

THE PUBLIC UTILITIES COMMISSION OF OHIO

**IN THE MATTER OF THE COMPLAINT OF
JODIE CRAIG,**

COMPLAINANT,

v.

CASE NO. 19-1824-GA-CSS

**THE EAST OHIO GAS COMPANY DBA
DOMINION ENERGY OHIO,**

RESPONDENT.

ENTRY

Entered in the Journal on November 21, 2019

I. SUMMARY

{¶ 1} The Commission grants the request of The East Ohio Gas Company dba Dominion Energy Ohio to dismiss the complaint, 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.

{¶ 3} The East Ohio Gas Company dba 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} On September 27, 2019, Jodie Craig (Complainant) filed a complaint against DEO, alleging that, during DEO's replacement of the gas lines in her neighborhood, a large hole was dug in her yard near her waterline. Complainant states that the hole fills

with water and does not dry out. Further, Complainant contends that DEO damaged her waterline during the digging and refuses to repair the damage.

{¶ 5} DEO filed its answer on October 17, 2019. In accordance with Ohio Adm.Code 4901-9-01(F), DEO states that the complaint has been satisfied. DEO, therefore, requests dismissal of the complaint with prejudice.

{¶ 6} 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.

{¶ 7} Complainant did not respond within 20 days of DEO's assertion that the matter has been resolved. Pursuant to Ohio Adm.Code 4901-9-01(F), the Commission finds that DEO's request to dismiss the complaint is reasonable and should be granted.

III. ORDER

{¶ 8} It is, therefore,

{¶ 9} ORDERED, That the request to dismiss the complaint with prejudice be granted. It is, further,

{¶ 10} ORDERED, That this case be dismissed 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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Summary: Entry Entry that the Commission grants the request of The East Ohio Gas Company dba Dominion Energy Ohio to dismiss the complaint, as the issues in the case have been resolved. electronically filed by Docketing Staff on behalf of Docketing