

FILE

BEFORE

THE PUBLIC UTILITIES COMMISSION OF OHIO

In the Matter of the Complaint of Linda L.)
Nellis,)

Complainant,)

v.)

Case No. 08-812-GA-CSS

The East Ohio Gas Company, dba)
Dominion East Ohio and The Northeast)
Ohio Public Energy Council,)

Respondents.)

ENTRY

The attorney examiner finds:

- (1) The above-reference complaint was filed on June 30, 2008. In the complaint, Linda L. Nellis (complainant) indicated that she received no notification that The East Ohio Gas Company, dba Dominion East Ohio (Dominion) had an agreement with the Northeast Ohio Public Energy Council (NOPEC), that this lack of notification was an unfair business practice of Dominion and NOPEC, and that it took three months to get discontinued from NOPEC's program, as unwanted charges continued on her bill. Complainant also indicated that she did not live at the billing address, did not turn the gas on until November/December, and her thermostat was set at 50 degrees. In light of these circumstances, complainant questioned how her gas bill could be \$7,000. Further, complainant indicated that her high gas bill was due to improper meter reading by Dominion and a defective gas meter. Complainant alleged that Dominion provided inadequate service and information to her.
- (2) On July 21, 2008, Dominion filed an answer denying the allegations in the complaint.
- (3) Due to the Commission's stated goal of reducing the number of adversarial proceedings before it, this matter should be scheduled for a settlement conference on August 21, 2008, at

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10:30 a.m., in hearing room 11-A, in the offices of the Commission, 180 East Broad Street, Columbus, Ohio 43215.


- (4) The purpose of the settlement conference is to determine whether this complaint can be informally resolved. The parties should bring with them all documents relevant to this matter.

It is, therefore,

ORDERED, That a settlement conference be scheduled in Case No. 08-812-GA-CSS in accordance with Finding (3). It is, further,

ORDERED, That a copy of this entry be served upon each party of record.

THE PUBLIC UTILITIES COMMISSION OF OHIO


By: Kerry K. Sheets
Attorney Examiner

 /vrm

Entered in the Journal

AUG 4 2008



Renee J. Jenkins
Secretary