

(17-1374-GA-CSS)

Formal Complaint Form

Business Address

CAPO STEAKS INC C/O

Customer Name (Please Print)

C/O JAMES MUHAMMAD

19951 FARMWOOD BLVD
SHAKER HEIGHTS OH 44118
12502 SUPERIOR AVE

Customer Address

EAST CLEVELAND Ohio 44112

City

State Zip

Against

6500064754908

Account Number

12502 Superior AVE 44112

Customer Service Address (if different from above)

DOMINION GAS (EAST OHIO)

Utility Company Name

Richmond VA 23261-6785

City

State Zip

PO BOX 26785

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

PUCO

2017 MAY 31 AM 11:12

James Muhammad

Signature

773-517-9381 cell

Customer Telephone Number

BUSINESS PHONE

216-721-3219

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 Am Date Processed 5/31/17

Capo Steak Inc.
C/o James Muhammad
Dominion Gas Acct #6500064754908
19951 Fairmount Blvd Shaker Heights, OH 44118
Complaint address: 12502 Superior Ave East Cleveland, OH 44112

Good Morning Commissioners,

I am James Muhammad owner of a Cheesesteak Shop at the above Address, named Capo Steaks. On January 7, 2016 I saw a young man spraying the side walk with a gas company truck right in front of my business I asked what they were doing and he informed me that they would be placing gas lines underneath the ground. I immediately called Dominion and they informed me that there was no scheduled project for that area. When I spoke to someone in the Project and Development department in Dominion they informed me that if there were a project they would send a representative out to my business to let me know the duration of the specific project just as the Sewage department did on 123rd and Superior and notified everyone in the area.

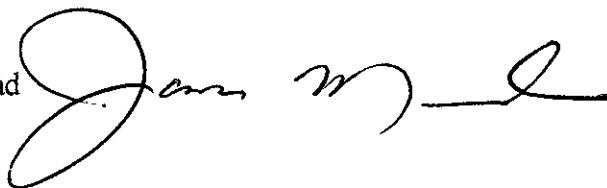
On Monday May 7, 2016 construction started in front of my business. When speaking to the Dominion Gas claims department they referred me to the insurance company for them who claimed no responsibility but vehemently apologized and recognized the wrong in not contacting myself and other business owners (Ed, Project Manager 330-664-2494 cell). They kept sending people out to talk to me after the project had begun. I was told a timeframe of two months from the start of the project, which would mean it, was supposed to end around July 7th or 8th of 2016. The project concluded November 23, 2016. My insurance only covers losses based upon total shutdown of business. In addition to losing income I have received shut off notices ever since the time of the project. I believe due to the area going through gentrification in the Euclid Superior Corridor, that my business was purposely ignored with the intent for me to close permanently. Many of the other business owners in the same area carry the same sentiment.

In summarizing my complaint, Dominion Gas didn't contact area businesses based upon construction, the project was prolonged four and a half more months than what they initially claimed, my business' basement was damaged from major leaking causing infestation concerns, and destroyed area business income based upon gentrification initiative (Monday – Friday 11-6)

Total loss \$40,000 Total potential loss \$25,000 based upon previous years returns.

If you have any questions please contact me at (216) 721-3219 or by cell at (773) 517-9381. Urgency to this matter would be greatly appreciated.

Respectfully,
James Muhammad
May 22, 2017

A handwritten signature in black ink, appearing to read 'James Muhammad', written over a horizontal line.



