January 12, 2006, Columbia Gas obtained access to Complainant's meter and obtained an actual meter reading of 8782. Based upon this meter reading, Columbia Gas adjusted the December 5, 2005 estimated meter reading to 8388, and the January 6, 2006 meter reading to 8731.

6. On January 17, 2006, Columbia Gas issued an adjusted billing to Complainant, which reflected an additional \$165.22 for usage during the December 5, 2005 billing period, and a current billing of \$589.49 for usage up to January 6, 2006. While this bill was based upon the actual meter reading obtained on January 12, 2006, since that reading was adjusted for the January 6, 2006 billing date, the bill reflects an estimated reading. The January 17, 2006 billing contained a billing adjustment explanation. (Ex. B)

7. On February 6, 2006, Columbia Gas issued a bill to Complainant with current charges in the amount of \$242.58 for 139 ccfs of gas, based upon an estimated meter reading of 8864, with a temperature compensating billing multiplier of 1.0484. The total balance at that time was \$996.73. (Ex. C)

8. On February 10, 2006, the Customer contacted Columbia Gas regarding a billing dispute. During this contact, the Customer did not raise the issue of leakage. The Company scheduled a high bill investigation for February 17, 2006.

9. On February 17, 2006, Columbia Gas's service representative performed a high-bill investigation at Complainant's premises. During that investigation, the service representative discovered leakage on the customer-owned buried house line. Accordingly, the

service representative shut off Complainant's service and advised the Customer to contact a plumber to have the leakage repaired.

10. On February 22, 2006, a Columbia Gas supervisor spoke with the Customer at which time the Customer was again advised that the leakage was on the Customer's house line. The supervisor also advised that no billing adjustment would be made. The Customer indicated that repairs to the gas line would not be made, and that they would be using an electric heat pump for heat. The Customer requested that the account be finaled. Accordingly, the Company finaled the account as of February 17, 2006, and sent Complainant a final bill. (Ex. D)

11. Columbia Gas has removed the meter from 96 Jolly School Road for special testing, and that testing establishes that the meter is accurate in accordance with the Commission's regulations.

WHEREFORE, Columbia Gas respectfully requests that the Commission issue an Order dismissing the Formal Complaint of Christopher E. Lowe, with prejudice.

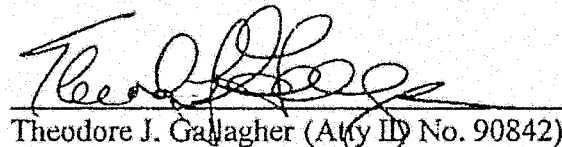
REQUEST FOR TELEPHONIC HEARING

Columbia Gas hereby requests that any hearings to be scheduled in this proceeding be conducted telephonically.

Respectfully submitted,

COLUMBIA GAS OF PENNSYLVANIA, INC.

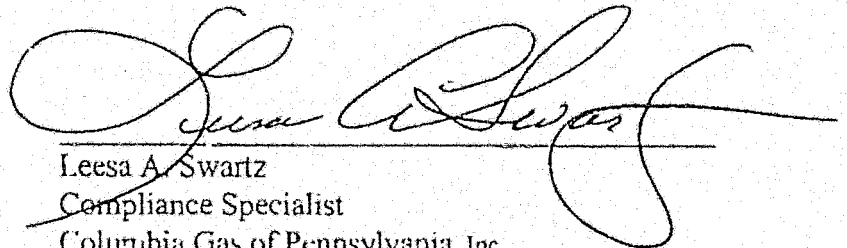
By:


Theodore J. Gallagher (Atty ID No. 90842)

VERIFICATION

I, Leesa A. Swartz, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information, and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa.C.S. § 4904 (relating to unsworn falsification to authorities).

Date: 5-12-06



Leesa A. Swartz
Compliance Specialist
Columbia Gas of Pennsylvania, Inc.

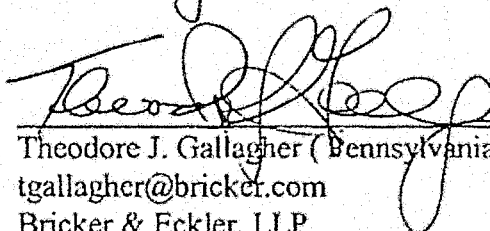
CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy of the foregoing document upon the participants, listed below, in accordance with the requirements of § 1.54 (relating to service by a participant).

Christopher E. Lowe
50 Scott Lane
Washington, PA 15301

Christopher E. Lowe
96 Jolly School Road
Washington, PA 15301

Dated this 17th day of May, 2006.



Theodore J. Gallagher (Pennsylvania Atty ID No. 90842)
tgallagher@bricker.com
Bricker & Eckler, LLP
100 South Third Street
Columbus, OH 43215-4291
Telephone: (614) 227-2384
Facsimile: (614) 227-2390

Counsel for
Columbia Gas of Pennsylvania, Inc.

CHRISTOPHER F LOWE
96 JOLLY SCHOOL RD
WASHINGTON PA 15301 8000

****AUTOMATED DIGIT 15301
00018358 1 AV 0278 1
CHRISTOPHER F LOWE
96 JOLLY SCHOOL RD
WASHINGTON PA 15301-8000

12/05

Please Pay By
Dec 30, 2005

Account Number
1689 5739 001 000 0
05-13 2331
Issue: 12/05/2005

P.O. BOX 530012
BALTIMORE MD 21283-0012

Mailing address or phone number change?
Check box and record information on back

Amount Due
\$ 127.84

Amount Paid
\$

1689573900100000500001278482321

Please return this portion with your payment payable to **COLUMBIA GAS**
If paying in person please bring entire bill with you

Columbia Gas
of Pennsylvania

Your Account Number
16895739 001 000 0

Billing Summary For: CHRISTOPHER F LOWE
96 JOLLY SCHOOL RD
WASHINGTON PA 15301 8000

05-13 2331

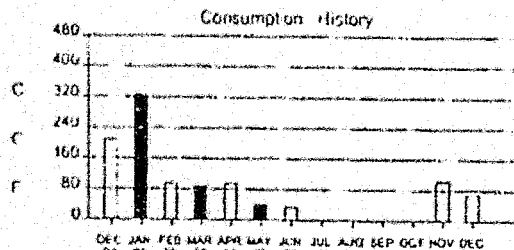
Account Balance on Last Bill Columbia Gas of Pennsylvania	\$ 00		\$ 00
Payments and Adjustments as of 12-05-2005			\$ 00
	Payments	Adjustments	Other
Columbia Gas of Pennsylvania	\$ 00		
Balance at Billing Columbia Gas of Pennsylvania	\$ 00		\$ 00
Current Charges Columbia Gas of Pennsylvania	\$ 127.84	Initial Service	\$ 127.84
Total Account Balance Columbia Gas of Pennsylvania	\$ 127.84		\$ 127.84

Please Pay Total Due By December 30, 2005 \$127.84

Meter Information Next Actual Meter Reading Date: January 6, 2006

Meter Number	Billing Period		Days	Meter Readings		Gas Used
	To	From		To	From	
9071183	12/05/2005	11/17/2005	18	008288 Estimated	008217 Estimated	= 71 Ccf
					(Multiplier) x 1.0277	73 Ccf

Your Gas Use

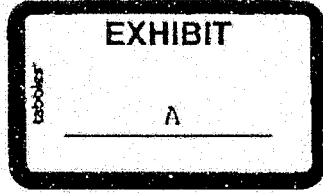


Your total annual usage is 892 Ccf
Your average monthly usage is 74 Ccf

During the billing period, the average temperature was 41.5° F. During the same period last year, the average temperature was 45.6° F.

ESTIMATED READING
 CUSTOMER READING
 ACTUAL READING

For questions or complaints regarding your bill, please call toll free 1-866-460-4332 before your due date.



**Columbia Gas
of Pennsylvania**

PO BOX 9 0
SMITHFIELD, PA 15478-0910
www.columbiagas.com
Call Center Telephone Hours
Mon-Fri 7:00 a.m. to 5:30 p.m.
Toll free 1-888-460-4332
711 for TDD/TTY relay

For questions or complaints regarding your bill, please call before your due date.
Information about rate schedules is available upon request.

Columbia Gas of Pennsylvania

Current Charges for Residential Service

Monthly Customer Charge	\$10.81	
Distribution Charges 73 Ccf at \$3.7722 per Ccf	\$27.53	
Transition Cost Surcharge	\$ 00	
Gas Cost Adjustment 73 Ccf at \$0.5762 per Ccf	\$4.21	
Gas Supply Charges 73 Ccf at \$1.17109 per Ccf	\$85.43	
State Tax Adjustment Surcharge	-\$20	
Total Basic Charges		\$127.84
Total Billing This Month		\$127.84

For Your Information

Late payment fee - A late payment fee of 1.25% per month will be charged on any balance that remains unpaid on or after the due date.

Now you can pay your gas bill electronically - NCO EasyPay gives you the option of paying your monthly gas bill over the phone or online with your credit card, debit card or electronic check. Call NCO at 1-800-264-8572 or visit our Web site for more information. NCO charges a convenience fee for each transaction.

Check Processing Information - When you pay your Columbia Gas bill by check, you authorize us to convert the check to electronic data and to make a one-time electronic fund transfer from your checking account for that payment. Funds could be transferred as early as the day after we receive your payment. Your financial institution will not return your check but will note the transaction on your financial statement. For more information or if you do not want your check converted to an electronic transfer please call our check processing agent toll-free at 1-866-282-1850, 7 am - 7 pm, M-F.

Taxes on Bill - Your bill includes \$91 in state taxes.

You May Want to Join - The Budget Payment Plan offers an easy way to lessen the impact of winter heating bills. It eases out the amount of your monthly bills. For more information on this free customer service, please call the number shown on your bill.

Consider Automatic Payment - We offer a convenient automatic payment service which lets your bank pay your gas bill in your behalf. For more information concerning this free service, please call us at 1-888-460-4332.

For questions or complaints regarding your bill, please call toll free 1-888-460-4332 before your due date.

CHRISTOPHER E LOWE
96 JOLLY SCHOOL RD
WASHINGTON PA 15301-8000

AUTO 5-DIGIT 15301
00015329 01 4V 0293 1
CHRISTOPHER E LOWE
96 JOLLY SCHOOL RD
WASHINGTON PA 15301-8000

5973

Please Pay By
Feb 9, 2006

Account Number
1689 5739 001 000 0
05-13 2391
Issued 01/17/2006

P.O. BOX 810012
BALTIMORE MD 21283-0012

Making address or phone number change?
Check box and record information on back.

Amount Due
\$ 754.15

Amount Paid
\$

1689573900100000000007541522321

Please return this portion with your payment payable to **COLUMBIA GAS**.
If paying in person, please bring entire bill with you.

Columbia Gas
of Pennsylvania

Your Account Number
16895739 001 000 0

Billing Summary For CHRISTOPHER E LOWE
96 JOLLY SCHOOL RD
WASHINGTON PA 15301-8000

05-13 2391

Account Balance on Last Bill Columbia Gas of Pennsylvania	\$127.84			\$127.84
Payments and Adjustments as of 01-17-2006				\$36.82
	Payments	Adjustments	Other	
Columbia Gas of Pennsylvania Late Payment Fee	-\$130.00	\$165.22	\$1.60	
Balance at Billing Columbia Gas of Pennsylvania	\$164.66			\$164.66
Current Charges Columbia Gas of Pennsylvania	\$589.49			\$589.49
Total Account Balance Columbia Gas of Pennsylvania	\$754.15			\$754.15

Please Pay Total Due By February 9, 2006 \$754.15

Meter Information		Next Actual Meter Reading Date March 7, 2006				
Meter Number	Billing Period		Days	Meter Readings		Gas Used
	To	From		To	From	
9071183	01/06/2006	12/05/2005	32	008731 Estimated	008388 Estimated	343 Ccf
				(Multiplier)	x 1.0842	358 Ccf

For questions or complaints regarding your bill, please call toll free 1-888-460-4332 before your due date.

EXHIBIT

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B

Columbia Gas of Pennsylvania

PO BOX 970
SMITHFIELD, PA 15478 2910
www.columbiagas.com
Call Center Telephone Hours
Mon - Fri 7:00 a.m. to 5:30 p.m.
Toll free 1-888-469-4332
711 for TDD/TTY relay

*For questions or complaints regarding your bill, please call before your due date.
*Information about rate schedules is available upon request.

Columbia Gas of Pennsylvania

Current Charges for Residential Service

Monthly Customer Charge		\$10.81
Distribution Charges 51 Ccf at \$ 38644 per Ccf		\$19.71
Distribution Charges 307 Ccf at \$ 37722 per Ccf		\$115.80
Transition Cost Surcharge		\$ 00
Gas Cost Adjustment 51 Ccf at \$10777 per Ccf		\$5.50
Gas Cost Adjustment 307 Ccf at \$ 05762 per Ccf		\$17.69
Gas Supply Charges 51 Ccf at \$1 20611 per Ccf		\$61.21
Gas Supply Charges 307 Ccf at \$1 17109 per Ccf		\$359.52
State Tax Adjustment Surcharge		-\$1.75
Total Basic Charges		\$589.49
Total Billing This Month		\$589.49

For Your Information :

Billing Adjustment Explanation

Your previous billing(s) were based on meter readings which were in error. Listed below are the amounts you were originally billed and the corrected amounts for the same period(s). They were based on a recent actual reading of your meter.

Billing Date	Original Amount	Corrected Amount	Difference
12/05/2005	\$127.84	\$293.06	\$165.22
Total Billing Adjustment =			\$165.22

Your billing for the current month was also corrected. The corrected amount is on Page 4 under the "Current Charges" heading.

Late payment fee - A late payment fee of 1.25% per month will be charged on any balance that remains unpaid on or after the due date.

Now you can pay your gas bill electronically - NCO EasyPay gives you the option of paying your monthly gas bill over the phone or online with your credit card, debit card or electronic check. Call NCO at 1-800-264-8572 or visit our Web site for more information. NCO charges a convenience fee for each transaction.

Check Processing Information - When you pay your Columbia Gas bill by check, you authorize us to convert the check to electronic data and to make a one-time electronic fund transfer from your checking account for that payment. Funds could be transferred as early as the day after we receive your payment. Your financial institution will not return your check but will note the transaction on your financial statement. For more information or if you do not want your check converted to an electronic transfer, please call our check processing agent toll-free at 1-866-282-1850, 7 am - 7 pm, M-F.

Taxes on Bill - Your bill includes \$3.28 in state taxes.

Usage Exceeds Normal - Your bill may be larger than usual this month due to previous estimated readings that did not cover prior usage. If you are unable to pay this bill by the due date, please contact our office for payment arrangements.

For questions or complaints regarding your bill, please call toll free 1-888-469-4332 before your due date.

CHRISTOPHER E LOWE
96 JOLLY SCHOOL RD
WASHINGTON PA 15301-8000

***AUTOM 5 DIGIT 15301
00014800 01 AV 0 203
CHRISTOPHER E LOWE
96 JOLLY SCHOOL RD
WASHINGTON PA 15301-8000

5407

Please Pay By
Mar 1 2006

Mailing address or phone number changed?
 Check box and return form to us

Account Number
1689 5739 001 000 0
05-112291
Issue: 02/06/2006

P.O. BOX 830512
BALTIMORE MD 21283 0012

Amount Due
\$ 996.73

Amount Paid
\$

168957390010000000009967302321

Please return this portion with your payment payable to **COLUMBIA GAS**.
If paying in person, please bring entire bill with you.

Columbia Gas
of Pennsylvania

Your Account Number
16895739 001 000 0

Billing Summary For **CHRISTOPHER E LOWE**
96 JOLLY SCHOOL RD
WASHINGTON PA 15301-8000

05-13 2391

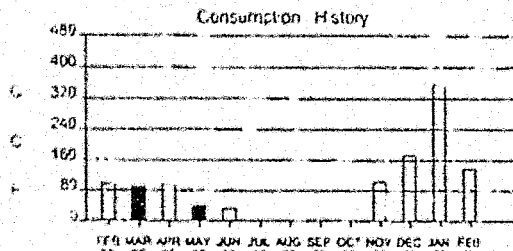
Account Balance on Last Bill Columbia Gas of Pennsylvania	\$2,581.10	\$2,581.10
Payments and Adjustments as of 01-17-2006		-\$1,826.95
	Payments	Adjustments
Columbia Gas of Pennsylvania	\$133.00	\$1,696.95
Other		
Balance at Billing Columbia Gas of Pennsylvania	\$754.15	\$754.15
Current Charges Columbia Gas of Pennsylvania	\$242.58	\$242.58
Total Account Balance Columbia Gas of Pennsylvania	\$996.73	\$996.73

Please Pay Total Due By **March 1, 2006** \$996.73

Meter Information Next Actual Meter Reading Date: **March 7, 2006**

Meter Number	Billing Period		Days	Meter Readings		Gas Used
	To	From		To	From	
9171183	02/06/2006	01/06/2006	31	008864 Estimated	008731 Estimated	= 133 Ccf
				(Multiplier)	x 1.0484	139 Ccf

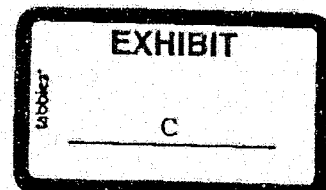
Your Gas Use



Your total annual usage is 1065 Ccf
Your average monthly usage is 89 Ccf
During the billing period, the average temperature was 37.5° F. During the same period last year, the average temperature was 27.1° F.

ESTIMATED READING
 CUSTOMER READING
 ACTUAL READING

For questions or complaints regarding your bill, please call toll free 1-888-460-4332 before your due date.



**Columbia Gas
of Pennsylvania**

PO BOX 910
SMITHFIELD PA 15478-0910
www.columbiagas.com
Call Center Telephone Hours
Mon - Fri 7:00 a.m. to 5:30 p.m.
Toll free 1-888-460-4332
711 for TDD/TTY relay

- For questions or complaints regarding your bill, please call before your due date
- Information about rate schedules is available upon request

Columbia Gas of Pennsylvania

Current Charges for Residential Service

Monthly Customer Charge		\$10.81
Distribution Charges 27 Ccf at \$37601 per Ccf		\$10.15
Distribution Charges 112 Ccf at \$38644 per Ccf		\$43.28
Transition Cost Surcharge		\$.00
Gas Cost Adjustment 139 Ccf at \$10777 per Ccf		\$14.98
Gas Supply Charges 27 Ccf at \$108636 per Ccf		\$29.34
Gas Supply Charges 112 Ccf at \$120011 per Ccf		\$134.41
State Tax Adjustment Surcharge		-\$.39
Total Basic Charges		\$242.58
Total Billing This Month		\$242.58

For Your Information

Billing Adjustment Explanation

Your previous billing(s) were based on meter readings which were in error. Listed below are the amounts you were originally billed and the corrected amounts for the same period(s). They were based on a recent actual reading of your meter.

Billing Date	Original Amount	Corrected Amount	Difference
12/05/2005	\$127.84	\$793.06	\$165.22
01/06/2006	\$2,453.26	\$591.09	-\$1,862.17
Total Billing Adjustment =			-\$1,696.95

Your bill is getting a total makeover! Starting next month, your bill will feature a new format that provides useful information to help you manage your gas usage and cost. Look for your bill to arrive in a larger envelope with your mailing address and our return address showing through the same clear window. Your bill will be printed with personal account information on both sides, too, for easy reference to a summary and detail of charges and consumption history. Your new bill will not affect your billing cycle or due date.

Late payment fee - A late payment fee of 1.25% per month will be charged on any balance that remains unpaid on or after the due date.

Now you can pay your gas bill electronically. NCO EasyPay gives you the option of paying your monthly gas bill over the phone or online with your credit card, debit card or electronic check. Call NCO at 1-800-284-8572 or visit our Web site for more information. NCO charges a convenience fee for each transaction.

Check Processing Information - When you pay your Columbia Gas bill by check, you authorize us to convert the check to electronic data and to make a one-time electronic fund transfer from your checking account for that payment. Funds could be transferred as early as the day after we receive your payment. Your financial institution will not return your check but will note the transaction on your financial statement. For more information or if you do not want your check converted to an electronic transfer, please call our check processing agent toll-free at 1-865-282-1850, 7 am - 7 pm, M-F.

Taxes on Bill - Your bill includes \$1.49 in state taxes.

For questions or complaints regarding your bill, please call toll free 1-888-460-4332 before your due date.

How to Contact Us

1-888-460-4332
For DirectLink service 24 hours a day
For billing assistance
call 7 a.m. - 5:30 p.m., Mon - Fri before due date
For quickest response
call 11 a.m. - 3 p.m., Mon - Fri

1-888-460-4332
For gas leaks or odor of gas 24 hours a day
Press option 2 after the greeting

711
For hearing impaired relay

www.columbiagas.com
Click on DirectLink e-Services for account information,
billing and payment services, financial assistance
and other useful tools

Payment Options

Phone Call NCO EasyPay at 1-800-284-8572 or link
from our Web site to pay by credit card, debit
card or electronic check. NCO charges a
convenience fee for each transaction.

Authorized Payment Centers Visit DirectLink e-
Services on our Web site or call for the location
of an authorized payment center near you. The
agent charges a service fee for each transaction.
Mail Detach and return the coupon below with
payment to:

Columbia Gas of Pennsylvania
P.O. Box 830012
Baltimore, MD 21285-0012

Gas Meter Information

Actual Reading A meter reader has read the
meter. You're required to provide us access to
read the meter at least once a year or risk shut-
off. Please contact us to make arrangements if
access is required.

Estimated Reading During the months we don't
read the meter, we accurately estimate your
reading based on the history of usage at the
service address and normal temperatures for the
billing period. We verify the reading the next time
we read the meter to make sure you pay only for
the energy you've used.

Gas Usage We measure your gas usage in Ccf
equal to 100 cubic feet.

How to Read the Meter When a pointer is
between two numbers on a dial type meter, read
the smaller number except when the pointer is
between 9 and 0. Record the reading on the dial
from left to right.

Example:



Legal Notices

Public Utility Commission The Pennsylvania
Public Utility Commission (PUC) is the state
regulatory agency that provides oversight, policy
guidance, and direction of distribution prices and
services from Columbia Gas of Pennsylvania and
suppliers.

Rate Schedule Information about rate schedules
is available upon request.

Billing & Payment Summary

Customer Name Christopher E Lowe	
Final Service	
Previous Amount Due on 02/01/2006	\$996.73
Payments Received by 02/22/2006	\$0.00
Balance on 02/24/2006	= \$996.73
Charges for Gas Service This Period	+ \$434.09
Amount Due by 03/17/2006	= \$1,430.82

Billing & Payment Notes

A late payment fee of 1.75%
per month will be charged if
any balance that remains
unpaid on or after the due
date.
See back of bill for Detail of
Charges for Gas Service.

Service Summary

Service Location 95 Jolly School Rd Washington PA 15301-8000	
Meter Number 9071183	Meter Readings (11 Billing Days)
	Actual Reading on 2/17
	Estimated Reading on 2/6
	Gas Used (Ccf)
	Multiplier
	Total Gas Used (Ccf)

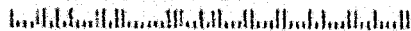
Service Summary Notes

A multiplier is applied to
meter readings to determine
actual consumption based
on standard temperature and
pressure conditions.

CHRISTOPHER E LOWE
95 JOLLY SCHOOL RD
WASHINGTON PA 15301-8000

Columbia Gas of Pennsylvania P.O. Box 830012
Baltimore, MD 21285-0012

0001427131 AV 02951
***AUTO** 5-DIGIT 15301
CHRISTOPHER E LOWE
95 JOLLY SCHOOL RD
WASHINGTON PA 15301-8000



Payment Coupon

Amount Due by 3/17/2006 \$1,430.82

Payment Enclosed \$

Make check payable to:

Turn Me Over to
for more details about
your account.

Account Number
15895739 001 000 0

Is your contact information
on the back incorrect?
Check this box and detail the
correction on the reverse
side.

COLUMBIA GAS
P.O. BOX 830012
BALTIMORE MD 21285-0012



158957390010000000014308212321

EXHIBIT

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D

Legal Notices (continued):

Bankruptcy Notices: Mail to Columbia Gas of Pennsylvania, Attention: Secretary, 250 Civic Center Dr., Columbia, PA 17325

Other Correspondence (except payments): Mail to Columbia Gas of Pennsylvania, P.O. Box 2318, Columbia, PA 17316-2318

Safety Tips

Odor of Gas: We add a distinctive odor to your natural gas to alert you to a leak in or around your home. If you smell an odor of gas:

1. Leave the building immediately. Leave the door open on your way out, and don't use light switches or matches.
2. Call our 24-hour emergency number from a quiet by phone and wait for our service crew to arrive to explain the situation.

Call Before You Dig: If you're planning a home construction or landscaping project, call PA One Call at 1-800-242-4716 at least 72 hours before you start to dig. A representative will mark the approximate location of underground utility lines on your property.

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

Detail of Charges for Gas Service

		Service Charges Notes
Monthly Customer Charge	\$10.31	Your bill includes \$2.54 in state taxes
Distributor Charges 270 Ccf at \$0.37631 per Ccf	\$101.52	
Transition Cost Surcharge	\$0.00	
Gas Cost Adjustment 270 Ccf at \$0.10777 per Ccf	\$29.10	
Gas Supply Charges 270 Ccf at \$1.08636 per Ccf	\$293.32	
State Tax Adjustment Surcharge	\$0.66	
Total Charges for Service This Period	\$434.89	

Contact Information Corrections

If this mailing address or phone number are incorrect, please make the necessary corrections on the lines below.

95 Jolly School Rd
Washington PA 15301-8000
614 374 3629

Address _____

City _____

State _____ Zip code _____

Home Phone (_____) _____