

Ohio

Public Utilities  
Commission

14-1983-GA-CSS

Case Number

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

Formal Complaint Form

Benjamin R. Natali-Butcher 4400 N. Park Ave  
Customer Name (Please Print) Customer Address

WARREN OHIO 44483  
City State Zip

Against

Account Number

SAME AS ABOVE  
Customer Service Address (if different from above)

Dominion East Ohio AKRON OHIO 44333  
Utility Company Name City State Zip

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

#NOTE: Please Refer to ORC #4905.26  
"Complaints to Service"

RECEIVED-DOCKETING DIV

2014 NOV 10 AM 11:56

PUCO

Benjamin P. Natali  
Signature

330 507 8850  
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

To Whom It may concern:

November 3, 2014

PUCO Formal Complaint Document per/ORC Section 4905.26

Re: Subject

Discrimination regarding, like opportunity, to access a gas mainline, possible law violation and failure to provide equal access, to main line services at the following address:

4400 North Park Ave.

Warren, Ohio 44483

Reference ID's:

- PUCO Case Number #BNAT022143S
- Dominion East Ohio Gas Reference Acct# 3500062360795

Complaint: *Please Refer to ORC #4905.26*

- After repeatedly requesting service prior to 2011 Dominion EOG failed to acknowledge or reply
- In 2011 Dominion EOG installed a main line from Champion St, south on the east side of N. Park Ave for ½ mile
- Dominion EOG terminated the main line just prior to the last 2 properties on that side of the road
- My first response letter, dated 9/10/14, was received after a request was made in July 2014 by me, states that my cost would be \$12,553.20, to have the main line made available to our property.
- I received my letter after repeated formal complaints to the PUCO in July, August and Sept. 2014
- I feel stonewalled for the past 6 years by Dominion EOG
- I feel singled out along with my neighbor who also requested gas
- I feel that I have been discriminated against for an unknown reason
- Equal access and equal opportunity to have gas provided to our property has been denied

Relief for complaint:

- We are seeking the same opportunity that our 14 plus other neighbors were afforded
- Per the letter below from Ms. Loreal A. Jones our neighbor where Dominion EOG terminated the gas mainline was given access to the mainline at no cost to him
- Per neighbors north of above mentioned neighbor, none paid for mainline access
- None of the neighbors in the half mile of mainline installed and that I interviewed requested gas but had the main line made available to them at no cost
- I would like to have the same access at the same cost that they were afforded
- Out of approximately 16 homes possible only 2 were not afforded access to the mainline free of charge nor was the main line extended to our properties
- The problem also is that if Dominion EOG in fact gave the one neighbor the mainline connection free of charge because of a mistake then why did they give the other neighbors access for free?
- Dominion EOG made no effort to recoup any of the installation with each neighbor but want to charge the remaining 2 homes access to the main line. That is discrimination by a public utility preventing equal access to the same line where others on that line were not charged even after repeated requests were made for access with no response prior to the installation of the mainline in question.

Further samples of communication (below):

Letter #1 Indicates that the nearest mainline was terminated 2 properties north of me at no charge

Letter #2 My complaint to the PUCO in July 2014

Sincerely,

Benjamin Natali/Butcher

4400 North Park Ave.

Warren, Ohio 44483

Phone: 330.507.8850

Letter #1:

Hi Mr. Butcher,

I have completed my research into why the northern part of N Park had mainline installed in 2011. One of your neighbors north of you made application for service and at that time incorrect information was given to that customer advising him that gas was available to him when it really was not. Because of this error Dominion did install mainline from Champion down to the involved customer at no charge.

Loreal A. Jones

Coordinator of Engineering

320 Springside Dr

Akron, OH. 44333

330-664-2483 Ph

Loreal.a.jones@dom.com

Letter #2:

# Thank you for your input

Please print this page or write down the following information.

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Your web form submission has been given the following identifying number:  
**WEBID:82411**

You submitted this information on:  
**07-21-2014 at 09:03 PM (PUCO local time)**

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Your input is important to the PUCO. Thank you for taking the time to fill out this form.

The information you provided has been sent to the PUCO Consumer Call Center. The PUCO Consumer Call Center reviews all submissions and will respond as quickly as possible.

## You provided the following information:

### Personal Information

You are : *benjamin natali-butcher*

### Contact Information

Your requested to be contacted. The PUCO will attempt to contact you using the following information:

#### E-mail:

- *premo8850@yahoo.com*

#### Phone Information:

- Home: 3305078850
- Alternative: **no alternative phone provided?**
- Fax: **no fax number provided?**

#### Mail:

- *4400 north park ave*

- warren , Ohio 44483
- USA

Service Description: Industry: Gas

Account Information:

- Company: east ohio gas
- **no account name provided?**
- **no service address provided?**
- **no service phone number provided?**
- **no account number provided?**

Your complaint: *We are now using propane gas and since we purchased this property in 2008 we have on at least 2 occasions formally filed a request to supply natural gas to our property. On both occasions there was no response to our request. We are on the east side of North Park ave.*

*Last year East Ohio Gas had installed a supply line from the north end of our road where it meets Champion St. to within 2 properties north of us. Basically it was terminated 2 neighbors away from us. We have a gas well supply line going through the middle our property going across the road (west side of road) tying into the East Ohio Gas company supply line.*

*My complaint is that we feel stone walled because i am not sure that the Gas company can identify our property. We feel lost out here without Gas but yet everyone around us including our neighbor Kmart Distribution center, has gas. please respond to this request for a hearing regarding the non-action, stonewalling, by East Ohio Gas Company. There is no apparent reason that we are not able to have an equal right to the supply of gas to our property.*