

From: nicole.moore@puco.ohio.gov

To: PUCO ContactThePUCO

Subject: SHEA0210173D

Received: 2/16/2017 1:15:25 PM

Message:

I would like to voice my concerns with my current situation with Ohio Rural Natural Gas and PUCO. I was recently notified that my gas will be shut off as of March 1st due to safety concerns with the gas lines. Per our last conversation these lines have been at risk since Feb 2015. I am alarmed that it took twenty three months for PUCO to let my neighbors and myself know that we are in danger. Also, I have been directed several times to contact Orwell Gas in regards to taking over the lines. When I contact them they direct me back to PUCO. I am requesting an extension to the March 1st shutoff date due to the inability to secure an alternate energy supplier to heat my family home during the winter months.

Thank you,

Shawn Headley

3100 Lyntz Townline Road

Lordstown OH 44481

From: webmaster@puc.state.oh.us
To: PUCO ContactThePUCO
Subject: PUCO CONTACT FORM: 111335
Received: 2/14/2017 4:55:16 PM
Message:
WEB ID: 111335 AT:02-14-2017 at 04:55 PM

Related Case Number:

TYPE: Complaint

NAME: Mr. Douglas Harrah

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 3120 Lyntz Townline Road SW
- Warren , Ohio 44481
- USA

PHONE INFORMATION:

- Home: 419-631-6065
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: dharrah27@aol.com

INDUSTRY:Gas

ACCOUNT INFORMATION:

- Company: Ohio Rural Natural Gas
- Name on account: Doug Harrah
- Service address: 3120 Lyntz Townline Road SW
- Service phone: 419-631-6065
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

Last week I received a letter from PUCO that we have to find an alternative heating source for our house by March 1st. This is an unreasonable demand considering it is the middle of winter, the high cost to switch to an alternative source and the fact that PUCO is also stating that Orwell Natural Gas may takeover and supply us with gas. So, do we wait and see what Orwell does or switch now and then switch back in a month or two when & if they do takeover? This is

confusing and conflicting information that can prove very costly. What am I do? Wait until close to March 1st and see if Orwell takes over? I called them and they seem interested but what is the likelihood they can takeover by March 1st? I don't know and they can't tell me. I'm sure it's complicated. To switch to Propane takes time to run a line underground and for the company to place a tank. Also, would have to find a heating contractor to convert the furnace, stove and hot water tank. Do we find an alternative source now or wait to the last minute? The cost to switch will cost in the thousands. What if switch and then shortly thereafter Orwell takes over and then what. Switch back at another expense? Are we going to pay them \$700 or \$800 to run a line and then hire the heating contractor to come back out and switch everything again? I think PUCO needs to delay this ultimatum to find another alternative energy source until the summer. We need more time to investigate and allow Orwell the time to takeover. Please respond immediately as this of utmost concern. I am confused as to what to do. Sure, Puco can tell me to find another source of energy but that's all well and good but they are not paying for this switch.

From: webmaster@puc.state.oh.us
To: PUCO ContactThePUCO
Subject: PUCO CONTACT FORM: 111339
Received: 2/14/2017 6:06:32 PM
Message:
WEB ID: 111339 AT:02-14-2017 at 06:06 PM

Related Case Number:

TYPE: Complaint

NAME: Mr. Robert & Dianna Nutt

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 3187 Lyntz Townline Rd
- Lordstown , Ohio 44481
- USA

PHONE INFORMATION:

- Home: (330) 716-3947
- Alternative: (330) 716-3181
- Fax: *(no fax number provided?)*

E-MAIL: *(no e-mail address provided)*

INDUSTRY:Gas

ACCOUNT INFORMATION:

- *(no utility company name provided?)*
- *(no account name provided?)*
- Service address: 3187 Lyntz Townline Rd
- Service phone: (330) 824-3181
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

I am affected by your current conflict with ORNG (Mr. Osborne). To switch over from Propane to gas I had to pay \$350 to have my Furnace, Dryer and Stove converted and because my hot water tank could not be converted I had to purchase a new one at \$900 plus install for adapt to gas. I have children and it would be a hardship to convert back to propane. I would have to again purchase a new hot water tank and pay a professional to convert everything back to propane. The propane company has to have a 10 day advance notice with a minimum purchase of 200 gallons.

The situation affects 11 or 12 households on Lyntz Townline Rd and we would like for PUCO to gives us additional time for someone else to take over the gas line. It is not the residents fault that ORNG installed things incorrectly in which PUCO should have addresses before giving permission to turn on the gas. Our line on Lyntz Towline has passed for use of gas and We are trying to get One Source or Orwell Gas to take over the lines. We have children and even Dominian would not turn off our Gas in the middle of winter. Thank You

From: nicole.moore@puco.ohio.gov

To: PUCO ContactThePUCO

Subject: BWIL0206176O

Received: 2/16/2017 1:20:17 PM

Message:

As I mentioned to you on the phone yesterday, I did not receive the letter from PUCO and ORNG notifying me of the suspension of gas service until Monday February 13th. I was out of town last week. I am having trouble trying to get things organized in order to meet the deadline of March 1st. I have an "on demand" hot water tank that is a new model. The conversion kit for the hot water tank is available, but it is so new they don't have a part number or a price yet. Not sure when it will become available. I also have a trip in a week that will put me out of the country for two weeks. Bad timing. If there is anything that can be done to give me more time, it would be greatly appreciated.

Thank you,
Bruce Williams

From: nicole.moore@puco.ohio.gov

To: PUCO ContactThePUCO

Subject: LRAI020617G1

Received: 2/16/2017 1:16:33 PM

Message:

My family and I reside at 15184 Ravenna Rd. Burton, OH, in Geauga County. Our home is supplied with natural gas by the Ohio Rural Natural Gas Co-op ("ORNG"). We have been advised that the PUCO has issued an order forcing ORNG to cease operations as of March 1st of this year to Geauga County and elsewhere in the State of Ohio. We wish to ask the PUCO for a temporary 45 day stay of this order due to a number of hardships that the order creates for my family as well as other for ORNG members. I will attempt to enumerate the hardships and issues below:

1. I contacted Amy at ORNG and asked for their assistance in finding an alternative source of energy and they advised that they were unable to assist us. She advised me that she would have Richard Osborne contact me but he has yet to return my call.
2. My wife, Lee Rainer, spoke with Giselle lafelice at Orwell Natural Gas ("ONG"), at the recommendation of the PUCO, and ONG advised that the closest gas line to our property is 1,000 feet away. They advised that the cost to connect our property will close to \$20,000.
3. Our home was previously an all-electric home and we heated it with a heat pump. In 2016, we added a large addition to the house. As part of the addition we added gas heat, a gas hot water heater, and a gas fireplace. We then had the electric heat pump removed and replaced the furnace in the main part of the house with a new gas furnace. We paid ORNG a tap in and membership fee of \$3,600. It cost an additional \$4,883.81 to have the gas line brought to our residence. The cost of the two gas furnaces and installation was in excess of \$15,500. We have incurred an additional expenses of nearly \$3,000 for interior gas line plumbing and a gas hot water heater. A gas fireplace cost an additional \$1,200. In total we have spent well in excess of \$25,000 on gas related equipment.
4. Besides my wife and myself we have three small children, ages eight, six, and 19 months, and several animals. The thought of being unable to heat our home is untenable.
5. Switching to an alternative energy source creates a huge financial burden since it is very costly and may require long-term commitments with alternative energy suppliers.
6. As of this date, ORNG has not been able to remedy the long list of PUCO violation nor have they been successful in selling their company, which they claim to be pursuing. Though I don't know how they can sell a non-profit organization.
7. There are only two weeks until the PUCO order goes into effect and ORNG is forced to discontinue service to our family. Even with 30-days notification there is not enough time for anyone to switch to an alternative energy source.
8. It has long been recognized in Ohio and by the PUCO that the end of winter is April 15th and programs are in place to prevent the cessation of gas service from mid-October through mid-April. It is disconcerting that the PUCO would force ORNG to cease operations to families some 45 days prior to April 15th, particularly when there are no other sources of energy readily available.
9. Although the numerous violations against ORNG have been well documented by the PUCO, and to the extent that the PUCO must act to preserve public safety, I can find no record of ORNG violations that have occurred within Geauga County.

For these and other reasons, we pray the PUCO reconsiders its order to force ORNG to cease operations and stay that order until April 15, 2017. This stay request is reasonable, there is no evidence of risk of adverse harm to persons or property within Geauga County during the period of the stay, and the stay will then allow the effected families the summer for ORNG to be replaced or to find another source of energy.

- Michael Rainer

This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

2/17/2017 1:39:39 PM

in

Case No(s). 16-1578-GA-COI

Summary: Public Comment concerning finding alternative energy source due to unsafe lines and time limit on doing so filed on behalf of various concerned consumers electronically filed by Ms. Donielle M Hunter on behalf of PUCO Staff