

FILE

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FORMAL COMPLAINT FORM

PUCO

NILES G. FOSS dba OAKLEVE APTS
(YOUR NAME)

01-1707-GA-CSS

AGAINST

THE COLUMBIA GAS COMPANY
(THE COMPANY)

MY COMPLAINT IS:

I am the owner of Oakleve Apartments at 3170 Cleveland Ave., Columbus, Ohio 43224. Columbia supplies gas to my building.

On November 11, 1999, gas to our entire building was unexpectedly shut off. The gas company sent out an emergency crew and discovered the gas valve on the outside of the building had been turned off by someone unknown.

The gas company had recently changed this outside valve. The old style required a big wrench to turn it off. The new wheel style can be easily turned off by hand unless chained and locked. The gas company's installation crew neglected to chain and lock this valve. The emergency gas crew put a lock on when they arrived at the scene. These valves, chains, and locks all belong to the gas company, which keeps the only key. (Attached is an envelope containing numerous photos I took of neighborhood wheel valves, all with chains and locks. I saw no unlocked valves.)

After discovering the outside valve had been shut off, the gas crew said they would turn off all the apartment appliance valves and test for leakage in the line. Their test showed we had a gas leak. They instructed me to hire a private company to find and repair the leak before gas would be restored. The private company I hired looked throughout the building. They could not find a leak but did find that one of the valves had not been shut off by the Columbia gas crew. That open valve caused the test to indicate a leak when, in fact, there was none.

As a result of Columbia Gas Company's negligence in 1) not locking their newly installed outside wheel valve and 2) improperly line testing with an open valve, thus showing a leak when, in fact, none existed, I had to hire a private company unnecessarily at a cost of \$1,569.65 (invoice attached). I would like this expenditure of \$1,569.65 plus interest to be repaid by the Columbia Gas Company.

SIGNATURE

STREET ADDRESS

595 SEABURY DR

CITY, STATE, & ZIP

WORTHINGTON, OH 43085

TELEPHONE NUMBER

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