

NE

FILE

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19.399-EL-CSS

3348 Colwyn

Customer Address

Ohio

Public Utilities  
Commission

Shaker Hts Oh 44120 Case Number

City

State Zip

7180003826134

Account Number

Public Utilities Commission of Ohio

Attn: Docketing

180 E. Broad St.  
Columbus, OH 43215

Formal Complaint Form

Customer Service Address (if different from above)

Larry Kudla

Customer Name (Please Print)

Shaker Hts

City

Oh 44120

State Zip

Against

Dominion

Utility Company Name

PUCO

2019 FEB -8 PM 2:31

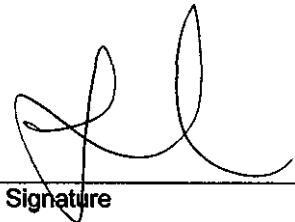
RECEIVED-DOCKETING DIV

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

SEE ATTACHED.

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 MM Date Processed 02/08/19



Signature

5706571238

Customer Telephone Number

Larry Kudla 5106571238  
3348 Colwyn Road  
Shaker heights OH 44120

Service Address 3348 Colwyn Shaker Heights Oh 44120 acct#7 1800 0882 6134  
Customer of Dominion Energy.  
Complaint against Dominion Energy

Utility charging a \$112 investigation fee unfairly.

I purchased a bank owned property on or about September 20, 2018, which had no electricity or plumbing.

After taking possession I had the water and electric turned on around the beginning of October 2018, the gas was already turned on, but at the time I had no need for gas as the water supply system inside the house was missing and no need for heat.

Around the middle of October 2018, with water supply system in place I went online and set up an account on the dominion website.

Sometime in November someone approached a mason I had working on the house and stated that we were not supposed to be using gas, the person never said anything more and did not identify himself. When my mason told me this, I called dominion to make sure there were no problems. They stated that they had no record of me setting up an account online. So after explaining how I went to their website and inputted in the information required, they still indicated they had no record. So I set it up with them on the phone. Utilities are billed in the rears so I had no idea there was any problem with the website as any billing would not have arrived. I stated that the gas was on when I took possession.

I was not on site and did not check the house until a few days later after speaking with them on the phone, and the gas was still on. I called dominion and alerted them that the gas was on and queried whether or not I needed the appointment they had set for service. They indicated they still need to come out a check the lines.

When the service tech came out he pressured tested the lines and did a visual inspection, he indicated that he found that one of the lines was tied to another unit and would require it to be disconnected. So he terminated what he indicated was a line to another unit. As it turns out the line he terminated was not going to another unit but to the range in the service unit. The terminated line had to be reconnected so that the range would be operational.

Dominion indicated that the service was not on, which was incorrect. All I did was turn on the thermostat. Dominion states there was no gas usage for more than a year. I indicated that was due to the electric not being on. Now that I have electric the furnace is able to be operational and use gas.

The tech when he tested the lines did place a lock on the meter not in service, prior to this no locks were on the meter. The gas was on and was never off on since I have taken possession.

I want the Commission to have the \$112 unjust fee that was charged to me twice total of \$224 returned.



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