

## SECTION V - BILLING AND PAYMENT

### 1. Billing Periods - Time and Place for Payment of Bills

Bills ordinarily are rendered regularly at monthly intervals. Non-receipt of bills by the customer does not release, or diminish, the obligation of the customer with respect to payment thereof. The Company may render bills by ordinary mail, electronically, or by other reasonable means. If the Company renders an electronic bill it may assess such customer \$0.25 each time the customer pays by electronic bill payment.

The word "month" as it pertains to the supplying of service shall mean the period of approximately thirty (30) days between meter readings, as fixed and made by the Company. Meters are ordinarily read monthly, however, meters may be read more, or less, frequently in such instances as when special readings are required, at the customer's request, or when the Company has been unable to obtain readings. If the Company has been unable to obtain a meter reading for a period of twelve (12) consecutive months, the Company may, at its option and after following its approved meter access plan, disconnect service to the premises in accordance with Section I Paragraph 3, Company's Right to Refuse or to Disconnect Service, of these GAS SERVICE REGULATIONS. The Company shall have the right to establish billing districts for the purpose of reading meters and rendering bills to customers at various dates. A change or revision of any rate schedule shall be applicable to all bills on which the monthly meter reading was taken on or after the effective date of such change or revision, except as otherwise ordered by the Public Utilities Commission of Ohio.

Where the Company is unable to obtain a meter reading, an estimated reading, so identified, will be used to calculate an estimated bill amount to permit normal monthly payment.

When the Company is requested by the customer to terminate service, or when the Company discovers a customer has terminated service by moving from the premises served, or when the Company disconnects service due to nonpayment of the account or for other reasons, the Company will render a final bill addressed to the customer's forwarding address, if known, or to the last known address, for the entire balance of the account, including a bill calculation from the last reading date to the requested final bill date. The calculation shall be based on an actual meter reading if the meter has not been read within the immediately preceding seventy days of service and access to the meter is provided, If the meter has been read within the immediately preceding seventy days of service, the Company shall inform the customer, when the customer contacts the Company, of the option to have an actual meter read, at no charge to the customer. Unpaid balances of previously rendered final bills may be transferred, subject to Sheet No. 21.3, page 1, Section 2, Paragraph 4, to another account for which the customer is responsible and included on initial or subsequent bills.

When the customer begins use of service, an initial bill is normally rendered for the period from the initial date of service to the first regular meter reading date for the billing district in which the premises is located, this period normally being less than one month, except that the bill is not rendered if the period is less than eight (8) days. However, customer's usage for that unbilled period will be included, and billed, in the next month's bill. The Company may estimate the reading for the initial date of service. However, upon customer request, the Company will attempt to obtain an actual reading for the initial date of service or allow the customer to provide the initial meter read. If the meter has been read within the immediately preceding seventy days of service, the Company shall inform the customer, when the customer contacts the Company, of the option to have an actual meter read, at no charge to the customer.

Filed pursuant to an Order dated May 28, 2008 in Case No. 07-589-GA-AIR before the Public Utilities Commission of Ohio.

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Issued by Sandra P. Meyer, President

### **1. Billing Periods - Time and Place for Payment of Bills (cont'd)**

All of the Company's rate schedules are established on a monthly basis which would include monthly billing periods in accordance with the Company's meter reading schedule. A normal meter reading period consists of the number of days between scheduled reads, that is, between twenty-seven (27) and thirty-five (35) days, plus or minus three (3) working days. Where billing amounts reflect a period of more than one (1) month, those amounts shall be prorated based on the normal scheduled meter reading dates and divided into increments of one (1) month, or less. If the increments represents less than one (1) month, the appropriate billing components will be billed as a prorated portion of the period defined by the normal scheduled meter reading dates.

Bills are due on the date indicated thereon as being the last day for payment of the net amount, and the due date shall not be less than twenty-one (21) days after the mailing of the bill. Bills are payable only at the Company's offices or authorized agencies for collection. If a partial payment is made, the amount will be applied to items of indebtedness in the same order as they have accrued, starting with regulated charges followed by the unregulated charges.

### **2. Selection of Rate Schedule**

When a prospective customer makes application for service, the Company will, upon request, assist in the selection of the Rate Schedule most favorable to the customer for the service requested. The selection will be based on the prospective customer's statement as to the class of service desired, the amount and manner of use, and any other pertinent information.

A customer being billed under one of two or more optional rate schedules applicable to the customer's class of service may elect to be billed on any other applicable rate schedule by notifying the Company in writing, and the Company will bill the customer under such elected schedule from and after the date of the next meter reading. However, a customer having made such a change of rate schedule may not make another such change within the next twelve months, or as otherwise provided elsewhere in the applicable rate schedules.

### **3. Temporary Discontinuance of Service**

If any residential customer notifies the Company in writing to discontinue service, the Company will make no minimum charge for any full meter reading period during the period of discontinuance; provided however, that the Company may charge and collect the reconnection charge specified on Sheet No. 82 of this Tariff prior to reconnecting a service which was discontinued at the customer's request within the preceding twelve months.

### **4. Availability of Budget Billing**

The Company has available to its customers a "Budget Billing Plan" which minimizes billing amount fluctuations. The Company may exercise discretion as to the availability of such a plan to a customer based on reasonable criteria, including but not limited to:

- (a) Customer's recent payment history; and
- (b) Customer's payment performance in respect to any prior arrangements or payment plans.

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**SECTION V - BILLING AND PAYMENT (cont'd.)**

**5. Bill Adjustment**

The Company shall comply with the provisions of Rule 4901:1-13-04 (G) of the Ohio Administrative Code with respect to billing adjustments to correct inaccurate billing to residential and small commercial customers as a result of a meter or metering inaccuracy or other continuing problem under the Company's control.

**6. Customer Billing Information**

The Company will provide without charge up to 25 months of customer-specific billing information to the customer upon his or her oral request or to the customer's authorized agent upon the customer's written authorization. Additional billing information will be provided without charge as necessary to resolve a billing dispute. Otherwise, the Company's actual costs incurred in providing more than 25 months of customer-specific billing information will be billed to the customer or to the customer's authorized agent. Such charge may be waived for a good cause shown on a nondiscriminatory basis.