

## BEFORE

## THE PUBLIC UTILITIES COMMISSION OF OHIO

In the Matter of the Complaint of	)	
Rachael E. Ballard,	)	
	)	
Complainant,	)	
	)	
v.	)	Case No. 08-269-GA-CSS
	)	
Columbia Gas of Ohio, Inc.,	)	
	)	
Respondent.	)	

ENTRY

The Commission finds:

- (1) On March 17, 2008, Rachael E. Ballard (complainant) filed a complaint with the Commission against Columbia Gas of Ohio, Inc. (Columbia). Ms. Ballard states, among other things, that she received a letter from Columbia dated January 30, 2008 which informed Ms. Ballard that based on a meter reading taken January 25, 2008, Columbia had inadvertently billed her account based on her neighbor's meter readings. Further, the complaint contends that as a result of the incorrect meter readings used to bill the complainant's account, Ms. Ballard's account was billed \$888.90 for gas consumed over the previous year. Ms. Ballard argues that Columbia has rendered inaccurate bills since she commenced service with the company in 2005 and, therefore, provided inadequate service and unlawfully and unreasonably discriminated against her based on the inaccurate bills. Ms. Ballard requests that she be back-billed for the period January 26, 2007 through January 25, 2008, the date of the corrected meter reading, that the accuracy of the back-bill be verified and that if it is determined that she owes Columbia that she be allowed to pay the back-billed amount over 24 months, in addition to any current charges due.
- (2) On April 7, 2008, Columbia filed its answer to the complaint. Columbia admits that Ms. Ballard's account was incorrectly billed based on the gas usage from her neighbor's meter readings, as stated in a letter from Columbia to the complainant dated January 30, 2008 and that it is necessary to bill Ms.

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Ballard for additional gas consumption received. Columbia states that the bill issued to Ms. Ballard dated February 13, 2008 for \$475.48, included the correct amount due for one month of usage and also included an extended payment plan amount for the back-billed prior 12 months usage not previously billed to Ms. Ballard. Further, Columbia denies that the company has rendered inadequate service or unlawfully or unreasonably discriminated against Ms. Ballard. Finally, Columbia states that in regard to the complainant's account, the company has complied with all applicable Ohio statutes, rules and regulation and the company's tariff.


- (3) In an effort to resolve the dispute between the parties, a settlement conference was held on May 12, 2008. As a result of the information exchanged during the conference, the dispute was resolved.
- (4) On June 16, 2008, Columbia filed a motion to dismiss the complaint. Columbia states that Ms. Ballard and Columbia have resolved all the issues raised in the complaint. Columbia further notes that pursuant to Rule 4901-9-01(F), Ohio Administrative Code (O.A.C.), a public utility may file a motion that the complaint has been settled and if, within 20 days, the complainant does not file a statement to the contrary, the Commission may presume that the complaint has been settled and dismiss the complaint. Columbia served a copy of the motion upon Ms. Ballard.
- (5) To date the docket card in this matter does not reflect any statement regarding the resolution of the complaint from Ms. Ballard. Accordingly, pursuant to Rule 4901-9-01(F), O.A.C., the Commission may presume that the complaint has been settled and dismiss the complaint. Therefore, this complaint should be dismissed.

It is, therefore,

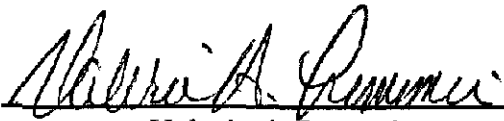
ORDERED, That this complaint is dismissed and closed of record. It is, further,

ORDERED, That a copy of this entry be served upon Rachael Ballard, Columbia and its counsel, and all other interested persons of record.

THE PUBLIC UTILITIES COMMISSION OF OHIO

  
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Alan R. Schriber, Chairman

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Paul A. Centolella

  
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Valerie A. Lemmie

  
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Ronda Hartman Fergus

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Cheryl L. Roberto

GNS/vrm

Entered in the Journal

JUL 23 2008

  
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Renee J. Jenkins  
Secretary

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Secretary