

nc. FILE

Ohio

Public Utilities
Commission

DRO052411LV¹²

Case Number

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

11-4903-6A-CSS
Formal Complaint Form

Dana Rogers

Customer Name (Please Print)

1156 Fairwood Avenue

Customer Address

Columbus OH 43206

City

State Zip

14626324001 0008

Account Number

Against

Columbia Gas of Ohio

Utility Company Name

Customer Service Address (if different from above)

Columbus OH

City

State Zip

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

Columbia Gas has charged me for gas consumption that I did not use in the amount of \$510.04 covering February 2010 through March 2011. These estimated fees are based on US weather vs the actual usage, which I have paid. See attached for details

RECEIVED-DOCKETING DIV
2011 AUG 26 PM 4:21

PUCO

Signature

(614) 292-7025 day 9-5 best

Customer Telephone Number

(614) 258-9392

August 23, 2011
Public Utilities Commission of Ohio
Docketing Division
180 East Broad Street
Columbus, Ohio 43215-3893

Regarding : CASE # DROG052411LV
Columbia Gas of Ohio account 14626324 001 0008
Service address: 1156 Fairwood Avenue, Columbus Ohio 43206
Consumer: Dana Rogers
Telephone: (614) 258-9392 home (614) 292-7025 day

I am a consumer and my complaint is that Columbia Gas is attempting to charge me for consumption that I did not use in the amount of \$510.04. I am requesting that all estimated charges based on the US Weather Bureau dropped as I believe I have already been bill and paid for accurate consumption during the period in question.

Columbia Gas contacted me for a meter reading. I took off work to meet their service men at my house. The service men checked my new furnace, hot water heater and stove. They informed me a new meter was needed and installed one. This was sometime in Feb 2011.

Shortly, thereafter I received a notification that I owed \$510.04 additional from February 2010 through March 2011. Columbia Gas claims that the meter slowed down and eventually stopped working. This figure is based on temperatures provided by the US Weather Bureau. I contacted Columbia Gas reporting I replaced the old gravity furnace in November 2010 with a high efficiency Goodman furnace and I should have seen substantial savings over the past year. In addition no one was living in the house using gas or taking showers or washing clothes on consistent bases; therefore my usage should have been lower. After talking with several customer service reps in several different departments who gave me different information and conflicting information, I requested a consumption report. Based on the report, it appears that the meter ~~was~~ running and collecting information. From their records It looks like my consumption was similar to years past.

I contacted Columbia Gas again. I was also told that the price for gas went up and that's why I owe. Since no one could give me the price covering the time the meter was supposedly not working versus the current rates I contacted the PUCO for help. Ms. Mack took the case and reviewed the information. At one time, I was willing to pay half of what Columbia Gas estimated based on the weather. They refused and offered first 10% then 25%. However, based on their consumption report, Columbia Gas' inability to tell me what rate was used (past or current) and the fact that I had replaced the furnace, I don't believe I owe anything. I believe I have paid for the gas consumed during this period and want these fees based on weather conditions removed.

It has been a very very frustrating experience working with Columbia Gas. Every call has been answered with my being put on hold for more than ten minutes due to them experiencing high levels of calls, no matter what time of day. I've been sent to different departments, different supervisors and special

billing who said they would call right back. Calls weren't return in a timely fashion or calls were made to a different number so I missed the call. On the flip side, I was not able to call every day and sometimes days would past before I was able to get follow up on this matter. I've paid my bills to Columbia Gas on time since becoming a customer in 1996. I am not a cheat, and I don't want to be cheated. I may seem reasonable for Columbia Gas to calculate gas usage based on the US Weather Bureau, but I already paid in full for my actual gas consumption. I am asking for help to resolve the additional fees and all associated late charges. Attached is the supporting information.

Sincerely,

CASE # DROG052411LV

Columbia Gas of Ohio account 14626324 001 0008

Service address: 1156 Fairwood Avenue, Columbus Ohio 43206

Consumer: Dana Rogers

Telephone: (614) 258-9392 home (614) 292-7025 day best number to reach me 9a – 5p

A handwritten signature in black ink, appearing to read "Dana M. Rogers". The signature is fluid and cursive, with a large, stylized "S" at the end.

June 6, 2011
Cindy Mack
PUCO

FAX 614 752 8351

8 pages

Ms. Mack,

CASE DROG052411LV

Per our conversation on June 2, 2011 following is the documentation. I am sending my notes reflecting the dates and many calls placed to Columbia Gas after I received a letter telling me that I owed \$510 based on temperatures provided by the US Weather Report.

With every call I had to wait due to high call volume. Many times I waited and after 10 minutes left a number to call back. The return call typically took the next day and the call was made to my home number instead of my cell number or work number. So I missed that return call.

I request a consumption report and it looks like my consumption remain about the same over the past three years. Given there might have been a one or two day difference; but it looks like the meter was reading and my consumption remained consistent. (I would have expected it to drop in December

Feb 18 08 -142	Jun 17 08-19	Dec 16 08 - 142
Feb 17 09-146	Jun 16 09-23	Dec 15 09 - 114
Feb 16 10 -147	Jun 16 10 -20	Dec 15 10 -- 134

Based on Columbia's records, I believe the meter has been collecting information since Feb 2010 and I've paid my bills accordingly. My consumption changed due to the high efficient furnace that replaced my old gravity furnace. I had the new furnace installed in November 2009. In addition, the way Columbia Gas has calculated potential charges is unfair. They are basing charges on what I "would" have used on temperatures provided by the Weather Bureau. That doesn't mean I used the gas. When I question the consumption report, I was told the prices went up?? Therefore this information cannot be validated.

Other things changed in my house hold besides getting a high efficient furnace. No one has been spending as much time there due to my father passing and I began spending a lot of time at my fiancée house. I offered to pay half because all the information that I've read about the high efficient furnace should cut my gas bill down by half. But as I piece the information together, I don't believe I owe them anything. Especially ^{old consumption using} when compared to the gravity furnace that it replaced.

Dana Rogers
(614) 292-7025 - day
(614) 795-9025 cel
CASE DROG052411LV
1

the high efficiency

6/20/11

MS Mack

degree days doesn't mean I used that amount. Will negotiate. Want to file formal

DROG052411LW

Columbia Gas of Ohio

A NiSource Company

April 13, 2011

OPER ACTION MANUAL ADJUSTMENT INQUIRY
CUST NAME DANA M RODGERS PCID 14626324 CUST 0018
SERV ADDR 1156 FAIRWOOD AV CHECKFREE
CITY COLUMBUS ST OH ZIP 432061871 NON PARTICIPANT

PSID NUMBER 300263344 METER NUMBER 98403239 ENERGY ASSISTANCE NONE

READING DATE	-MARKETER-	----- CONSUMPTION -----		----- BILLING AMOUNT -----	
MON DAY YR	ORG ADJ	ORIGINAL	ADJUSTED	ORIGINAL	ADJUSTED
03172011		0	108	.00	90.56
02162011		53	152	57.72	127.50
01182011		13	180	29.43	145.33
12152010		9	134	26.76	115.06
11122010		35	71	41.55	63.28
10142010		16	27	31.69	39.45
09152010		8	19	26.33	34.03
08162010		8	19	26.93	35.93
07162010		9	19	27.71	35.81
06162010		9	20	27.13	35.56
05172010		6	40	24.73	50.57
04162010		45	53	50.01	57.10
03172010		28	118	35.11	84.96
02162010		137	147	93.05	98.40

OPER ACTION ==> CONSUMPTION HISTORY 34 1325 300263344 13/87

CUST NAME DANA M RODGERS PCID 14626324 CUST 001 8
SERV ADDR 1156 FAIRWOOD AV CHECKFREE-ZIPCHECK
CITY COLUMBUS ST OH ZIP 432061871 NON PARTICIPANT

REVENUE CLASS RESIDENTIAL HEAT

PREM READ NO.					MTR	PREM READ NO.					MTR
DATE	STAT	CODE	DAYS	CNSMP	CHG	DATE	STAT	CODE	DAYS	CNSMP	CHG
03 23 11	ACT	MTRO	6	0	*	04 16 10	ACT	CALA	30	53	
03 17 11	ACT	ADJ	29	108		03 17 10	ACT	ADJ	29	118	
02 16 11	ACT	CALA	29	152		02 16 10	ACT	CALA	29	147	
01 18 11	ACT	ADJ	34	180		01 18 10	ACT	READ	34	124	
12 15 10	ACT	CALA	33	134		12 15 09	ACT	CALC	33	114	
11 12 10	ACT	ADJ	29	71		11 12 09	ACT	READ	29	65	
10 14 10	ACT	CALA	29	27		10 14 09	ACT	CALC	29	34	
09 15 10	ACT	ADJ	30	19		09 15 09	ACT	READ	32	20	
08 16 10	ACT	CALA	31	19		08 14 09	ACT	CALC	29	19	
07 16 10	ACT	ADJ	30	19		07 16 09	ACT	READ	30	19	
06 16 10	ACT	CALA	30	20		06 16 09	ACT	CALC	32	23	
05 17 10	ACT	ADJ	31	40		05 15 09	ACT	READ	29	59	

DROG0524/1LV

OPER ACTION ==>

CONSUMPTION HISTORY

34 1325

300263344

13/

CUST NAME DANA M RODGERS
SERV ADDR 1156 FAIRWOOD AV
CITY COLUMBUS

PCID 14626324 CUST 001
CHECKFREE-ZIPCHECK

ST OH ZIP 432061871 NON PARTICIPANT

REVENUE CLASS RESIDENTIAL HEAT

DATE	STAT	CODE	DAYS	CNSMP	MTR CHG	DATE	STAT	CODE	DAYS	CNSMP
04 16 09	ACT	CALC	29	80		04 17 08	ACT	CALA	30	83
03 18 09	ACT	READ	29	113		03 18 08	ACT	ADJ	29	150
02 17 09	ACT	CALC	29	146		02 18 08	ACT	CALC	31	142
01 19 09	ACT	READ	34	167		01 18 08	ACT	READ	32	110
12 16 08	ACT	CALC	33	142		12 17 07	ACT	CALC	33	125
11 13 08	ACT	READ	29	81		11 14 07	ACT	READ	29	39
10 15 08	ACT	CALC	29	19		10 16 07	ACT	CALC	29	12
09 16 08	ACT	READ	32	27		09 17 07	ACT	READ	32	8
08 15 08	ACT	CALC	29	12		08 16 07	ACT	CALC	29	17
07 17 08	ACT	READ	30	26		07 18 07	ACT	READ	30	10
06 17 08	ACT	CALC	32	19		06 18 07	ACT	CALC	32	22
05 16 08	ACT	READ	29	23		05 17 07	ACT	READ	29	32

PAYMENT AMT PAYMENT DATE

27.12- 03-11-2011

86.79- 01-13-2011

41.55- 12-13-2010

31.69- 11-01-2010

48.45- 10-04-2010

84.38- 07-12-2010

50.01- 05-10-2010

35.11- 04-01-2010

93.05- 03-01-2010

Dana Rogers
DRO60524/ILL

Columbia Gas
of Ohio
A NiSource Company

March 29, 2011

Dana M Rodgers
1156 Fairwood Av
Columbus OH 43206-1871

Service Address: 1156 Fairwood Av
Account number: 14626324 001 000 8

Dear Customer:

On **March 03, 2011** we installed an Automatic Meter Reader onto your gas meter due to your gas meter was not registering properly. After a thorough investigation, we have determined that this condition has existed since **February 2010**.

By using information we have on the heating requirements for this address and average daily temperatures provided by the U.S. Weather Bureau, we have determined that the total amount of gas you would have used during this period is **1107 CCF's** at a total cost of **\$1013.54**. After subtracting the payments you have made and adding any unpaid balance on your account is **\$510.04**.

For your convenience, we have placed your account on a 12-month payment plan to clear this adjustment. You will be billed **\$42.51** each month in addition to your current monthly bill. Of course, should you choose, you may pay the full amount of the adjustment in a shorter period of time by remitting more than the payment plan amount, plus your current bill. A corrected bill reflecting your new balance and payment plan will follow.

We apologize for any inconvenience this matter might cause you. If you have any questions concerning the adjustment, please call us at 1-800-344-4077, Monday - Friday, 7:00 a.m. - 7:00 p.m.

Sincerely,

Account Processing Center
Columbia Gas of Ohio, Inc.

Adjusted
vs Actual

gas furnace

4/6/11 Computer systems down ~~only~~ emergency 1:53 p call in hour
Because the temp is one thing does not mean that I used gas:
your meter was working.

I got a new furnace (high eff) in ^{NOV} 2009 from a gravity heater - dramatic
my figures ~~for~~ 2009 is about half which is appropriate gravity 20 High
~~looking at rates in 2008-2009-2010 for same type furnace~~
should be half. starting in ~~NOV~~ 2009

my bills show actual reading and I believe you changed the meter
when it was not faulty. ~~It was~~ not allowed to see where the dial was not moving
Plus I've been staying over my fiancée's house weeks and some nights

" my father passed 80 - laundry, heat, showers, cooking way down
4/6/11 5:54 Milan adjust 200 at most. Let me talk with
someone else. Okay hold on

no one gave me a ~~what~~ was the starting # on the new meter)
what was the ending # on the old meter
based on last ~~years~~ billing: supervisor busy making return
calls. Give call # for return call B4 noon; Emerson

5/10/11 rate report doesn't make sense? Call back
at home vs call

5/10/11 20 min! Kelly high volume: call back 7-11 min
actual reading into not making sense then I was told there
was a price increase that offset the power usage caused by
my new furnace - I don't have the B4 and after price
willing to pay 1/2. or will take it up w PUCO

5/24/11 current rates: PUCO = DR0605241LV

INVOICE NO.

361261

INVOICE

The Toolbox Maintenance LLC
 Emilio Taveras 506-8777
 6377 Bellinger Dr
 Galloway, Ohio 43119
 maintenance175@yahoo.com

SOLD TO DANA M ROGERS.		VIA	
ADDRESS 1156 FAIRWOOD AVE		ADDRESS Same	
CITY, STATE, ZIP COLUMBUS OHIO 43206		CITY, STATE, ZIP	
CUSTOMER'S ORDER	SALESPERSON	TERMS	DATE 12-3-09
Replace Furnace by a GMH95 - 95% AFUE multi-speed 100,000 BTU Goodman and Replace all the Duct. Install a 19 Seer 2 ton Goodman Condenser Unit with New Coil and Line Set. Replace Thermostat and install a Condensation Pump.		Balance paid in full 5435.00	

adams
8740

SSX140241
0905021141

GMH950904CX
0909701644

DROGOSZ411LV

How to Contact Us

1-800-344-4077

For DirectLink self-service 24 hours/day

For billing questions,

call 7 a.m. - 7 p.m., Mon. - Fri. before due date

For quickest response,

call 11 a.m. - 3 p.m., Mon. - Fri.

1-800-344-4077

For gas leaks or odor of gas 24 hours/day

Press option 2 after the greeting

711

For hearing-impaired relay

www.columbiagasohio.com

Click on DirectLink e-Services for account information, online billing and payment services, financial assistance, and other useful tools.

Billing Options

E-BILL Go paperless! Sign up for one of our e-bill options and view your bill online.**Budget Payment Plan** Reduce the impact of higher, unstable natural gas prices by spreading the cost of winter heating more evenly throughout the year. Know how much to expect to pay each month.**Customer CHOICE** Purchase your natural gas from an unregulated supplier and have more control over the gas cost portion of your bill, which amounts to nearly two-thirds of your bill. Columbia Gas will still deliver the gas and provide safe, reliable service.

Payment Options

Online Pay free by electronic check at our Web site.**ZipCheck** Authorize your bank to pay your bill automatically each month. Enroll online.**NCO EasyPay** Call 1-800-284-8572 or link from our Web site to pay by credit/debit card, or e-check. A convenience fee will apply.**Authorized Payment Centers** Call or visit us online to find a payment center near you. Agents charge a fee for each transaction.**Mail** Return coupon below with payment to:

Columbia Gas of Ohio

P.O. Box 742510

Cincinnati, OH 45274-2510

Gas Meter Information

Actual Reading We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.**Estimated Reading** During the months we don't read the meter, we accurately estimate your reading based on the history of usage at the service address and normal temperatures for the billing period. We verify the reading the next time we read the meter to make sure you pay only for the energy you've used.**Gas Usage** We measure your gas usage in Ccf equal to 100 cubic feet.

Billing & Payment Summary

Customer Name

Dana M Rodgers

Previous Amount Due on 01/04/2010

\$89.68

Payments Received by 12/30/2009

\$89.68

Balance on 01/18/2010

\$0.00

Charges for Gas Service This Period

\$85.17

Amount Due by 02/02/2010

\$85.17

Billing & Payment Notes

We are required to include your name, address, and usage information on lists of eligible customers that are made available to retail natural gas suppliers or governmental aggregators. If you wish to be excluded from the lists, please call 1-800-344-4077 or write Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH, 43216-2318.

If we receive your payment for the current total Amount Due by the due date shown on this bill, you will avoid a late payment charge of 1.50%.

See back of bill for Detail of Charges for Gas Service.

Service Summary

Service Location

1156 Fairwood Av
Columbus OH 43206-1871

Meter Number

98403239

Meter Readings (34 Billing Days)

Actual Reading on 1/18 9793

Estimated Reading on 12/15 9669

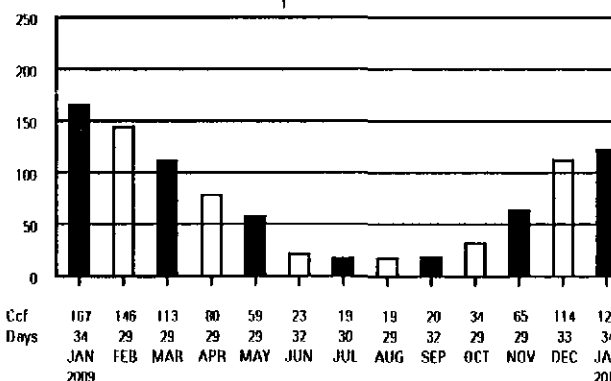
Gas Used (Ccf) = 124

Service Summary Notes

Your next actual meter reading date is 3/17/2010

To avoid a calculated bill next month, report your meter reading at 1-800-837-3721 from a touch-tone phone, or 1-800-344-4077 from a rotary phone, between February 11, 2010 and February 16, 2010. Your PSID number is 300263344. See meter reading instructions in the left column of your bill.

Gas Use History

☐ Estimated ☐ Customer ☒ Actual


Daily Comparisons

Month	Avg Daily Temp	Avg Daily Usage
Jan '10	26.9°	3.6
Dec '09	41.6°	3.5
Jan '09	28.5°	4.9

Your Average Monthly Usage is 68 Ccf

Your Total Annual Usage is 816 Ccf

Slab 8.30 / ccf = 142.

4/12/10 Sabrina says that the meter slowed down but with the minimum charge went up

Payment Coupon

Turn Me Over ▶▶
for more details about
your account

and other useful tools.

Billing Options

E-BILL Go paperless! Sign up for one of our e-bill options and view your bill online.

Budget Payment Plan Reduce the impact of higher, unstable natural gas prices by spreading the cost of winter heating more evenly throughout the year. Know how much to expect to pay each month.

Customer CHOICE Purchase your natural gas from an unregulated supplier and have more control over the gas cost portion of your bill, which amounts to nearly two-thirds of your bill. Columbia Gas will still deliver the gas and provide safe, reliable service.

Payment Options

Online Pay free by electronic check at our Web site.

ZipCheck Authorize your bank to pay your bill automatically each month. Enroll online.

NCO EasyPay Call 1-800-284-8572 or link from our Web site to pay by credit/debit card, or e-check. A convenience fee will apply.

Authorized Payment Centers Call or visit us online to find a payment center near you. Agents charge a fee for each transaction.

Mail Return coupon below with payment to:

Columbia Gas of Ohio
P.O. Box 742510
Cincinnati, OH 45274-2510

Gas Meter Information

Actual Reading We have read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

Estimated Reading During the months we don't read the meter, we accurately estimate your reading based on the history of usage at the service address and normal temperatures for the billing period. We verify the reading the next time we read the meter to make sure you pay only for the energy you've used.

Gas Usage We measure your gas usage in Ccf equal to 100 cubic feet.

seven days a week to report emergencies.

If we receive your payment for the current total Amount Due by the due date shown on this bill, you will avoid a late payment charge of 1.50%.

See back of bill for Detail of Charges for Gas Service.

DROG05241KLV

Service Summary

Service Location 1156 Fairwood Av Columbus OH 43206-1871	
Meter Number 98403239	Meter Readings (29 Billing Days)
	Adjusted Reading on 3/17 900
	Adjusted Reading on 2/16 792
	Gas Used (Ccf) = 108

Service Summary Notes

Your next actual meter reading date is 5/17/2011

To avoid a calculated bill next month, report your meter reading at 1-800-837-3721 from a touch-tone phone, or 1-800-344-4077 from a rotary phone, between April 12, 2011 and April 15, 2011. Your PSID number is 300263344. See meter reading instructions in the left column of your bill.

5/10 high volume call back 7-11 min
actual reading info cant validate because I don't know what the appliances in prices are
5/19 Kelly Special Accto bus: called my home # in past that told I've got to continue taking cases only 3 Supervisors Price reduction

Payment Coupon

Turn Me Over ▶▶ for more details about your account

DANA M RODGERS
1156 FAIRWOOD AV
COLUMBUS OH 43206-1871

Columbia Gas
of Ohio
A NSource Company

P.O. Box 16581
Columbus, OH 43216-6581

00093764 01 AT 0.357 1
*****AUTO**3-DIGIT 432
DANA M RODGERS
1156 FAIRWOOD AV
COLUMBUS OH 43206-1871



Amount Due by 4/13/2011

\$510.04

Payment Enclosed

5/23 called
Price? Mon? cant give dis
more than 10% on consumption
\$572 monitored

Make check payable to:

COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510



Account Number
14626324 001 000 8

☐ Is your contact information on the back incorrect? Check this box and detail the correction on the reverse side.

☐ Check this box and complete the form on the back to make a tax-deductible donation to the HeatShare fuel fund.



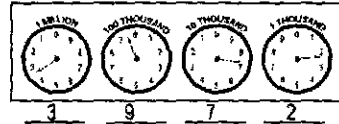
1462632400100080000005100491325

we read the meter to make sure you pay only for the energy you've used.

Gas Usage We measure your gas usage in Ccf equal to 100 cubic feet.

How to Read the Meter When a pointer is between two numbers on a dial-type meter, read the smaller number except when the pointer is between 9 and 0. Record the reading on the dials from left to right.

Example:



Total Billing Ccf = 64

6/2/11 *Cynthia Puel*
Jan 18th tech in field 2011
\$55 written off - period of 12 mo
has to allow 12 mo
DR06052411LV

Heater +
their report

Turn Me Over ▶▶
for more details about
your account

Payment Coupon

Amount Due by 5/03/2011

\$109.72

Account Number
14626324 001 000 8

Payment Enclosed

\$

☐ Is your contact information
on the back incorrect?
Check this box and detail the
correction on the reverse
side.

Make check payable to:

DANA M RODGERS
1156 FAIRWOOD AV
COLUMBUS OH 43206-1871

Columbia Gas
of Ohio
A NSource Company

P.O. Box 16581
Columbus, OH 43216-6581

00090865 01 AV 0.335 1
AUTO**SCH 5-DIGIT 43206
DANA M RODGERS
1156 FAIRWOOD AV
COLUMBUS OH 43206-1871



COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510



14626324001000800000001097241325