

FILE

08-484-GA-CSS 3



RECEIVED-DOCKETING DIV
The Public Utilities
Commission of Ohio
2008 APR -8 PM 12:47

RWAT012508QL
Case Number

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

PUCA Formal Complaint Form

Amos Press, Inc.
Customer Name

911 Vandemark Road
Customer Address

Sidney OH 45365
City State Zip

Against

03-400275640-2270516
Account Number

Customer Service Address (if different from above)

Vectren
Utility Company Name

Evansville IN 47702-0209
City State Zip

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

Complaint attached.

[Signature] HR Director
Signature

(937) 498-2111 x122
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 SM Date Processed 4/8/08

FORMAL COMPLAINT
Filed by Amos Press Inc. against Vectren
Case No. RWATO12508QL

Amos Press Inc. is a customer of Vectren, against whom we are filing this complaint.

On January 18, 2008, we received a Vectren invoice for natural gas service for the dates 12/7/07 to 1/9/08. The invoice total was \$18,518.87 for the consumption of 16,313 ccf. This is almost 2½ times our normal usage of 6,800 ccf for the same time period in past years so it is apparent to us that the billing was made in error.

We attempted to resolve this matter with Vectren without satisfaction although it seems clearly apparent for reasons which will be detailed below that there was some problem with the meter that produced the readings from which the bill was based.

We took the following steps to try to resolve this matter with Vectren:

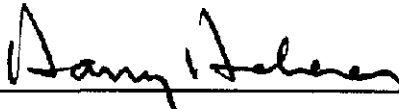
- 1/22/08 – contacted Vectren customer service and requested a re-reading of the meter
 - Result: it was Vectren's opinion that the meter had been read correctly.
- 1/24/08 – at our request a Vectren service technician checked the meter.
 - Result: service technician reported the meter 'looked okay'.
- 1/28/08 – gas lines and all natural gas appliances were checked for leaks and/or faults by an independent outside contractor at our initiative and expense.
 - Result: no line leakage was detected from the meter to the building; insignificant seepage on the inside detectable only with a mechanical "sniffer". All natural gas appliances were found to be working properly and free of gas leaks.
- 1/31/08 – Vectren replaced the meter with another meter on 1/31/08. Vectren performed a calibration test on the meter in question.
 - Vectren reported by letter dated 3/3/08 the meter tested "within limits". The tested meter has not been re-installed as of this date.
- 2/6/08 – the gas powered boiler was inspected by an independent outside contractor at our initiative and expense.
 - Result: all lines, valves and operations were found to be sound and operating correctly.

We believe the charge referenced above is erroneous and unreasonable. We base this belief on the following:

- Inspections of our boiler and gas appliances by independent inspectors revealed nothing that would have caused such a high usage of gas that was inordinately higher than our norm.
- Our records show that our previous highest month of usage was 8,787 ccf which is half of the amount Vectren is claiming we used in the period in question. Our average gas consumption for the comparable time period in question for the past nine years is 6,704 ccf, compared to the 16,313 ccf for which Vectren is billing us.
- Our gas consumption readings after the replacement of the meter is now back to that which would normally be expected with a metered usage of 6,808 from 1/9/08 through 2/11/08 and 5,901 for the period of 2/12/08 through 3/10/08. Incidentally, the meter in question has not been returned and put back in service at this location as of this date.

- According to our records the boiler, our biggest consumer of gas, ran a total of 166 hours during the time period of the disputed bill with an average outside temperature of 34 degrees Fahrenheit consuming, according to Vectren, a total of 16,313 ccf while during the next billing period of 1/9/08 through 2/11/08 it ran 497 hours with an average outside temperature of 28 degrees Fahrenheit consuming, according to Vectren's own records, 6,808 ccf. In other words, the boiler ran almost three times as long but consumed half the natural gas.
- Our calculations, supported by both of the independent contractors who completed the pressure testing and inspections, conclude the amount of natural gas reportedly consumed would not have been possible in consideration of the boiler run time required.

Since our attempts to resolve this matter with Vectren have been unsuccessful, we are therefore seeking relief through the filing of this complaint with the PUCO. We seek an order for a reduction of the billed charges to a reasonable amount consistent with our average charges for the time period in question or other reasonable and equitable relief.



04/07/08

Harry Haberer, Human Resources Director

Date

Amos Press Inc.

911 Vandemark Road, PO Box 4129

Sidney, OH 45365-4129

(937) 498-2111 x269