

BEFORE

THE PUBLIC UTILITIES COMMISSION OF OHIO

In the Matter of the Complaint of Ralph)	
Schroer,)	
)	
Complainant,)	
)	
v.)	Case No. 08-332-GA-CSS
)	
Interstate Gas Supply, Inc.,)	
)	
Respondent.)	

ENTRY

The attorney examiner finds:

- (1) On March 26, 2008, Ralph Schroer (complainant) filed a complaint against Interstate Gas Supply, Inc. (IGS). The complainant alleges that IGS advertised a fixed rate for the year beginning in November. The complainant states that, from April 2006 to April 2007, without his knowledge or consent, IGS changed his rates. According to the complainant, this change resulted in his rates being 50 percent higher than comparable rates. Complainant says that, when he discovered the high rates in December 2006, he stopped his automatic payment for the month, which resulted in his gas being turned off. To resolve this issue, complainant requests that he be charged a competitive rate for the time period in question and that he be refunded \$1,000, which is the amount he had to pay to have his service reconnected.
- (2) By entry issued May 23, 2008, the attorney examiner gave IGS until June 11, 2008, to file its answer and any responsive motions, and to serve a copy of the answer and any motions upon the complainant.
- (3) On June 11, 2008, IGS filed its answer to the complaint denying the material allegations of the complaint and requesting that the complaint be dismissed for failure to state reasonable grounds for complaint and for failure to state a claim. Specifically, IGS stated that, while IGS did offer a fixed rate that would last from November 2006 through the November 2007

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billing cycle, the complainant did not enroll in this offer. Further, IGS maintained that it did not act contrary to its advertising by changing the complainant's rate for the April 2006 billing cycle and that complainant's rate changed in accordance with the complainant's contract terms. In addition, IGS submitted that the fixed annual rate that began in the April 2006 billing cycle bears no relationship to a fixed rate offer occurring seven months later in November 2006. Finally, IGS denied providing gas to the complainant from April 2006 through April 2007 because IGS stopped serving the complainant's accounts on or about January 17, 2007.

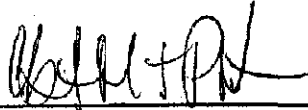
- (4) By entry issued June 26, 2008, the attorney examiner scheduled a settlement conference in this matter on Thursday, July 24, 2008.
- (5) The attorney examiner conducting the settlement and counsel for IGS were present at the settlement conference on July 24, 2008; however, the complainant did not appear. Attempts to contact the complainant by telephone were unsuccessful, because the telephone number provided on the complaint had been disconnected.
- (6) Therefore, the attorney examiner finds it necessary to issue an entry requiring the complainant to file a letter in this docket, by October 15, 2008, identifying a telephone number at which the attorney examiner will be able to contact the complainant in order to reschedule the settlement conference. The attorney examiner notes that, if the complainant fails to file a letter in this docket as required by this entry, the attorney examiner may recommend to the Commission that this case be dismissed because the complainant failed to prosecute the case.

It is, therefore,

ORDERED, That the complainant file a letter in this docket, by October 15, 2008, identifying a telephone number at which the attorney examiner will be able to contact the complainant in order to reschedule the settlement conference. It is, further,

ORDERED, That a copy of this entry be served upon the complainant by certified mail and upon all other parties of record by regular mail.

THE PUBLIC UTILITIES COMMISSION OF OHIO



By: Christine M.T. Pirik
Attorney Examiner

/vrm⁷³⁷

Entered in the Journal

SEP 09 2008



Renee J. Jenkins
Secretary