

The Public Utilities
Commission of Ohio

08-896-GA-CSS
Case Number

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

Formal Complaint Form

Masello & Shea LLC
Customer Name

15 E. Kossuth St.
Customer Address

Against

Columbus OH 43206

City State Zip

175 9048 001 0004

Account Number

Columbia Gas of Ohio
Utility Company Name

4305 Whitman Ave.

Customer Service Address (if
different from above)

Cleveland OH 44113

City State Zip

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

RECEIVED-DOCKETING DIV

2008 JUL 18 PM 3:25

PUCO

[Signature]
Signature

Customer Phone Number
(614) 537-0432

ROBERT E SHEA, ESQ.

Attorney at Law



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Cleveland, OH 44113-3242
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July 16, 2008

Public Utilities Commission of Ohio
Docketing Division
180 E. Broad St.
Columbus, OH 43215-3793

Re: Formal Complaint

Dear PUCO:

I am writing because of the letter and subsequent bill I received from Columbia Gas of Ohio on May 23, 2008 (Exhibit 1 Attached).

Below is the pertinent information regarding my account:

Name on account: Masello & Shea LLC, 15 E. Kossuth St., Columbus, OH 43206, Phone Number (614) 443-1231 (please note that this firm has dissolved and this is no longer the address/phone number. Please send correspondence to the Cleveland address above).

Account Number: 1759048 001 000 4

I was a customer of Columbia Gas at that address from December 1, 2006 – July 31, 2008. Dean Masello, 177 Concord PL, Columbus, OH 43206 (614) 403-8267 was a tenant from December 1, 2006 – October 1, 2007, and Mike Lerner, 15 E. Kossuth St., Columbus, OH 43206 was a tenant from March 1, 2008 to July 31, 2008.

The property at 15 E. Kossuth St., is owned by Erik O. Thompon, 17 E. Kossuth St., Columbus, OH 43206.

I am filing this complaint against Columbia Gas of Ohio.

Statement

On May 23, 2008 I received a letter (exhibit 1) stating that I owe Columbia Gas \$2,209.86. According to the letter Columbia Gas failed to operate an effective gas meter at the 15 E. Kossuth St. address. Columbia Gas failed to notice that its gas meter was defective until May 21, 2008 when the gas meter was replaced.

Undersigned paid monthly bills to Columbia Gas for the service. Although the bills were often low undersigned did not contact Columbia Gas since undersigned was rarely at the office, the office is small, and the heat was sparsely used (undersigned travels throughout Ohio representing victims of violent crime through the victims of crime compensation fund).

Columbia Gas of Ohio had a duty to operate a functional meter and it failed to do so. Undersigned should not be responsible for \$2,209.86 because of Columbia Gas' failure to operate a functional meter. This bill is highly burdensome given that most of the tenants who occupied 15 E. Kossuth are no longer there. Furthermore, Masello & Shea LLC have dissolved. It will be highly burdensome to collect this money from all of the tenants.

In addition, part of this bill is for a time when Masello & Shea LLC did not occupy the office.

Forcing us to pay thousands of dollars for Columbia Gas' failure is outrageous and highly burdensome. Columbia Gas claims that it is "everyone's fault". This is not true. It is not Masello & Shea LLC's fault that Columbia Gas did not notice that its meter was defective. Columbia Gas is a very wealthy complex corporation. There is no excuse for its failure to fix this meter after a year and a half.

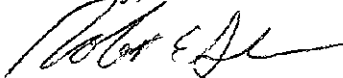
It would not be fair if an attorney performed legal services and sent his/her client a bill each month *and* it is paid each month – *and* after a year and a half the attorney sends a letter that the bill was too low and that she/he needs \$2,209.86 more money. No small business whether it's a lawyer or a mechanic would ever get away with this. And, it is unfair for a large business like Columbia Gas to get away with this.

I respectfully ask that this bill be waived due to Columbia Gas' failure to fix its own meter – which it had a duty to discover and fix.

It is clear that Columbia Gas' bill is:

- Unjust and unreasonable.
- The public utility has provided inadequate service
- Violated the law by claiming that the customer has the duty to discover its own company's defective meters.

Sincerely,



Robert E. Shea

EXHIBIT 1



May 23, 2008

Masello & Shea Llc
15 E Kossuth St
Columbus Oh 432062001

Account number: 17159048 CUST 001 4

Dear Customer:

On May 21, 2008 we replaced the gas meter at the above address, because it was not registering. After a thorough investigation, we have determined that this condition has existed since December-06.

By using the heating requirements for this address and information provided by the U.S. Weather Bureau pertaining to average daily temperatures, we have determined that the total amount of gas you would have used during this period is 1,719 CCF hundred cubic feet at a total cost of \$2,209.86. After subtracting the payments you have made and adding the unpaid balance, the total amount due is \$2,204.49. A corrected bill reflecting this amount will follow.

We are sorry for any inconvenience this matter may have caused you. If you have any questions concerning this bill, or wish to make payment arrangements, please call our Customer Service Center Monday through Friday 7:00 a.m. to 7:00 p.m. at 1-800-344-4077.

Sincerely,

Account Processing Center
Columbia Gas of Ohio Inc