

BEFORE

THE PUBLIC UTILITIES COMMISSION OF OHIO

In the Matter of the Complaint of Sarah E. Loeffler,)	
)	
Complainant,)	
)	
v.)	Case No. 11-3445-GA-CSS
)	
Columbia Gas of Ohio, Inc.,)	
)	
Respondent.)	

ENTRY

The attorney examiner finds:

- (1) The above-referenced complaint was filed on June 6, 2011. In the complaint, Sarah E. Loeffler (Ms. Loeffler or complainant) alleged that, after calling Columbia Gas of Ohio, Inc. (Columbia Gas or company) in May 2010 and February 2011 to schedule a meter set at her home, a Columbia Gas work crew arrived on April 11, 2011, performed shoddy work, and refused to complete the job of installing the meter. Ms. Loeffler also alleged that Columbia Gas damaged her lawn.

Ms. Loeffler stated that Columbia Gas has been unreasonable, unjust, and discriminatory by demonstrating inadequate and insufficient practices. Further, Columbia Gas accepted payment in full for the meter set, yet failed to honor the services they guaranteed to deliver.

- (2) On June 27, 2011, Columbia Gas filed an answer denying the allegations in the complaint.
- (3) The attorney examiner finds that this matter should be scheduled for a settlement conference. The purpose of the settlement conference will be to explore the parties' willingness to negotiate a resolution of this complaint in lieu of an evidentiary hearing. In accordance with Rule 4901-1-26, Ohio Administrative Code (O.A.C.), any statements made in an attempt to settle this matter without the need for an evidentiary hearing will not generally be admissible to prove liability or

invalidity of a claim. An attorney examiner from the Commission's legal department will facilitate the settlement discussion. However, nothing prohibits any party from initiating settlement negotiations prior to the scheduled settlement conference.


- (4) Accordingly, a settlement conference shall be scheduled for August 31, 2011, at 10:00 a.m., at the offices of the Commission, 180 East Broad Street, 12th floor, Room 1247, Columbus, Ohio 43215-3793. The parties should bring all relevant documents to the conference. If it becomes apparent that the parties are not likely to settle this matter, the parties should be prepared to establish a procedural schedule to facilitate the timely and efficient processing of this complaint.
- (5) As is the case in all Commission complaint proceedings, the complainant has the burden of proving the allegations of the complaint. *Grossman v. Public Util. Comm.* (1966), 5 Ohio St.2d 189.

It is, therefore,

ORDERED, That the matter be scheduled for a settlement conference on August 31, 2011, at 10:00 a.m., at the offices of the Commission, 180 East Broad Street, 12th floor, Room 1247, Columbus, Ohio 43215-3793. It is, further,

ORDERED, That a copy of this entry be served upon each party of record.


THE PUBLIC UTILITIES COMMISSION OF OHIO


By: Kerry K. Sheets
Attorney Examiner


/vrm

Entered in the Journal

JUL 13 2011


Betty McCauley
Secretary