

NC

Ohio

Public Utilities
Commission

4
MCON08231222

Case Number

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

FILE

Formal Complaint Form

13-1025-GA-CSS

Michael W. Connelly

Customer Name (Please Print)

17 GRASMORE Ave

Customer Address

MASTFIELD

OH

44906

City

State

Zip

Against

Columbia Gas of Ohio Inc.

Utility Company Name

Account Number

P.O. Box 3113

Customer Service Address (if different from above)

Lexington

OH

44504

City

State

Zip

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

RECEIVED-DOCKETING DIV

2013 APR 24 PM 2:40

PUCO

Signature

Customer Telephone Number

419.934.0477

This is to certify that the images appearing are an
accurate and complete reproduction of a case file
document delivered in the regular course of business
Technician SM Date Processed APR 24 2013

CASE # MCON082312ZZ

OWNER OF THE PROPERTY

Michael W. Connolly
4131 Mill Run Rd.
PO Box 3113
Lexington, OH. 44904
H: 419.884.0477
C: 419.566.0184

SERVICE ADDRESS:

Resident; Cliff Barrows
17 Grasmere Ave.
Mansfield, OH 44906
Account # 17601779 03

CUSTOMER OF COLUMBIA GAS

I'm presently and have been for over the last 30 years a customer of Columbia Gas of Ohio. I don't live at this location. It's a rental property that I purchased 05/1989.

NAME OF UTILITY COMPANY FILING COMPLAINT AGAINST

Columbia Gas of Ohio Inc.

The gas service was turned off and then back on again in early August of 2012. When Columbia Gas technicians turned the gas service back on the valve broke. After replacing the valve they moved the meter from the inside of the house to the outside of the house. As I learned is required by law.

Here's where the problems start.

The location is not only in the front of the house but the meter is 33" from the front door. They ripped out the landscaping and due to the depth of the bed cannot be replaced. It not only looks awful but it affects the curb appeal of the property to the point that it devalues the property.

I know with having tenants that there are obligations that both a tenant and landlord, (property owner) have to honor. I know under Ohio Revised Code 5321.05 (A)(6) one of the tenants obligations is to "Personally refrain, and forbid any other person who is on the premises with his permission, from intentionally and negligently destroying, defacing, damaging or removing any fixture, appliance, or other part of the premises." In a nutshell not to permit waste to be committed on the leased premises. Waste can be described as destruction, misuses, alteration, or neglect of the leased premises by the tenant to the detriment of the interest of the Landlord or property owner.

If my tenant did what the Gas Company did to my property it would be a breach of contract and they would legally be required to repair the damages.

The gas company without any consultation with me...altered my property...affected the permanent value of my property...in did so in a negligent way.

I was told by the Supervisor that based on the metrics they use when locating the meters that this was **the only location** it could have been located. Later I was told that if I wanted have the meter moved I would have to pay for it. This didn't make sense. If this was the only place it could have went...why would I be allowed to move it? It would cost me \$2300.00 to fix a problem I didn't create.

I talked with a Columbia Gas Rep who came out to look over the job and he said it would be easy and no problem to move the meter 16' farther down in the front of the house on the south corner. **He said nothing will have to be torn out and the meter would hide perfectly behind the present bush.** I asked him why didn't they just do that the first time and he said he had no idea.

I have had dealings with Columbia Gas of Ohio for 30 years and have never had a problem. I feel that everybody tries for the most part to do a good job everyday. If they move 1000 meters probably 99% are problem free.

Since last August I have looked at hundreds and hundreds of house for a meter by the front door...in the front of the house....and have yet to find one...I asked the Supervisor if he knew of one...he said no.

To be successful in business a company must align its business with its customers: a win-win situation.

In this instance, Columbia Gas as a company that portrays itself as being focused on customer service is not aligned with the customer's needs...Gas company's only.

I understand they have a legal right to move the meter but it must not harm or degrade the value of the property.

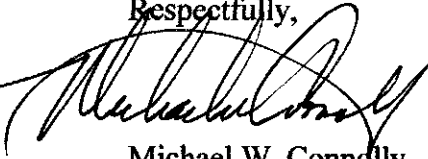
What is right is often forgotten for what is convenient.

In this case it was easier and more convenient to move the meter where they did than think about what was right for the customer. I've owned this house since 1989. Since I bought this house I have always tried to improve it. New roof, drive way, siding, etc...I'm in business for myself and this is part of my retirement and I hope to keep this house for 25 more years.

The gas company could have easily chosen to put the meter in the location the new sales representative said it should go. They had all the equipment there to do the job right for all parties and chose not to. I don't think I should have to pay \$2300.00 to correct their mistake. I think that day the Columbia Gas provided me with inadequate service.

I would like the commission to inform Columbia Gas of Ohio that they need to do the right thing; and move the meter where it could have easily been located the first time, and put all landscaping, yard etc...back to its original condition.

Respectfully,

A handwritten signature in black ink, appearing to read "Michael W. Connolly", written over a horizontal line.

Michael W. Connolly