

CANDICE LEFTWICH,
Complainant,
v.
THE EAST OHIO GAS COMPANY D/B/A
DOMINION EAST OHIO,
Respondent.

In accordance with Ohio Adm. Code 4901-9-01(D), the Respondent, The East Ohio Gas Company d/b/a Dominion East Ohio (“DEO” or “the Company”), for its answer to the complaint of Candice Leftwich states:

1. DEO admits that Ms. Leftwich is one of its Percentage of Income Payment Plan Plus (“PIPP Plus”) customers, with an account ending 4136. DEO avers that Ms. Leftwich’s PIPP Plus monthly installment amount is \$10 per month.
2. DEO admits that it received a \$20 payment from Ms. Leftwich on November 12, 2012. DEO avers that it applied \$10 toward her PIPP Plus monthly installment amount and the remaining \$10 toward her arrearage balance.
3. DEO denies that Ms. Leftwich was “never notified . . . that [she] could not” prepay her PIPP Plus installment amount. DEO avers that it notified Ms. Leftwich on November 29, 2012, that she could not pay in advance her PIPP Plus installment amount.
4. DEO is without sufficient knowledge or information to either admit or deny whether Ms. Leftwich was told by a representative of the Company that the application of the \$10 toward her arrearage balance “would be corrected,” “adjusted,” or “credited back.”

5. DEO avers that Ms. Leftwich did not pay her PIPP Plus installment amount stated on her November 26, 2012 bill, which was due on December 12, 2012. DEO admits that, as a result of this missed payment, Ms. Leftwich did not receive her “on time in full credit for the month of December 2012.”

6. DEO denies generally any allegations not specifically admitted or denied in this Answer, in accordance with Ohio Adm. Code 4901-9-01(D).

AFFIRMATIVE DEFENSES

SECOND DEFENSE

7. The complaint does not comply with the Commission’s rules requiring “a statement which clearly explains the facts.” Ohio Adm. Code 4901-9-01(B). The allegations are not in numbered-paragraph, but narrative, form; many of the allegations and statements in the complaint are compound; and many of the allegations omit numerous details necessary to answer them. The Company has attempted, to the best of its ability, to answer the allegations, but reserves the right to amend its Answer in the event it has incorrectly understood the allegations.

THIRD DEFENSE

8. The complaint fails to set forth reasonable grounds for complaint, as required by R.C. 4905.26.

FOURTH DEFENSE

9. The complaint fails to state a claim upon which relief can be granted.

FIFTH DEFENSE

10. The Company at all times complied with Ohio Revised Code Title 49; the applicable rules, regulations, and orders of the Public Utilities Commission of Ohio; and the

Company's tariffs. These statutes, rules, regulations, orders, and tariff provisions bar the Complainant's claims.

SIXTH DEFENSE

11. The Company reserves the right to raise other defenses as warranted by discovery in this matter.

Accordingly, the Company respectfully requests an order dismissing the complaint and granting it all other necessary and proper relief.

Respectfully submitted,

/s/ Gregory L. Williams
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ATTORNEYS FOR
THE EAST OHIO GAS COMPANY D/B/A
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CERTIFICATE OF SERVICE

I hereby certify that a copy of the foregoing Answer was served to the following person
by U.S. mail on this 12th day of March, 2013:

Candice Leftwich
1969 Nelawood Road, Down
East Cleveland, Ohio 44112

/s/ Gregory L. Williams
Gregory L. Williams

One of the attorneys for
The East Ohio Gas Company d/b/a
Dominion East Ohio

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Summary: Answer of the Company electronically filed by Mr. Gregory L. Williams on behalf of
The East Ohio Gas Company d/b/a Dominion East Ohio