

PERCY SQUIRE CO., LLC

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December 13, 2007

Public Utilities Commission of Ohio  
ATTN: Docketing  
180 E. Broad Street  
Columbus, OH 43215

07-1267-GA-CSS

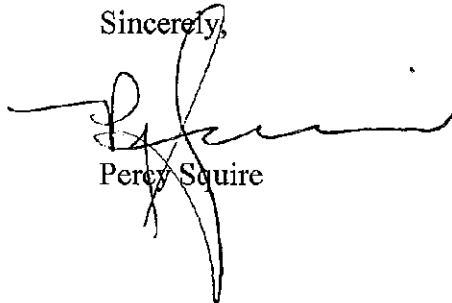
RE: *Blanche Baltes Ruggiero*

Dear Sir or Madam:

Please find enclosed the original and ten copies of the complaint of Blanche Ruggiero against Dominion East Ohio gas company. Please process this complaint in accordance with your complaint procedure and advise me of any future proceedings.

Ms. Ruggiero seeks to recover \$2,247.75 from Dominion East Ohio.

Sincerely,



Percy Squire

PS/cp  
Encl.

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The Public Utilities  
Commission of Ohio

07-1267-CA-CSS  
Case Number

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

### Formal Complaint Form

Blanche Baltis Ruggiero  
Customer Name

34 N. Hazelwood Ave  
Customer Address

Youngstown OH 44509  
City State Zip

**Against**

94203 0262 2258  
Account Number

Dominion East Ohio  
Utility Company Name

414 N. Dunlap Ave  
Customer Service Address (if different from above)

Youngstown OH 44509  
City State Zip

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

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Blanche M. Baltis Ruggiero  
Signature

330-793-7059  
Customer Telephone Number

12-03-07

Att. Percy Squire, Esq.

(12-06-1-07)  
 I had initially found out  
 the gas company (Dominion  
 East Ohio) had shut off the  
 gas at 414 N. Hurday Ave,  
 due to a neighbor complaining  
 she smelled gas. We just had  
 a new gas line put in,  
 in July 2006 (upon receiving  
 a bill from the Youngstown  
 Water Co for \$948<sup>45</sup>) which is  
 approx. 130,000 gallons of water,  
 chunting 37 water fitting from  
 frozen pipes.

I feel the gas co. was at  
 fault for shutting the gas off,  
 and leaving a note (at least they  
 said they left one, we never  
 found one).

After seeing all the damage  
the water had <sup>done</sup> (due to no heat),  
we attempted to start cleaning  
up the mess. We work  
approx 20 hours ourselves,  
and realized we needed  
professional cleaning help.

We hired Art's Home Improvement  
(Bill attached)

Some of the items were  
so badly damaged they  
had to be discarded

(four bags of summer clothing,  
Christmas tree, all the Christmas  
lights and decorations.

Being the house was without  
heat and the amount of water  
that was in the house  
created and paint  
in all the rooms cracked

and chipped off the walls  
in chunks, the coats  
plaster and have the walls  
painted in <sup>all</sup> the rooms  
on the first floor.

When I contacted the  
gas Co. they told me  
they fulfilled their  
obligation by shutting off the  
gas and posting a note  
on the door.

This is where I feel  
their obligation should  
have been to formally notify  
me or the realtor who's  
sign was in the yard, that  
the gas had been shut off,  
instead we received a water  
bill 1 1/2 months later to

make us aware that  
the gas had been shut  
off.

The gas company felt  
it was our responsibility  
to check the house periodically,  
we thought that our realtor  
would be going there more  
often to show the house  
to sell it.

Thank You

Sincerely

Blanche Patten Higgins

## Art's Home Improvement Service

249 S. Osborne Ave. (330)559-6040  
 Youngstown, Ohio (330)793-4819  
 44509

Statement # 100.301

Date: \_\_\_\_\_

Name: Ralph Regarrio  
 (for) 414 N. DUNLAP AVE  
 (BILL TO) Address: 34 N. HAZELWOOD AVE.  
YOUNGSTOWN OHIO  
44509

Date	Description	Amount	Balance
	Materials		420. <sup>00</sup>
	Labor:		
	Cleaning + refinishing basement's floor		
	8 hrs.	25 <sup>00</sup> x hr.	200 <sup>00</sup>
	Refinishing + Painting living room's wall		
	10 hrs	25 <sup>00</sup> / hr	250 <sup>00</sup>
	Replacing + sealing broken water pipes		
	14 hrs	25 / hr	350 <sup>00</sup>
		<b>Subtotal</b>	1,220 <sup>00</sup>
		<b>Tax</b>	79.30
		<b>Total</b>	<b>\$ 1,299.30</b>

PLUS WATER BILL 948.45  
 FROM BROKEN PIPES \$ 2247.75  
 - TOTAL