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**Ohio****Public Utilities  
Commission**APIL050916VQ  
Case NumberPublic Utilities Commission of Ohio  
Attn: Docketing  
180 E. Broad St.  
Columbus, OH 43215

FILE

**Formal Complaint Form**

17-0683-GA-CSS

Joseph Pilkington  
Ann M. Pilkington  
Customer Name (Please Print)502 East Sixth St  
Customer AddressPerrysburg OH 43551  
City State Zip**Against**APIL050916VQ  
Account NumberC Gas Co.  
Miller Pipeline  
Utility Company Name

Customer Service Address (if different from above)

Perrysburg Ohio 43551  
City State Zip

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

Failure to restore landscaping to  
previous condition after construction  
project. Damage to side lawn -  
knocking down mowers.

Smoking during digging!

Misinformation  
given to PUC  
By MillerAnn M. Pilkington  
Signature419 874-5823  
Customer Telephone Number

Adversely

PUCO

2017 MAR -8 AM 9:45

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 AMT Date Processed MAR 08 2017180 East Broad Street  
Columbus, Ohio 43215-3793Updated May 20, 2016  
(614) 466-3016  
www.PUCO.ohio.gov

Ohio public Utilities Commission

Case ID Apil050916vq Response to May 16 contact -Feb 17, 2017

Last spring Columbia Gas and Miller Pipeline failed to keep a May5 appointment. To inspect an area of ground cover approximately 4 ft by 10 feet which has not been restored to its previous condition. Three plants were installed after the August 2015 project, and two more later. Miller said they were not coming back when contacted after an all day wait. There was no improvement in the area over the summer. I contacted the gas company which claims an employee came and took pictures, which were not of the area in question

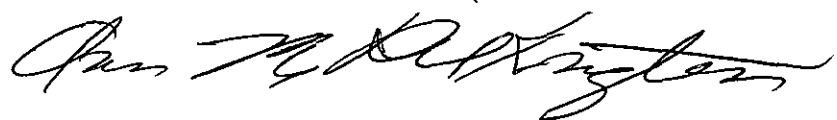
#1 No Shrubs were planted on our property A shrub is a bushy plant with several stems instead of a single trunk. As previously stated ivy plants were planted on separate occasions.

#2. It is a double lot on a corner. There were five or six dugouts, one which was open for over two months because of failure to negotiate with neighbors causing flooding during storms. No 12 visits were made when I was home --Perhaps they have the jobs and addresses confused.

The morning the work was done there was pounding on the door at 7am. Actual work didn't start until late morning with notice that they didn't have the right equipment for the job. Around noon they departed until mid afternoon leaving without telling me (I could have left to do household errands) Work resumed in the late afternoon with frequent interruptions and wasn't completed until 7pm that evening. I had no idea they would move hose and place the pipe close to the faucet or that so much ground cover would be ruined. They said it would be too dangerous to slide the pipe in, yet they smoked, which is illegal, while drilling. A weekend supervisor who arranged for cleanup of garbage and cigarette butts commented that he wouldn't have performed the work the way it was done---too close to a water line and a hideous bump right next to the front door.

Workers were unpleasant after several neighborhood complaints about the smoking--some detectors went off--and being told not to park tractors on lawns. Markers to indicate a yard entrance and sewer were knocked down. There was conflict between the city and the companies. Miller has a bad restoration reputation..

Thank you for your help and attention. Mr. and Mrs. Joseph Pilkington 502 East Sixth St. Perrysburg, Ohio 43551 419 - 8745823.

A handwritten signature in black ink, appearing to read "Joe Pilkington", written in a cursive style.



**Public Utilities  
Commission**

John Kasich, Governor  
Andre T. Porter, Chairman

**Commissioners**

Lynn Slaby  
M. Beth Trombold  
Thomas W. Johnson  
Asim Z. Haque

May 16, 2016

Ann Pilkington  
502 E. 6th St.  
Perrysburg, OH 43551

CASE ID: APIL050916VQ

Dear Mrs. Pilkington:

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

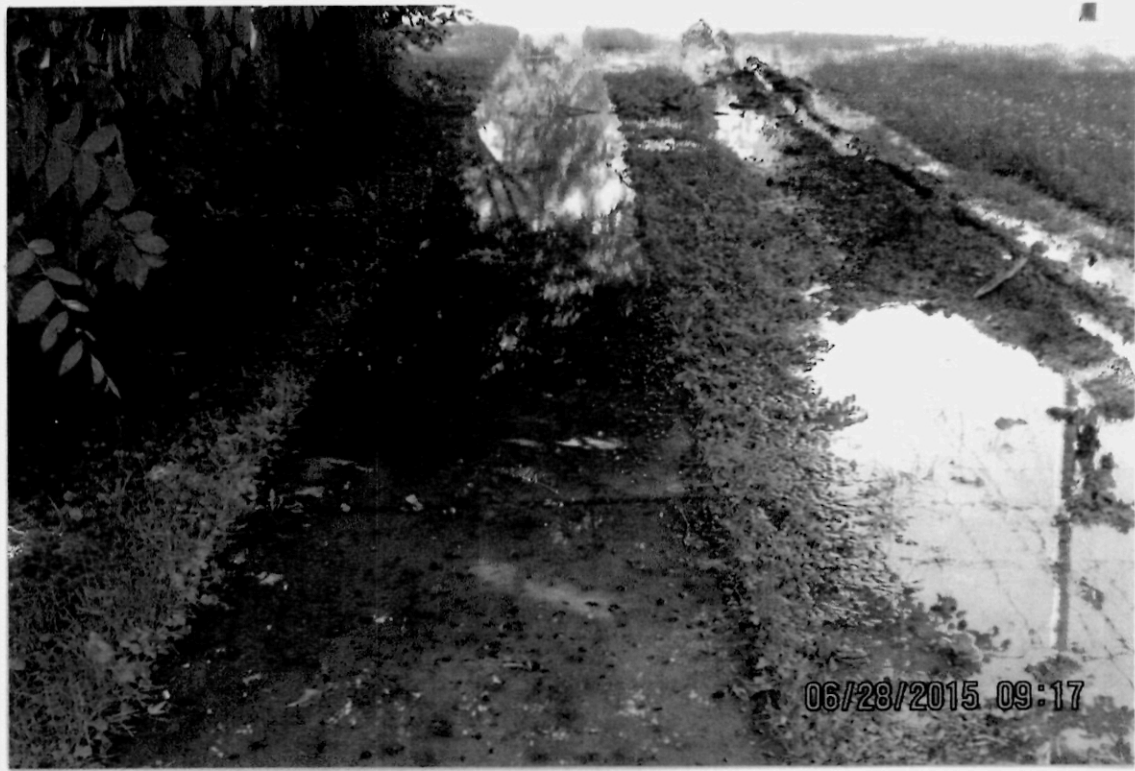
In your complaint, you stated that a contractor for CGO, Miller Pipeline, had dug up portions of your landscaping while replacing a gas line on your property. The company had planted some shrubs in the area to restore it to its original state, but you were asking that more be done to improve the area.

CGO contacted the supervisors for Miller Pipeline for further information on what had been done. The company advised that since June 2015, they have made at least 42 visits to your property to address your concerns. They advised that they have placed several ground cover plants, which will grow and fill the area. Based on the work that has already been performed, the company feels that they have adequately addressed the issue.

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](http://www.PUCO.ohio.gov).

Sincerely,

Daniel Harrington  
Customer Service Investigator  
Service Monitoring and Enforcement Department



from Mid June 2013-  
until Sept

12/19/15



a Northwest Saw  
this could fill in -  
at Lake Nat.

George West - Miller -

419 341 5313

not visited /