

FILE

Ohio

Public Utilities  
Commission

10-291-GA-CSS  
Formal Complaint Form

Case Number

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

RONALD J. TANSKI  
Customer Name (Please Print)

3590 TURNBERRY DR  
Customer Address

Against

MEDINA OH 44256  
City State Zip

12439478 002 000 3  
Account Number

COLUMBIA GAS OF OHIO  
Utility Company Name

Customer Service Address (if different  
from above)

City State Zip

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

SEE ATTACHED

PUCO

2010 MAR -9 AM 11:59

RECEIVED-DOCKETING DIV

Ronald J. Tanski  
Signature

330-241-4320  
Customer Telephone Number

180 East Broad Street  
Columbus, Ohio 43215

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Technician 5 Date Processed MAR 09 2010

Updated November 13, 2009  
(614) 466-3016  
www.PUCO.ohio.gov

Ronald J. Tanski  
3590 Turnberry Dr.  
Medina, Ohio 44256  
March 2010

PUCO

### Columbia Gas Complaint

In 2007 Columbia Gas of Ohio mailed to its customers a NOTICE that stated "there was a problem with the gas risers if *improperly installed*". The risers are in the ground prior to the gas meter. The letter continued to state that the risers would be replaced "*at no direct cost to you* [the customer]" by Columbia Gas.

With this NOTICE in hand a third party, contracted by Columbia Gas, was allowed to complete the replacement in 2008 with no questions asked by the customer nor evidence provided by Columbia Gas that the line was improperly installed.

In 2010 customers received a Columbia Gas Company flier concerning a reduction in delivery fees. I contacted Columbia Gas of Ohio to determine when this was going to occur as my service and delivery fees increased substantially. As I went through the embedded service and delivery charges with Columbia's Rep., she advised that a riser fee was now a line item for replacement of gas risers.

I questioned the Rep. regarding these "delivery and service" charges and found that Columbia was allowed to recoup costs associated with riser replacement through tariffs granted by the PUCO. The fee is now embedded as a monthly line item in the monthly charges with no sunset.

The claim as a customer of Columbia Gas of Ohio is:

1. Columbia Gas fraudulently received a tariff from the PUCO to recoup costs for riser replacement that Columbia Gas stated would be completed with "*no direct cost to you*" in 2007.
2. The PUCO is complicit with the assignment of the tariff after receipt of this correspondence.
3. The timing is suspect with respect due to customer ownership in 2007 and the 2007 correspondence and assigning ownership to Columbia Gas in April 2008 and no correspondence reversing the correspondence of 2007. Therefore the Customer acquiesced allowing the line to be replaced "with no questions asked" due to possible "improper installation". This is fraud.

#### Remediation:

1. The Riser replacement charge should be removed from the customer's gas bill as per Columbia Gases commitment to the Customer stated in the NOTICE of November 2007.
2. All charges applied to Ronald J. Tanski's residence and customers receiving the 2007 correspondence should be reimbursed.
3. The PUCU assign a third party to settle this claim as the PUCO is complicit with the assignment of the tariff and directing Columbia Gas to replace risers.

#### Evidence:

1. Enclosed are copies of the NOTICE sent to customers dated Nov. 26, 2007 prior to Columbia Gas taking ownership of the riser line in April 2008.
2. The attached customers have signed attesting to the understanding of Columbia Gases replacement of the risers by it's customers at "no direct cost to you" and that they believe today that no charges would be forthcoming for replacement.

  
Ronald J. Tanski

November 26, 2007

28227

CARL A FELLESTEIN  
3610 TURNBERRY DR  
MEDINA OH 44256-6827



REPLACED  
EARLY 2007

### Important Safety Notice About Gas Service at

3610 TURNBERRY DR  
MEDINA OH 44256-6827

A study conducted on behalf of the Public Utilities Commission of Ohio (PUCO) has determined that certain types of risers, a portion of the customer-owned natural gas piping, may leak if improperly installed.

A riser connects the service line from the street to your gas meter and is outside your home (see the diagram on the back of this page, showing the most common installation). It was installed by your homebuilder, plumber or contractor. Until now customers have been responsible for maintaining their riser.

#### Renters

Please share this  
notice with your  
landlord

**Based on an inspection, we have determined that you have a type of riser that has been shown to be more susceptible to leakage under certain circumstances.**

Our meter readers and other employees are trained to be alert for leaks, and if they had found a leak on your riser during our inspection they would have notified you immediately. As always, if you should smell natural gas, leave your home and call us from a safe location at 800-344-4077.

**Columbia Gas will replace your riser, along with all customer risers identified as potentially prone to failure, over a period of years. This replacement will be done at no direct cost to you, pursuant to an order from the PUCO.** Columbia and the PUCO believe that this is the best way to make this situation safe while sparing you the burden of unexpected costs.

While we are moving forward with a sense of urgency, the replacement program requires a massive effort, and we are working out the specifics with the PUCO. You will receive detailed information by mail at the time that your riser is scheduled for replacement.

#### More Information

For details on riser safety,  
information about replacing your  
riser and Columbia's response,  
visit: [www.columbiagasohio.com](http://www.columbiagasohio.com)

Some customers may decide to replace their riser immediately, at their own expense, before it is changed as part of the replacement program. This work must be done by a DOT-qualified plumber (for a current list of companies employing DOT-qualified plumbers please go to [www.columbiagasohio.com](http://www.columbiagasohio.com)). If you have your riser replaced, save your receipt in case you would be eligible for reimbursement.

You can be assured that we are making every effort to ensure that this is a smooth, convenient process for our customers. And, as always, safety is our highest priority.

Sincerely,

Columbia Gas of Ohio  
800-344-4077 (press \* for the Riser Safety Program)

We the undersigned were advised through Columbia Gas Correspondence that gas riser replacement was completed at no direct cost to us prior to replacement. It was our understanding the no charges would be made to the Customer.

Memo	Name (Print)	Address	City	State	Zip Code	Phone (330)	E-Mail	Date
Carl Fellenstein	CARL FELLESTEIN	3610 TURNBERRY DR	MEDINA	OH	44135	723-7078	MC.FELLESTEIN@GMAIL.COM	3.1.10
James Duck	James Duck	3614 Turnberry Dr	Medina	OH	44135	330-530-2444	J.Duck@zoominternet.net	3.1.10
Kim Scavuzzo	Kim Scavuzzo	3160 Turnberry Dr	Medina	OH	44135	330-722-1944	NSC.AVZZO@zoominternet.net	3.1.10
Dave Lange	Dave Lange	31607 Turnberry Dr	Medina	OH	44135	330-722-1944	Dave.Lange@zoominternet.net	3.1.10
Timothy McVassard	Timothy McVassard	3674 Turnberry Dr	Medina	OH	44135	330-722-1944	Dave.Lange@zoominternet.net	3.1.10
James W. Sabol	JAMES W. SABOL	3603 TURNBERRY DR	MEDINA	OH	44135	330-722-1944	Dave.Lange@zoominternet.net	3.1.10
David L. Roper	DAVID L. ROOPER	3610 TURNBERRY DR	Medina	OH	44135	330-722-1944	Dave.Lange@zoominternet.net	3.1.10
Cl Russell Huston	Cl Russell Huston	3944 BURGUNDY BLVD	MEDINA	OH	44135	722-4072	Dave.Lange@zoominternet.net	3.1.10
JPEN BASHOP	JPEN BASHOP	3700 Turnberry	Medina	OH	44135	330-722-1944	Dave.Lange@zoominternet.net	3.1.10
Francis Kuczkowski	Francis Kuczkowski	3748 Turnberry	Medina	OH	44135	330-722-1944	Dave.Lange@zoominternet.net	3.1.10
GARY RUDOLPH	GARY RUDOLPH	3766 Turnberry	Medina	OH	44135	330-722-1944	Dave.Lange@zoominternet.net	3.1.10
Heather Hofmann	Heather Hofmann	3763 Turnberry	Medina	OH	44135	330-722-1944	Dave.Lange@zoominternet.net	3.1.10
Michelle Gensel	Michelle Gensel	3579 Turnberry	Medina	OH	44135	330-722-1944	Dave.Lange@zoominternet.net	3.1.10
Mesha Frost	Mesha Frost	1176 Farmcote Cir	Medina	OH	44135	330-722-1944	Dave.Lange@zoominternet.net	3.1.10
Bruce Carter	Bruce Carter	3582 Turnberry Dr	Medina	OH	44135	330-722-1944	Dave.Lange@zoominternet.net	3.1.10
Mike DeWet	Mike DeWet	3611 Turnberry	Medina	OH	44135	330-722-1944	Dave.Lange@zoominternet.net	3.1.10
Elaine Neckermann	Elaine Neckermann	3646 Turnberry Dr	Medina	OH	44135	330-722-1944	Dave.Lange@zoominternet.net	3.1.10
PATRICIA KAPLOWICZ	PATRICIA KAPLOWICZ	3621 Turnberry Dr	Medina	OH	44135	330-722-1944	Dave.Lange@zoominternet.net	3.1.10
STEVE BLOEDT	STEVE BLOEDT	3605 TURNBERRY DR	Medina	OH	44135	330-722-1944	Dave.Lange@zoominternet.net	3.1.10
RICHARD M. WILLIAMS	RICHARD M. WILLIAMS	3778 TURNBERRY DR	Medina	OH	44135	330-722-1944	Dave.Lange@zoominternet.net	3.1.10
STEPHEN NAVARATIL	STEPHEN NAVARATIL	3784 TURNBERRY DR	MEDINA	OH	44135	330-722-1944	Dave.Lange@zoominternet.net	3.1.10
Alex L. Sisgar	Alex L. Sisgar	3802 Turnberry Dr	Medina	OH	44135	330-722-1944	Dave.Lange@zoominternet.net	3.1.10
John Bibeau	John Bibeau	3814 Turnberry Dr	Medina	OH	44135	330-722-1944	Dave.Lange@zoominternet.net	3.1.10
Ryan Williams	Ryan Williams	5889 Tryntree	Medina	OH	44135	722-1944	Dave.Lange@zoominternet.net	3.1.10
Eric Hofmeister	Eric Hofmeister	3796 Turnberry Dr	Medina	OH	44135	722-1944	Dave.Lange@zoominternet.net	3.1.10