

Ohio**Public Utilities
Commission**

14-1133-GA-CSS

5

Case Number

Public Utilities Commission of Ohio
Attn: Docketing
180 E. Broad St.
Columbus, OH 43215**Formal Complaint Form**Jim H Snyder
Customer Name (Please Print)5036 Fairlawn Rd
Customer AddressLyndhurst OH 44124
City State Zip**Against**0 4418 0345 1444
Account Number

Customer Service Address (if different from above)

Dominion East Ohio
Utility Company Name

City State Zip

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

I am a customer of Dominion East Ohio Gas. The attached letter and exhibits outline my complaint where Dominion incorrectly disconnected my service without proper notice. The incorrect shut off of service caused damage and harm to me for which I am seeking compensation. I would request that the Commission order Dominion to compensate me for damages to the fullest extent allowed.

James H Snyder
Signature440)255-8888 x125(w)
Customer Telephone Number

M-F 8-5

RECEIVED-DOCKETING DIV
2014 JUN 23 AM 11:38

PUCO

This is to certify that the images appearing are an accurate and complete reproduction of a paper file document delivered in the regular course of business.

Andrea Smith
PUCO - SMED
180 East Broad Street
Columbus, Ohio 43215

December 19, 2013

Re: Case #JSNY112013QI

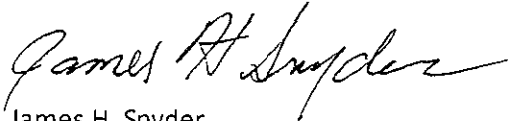
Dear Andrea,

I am writing to follow up on a matter that I contacted you about on December 11, 2013. The problem was that Dominion East Ohio shut off my gas on Tuesday morning December 10 without proper notice. This left me with no heat in my house until Thursday, December 12, 2013. The temperatures outside during that time were in the 20's dropping to 11 degrees by Thursday morning. The temperature in **my house** was below 40 for two days and was 32 degrees when I woke up on Thursday morning. I spent two very uncomfortable nights because of Dominion's actions. Also, a crack in by living room ceiling has opened up.

I am bringing this complaint and seeking compensation from Dominion. I have several letters stating that I had until March 1, 2014 to accommodate Dominion's request for access to their equipment before a potential shutoff of service. They instead shut off my gas 2 ½ months prior to their stated deadline causing me needless distress which could and should have been avoided with proper communication to their customer.

I understand that they have the authority to shut off their service but I don't think that Dominion can act with impunity. I question the judgment of those making the decision to cut off gas during the coldest period of the year without clear communication to the affected party. Something more than an apology needs to happen in addressing this situation. This was more than an inconvenience. I am asking for your help as an advocate for the public to have Dominion make appropriate compensation for the unnecessary problems caused by their poor judgment and erroneous communication with me. This complaint is about giving the proper notice to customers when taking the drastic action of removing a critical resource in a potentially life-threatening climate. Please let me know what you can do to help resolve this complaint.

Sincerely,



James H. Snyder
5036 Fairlawn Rd.
Lyndhurst, OH 44124

216) 291-3179 (H)
440) 255-8888 x125 (W)

Encl: Dominion November 12, 2013 letter

Beth.Blackmer@puc.state.oh.us

5036 Fairlawn Rd
Lyndhurst, OH 44124

Claim 2014180623

Ceiling crack repair -		- \$350.00
Work hours missed –	12/11/13 1.5 hours @ \$50.00/hr	- \$ 75.00
	12/12/13 3.5 Hours @ \$50.00/hr	- \$175.00
Aggravation and stress for no heat in house, telephone calls, correspondence, locating and scheduling repair contractors		<u>- \$500.00</u>
Claim		<u><u>\$1,100.00*</u></u>

*This assumes that the outside work of repairing the crack in the cement block,
fixing the above ground cleanout and landscaping is completed satisfactorily.

James H. Snyder



Public Utilities Commission

John Kasich, Governor
Todd A. Snitchler, Chairman

Commissioners
Steven D. Lesser
Asim Z. Haque
Lynn Slaby
M. Beth Trombold

March 20, 2014

Jim Snyder
5036 Fairlawn Rd
Lyndhurst Mayfield, OH 44124

CASE ID: JSNY112013QI

Dear Mr. Snyder:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) and allowing me to address your concerns regarding Dominion East Ohio (Dominion).

In your complaint, you stated that Dominion disconnected your service with no notice on December 10, 2013. You had previously received a letter from the company stating that you needed to schedule an appointment in order to allow Dominion technicians access to your meter; however, the letter gave you until March 1, 2014 to contact the company.

Dominion responded that its letter dated November 25, 2013 should not have had March 1, 2014 as the date by which you needed to schedule an appointment and that your service should not have been disconnected without proper notice. The incorrect date was due to a system error which Dominion has since corrected. The company also stated that when a technician went to your residence on December 11 to restore your service, a service line leak was found. The leak was repaired and your service was restored on December 12, 2013.

When you received your next Dominion bill, you found that you were charged a reconnection fee of \$34.52. The company informed me on January 15, 2014 that this amount was credited back to your account.

As we discussed today, I have enclosed the necessary information for filing a formal complaint. Please note that all filings must be made on 8-1/2 by 11 inch paper. You must provide one original and 10 copies of the complaint.

Should you have any additional utility-related questions, please do not hesitate to contact the PUCO Call Center at (800) 686-PUCO (7826) or visit our website at www.PUCO.ohio.gov.

Sincerely,

Elizabeth Blackmer
Public Utilities Administrator
Service Monitoring and Enforcement Department

Enclosure

Eric Saulnier
Supervisor – Claims
1201 east 55th Street
Cleveland, OH 44103
Eric143@dom.com

RE: Claim 2014180623

May 13, 2014

Mr. Eric Saulnier,

I received your April 9th offer of \$100 to settle my claim. The offer is inadequate considering the damage, time and inconvenience Dominion's actions have caused me. It was found that my disconnected service resulted from a Dominion system error that was required to be corrected. Dominion has stated in a November 25th letter to the PUCO that service should not have been disconnected without proper notice.

I have already spent additional time and effort in providing pictures and quotes per your request for the claim. It took me a month to locate a contractor to quote the crack repair for \$350. You offered \$100. Now you want something from my employer supporting lost work time, even though it should be apparent that Dominion worked on the reconnection problem M – F 8a – 6p. The hours I work. If this additional support will be determinate on my \$1,100 claim, then I'll go through the exercise but I feel that my claim is being unnecessarily impeded for something that was Dominions fault... that caused damage, distress and my time and effort. I believe that my request is reasonable looking at the totality of the situation.

Eric, I am trying to settle this claim reasonably with you before it is escalated to a formal complaint with the PUCO. A formal complaint would add additional legal claim costs and subject Dominion to possible punitive damage awards. I would appreciate an equitable offer to settle my claim.

Sincerely,

Jim Snyder
5036 Fairlawn Rd.
Lyndhurst, Ohio 44124

216) 291-3179 (H)
440) 255-8888 x125 (W)
Email: jimsnyd@yahoo.com