

FILE

15-0400-GA-CSS

15

2/12/2015

Complaint Form

**From:** Pirik, Christine <christine.pirik@puc.state.oh.us>

**To:** Leiszfarms <Leiszfarms@aol.com>

**Cc:** Farkas, Scott <scott.farkas@puc.state.oh.us>

**Subject:** Complaint Form

**Date:** Wed, Feb 11, 2015 4:45 pm

**Attachments:** Formal\_Complaint\_Form.doc (99K)

Mr. Leisz,

Attached, as we discussed, is the formal complaint form and instructions for filing the complaint. Once you have filed your complaint and the company has filed its answer, it will be scheduled for a settlement conference. The address where you send your complaint is:

Public Utilities Commission of Ohio

Docketing Division

180 E. Broad St.

Columbus, OH 43215-3793

I hope this information is helpful. Please respond to this email, so that I know we have the correct information in the future.

Sincerely,

Christine M.T. Pirik

Public Utilities Commission of Ohio

Legal Department

Deputy Legal Director

Chief Gas and Power Siting

(614) 644-8955

[PUCO.ohio.gov](http://PUCO.ohio.gov)

PUCO

2015 FEB 24 AM 11:01

RECEIVED-DOCKETING DIV

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 MA Date Processed FEB 24 2015

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.



# Public Utilities Commission

15-0400-GA-CSS  
Case Number

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

## Formal Complaint Form

Randy Leisz  
Customer Name (Please Print)

5279 Springboro Rd  
Customer Address

Lebanon OH 45036  
City State Zip

**Against**

03-400174824-2170586 3  
Account Number

Vectren  
Utility Company Name

Customer Service Address (if different from above)

City State Zip

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

w- papers attached

forward to Christine M. T. Pirk

Randy Leisz  
Signature

937 748 1804  
Customer Telephone Number

Dear PUC,

This is a formal complaint of the business practices of Vectren Energy.

Vectren must stop putting me in collection when I do not owe them

Vectren must show itemized bill showing where they refunded my bill.

Vectren must stop billing me for a riser damage that is their fault and that of 4975 Springboro Road.

Vectren should be paying me for harassment of collection and lawyers, for billing me for money that I do not owe them and refusal to show refunds that are due to me.

I dispute Vectrens changing my gas carrier from DTE to IGS when gas was turned on for grain in the fall of 2014. I have DTE on the same riser all year long, 2 meters 6 feet apart, same address, same billing name, same riser. Vectren never asked if I wanted another gas carrier nor did they notify me of the change.

Exhibit 1:

Why then do they put pipeline markers? Also, why did the rest of the pipeline get cleared with pipeline markers visible in spring of 2013? This lot was not mowed which can be verified by neighbors that live on the road.

Exhibit 2:

Showing neglect of clearing pipeline marker for public safety.

Exhibit 3:

Photo of gas tap riser which was not severed by a mower, because the brush hiding the riser is still there and the riser is still up right. The riser is located on lot 0641997 of Warren County Auditor owned by Paul Music which my family had permission to be on his property. The property of 4975 Springboro Rd. Lebanon Ohio does not own this lot in 2013.

Exhibit 4:

This was already placed in collections in spring of 2014. Vectren placed me in collections for sales tax. I did not owe DTE \$82.51.

Exhibit 5:

Vectren placed me in collections for sales tax and late fees.

Exhibit 6:

I did not owe Vectren or DTE or IGS

Exhibit 7:

Proof I did not owe IGS, they payed the taxes.

Exhibit 8:

The gas riser is not on the property of 4975 Springboro Road. I did not sever gas riser with mower. I did not hire anyone. Vectren cannot bill anyone they like for being on a property that they had permission to be on, when Vectren does not maintain its pipeline markers.

Exhibit 9:

Vectrens threatening credit rating is extortion in my view. Josh West would not come to the sight so I could show him Vectrens neglect and the neglect of property owner at 4975 Springboro Road. Exhibit 10

Exhibit 10:

Vectrens own words say the riser is to be properly protected by customer. I have found out later that 4975 Springboro Road uses this riser but does not own the property the riser is on. 4975 Springboro Road has all obligations to protect the riser because 4975 are the customers. 4975 did not mow, 4975 did not clear the brush that was hiding the riser, 4975 did not flag riser, 4975 did not build protection around riser. This is all shown in exhibit 3. If Vectren had cleared the right of way in spring of 2013 which they did to rest of the gas line, the riser would have been visible. Exhibits 2-3 show that they passed this lot up and both parties neglect is not a free ticket to bill others. I did not sever riser with mower.

I have called Vectren several times trying to get an itemized bill for refunding my bill for the \$82.51 from DTE and all late fee charges from November of 2013. Exhibit 11 more calls past bill cycle. I called 1-812-491-4806, Sheri from Vectren stated she had taken off late fees and to call her back which I have tried to do several times with no reply. Sheri called me from Vectren # 1-812-437-2490 which is still on my recorder. 4 times in collection from Vectren when I owe them nothing. Vectren has not sent me verification that I was taken off credit reports for sales tax over charges and late fee charges since November of 2013. I gave my cell number and email for Sheri to respond back but instead I received a harassing call on February 11 at 11:33 A.M. from 1-614-801-2675 which stated to be a lawyer from Vectren. The harassment about a bill I do not owe. I did not sever a gas riser with a mower.

Randy Remy  
2-19-15



RANDY E LEISZ  
5279 SPRINGBORO RD  
LEBANON, OH 45036-9009

Page 2 of 3  
Account Number 937 748-1804 470 8  
Billing Date Feb 10, 2015

## AT&T Long Distance

### Invoice Billing - Continued

Surcharges and Other Fees	2.98
Taxes	.90
<b>Total Invoice Summary</b>	<b>14.08</b>

### Service Charges

#### Monthly Service Charges

Type of Service	Period	Qty	
1. OneRate Natn 5 Cent	01/25-02/24	1	7.95
<b>Total Monthly Service Charges</b>			<b>7.95</b>

<b>Total Service Charges</b>	<b>7.95</b>
------------------------------	-------------

### Call Charges - Dec 25th thru Jan 24th

Calls for 937-748-1804

#### Domestic

No.	Date	Time	Place Called	Number	Code	Min	Amount
2	12-29	1011A	MASON OH	513 388-7901	D	2:00	.10
3	12-30	928A	LEBANON OH	513 895-1156	D	1:00	.05
4	12-31	729P	LEBANON OH	513 932-0289	D	1:00	.05
5	1-02	102P	LEBANON OH	513 932-0289	D	1:00	.05
6	1-02	743P	LEBANON OH	513 932-0289	D	1:00	.05
7	1-03	1251P	LEBANON OH	513 932-0289	D	15:00	.75
8	1-06	319P	WILMINGTON OH	937 382-4572	D	2:00	.10
9	1-11	256P	WSNGTNCNTHS OH	740 335-5291	D	1:00	.05
10	1-11	542P	SO LEBANON OH	513 494-9009	D	1:00	.05
11	1-11	555P	WSNGTNCNTHS OH	740 335-5291	D	7:00	.35
12	1-14	1245P	DELPHI IN	765 564-3752	D	1:00	.05
13	1-15	1006A	EVANSVILLE IN	812 491-4806	D	1:00	.05
14	1-15	1229P	CINCINNATI OH	513 806-3783	D	1:00	.05
15	1-15	129P	DELPHI IN	765 564-3752	D	8:00	.40
16	1-16	1003A	SO LEBANON OH	513 494-9009	D	1:00	.05
17	1-20	1004A	EVANSVILLE IN	812 491-4806	D	1:00	.05

<b>Subtotal Domestic Calls for 937-748-1804</b>	<b>2.25</b>
---	-------------

<b>Total Domestic Calls for 937-748-1804</b>	<b>2.25</b>
--	-------------

<b>Total Calls for 937-748-1804</b>	<b>2.25</b>
-------------------------------------	-------------

<b>Total Call Charges</b>	<b>2.25</b>
---------------------------	-------------

### Surcharges and Other Fees

18. Carrier Cost Recovery Fee	1.99
19. Federal Universal Service Fee	.99
<b>Total Surcharges and Other Fees</b>	<b>2.98</b>

### Taxes

20. Federal	.00
21. State	.78
22. Municipal	.14
23. Non Home State	.00
<b>Total Taxes</b>	<b>.90</b>

### Invoice Billing - Continued

<b>Total Invoice Charges</b>	<b>14.08</b>
------------------------------	--------------

### Key for Calling Codes:

A Anytime	B Collect	C Calling Card
D Day	E Evening	F Call Forwarding
H Third Number	I Special Intrastate	L Late Night
M Multiple Rate Period	N Night/Weekend	
O Operator Completed - Dial Rates Apply		P Person to Person
R Standard Overseas	S Station to Station	T Discount Overseas
X Conference	Y Economy Overseas	3 Three Way

<b>Total AT&amp;T Long Distance</b>	<b>14.08</b>
-------------------------------------	--------------

## AT&T Internet Services

Notice: Charges appearing in this section are for services provided by AT&T Corp. and/or by AT&T Illinois, AT&T Indiana, AT&T Michigan, AT&T Ohio, or AT&T Wisconsin, based upon your service address location.

### For Billing Inquiries:

High Speed Internet (DSL): 877.722.3755

Web Hosting: 888.932.4678

ConnectTech: 888.354.1260

AT&T Wi-Fi contact information located at attwifi.com.

### PRICE CHANGE NOTICE

Attention Valued AT&T High Speed Internet Customers:

Beginning March 2015 your monthly rate will increase \$3 for your AT&T High Speed Internet plan. For more specific plan information, please go to att.com/dslupdate or call 866.417.6819.

### Itemized Charges and Credits

No. Date Description

#### Services for 20600235

1	02-06	INTERNET USAGE	20.00
Service Date: 01/05/15-02/02/15			
For usage details, visit:			
<a href="http://att.com/internet-usage">http://att.com/internet-usage</a>			
2	02-08	AT&T HSI ELITE	49.00
Service Date: 02/07/15-03/06/15			
RANDY E LEISZ			
HSI No. 937 748-1804			
sarinalynn@sbcglobal.net			
<b>Total Services for 20600235</b>			<b>69.00</b>
<b>Total Itemized Charges and Credits</b>			<b>69.00</b>

<b>Total AT&amp;T Internet Services</b>	<b>69.00</b>
---	--------------

## **GENERAL TERMS AND CONDITIONS** **APPLICABLE TO GAS SERVICE**

### **7. EQUIPMENT ON CUSTOMER'S PREMISES (Continued)**

#### **D. Piping, Appliances and Devices Shall Conform to Codes**

1. Customer's piping, appliances and devices connected directly or indirectly to Company's service facilities shall be installed in accordance with and conform to the provisions and requirements of applicable Federal, State, County and Municipal Codes and shall at all times comply with Company's General Terms and Conditions and the standards contained in Company's booklet entitled "Information and Rules for the Installation of Gas Piping," in effect at the time of installation. Customer shall provide satisfactory evidence to Company of compliance with the provisions described above, and Company shall refuse to serve any new installation not meeting these requirements.
2. It shall be the obligation of Customer to notify the proper governmental agency charged with the administration of the applicable building code, or, in the absence of a building code, notify Company of any changes, alterations, or additions of any kind affecting gas piping and service pipes, including changes due to accident. In such cases, Gas Service may be suspended or refused until a proper test and approval has been obtained.

#### **E. Accommodation and Protection of Company Equipment**

1. When Company facilities are installed on Customer's Premises, Customer shall furnish, without cost to Company and in accordance with Company's specifications, such enclosures as may be necessary to permit such installation.
2. Customer shall furnish, without cost to Company, all necessary rights of way and easements for the location of Company facilities on Customer's Premises. Company may use such facilities to furnish Gas Service to Customers located adjacent to and beyond Customer's Premises and may construct extensions from the facilities installed on Customer's Premises.
3. All equipment furnished by Company on Customer's Premises, unless otherwise provided, shall remain Company's property and shall be properly protected by Customer.
4. In no case shall Customer, Customer's agent or employee, connect or disconnect any meter or regulator, turn on or shut off gas to any Premises or in any way alter or interfere with Company's meters, regulators or other property. However, in the event a dangerous condition is discovered to exist on Customer's Premises, Customer may shut off the gas provided he immediately notifies Company.

#### **F. Payment for Changes in Company Facilities**

If Company makes changes in its facilities to permit work to be done by contractors or others, or for the convenience of Customer, the cost incident to the change shall be paid by the party requesting the changes.



Energy Delivery

P.O. Box 209

Evansville, Indiana 47702-0209

November 25, 2013

**VIA CERTIFIED MAIL; RETURN RECEIPT REQUESTED**

LEISZ, RANDY  
5279 SPRINGBORO RD  
LEBANON, OH 45036

Re:

Invoice# FDS0018225

Description: 4975 SPRINGBORO RD, LEBANON - 1" STEEL FARM TAP RISER  
SEVERED BY MOWER.

Damage Date: 8/5/2013

Balance: \$3,808.44

Dear Sir or Madam:

You were notified on 9/13/2013 and again on 10/28/2013 regarding the above balance.

NOTICE: Payment must be made by December 23, 2013. If you fail to make payment, your account will be turned over to our collection agency.

To protect your credit rating and avoid any embarrassment this action will create, make payment by return mail or call me at 1-877-902-2934.

Sincerely,

Josh West  
Facility Damages Specialist

Cc: Joshua Claybourn, Corporate Counsel



3 VECTREN ENERGY DELIVERY OF OHIO

NOW DUE

\$3,808.44

LEISZ, RANDY  
5279 SPRINGBORO ROAD  
LEBANON, OH 45036

Type: GAS  
Invoice: FDS0018225  
BillToID: 33637  
Billing Date: 9/13/2013  
Date of Loss: 8/5/2013  
0469 103.0510

Please return this portion with your remittance.



Mail Payment To: VECTREN ENERGY DELIVERY OF OHIO  
Vectren Utilities Holding Group, Inc.  
1239 Reliable Parkway  
Chicago, IL 60686-0012  
Inquiries: 1-877-902-2934, Mon.-Fri., 8-5  
Risk Management/Claims Department

NOW DUE

\$3,808.44

LEISZ, RANDY  
5279 SPRINGBORO ROAD  
LEBANON, OH 45036

Type: GAS  
Invoice: FDS0018225  
BillToID: 33637  
Billing Date: 9/13/2013  
Date of Loss: 8/5/2013

8

**Invoice For Costs to Repair and Reconstruct Damaged Property**

Address: 4975 SPRINGBORO RD, LEBANON OH  
1" STEEL FARM TAP RISER SEVERED BY MOWER.

Material:	\$119.49
Company Labor:	\$1,306.15
Contract Labor:	\$2,197.44
Transportation/Equipment:	\$185.36
Misc:	\$0.00
Gas Loss:	\$0.00
Adjustments:	\$0.00
Payments:	\$0.00
<hr/> Total:	<hr/> \$3,808.44

0469 103.0510

Remember, call at least 48 hours before digging. Call 1-800-362-2764.



Interstate Gas & Supply, Inc.  
To: Randy Leis  
Invoice Number  
Date  
Description  
SALES TAX REFUND

5966671

02/04/2015  
5966671

Check Number: 120180  
Date: 02/09/2015

Amount	Discount	Paid Amount
\$98.99	\$0.00	\$98.99

Account # 4001748242170586

TOTALS: \$98.99 \$0.00 \$98.99

Interstate Gas & Supply, Inc.  
6100 Emerald Parkway  
Dublin, OH 43016-

(614) 659-5000

FIFTH THIRD BANK OF COLUMBUS  
COLUMBUS, OH

25-216-440

120180

Pay **Ninety Eight Dollars And 99 Cents**

to the Order of:

Randy Leis  
5279 Springboro Rd.  
Lebanon, OH 45036

DATE	AMOUNT
Feb 9, 2015	\$98.99

120180 0044002161: 0070050757

SECURITY FEATURES INCLUDED. DETAILS ON BACK.

VOID AFTER 120 DAYS

Cathy W. Connor

RANDALL LEISZ  
SARINA LEISZ  
5279 SPRINGBORO ROAD  
LEBANON, OH 45036

01/02

8584  
56-91/422

Feb 18 2015 Date

Pay to the Order of

Vectren Energy Delivery  
Ninety eight dollars

\$ 98.99

99  
100 Dollars

FIRST

first financial bank

4001748242170586

R. D. Leis



>>>>> Please Call Toll Free 1-888-520-3764 <<<<<  
Office hours are Monday through Friday 8:00am – 9:00pm Central Standard Time

RE: Vectren Energy Delivery Inc.  
Reference #: 4001748242170586  
Service Date: 12/03/14  
Current Amount Due: \$227.69

Dear Randy Leisz,

Your account has been turned over to us for collection. Your balance is extremely past due.

You will find that we are reasonable people to deal with. However, you must make the effort to pay off this extremely delinquent account.

Contact our office to make arrangements to pay your obligation. You may call us toll free at 1-888-520-3764.

Log on to WWW.WESTBILLPAY.COM to pay by credit card or bank account. Your login account number is 206-30256601.

Sincerely,

West Asset Management, Inc.

**See Reverse Side For Important Information**

\*\*\*Detach Lower Portion and Return with Payment\*\*\*

IONATTN06641-12012013

↓ PLEASE DO NOT MAIL PAYMENTS TO THIS ADDRESS.



ONATTN06  
PO Box 1022  
Wixom MI 48393-1022  
ADDRESS SERVICE REQUESTED

Account #: 30256601  
Reference #: 4001748242170586  
Amount: \$227.69

January 22, 2015

641-06 500199860



Randy Leisz  
5279 Springboro Rd # B  
Lebanon OH 45036-9009

Please mail all payments to:  
West Asset Management, Inc.  
PO Box 790113  
St. Louis, MO 63179-0113



**BEFORE  
THE PUBLIC UTILITIES COMMISSION OF OHIO**

Randy Leisz,	)	
	)	
Complainant,	)	
	)	
v.	)	Case No. 14-1936-GA-CSS
	)	
DTE Energy Supply, Inc.	)	
Vectren Energy Delivery of Ohio, Inc.,	)	
	)	
Respondent.	)	

5

**ANSWER**

In accordance with Ohio Administrative Code ("OAC") Rule 4901-9-01(D) and 4901-9-01(F), the Respondent, DTE Entry Trading, Inc. ("DTE"), for its Answer to the Complaint of Randy Leisz states:

1. DTE admits that Mr. Leisz is a customer of DTE.
2. On information and belief, DTE is without sufficient knowledge or information to either admit or deny the remaining allegations in the complaint.

**AFFIRMATIVE DEFENSES**

3. In accordance with OAC Rule 4901-9-01(F), DTE represents that on November 18, 2014, payment in the amount \$82.51 was sent to Vectren Energy Delivery of Ohio, Inc. to be credited to Mr. Leisz's account. Pursuant to OAC Rule 4901-9-01(F), the Complainant has 20 days to file a written response agreeing or disagreeing with DTE's representation. If no response is filed within the 20 days, the Commission may presume that satisfaction or settlement has occurred and dismiss the Complaint.

**WELTMAN, WEINBERG & REIS Co., LPA**

ATTORNEYS AT LAW

*80 Years of Service.*

Brooklyn Hts 216 739 5100  
Chicago 312 782 9676  
Cincinnati 513 723 2200  
Cleveland 216 685 1000  
Columbus 614 801 2600

**Amanda R. Yurechko**  
*Partner*

323 Lakeside Avenue, Suite 200 Cleveland, OH 44113  
216 685 1060 phone | 216 363 6914 fax  
ayurechko@weltman.com  
www.weltman.com

Detroit 248 362 6100  
Ft. Lauderdale 954 740 5200  
Philadelphia 215 599 1500  
Pittsburgh 412 434 7955

February 6, 2015

Randy Leisz  
5279 Springboro Road  
Lebanon, OH 45036

**Re: Our Client: Vectren Energy Delivery of Ohio, Inc.**  
**Balance: \$3,808.44**  
**Account No. FDS0018225**  
**Our File No. 20800186**

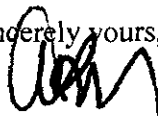
Dear Mr. Leisz:

Please be advised that the current creditor has placed this account with us for collections with respect to the balance which remains due and owing in the above-referenced matter. As of the date of this letter you owe the amount listed above. I have enclosed a copy of my client's Invoice for your review. Therefore, it is important that you contact our office to discuss an appropriate resolution for this matter.

This communication is from a debt collector attempting to collect this debt for the current creditor, and any information obtained will be used for that purpose. Unless you dispute the validity of this debt, or any portion thereof, within thirty (30) days of receipt of this letter, we will assume that the debt is valid. If you notify us in writing within the thirty (30) day period that the debt, or any portion thereof, is disputed, we will obtain verification of the debt or a copy of the judgment, and a copy of such verification or judgment will be mailed you. If you request in writing within the thirty (30) day period, we will provide you with the name and address of the original creditor if different from the current creditor.

Your failure to either remit the balance or enter into satisfactory payment arrangements may result in continued collection efforts against you. Thank you for your attention to this matter.

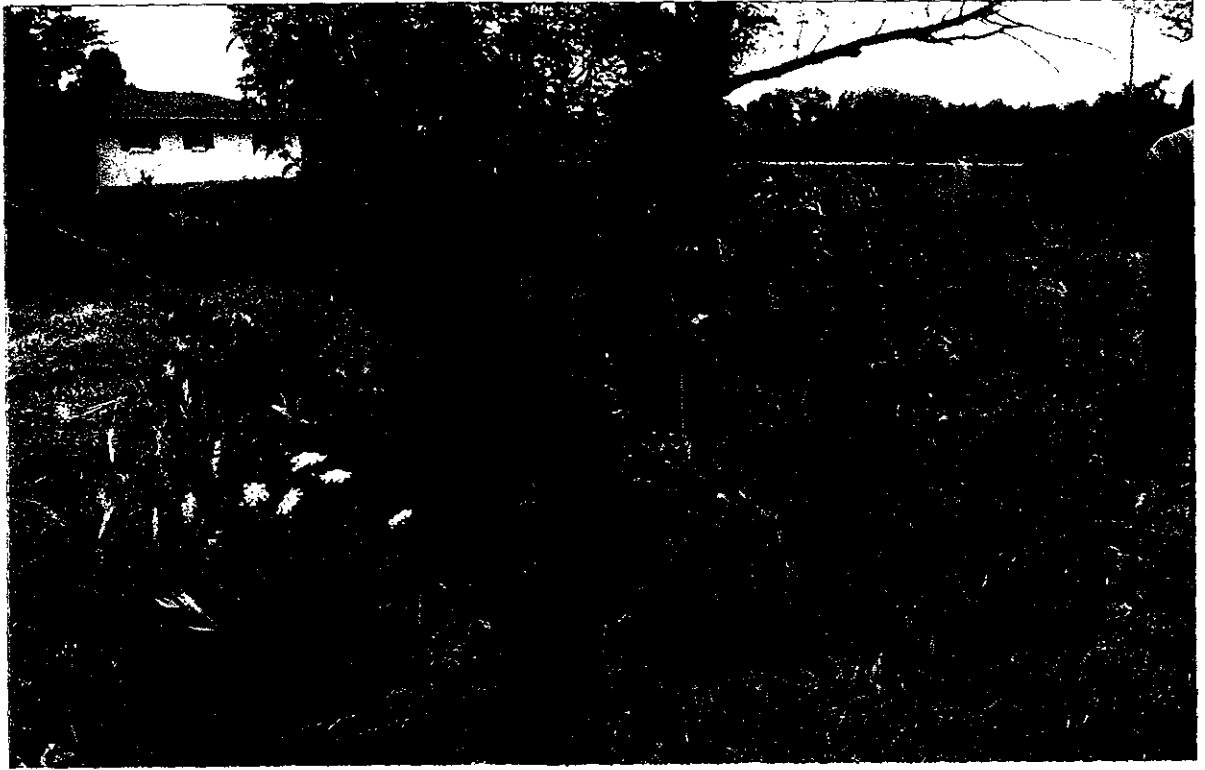
Sincerely yours,



Amanda Rasbach Yurechko

ARY/tmj  
Enclosure

cc: Vectren Energy Delivery of Ohio, Inc.  
Attn: John West







Energy Delivery

P.O. Box 209

Evansville, Indiana 47702-0209

October 28, 2013

Randy Leisz  
5279 Springboro Rd  
Lebanon, OH 45036

RE: Invoice #: FDS0018225  
Date/Loss: August 5, 2013  
Location: 4975 Springboro Rd, Lebanon

Mr. Leisz:

I am writing in response to your request for copies of regulations concerning clearing and maintenance of the right of way for our gas transmission lines. As I stated on the phone, there are no regulations that dictate how, when, how often, or to what degree these right of ways are cleared. The only requirement is that we operate and maintain the pipeline. In order to do this, we maintain the right of way to the extent it is needed so that we may access and inspect our facilities. The regulations for maintenance of a natural gas pipeline can be found at: <http://www.ecfr.gov>, Title 49, Subtitle B, 192.701-192.755.

As I can find no validation to your dispute, this invoice remains past due and payable. You may either notify your insurance agent or make payment in full to Vectren Utility at 1239 Reliable Parkway, Chicago, IL 60686.

Sincerely,

Josh West  
Facility Damages Specialist  
812-491-4586