

THE PUBLIC UTILITIES COMMISSION OF OHIO

**IN THE MATTER OF THE COMPLAINT OF
BONNIE J. MAKI,**

COMPLAINANT,

V.

**INTERSTATE GAS SUPPLY, INC. D/B/A
IGS ENERGY,**

CASE NO. 19-706-GA-CSS

AND

**THE EAST OHIO GAS COMPANY D/B/A
DOMINION ENERGY OHIO,**

RESPONDENTS.

ENTRY

Entered in the Journal on June 19, 2019

I. SUMMARY

{¶ 1} The Commission dismisses the complaint against Interstate Gas Supply, Inc. d/b/a IGS Energy and The East Ohio Gas Company d/b/a Dominion Energy Ohio, as the issues in the case have been resolved.

II. DISCUSSION

{¶ 2} Pursuant to R.C. 4905.26, the Commission has authority to consider written complaints filed against a public utility by any person or corporation regarding any rate, service, regulation, or practice relating to any service furnished by the public utility that is in any respect unjust, unreasonable, insufficient, or unjustly discriminatory. Pursuant to R.C. 4929.24, the Commission has jurisdiction under R.C. 4905.26, upon complaint of any person, regarding the provision by a retail natural gas supplier subject to certification under R.C. 4929.20 of any service for which it is subject to certification.

{¶ 3} The East Ohio Gas Company d/b/a Dominion Energy Ohio (DEO) is a natural gas company as defined in R.C. 4905.03 and a public utility as defined in R.C. 4905.02, and, as such, is subject to the jurisdiction of this Commission.

{¶ 4} Interstate Gas Supply, Inc. d/b/a IGS Energy (IGS) is a retail natural gas supplier as defined in R.C. 4929.01 and, as such, is subject to the jurisdiction of this Commission.

{¶ 5} On March 25, 2019, Bonnie J. Maki (Complainant) filed a complaint against IGS and DEO. Complainant states that, on October 10, 2018, she cancelled her percentage of income payment plan with DEO for gas service and Ohio Edison Company (OEC) for electric service, and then agreed to a bundled package with IGS for gas and electric service. Complainant further states that, on October 11, 2018, she cancelled bundled service from IGS and returned to budget billing from DEO for gas service and OEC for electric service. However, Complainant asserts that her November 2018 bill indicated receiving service from IGS. Complainant also contends that she did not receive a \$99 credit that was promised by DEO; rather, the bill indicated that she owed \$99. Complainant seeks to have incorrect charges by DEO and IGS reversed and the \$99 credit returned to her.

{¶ 6} On April 12, 2019, and April 15, 2019, respectively, DEO and IGS filed answers to the complaint. DEO and IGS state that the complaint has been satisfied and the matter settled, and request dismissal of the complaint with prejudice, pursuant to Ohio Adm.Code 4901-9-01(F).

{¶ 7} Ohio Adm.Code 4901-9-01(F) provides that, if an answer or motion is filed that asserts that a complaint has been satisfied or settled, and no response is filed within 20 days, the Commission may presume that satisfaction or settlement has occurred and dismiss the complaint.

{¶ 8} Complainant did not respond within 20 days of the assertions by DEO and IGS that the matter has been resolved. Pursuant to Ohio Adm.Code 4901-9-01(F), the Commission finds that the requests of DEO and IGS to dismiss the complaint, with prejudice, are reasonable and should be granted.

III. ORDER

{¶ 9} It is, therefore,

{¶ 10} ORDERED, That this case be dismissed with prejudice and closed of record.
It is, further,

{¶ 11} ORDERED, That a copy of this Entry be served upon all parties of record.

COMMISSIONERS:

Approving:

Sam Randazzo, Chairman

M. Beth Trombold

Lawrence K. Friedeman

Daniel R. Conway

Dennis P. Deters

JML/hac

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Case No(s). 19-0706-GA-CSS

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