



The Public Utilities  
Commission of Ohio

08-639-GA-CSS 4

MSV1031208RN  
Case Number

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

## Formal Complaint Form

MARK SVINKIN  
Customer Name

13821 CEDAR RD. APT. 205  
Customer Address

SOUTH EUCLID OH 44118  
City State Zip

Against

05000 3379 4198  
Account Number

DOMINION EAST OHIO  
Utility Company Name

Customer Service Address (if different from above)  
  
City State Zip

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

PLEASE SEE 3 PAGES ATTACHED

RECEIVED-DOCKETING DIV  
2008 MAY 27 PM 12:30  
PUCO

Mark Swinkin  
Signature

216-397-9625  
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 5 Date Processed 5-27-08

For a period from December 21, 2007 to January 25, 2008, I received a bill from DEO for \$157.71. I paid this amount. In January 25, 2008, the meter reading was estimated as 35.6 MCF and the gas usage was 12.7 MCF. I checked meter reading on February 3, 2008. The reading was 36 MCF. It means that estimate was almost correct.

According to the DEO bill for a period from January 25, 2008 to February 22, 2008, the remote reading and the gas usage were 53.5 and 18.2 MCF, respectively, and the total charge was \$240.66. It is too high payment for two bedroom apartment. I have talked to person who also lives in two bedroom apartment in the next buildings and paid about \$120.00 for the same period of time. It is well known that an average payment for gas usage in 2-3 story houses is between \$160-260 per month. Why should I pay a similar amount of money for two bedroom apartment?

Additional information. The owner of a two bedroom apartment in other next building moved to Florida and my neighbor paid for utility expenses of his apartment. This neighbor notified DEO about big gas usage in the apartment where nobody used gas. DEO replaced the meter.

I asked DEO to check my meter and I was promised that meter would be checked, but nothing was done by DEO. A DEO employee made the actual reading of my meter on March 6, 2008, but that employee did not check the meter. When I called to DEO, I was told that the meter was not checked because I was not at home. This answer is nonsense. Therefore, I immediately called to the DEO Executive Office (phone: 888-263-8989) regarding unfair bill for gas usage. **My request to check my meter was denied and I was told that it would be necessary to check my furnace.** I have to say that the maintenance crew of our Condominium provides multiple checks of furnaces (motor oil, gas line check, temperature pressure gage, etc.) before a winter season. However, it is good if DEO will itself check my furnace. I guess that DEO must have good professionals. The problem is that DEO does not provide service after 4 PM and my request for DEO service on Saturday was denied. It is very strange because DEO is a utility company. Cable and phone companies make appointments after 4 PM. I remember that EOG also visited customers after 4 PM several years ago. Unfortunately, now DEO works against its customers.

Additional information. The meter was replaced with new one for apartment 204 in our building in April 2008. The owner of apartment 204 was not there. I asked a DEO employee, who did that replacement, about verification and possible replacement of the meter for apartment 205. The DEO employee answered that he did not receive such an order.

It is necessary to comments PUCO responses to my informal complaint filed with PUCO.

First, I called to PUCO Call Center on March 12, 2008. I explained my situation to the PUCO representative (female) and ask to file a complaint against DEO. I was given the following complaint number: 1882638989. PUCO states, *"After your initial contact with our Call Center, an investigator will contact the utility and try to resolve your issue in a way that is agreeable to both you and the company."* It was not happened. Because I received no response from PUCO and DEO, I called again to PUCO Call Center on April 3, 2008 and the PUCO representative (male) told me that there was no complaint in the file. It is outrageous. As a matter of fact I filed informal complaint against DEO on March 12, 2008. Unfortunately, my complaint was not considered and I was simply deceived by the PUCO representative on March 12, 2008.

Second, I visited the PUCO website, and I called again to PUCO on April 4 and asked to send complaint forms to me. At the same day I talked to the PUCO supervisor and she confirmed

that complaints forms were mailed to me on April 4, 2008. Because I did not receive these forms, I faxed my letter to Mr. Allan Schriber on April 9, 2008. This letter was a second informal complaint against DEO, and I again received no response from PUCO during April 2008. Therefore, I called to the Chairman's office on April 28, 2008. I was promised that reply to my letter would be send ASAP.

Third, I received a letter dated April 30, 2008 (mailed May 2, 2008) from Ms. Elizabeth Blackmer, Public Utilities Administrator, Service Monitoring and Enforcement Department. The following are my responses to Ms. Blackmer statements.

**Ms. Blackmer.** *"An automatic meter reading device (AMR) was installed on your meter in October 2007 so that the company could obtain an actual reading every other month without gaining access to the inside meter."* **My response.** Why cannot AMR be used each month to eliminate estimate reading? It will be a logical and beneficial step for DEO and its customers.

**Ms. Blackmer.** *"A DEO technician checked the meter on March 6, 2008, and found it to be correct."* **My response.** It is untrue. As it was mentioned above, the DEO technician made only actual reading of my meter and did not check the meter. I received this information from a DEO representative, and an employee of the Executive office confirmed that.

**Ms. Blackmer.** *"Your current account balance is \$504.71. Please contact the company if you wish to make payment arrangements."* **My response.** This statement is a mockery of my complaint. Ms. Blackmer did not try to resolve my complaint.

**Ms. Blackmer.** *"DEO also schedules AM or PM on Saturday."* **My response.** It is untrue. As I wrote above, a representative of the Executive office denied my request to set a time for DEO service on Saturday.

There is the following statement in **"How to File a Complaint with the Public Utilities Commission of Ohio"**: *"One is an informal complaint, which is handled by the staff of the PUCO's Service Monitoring and Enforcement Department"*. Obviously, an investigation of my complaint on an informal basis has not been made. Ms. Blackmer and others involved in consideration of my complaint completely ignored my concerns and arguments and simply defended DEO. They demonstrated obvious prejudice and I believe that such a position is a violation of the PUCO policy.

Unfortunately, I suspect that prejudice will affect the formal complaint procedure as well.

I would like the Commission to do the following about my complaint. Before any consideration of my complaint, I ask that DEO investigates my meter and furnace and explains the cause(s) of high gas expenditure by my furnace. It is absolutely necessary and it is DEO responsibility. DEO must be capable to perform such work. I ask that DEO determines what should be repaired or replaced and what company is responsible for that. I need to receive a copy of the results of such investigation in writing. Also, I ask to two times decrease my DEO payment for dispute period of time in order my bill would be fair for two bedroom apartment.

I have to say that it is my duty to pay for DEO services, and I paid my bills in time. However, it is my right to pay a fair price for DEO services.

In my opinion, DEO has done the following wrongdoing.

- Failed to follow its rules and regulations on file with the Commission. My request to receive DEO service on Saturday was denied by the local and Executive offices.
- That a rule, tariff, rate, charge, or service, or practice affecting service of a public utility is unjust and unreasonable. DEO strongly overcharged me for gas usage in two bedroom apartment as I explained above. DEO charges are unjust and unreasonable.

- The public utility has provided inadequate service. The gas meters were replaced in our and next buildings, but my request to check my meter was denied without any explanation.

I guess that my complaint can be resolve at the settlement conference. Nevertheless, PUCO demands that complainant must attend the settlement conference. I believe that my complaint could be easily resolved in Informal Complaint Procedure, but PUCO representatives did not use such a procedure to resolve my complaint. After that PUCO demand that I have to drive from Cleveland to Columbus and stay in Columbus for the settlement conference. It is unfair. Will PUCO reimburse my time and expenses?