

FILE

Ohio

Public Utilities
Commission

15-2021-GA-CSS

Case Number

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

Formal Complaint Form

ZORABA ROSS

Customer Name (Please Print)

1822 FAIRHAVEN RD

Customer Address

COLUMBUS

OH

43229

City

State

Zip

Against

Account Number

Customer Service Address (if different from above)

COLUMBIA GAS OF OHIO

Utility Company Name

City

State

Zip

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

Please see attached letter

RECEIVED-DOCKETING DIV

2015 DEC -2 AM 11:29

PUCO

Zoraba Ross

Signature

(614) 579-6605

Customer Telephone Number

This is to certify that the images appearing are an
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Technician

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Date Processed

DEC 02 2015

November 24, 2015

Public Utilities Commission of Ohio
Docketing Division
180 East Broad Street
Columbus, OH 43215-3793

Dear PUCO,

Utilities Service. You pay for it. You really never know if the company responsible for your service is truly the best company or provides the best service. But when you finally do decide to pay for what is advertised as the best, you are supposed to be glad you did.

Reflecting back on the initial door hanger and service call in mid September, I found comfort in believing Columbia Gas of Ohio (CGO), via your contractor RLA Utilities (389 S. Wayne Avenue, Cincinnati, OH 45215) had a creditable track record with "high quality" service, workmanship and integrity. However, my phone conversations to their representative (Gladys and Josh) and RLA's manager (Jason Hersman), regarding my dissatisfaction make me wonder if that belief is realistic. Pardon such frankness, but my displeasure with the condition of my damaged yard, removed sidewalk, possible damage underground drainage system and blaming of other companies, were/is quite aggravating and disturbing.

As a result of faulty equipment and materials, in September, 2015 RLA Utilities was contracted by CGO to repair and install new gas service to my home at CGO's expense. In my initial conversation with RLA repetitive Steve, he assured me my yard would not be disturbed from the surface but rather a simple underground boring. Without notice, on October 2 the entire west side of my front yard was destroyed, sidewalk and street curb removed and cut tree roots left protruding from the ground. RLA initially stated they restored my property by putting grass seed and hay down and leveling the ground surface.

After talking with Jason Hersman about the damage to the yard, growth of grass, removed sidewalk, severely damaged tree roots protruding from the ground and the possible death of the trees, he asked that I meet him at my house to approve their work. Due to the fact I am not a professional landscaper or arborist, I requested that CGA request the service of both who would better be able to discuss proper grading and tree damage. I shared with Mr. Hersman I capture photos of the damage.

On November 2, I receive a letter from the Utilities Commission of Ohio stating both CGA and RLA denied digging in my yard and removing the sidewalk. When I talked with Mr. Hersman on November 11 and questioned him again about the damage to my yard, he became disrespectful and stated CGO had the right to destroy my yard and it was my responsibility to repair the damage caused his company.

Rather than come out and take responsibility, I continued to hear CGO and RLA make every excuse to avoid the issues created by their company. What I have tried to communicate and both CGO and RLA fail to realize is that prior to their contractor handling of the leaking gas line, there was no problem with my yard, sidewalk or trees.

Needless to say, I am a very displeased customer and feel as though I have been "raped" by Columbia Gas of Ohio and their contractor RLA Utilities and totally disrespected by their customer service representatives who refused to provide me with their CEO's contact information. My perception of the service, workmanship and integrity they provided is not good and I may be left with no choice but to enter into legal litigation as well as file an official complaint with the Better Business Bureau concerning the quality of service both companies provided. I can only hope other customers do not encounter similar experiences.

Under the circumstances, I hope to hear from you immediately with confirmation that the issues will be resolved to our mutual satisfaction. I can be contacted at (614) 579-6605.

Respectfully,



Zoraba Ross
1822 Fairhaven Road
Columbus, OH 43229
Acct. #: 148288640010000