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Date April 3, 2013 25

FILE

Ohio | Public Utilities Commission

12-2103 GA CSS
Case Number

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

# Formal Complaint Form

Gwendolyn Tandy
Customer Name (Please Print)

1439 Sulzer Ave
Customer Address

Euclid, OH 44132
City State Zip

**Against**

150002945 73 79
Account Number

Customer Service Address (if different from above)

City State Zip

Dominion East Ohio
Utility Company Name

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

The enclosed information is in responce to Ms Edwards written testimony. In regards to my Dominion Account

RECEIVED-DOCKETING DIV
2013 APR -9 AM 9:09
PUCO

Gwendolyn Tandy
Signature

Customer Telephone Number

2 ec

P-1-OFF 25

PUCO

Gwendolyn Tandy
1439, Sulzer Ave
Case #12-2103 GA-CSS

April 2, 2013

This testimony is in response to Ms Roxie Edwards testimony. Ms Edwards is employed by The East Ohio Gas Company as a Customer Relations Manager. Who Business address is 1201 E. 55th Street, Cleveland, OH 44103. Whom I have never had any corespondings with at all.

However, my following testimony disproves most of all her testimony in particular, my me not paying my bill caused my problems.

In regards to the testimony on #17, "Can you please explain the bills referenced in this allegation" Mrs Edwards States. A little over A month after

I applied for service in May of 2004
wi
~~no day, just Month and years~~
that's not exact. And then she says a little over a month, no

Dominion received a payment from me of $430.00 which reflects the amount owed for an unpaid past due bill of $271.00

1

made by Ms Edwards
These statements make no sence at all. Because if the $430.00 was paid for an unpaid past due bill of $271.00 from another location ~~what~~, location, and ~~what~~ ac# and address. None of this is useful In discribing what happen

However, She state that ~~the~~ Dominion received a payment of $430.00. ~~from~~ which reflected the amount owed for a past due balance of $271.00 from a

another location. These statement
are unexceptable.

Also if Dominion is
so exact as to how they
conduct business, As Ms Edwards
states, where are the exact
Date, Account number which
the $430. payment went
toward. And what past due
balance, of $271.00 reflects
another past due amount. What
account #, what address and date

In order to make these
claims Dominion has to have

provided these three things.

Because, it is so easy to consider

these payment as fraudulant,

ilegal and not supported

by any tangeble eviedence!

I paid $430.00 for Past due
Dom subtract -271.00 and gave no
Explanation $159.00. One would

have to say ~~as~~ Ms Edwards says

the $430.00 was a paymen an the
271.00 was also a payment that
$671.00 since there nothing

in her state that confirms any

of this

Ms Edwards also stated that my problem stim form me not paying my bill. That is unfounded. And as we look at September 14, 2006 statement it reflect a zero past due balance a $430.00 payment, that in it's self is contruding.

Finally was the March 20, 09 Statement with a $532.02 transfer debit a payment as well. And the final-Debit of $332.73 on December 9, 2011 they are listed as final debits the same label as 5

the ~~$~~$430.00 payment, Final Debit
All of Mrs Edwards testimony
is misleading. Therefor
unexceptable. Although
Mrs Edwards stated that
my problem stim from me
not paying my bills. However
my statement do not reflect
that. And if your statement
reflected unexplaned information.
and attach final Debits and Transfer
debit. Wouldn't one question the
vality of ~~th~~ any bill.

Also lets take a look

at May 15, 2006 it starts with

A $159.00 deposit charge that
I had already paid. Prove attached!
~~by Dominion~~. And then Dominion

billed me for $138.00 deposit charge
on August 23, 2006
which had to be reversed
because I had paid in June
And. I have the letter from

Dominion stating they received

my deposit of $159.00 on A letter

dated June 20, 2006 (letter attached)

These proves from day one

of this account number ending

in 1312. Dominion actions

amount to theft.

The letter dated
June 20, 2006. States that
Dominion had received my
deposit of $159.00 And as
Miss Edwards states on May 15, 2006
I had a deposit charge of $159.00 the
Gas wasnt even on in May and
the deposit had to be paid
according to Dominion befor
the gas was turned on. So
Therefor Dominion tried to charge
me another deposit charge. that
had to be reversed After I
produce the letter of acknowledge - 8

ment that they had sent me.

After my dispute, Dominion tried to charge me another deposit, on Aug. 23, 2006, in the amount of $138.00. Eventhough I had paid the $15

Paid $159.00 sometime befor the
recharged 159.00 Gas was turned on
3-23-06 138.00 Dominion States are unclear about the time
They tried to bill me agan in May + August 2006

Then on September 14, 2006, my monthly statement starts with A Zero balance from last bill an a $430.00 payment. No date received

And $271.00 credit leaving
me with the <u>exact</u> amount due.
as the previous bills indicate
that Dominion had previously
billed me, eventhough I had
already paid. This proves Dominion
was unlawful from
the very begining. And if I
had a $430.00 payment, how is it
that I need to pay a deposit
at all. The 2. $159.00 deposit I paid
the 159.00 recharged
430.00 payment
271.00 credit
$1,019.00. Should
all be refunded to me.

Finaly Miss Edwards stated that my problem with Dominion don't reflect. They reflect and imposible action to pay my bills eventhough, Dominion disreguarded all my Zero balances and added and unexplaned charge of over A $1,000 in 2006 alone

To sumarize on Sept. 14, 2006 I had a total current charge of $25.91 Dominion added
159.00 charge with no explanation
184.91 Total due Eventhoug I had already paid my depost.

Need Oct

This list the payment I

made in 2006

May 15, 06 I owed zero
June 15, 06 " " "
July 15, 06 " " "
Aug 23, 06 " " " an also on
Aug 23, 06 Dominion charge me a
$ another deposit of $139.00. & I called
an wrote them, plus sent there
on corespondence that the deposit
had already been paid
Sept 14, 2006 I still had a zero
balance from last bill. And

on Sept 29, 2006 I paid the

$184.91 of which included the $159.00 deposit

I had disputed for month to no

avail. Oct 20 2006 I paid the

$22.12 Total charge due for Oct 11, 06

Nov. 13, 06 total charge was paid 12

on Nov 27, 2006 in full in full

And the December total charge of
$ 108.22
due was paid on time as well

Year of 2006 from June through

Dec 2006 All my payment where

paid.

This proves Ms Edward statement, my not paying my bill was what caused my problem, isn't true!

Also my next complaint deals with March 2009 statement. Therefore let's start with Jan 21, 2009 statement

on Jan 21, 2009 bal from last bill $370.88
Jan 6, 2009 I paid $145.05
Jan 27, 09 I paid 145.05
Feb 4, 2009 I paid 225.83
March 16. 09 $ 515.93
I Paid 273.13 & cr. of $4.95
On March 20, 2009 statement

there is a tranfer debit of $532.72

without any explanation. And

in the past Mrs Edwards stated

A debit was a payment. However

a $532.72 debit was added

to my Total Account balance.

The actual total current was $122.43.

Thats amounts to theft $532.00
122.43

in the amount $410.57

And this doesnt reflect none 14

April 27, 2009 I paid $127.38

May 20, 2009 Statement, Dominion statements states a total DED. charge of $20.63. And A HESS Corp. Charge of $13.55 making my total due $34.18.

I call Dominion several times, because I disputed the HESS charges and wanted an explanation. to no avail.

June 17, 2009 Total Dom. Charge was $18.43. another HESS CORP charge of 9.67 change my total Dominion charge to 28.10

July 21, 2009 Dominion Total Due $18.72 And HESS of $10.55 changing my total Due to $29.37

Aug 18, 2009 Dominion Total Charge

$23.03.

September 18, 2009 total Dominion charge

$29.03
+24.75 Products and services cancellation
$5.28 leaving me with a $5.28 credit

Oct 15, 2009 Statement Dominion received a payment from me on 9-25-09 of

$200.00 9-25-09
200.00 10-6-09
$400.00 My total current was 31.37. I paid $400.00 that I didnt owe. Contradicting Ms Edwards again that I didnt pay my bill.

Nov 17, 2009 is when I started the

PIPP payment which was $72.00 and payment was received on 11-17-09. And my total current was only $47.35.

Dec 2009 Statement $99.52
72.00 paid 1-7-2010

17

Febuary 16, 2010 $345.00 HEAP credit
March 17, 2010 72.00 Payment.

HEAP Paid a ballance that I did owe

April 16, 2010 $72.00 I paid
47.51 total Current

May 17, 2010 I paid $72.00
46.50 total current

June 17, 2010 I paid $72.00
32.13 total current

July 16, 2010 paid $72.00
31.93 total current
Aug 18, 2010 paid 72.00
30.99 total Cur. Charge

All these on time payments
dispute Ms Edwards claim that
I do not pay my bill. I ~~fact~~ I
overpaid my total current charges

by almost half for 6 mths

Nov 2009 PIPP payment was $72.00 thru

Nov 2010. And I can proved more evidence

evidence payment on time

| | | | Total | Current |
|---|---|---|---|---|
| 1. | $72.00 paid | 1-7-10 | 149.11 | 1-20-10 |
| | 345.00 " | 2- 10 HEAP credit | 128.51 | 2-16-10 |
| 2. | 72.00 " | 3-17 payment | 109.77 | 3-19-10 |
| 3 | 72.00 " | 4-16 payment | 47.51 | 4-16-10 |
| 4 | 72.00 " | 5-17, 2010 payment | 46.74 | 5-18-10 |
| 5 | 72.00 " | June 17, 2010 | 32.13 | 6-16-10 |
| 6. | 72.00 " | July 16, 2010 | 31.93 | 7-19-10 |
| 7 | 72.00 " | Aug 18, 2010 | 30.99 | 8 |
| | 849.00 | Sept | 33.62 | 9 |
| | +345.00 | | 31.51 | 10 |

$1,194.00 Paid in 2010 PIPP $43.00 Nov
727.81 owed changed 43.00 Dec
$466.19 Credit/Refund $727.81 owed
671.00 Refund Owed 12-2006
$1,137.19 owed

The next dispute by me deals

with Dec 9, 2011 Zero balance from last bill. Totally

disregards my $1,137.79 Credit

That amounts to Fraud & Theft

And also on December 9, 2011

is a $117.10 payment

And a Final Debit 332.73 which Ms Edwards

has already establish that Final Debit

mean a payment. And A $33.00 Ser-Work

Fee for A reconnected fee, for

turning my Gas off. in May of 2011.

Now lets take a look at

Jan 2011 - Dec 2011. First of all its imposible to have a balance of $287.24. from last bill when, I have a cr. of $1,137.79. Jan 2011 credit

Paid in 2011 $402.21
Owed " " -296.49
205.72 credit as of 1-2012
owed Total Curr.

| | owed | Total Curr. | PAID | | |
|---|---|---|---|---|---|
| Jan | 158.20 | 158.20 | $141.00 | 1-No Date | 141.00 |
| Feb 10, 11 | 57.40 | 57.40 / 215.60 | 34.12 | 1-7-11 | 34.12 |
| Feb 10, 11 | 87.54 | DTE charge | 87.54 | dispute | .87.54 |
| March 11 | 108.66 | 215.60 | 43.00 | 3-7-11 | 121.66 |
| April 11, 11 | 81.89 | 81.89 | 43.00 | 4-7-11 | 129.00 |
| May reversed | 59.06 | $296.49 owed | 43.00 | 5-5-11 | 151.55 June, July & Aug |
| | | | 151.55 | | $402.21 total Paid |

After paying all my PIPP payment on time From Jan 2011 thur May. ~~The~~ Dominion unjustly turned off my gas. I beleive for retaliation for making complaints. because the PIPP payment rules, state as long as my PIPP payment are made on time my Gas cant be turned OFF!

Gas wasn't turn on until Oct. because the Commision rules state by law Dominion has to turn it back on.

Although I continual to make more payment

pay, On May 24, 2011 $65.55
June 16, 2011 43.00
$108.55
July 43.00
$151.55

Now we have

$671.00 credit from 2006
466.00 credit from Dec. 2010
205.72 " " Dec 2011
$1,342.72 Dominion totally never acknowledge any of this credit.

Finally in regards to Dominion turning off my Gas for 5 month I don't know how, one would be compinsated for.

However the law required
Dominion to offer a solution
with-in 60 days of my complaints.
Therefor Dominion broke the law
and years have pasted. And
no solution has been offered.

I beleive that they should
come up with A $200.00 Infraction
for Each balance from last bill.
And another 200.00 for all those
total currents balance thats $400.00
times each bill with incorrect total
account balances. $1,000 for each month
my gas was cut off.

J3

My total refund. has also already been stated. In each one of my complaints which I believe was a total of $15,000. Damages and overcharges. And not reconizing my credits

Yours truelly
Gwendolyn Tandy
Gwendolyn Tandy

Address 1439 Sulzer Ave, Euclid, OH. 44132
Phone (216) 322-2910

Please respond in writing

CC. Dept. OF Development