

Ohio

Public Utilities
Commission18-0145-GA-CSS
Case Number

RECEIVED-DOCKETING DIV.

2018 JAN 25 PM 3:24

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

Formal Complaint Form

Helen Dials
Customer Name (Please Print)8243 Chippenham Dr.
Customer AddressDublin OH 43016
City State Zip

Against

201326200010004
Account Number

Customer Service Address (if different from above)

Columbia Gas Ohio
Utility Company Name

City State Zip

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

Billed For gas usage from June - now despite the gas, as acknowledged by Columbia Gas, being shut off. Their tech found the meter was okay, but the amounts differed from the Billing amount. →

Signature

614-284-3842
Customer Telephone Number

This is to certify that the images appearing are an accurate and complete reproduction of a hard file document delivered in the regular course of business.
Technician je Date Processed 1/28/18

Columbia Gas did not correct the billing after they were contacted about the issues with the line readings.

They have also yet to update the account as a PIPP account after repeatedly giving the information to them, resulting in them threatening and correcting shut off notices on a monthly basis.

They also would not accept the discounted Winter Reconnect Order when doing the year end payment, and demanded proof of the split payment being supplied to AEP, which was done via FAX.

At this point they are being harassing, not following the mandates issued by the PUCO for the Winter Order, will not do a proper billing investigation and have essentially told me, a disabled home maker, that they do not care.

I want the billing corrected and for them to stop needing to be corrected on the account issues every single month.

Regards,

Helen Dials

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