

(WC)

Ohio

Public Utilities Commission

18-1547-GA-CSS

Case Number

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

Formal Complaint Form

Sara L. Milko
Customer Name (Please Print)

301 South Bend Blvd.
Customer Address

Steubenville OH 43952
City State Zip

Against

150623940070005
Account Number

Columbia Gas
Utility Company Name

Customer Service Address (if different from above)

City State Zip

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

Description of complaint is attached.

RECEIVED--DOCKETING DIV

2018 OCT 12 PM 2:03

PUCO

[Signature]
Signature

740-424-9225
Customer Telephone Number

This is to certify that the hearing is being held in accordance with the Public Utilities Commission of Ohio rules and regulations. The document delivered in the regular course of business.
Technician A Date Processed 10/12/18

Columbia Gas installed a smart meter in my home on or around October 17, 2014. On 6-25-18, my second gas dryer since the installation of said meter stopped working. On 6-28-18, I went to Appliance Depot in Steubenville to inquire about fixing or replacing the dryer. When the technicians arrived at my house, they observed the dryer had malfunctioned due to no drip being installed. The moisture and condensation had ruined the circuit board of the dryer (Samsung model #DV422GWHDR/AA). While trying to hook up another dryer, the technicians observed that the current shut off to the dryer and all of the other appliances was not working at all. They put the new dryer on since there was no way to shut off the gas and told me to contact the gas company.

I immediately contacted Columbia Gas on 6-28-2018 at 3:34pm and spoke to their representative, Samantha who advised me to leave the premises and wait for a Columbia Gas technician to arrive. He arrived at 5pm. I explained the shut off valve not working and there being no drip installed. When the smart meter was installed by NPL, contracted by Columbia Gas, they did not install the lines properly leading into the house from the new meter location. The technician advised me that he had to call his boss before starting the work. He then installed the new lines, shut off valve, and drip. I asked for a work order but he did not give me one. He left close to 7pm.

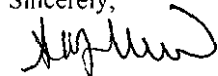
On 6-28-18, I made a call to the complaint department of Columbia Gas and spoke to Alexis about the gas leak and replacing the dryers. On 7-5-2018, I received a letter from Bill Clauser from NiSource/ESIS Claims stating he was assigned to my case. I spoke with him on 7-12-18 about the gas leak claim as well. On 7-13-18, Bill Clauser turned my claim over to Dean from NPL. Dean requested pictures of the old lines as well as invoices for the dryers. We emailed back and forth from 7-24-18 through 8-1-18. I received a denial letter through email on 8-1-18 from NPL denying the claim.

On 8-24-18, I called Columbia Gas to request the work order from June 28, 2018 when the gas lines were repaired and was told a subpoena would be needed to attain the work order. I then called Bill Clauser but he was not able to help, stating the claim was now with NPL. So I then called PUCO and was given the executive number for Columbia Gas. After speaking with Columbia Gas representative, Di, she assured me she would speak with her technician who completed the repairs and look into the situation. Di called me back that Friday stating she would close out the case. Her technician told her there was already a working shut off and that he had installed the drip as a courtesy.

On 8-31-18, I again called PUCO and spoke with Maureen about the problem. She opened an investigation, case #224451. That same day I spoke again with Di from Columbia Gas asking to please settle out the claim. She requested pictures of the old lines as well as a statement from the owner of Appliance Depot.

I believe the work order from the repair of the shut off valve, gas lines, and drip are enough evidence to prove that a neglectful and possible deadly mistake was made while NPL installed a smart meter in my home. If needed from PUCO representative, the owner of Appliance Depot is willing to submit a statement and pictures from their company phone of what they saw at my home on June 28, 2018. This gas leak went undetected for almost 4 years. I suspected there was something going on with the smell in the basement, however I thought it was sewage. I even called the city about it and often went downstairs to pour vinegar down the drains to get rid of the smell. All of my plants died in the home. My husband left me during this time because I had been so tired and had a hard time getting out of bed. My son woke up at night having asthma attacks. My teenage daughter moved out. Even my dog started throwing up every time he was in the basement. It never occurred to me that these problems could have been associated with a gas leak until it was observed by the engineer/appliance store owner. NPL and Columbia Gas put my family and I in danger and are trying to cover it up. I am requesting a settlement which takes into consideration not only the broken dryers, physical and emotional damage, but the danger we were put in due to their neglect.

Sincerely,



Sara L. Milko



10109 Residency Road
Manassas VA 20110
Office 571-208-0629
Fax 703-330-2345
www.GoNpl.com

August 1st, 2018

Sarah Milko
301 S. Bend Blvd
Steubenville, OH 43952

Dear Ms. Milko,

I am writing this letter in response to a claim made against our company, Northern Pipeline Construction Co. (NPL) on 7/13/18 for damages occurring to a dryer at your home. This claim suggests NPL is responsible for damages to said appliance. After my investigation, it doesn't appear NPL's work would have caused the damages to the electrical components. NPL respectfully declines any and all liability for damages occurring from this incident.

Please feel free to contact me if you have any questions or concerns regarding this decision.

Sincerely,

Dean Huls
Claims Representative
NPL Construction Co.
571-208-0629 ext. 72804



esis

NISource/ESIS Claims

P.O. Box 5132

Scranton, PA 18505-0575

Phone 800-889-1878 ext. 1

Fax 800-520-8025


July 5, 2018

Sarah Milko
301 S Bend Blvd
Steubenville OH 43952

Re: Our Insured: Columbia Gas
Date of loss: October 17, 2014
Our claim # 1E01E010029909

Mrs. Milko

This letter is to inform you that I have been assigned to your recent claim with Columbia Gas on above-referenced date. I am attempting to reach you in order to obtain some additional information in an attempt to settle your claim. Please contact me at the above number at your earliest convenience.


Very truly yours,

Bill Clauser
Claims Representative
219-647-5432