

BEFORE

THE PUBLIC UTILITIES COMMISSION OF OHIO

In the Matter of the Complaint of	)	
Michele Wilson,	)	
	)	
Complainant,	)	
	)	
v.	)	Case No. 15-469-GA-CSS
	)	
The East Ohio Gas Company, d/b/a	)	
Dominion East Ohio,	)	
	)	
Respondent.	)	

ENTRY

The attorney examiner finds:

- (1) On March 6, 2015, Michele Wilson filed a complaint against The East Ohio Gas Company d/b/a/ Dominion East Ohio (Dominion). Ms. Wilson is seeking full reimbursement of charges for services at a prior residence, which she alleges, Dominion billed without authorization.
- (2) On March 27, 2015, Dominion filed an answer in which it denies the material allegations of the complaint, in addition to asserting several affirmative defenses. Dominion also states that it has no record of Ms. Wilson requesting Dominion to terminate gas service at the prior residence.
- (3) Ms. Wilson wrote a letter dated April 13, 2015, in which she requests her gas service remain connected during the pendency of her complaint, pursuant to Commission administrative rules. Ms. Wilson further notes that she will continue to pay her gas bills at her current residence.
- (4) Ohio Adm.Code 4901-9-01(E) provides that, if a complainant is facing termination of service by the public

utility, the complainant may request that the Commission prevent the termination of service during the pendency of the complaint. In addition, Ohio Adm.Code 4901-9-01(E) provides that a person making a request for assistance must agree to pay during the pendency of the complaint all amounts to the utility that are not in dispute.

- (5) The attorney examiner finds that Ms. Wilson's request is reasonable and should be granted. Therefore, during the pendency of this complaint, Dominion shall not terminate Ms. Wilson's service for failure to pay the amount in dispute. However, in accordance with Ohio Adm.Code 4901-9-01(E), Ms. Wilson shall continue to pay all amounts to Dominion that are not in dispute.
- (6) At this time, the attorney examiner finds that a settlement conference should be scheduled in this matter to discuss settlement of the issues. The settlement conference in this matter is scheduled for May 7, 2015, at 10:00 a.m., at the offices of the Commission, 180 East Broad Street, 12th Floor, Conference Room 1246, Columbus, Ohio 43215-3793. If it becomes apparent that the parties are not likely to settle this matter, the parties should be prepared to discuss a procedural schedule to facilitate the timely and efficient processing of this complaint.
- (7) Pursuant to Ohio Adm.Code 4901-1-26(F), the representatives of the public utility shall investigate the issues raised in the complaint prior to the settlement conference, and all parties attending the conference shall be prepared to discuss the settlement of the issues raised and shall have the authority to settle those issues. In addition, parties attending the settlement conference should bring with them all documents relevant to this matter.
- (8) As is the case in all Commission complaint proceedings, the complainant has the burden of proving the allegations of the complaint. *Grossman v. Public Util. Comm.*, 5 Ohio St.2d 189, 214 N.E.2d 666 (1966).

It is, therefore,

ORDERED, That, in accordance with Finding (5), Ms. Wilson's request that Dominion not terminate for failure to pay the disputed amount during the pendency of this complaint be granted. It is, further,

ORDERED, That a settlement conference is scheduled for May 7, 2015, at 10:00 a.m., at the offices of the Commission, 180 East Broad Street, 12th Floor, Conference Room 1246, Columbus, Ohio 43215-3793, in accordance with Finding (6). It is, further,

ORDERED, That a copy of this Entry be served on all parties of record.

THE PUBLIC UTILITIES COMMISSION OF OHIO

s/Megan Addison

By: Megan J. Addison  
Attorney Examiner

JRJ/sc

**This foregoing document was electronically filed with the Public Utilities**

**Commission of Ohio Docketing Information System on**

**4/15/2015 2:53:51 PM**

**in**

**Case No(s). 15-0469-GA-CSS**

Summary: Attorney Examiner Entry granting Ms. Wilson's request that in accordance with Finding (5), Dominion not terminate for failure to pay the disputed amount during the pendency of this complaint and also, schedules a settlement conference for 05/07/2015, 10:00 a.m., at the offices of the Commission, 180 E. Broad St., 12th Flr., Rm. 1246, Columbus, Ohio. - electronically filed by Sandra Coffey on behalf of Megan Addison, Attorney Examiner, Public Utilities Commission of Ohio