



Public Utilities Commission

14-1545-EL-CSS 3

VT EM 080414 GC

Case Number

Public Utilities Commission of Ohio

Attn: Docketing

180 E. Broad St.

Columbus, OH 43215

Formal Complaint Form

VIRGIL TEMKE
Customer Name (Please Print)

2985 WARDALL AVE
Customer Address

CINTI OH 45211
City State Zip

2300-0515-20-5
Account Number

Customer Service Address (if different from above)

DUKE ENERGY
Utility Company Name

City State Zip

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

PRIOR TO MY PROBLEM ON 2-27-2014 DUKE HAD DONE WORK ON THE GAS PIPE FROM THE STREET INTO MY HOUSE, AND HAD INSTALLED NEW PIPE INTO THE HOUSE METER, AND HAD TO MOVE AND ADJUST SOME OF THE OLD PIPING IN ORDER TO MATCH UP WITH THE NEW. DUKE'S RESPONSE WAS THAT TOO MUCH TIME HAD PASSED FROM WHEN THEY DID THEIR WORK. WE WERE VERY FORTUNATE THE LEAKS WERE FOUND BEFORE THE HOUSE BLEW UP.

Virgil J. Temke Jr.
Signature

THEY STATED THE WORK WAS DONE IN 2012 I DISAGREE, IT WAS MORE LIKE 2013 I WOULD LIKE PAYEMENT FOR WHAT I HAD TO PAY TO GET MY SERVICE BACK

513 662 4866
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.

PAGE 1

DUKE CLAIM # 30142310173-0001

CLAIMANT NAME VIRGIL J. TEMKE JR
2985 WARDALL AVE
CINTI OH 45211

6-25-2014

THIS IS IN RESPONSE TO YOUR REJECTION OF
MY CLAIM TO DUKE ENERGY

YOUR LETTER STATES DUKE'S INVESTIGATION
REVEALED THE GAS LEAKS WERE NOT RELATED TO
THEIR WORK DONE IN MY HOUSE. NO ONE FROM
DUKE CAME TO MY HOUSE TO VIEW THE EXTENSIVE
REPAIR WORK THAT HAD TO BE DONE, IT IS SELF
EXPLANATORY AS TO THE REASONS FOR THE LEAKS.
THE PIPES AND JOINTS WERE MOVED WHEN THEY
DID THEIR WORK, AND THESE ARE OLD PIPES
AND JOINTS, AND THE SEALS WERE SEPARATED
CAUSING THE LEAKS. ON FEB 27, 2014 OUR
CARBON MONOXIDE STARTED BEEPING SO WE
CALLED DUKE, AND THEY TOLD US TO GET OUT
OF THE HOUSE WHICH WE DID. DUKE ARRIVED
WITHIN 30 MINUTES. THE SERVICE MAN STARTED
CHECKING AND FOUND A GAS READING, SO
HE SUGGESTED WE GO TO THE BASEMENT AND
CONTINUE TO TRY TO FIND THE SOURCE, WHEN
HE STARTED CHECKING HE FOUND 3 LEAKS
AT THE ~~UNION'S~~ UNION'S WHERE THE PIPES ARE
CONNECTED GOING TO THE FURNACE HE IMMEDIATELY
SHUT THE GAS OFF. THAT NIGHT WAS THE COLDEST
NIGHT OF THE YEAR (9°)

CLAIM # 30142310173-0001
CLAIMANT NAME VIRGIL TEMKE JR

WE ENDED UP WITH 7 LEAKES. WE WERE VERY FORTUNATED WE WERE NOT BLOWN UP WE CALLED OUR PLUMBER AND WERE LUCKY HE WAS ABLE TO COME THE NEXT ^{DAY} AND SOLVE OUR PROBLEM. ENCLOSED IS A COPY OF HIS SERVICES. YOU ARE MORE THAN WELCOME TO COME OUT TO THE HOUSE AND INSPECT THE WORK.

THE FURNACE AND WATER ^{HEATER} WAS REPLACED 6 TO 7 YEARS AGO, ALL OF THAT PIPING WAS REPLACED NEW WHEN INSTALLED BY A PLUMBER AND INSPECTED BY A CITY INSPECTOR

I DON'T THINK I SHOULD HAVE TO PAY FOR SOMETHING THAT I HAD NOTHING TO ^{DO} WITH, AND YOU'S HAD EVERYTHING TO DO WITH. I AM NOT ASKING FOR ANYTHING OTHER THAN WHAT MY COST WAS. DUKE HAS ALWAYS BEEN GREAT TO WORK WITH AND HOPEFULLY WILL RECONSIDER IN MY FAVOR

SINCERELY,

CUSTOMER + STOCK HOLDER

VIRGIL J. TEMKE JR

2985 WARDALL AVE

CINTI OH 45211