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FILE



The Public Utilities
Commission of Ohio

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08-812-GA-CSS
Case Number

Public Utilities Commission of Ohio
Attn: Docketing
180 E. Broad St.
Columbus, OH 43215

PUCO
Formal Complaint Form

LINDA L. NELLIS

Customer Name

13407 CLIFTON BLVD

Customer Address

LAKEWOOD, OH 44107

City State Zip

04409071708

Account Number

Against

Customer Service Address (if different from above)

DOMINION GAS /NOPEC

Utility Company Name

City State Zip

Please describe your complaint. (Attach additional sheets if necessary)

First of all I have been dealing with this matter since January of 2008.
I am a customer of Dominion Gas, but this did not start off right because, I have not been living in the house for two years, so therefore, without my knowing and as an older person, Nopec had agreement with Dominion to be a carrier.
I received no notification as to this new line of service.
Apparently Nopec sent a separated letter asking customers of Lakewood if they wanted to use Nopec as a carrier. So the rule followed: If you did not sign for an opt out they automatically attached themselves to the Dominion Bill.
I was not aware of this for months since I was not living there, and a lot of these charges is also coming from Nopec as well in the amount of 1,000.00.
I am getting a lawyer, because this is an unfair practice on Dominion and Nopec because they did not prepared the public better for what was to transpire, and they should of given us a letter within the billing statement notifying me and others that there was this change.
I am not the only one who has gone through this. As it took me 3 month to get Nopec off as they continued the charges.
I have dealt with writing a letter to Mr Herington President of Nopec and heard nothing.
some people of Dominion and Pucd did contact me and there are different.
First of all if I have not live in the house, and did not turn on gas until /Nov/Dec, thermostate was on 50 deg.
how in the world would I have a 7,000 bill?

Signature

Linda L. Nellis

216 701 1105

see page 2.

Customer Telephone Number

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My biggest complaint is seeing these enormous charges on my bill, and the misrepresentation with Domion and Nopec. I feel I am being discriminated against, as for my age and lack of knowledge of this change and no compassion from Dominion billing dept. not admitting their was a discrepancy on my bill, They did a improper meter reading, right from the beginning.

When I question this they tried to give so many excuses. One admitted they thought the meter from outside was not matching the reading from inside since they installed the device.

They installed a meter inside in 07, and then they installed the remote outside. When they did this I noticed the meter inside was racing, So the outside had to be wrong.

I called to complain about it that the dial was racing on the new one and it did not do this on the the old one. It seemed as though the gas was purging through my house.

I called again claimed there was nothing wrong, So they decided on a Meter test and did see it was racing, but still denying this, I kept complaining again that my bill was high especially with no one in the house for two years?

It does not take an Einstein to know this is impossible to have a high mcf. in one months time.

Dominion then claimed that they were making estimates on my bill, how could that be if there was an outside remote device? Last summer I had a credit of 1900 dollars and spoke to the girl at Domion she set the budget again, and I told her I still had credit, and all the bills said NO PAYMENT DUE she said just leave it and we will subtract it. so I was sending 100.00 anyway, when my budget was 67.00 dollars or so. this went all the way up to end of December, when they sent a bill for 6,000

This is when I found about Nopec attached on my bill and was told that Dominion hooked up with them, because I did not opt out. I had no idea that Nopec sent a separate flyer stating that we could opt out. I was not even in the house to even receive this and why in the world didn't Dominion put this notice in my bill of this notification of changes.

Believe me I am not the only one either. With all this calling to Dominion now they want to claim the estimated they gave were to low. You mean to say all these months now it is low?

Domion is wrong they provided inadequate services and information to me and other people who were involved with this issue, are throwing this back on me, Dominion has made a mistake since the fall of 07. now they are trying to throw the blame on me. They do not want to admit they were never reading the outside remote at all, until they changed meter again, so they estimated bill? not my fault.

So when they finally did read it, this was way off showing large figures, they knew there was something wrong. Again I called them out.

They wanted to do a test, on the meter, so they took it, and they were suppose to notify me so I could be there, and did not.

When they did test this they did admit it was running to fast, of which I

I was complaining back in 07, and when service man came out and said there was nothing wrong with it, Here we go again the meter racing pushing more gas to higher bill.

As you look at all my bills something is not right.

I will contact channel 19 news and my lawyer, because for months Dominion bills said no payment due. With no one living in the house, Who do you think Dominion is kidding?

I am also going after Nopec too, because all those charges should be taken off my bill.

The public will see that this all looks like a scam.