



Messages (Continued)

**Explanation of Terms**

**Business Distribution Credit** - Applied during the winter billing period for non-residential electric heat and/or water heating customers on a qualifying rate.

**Bypassable Generation and Transmission Related Component** - Charges for purchasing power and delivering it through the transmission system. These charges are avoided when switching to a Certified Retail Electric Service provider.

**Cost Recovery Charges** - Recovers previously incurred costs, including PUCO-approved Phase-In Recovery Charges TE collects from all customers on behalf of TE Funding LLC which owns the right to impose and collect such charges.

**Customer Charge** - Monthly charge that offsets costs for billing, meter reading, equipment, and service line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**Kilovolt Amperes (KVA)** - Volts times amperes divided by 1,000. Actual measured power used for circuit sizing.

**Kilovolt-Amperes Reactive or kilovar (KVAR)** - The portion of electricity that establishes and sustains the electric and magnetic fields of ac equipment. It is used to control voltage on the transmission network.

**Kilowatt (KW)** - Unit of electric power representing a rate of consumption equivalent to 1,000 watts.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**School Distribution Credit** - A distribution credit that replaces the former Energy for Education II Program.

**Important Information**

If you have billing questions or complaints about your Toledo Edison account or for a written explanation of the Price to Compare:

Call Customer Service at 1-800-447-3333 from Monday - Friday, 8 a.m. - 6 p.m.

Call Payment Options at 1-800-995-0095 from Monday - Friday, 8 a.m. - 6 p.m.

Visit our web site at <http://www.firstenergycorp.com>

Write to us at Toledo Edison, 76 S. Main St., A-RPC, Akron, OH 44308-1890.

Customers with hearing or speech impairments can contact the Telecommunications Relay Service (TRS) at 711.

We welcome the opportunity to work with you and will try to answer your questions. If your complaint is not resolved after you have called your electric utility, or for general utility information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.puco.ohio.gov>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service).

For your protection, all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either to make a one-time electronic funds transfer (EFT) from your account or process as a check. If you have questions about this program, call 1-866-283-8081





OHIO GAS COMPANY  
 PO BOX 49370  
 SAN JOSE CA 95161-9370

ACCOUNT#  
 147494

AMOUNT DUE  
 4,785.87

**DISCONNECTION NOTICE**

SPIRIT REALTY LP  
 PO BOX 62102  
 IRVINE, CA 92602-0000

DUE DATE  
 04/20/2017

GROSS AMOUNT  
 4,879.90

0101474940004785870004879900



OHIO GAS COMPANY  
 PO BOX 528  
 BRYAN OH 43506-0528  
 For Customer Service Call 419-636-1117 or 1-800-331-7396  
 For Emergency Call 1-800-331-7396 or 419-636-3642

Account#: 147494  
 SPIRIT REALTY LP  
 507 W INDIANA  
 EDON SERVICE AREA

Previous Balance 2,766.97  
 Debit/Credit Adjustment 138.35  
 Payments 0.00  
 Balance Forward 2,905.32

Billing Date: 04/05/2017 Due Date: 04/20/2017

Svc Type	Period		Svc Days	Meter Readings		Meter#	Constant	Adjust Factor	Gas Used Hund. CU FT	Amount
	From	Thru		Previous	Present					
G	02/27	03/29	30	2830	2982 (A)	00022647	10.00000	1.00360	1525	
G	02/27	03/29	30	9298	9400 (A)	00045748	10.00000	1.00360	1024	

Balance Forward 2905.32  
 Base Fee 5.45  
 Base Rate for 2549 CCF @ 0.16692 425.48  
 Gas Cost Recovery (GCR) for 2549 CCF @ 0.56870 1449.62  
 Charges Total 1880.55  
 -----  
 Current Balance 4785.87

After Due Date of 04/20/2017 Gross Amount of 4879.90 is DUE

Historical Usage (CCF)

MAR	1,666	SEP	0
APR	361	OCT	10
MAY	10	NOV	20
JUN	0	DEC	2,639
JUL	10	JAN	4,176
AUG	10	FEB	3,754
Tot:	12656	Avg:	1055

If the Balance Forward amount is not paid by DUE DATE, your gas could be disconnected. If you received a DISCONNECTION NOTICE last month, your account could already be scheduled for disconnection for non-payment. CONTACT US IMMEDIATELY.

A Medical certification is available to our residential consumers whose health would be impaired by termination of gas service to their residence. Under this program, if a licensed physician or local board of health physician certifies that termination of gas service to the permanent residence of the consumer would pose a special danger to the consumer's health, the gas service cannot be disconnected the thirty days following certification. Certification can be renewed two additional times for thirty days each. The total certification period may not exceed ninety days per household in any twelve-month period. Application forms for the medical certification program are available at Ohio Gas Company at 200 W. High Street, Bryan, Ohio 43506, telephone 1-800-331-7396 or 419-636-1117.

#### **ADDITIONAL CHARGES**

If your gas service is disconnected for nonpayment, you must pay the following charges prior to reconnection:

1. Pay your account in full if disconnected for over 10 days, or the delinquent amount as stated on your disconnection notice if service has been disconnected for 10 business days or less
2. Pay the \$20.00 reconnection charge
3. Pay the appropriate security deposit

#### **Extended Payment Plan Options**

1. A plan appropriate for both the customer and the company
2. A plan that requires six equal monthly payments on the arrearages in addition to full payment on current bill.
3. A plan that requires payment of one-third of the balance due each month (arrearages plus current bill). This plan is available during the winter heating season.
4. A plan that divides the arrears by 9 and bills this amount plus the anticipated budget amount for the next 9 months. This plan amount can be adjusted for the budget portion of this plan amount.
5. Percentage of Income Payment Plan Plus (PIPP Plus) – A plan that allows a customer whose household income is 150% of the federal poverty level or less to pay 6% of their monthly household income to the utility company providing the main heating source and 6% to the utility company providing the secondary heating source. There is a minimum payment amount of \$10.00.

**PAYMENT ASSISTANCE** -- If you receive a disconnect notice between November 1 and April 15, contact an Ohio Gas Customer Service Representative for a listing of agencies in your area who assist in payment of past due utility bills.

#### **CUSTOMER-OWNED PIPING NOTIFICATION**

The customer is responsible for the maintenance of all gas piping from the gas meter to all gas appliances. Buried gas piping which is not maintained may be subject to the potential hazards of corrosion and leakage. For your safety, all buried piping should be periodically inspected for leaks. If the buried piping is metallic, it should also be periodically inspected for corrosion.

If an unsafe condition is found, the gas piping will need to be promptly repaired.

When digging near buried gas piping, the piping should be located in advance and digging done by hand.

Plumbers and heating contractors can assist in location; inspecting and repairing customer's buried piping.

This notice required by recent United States Department of Transportation Regulation 49 CFR 192.16.

#### **FOR YOUR SAFETY**

**Gas Odor:** Natural gas has a distinctive odor added to it to alert you to a leak in or around your home. If you smell gas leave the building immediately. Leave the door open and don't use any light switches, phones or matches. Call our 24-hour emergency number 1-800-331-7396 or 419-636-3642 from a nearby phone and wait for our personnel to arrive and assess the situation.

**Call Before You Dig** – If you're planning a home construction or landscaping project, call the Ohio Utility Protection Service (OUPS) at 1-800-362-2764 or 811 before you start to dig. A representative of Ohio Gas will mark the approximate location of underground gas lines up to the meter on your property at no cost. If you don't call, you are liable for damages and injuries.

**Employee Identification** – All of our employees carry identification. If someone claims to be from the gas company, ask to see identification, and call our office if you're unsure before letting the person into your home.

#### **UNDERSTANDING YOUR GAS BILL**

**GCR:** The cost of the gas you used during this billing period.

**CCF:** Is the amount of gas used during this billing period in hundred cubic feet (1CCF = 100 cubic feet)

**A:** Actual meter read

**E:** Estimated meter read

**Meter Tampering is Illegal** – Tampering with a gas meter is illegal and can cause property damage and serious personal injury. If you suspect that a meter has been tampered with, please report it to us. Your call will be kept confidential.

#### **Questions or Complaints**

If your complaint is not resolved after you have called Ohio Gas Company, or for general utility information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.puco.ohio.gov>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service).

The Ohio consumers' counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.pickocc.org>.

**Village of Edon**  
 Dept of Utilities  
 108 E Indiana St - P.O. Box 338  
 Edon OH 43518

433

PRESORTED  
 FIRST CLASS MAIL  
 U.S. POSTAGE PAID  
 EDON OH 43518  
 PERMIT NO 1

Temp. Return Service Requested

ACCOUNT NUMBER		SERVICE FROM		SERVICE TO	
030440		02/21/17		03/22/17	
SERVICE LOCATION					
.507_W INDIANA ST					
METER READING			CODE	AMOUNT	
PREVIOUS	PRESENT	CONSUMPTION			
3738925	3738925	0	PB	-165.00	
			WA	150.00	
SPRING TRASH PICKUP JUNE 10 HAPPY EASTER! AUTOPAY AVAILABLE PLEASE CONTACT CLERK					
PAY AFTER DUE DATE		DUE DATE		PAY BEFORE DUE DATE	
-15.00		04/17/17		-15.00	

ACCOUNT NUMBER	DUE DATE
030440	04/17/17
PAY AFTER DUE DATE	PAY BEFORE DUE DATE
-15.00	-15.00

DETACH AND RETURN THIS STUB WITH YOUR PAYMENT

SPRIT REALTY  
 PO BOX 62102

IRVINE, CA

92602

**RETURN THIS PORTION  
WITH PAYMENT**

MAKE CHECKS PAYABLE TO:

**EDON UTILITIES**

POST OFFICE BOX 338  
EDON, OHIO 43518

**EXPLANATION OF CODES**

WA - WATER

PB - PREVIOUS BALANCE

SW - SEWER

MI - MISCELLANEOUS

GB - GARBAGE

OT - OTHER

RE - RECYCLING

**BUSINESS HOURS:**

9:00 - 5:00

MONDAY - TUESDAY - WEDNESDAY - FRIDAY

9:00 - NOON

THURSDAY

**BUSINESS OFFICE**

TELEPHONE: (419) 272-2152

AFTER HOUR DEPOSIT BOX

**RETURN COMPLETE STATEMENT**  
**WHEN PAYING IN PERSON**

**KEEP THIS PORTION**  
**FOR YOUR RECORDS**

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