

FILE

19-1824-GA-CSS

4



Public Utilities Commission

Formal Complaint Form

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

Jodie Craig
Customer Name (Please Print)

2805 Wendell Ave.
Customer Address

Lima Ohio 45805
City State Zip

Against

9 5000 5347 6632
Account Number

Customer Service Address (if different from above)

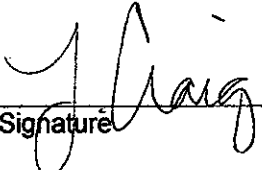
Dominion Energy
Utility Company Name

City State Zip

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

Dominion replaced all the gas lines in my neighborhood early spring 2019. When they did this a large hole was dug in my yard very near my waterline. Before they came my yard was nice and dry but when they left it was a swamp that would never dry. They had damaged my waterline during this dig and then refused to repair it. I would like to be reimbursed for the \$611.21 it cost to repair. I have enclosed a copy of the repair bill and my most recent gas bill. Thank you.

RECEIVED-DOCKETING DIV
2019 SEP 27 PM 3:19
PUCO


Signature
419-236-4387
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 amm Date Processed 09/27/19

Invoice

WASHAM PLUMBING, HTG. & AIR, INC.

5028 POLING RD.

LIMA, OH 45807

419-339-0729

September 6, 2019

Summary: SERVICE

Invoice #: 15368-78384

Tech: KYLER

Due Date: 10/6/2019

Job Date: 8/30/2019

Bill To:

GAVIN CRAIG

2805 WENDELL AVE.

LIMA, OH 45807

419-236-5170

Item Code	Description	Hrs/Qty	Price	Amount
	CUT OUT FLARE COPPER FITTING AND REPLACED WITH BRASS NIPPLE AND FEMALE COMPRESSION FITTINGS - TURNED WATER BACK ON AND BLED AIR OUT OF LINES - EVERYTHING OPERATING PROPERLY			
	BRASS NIPPLE - COMPRESSION BRASS FITTING - PIPE DOPE - THREAD TAPE			153.71
	TECHNICIAN REGULAR LABOR	4.25	78.00	331.50
	HELPER LABOR	3.00	42.00	126.00

Subtotal	Total
611.21	\$611.21

Credits: \$611.21 CF
Balance: \$0.00

All work to be completed in a professional manner according to standard practices. We accept cash, check, money order, Visa, Mastercard and Discover for payment of services. There is a \$40.00 fee for any returned checks for NSF. Material and equipment installed remain the property of Washam Plumbing, Heating & Air, Inc until payment is made in full. Purchaser agrees to pay ALL costs of collection, including attorney's fees.

Terms: Net 30

A 2% MONTHLY FINANCE CHARGE WILL BE ADDED TO ALL UNPAID BALANCES

JODIE L CRAIG

2805 WENDELL AVE

LIMA OH 45805-3040

Account Number Date Prepared

9 5000 5347 6632 August 28, 2019

Next Meter Reading

09/26 - 10/01/2019

Page 1



Cycle 16

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

Summary of Payment Due

Current Budget Amount 114.00

Total Payment Due by September 16, 2019 \$114.00

(See Next Page for Usage Comparison and Meter Readings)

PLEASE PAY Budget Amount of \$114.00 by Sep 16, 2019 to Avoid Late Payment Charge of 1.5% per month.

Budget Bill Explanation

For your convenience, we are providing current information about your budget plan:

Current Dominion Energy Ohio Budget \$114.00

To participate in the Energy Choice program, you must pay the amount due on time each month.

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.

Please detach and return this coupon with a check made payable to Dominion Energy Ohio.

PLEASE PAY BY Sep 16, 2019 **Account No.** 9 5000 5347 6632

\$114.00

Amount Enclosed

16

000008275

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JODIE L CRAIG
DAVIN CRAIG
2805 WENDELL AVE
LIMA OH 45805-3040



DOMINION ENERGY OHIO
PO BOX 26785
RICHMOND VA 23261-6785

0195000534766320000000005787000000114006

JODIE L CRAIG2805 WENDELL AVE
LIMA OH 45805-3040**Account Number** **Date Prepared** **Next Meter Reading**
9 5000 5347 6632 **August 28, 2019** **09/26 - 10/01/2019**

Cycle 16

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

Credits and Charges Since Your Last Bill

Balance from Last Bill	\$10.57
Payment on Aug 15, 2019 - Thank You	114.00 CR
Balance	\$103.43 CR

Current Charges**Dominion Energy Ohio Distribution Charges**

Basic Service Charge	\$29.57
Usage-Based Charges	
8.9 MCF @ \$.4842	4.31
Gross Receipts Tax (4.6044%)	1.56
Total Dominion Energy Ohio Charges	\$35.44

For questions about Dominion Energy Ohio charges, call us at 1-800-362-7557.

Titan Gas Llc Dba Titan Gas And Power Ch**Standard Choice Offer (SCO)**

Gas Cost 8.9 McF @ \$2.361	\$21.01
Sales Tax	1.42
Total TITAN GAS LLC DBA TITAN GAS AND POWER Charges	\$22.43

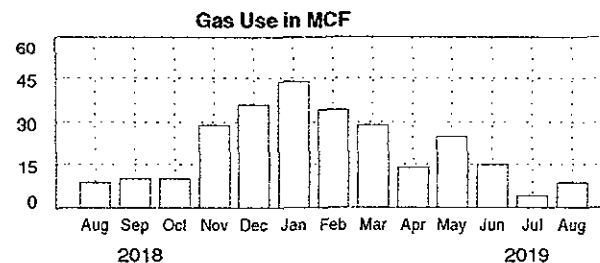
For questions about gas supply costs, contact TITAN GAS LLC DBA TITAN GAS AND POWER at 1-888-355-6205 or 3355 West Alabama Houston, TX 77098 Suite 1170 or www.titangasandpower.com.

Total Current Charges **\$57.87****Total Account Balance** **\$45.56 CR**

Rate Schedule: Energy Choice Transportation Service - Residential

Monthly Usage Comparison

Average Daily Temperature	2018	2019
For This Billing Period	72°F	72°F



Avg Monthly Use: 21.4 MCF.
Total Annual Use: 257.3 MCF.

Billing Period and Meter Readings

Date	Read Type	Reading	Difference
Meter Number	01186774		
Aug 28, 2019	Actual	1333.9	
Jul 30, 2019	Actual	1325.0	8.9
MCF Used in 29 Days			8.9