

**THE PUBLIC UTILITIES COMMISSION OF OHIO**

**IN THE MATTER OF THE COMPLAINT OF  
BRADLEY ROSEN,**

**COMPLAINANT,**

**v.**

**CASE NO. 19-1761-GA-CSS**

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

**RESPONDENT.**

**ENTRY**

Entered in the Journal on May 20, 2020

**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 9, 2019, Bradley Rosen (Complainant) filed a complaint against DEO, stating that, between February 15, 2018, and March 3, 2018, he informed DEO that he would be vacating 1908 E. 123rd Street (123rd Street) in Cleveland and wanted termination of service on March 15, 2018. Despite his request, Complainant

asserts that DEO continued to bill him, resulting in a bill of \$2,700. Complainant adds that, although DEO had sent employees to the premises, access to turn off the gas was not possible.

{¶ 5} DEO filed its answer on September 30, 2019, contending that it has no record of Complainant's request. Rather, DEO states that Complainant called regarding his payment plan, and DEO informed him of the amount due. According to DEO, Complainant failed to make periodic payments, resulting in DEO attempting to contact him by telephone and mail regarding possible disconnection of service. DEO eventually determined that disconnection was not possible because the inside meter was inaccessible, and the service line at the curb box served multiple units. DEO adds that, when it was contacted by Complainant on June 10, 2019, to begin service at a different residence, DEO informed Complainant that service at 123rd Street was still active in his name. Upon being informed of this, DEO states that Complainant requested disconnection of service on June 10, 2019.

{¶ 6} A settlement conference was scheduled for November 13, 2019. All parties participated in the conference.

{¶ 7} DEO filed a statement on February 25, 2020, indicating that, in accordance with Ohio Adm.Code 4901-9-01(F), the complaint has been satisfied. DEO requests dismissal of the complaint without prejudice.

{¶ 8} Ohio Adm.Code 4901-9-01(F) provides that, if an answer or motion is filed asserting 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.

{¶ 9} 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**

{¶ 10} It is, therefore,

{¶ 11} ORDERED, That the request to dismiss the complaint without prejudice be granted. It is, further,

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

{¶ 13} 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 granting 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 Kelli C King on behalf of The Public Utilities Commission of Ohio