

FILE

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BEFORE
THE OHIO PUBLIC UTILITIES COMMISSION OF OHIO

FAX

In the Matter of Complaint of
John A. Rose

Complainant,

Vs.

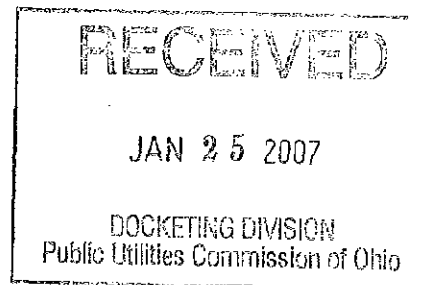
Vectren Energy Delivery of Ohio, Inc.

Respondent.

Case No. 06-1512-GA-CSS

RESPONSE TO COMPLAINT AND MEMORANDUM IN SUPPORT

Now come John A. Rose and respectfully tenders his response to the Respondent of Vectren Energy Delivery of Ohio, Inc. Mr. Rose respectfully requests that the Utilities Commission of Ohio investigate the Affidavit of Becky Brann, Manager of Customer Relations for Vectren Energy Delivery of Ohio, Inc., and further requests that the Utilities Commission of Ohio investigate Vectren for failing to comply with the appropriately filed Medical Certificate.



John A. Rose
Complainant
Kettering, OH 45429

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RESPONSE TO RESPONDENT OF VECTRAN ENGERY AND MEMORANDUM IN SUPPORT

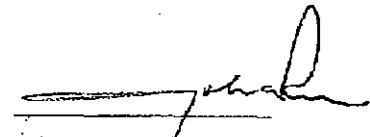
Mr. Rose has reviewed the response filed by Vectren (Respondent). Vectren has failed to indicate to Ohio Public Commissions that Vectren has refused to forward a copy of their (Vectren's) appropriate Disconnection Medical Certificate to a requested Medical Doctor upon request from Mr. Rose. Vectren insisted that the Disconnection Medical Certificate was to be provided by the Doctor's Office in which the minor child, reside at the Complainants residence, is receiving treatment from. Whereas; When Complainant received a copy of Vectren's Disconnection Medical Certificate, Vectren failed to recognize the appropriately filed Medical Certificate, filed on behalf of the minor child that resides with the Complainant, and disconnected services at the Complainants residence. Mr. Rose was in agreement with Vectren on repayment of balance due and the final payment of three hundred dollars and zero cents (\$300.00) would have to be made prior to the close of the month of December 31, 2006 to satisfy the balance due with Vectren. Mr. Rose respectfully paid the full balance due instead of the agreed payment of three hundred dollars and zero cents (\$300.00) prior to the close of the month of December 31, 2006. Vectren insist that the Complainant broke the agreement in October of 2006 when in fact there was an agreement established by Mr. Rose and Vectren as indicated in the above statement. Furthermore, Affidavit of Becky Brann states that Mr. Rose was contacted of the following dates: January 3, 2007, January 4, 2007 and January 16, 2007. Although the dates of contact was not recorded by Mr. Rose and Mr. Rose does not deny that he was contacted, Mr. Rose denies that he made any agreement to Vectren to dismiss his complaint rather Mr. Rose indicated that he would write a letter which would give Credit to appropriate individual, located in Customer Service, that handled Mr. Roses complaint and moved in a respectful manner to have the services restored. The individuals name is unknown to Mr. Rose and Mr. Rose feels that he (Vectren Customer Service) made a proper decision to make mends to Vectrens failure to comply with their (Vectrens) agreement. At no time did Mr. Rose have any intention to dismiss his complaint and was irritated that Vectren was persistent that he sign a joint motion to dismiss the case; and felt that Vectren was trying to "Hide" any wrong doing on Vectrens part. Affidavit of Becky Brann state the Mr. Rose understood that the payment online after the disconnect date did not prevent disconnection

and that Mr. Rose understood the current balance. Mr. Rose denies this allegation and that had he in fact made the statement it would contradict his originally complaint. Mr. Rose would be satisfied to dismiss this complaint if Vectren agrees as follows:

- Create and maintain an office specifically for and on behalf of individuals that are Medically Handicap or otherwise Legally Handicap in accordance with the Ohio Revised Code to:
 - Maintain records as such pertains to the appropriate Disconnection Medical Form(s),
 - Maintain records as such pertains to agreements made by and with Vectran and its residents for repayment of balance due,
 - Maintain and appropriately note accounts so that information cannot be misconstrued by employees of Vectren and or the Contractors hired by and on behalf of Vectren so services are not interrupted,
 - Oversee and manage these accounts in accordance with the Ohio Revised Code.

Once again, Mr. Rose sends his commendation to the Customer Service Individual that appropriately handled his complaint and acted in a respectful manner to resolve the complaint.

Mr. Rose hereby certifies that a copy of this response was served upon Ventren Energy Delivery of Ohio, Inc. by Fed-Ex, TRK# 7929 1042 7194.


John A. Rose