



**Public Utilities  
Commission**

09-882-BA-CSS 2

GMC-C083109B8

Case Number

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

**Formal Complain Form**

GEORGE A. McCRIGHT  
Customer Name

27411 MORRO DRIVE  
Customer Address

MISSION VIEJO CA 92692-5034  
City State Zip

**Against**

0380-0050-27-7  
Account Number

372 INGRAM ROAD  
CINCINNATI, OHIO 45218-1119  
Customer Service Address (if different from above)

Duke Energy  
Utility Company Name

526 SOUTH CHURCH ST  
Charlotte N.C. 28202  
City State Zip

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

SEE ATTACHED (1 PAGE)

PUCO

2009 OCT - 1 AM 9:44

RECEIVED-DOCKETING DIV.

*George A. McCright*  
Signature

949-586-9540  
Customer Telephone Number

GMCCRIGHT1@COX.NET

This is to certify that the images appearing are an  
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document delivered in the regular course of business  
Technician 8 Date Processed 10-1-09

**September 28, 2009****FORMAL COMPLAINT****Page 1 of 1**

I have a second home in Cincinnati, Ohio that I visit at least twice a year. It is furnished and equipped. When I am away, it is watched by my neighbors and authorities. I maintain the utilities (gas, water, and electric) full time for lighting, some heat in the winter, etc. I plan to move to it in a few years. In the meantime, I am working and staying most of the year in California.

Around the first of November, 2008, I was notified by my neighbor that someone was digging in my yard. My neighbor checked with the contractor supervisor and was informed that he had changed the riser pipe feed into my home.

My neighbor immediately called me in California on my cell phone and I was able to speak to the supervisor who advised me that as part of a preventive maintenance program my riser had been changed, the gas had been cut off from the house, and that it would be necessary for someone to be present to allow the gas company to turn the gas back on.

He advised that a flyer had been left on my door to call Duke Energy if there was any problem with doing the work. The Supervisor wanted to know if anyone had a key to enter the property and I advised that no one has a key. I am the only one who has a key. I have not issued anyone a key for obvious security reasons.

My complaint centers on the fact that neither Duke nor the contractor had any response from the flyer (I found it actually in my mailbox when I got there) from me. Nor did they make any attempt to contact me BEFORE performing this maintenance work. Duke has my address, phone number, and cell phone numbers, including my E-mail address and failed to contact me before shutting off the gas to the house. Had I been notified, I would have suggested that the work not be performed since it was only "preventative maintenance" and not any kind of emergency.

Simply leaving a flyer on a door cannot guarantee that the owner or occupant of the property will receive it. It could be blown away, etc. Duke should require at least a phone call from the actual bill payer or advise my mail of such a need to cut off the gas when it is not an emergency.

Because of Duke's and the Contractor's failure to notify me personally and the failure to be sure that an inconvenience was not going to occur, I was forced to make an unexpected and unplanned trip back to the property solely to allow Duke to enter the premises to turn the gas back on.

I am respectfully asking that Duke and/or the Contractor reimburse me for the airfare and car rental fees incurred because of this occurrence. My airfare and car rental fees come to \$400. Please note that I flew into Louisville (not Cincinnati) because the fees were much cheaper. Credit card receipts will be supplied upon request, if necessary. I suggest that in the future, Duke and/or the Contractor should receive an actual response from the customer before performing any work that will require any interruption of service, except in emergency situations.