

BEFORE

THE PUBLIC UTILITIES COMMISSION OF OHIO

In the Matter of the Complaint of Climet N.)	
Renfroe,)	
)	
Complainant,)	
)	
v.)	Case No. 12-294-GA-CSS
)	
The East Ohio Gas Company dba Dominion)	
East Ohio,)	
)	
Respondent.)	

ENTRY

The attorney examiner finds:

- (1) On January 13, 2012, Climet N. Renfroe (Mr. Renfroe) filed a complaint against The East Ohio Gas Company dba Dominion East Ohio (Dominion), alleging that he was incorrectly billed for gas used by another customer. Mr. Renfroe explained that in June 2011, he had requested a transfer of service from his prior address at 11001 Mt. Overlook Avenue, Cleveland, Ohio (Mt. Overlook), to his current address at 761 Providence Court, Streetsboro, Ohio (Providence Court). Mr. Renfroe states that his balance due for Mt. Overlook at the time of the transfer was \$264.88, yet his first bill at Providence Court was for \$6,103.95. Mr. Renfroe contends that he has provided information to Dominion indicating that his brother is responsible for the unpaid gas usage, but Dominion shut off gas service to Providence Court in September 2011. Mr. Renfroe asserts that he wants Dominion to change his account to reflect only \$264.88 owed, and collect the remainder from his brother.
- (2) Dominion answered the complaint on February 6, 2012. Dominion admits that, in June 2011, it transferred to Mr. Renfroe's current account an arrearage from two accounts at Mt. Overlook, including \$5,805.52 for Unit U at Mt. Overlook and \$264.88 for Unit D at Mt. Overlook. Dominion adds that Unit U at Mt. Overlook was charged for service from March 22, 2002, to July 12, 2006. Dominion denies other allegations

made by Mr. Renfroe and contends that it has properly billed him.

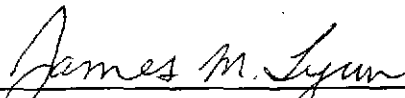
- (3) By entry issued February 10, 2012, the attorney examiner scheduled a March 7, 2012, settlement conference. However, on March 7, 2012, Dominion filed a motion for a continuance of the conference, explaining that the parties needed more time to finalize a settlement that had been agreed upon. The attorney examiner granted the motion for continuance.
- (4) To date, the settlement still has not been finalized. Therefore, this matter shall be scheduled for a hearing on June 19, 2012, Hearing Room 11-C, at 10:00 a.m. in the Commission offices, 180 East Broad Street, Columbus, Ohio 43215-3793.
- (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.* (1996), 5 Ohio St.2d 189.

It is, therefore,

ORDERED, That a hearing be scheduled for June 19, 2012, at 10:00 a.m. in Hearing Room 11-C, in the Commission offices, 180 East Broad Street, Columbus, Ohio 43215-3793. It is, further,

ORDERED, That a copy of this Entry be served upon all parties of record.

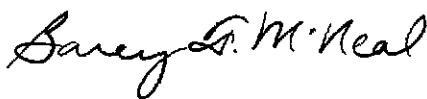
THE PUBLIC UTILITIES COMMISSION OF OHIO


By: James M. Lynn
Attorney Examiner

dah

Entered in the Journal

MAY 16 2012



Barcy F. McNeal
Secretary