

(NE) Ohio

Public Utilities Commission

14-2139-GASS Case Number

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

FILE

Formal Complaint Form

Marietta Garrett Customer Name (Please Print)

419 W. Manhattan Blvd. Customer Address

RECEIVED-DOCKETING 2014 NOV 24 PM 2:00

PUCO Against

Toledo OH 43608 City State Zip

13655243 004 000 4 Account Number

Same Customer Service Address (if different from above)

Columbia Gas of Ohio Utility Company Name

City State Zip

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

Since 2011 I have been trying to get Columbia Gas to come repair my property and have been given the run around. Then on 11-28-14 I was told they were not going to do the repairs because their Restoration/condition Department said the work had been completed. It has not. This information was given to me by a supervisor by the name of Lorie. She said that they told her the sidewalk was already damaged. I believe they are mixing up projects. 2011- They removed my valve and damaged the sidewalk. Tried to repair it and it was too cold and they said they would come back and do it over. They have not.

Marietta Garrett Signature

2013- They came and moved the meter outside. They say they have pics but I have yet to see pics from either job.

419-255-1374 Customer Telephone Number

* The pics provided by them are from 2014. Not 2011 or 2013.



**Public Utilities
Commission**

John Kasich, Governor
Thomas W. Johnson, Chairman

Commissioners
Steven D. Lesser
Asim Z. Haque
Lynn Staby
M. Beth Trombold

October 07, 2014

Marietta Garrett
419 W Manhattan Blvd
Toledo, OH 43608

CASE ID: MGAR09181461

Dear Ms. Garrett:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) and allowing me to address your concerns regarding Columbia Gas of Ohio (CGO)

In your complaint, you stated that CGO completed work on your sidewalk in 2011. You also CGO damaged your sidewalk and did not properly repair it.

CGO is disputing they damaged your sidewalk. Company records show that on Febuary 27, 2013, they moved the meter outside and replaced the asphalt near the meter at the end of the driveway. I have attached a picture of the repair for your review.

Should you have any additional utility-related questions, please do not hesitate to contact the PUCO Call Center at (800) 686-PUCO (7826) or visit our website at www.PUCO.ohio.gov.

Sincerely,

Lawrence Hampton
Customer Service Investigator
Service Monitoring and Enforcement Department

October, 30, 2014

Marietta Garrett
419 W. Manhattan Blvd
Toledo, Ohio 43608
419-255-1374
choccoa@yahoo.com

VS

Columbia Gas of Ohio

This is my formal complaint against Columbia Gas of Ohio for damages done to my sidewalk in 2011 when they came and removed the valve from my driveway at 419 W. Manhattan Blvd in Toledo, Ohio. This occurred in the cold months of 2011, when they laid the concrete and it came out as you will see in the photos. They told me they would put it in my file and let them know they had to come redo it once the weather breaks. I never heard from them about this since that day. Now they are denying doing any work.

I have been calling about them coming to repair the sidewalk over the years. Last year I spoke with Denise in customer service May 17, 2013. She told me that she filed the complaint and someone would be in touch and I didn't hear from them.

Then I spoke to their supervisor, Lorie at 10:30am on July 28, 2014. She informed me that the company said that they completed the work and had photos to prove it, but the photos they are producing are from present day not 2011 when the work was done.

They are claiming the sidewalk was damaged before they did any work. I believe that they are speaking with the company that removed the meter from inside my property to the outside of my property. This is not the company who damaged the sidewalk. I tried explaining this to them and they have dismissed my claims.

Thank you for your time on this matter. I look forward from hearing from you.

Marietta Garrett

EMAIL CORRESPONDENCE BETWEEN MYSELF AND PUCO

CASE ID: MGAR09181461

From: Me
To: ContactThePUCO@puc.state.oh.us

Oct 14 2014

Hello Mr. Hampton,

Thank you for inquiring about the sidewalk damage. Columbia Gas of Ohio (CGO) has denied doing any work to my sidewalk. The picture they took is a recent pic. This is not a pic from February 2013.

As I tried to explain to them, this sidewalk damage was done in 2011. I have been getting the run around about them coming to repair what they did for years.

They came and removed my gas valve in the black area on the photo back in 2011. In that process they damaged the sidewalk and broke it up and filled it back in. The guy told me it looked bad because it was cold. He told me he would put a note on my account and to call once the weather broke so they could come do it over. I have been calling to no avail.

CGO came and put the meter outside years later after this incident. This has nothing to do with my sidewalk that was damaged in the previous work that was performed.

So where do we go from here? What can be done? They need to take responsibility and come fix my property that they damaged.

Thank you for your time on this matter.

Frustrated by big business,

Marietta Garrett
419 West Manhattan Blvd
Toledo, OH 43608
419-255-1374

EMAIL CORRESPONDENCE BETWEEN MYSELF AND PUCO

CASE ID: MGAR09181461

From: Me

To: ContactThePUCO@puc.state.oh.us

Here are the photos I just took a minute ago. You can see that the sidewalk had a choppy job done. The hit it with that digging tool and had to repair it but like I said, it was cold and they did a horrible job.

Please let me know what can be done with this matter. My next step is to call the news station and get them to come do a story on it.

Thanks for your time. I really appreciate it.

Marietta Garrett

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****This is the damaged area. At the top right is the meter installation from 2013. As you can see the sidewalk is fine in that area. The bottom of this pic is where the valve was removed in 2011 when they hit the sidewalk block in the middle with the digging plow truck. They dug up the whole section and did a temporary repair with a promise to come do it right when the weather broke. Now they claim they never touched it.**

EMAIL CORRESPONDENCE BETWEEN MYSELF AND PUCO

CASE ID: MGAR09181461

