

FILE



The Public Utilities
Commission of Ohio

09-344-GA-CSS
Case Number

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

Formal Complaint Form

Annie M. Bailey
Customer Name

1006 Wildwood Ave.
Customer Address

Columbus, OH 43219
City State Zip

Against

176091410010001
Account Number

1757 Lancashire Rd.
Customer Service Address (if different from above)

Columbia Gas of Ohio
Utility Company Name

Columbus, OH 43219
City State Zip

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

See Attached (2 pages)

RECEIVED-DOCKETING DIV
2009 APR 17 PM 2:41
PUCO

Annie Bailey
Signature

(614)783-7092
Customer Telephone Number

This is to certify that the images appearing are an
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Technician TM Date Processed 4/17/2009

Annie Bailey
1066 Wildwood Ave.
Columbus, OH 43219
614/783-7092 cell

Acct.#: 176091410010001
Service Add.: 1757 Lancashire Rd./Columbus, OH 43219

I am a customer of Columbia Gas of Ohio.
I am filing a complaint against Columbia Gas of Ohio.

Statement of Complaint:

COLUMBIA GAS HAS PROVIDED INADEQUATE SERVICE. In November 2008 I hired contractors to do some work in my unoccupied investment home at the above mentioned address. The contractor reported to me that there was a problem with the gas pressure in the home. I contacted Columbia Gas and their technician reported that there were several gas leaks. He dug up the front yard and was suppose to have fixed the problem.

In December 2008, I got an offer on my home. The Buyers, their agent, the appraiser and my Real Estate Agent all reported that **there was heat on in the home.**

In January 2009, while my contractor was doing some touch up painting he reported to me that there was no heat on in the house. I called Columbia Gas to report the problem (I spoke to a rep. in Pittsburgh, PA) and they told me that the gas was on in the property and advised me to have my furnace checked. My contractor checked the lines and there was no gas coming into the house so he had his partner (certified HVAC) to examine the lines and the furnace and reported that there was no gas pressure. This happened the end of January through the beginning of February while I was visiting my daughter in San Antonio, TX.

On Saturday, February 7, 2009 I received a call from my Realtor stating that the home was flooded. The Buyers and their agent went over to walk through the home and water was flowing from the front door. When they went inside they reported that the ceiling in the front room had collapsed and the floor was saturated. I immediately called my contractor and he went over to shut off the water. He went through the house and discovered that the pipe had ruptured in the upstairs master bath due to the pipe freezing; lack of gas coming into the house.

I called my Insurance Co. and after reviewing the situation they said that it was not covered because it was not an "act of God". When I got back in town on February 9th and went over to see the property. My contractor told me that Columbia Gas was out earlier to leave a shut off notice and he told the tech. what had happened. The tech examined the house and said that the problem should have been rectified back in November but it was not.

I had my Realtor call Columbia Gas and they once again said that the gas was on. She then called the PUCO to put in a complaint. I spoke with Steve and he transferred the call to a local Columbia Gas representative named Cheryl. Only then did Columbia Gas agree to send someone out to verify that there was no gas in my home.

When the tech. came to my home on February 18th they reported that the gas was off at the curb. I later found out from neighbors that there had been several problems with the gas lines in that area, particularly on that street.

The Insurance Co. representative Cynthia Jenkins for Columbia Gas stated that they refused to pay for the damages based on their records of not receiving a call from me stating that the gas was off. But even if that were true (which it is not) doesn't Columbia Gas have an obligation to keep the gas on in my property unless they notify me that they are going to shut it off?

This has caused great hardship on me; it has delayed my closing and cost me thousands of dollars in repairs not to mention the mental stress. I would like the Commission to order Columbia Gas to pay \$12,000 for the expenses and damages I incurred as a result of this. Here is a list of the major expenses:

1. Tear down and removal of debris.
2. Replaced plumbing; busted pipe in upstairs bathroom.
3. Replaced ceiling in living room; included sanding, tape and mud, applied texture and paint.
4. Replaced insulation and drywall in living room; included sanding, paint and replaced trim.
5. Replaced flooring in living room and dining room; included subfloor, padding, carpet and trim.
6. Replaced air flashing in basement; included sealing all seams.
7. Replaced light fixtures in living room and dining rooms.
8. Replaced electrical wiring in outlets (basement and living room).
9. Replaced furnace; Lennox Air Flow Furnace.