

ORIGINAL

11-5876-6A-CSS

11

FILE

Ohio

Public Utilities
Commission

VGRE1025211 DV
Case Number

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

Formal Complaint Form

Nancy E Russell
Customer Name (Please Print)

310 Waterside Dr
Customer Address

Delaware OH 43015
City State Zip

Against

CASE 10 VGRE1025211 DV
Account Number

Columbia Gas (Toledo)
Utility Company Name

2918 Goddard Toledo OH 43606
Customer Service Address (if different from above)
City State Zip

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

- ATTACHED ACCOUNTING OF what happened 10-7-11 through 10-27-11
- 1) Work performed by Columbia Gas was inferior and wrong.
 - 2) Owner requests reimbursement of plumber fees \$957
 - 3) Tenant requests \$387.10 for time unable to live in home.

[Signature]
Signature
419-705-6150
Customer Telephone Number

180 East Broad Street
Columbus, Ohio 43215-3793

This is to certify that the images appearing are accurate and complete reproduction of a case file document delivered in the regular course of business.
Technician [Signature] Date Processed DEC 07 2011

Updated November 18, 2011
(614) 462-3814
www.PUCO.ohio.gov

PUCO

2011 DEC -7 PM 4:57

RECEIVED-DOCKETING DIV

Formal Complaint for:
Address: 2918 Goddard Toledo, OH 43606
Owner: Nancy Russell
Current Address: 310 Waterside Dr., Delaware, OH 43015
CASE ID: VGRE1025211DV
Complaint Against: Columbia Gas of Ohio

Individuals who can attest to what happened and their accounts of the events as it unfolded.

Realtor Lisa Van Dootingh Key Realty 419902-7184
Owner Nancy Russell 419-419-705-6150
Tenants Valentina and Joseph Green 419-509-7795
Plumber Chuck Daniels C&D plumbing 419-478-0938
Plumber Assistant Dennis Bedard 419-283-7316

Events as accounted by those involved:

Owner Nancy Russell

1. October 11, 2011 –called Columbia Gas at 800-344-4077; spoke with Tesshlee to request transfer of service to tenants. On 10/14/2011 Columbia Gas will do an actual reading. I could advise the tenants that they can have service start for them on the same day. This most likely occurred in the afternoon as I followed with a text to you at 4:50 pm letting you know that the utilities would switch on Friday, 10-14 since they did not do this on weekends.

NOTE: I also called Toledo Edison on the same day at 800-447-3333; spoke with Amber. They will take final reading on the 14th also.

2. October 14, 2011 Received notice from my Realtor Lisa Van Dootingh that all was well and the reading had been completed.

3. On Friday, October 21, 2011, I received a text from my sister-in-law, Chris Blaine at 10:01 am. Her text reads; Did u know the gas co. was digging in your front yard?" My text reply at 11:25 am read " I just found this out. I will be checking tomorrow."

4. On Monday, October 24, 2011 around 8:40 am, I called Columbia Gas. I spoke with Angela. She indicated that they were replacing the service line outside the house. Restoration of the property is handled through a different person(company). This was the information she had for 2918 Goddard Road. There was no mention of anything relating to the meter. Angela noted that I could expect the gas to be turned back on as soon as the outside work was completed.

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5. I received a text from you on Monday, October 24 at 12:08 pm from Realtor Lisa Van Dootingh who noted that I should call the tenant Tina Green, ASAP, gas will not turn on as there are gas leaks inside.

6. Further communications were made by phone with Realtor, Tenant, Columbia Gas, and Plumber. The plumber did the work and I was notified that gas was finally restored on Thursday, October 27, 2011.

7. I paid the plumber bill in the amount of \$957 after I was notified that the informal complaint to PUCO was denied. I am requesting reimbursement in full from Columbia Gas or PUCO or their E&O

Tenant Valentina Green

On or about October 7th, 2011, I called to set up gas in my name at the 2918 Goddard Address. I also requested final readings at my prior address of 40 Lyric Lane, Toledo, OH 43615. I gave my move in date of October 15th. I was told when the owner called for a final reading then the gas could be transferred.

As a result of a death and out of town funeral in our family, I did not actually try to sleep at the property at 2918 Goddard until October 18th, 2011. That night the temperature cooled and that was when I realized that I had no heat or hot water. My family and I had to stay at my mother's as I no longer had access to my previous residence.

On October 19th I called Columbia Gas and was told that there was problem with the meter and that they were going to put a new one on as the current meter had mercury. I was told this would be resolved by October 21st as that was the best that they could do. I made plans for my husband and my two daughters to stay a couple more nights at my mother's.

On October 21st the gas company was digging up the yard and needed access to the home. They said that they couldn't turn on the gas until someone came and inspected the job and it was too late that day so it would have to be Monday. Now I have to beg mercy again from my mother to let my family invade her home for the weekend.

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On Monday October 24th the person came to the house to inspect and said they could not turn on the gas because of all the gas leaks inside! I asked who was supposed to take care of this and they said not them, call a plumber. I called the Realtor and the owner as I didn't feel like I could authorize a plumber as I am not the owner.

A plumber was hired and came to the home on Tuesday October 25th. He was super angry at the work the gas company did. He said that there was a mismatched part leading into the home that allowed for leaking and that all the moving and reconfiguring of gas lines done by them in the basement is where the leaks were and that the gas leaks were a direct result of Columbia Gas. He had to call an assistant to help as it was a big job to undo the shoddy work and cap off the lines and fix them right so there were no leaks. The Realtor called Columbia Gas and told them what was happening and to get someone to the house immediately from Columbia Gas. They sent out a field supervisor and someone else. They realized immediately that the part the plumber identified as a huge issue causing the leaks and agreed it was not done correct. Then they tried to take it from him and he would not give it to them. He has the part for evidence. While they were there they got an emergency call and said they had to leave! I said isn't it an emergency that me and my family have been without heat or hot water for a week and they didn't respond. They just left! The next day someone came out and authorized the gas to be turned on. I paid rent for 10 days that I didn't or couldn't live in the home. I would like restitution for the loss of use of the home for \$387.10.

Chuck Daniels C&D Heating and Air Conditioning

I was called to go to 2918 Goddard for leaks in the gas lines inside. Upon arrival I was in disbelief and the bad workmanship and incorrect method used to move the lines. The job was much larger than anticipated. I had to undo the work that was incorrectly done by Columbia Gas and repipe the lines. I had to call an assistant in to help and also cancelled my other jobs for the day. I photographed the gas lines that were moved and marked by Columbia Gas. I also kept the mismatched union installed by Columbia Gas for proof. I have been in business over 30 years and am licensed and bonded. I will stand by my word that the work was not done correctly and your field foreman agreed in not so many words the work was not done properly. He attempted to take the mismatched union from me and I told him no it was mine and it was evidence.

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Invoice Attached Paid 11-16-2011

Photos attached

Pic #1 shows poor workmanship on part of Columbia Gas

Pic #2 shows 1 and 1/4 inch line that they moved and wasn't square and caused the inside leaks

Pic #3 shows the way they went back and forth and back and forth with the lines

Pic #4 the union on the outside that they pieced together and was leaking. The gas company tried to take this part from plumber but he held on to it.

Dennis Bedard Plumbing Assistant will confirm

Realtor Lisa Van Dootingh

On Friday October 14th Realtor Lisa Van Dootingh went to the residence at 2918 Goddard Toledo, OH and stayed at the home specifically for someone from Columbia Gas to come and do a final reading for the owner Nancy Russell. The technician arrived and I confirmed it was a final reading so that the gas could be put in the tenants name and not a shut off. He said yes it was a final read. He was in and out in less than 5 minutes. There was no mention at that time of any problems.

The tenants lease began on Saturday October 15th. They were to begin moving in that weekend.

I was kept advised each day of what was happening by the owner, the tenant, and even the plumber. I have no doubt based on communication with all of these individuals that

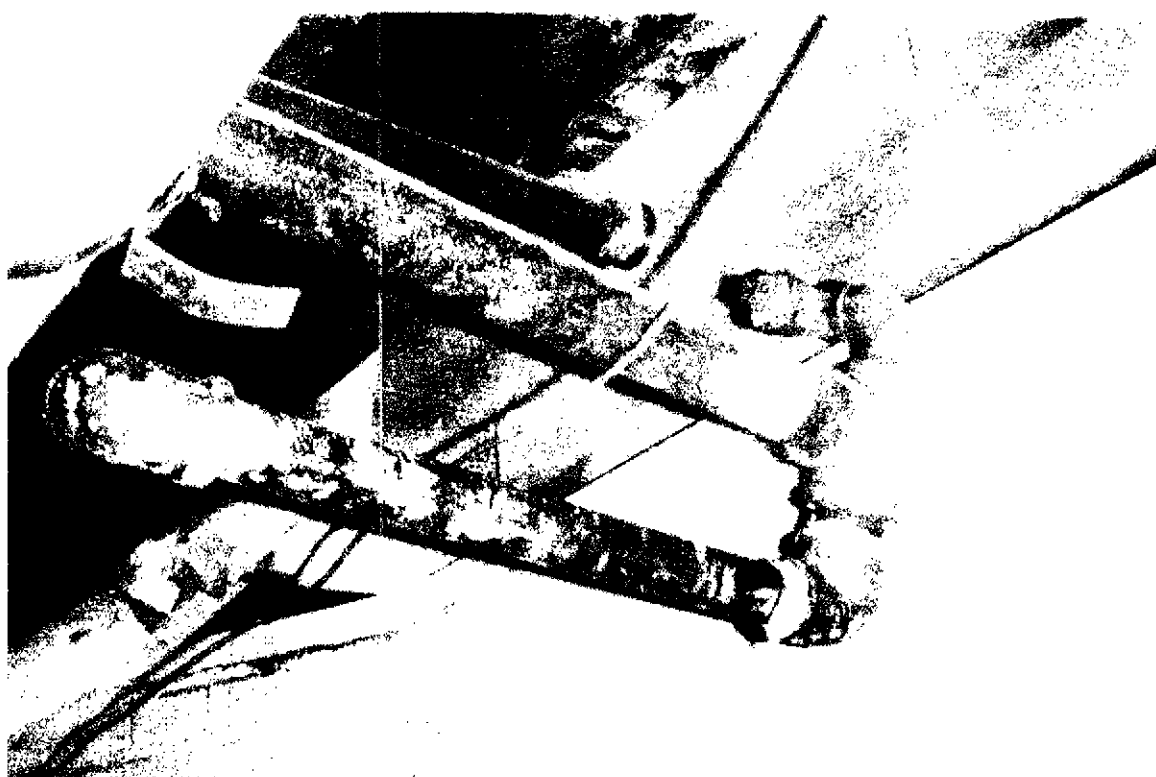
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this entire fiasco is a direct result of Columbia Gas and the poor workmanship done in changing and moving the meter and gas line

#1

CASEID V6RE 1025211 DV



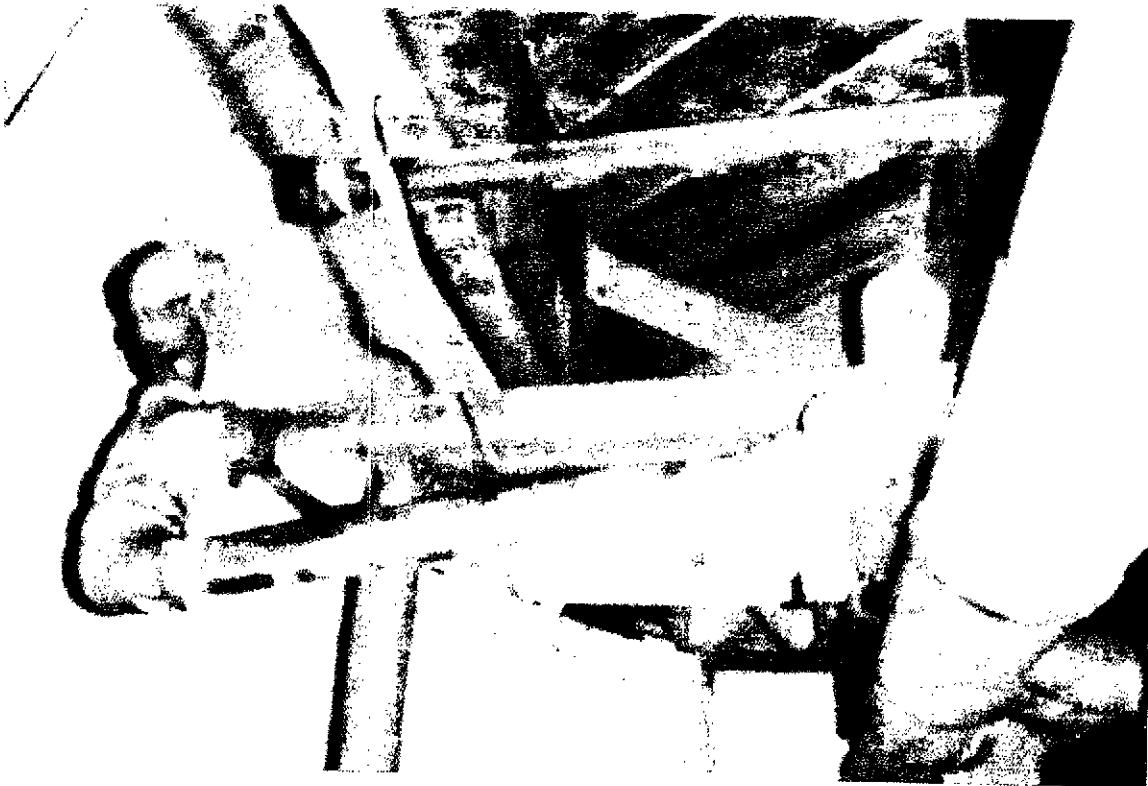
#2

CASE FDVGR 102 5211 DV



#3

CASE ID V6RE1825211 DV



Lines not capped improper workmanship

#4

CASE ID V6RE1035211 DV



MISMATCHED UNION

**C & D HEATING &
AIR CONDITIONING**
OHIO LIC. #18810
1354 Primrose
TOLEDO, OHIO 43612
(419) 478-0938

JOB WORK ORDER

Formal Complaint
For service at 2918 Gooddard
Toledo OH 43606

OWNER: NANCY RUSSELL
Current address: 310 Waterside
Delaware OH 43015

CASE ID VGRE1025211 DV

AGAINST COLUMBIA GAS OH

CUSTOMER'S ORDER NO. 111025		PHONE	MECHANIC	HELPER	DATE OF ORDER
BILL TO NANCY RUSSELL		STARTING DATE 10/25/11			ORDER TAKEN BY
ADDRESS 2918 Gooddard		<input type="checkbox"/> DAY WORK <input type="checkbox"/> CONTRACT <input type="checkbox"/> EXTRA			
CITY		JOB NAME AND LOCATION LISA VANDOOTINGH 902-7184			
		JOB PHONE FAX 841-7775			
DESCRIPTION OF WORK					

TEST and REPAIR on GAS Piping

**Found leaks on 1/4" TO BOILER
and MAJOR LEAK AT 1" UNION
ON METER SETTING.**

**ALL THESE WERE CAUSED BY
THE GAS CO. THE UNION WAS
A MISMATCH, THE 1/4" WAS MOVED
DURING RECONNECT.**

**Repipe Main Gasline, Replace
NECESSARY PIPE
and VALVES.**

TOTAL MATERIALS		269 -
TOTAL LABOR		688 -
TAX		
TOTAL AMOUNT		957

DATE COMPLETED
10/25/11

WORK ORDERED BY

☐ No one home

☐ Total amount due
for above work; or

☐ Total billing to
be mailed after
completion

Signature