

Ohio

Public Utilities Commission

FILE

2
09-1997-GA-CSS
Case Number

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

Formal Complain Form

Erica Russell-Averette
Customer Name

P.O. Box 298012
Customer Address

Columbus OH 43229
City State Zip

Against

154830840090001
Account Number

675 Linwood Avenue
Customer Service Address (if different from above)

Columbia Gas of Ohio
Utility Company Name

Columbus Ohio 43205
City State Zip

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

On September 30th, 2009, I called Columbia Gas and placed a disconnect and transfer order through the automated system. I disconnected service at 675 Linwood Avenue Columbus, Ohio 43205 and set up new service for 1905 Argyle Drive. Service was a disconnect at 675 Linwood and start at 1905 Argyle on October 5th, 2009. My confirmation number for this order is 30000561924. Later, in the month of October, I received a Columbia Gas bill indicated service had not been disconnected at 675 Linwood. This billing statement date was 10/12/2009. I called Columbia Gas customer service on 10/20/2009 and spoke to Pam, REP # U904366.
(Cont.)

[Signature]
Signature

614-598-1050
Customer Telephone Number

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Technician SM Date Processed DEC 29 2009

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2009 DEC 29 PM 2:59

PUCO

Pam informed me that service at 675 Linwood had not been disconnected on 10/05/09 because access was required inside the home to disconnect service. I explained to Pam that I had moved out of the unit on 10/01/2009 and returned the keys to the property manager. I scheduled another disconnection of service at 675 Linwood with Pam for October 20th, 2009. She stated Columbia Gas could give a courtesy call to the person providing access before their arrival. I gave Pam the number to Beacon Properties. My confirmation number for this disconnect order is 300005619. After Pam advised me that I could not get a courtesy credit of service back to 10/05/2009 after me asking, I called the Public Utilities Commission (PUCO). The PUCO advised me to call Columbia Gas' Escalation Department and ask for a credit. I called the Columbia Gas Escalation Department and was told again by a representative I could not have a service credit. I called the PUCO again and the Office of Ohio Consumer's Counsel and was told the Columbia Gas has the ability to disconnect service at the curb. Based on this information, I called Columbia Gas again that day and spoke with another representative in escalations in an attempt to get a credit back to 10/05/09 because I now knew the company could have disconnected service on 10/05/09 at the curb. The representative told me I would not be able to get a credit on my account but stated she could have service disconnected at 675 Linwood at the curb on 10/26/2009. I told the representative I did not want a curb disconnection on 10/26/2009 because I already had a disconnection order for 10/20/2009. The representative stated there was no order to disconnect service at 675 Linwood on 10/20/09. Our conversation became argumentative. I called the PUCO back and explained the situation. The PUCO was helpful and called Columbia Gas for me while I held on the other line. The PUCO representative stated that Columbia Gas told them that there was no order for 10/20/09 and Columbia Gas told them they could not find an order using the ID# for Pam or the confirmation number of the disconnect order. The PUCO representative did state the Columbia Gas showed a curb disconnected for 10/26/09. Despite my dissatisfaction, I made no further attempts to fight the matter.

In November, I received another bill from Columbia Gas with a statement date of 11/10/2009 for 675 Linwood. I called Columbia Gas Customer Service and spoke to a representative who confirmed the system showed a curb disconnected for 10/26/09. However, the representative stated the curb disconnection was not completed because the company has the discretion whether or not to disconnect at the curb, and they chose not to in my case. Columbia Gas had me scheduled for a non-payment disconnection for 11/25/2009. The PUCO opened an informal case but did not accurately listen to my concerns and complaint and therefore closed the case without helping me resolve the matter. Columbia Gas finally disconnected service at 675 Linwood on 11/19/2009 because a new tenant moved in and requested service.

I would like the PUCO to validate my disconnection order for 10/20/2009. I want the PUCO to confirm based on the representative ID and confirmation number I provided that there was an order placed for 10/20/09 and Columbia Gas cancelled this order and for what reason. I would like the recorded conversations to be listened to in order to verify this information. I then want my Columbia Gas bill to be credited back to 10/20/09. If Columbia Gas had not deleted my 10/20/09 order, access would have been granted and service would have been disconnected in my name at 675 Linwood on that date.