

NC .. FILE

12-294-GA-055

9

Ohio

Public Utilities  
Commission

CREN082411LC  
Case Number

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

Formal Complaint Form

CLIMET N. RENFROE  
Customer Name (Please Print)

761 PROVIDENCE CT. #206  
Customer Address

Against

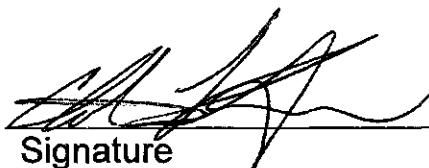
STREETSBORO, OH. 44241  
City State Zip  
ORIGINAL ACCT # 5500010099470  
5500048127197 ✓ 5500048127197  
Account Number 5500010227043  
YEAR 2002-2006

DOMINION EAST OHIO  
Utility Company Name

Customer Service Address (if different  
from above)

City State Zip

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

  
Signature

(216) 721-8130  
Customer Telephone Number

RECEIVED-DOCKETING DIV  
2012 JAN 13 AM 11:34  
PUCO

This is to certify that the images appearing are an  
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document delivered in the regular course of business.  
Technician DR Date Processed 01-13-12

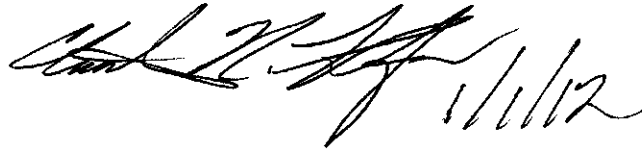
# **FORMAL COMPLAINT**

## **Case #CREN082411LC**

**Climet N. Renfroe  
761 Providence Ct. #206  
Streetsboro, OH.  
44241  
(216)721-8130**

To whom it may concern, I am submitting this formal complaint against Dominion East Ohio Gas. In June of 2011 I requested a transfer of service from previous address (11001 Mt. Overlook Cleveland, OH. 44104 1<sup>st</sup> flr.) to my current address. As of June 22, 2011 I had a balance of \$264.88 Acct#5500010099470 Total Acct. credit to \$.00. In July I received a bill at my current address in the amount of \$6070.40 Acct#5500048127147 Total Acct balance \$6,103.95. I called Dominion to inquire about the billing. Spoke to customer service representative and they stated this balance was from the upper level. The customer service representative stated the service was shut off March 14<sup>th</sup> of 2002 by myself but reopened March 22<sup>nd</sup> and remained in service until July 12<sup>th</sup> of 2006. I stated I did not live on the upper level and did not open the account. I also inquired as to how the bill could reach such a high amount without being interrupted. The customer service representative stated this account was a PIPP account. I explained I had not opened this account, did not give anyone permission to open the account, not aware of any PIPP program, and never enrolled in any program concerning this account. This a family owned property and I explained that I would be able to provide information as to whom was living there at the time this bill was created. Customer Service Representative stated that this account will be under investigation and I could pay the current amount charged to the bill until the matter is resolved. After researching timeline, I discovered my brother (William P. Renfroe) was the resident at the time. My brother stated he thought the bill was in my father (Climet Renfroe) name since he is the Landlord. Spoke to Dominion again and representative stated if my brother could provide a notarized letter with copy of identification and social security number that would resolve the matter. That was untrue. In September 2011 Dominion shut off service to my current address. Dominion advised me to make a police report and file identity theft charges with the FTC. I made Police report with local authorities and Dominion want me to continue to provide reports to the Federal Trade Commission. I explained to them (Dominion representatives) at the time that I did not feel it was the right thing for me to do. I feel as if I was victimized by both parties. Dominion totally closed out a good account(5500010099470) to force me into an account that I was not aware of. I have done all of the things they asked but feel as if I am being lured into cleaning up a mess they created for me. Don't know why they don't collect from William P. Renfroe whom has admitted to using the service and provided all of his info.

**I was fortunate enough to keep my current employment for the past several months after being unemployed for almost two years. Conditions of my employment is to live on site and have utilities in my name. Don't know how much longer they will keep me employed under these conditions. It appears the only alternative I would have for Dominion is to file bankruptcy because I am not financially able to pay a bill I am not responsible for. I Just want Dominion to collect from the rightful person and restore my original account (5500010099470) with the original balance due \$264.88.**

A handwritten signature in black ink, followed by the date 1/1/12.

Sept 13, 2011

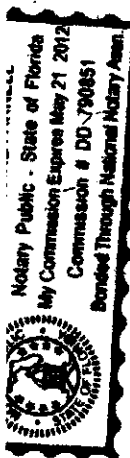
I William P. Renfro,  
Would like to Submit this letter concerning  
The matter of the balance of account #5500010227043  
Associated With address 11001 Mt. overlook ave,  
Cleveland, Ohio 44104

I lived in the upstairs unit from 3-2002 to 4-2006  
and would like to work on resolving the matters  
concerning the account balance.

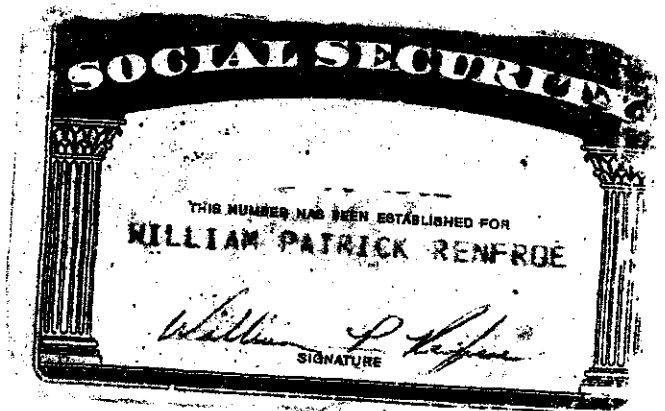
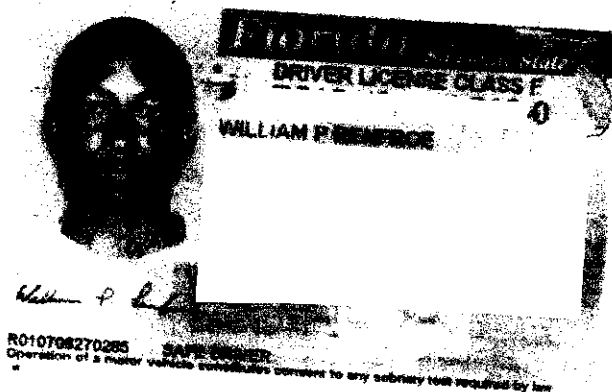
As of 7-1-11 the balance of the account  
has been transferred to account #5500048127147  
both accounts are listed under my brothers Name  
which is Climet N. Renfro.

I can be reached by Phone at: 954-588-8827  
or By mail at:

7750 N.W. 50<sup>th</sup> Street Apt. 101  
Lauderh. ll, FL 33351



9-13-11  
Renfro



William P. Renfro

CLEVELAND POLICE DEPARTMENT  
OFFENSE/INCIDENT REPORT

Date: 10/26/2011

Page: 1

Case Description:  
Theft

Case Number: 2011-00325662

Primary Victim: RENFROE, CLIMET, N,

Date/Time Reported: 10/13/11 16:08 Hrs.      Dispatch Incident Type:  
Date/Time Occurred: 03/22/02 0:00 Hrs.      \*RFS  
Date/Time Between : 07/12/06 0:00 Hrs.  
Location Occurred : 11001 MT OVERLOOK AV  
Area: District 3      Section: Zone 37      Grid: Ward6

Reporting Officer : M1002 MERRITT, JAMES, T,  
Primary Unit Assigned to Investigate: D3 Bureau  
Primary Investigating Officer  
10/13/11      M1002      MERRITT, JAMES, T,

Case Status: Open      Disposition:      Disp. Date:

No. of Offenses: 1      No. of Offenders: UK      No. of Victims: 1

Offense Number: 1  
Crime Code: 13490 IDENTITY THEFT  
Statute . : 2913.49      Attempted/Committed : Completed  
Stat Desc : IDENTITY THEFT  
Location Type . : Mult Dweln      Criminal Activity . :  
# Adults Present: 1      # Juveniles Present :  
Alcohol Related : Unknown      Drug Related . . . : Unknown  
Domestic Crime : Not Domestic      Hate Crime . . . : No Bias NA  
Computer Theft : No      Just. Homicide Code :  
Statute ORI/Group . : S      Agg Aslt/Homc Crmst:  
Counts . . . . . : 001      Larceny/Theft Offnse:  
NCIC Code . . . . . : Fraud      Scene/Location Type2:  
Offense Date . . . : 03/22/2002      Victim Drug Related : No  
Victim Alchl Related: No      Victim Comp Related : No  
Abandoned Structure : NO      Property Damage . .  
Gang Related . . . : N      Additional Subcode :

SUBJECTS:

Victim . . : Present Information  
Primary      RENFROE, CLIMET, N,      Phone: 216-721-8130  
Individual 761 PROVIDENCE CT      #206  
                 STREETSBORO      OH 44241

Race : Black      Sex: MALE      D.O.B: 10/20/70      Age: 41  
Hgt : 5'07"      Wgt: 185      Hair: Black      Eyes . . : Brown  
Build:      Complexion:      Ethnicity: Unknown  
Dr Lic #: RK966644      St: OH

Business: 000

Phone:

Residence Type : Other/Unk      Residence Status : Non-residt  
Statement Type : Verbal      Related Offenses : 1

CLEVELAND POLICE DEPARTMENT  
OFFENSE/INCIDENT REPORT

Date: 10/26/2011

Page: 2

Case Description:  
Theft

Case Number: 2011-00325662

VICTIM OFFENDER RELATIONSHIPS:  
UNKNOWN00,SUSPECT,11325662,

Relatn Unk

Property: RENFROE,CLIMET,N,

Item Number . : 1 Subject #: 1 Subject Type: Victim  
Property Code : Stolen Property Type : Other Prop  
Property Class: Misc.  
Date Received : 10/13/11 Initial Value : 1.00  
Date Recovered: Recovered Value: .00  
RFOJ?: N Notify Owner Date: Notified How?:  
Prp Loc . . . : Bin : Disposition . . :

Year . . . / IDENTITY THEFT (\$6070.40)  
Make . . . : Model : Style . : UTILITIES  
Quantity . : Model/Style: DOMINION  
Registratn# : State : Expires :  
Serial # . : #5500048127147 OAN . . :

Property: RENFROE,CLIMET,N,

Item Number . : 2 Subject #: 1 Subject Type: Victim  
Property Code : Stolen Property Type : Prsnl Papr  
Property Class: Misc.  
Date Received : 10/13/11 Initial Value : .00  
Date Recovered: Recovered Value: .00  
RFOJ?: N Notify Owner Date: Notified How?:  
Prp Loc . . . : Bin : Disposition . . :

Year . . . / DOMINION EAST OHIO ACCOUNT NUMBER  
Registratn# : State : Expires :

ORIGINAL NARRATIVE (CASE)  
IDENTITY FRAUD

SIR,

Victim stated Dominion East Ohio is charging him \$6070.40 to his account from a transfer debit from account victim stated he did not open.

Victim stated he lived at the above location downstairs during the above time fram while his brother, William Renfroe, lived upstairs.

Victim stated he was told by Dominion that the transfer balance was from the upstairs unit.

Evidence m/t/e at the 4th district property book #1, page #29, line #12.

Respectfully request the Financial Crimes Detective Unit follow-up.

CLEVELAND POLICE DEPARTMENT  
OFFENSE/INCIDENT REPORT

Date: 10/26/2011

Page: 3

Case Description:  
Theft

Case Number: 2011-00325662

rms #11-325662.sdco M.Artis.10/23/11

# CLIMET N RENFROE

11001 MOUNT OVERLOOK AVE UNIT D  
CLEVELAND OH 44104-2529

Account Number 5 5000 1009 9470 Date Prepared June 22, 2011

Next Meter Reading 08/19 - 08/24/2011

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid estimate-enter a read between 07/22 & 5 p.m. on 07/26/2011 at www.dom.co



**Dominion®**

Page 1 of 1

## Credits And Charges Since Your Last Bill

Balance from last bill	\$328.10
Payment on Jun 13, 2011 - Thank You	109.80 CR
Transfer Credit	264.88 CR
<b>Balance</b>	<b>\$46.58 CR</b>

## Current Charges

### Dominion East Ohio Distribution Charges

Basic Monthly Charge	\$19.73
Usage-Based Charges	
3.2 MCF @ \$1.4125	4.52
Gross Receipts Tax (4.6044%)	1.12
<b>Total Dominion East Ohio Charges</b>	<b>\$25.37</b>

For questions about Dominion East Ohio charges, call us at 1-800-362-7557.

### VECTREN SOURCE Charges

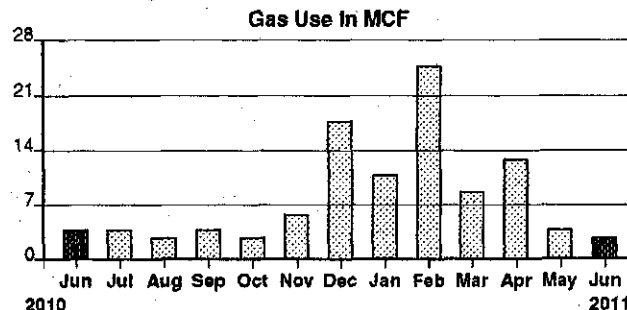
Gas Cost 3.2 MCF @ \$6.15	\$19.68
Sales Tax	1.53
<b>Total VECTREN SOURCE Charges</b>	<b>\$21.21</b>

For questions about gas supply costs, contact VECTREN SOURCE at 1-866-306-8136 or P.O. Box 3037 Evansville, IN 47730-3037 or www.vectrensource.com.

<b>Total Current Charges</b>	<b>\$46.58</b>
<b>Total Account Balance</b>	<b>\$0.00</b>

## Monthly Usage Comparison

Average Daily Temperature For This Billing Period	2010 72°F	2011 69°F
---------------------------------------------------	-----------	-----------



Average monthly use: 8.5 MCF.  
Total annual use: 101.4 MCF.

## Billing Period And Meter Readings

Date	Read Type	Reading	Difference
<b>Meter Number</b>	<b>13601332</b>		
Jun 22, 2011	Remote	107.0	
May 23, 2011	Estimate	103.8	3.2
<b>MCF Used in 30 Days</b>			<b>3.2</b>

No Payment Due

## Servicing the Meter

We need your help. If you have an inside meter, please clear furniture or boxes away from the meter. Outside air conditioners or shrubs can block access to meters. And dogs can endanger all our employees and can keep them from doing their jobs. If we cannot get close enough to read the meter, we might have to estimate your bill. Servicing a blocked meter is also difficult and can be a safety hazard in an emergency.

ENERGYSHARE: Help people without heat by donating to EnergyShare. To donate, add exactly \$1, \$2, \$6, \$12, \$18 or \$30 to your payment or mail a separate check payable to EnergyShare, Salvation Army, P.O. Box 5847, Cleveland, OH 44101.



761 PROVIDENCE CT APT 206  
STREETSBORO OH 44241-4035



**Dominion**

Account Number 5 5000 4812 7147  
Date Prepared July 22, 2011

Next Meter Reading 08/19 - 08/24/2011

For questions about Dominion East Ohio charges call 1-800-362-7557.

### Credits And Charges Since Your Last Bill

Balance from last bill \$0.00  
Transfer Debit 6,070.40  
**Balance \$6,070.40**

### Current Charges

#### Dominion East Ohio Distribution Charges

Basic Monthly Charge \$19.73  
Usage-Based Charges 2.25  
1.6 MCF @ \$1.4062 2.25  
Gross Receipts Tax (4.6044%) 1.01  
**Total Dominion East Ohio Charges \$22.99**

For questions about Dominion East Ohio charges, call us at 1-800-362-7557.

#### VECTREN SOURCE Charges

Gas Cost 1.6 MCF @ \$6.18 \$9.89  
Sales Tax .67  
**Total VECTREN SOURCE Charges \$10.56**

For questions about gas supply costs, contact VECTREN SOURCE at 1-866-306-8136 or P.O. Box 3037 Evansville, IN 47730-3037 or [www.vectrensource.com](http://www.vectrensource.com).

**Total Current Charges \$33.55**  
**Total Account Balance \$6,103.95**

**YOU ARE ON THE CURRENT PLUS (\$1,003.97) PAYMENT PLAN.**

**Please Pay Plan Amount of \$1,037.52 by Aug 9, 2011 to Avoid Late Payment Charge of 1.5% per month.**

### Special Payment Plan

Thank you for participating in our special payment plan. We designed the plan to help you pay off your balance and to keep you current with new bills. The due date and the amount you owe appear each month on the payment stub below.

To remain on the plan and to avoid a shut-off notice, please be sure to pay the correct amount by the due date. If you have any questions, please call toll free 1-800-950-7989.

**To participate in the Energy Choice program and/or remain on any payment plan, you must pay the amount due on time each month.**

Please detach and return this coupon with a check made payable to Dominion East Ohio. Please see reverse side for mailing address change instructions.

<b>LEASE PAY BY</b>	Aug 9, 2011	<b>Account No.</b>	5 5000 4812 7147
<b>\$1,037.52</b>		<b>33.55</b>	
Plan Amount		Amount Enclosed	

### Removing Yourself from Customer Listing

We are required to include your name, address and usage information on a list of eligible customers that is made available to other retail natural gas suppliers or governmental aggregators. If you do not wish to be included on this list, please sign in or register in Manage Your Account at [www.dom.com](http://www.dom.com), call us at 1-800-362-7557, or write us at P.O. Box 5759, Cleveland, OH 44101-0759.

\*\*\*\*\*AUTO\*\*SCH 3-DIGIT 442  
050632 01 AT 0.362 T#000189

CLIMET N RENFROE  
761 PROVIDENCE CT APT 206  
STREETSBORO OH 44241-4035

DOMINION EAST OHIO  
PO BOX 26785  
RICHMOND VA 23261-6785



CONF # 22100074

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