

FILE Ohio**Public Utilities
Commission****TPEA12101006**
Case NumberPublic Utilities Commission of Ohio
Attn: Docketing
180 E. Broad St.
Columbus, OH 43215**Formal Complaint Form**

11-D286-GA-CSS

TODD PEARSON
Customer Name (Please Print)968 FERN ST.; P.O. Box 174
Customer AddressCONNEAUT, OH 44030-0174
City State Zip**Against**4500042469520
Account Number968 FERN STREET
Customer Service Address (if different from above)DOMINION EAST OHIO
Utility Company NameCONNEAUT, OH - 44030
City State Zip

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

#TPEA12101006

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PUCO

Signature

440.265.6182 DYF 440.813.95510
Customer Telephone NumberThis is to certify that the images appearing are an
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document delivered in the regular course of business.Technician SHB Date Processed 1/18/11180 East Broad Street
Columbus, Ohio 43215-3793Updated April 9, 2010
(614) 466-2016
www.PUCO.ohio.gov

** TOTAL PAGE.07 **

Todd C. Pearson

P. O. Box 174

Conneaut, Ohio 44030-0174

Telephone: Voice/Fax (440) 265-6182

E-Mail: TCPearson@DefinedTechnology.com

January 13, 2011

Public Utilities Commission of Ohio
Docketing Division
180 East Broad Street
Columbus, OH 43215-3793

Fax: 614-752-8351

RE: Formal Complaint
Claim #TPEA121010OG
Dominion East Ohio Gas Co.
A/C: 4500042469520

Gentlemen:

My Name is Todd Pearson. My mailing address is P. O. Box 174, Conneaut, OH 44030-0174. My service address is 968 Fern Street, Conneaut, OH 44030. I have 2 telephone numbers that I can be reached at 440.265.6182 (Voice & Fax) & 440.813.9555. I am a customer of Dominion East OH Gas Co. and my account no.: 4500042469520. I would like to request that the commission assist me in reference to termination of services, pending the durance and resolution of this complaint against said vendor. I have been facing monthly shut off/disconnect service threats ever since I've had the service in my name. The service period of 11-16-2009 thru 09-27-2010; 316 days; is the period I am questioning.

The issues are as follows: I moved into the residence on 10.15.2009, had the Gas co. turn on the service on 11-16-2009 and light the pilots and ready Furnace and Hot Water Tank. Those are the only units that I use gas for, and I make sure that I leave the temp. on the HWT at a low position. The thermostat is new computerized that when I need heat I keep the temp at a low setting 65-68 degrees. I have been disabled and homebound since 06-23-08, and am on disability. I have been complaining to the gas co. after I started getting my first utility bill. I have lived alone for over 13 years, so my life style has been constant even when it comes to gas usage. I finally got the service guy to get here on 09-27-2010. He shut off a burner that was incidentally left on. I was getting billed for over \$300 for the 3 hottest months of the year, June-Aug. I have been complaining about excessive usage or possible leaks somewhere. The furnace is older and requires the burner to be lit prior to lighting the pilot, and must be shut off manually! It even states on the cover of where you have to open it to get to the pilot area. But since the burner was enclosed, you could not hear the burner, nor did any heat/fans come on during that period. The heat was going out the chimney so it's like literally burning your money right out the chimney. Since the burner had been corrected, the billing is a bit more in line for acceptable gas usage. I opened a claim with them #201010153922 and disputed the over billings. I had spoken with the Credit dept. on a few occasions, but there resolution was \$100 offer, which I declined. To date I have been billed over

\$1300 and have been paid over \$870. I average about \$400-450 for the past few years. They also have billed for over 121 units and I also average 36-38 units per year!

Being homebound and am here 24/7, I can guarantee that the only person to touch that furnace was service guy from Dominion. He lit it and insured me that everything was okay and set to go. Therefore it is the responsibility of the service tech! They are claiming naturally that there was no way he was going to admit it. Honestly would you? I feel that after trying to settle these issues with the credit dept rep. mgr. I have not heard back from them since Nov. I am fling this formal complaint for a final resolution. I had also requested copies of the service calls on 11-16-2009 & 09-27-2010, but was denied! I would still like copies of those records and I hope that you can obtain them for me. I thank you in advance for accepting this Complaint and working on my behalf. If you have any questions please feel free to contact me at your earliest convenience.

Sincerely,

A handwritten signature in black ink, appearing to read "T.C. Pearson", written in a cursive style.

Todd C. Pearson

Enclosure: Formal
Cc:\fileTC