

FILE

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, April 08, 2009 5:42 PM
To: Docketing
Subject: Docketing
Attachments: 121895.html

Public Utilities Commission of Ohio
 Investigation and Audit Division

Memorandum

Date: 4/8/2009

Re: Greg Hill

, 00000

Docketing Case No.:
 07-829-GA-AIR

Notes:

Please docket the attached in the case number above.

Thank you.

PUCO

2009 APR -9 AM 8:39

RECEIVED DOCKETING DIV

This is to certify that the images appearing are an
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 document delivered in the regular course of business.
 Technician Ann Date Processed 4/9/09

4/9/2009

From: "webmaster@puc.state.oh.us"
To: "ContactThePUCO@puc.state.oh.us"
Subject: 44624
Sent: 4/2/2009 4:46:36 PM
Message:
WEB ID: 44624 AT:04-02-2009 at 04:46 PM

TYPE: complaint

NAME: Mr. greg hill

CONTACT SENDER ? Yes

MAILING ADDRESS:

- *(NO CITY?) , Ohio (NO ZIP??)*
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: ghill003@neo.rr.com

INDUSTRY:Gas

ACCOUNT INFORMATION:

- Company: dominion east ohio
- *(no account name provided?)*
- *(no service address provided?)*
- *(no service phone number provided?)*
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

Why did you let Dominion have a 1.5% late payment charge fee? When people have trouble paying their bills it might be that we are getting overcharged as it is. My bills from Dominion in the past 4 months average \$250-\$300 a month and I just barely paid those off a month. My thermostat was set at 62. Even if some people can't pay them off a month totally they shouldn't be charged extra just because they couldn't pay it fully or maybe a few days late. SHAME ON YOU !!! FEEDING THE CORPORATE GREED ONCE AGAIN AT THE COST OF PEOPLE TRYING TO MAKE A LIVING!!! How are you for the public? Also did you let the Portage County Water Resources get another raise? Now I pay \$110.72 for three months just to flush the toilet. Tell me, do you believe this to be a fair bill just for a sewer? It would be cheaper to go back to a septic tank and have it cleaned out for \$300 every 3 or 4 years. Unbelievable greed.