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06-1456-GA-CSS



The Public Utilities  
Commission of Ohio

RECEIVED-DOCKETING DIV

2006 DEC 14 PM 2:20

MBOR110206DS  
Case Number

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

**PUCO**  
**Formal Complaint Form**

Michael G. Boreman  
Customer Name

21 1st Avenue  
Customer Address

Ledington OH 44904  
City State Zip

**Against**

12425022 001 0005  
Account Number

Customer Service Address (if different from above)

Columbia Gas of Ohio  
Utility Company Name

City State Zip

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

See attached

Michael G. Boreman  
Signature

(419) 884-3910  
Customer Telephone Number

Technician SPW Date Processed 12-14-06  
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.

Dear Sirs:

In October of 2005 we had a new furnace installed. Of course one reason was to save on fuel costs, the other was our existing furnace was 29 years old.

For those 29 years I have taken readings and gave them to Columbia Gas with no problems.

On our April 2006 bill Columbia Gas estimated our gas usage of 56 ccf. I read the meter at 7501 with a usage of 36 ccf. Maybe during April I turned the furnace off if we had a warm stretch. Also with the new furnace it has electronic ignition. This is important, because in the summer we always kept the pilot light on the old furnace.

During the 6 warm months Columbia gas April to Sept. calculated gas usage using old furnace values. 20 to 25 ccf. When Columbia Gas read my meter on Sept. 28<sup>th</sup> they only looked at the last 2 digits 77 using their calculated readings to that point.

My reading is obtained by reading the meter all summer. 7577 there's 7677

On Sept. 28<sup>th</sup> Columbia Gas replaced my gas meter with one with a sending unit, this lets them read the meter when we are not at home.

During the summer I sent Columbia Gas 2 meter readings, they used their calculations.

When I received the Sept. bill with a reading of 7677 I called customer service and asked them to find my old meter and read it. The next time I called customer service they said they would credit my account 100 ccf. Of course they didn't, that is why I am filing a formal complaint.

	Me	Used	Columbia Gas	
April 29	7501	36	Calcul 7522	56 They keep changing their #'s
May 31	7522	21	.. 7562	40
Jun 30	7538	16	.. 7586	24
July 31	7551	13	.. 7611	25
Aug 25	7562	11	.. 7633	22 they changed to 7657 = 46 used
Sept 28	7577	15	.. 7677	20

One of Columbia Gas's comments to Tammy Mitchell was the 1/2006 usage  
Calculated

For December 7002 to 7171 = 169 ccf For Jan. 06 7171 to 7254 = 83 ccf

I read 7146

We actually used 7254 = 108 ccf

For January

Thank you,  
Mike Boreman

*Mike Boreman*