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09-10-GA-CSS /

Mark Antony Smith  
5552 Quail Run  
North Olmstead OH 44070

Reference Address: 1791 Idlehurst Drive  
Euclid, Ohio 44117

Case Number: MSM1091508DT  
Account Number 2440506892224

To whom it may concern this complaint is against Dominion East Ohio Gas. I am currently a customer of East Ohio Gas. This complaint is in reference to the calendar dates of 4/2007 to 4/2008.

I am filing this complaint against Dominion East Ohio Gas for the alleged underpayment of ~~1255.48~~ billed on 6/5/2008. This was due to the fact that the meter readings were under read. I made an average payment of approximately 80.00 per month and never missed a payment. They initially billed me on 10/3/2007 2,201. 38. Again this was due to the fact of the misreading of the meter. I moved out of the above address in May of 2008. I received a final bill of 3,635.92. This is after the fact when they came out to the home to shut of the gas do an actual meter reading. Later Dominion billing department because of my complaint corrected it to the current amount of 1,255.48.

My complaint revolves around the fact that I feel that they have violated the law. Also that they are unreasonable estimating this bill on a one year period. My bill was never estimated to be 12,000 under any of the 9 years that I lived in that home. Do to this documented fact I asking Dominion to pull a history report to analyze the actual cost. It seems to me that they are guessing and using partial information and attempting to charge me for a mistake or error on their part.

Also it is unfair that they have attached this bill to my current address and giving me a mandatory payment for the alleged amount of 1,255.48. I just moved (5552 Quail Run North Olmstead, OH) in this home and it appears that the average bill will be approximately 150.00 per mo. This will make my average payment about 250.00 to 300.00 per month. I can't afford that for one utility.

I am asking for a full investigation on this account. I am looking for a report as to the yearly payment for the past 5 years and how it could have gotten so outrageously underestimated that they are charged me initially 3,000.00 initially then adjusted it to 1,200.00. I'm not doing the numbers because I don't have them but I know that something is wrong with their billing system. I just don't want to be the unfair victim.

Respectfully Submitted

  
Mark A Smith

216-214-0964

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Technician Sam Date Processed JAN 07 2009