

Ohio

**Public Utilities
Commission**

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2011 MAY -5 AM 11:13

Formal Complaint Form

11-2868-GA-CSS
Case Number

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

Monique Benacquisto
Customer Name (Please Print)

1760 Lattimer Dr
Customer Address
Columbus OH 43227
City State Zip

Against

Columbia Gas of Ohio
Utility Company Name

Account Number
1760 Lattimer Drive
Customer Service Address (if different from above)
Columbus OH 43227
City State Zip

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

See Attached Letter -

Original Documents and amount paid were sent to them within weeks of the refund due. Columbia Gas Ref would not allow gas back on until all pipes and riser was done, no contractor was scheduled to come and replace the riser - When I called the contractor ~~indicated~~ I was on their list -

Monique Benacquisto
Signature
614-866-9172
Customer Telephone Number

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Technician AMP Date Processed 5/5/11

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April 29, 2011

Public Utilities Commission

Thank you for your letter responding to my original phone inquiry.

At the time there was a leak outside at my residence; Columbia Gas came to shut down power.

I had already been notified **by letter** that the Riser would have to be replaced.

I called to see when this would take place; I was told they had no date for me as to when the work was going to start in my neighborhood. I doubt that I would be officially notified if my address was not on their list of replacement. Columbia Gas surveyed the risers that would fail and I was contacted by letter that it would be prone to fail.

For that reason I had that work done, while my **Licensed** Plumber was there, and Columbia Gas **would not** allow my gas to be placed back on; I definitely would not have done and paid for all that extra work if they had told me the riser at my address didn't need replacing.

My only income is a **Widow's Benefit SS Check!**

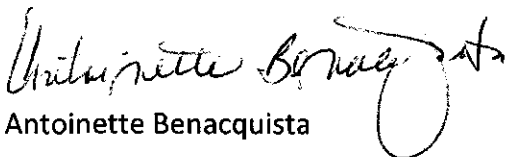
When I did inquire, they did not say that my riser did not need replacement, but that I called a Unlicensed plumber. My plumber was indeed licensed. They added that it was PUCO's decision not to pay. Nowhere in the letter did they say that I was late in sending in for a re-imbursement claim. Too many inconsistencies after the fact and I paid for my riser.

Columbia Gas of Ohio simply chose not to reimburse me. First contact was done by in 2008.

No papers were sent to me. I just figured they would send a check.

I am enclosing my official complaint. Thank you.

Respectfully,


Antoinette Benacquista