

(1)

To: James M. Lynn
Attorney Examiner

RECEIVED-DOCKETING DIV

2015 MAR 19 AM 9:44

14-2140-GA-CSS

From: William Matisak

PUCO

Case No. 14-2140-GA-CSS

I appolizise for taking so long to get back to you, my printer failed and I had to purchase a new one.

In our telephone conversation you stated "your policy is to conduct a hearing/meeting with both parties present to try to work out a solution." Let me reiterate that I believe that you acting as the honest broker can and should be able to resolve the issues involved in the case. This would require you to first:

1. Review the audio tapes for those dates in question that Dominion East Ohio (DEO) states they have. Noting that on the initial installation date I called at approx. 2:30 PM telling the operator the service person stopped at the wrong house (651 Ina) and to have him come back.
2. Review the GPS documantation DEO states they have and my call requesting they check with the lady in the house next door, who can and would verify that the service man left the notice at the wrong house.
3. Since the **ONLY** thing I am requesting is that those people that are perpetuating the lies be reprimanded and given time off without pay. Since this is the only way (DEO) and their employees will improve the monoploly service they enjoy and treate the customers like a service company should.
4. To ask me to drive over 120 miles to attend a meeting where I would have to supena the lady next door and the resident at 651 Ina to show how DEO has been lieing borders on insanity. This would also require me to possibaly rent a hotel room for the night and drive another 120 plus miles home. If the purpoes of the in person meeting requirement is to put such a hardship/burden on the customer that they drop the complaint I guess you accomplished your goal. Lets not forget DEO and you are being paid to attend the meeting.

I am still willing to have a telephone conferance/meeting provided that DEO supply all the tapes/documentation they say the have for your review before the the meeting, or that you contact the residents at 651 INA and see if they recieved a notice that the service man was there and they wern't. on the day in question. If you would like to have this meeting let me know the day and call me at 330-644-1660.


William Matisak

2/9/15

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 Date Processed MAR 19 2015