

FILE

08-1328-GA-CSS



The Public Utilities
Commission of Ohio

RECEIVED-DOCKETING DIV

2008 DEC 22 PM 3: 07

Case Number

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

PUCO
Formal Complaint Form

Richard T. Rhodes

Customer Name

1353 Stony Hill Rd

Customer Address

Hmckley Ohio 44233

City

State Zip

Against

12452262 001 000 4

Account Number

Customer Service Address (if different from above)

Columbia Gas of Ohio

Utility Company Name

City

State Zip

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

See attached complaint and repair bill.

Richard T. Rhodes

Signature

330-225-2004

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 S Date Processed DEC 22 2008

On June 21, 2007 I was notified that my riser was leaking and was given a number of days to have it replaced. Work was done by Kelly's Gas Line Service and Repairs and approved by Columbia Gas of Ohio and at the time I was told that I would possibly be reimbursed for the cost of the repair. I called Columbia Gas several months later and was told no decision had been made by the PUCO, and when a decision was made I would be contacted. November 1, 2008, when I returned from an extended vacation, crews from Columbia Gas were replacing risers for free in Hinckley, Ohio. I called Columbia Gas and was told that I missed the 5-month window to file for reimbursement, and if I was unhappy I should contact PUCO.

Now, I don't know if my formal complaint is with Columbia Gas or PUCO or both, but I feel that I was not treated fairly.

#1. I purchased the original riser from Columbia Gas in the 1970's, not from a discount or box store, and their inspectors approved the installation.

#2. Columbia Gas claims that the 5-month window of reimbursement notice was included with the bill. Since I have automatic withdrawal from my checking account set up with Columbia Gas I only remove the invoice from the envelope and throw the rest away. I don't need to read their advertisements on inside line replacements, etc.

#3. I question why only a 5-month period of time was allowed by PUCO to sign up for this reimbursement process. I also question why I was not sent a letter advising me of this 5-month window. I certainly got a letter telling me that Columbia Gas was going to be checking all risers and replacing them for free after mine was replaced by me for \$550.

#4. I know of an abandoned house in Hinckley that is going to have the riser replaced for free.

#5. I would certainly appreciate it if the PUCO and Columbia Gas would consider making an exception to the 5-month window in this case and grant me the relief requested.

#6. I will not be available for a hearing from March 15, 2009 until May 15, 2009.

Tom Rhodes
1353 Stony Hill Dr.
Hinckley, Ohio 44233
(330) 225-2004

BILLING DATE: 6/24/2007
ACCOUNT ID: Rhodes,
PREVIOUS BALANCE: -0-

ACCOUNT ACTIVITY				
DATE	INVOICE NO.	DETAILS	CHARGES	PAYMENTS
6/24/2007		Repaired the gas leak on the customer service line. The old steel riser was replaced by the old steel riser. Extended the 1" ips plastic by piece of 1" cts plastic. installed a new meter setting, order to make the repairs. Replaced and rebuilt the meter feet away from the basement window in order to be valve for the hot water tank. Identified the gas leak inside the homeowner of the situation. Tested the customer	\$550.00	\$550.00
			Totals:	\$550.00
			Please pay this amount:	\$0.00

Thank You For Using Kelly's Gas Line Service And Repairs !!!

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