

14-0406-GA-CSS
FILE
Ohio

**Public Utilities
Commission**

Case Number **(6)**

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

Formal Complaint Form

Jon Cook
Customer Name

1225 NORTH LIMESTONE ST
Customer Address

SPRINGFIELD, OH 45503
City State Zip

Against

1157 1038 001 000 7
Account Number

SAME
Customer Service Address (if different from above)

COLUMBIA GAS CO OF OHIO
Utility Company Name

City State Zip

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

SEE ATTACHED 3 PAGES

RECEIVED-DOCKETING DIV

2014 MAR 13 PM 3:37

PUCO

J Cook
Signature

937 244 4757
Customer Telephone Number

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.
Technician J Cook Date Processed MAR 13 2014

A STATEMENT, I AM A CUSTOMER OF COLUMBIA GAS OF OHIO.

A COMPLAINT, AGAINST COLUMBIA GAS OF OHIO IN THE SPRINGFIELD AREA.

BASIS OF COMPLAINT, 1. IN AUGUST OF 2011 THE LOCAL COLUMBIA SUPERVISOR AND A REPAIR SUPERVISOR THREATENED TO TURN OFF MY GAS TO GAIN ACCESS TO MY METER. THEY DISCONNECTED AND DROPPED MY INSIDE GAS METER TO DETERMINE IF I WAS REVERSING THE METER TO STEAL GAS. I DID NOT KNOW THIS COULD BE DONE UNTIL THEY SHOWED ME HOW. THEY DID NOT SAY ONE WORD TO THE EFFECT THAT I DID NOT STEAL ANY GAS. THE METER REPLACEMENT MAN SAID THEY WERE GOING TO REPLACE THE METER IN CASE IT WAS FAULTY. **WHAT DO I WANT???** I WANT COLUMBIA GAS NOT TO BULLY AND THREATEN ME. I WANT THEM TO STAY OUT OF MY PRIVATE RESIDENCE. I WANT THEM TO READ MY METER AS OFTEN AS THEY WANT, BUT OUTSIDE MY RESIDENCE BECAUSE I DID NOTHING WRONG, AND I DO NOT DESERVE TO BE THREATENED.

THE METER REPLACEMENT MAN TOLD ME IF I PAID 35.00 DOLLARS FOR AN OUTSIDE AUTOMATIC READING DEVICE THAT THEY WOULD STAY OUT OF MY HOUSE IN THE FUTURE. THEY DID NOT MENTION THERE WAS ALSO AN AUTOMATIC READING DEVICE INSIDE THE GAS METER INSIDE MY HOUSE. **WHAT DO I WANT???** GIVE ME BACK MY 35.00 FOR LYING, DECEIVING, AND MANIPULATING ME.

I USED TO BURN 8 CORDS OF WOOD A YEAR AND THE WOOD WAS STACKED UP IN MY BACK YARD FOR ANYONE TO SEE, AND STILL WAS STACKED UP, BUT NO ONE IS SMART OR HONORABLE ENOUGH TO ASK HOW MUCH WOOD I BURN BECAUSE THEY FEEL THEY ARE ENTITLED TO TREAT ME ANY WAY THEY PLEASE, BUT ASK THEM HOW THEY WOULD LIKE TO BE TREATED THE SAME WAY. I NEVER GOT AN APOLOGY. A BULLY IS NORMALLY INCAPABLE OF APOLOGY!!! I GOT MY HOUSE INSULATED AND MY GAS BILL DROPPED CONSIDERABLY, BUT NO ONE CARED TO ASK WHY MY GAS USAGE DROPPED. **WHAT DO I WANT???** I WANT AN APOLOGY. WHY WOULD PUCO OR THE FED GOVT STAND FOR THIS TREATMENT TO CUSTOMERS AND WHAT TYPE OF REPRIMAND DOES COLUMBIA SUFFER!!!

2. A FEW DAYS LATER A MAN FROM COLUMBIA COMES AND PUTS A PRESSURE GAUGE ON MY FURNACE GAS LINE IN THE BASEMENT AND PUMPS UP THE PRESSURE TO MORE THAN 20 POUNDS AND BLOWS OUT MY FURNACE **PRESSURE REGULATOR** WHICH COST ME \$ 450.00 DOLLARS TO REPLACE. **WHAT DO I WANT???** I WANT REIMBURSED FOR \$ 450.00 DOLLARS. WHAT ARE MY RIGHTS????????? WHY WASN'T I WARNED THAT THE FURNACE PRESSURE VALVE COULD BE BLOWN???? HE WAS A PLEASANT FELLOW, BUT WHY DIDN'T HE WARN ME????? BECAUSE HE WAS A DECEIVER IN DISGUISE FOLLOWING THE ORDERS OF A BULLY SUPERVISOR.

DOES ANYONE GET THE IDEA THAT I AM LOOKED UPON AS A STUPID PEASANT HOMEOWNER THAT IS TOTALLY UNFAMILIAR WITH A HIGHLY EXPERIENCED BULLY SUPERVISOR?????

3. MY DAUGHTER MOVED HER BUSINESS OUT OF MY RESIDENCE ON DECEMBER 31ST, 2012, AND I AM SURE MY GAS USAGE WENT DOWN.. **WHAT DO I WANT???** I WANT SOMEONE TO BE SMART ENOUGH TO ASK WHY MY USAGE DROPPED BEFORE THEY DEMAND ENTRY TO MY RESIDENCE. THE ANSWER IS BECAUSE NO ONE CARES ABOUT THE UNEDUCATED PEASANT RESIDENCE OWNER WHO IS UP AGAINST A SUPERVISOR WHO BULLIES CUSTOMERS FOR A LIVING AND IS HIGHLY EXPERIENCED AND GOOD AT HIS JOB.

WHY AREN'T THESE DECISIONS TO DEMAND ENTRY TO A RESIDENCE DOUBLE CHECKED AND VERIFIED FOR ACCURACY TO SAFE GUARD AGAINST A TRAINED BULLY WHO LOVES HIS JOB AS A BULLY AND TRAINS HIS EMPLOYEES TO BE A BULLY?????? COLUMBIA GAS HAS HAD A SECRET AUTOMATIC METER READER THAT CAN BE VERIFIED FROM A TRUCK DRIVING DOWN THE STREET FOR 2 YEARS NOW, AND COLUMBIA KNOWS I COULD NOT BE STEALING GAS, SO WHY ACT LIKE HITLER, WHEN I CAN EASILY SEND IN OR CALL IN A VERIFIABLE METER READING?????? THAT IS WHY COLUMBIA GAS 2 YEARS AGO STOPPED USING MY OUTSIDE AUTOMATIC GAS METER READER, BECAUSE THEY COULD READ THE AUTOMATIC METER READER INSIDE THE GAS METER INSIDE MY HOME THAT I DID NOT KNOW WAS THERE. NO LOGIC OR HONOR HERE FROM COLUMBIA.

4. **WHAT DO I WANT????** I WANT COLUMBIA GAS TO GIVE ME A COMPLETE COPY OF THE **FEDERAL STATUTES** THAT REGULATE GAS COMPANIES AND SHOWING MY RIGHTS, AND UNDER WHAT CONDITIONS DOES COLUMBIA GAS HAVE THE RIGHT TO SHUT OFF MY GAS AS LONG AS I PAY MY BILLS ON TIME AND PROVIDE THEM WITH A METER READING WHICH COLUMBIA CAN VERIFY. I HAVE PAID MY BILLS ON TIME FOR 43 YEARS. ASK THEM.!!!!!!DO THE FEDERAL LAWS SAY I CAN PROVIDE A METER READING. YES THEY DO. DO THE FEDERAL STATUTES SAY COLUMBIA GAS CAN BE RUDE, BE A BULLY, AND MANIPULATE GOOD PEOPLE WHO PAY THEIR BILLS.????????? NO, THE DO NOT.

5. WHY IS IT THAT PUCO IS THE ONLY ONE PROFESSIONAL ENOUGH TO CALL ME REGARDING THE LETTER I SENT THEM????????? PUCO SAID A PUBLIC RELATIONS LADY FROM THE COLUMBIA GAS SPRINGFIELD OFFICE WOULD CALL ME, BUT I NEVER HEARD FROM HER. **WHAT DO I WANT?????** I WANT SOMEONE TO CARE!!!!!! COLUMBIA MAKES AN ART OF DUCK AND COVER AS IF THEY WERE IN THE MILITARY. WHY DIDN'T THE LADY CALL ME??? SHE FAILED TO DO HER JOB??? SHE DOES NOT DESERVE THE TITLE "PUBLIC RELATIONS"!!! HER GAS NEEDS TO BE SHUT OFF!!

6. **DID COLUMBIA VIOLATE THE LAW.** YES BECAUSE THEY RUINED MY FURNACE PRESSURE REGULATOR WITHOUT WARNING ME!!!!!!!!!!!!

7. **DID COLUMBIA FAIL TO FOLLOW REGULATIONS.** YES, BECAUSE THEY WERE RUDE, A BULLY, AND MANIPULATIVE!!!

8. **DID COLUMBIA DISCRIMINATE AGAINST ME?????** YES, BECAUSE THEY LIED ABOUT THE PRESSURE GUAGE AND DID NOT WARN ME IT COULD BLOW OUT MY FURNACE REGULATOR!!!! I AM SURE THEY DO NOT TREAT THEIR EMPLOYEES OR RELATIVES THAT WAY!!!!

9. **DID COLUMBIA VIOLATE A RULE AFFECTING SERVICE AND WAS IT UNREASONABLE????** A BULLY IS ALWAYS UNREASONABLE AND I AM OUT 450.00 DOLLARS FOR A PRESSURE REGULATOR. ALSO I BELIEVE I HAVE THE RIGHT TO GIVE COLUMBIA AN UPDATED METER READING THAT THEY CAN EASILY VERIFY EVERY 5 YEARS AND ADD TO MY BILL ANY DIFFERENCE!!!

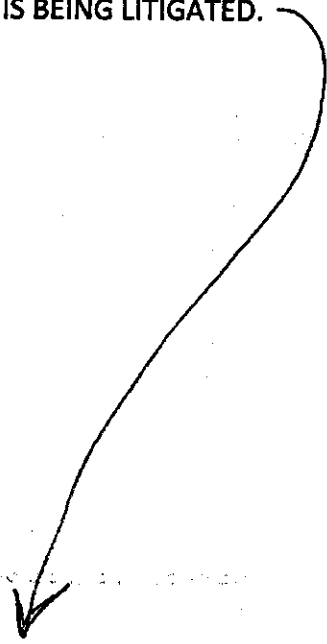
10. **DID COLUMBIA PROVIDE INADEQUATE SERVICE.** YES, ADVISE HOW I CAN PROTECT MY SELF FROM A BULLY, THAT OMITS THE TRUTH, AND REFUSES TO ADVISE ME IN AN HONORABLE MANNER?????? I WOULD HAVE TO HAVE A LONG CONTRACT THAT COLUMBIA COULD CHANGE AT ANY TIME IT PLEASES THEM OR COLUMBIA WOULD SHUT OFF MY GAS!!!!

11. **DID COLUMBIA PROVIDE GOOD SERVICE?** I CALLED PUCO FOR INFORMATION AND STEVE REFERRED ME BACK TO COLUMBIA TO BETSY AND SHE STATED I SHOULD TRANSFER MY METER TO THE OUTSIDE TO AVOID ENTRY BY COLUMBIA, BUT HAVING BEING DECEIVED EVERY TIME I

MAKE A CALL, I CAN NOT HELP THINKING COLUMBIA COULD APPLY THEIR PRESSURE METER TO MY OUTSIDE METER LINE ANY TIME THEY WISH AND BLOW MY FURNACE REGULATOR AGAIN, ESPECIALLY SINCE I HAVE NOT BEEN REIMBURSED FOR THE FIRST REGULATOR.

MAKE A CALL, I CAN NOT HELP THINKING COLUMBIA COULD APPLY THEIR PRESSURE METER TO MY OUTSIDE METER LINE ANY TIME THEY WISH AND BLOW MY FURNACE REGULATOR AGAIN, ESPECIALLY SINCE I HAVE NOT BEEN REIMBURSED FOR THE FIRST REGULATOR.

12. PLEASE ASK COLUMBIA NOT TO TURN OFF MY GAS WHILE THIS IS BEING LITIGATED.



RECEIVED
3-7-2014

Call Us Today – 1-800-344-4077

Monday - Friday 7 a.m. – 7 p.m.

Federal law requires that we perform a safety inspection on your service line and meter setting. Natural gas has an excellent safety record, and this inspection is necessary to continue safe and reliable service.

We need access to your meter and other gas piping.

This inspection must be completed to continue your gas service.

We will make every effort to do the work at a date and time that is convenient for you.

Please call today to make arrangements!

If you have already arranged an inspection, please disregard this notice.

Columbia Gas[®]
of Ohio

A NiSource Company

Reference IMPC

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

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.

BillMatrix Call 1-866-694-1828 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 If we are unable to obtain an actual reading, 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

Jon Cook

Previous Amount Due on 01/31/2014		\$229.04
Payments Received by 01/27/2014	-	\$229.04
Balance on 02/14/2014	=	\$0.00
Charges for Gas Service This Period	+	\$314.61

Amount Due by 03/03/2014 = \$314.61

230⁰⁰

Billing & Payment Notes

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

1225 N Limestone St
Springfield OH 45503-3325

Service Summary Notes

Your next actual meter reading date is 03/17/2014

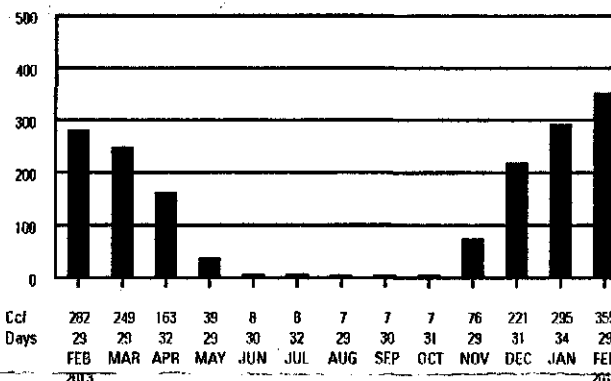
Meter Number
3797961

Meter Readings (29 Billing Days)

Actual Reading on 2/14	5527
Actual Reading on 1/16	5172
Gas Used (Ccf)	= 355

Gas Use History

Estimated Customer Actual



Daily Comparisons

Month	Avg Daily Temp	Avg Daily Usag
Feb '14	17.8°	12
Jan '14	30.1°	8
Feb '13	29.6°	9

Your Average Monthly Usage is 120 Ccf

Your Total Annual Usage is 1435 Ccf

53⁰⁰ = 177. MORE CCF
86⁰⁰ MORE