

FILE

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2007 MAR 23 PM 12:53



The Public Utilities
Commission of Ohio

PUCO

07-315-6A CSS

Case Number

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

Formal Complaint Form

Donald & Jerrie King
Customer Name

3868 Co. Rd. 220
Customer Address

Findlay Ohio 45840
City State Zip

Against

15-18100-2
Account Number

Customer Service Address (if different from above)

ARLINGTON Natural Gas Co
Utility Company Name

City State Zip

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

From 11/15/06 to 12/15/06 we were charged \$294.24 for gas service. On 11/24 our furnace quit working & we shut off all gas to furnace. The furnace wasn't repaired until 01-08-07. When I went to the gas company on 01-16-07 to give them a Heap Voucher for \$187.00 toward my bill; I asked if my bill was estimated for Dec '06. I was rudely told "no they don't estimate bills."

(continued)

Jerrie King
Signature

419-299-3573
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 Amr Date Processed 3/23/07

I then told them that my furnace had quit sometime around the 1st of Dec. They then looked at my bill had been estimated for the December bill. They first said that they thought the meter was bad and had estimated the bill based on what I had been using previously. I was also told that it was probably my cookstove and/or hot water tank that caused the bill to be that much. I told them that both are electric. The lady at the gas company also told me I should have told them that the furnace wasn't working. I told her and a man that they had never come to the door to tell me that the meter wasn't working. I was also told that the meter was never changed either.

On the second day of talking to the lady at the gas company, I was told by her that they still hadn't decided what kind of reimbursement they would do. But that basically whatever they gave me back would be added back on for the 9 (nine) days in November, 2006 and the 7 (seven) days in January, 2006.

I asked her if I would have to wait to get my January bill to see how much of

a credit I was getting; she laughed and to me yes. She also told me that they would be taking a loss on ~~the~~ whatever credit they gave me. I asked her how when I hadn't used what they charged me for in December 2006.

When I got my bill in Feb. 2007; on it, it shows that I was charged \$170.24 for 11-15-06 to 12-15-06 and given a credit of \$120.60, I was then charged \$112. for 12-15-06 to January 15, 2007.

When I first called the PUCC, I did receive a phone call. I was told that I was given the \$120.60 as a goodwill gesture on the part of the gas company. I don't see that as a goodwill gesture when I didn't use the gas for over a month in a three month period..

Yours truly,
Jerrie King
Jerrie King
3868 Co. Rd. 220
Findlay, Ohio 45840

Due Date**Jan 15, 2007**

**THE
ARLINGTON
NATURAL GAS COMPANY**

*Since 1916***DONALD & JERRIE KING****3868 CR 220****FINDLAY, OH 45840**

108 South Main Street

P.O. Box 277

Van Buren, Ohio 45889

419-299-3330

Make checks payable to:
The Arlington Natural Gas Co.

Payments may also be made in person at:
The Sky Bank in Arlington and
Mt. Blanchard; Frey Hardware, Kirby;
Arcadia Town Hall; or Clancy's in Portage.

Customer Account Number**15-18100-2**

Pay This Amount After Due Date ▶	680.53	Amount Paid ▼
Pay This Amount On Or Before Due Date ▶	678.13	

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT.

Please keep this portion as your receipt.

Previous Billing Information**Previous Balance 383.89****Payments/Credits Received As of Dec 16, 2006 0.00****Balance at Billing 383.89****Current Billing Information**Billing PeriodDaysMeter ReadingGas Used

From To

Previous Present

Mcf

11/15/06 12/15/06**30****84****108****24****Current Charges 294.24****New Balance 678.13**

Payment of \$678.13 Due By Jan 15, 2007
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Account Number 15-18100-2 Service Address 3868 CR 220**The Arlington Natural Gas Company****419-299-3330****OFFICE HOURS:**

Monday-Friday 8:30-11:30 a.m. and 12:30-4:30 p.m.

Closed Weekends & Holidays

Feb 15, 2007

 **ARLINGTON** 
NATURAL GAS COMPANY
Since 1916

DONALD & JERRIE KING
3868 CR 220
FINDLAY, OH 45840

P.O. BOX 211
Van Buren, Ohio 45889
419-299-3330

Make checks payable to:
The Arlington Natural Gas Co.

Payments may also be made in person at:
The Sky Bank in Arlington and
Mt. Blanchard; Frey Hardware, Kirby;
Arcadia Town Hall; or Clancy's in Portage.

Customer Account Number
15-18100-2

Pay This Amount After Due Date ▶		Amount Paid ▼
	483.97	
Pay This Amount On Or Before Due Date ▶	483.07	

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT.

Please keep this portion as your receipt.

Previous Billing Information

Previous Balance	680.53
Payments/Credits Received As of Jan 16, 2007 Thank You!	309.60 CR
Balance at Billing	370.93

Current Billing Information

Billing Period		Days	Meter Reading		Gas Used Mcf
From	To		Previous	Present	
12/15/06	01/15/07	31	108	117	9
Current Charges					112.14
New Balance					483.07

Payment of \$483.07 Due By Feb 15, 2007

Account Number 15-18100-2 Service Address 3868 CR 220
The Arlington Natural Gas Company
419-299-3330

OFFICE HOURS:
Monday-Friday 8:30-11:30 a.m. and 12:30-4:30 p.m.
Closed Weekends & Holidays

Mar 15, 2007

 **ARLINGTON** 
NATURAL GAS COMPANY

Since 1916

DONALD & JERRIE KING
3868 CR 220
FINDLAY, OH 45840

Van Buren, Ohio 45889
419-299-3330

Make checks payable to:
The Arlington Natural Gas Co.

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The Sky Bank in Arlington and
Mt. Blanchard; Frey Hardware, Kirby;
Arcadia Town Hall; or Clancy's in Portage.

Customer Account Number
15-18100-2

Pay This Amount After Due Date ▶		Amount Paid ▼
	990.73	
Pay This Amount On Or Before Due Date ▶		
	986.63	

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT.

Please keep this portion as your receipt.

Previous Billing Information

Previous Balance	483.97
Payments/Credits Received As of Feb 16, 2007	0.00
Balance at Billing	483.97

Current Billing Information

<u>Billing Period</u>		<u>Days</u>	<u>Meter Reading</u>		<u>Gas Used</u> Mcf
From	To		Previous	Present	
01/15/07	02/15/07	31	117	158	41
Current Charges					502.66
New Balance					986.63

Payment of \$986.63 Due By Mar 15, 2007

Account Number 15-18100-2 Service Address 3868 CR 220

The Arlington Natural Gas Company
419-299-3330

OFFICE HOURS:
Monday-Friday 8:30-11:30 a.m. and 12:30-4:30 p.m.
Closed Weekends & Holidays