

FILE

13

August 31, 2017

PUCO

17-1822-GA-CSS

PUCO
180 E. Broad Street
Columbus, OH 43215-3793

2017 SEP -5 PM 3: 22

RE: Official complaint filed on August 22, 2017 (case number EDAH022117TR) and subsequent
Dominion correspondence.

Dear PUCO:

On August 22, 2017 I filed an official complaint against Dominion Gas regarding usage and billing issues that I have not been able to resolve. I have included the letter and paperwork that I submitted for the Official Complaint for reference only.

I just received correspondence from Dominion Gas that is dated August 15, 2017, which I have included for your reference. The letter claims that they have tried to call me regarding the issues but have not been able to reach me. This is erroneous. I have spoken with Vicky M. from Dominion many times over the past 4 or 5 months, and spoke with a representative from PUCO named Mariner Taft several times regarding these issues as well.

As detailed in the documentation from the official complaint filed/faxed on August 22, 2017, I have had technicians from Dominion to the residence in question twice to have the gas meter tested with a meter prover per O.R.C. 4933.11, and on both occasions no such test was performed.

The only call that I did not respond to was when I requested for Vicky McDaniel's supervisor, Chuck Resnick (216-780-7511), to call me regarding questions I have regarding the meter prover itself. While I did not call him back, this is the only instance where Dominion has reached out and I did not respond. While he was willing to answer questions that I have regarding the meter prover and test, part of his message also went against O.R.C. 4933.11, which states clearly that meter test is done in the residence or place where it is used.

Please contact me regarding the official complaint that I have filed. I faxed the complaint with supporting documents on August 22, 2017 and also mailed a hard copy of the file to PUCO, but I have yet to hear from either party.

Thank you in advance for your assistance in this matter. I can be reached at 216-816-7989 or by mail at the address on my bill.

Best regards,



Erin Dahl

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 le Date Processed SEP 05 2017

**Dominion
Energy®**

August 15, 2017

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ERIN DAHL

5918 MAPLEWOOD RD UNIT D

MAYFIELD HEIGHTS OH 44124-1635

ACCOUNT NO:

2500051938126

SERVICE ADDRESS:

5918 MAPLEWOOD RD UNIT D

MAYFIELD HEIGHTS OH 44124-1635

Subject: Please Call

We received your inquiry about the above account from Customer Relations. We have not been able to reach you.

Dominion Energy Ohio strives to maintain high quality service to our customers. Please call us at (866)344-6260, Monday through Friday from 8 a.m. through 5 p.m. and we will be happy to review the inquiry with you. We look forward to hearing from you.

Sincerely,

Vickie
Customer Relations Department
Dominion Energy Ohio

*called on 8-31-17
received no calls
from Dominion
since filing an
official complaint
w/ puc.o.h*



Asim Z. Haque, Chairman

Commissioners

M. Beth Trombold
Thomas W. Johnson
Lawrence K. Friedeman
Daniel R. Conway

August 04, 2017

Erin Dahl
5918 Maplewood Rd
Mayfield Heights, OH 44124

CASE ID: EDAH0221177R

Dear Ms. Dahl:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Enclosed is the necessary information for filing a formal complaint.

Please note that all filings must be made on 8-1/2 by 11 inch paper. You must provide one original and two copies of the complaint.

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,

A handwritten signature in black ink, appearing to read "Mariner Taft". The signature is stylized with a large, sweeping loop at the end.

Mariner Taft
Customer Service Investigator
Service Monitoring and Enforcement Department

Enclosure

FAX COVER PAGE

Date: August 22, 2017

faxed & mailed

TO: Public Utilities Commission of Ohio

Docketing Division

FROM: Erin Dahl

5918 Maplewood Road

Mayfield Heights, OH 44124

CONTACT: erindahl17@aol.com \ 216-816-7989

RE: Official Complain against Dominion

CASE No. EDAH022117TR

FAX: 614-752-8351

PAGES: 11 with cover page

Per the instructions on 'How to file a complaint with the Public Utilities Commission of Ohio' I have also mailed the original copy of my complaint with two additional copies. Please accept this faxed copy as well.



Public Utilities Commission

EDA022117TR

Case Number

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

Formal Complaint Form

ERIN DAHL

Customer Name (Please Print)

5918 MAPLEWOOD ROAD

Customer Address

MAYFIELD HTS., OH 44124

City

State Zip

Against

Account Number

N/A

Customer Service Address (if different from above)

N/A

City

State Zip

Dominion

Utility Company Name

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

Please see attached.Erin Dahl

Signature

216-816-7989

Customer Telephone Number

August 19, 2017

Public Utilities Commission of Ohio

Docketing Division

180 E. Broad Street

Columbus, OH 43215-3793

RE: Case ID: EDAH0221177R

Dear PUCO:

I am writing this letter to file an official complaint with PUCO regarding my gas service and charges with Dominion Gas. Initially I was working with a representative from Dominion Gas named Vicky M. and also a representative from PUCO named Mariner Taft, however, the issue remains unresolved despite a technician being sent to my house twice for a meter test. On both occasions no meter test was conducted.

Per your instruction on filing an official complaint, my information is as follows:

Erin Dahl (customer)
5918 Maplewood Road
Mayfield Heights, OH 44124
Phone: 216-816-7989

This complaint is being filed against Dominion Gas.

I have included my first two letters to PUCO which detail the circumstances from the beginning up until the August 2, 2017, when a second technician was sent to my residence to test the gas meter. Please refer to those letters which provide the details for the usage and billing, both of which I contest as they are inaccurate. There is either a faulty meter in the residence or I am deliberately and illegally being billed for usage that has not. After reviewing the two letters, dated February 16, 2017 and April 14, 2017, please review my current complaint as this gives a chronological account of the issues. I was present on August 2, 2017 when a second technician came for the meter test. I will detail what occurred during that visit and why the issue is not resolved.

I was not present for the first meter test. My mother was there to let the technician in as she occupies the upstairs unit. When the technician arrived for the first test, my mother called me so I could speak with him regarding the issues and what actions that he was supposed to conduct for the gas meter test. During the course of our conversation, the technician read the meter and stated that it seemed to be OK. He did not have a meter prover per ORC 4933.09 through ORC 4933.12. He only read the meter and turned down the temperature on the water heater and stated that everything with the meter appears to be alright. Since no water has been in use since I left for Arizona on July 4, 2016, I'm perplexed as to why the technician thought that this might make

a difference in the usage and billing. He did not conduct any test with a meter prover nor was there any test completed for a potential gas leak.

On August 2, 2017 I was present for the second technician's visit. Again, I brought him to the basement where the gas meter is located. He, like the first technician, read the gauges on the meter and stated everything seems to be OK. We had a discussion regarding the issues where I explained that I was out of town since July 2016, yet the billing statement reflected high usage when the thermostat, water heater and stove were not in use. He stated everything looks to be okay with no leaks. Up to this point he did nothing but read the gauges and speak with me. I then stated to him that O.R.C. 4933.11 states that, "*Gas meters in use shall be tested on the request of the consumer, in his presence if desired by him, with a tested and sealed meter-prover, by an officer or servant of the gas company.*" Further, O.R.C. 4933.11 discusses how the gas meter test is to be conducted. O.R.C. 4933.11 states that, "*All gas companies supplying the public with ratification or natural gas shall provide for their use a meter-prover, the holder of which must contain not less than five feet. Such meter-prover shall be tested in the place where it is to be used, stamped, and sealed by the public utilities commission.*"

After quoting the regulation as to what and how the meter-test is to be conducted, he stated that the test is done at a remote location. I refuted stating that the regulation states just the opposite, and that if the meter is removed and tested at a remote location, the meter is subject to be tampered with or replaced, without the consumer's knowledge. He stated that it is done at a remote location and is compared against another, supposedly working and accurate meter. I again refuted and showed him the regulation which states the meter test is to be completed on-site where the gas meter is located. He stated that there is nothing he can do and at that juncture I called PUCO directly to speak with a representative regarding the issue while the technician was on location. While I was speaking with the representative from PUCO, the technician then began to use some instrument to check for a leak. Once I began quoting regulations and questioning the PUCO representative on the phone, the technician then went to his truck and came back with a different meter. I directed the PUCO representative to the regulations to which Dominion and PUCO must adhere to – ORC 4933.09 through ORC 4933.12. She pulled up the regulation then stated that PUCO goes by the Administrative Code 4901:1-13-04. I accessed these Administrative Codes, which actually quote and state that, "*Upon request by a customer, the company shall test its meter to verify its compliance with section 4933.09 of the Revised Code, within thirty business days after the date of the request.*" (4901:1-13-04(D)(1)). I refused to allow him to remove the existing meter and replace it with a different one, so that he could allegedly take it to a different location for testing. At the same time, the representative from PUCO refused to acknowledge all of the legal statutes of O.R.C. 4933.09 through 4933.12 which provide the legal premise as to how the gas meter test is to be conducted.

While I rent the unit 5918 Maplewood Road – Downstairs – Mayfield Heights, OH 44124, I have been in Arizona since July 4, 2016 and with the exception of a week in October 2016 and the week of August 1, 2017, when the second technician took the test, I have not used the gas utility since that date. The bills, however, reflect usage that equates the actual use during 2015 and early 2016 before I left. Dominion claims that there was an actual meter reading on 1/24/2016, however, I was not there to let anyone into the basement where the meter is located, nor did my mother arrange to let a Dominion representative into my unit. Per the instructions in your complaint guideline, the public utility has:

- Failed to follow the rules and regulations of the O.R.C. that govern the utility companies, such as: 4901:1-13-04(D) Meter test at customer's request. Metering accuracy shall be the responsibility of the gas or natural gas company.

(1) Upon request by a customer, the company shall test its meter to verify its compliance with section 4933.09 of the Revised Code, within thirty business days after the date of the request.

(2) The customer or the customer's representative has the right to be present when the meter test is performed at the customer's request. The customer shall be informed by the company of the customer's right to be present at the meter test during the time that such meter test is being scheduled.

(3) A written explanation of the test results shall be provided to the customer within ten business days of the completed test.

- Provided me with inadequate service and
- Failed to provide me with service in regards to testing the meter as mandated by O.R.C. 4933.09, 4933.10, 4933.11 and 4933.12 as well as other regulations that pertain to various Administrative Codes that the utility company – i.e. Dominion Gas and PUCO – must adhere to.

The meter in my unit must be tested to these usage and billing errors can be rectified.

Please contact me with the steps that must be completed according to the rules of the O.R.C. so that these issues can be resolved.

Sincerely,

Erin K. Dahl

5918 Maplewood Road
Mayfield Heights, OH 44124
E-mail: erindahl17@aol.com
Phone: 216-816-7989

RE: Case ID: EDAH0221177R

February 16, 2017

Public Utilities Commission of Ohio
ATTN: IAD
180 E. Broad Street
Columbus, OH 43215-3793

RE: Billing issue/gas usage issue for Dominion Gas

Dear PUCO -

I'm writing to you to try and resolve a billing and gas usage issue that I am having with Dominion East Ohio. Per your website you state that you help to resolve such issues. Your website states: *The PUCO can help resolve disputes between residential, business and industrial consumers and regulated utility and moving companies.* I have contacted Dominion twice regarding the issue and have been unable to resolve the billing and usage issue. I am now writing to you for assistance in resolving these issues.

My name is Erin Dahl and my account number is 2 5000 5193 8126. I am writing regarding a gas usage and billing issue on my last three billing statements from Dominion Gas dated 11/28/16, 12/30/2017 and 1/31/17.

While I rent the downstairs unit at 5918 Maplewood Road - Mayfield Heights, OH 44124 I have been out of town since July 4, 2016. As such there has not been any gas usage since that time. During the months of July, August and September 2016 the bills reflect accurately as does the usage graph on the bill and I was billed for the basic service charges of \$26.16 plus the applicable taxes. In October (date prepared 11/28/16) there was an increase that made me suspicious as my bill was \$46.31 indicating gas usage in the unit. I paid the bill but did not call Dominion regarding the issue. The following month my bill increased nearly doubling from the previous month to \$70.82 which included the basic usage fee from Dominion of 26.16 (plus taxes) and additional charges from NOPEC of \$39.38 plus taxes totaling \$70.82 due by January 19, 2017. The next bill, which was prepared on January 31, 2017 reflected even more gas usage resulting in a higher bill than the month before with the Dominion and NOPEC charges totaling \$81.49. I am still out of town and the gas has not been used, yet the bill is as high as if I were there using the utility.

I then called Dominion's customer service center regarding the usage and billing issue and spoke with a representative named Angela. After explaining to her that I have been in AZ since July 4, 2016 she did some research and spoke with her supervisor several times during the conversation, and then stated that she was creating a work queue (on 1/17/2017) for a supervisor to call me back regarding reducing the bill and also for somebody to come to the house regarding the meter.

She stated that somebody would call me back within 5 business days regarding having the bill adjusted and not to pay it until that time.

I did not receive a phone call from any of the representatives from Dominion regarding the bill or anything regarding the meter. I called back just a few days ago when I received my latest bill prepared January 31, 2017. As stated above the amount was for \$81.49 plus the previous month's bill of 70.82, totaling \$153.42. When I called I spoke with a representative named Felicia. She stated that the work queue was created on 1/17/2017 and that a representative went to the house on 1/24/17 and completed an actual meter reading and that I owe the amount listed on the monthly invoices. She suggested that there might be some sort of leak causing the gas usage, however, my mother lives in the upstairs unit and there has been no fluxuation in her usage/bill. She is on an installment plan so the cost of her monthly bill is the same each month but there has been nothing excessive changes regarding her usage to indicate that a leak might be the cause. This is not the situation.

I have spoken with the representatives at Dominion twice and have been unable to resolve the issue. My bill for these two months needs to be adjusted. Also, another work queue needs to be created so that a representative can troubleshoot the meter to determine if that is the cause and it is reading this excess usage when there is none, as I am not in the house. The representative Felicia, indicated that a representative can only do a meter reading, however, the Ohio Revised Code - Title 49 - Companies - Gas, Electric, Water, Others, states otherwise. **ORC 4933.09 Testing of Gas Meters** states that:

Gas meters in use shall be tested on the request of the consumer, in his presence if desired by him, with a tested and sealed meter-prover, by an officer or servant of the gas company. If the meter is found to be correct, and it is deemed correct if the variation is not greater than three per cent, the party requesting the inspection shall pay a fee of twenty-five cents, and the expense of removing it for the purpose of being tested. The reinspection shall be stamped on the meter. If the meter is proved incorrect, no fees or expense shall be paid by the consumer, and the company shall furnish a new meter without charge to the consumer.

Please assist me in resolving this issue and to send a representative out to determine if a faulty meter is the problem. The only appliance in my unit (downstairs) that uses gas is the stove. The furnace/heating is the only other gas appliance. Neither have been in use. I can be reached by phone - 216.816.7989 or e-mail at grindah117@aol.com. When a representative comes to the house my mother, who lives in the upstairs unit, will be available since I am not in town.

My other concerns are regarding the invoices. The invoices no longer state the dates of the billing period for which we are being charged for the usage. It only states the Date Prepared and the date that the payment is due. Also, some time ago the due date for Dominion gas bills was at the end of the month, sometime between the 27th and 29th of each month and at some point this due date shifted to the 17th of each month indicating double billing for this utility.

To reiterate -- I was not avoiding payment of last bill with a due date of January 19, 2017. The representative Angela instructed me not to make the payment until a Dominion representative called me back within the 5-day period for which the work-queue would remain open. I never received a call just the subsequent bill.

Please help me to resolve this billing and usage issue. In the mean time I am going to make two payments for January (\$31.44 -- basic service charge & tax) and February (\$31.93 -- basic service charge & tax) to fulfill my obligation for these two months until we can resolve the usage issue and the addition charges and usage listed under the NOPEC -- NextEra Energy charges.

I look forward to hearing from you with a speedy resolution to this billing and usage issue.

Sincerely,

Erin K Dahl
5918 Maplewood Road -- Down
Mayfield Heights, OH 44124

Enclosures: 2 Dominion invoices for January and February

ATTN: IAD

180 E. Broad Street

Columbus, OH 43215-3793

RE: Billing issue/gas usage issue for Dominion Gas

Dear PUCO –

I am writing to you a second time in order to resolve an issue with Dominion East Ohio that is still ongoing. I have enclosed the original letter that I wrote you dated February 16, 2017, which explained the issues and requested for a representative to be sent out to determine if meter itself is faulty. Briefly, the situation is as follows.

I left Ohio on July 4th, 2016 and while I still rent this downstairs unit, I have not occupied the place or used the gas since I left, with the exception of 5 days in October 2016 when I returned on business. As stated in my original letter the October bill was higher (in the amount of \$46.31) which seemed an excessive and suspicious increase as I only used the gas stove some water. The thermostat for the heat was not used at all.

After you received the above referenced letter a technician came to the house. I spoke with him briefly over the phone as I'm in Arizona. My mother, who lives in the upstairs unit, was with the technician in the basement and while he appears to have looked at the meter, no test was done as specified in ORC 4933.09, 4933.10 and 4933.11, which state:

4933.09 Testing of gas meters.

Gas meters in use shall be tested on the request of the consumer, in his presence if desired by him, with a tested and sealed meter-prover, by an officer or servant of the gas company. If the meter is found to be correct, and it is deemed correct if the variation is not greater than three per cent, the party requesting the inspection shall pay a fee of twenty-five cents, and the expense of removing it for the purpose of being tested. The reinspection shall be stamped on the meter. If the meter is proved incorrect, no fees or expense shall be paid by the consumer, and the company shall furnish a new meter without charge to the consumer. No gas company shall charge rent for meters. This section applies to all gas companies supplying the public with either natural or artificial gas. Any person, firm, or corporation providing either natural or artificial gas to the public which fails to comply with this section shall forfeit to the state not less than twenty-five nor more than one hundred dollars, to be recovered upon the complaint of any consumer of such gas in the name of the state before any court of competent jurisdiction.

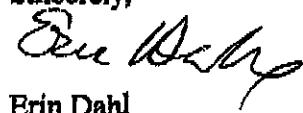
Effective Date: 10-01-1953 .

am paying the basic charges assessed by Dominion for the past two months (in the amounts of \$31.53 and \$31.19) as those charges are owed. However, the amounts and usage specified by NOPEC needs to be addressed and fixed. The amounts used and charged are indicative of winters when I was in the unit using high amounts of gas heating during the winter. As I have been absent from the unit for over 10 months, the statement details and charges regarding the usage is simply inaccurate.

report/assessment as the technician was both erratic and incomplete in regards to the information that he provided to me over the phone while he was in my basement. His final suggestion was to turn the heat down under the water heater, which my mother claims that he did. As I am not in the unit and there is no water being used, this was a pointless action that had no effect on the usage or what was reported as the usage for February and March, as I knew it would not when he mentioned that as a solution.

Again my contact information is 216-816-7989 and I can also be reached by e-mail at erindahl17@aol.com

Sincerely,



Erin Dahl