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14-0942-GA-CSS

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FILE



Advocates for Basic Legal Equality, Inc.

May 21, 2014

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

Re: Ms. Zaneta Williams, Columbia Gas account 13110978008001

Center for Equal Justice
525 Jefferson Avenue
Suite 300
Toledo, Ohio 43604

(419) 255-0814
(800) 837-0814
(419) 259-2880 fax
(888) 545-9497 TTY

www.ablelaw.org

Dear Public Utilities Commission of Ohio:

Ms. Zaneta Williams recently applied for assistance with Advocates for Basic Legal Equality, Inc. (ABLE) regarding the termination of her natural gas services from Columbia Gas. ABLE is a nonprofit legal services provider serving northwest Ohio. Ms. Williams has requested that I represent her in this matter.

Enclosed, please find a copy of Ms. Williams' formal complaint as signed by Ms. Williams, as well as an authorization to release information regarding this matter.

Ms. Williams is interested in reaching a negotiated resolution of this matter and she would like to discuss this possibility with PUCO and Columbia Gas of Ohio.

To discuss this matter further, you may reach me at 419-930-2506 or gthomas@ablelaw.org.

Sincerely,

George Thomas

George Thomas, Esq.

Cc: Ms. Williams

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PUCO

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Public Utilities Commission

Case Number

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

Formal Complaint Form

14-0942-GA-CSS

Zaneta N. Williams

Customer Name (Please Print)

1359 Foster Ave,

Customer Address

Toledo

City

OH 43606

State Zip

Against

131109780080001

Account Number

Columbia Gas of Ohio

Utility Company Name

Customer Service Address (if different from above)

City

State Zip

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

Please see attachment

Barton W. Allen

Signature

(419) 290-5449

Customer Telephone Number

Public Utilities Commission of Ohio
Formal Complaint

Ms. Zaneta N. Williams

vs.

Columbia Gas of Ohio

Ms. Williams alleges the following:

1. Ms. Williams is a low income person and qualified to participate in the Percentage of Income Payment Plan plus (PIPP).
2. In October of 2013, Ms. Williams's employment as an AmeriCorp worker ended.
3. After that time, she had difficulty making monthly PIPP payments and fell behind in her PIPP payment obligations.
4. Ms. Williams understood that she needed to make PIPP payments and sought assistance through the Home Energy Assistance Program.
5. However, Columbia Gas failed to provide a disconnection notice in a timely manner so that she could obtain HEAP assistance.
6. In fact, Columbia Gas did not provide any billing information by mail at all for the months of November, December, 2013, and January, 2014.
7. When Columbia Gas finally did provide a bill in February, the bill still did not include a termination notice which would have allowed her to qualify for HEAP assistance.
8. Columbia Gas recently provided a termination notice as of March, 2014, but (a) she had already been removed from PIPP, (b) HEAP assistance is no longer available, and (c) significant charges have accumulated on the account.
9. By virtue of the fact that Columbia Gas did not provide billing information including a disconnection notice in a timely manner, Ms. Williams was prevented from accessing HEAP

assistance which would have allowed her to become current in her bill and continue participation in PIPP.

10. Ms. Williams attempted to contact Columbia Gas on a number of occasions to resolve the matter.

11. Ms. Williams further states that she and her family rely on gas assistance for both hot water and cooking.

Wherefore Ms. Williams requests the following relief:

- a. That Columbia Gas of Ohio maintain services while this complaint is pending;
- b. That Columbia Gas of Ohio remove all charges that accumulated on her account subsequent to its failure to provide timely billing information, in an amount to be determined at hearing; and
- c. That she be allowed to again participate in the Percentage of Income Payment Plan program.



Advocates for Basic
Legal Equality, Inc.

AUTHORIZATION TO RELEASE INFORMATION

ATTENTION:

Public Utilities Com. of Oh., Columbia Gas of Oh.

DATE:

May 19/14

This is to certify that I, the undersigned, have retained Advocates for Basic Legal Equality, Inc. (ABLE) to represent me in a legal matter.

I hereby authorize you to disclose and open for review or inspection to my attorney or his/her agent, any and all information which may be requested. Such information to include, but not necessarily limited to, any oral or written reports, opinions, findings, personnel or employment records, military records, credit reports, statement of charges or otherwise, and public assistance or food stamp applications and records. I further authorize you to release the aforementioned information concerning any member of my immediate family.

I further authorize and request that you allow my attorney or his/her agent to see and copy any or all of the aforementioned information.

I hereby waive and release you from any restrictions imposed by law in disclosing or revealing any professional record, observation or communication to my attorney. Although I hereby waive any privilege I have to this information to my attorney, you are further requested to disclose no information to any other person without written authority from me. All prior authorizations for the release of information are hereby canceled.

A photostatic copy, thermofax copy or other chemically produced reproduction of this authorization shall serve in its stead.

5/19/14

DATED

Bonnie M. Will

SIGNATURE