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08-1173-GA-CSS

PUCO

October 17, 2008

Public Utilities Commission of Ohio
Docketing Division
180 East Broad Street
Columbus, Ohio 43215-3793

To Whom It May Concern:

It is respectfully requested the enclosed "formal complaint" against Columbia Gas of Ohio be accepted for processing. As directed, I am submitting an original and ten copies. Documentation to support this complaint are available and can be provided before and/or during any scheduled hearings.

Please notify me if additional action is necessary.

Thank you.

Sincerely,

Paula J. Wilkins

Paula J. Wilkins
Samantha Wilkins
155 Lafayette Road
London, Ohio 43140

614 571-3134

This is to certify that the image appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.
Technician _____ Date Processed OCT 21 2008

IAD _____

FORMAL COMPLAINT FORM

Samantha Wilkins / Paula Wilkins
(YOUR NAME)

Columbia Gas of Ohio
AGAINST
(THE COMPANY)

MY COMPLAINT IS:

Please see attachment!

NOTE: ADDITIONAL INFORMATION MAY BE ATTACHED

Paula Wilkins
SIGNATURE

155 LAFAYETTE ROAD
STREET ADDRESS

LONDON, Ohio 43140
CITY, STATE, & ZIP

614 571-3134 (cell)
614 877-4473 - (home)
TELEPHONE NUMBER

acct. # 17261281-001-000-5

Formal Complaint Form
Attachment

Samantha Wilkins / Paula Wilkins

Against

Columbia Gas of Ohio

Complaint:

An extremely unjust and unreasonable overcharge for gas occurred in January and February, 2008 due to a malfunctioning gas meter as noted below and that Columbia Gas altered gas usage records after-the-fact that now results in a distorted history of record for this property:

January, 2008	553 Ccfs resulting in a charge of \$719.42
February, 2008	341 Ccfs resulting in a charge of \$458.38

(Reportedly, the average Columbia Gas bill for January, 2008 was \$213.00.)

The meter in question was replaced by Columbia Gas due to the abnormally high readings for this residence after it was determined by Columbia Gas employees the *meter had not been misread, their subsequent observation of the meter found it was* continuing to register an abnormally high Ccf reading, a Columbia Gas technician was sent to test for gas leaks and found none and he inspected the two gas appliances and found both to be operating efficiently.

Review of Columbia Gas records for this property, prior to being altered, clearly document that gas usage before January, 2008 as well as gas usage following replacement of the meter in question, was and continues to be well below and/or within a normal range.

Although Columbia Gas has repeatedly denied the meter was faulty, a partial credit was issued in March. Columbia Gas has refused to explain why they issued this partial credit while continuing to claim all of the gas as originally billed was used and must be paid for.

Columbia Gas has also refused to explain why in late May or early June, 2008 their records for Ccf units and meter readings were altered resulting in a false history of gas usage for this property. 219 Ccfs were subtracted from January and February, 2008 (the months in dispute). 217 Ccfs were added throughout the months of July through December, 2007 regardless of having been estimated or actual readings.

Examples: January, 2008 was an actual reading and was originally billed at 553 Ccfs. Columbia Gas records were altered and now shows a decrease in usage to 347 Ccfs.

November, 2007 was an actual reading and was originally billed at 7 Ccfs. Columbia Gas records have been altered to show an increase in usage to 104 Ccfs.

Relief Sought:

We are respectfully seeking relief in the form of a credit issued to this account by Columbia Gas in the amount of \$519.21, the balance they claim is still owed for the months of January and February and that Columbia Gas accepts as payment in full the payments previously made for the gas usage of January and February, 2008 in the amounts of \$233.00 and \$200.00 respectfully.