

NC FILE

Ohio

Public Utilities Commission

DPET 122722716
Case Number 13

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

Formal Complaint Form

17-55-GA-CSS

Diona Pettigrew
Customer Name (Please Print)

4260 Martin Luther King Dr.
Customer Address

Cleveland Ohio 44105
City State Zip

Against

5180001663209
Account Number

Customer Service Address (if different from above)

Dominion East Ohio Gas.
Utility Company Name

City State Zip

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

RECEIVED
PUCO
2017 JAN -9 PM 4:52

Diona Pettigrew
Signature

216-713-0706
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.
Technician AW Date Processed 1/9/17

January 4, 2017

From: Diona Pettigrew

4260 Martin Luther King Dr. Down

Cleveland ,Ohio 44105

(216) 713 – 0706

To: Public Utilities Commission of Ohio

Re: Dominion East Ohio Gas Company.

Account: 5180001663209

I am presently a paying on time customer of Dominion Gas Co. The first week in December, 2016 my furnace and hot water tank went out. I called Dominion Gas Co. and hours later they had to send out a service crew because the problem was found underground outside. The service explained to me they found water in my gas line outside, they blew the water out the line, and was able to light my furnace and water tank.

That lasted six days, and my furnace and water tank went out again, I called Dominion Gas and the once again hours later found the same problem with water in the lines outside and blew the water out the line and lit my furnace and water tank again, this time it only lasted four days. From that point on the problem continued every day and then hourly on Christmas Eve. I kept calling them back out 4-6 times a day.

It is a family tradition that all my grown children and grandchildren come to Cleveland on Christmas Eve and stay until the New year and that was ruined. I also have full custody of my ten year old special needs granddaughter who does not take well to change and being closed in is even worst. I need hot water daily and everyone deserves to have heat in 20-30 below zero weather. I have an electric stove that I used to boil water to bath, as well as keeping the back of the house warm.

I used a thick blanket to close off the front of the house, which caused negative behaviors in my special needs granddaughter. Dominion Gas (Sheila) Supervisor of emergencies told me they were not going to replace or repair my oven, which is now working when it wants too. She said I should not have been using it for heat. December 26, 2016 after I called P.U.C.O Dominion Gas, offered to put my daughter, granddaughter and myself up one night at the Embassy Suit Hotel, Only to have to return to a frozen house Dec 27, 2016 11:30am through 6:30pm.

The Supervisor of operations (George Smith) (216) 736-6946 entered my home 3pm December 27, 2016 to apologize and explain what was found, which was the very same line that Dominion Gas crew found the first week of Dec, 2016. Mr. Smith was as upset as me and witnessed the fight to keep my special needs granddaughter in the back of the house and just how cold it was in my home. Dominion Gas failed to provide us with heat and hot water throughout the whole month of December, 2016

The inadequate service I experienced for weeks, until I called P.U.C.O was not even fit for a dog.

I'm seeking a new stove or mines repaired and \$3,000.00 for all the suffering and aggravation I went through the whole month of Dec, 2016.

I also called Dominion 1/3/17, to get all the dates I called and how many times the service crew had to come out to my home, Oh! And now they don't have any records of problems at my address.

Thank you,

Diona Pettigrew

4260 MARTIN LUTHER KING JR DR UNIT D
CLEVELAND OH 44105-6260

216 - 664 = 2900
major

Account Number	Date Prepared	Next Meter Reading
5 1800 0166 3209	November 29, 2016	12/27 - 12/30/2016

Cycle 16

For questions about **Dominion East Ohio** charges call **1-800-362-7557**

Monthly Usage Comparison

Average Daily Temperature	<u>2015</u>	<u>2016</u>
For This Billing Period		49°F

Month	Year	Gas Use (MCF)
Sep	2015	15
Oct	2015	16
Nov	2015	10
Sep	2016	1
Oct	2016	5
Nov	2016	14

Avg Monthly Use: 7.0 MCF.
Total Annual Use: 20.9 MCF.

Billing Period and Meter Readings

<u>Date</u>	<u>Read Type</u>	<u>Reading</u>	<u>Difference</u>
Meter Number	18208522		
Nov 28, 2016	Actual	928.1	
Oct 26, 2016	Actual	913.7	14.4
MCF Used in 33 Days			14.4

MCF Used in 33 Days	14
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MCF Used in 33 Days	14
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YOU ARE ON THE PIPP PLUS PLAN FOR \$44.00.

4260 MARTIN LUTHER KING JR DR UNIT D
CLEVELAND OH 44105-6260

Account Number	Date Prepared	Next Meter Reading
5 1800 0166 3209	November 29, 2016	12/27 - 12/30/2016



Dominion®

Cycle 16

For questions about **Dominion East Ohio** charges call 1-800-362-7557

Summary of Payment Due

Current PIPP Plus Amount	44.00
Total Payment Due by December 16, 2016	\$44.00

Your PIPP Plus anniversary is 11/05/2017.

This is the date by which you must pay any PIPP Plus payments missed in the prior 12 months to remain on PIPP Plus.

You must re-verify your income by 11/29/2017 to stay on PIPP Plus.

If you have questions about your household income reverification, call the Ohio Development Services Agency at 1-800-282-0880.

To receive an On Time Balance Reduction of \$36.27, we must receive at least \$44.00 by 12/16/2016. Remember, timely payment of bills ensure your continued gas service.

(See Next Page for Usage Comparison and Meter Readings)

PLEASE PAY Account Balance of \$221.93 or PIPP Plan Amount of \$44.00 by Dec 16, 2016

Need to Locate an Authorized Payment Center?

Go to www.dom.com and type in "Payment Center" in the search box.

ENERGYSHARE: Help people without heat by donating to EnergyShare. To donate, add exactly \$1, \$2, \$6, \$12, \$18 or \$36 to your payment or mail a separate check payable to EnergyShare, Salvation Army, P.O. Box 5847, Cleveland, OH 44101.

9282-929-008-03nd

Please detach and return this coupon with a check made payable to Dominion East Ohio. For mailing address changes, visit Manage Your Account on dom.com

02A/001 102064/3127218 0003759 0007551 J=0111



EMBASSY SUITES
HOTELS*

5800 Rockside Woods Blvd. • Independence, OH 44131
Ph: (216) 986-9900 • Fax: (216) 986-9901
www.embassysuites.com

Name & Address

PETTIGREW, GIONA
4313 E 116TH
CLEVELAND OH 44105
UNITED STATES OF AMERICA

Suite 420/TDBN
Arrival Date 12/26/2016 10:56:00 PM
Departure Date 12/27/2016
Adult/Child 1/0
Suite Rate 99.00
Rate Plan: LV8
HH #
AL:
Car:

Folio

Confirmation Number: 86248517

12/27/2016

HHONORS
HILTON WORLDWIDE

DATE	REFERENCE	DESCRIPTION	AMOUNT
12/26/2016	3114480	GUEST ROOM	\$99.00
12/26/2016	3114481	STATE TAX	\$7.92
12/26/2016	3114481	COUNTY TAX	\$5.45
12/26/2016	3114481	CITY TAX	\$2.97
12/27/2016	3114633	MC *1793	(\$115.34)
		BALANCE	\$0.00

ACCOUNT NO.		DATE OF CHARGE	FOLIO NO./CHECK NO.
			688739 A
CARD MEMBER NAME		AUTHORIZATION	INITIAL
ESTABLISHMENT NO. & LOCATION		PURCHASES & SERVICES	
		TAXES	
		TIPS & MISC.	
CARD MEMBER'S SIGNATURE		TOTAL AMOUNT	-115.34
X			

MERCHANDISE AND/OR SERVICES PURCHASED ON THIS CARD SHALL NOT BE RESOLD OR RETURNED FOR A CASH REFUND.

PAYMENT DUE UPON RECEIPT

W
WALDORF
ASTORIA
HOTELS & RESORTS

CONRAD
HOTELS & RESORTS

Hilton
HOTELS & RESORTS

DOUBLE TREE
HOTELS & RESORTS

EMBASSY
SUITES

Hilton
Garden Inn

Hampton

HOMEWOOD
SUITES
by Hilton

HOME
by Hilton

Hilton
Grand Vacations