

NC

FILE

08-1242-GA-CSS

4



The Public Utilities
Commission of Ohio

MMIL 100308AY
Case Number

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

Formal Complaint Form

Michael E. Miller
Customer Name

3949 E. 55
Customer Address

Cleveland, OH 44105
City State Zip

Against

35000 3793 9990
Account Number

Customer Service Address (if different from above)

Dominion East Ohio
Utility Company Name

City State Zip

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

RECEIVED-DOCKETING DIV
2008 NOV 19 PM 12:53
PUCO

Michael E. Miller
Signature

216-883-7388
Customer Telephone Number

This is to certify that the images appearing are an
accurate and complete reproduction of a case file
document delivered in the regular course of business
technician [Signature] Date Processed 11-19-08

I, Michael E. Miller, reside at 3949 E. 55th St., Cleveland, OH 44105, home phone number is (216) 883-7388 would like to file a formal complaint against Dominion East Ohio Gas Co. (account# 3 5000 3793 9990) same service address for the following reason:

My gas was turned off in April of 2008 and was off until October 21, 2008 during which time I supposedly used 12.7 cubic feet of gas. How can I use gas if it's turned off? The meter was not tampered with according to Steve who turned it off at the street at my request due to the seepage, who is an employee of Dominion East Ohio Gas Co. Steve also informed me that morning that he inspected my meter and that Dominion would try to charge me for the seepage. Steve also told me to inform Dominion that he did inspect the meter.

I am sure that if I were to take the time and research case laws that I would not have to pay for something that I didn't use. If it has to come down to this I will do so and I will hire an attorney and will sue everyone involved for at least \$12 million dollars in a class action lawsuit. It seems senseless that I would have to stoop to suing because someone wants to be greedy. Again I didn't do anything wrong so why should I be punished for a malfunction of Dominion's equipment. Some may say a person like is not being punished but thanks to Columbian and Dominion's screw-ups (allowing bad risers to be approved and installed). Now I lose a source of income, why because of Columbian and Dominion's bad judgement. Again I spent all summer heating my hot water tank with map tanks and at no time did I ever see a pilot light. Since my gas has been turned back on let the record show that I only used 2.7 cubic feet of gas in fifteen days. Now let Dominion show last year's same date and time and explain the difference when nothing has changed except their meter. If anything I feel Dominion owes me due to the malfunction of their meter which should have been changed a little over five years ago. So let's go back five years and see who owes.

A handwritten signature in cursive script, reading "Michael E. Miller". The signature is written in dark ink on a white background.

MICHAEL E MILLER

3949 E 55TH ST
CLEVELAND OH 44105-3365

Account Number Date Prepared
3 5000 3793 9990 October 3, 2008



Dominion

For questions about Dominion East Ohio charges call 1-800-362-7557.

Credits And Charges Since Your Last Bill

Balance from last bill	\$20.00
Balance	\$20.00
Current Charges	
General Sales Service Rate	
Monthly Service Charges	\$39.90
Gas Usage Charge	
12.2 MCF @ \$15.6991	191.53
Total Current Charges	\$231.43
Total Account Balance	\$251.43

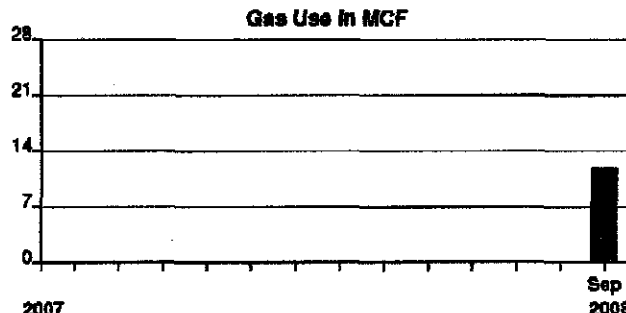
This bill includes \$148.10 for SSO gas cost at \$12.139 per thousand cubic feet (MCF) and \$7.25 for Gross Receipts Tax.

You may be able to save on the SSO gas cost portion of your bill by shopping for an alternative gas supplier.

This is your Final Bill.

Monthly Usage Comparison

Average Daily Temperature 2008
For This Billing Period 64°F



Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number	19413355		
Oct 1, 2008	Actual	484.4	
Apr 2, 2008	Actual	472.2	12.2
MCF Used in 182 Days			12.2

Please Pay **Account Balance of \$251.43 by October 21, 2008**

Final Bill Collection Warning

This is your final bill. Please pay the amount due on or before the due date to avoid referral of this account to a collection agency. Referral to a collection agency may be more expensive to you in terms of time and money, since you may be required to pay attorney fees in addition to the balance due. To avoid further collection action, please remit the payment in full by the due date. You can pay this bill with an electronic check, ATM/debit card with a Pulse, Star, NYCE or Accell logo, or a Visa, MasterCard, or Discover credit card at www.dom.com or at 1-800-573-1153. BillMatrix provides this service. A service fee applies.

Please detach and return this coupon with a check made payable to Dominion East Ohio. Please see reverse side for mailing address change instructions.

PLEASE PAY BY **Oct 21, 2008** Account No. **3 5000 3793 9990**

FINAL BILL

\$251.43

Account Balance

Amount Enclosed

Removing Yourself from Customer Listing

We are required to include your name, address and usage information on a list of eligible customers that is made available to other retail natural gas suppliers or governmental aggregators. If you do not wish to be included on this list, please call Dominion East Ohio at 1-800-362-7557 or write us at P.O. Box 26666, Richmond, VA 23261-6666, or complete the appropriate form on the www.dom.com web site.

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*****AUTO**5-DIGIT 44105
04451 1 AV 0.324 T#000018
MICHAEL E MILLER
3949 E 55TH ST
CLEVELAND OH 44105-3365



DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785



01350003793999000000000023143000000251434

MICHAEL E MILLER



Dominion®

Page 1 of 2

3949 E 55TH ST
CLEVELAND OH 44105-3365

Account Number 3 5000 3823 8732
Date Prepared November 5, 2008

Next Meter Reading
01/08 - 01/13/2009

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 12/08 & 5 p.m. on 12/10/2008 at www.dom.com.

Credits And Charges Since Your Last Bill

Balance from last bill	\$.00
Payment on Oct 21, 2008 - Thank You	195.00 CR
Security Deposit Installment	70.00
Service Work	33.00
Gross Receipts Tax	1.52
Balance	\$90.48 CR

Current Charges

General Sales Service Rate

(See last page for new rate information)

Basic Monthly Charge	\$12.50
Gas Usage Charges	
2.7 MCF @ \$12.0925	32.65
Gross Receipts Tax	2.08
This bill includes \$26.47 for SSO gas cost at \$9.802 per thousand cubic feet (MCF).	
Total Current Charges	\$47.23
Total Account Balance	\$43.25 CR

You may be able to save on the SSO gas cost portion of your bill by shopping for an alternative gas supplier.

Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number	14482085		
Nov 5, 2008	Remote	2.7	
Oct 21, 2008	Actual	.0	2.7
MCF Used in 15 Days			2.7

No Payment Due

Need to Locate an Authorized Payment Center?

Go to www.dom.com and type in "Payment Center" in the search box.

ENERGYSHARE: Help people without heat by donating to EnergyShare. Add \$1, \$2, \$6, \$12, \$18 or \$36 to your payment or mail a separate check payable to EnergyShare, Salvation Army, P.O. Box 5847, Cleveland, OH 44101.

Account Number 3 5000 3823 8732

NO PAYMENT DUE

Important Notice About Service Lines

Effective October 16, 2008, Dominion East Ohio will cover the cost of the repair or replacement of service lines (the piping that runs from our main line in the street to the gas meter), unless the repair or replacement is a result of damage caused by the property owner, customer or other party. The Public Utilities Commission of Ohio approved this change in Case No. 08-169-GA-ALT.

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*****AUTO**5-DIGIT 44105
05140 1 AV 0.324 T#000022
MICHAEL E MILLER
3949 E 55TH ST
CLEVELAND OH 44105-3365



DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785



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