

**BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO**

In the Matter of the Complaint of Harris)		
Design Services,)		
Complainant,)		
)	Case No. 15-0405-GA-CSS
v.)		
)	
Columbia Gas of Ohio, Inc.,)		
Respondent.)		

**PREPARED DIRECT TESTIMONY
OF RYDER CORDELL LONG
ON BEHALF OF COLUMBIA GAS OF OHIO, INC.**

COLUMBIA GAS OF OHIO, INC.

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COLUMBIA GAS OF OHIO, INC.

October 14, 2015

**PREPARED DIRECT TESTIMONY
OF RYDER CORDELL LONG**

1 **Q. Please state your name and business address.**

2 A. Ryder Cordell Long, 3550 Johnny Appleseed Court, Columbus, Ohio 43231.

4 **Q. By whom are you employed?**

5 A. I am employed by Columbia Gas of Ohio, Inc. ("Columbia").

7 **Q. Will you please state briefly your educational background and experience?**

8
9 A. Prior to working for Columbia, I worked for approximately 20 years as an
10 equipment operator completing environmental remediation projects. I al-
11 so worked for approximately four (4) years as an equipment operator for
12 SAVKO on development projects. I have worked for Columbia for over
13 eight (8) years. I was a utility technician for approximately six (6) months,
14 then a field technician for approximately three (3) to four (4) years, and
15 have been a "combo" field/service technician for the last four (4) years.

16
17 **Q. What are your job responsibilities as a Field/Service Technician?**

18 A. As a Field/Service Technician, I am trained on and complete work from
19 the main line at the street all the way to lighting pilot lights inside a cus-
20 tomer's property. This includes installing and repairing service lines from
21 the main to the customer's meter, hanging meters, and pressure testing
22 lines.

23
24 **Q. Have you ever testified in front of this Commission?**

25 A. No.

26
27 **Q. What is the purpose of your testimony?**

28 A. To describe the service provided to 2430 Stelzer Road, Columbus, Ohio
29 43219 ("Premise") in response to dig-in service requests, including leaving
30 door tags to provide notice of the gas service being shut off. A "dig-in" is
31 just what it sounds like – when a gas line has been hit or dug into by an ex-
32 cavation and needs repaired or replaced.

33

34

1 **Q. Did you make a repair at the Premise on an emergency response on**
2 **September 16, 2013?**

3 A. Yes. On September 16, 2013, I received an emergency repair order to repair a
4 service line after it had been hit by a cable company working near the Prem-
5 ise. First, I "squeezed off" the service line to the property in order to stop the
6 flow of gas through the broken line. Then I repaired the service line and re-
7 established service to the meter. While I was there I also replaced the natural
8 gas riser to the meter. I left the meter valve off with a pin lock on the meter
9 and also inserted a disc in the meter. The pin lock and disc prevent a non-
10 Columbia technician from turning on service again. I went to hang a tag on
11 the door, but the service technician had already left one on the door because
12 nobody was at the Premise. When I left gas was on and flowing up to the
13 meter but no gas would actually go inside the Premise until service could be
14 re-established.
15

16 **Q. Did you make a repair at the Premise again related to a dig-in on Novem-**
17 **ber 15, 2013?**

18 A. Yes. There was a second dig-in at this same address. I repaired the service
19 line, replacing a couple of feet of pipe. The meter valve was still off and pin
20 locked from the September 2013 incident. I then went to see if anyone was at
21 the Premise. Again, nobody was at the Premise so I left an orange door tag. I
22 placed the orange door tag on top of the yellow door tag from the first
23 emergency repair in September 2013. The first door tag had not been re-
24 trieved from the door. I have attached sample door tags as Attachment A to
25 my testimony.
26

27 **Q. It is now approximately two (2) years since the door tags were left at the**
28 **Premise. Why do you remember this Premise?**

29 A. I remember this particular Premise because two (2) separate dig-ins at the
30 same location does not happen very often, yet alone two (2) in a relatively
31 close period of time. And I recall leaving another door tag on top of the first
32 one, which again does not happen often. Additionally, I do not work on
33 Stelzer Road often and both times were at the same Premise. I also recall it
34 being across the street from the Columbus Culinary Institute.
35

36 **Q. Does this complete your Prepared Direct Testimony?**

37 A. Yes, it does.
38

CERTIFICATE OF SERVICE

The Public Utilities Commission of Ohio's e-filing system will electronically serve notice of the filing of this document on the parties referenced on the service list of the docket card who have electronically subscribed to the case. In addition, the undersigned hereby certifies that a copy of the foregoing document is also being served *via* electronic mail on this 14th day of October, 2015 upon the parties listed below.

/s/ Joseph M. Clark

Joseph M. Clark

**Attorney for
COLUMBIA GAS OF OHIO, INC.**

SERVICE LIST

Grant Wolfe
Rinehart, Rishel & Cuckler, Ltd.
300 East Broad Street
Suite 450
Columbus, Ohio 43215
Gwolfe19@ameritech.net

*Sorry We Missed
You!*

Our service representative needs to enter your home **as soon as possible** to complete the work checked below. Please let us know when someone will be home to let our employee in.

____ Change Meter

____ Answer Service
Request

____ Turn On Meter

____ Read Meter

____ Turn Off Meter

____ Other _____

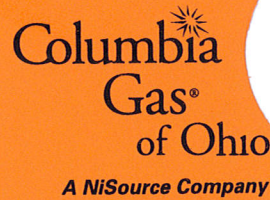
Thanks for your cooperation.

Service Rep. _____

Date _____ Time _____ am/pm

Telephone No. _____


Columbia Gas[®]
of Ohio



CSL

Sorry We Missed You

Address _____

Gas service _____ **Date** _____

☐ Has been interrupted

☐ Will be interrupted

to repair a leak on your service line.

☐ Columbia Gas will return within _____
business day(s) to make repairs

☐ Meter will be moved outside

We need access: We will need to enter your home or building to restore service (and to move the meter outside, if applicable).

☐ Repairs complete - Please call the number below to have service restored.

We will restore your property as soon as possible and as weather permits

We're sorry for any inconvenience.

1-800-344-4077
www.columbiagasohio.com

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Case No(s). 15-0405-GA-CSS

Summary: Testimony of Ryder Long and Exhibit A electronically filed by Cheryl A MacDonald on behalf of Columbia Gas of Ohio, Inc.