

19-1107-GA-033

5/24/19

To: Ohio PUCO

CASE# 00247816

PUCO

2019 MAY 24 PM 3:31

RECEIVED-DOCKETING DIV.

Docketing Division

Fax: 614-752-8351

RE: FORMAL COMPLAINT

REQUESTING A HEARING

RE Acct# 9180007584908

From: Nikita Stewart

Ph#: 216-313-7567

9 PAGES INCLUDING
COVER SHEET

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 05/24/19

1A-1107-GA-658

Ohio**Public Utilities
Commission**

00247816

Case Number

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

Nikita Stewart

Customer Name (Please Print)

3930 E 177th St

Customer Address

Cleveland OH 44128

City

State Zip

Against

91800075849 08

Account Number

4464 Parkton Drive

Customer Service Address (if different from above)

Warrensville Hts OH 44128

City

State Zip

Utility Company Name

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

Nikita Stewart

Signature

216-313-7567

Customer Telephone Number

Public Utilities Commission of Ohio

Docketing Division

180 East Broad Street Columbus Oh 43215**Fax Number 614-752-8351**

Case Number: 00247816

May 20, 2019

To Whom It May Concern:

I have had nothing but Issues with Dominion Energy Gas Co. acct#9180007584908 4464 Parkton Drive Warrensville Hts Oh 44128

I had no appliances at this property for the 6 months that I resided at this property. From July 2018 until Jan 2019. There was only heat used to heat the home there was no cooking or clothes drying. I contacted the PUCO in reference to the billing during this time. No decent outcome. I contacted Dominion in Jan to stop service at Parkton address and to transfer service to my current address 3930 E 177th St. Cleveland Oh 44128. I was told service would be stopped on Feb 1st 2019. I agreed although I moved into my current address on Jan 25th. 2019. During this time frame Cleveland Oh had some severe cold temperatures. I was called by Dominion rep to ask if I would be ok with extending my turn off date due to the below temperature, I agreed. My turn off scheduled for Feb 1st, 2019. The Temperatures was 80 degrees or higher on this particular day. I was at the residence moving some of my remaining items to my new residence I was also waiting for the tech from Dominion Energy to turn off gas service and get final read. I left to drop off a few things at my new residence upon arriving back to Parkton address I see the tech in his truck on my street a few houses from old address on Parkton. I stop the tech and inform him that he needs to come in and turn off service and get final read. Dominion Tech indicates that is was ok he did not need to get inside. He states he contacted a curb tech to come out turn off the gas from the curb and could get the read then. He stated curb tech would be coming out on that day.

A few days pass I contact Dominion Energy customer service rep indicates services were not turned off until Feb 5th 2019. Five days later. I requested to speak with a Supervisor (). Supervisor states per curb side tech's comments on my account. He could not turn off the gas on Feb 1st 2019. Because the connection had ice and frozen I informed her that was not true we had 80 degree weather following those cold temperatures all the snow and ice was melted due to the unseasonal warm temps. The supervisor knew that the tech was not being truthful. At this point I had not received a bill, but I was inquiring about the turn off. A few weeks later I received a \$800.00 bill from Dominion Energy I requested to speak w/a Supervisor during this phone call. Rep Indicated Supervisor was aware of the

situation and my account was sent to back office for correction. I accepted that my account would be corrected. A month later in the month of March 2019 I phone Dominion back in reference to the correction nothing was done in regards I put in a request to have management phone me back re the bill and the formal complaint regarding the techs that was supposed to stop service and submit final read. I feel because the tech was dishonest, no integrity perhaps may have been reprimanded for not doing the job he was assigned to do submitted the incorrect final read on the meter. Which would have appeared that I last bill would be astronomically high. I did not cook or wash clothes because there were no appliances at this property. I did not receive a phone call from management after about a week of waiting I phoned Dominion Energy back again to advise that I had not received the call that I requested. I spoke with another Supervisor that indicated my account was sent to the back office and was being worked on, She Supervisor at this point I am not sure of her name I have spoken with so many people at this Company regarding this issue over the course of 2 months at this time. Supervisor indicated that she see where the issue was in reference to the billing, however she could not correct it, because the back office had to correct whatever the issue was. She assured me that she was sending my account to the back office for correction. I said o.k. waited another month goes by the Month of April I received another bill no corrections. Contacted Dominion spoke with a manager during this phone call. Manager apologized thanked me for my services. She assured me that the ongoing issue regarding the billing would be corrected. Nothing has been still to this day the month of May I received a Shut OFF notice and the billing still has not been corrected and no phone call from Management after the many attempts to correct this problem. It angers me to know that this lack of behavior is tolerated and not governed. This company has no integrity it is awful that Dominion is allowed to operate in such a manner. Dominion Energy and their staff have no integrity. And this issue needs to be addressed.

In Addition I have provided my last bill dated Jan 30th 2019 before moving to my new residence at 3930 E 177th St Cleveland OH 44128. I also went to CHN Partners seeking assistance for the bill amount of \$488.22. I did not receive assistance with the bill due to over income. I provided that info to show that I had a bill of \$488.22 then I receive a final bill of over \$800.00 which shows a discrepancy in the billing that I have constantly contacted Dominion Energy in regards on several occasions and I also have been contacting PUCO in reference to this utility company.

Respectfully Yours,

Nikita Stewart
216-313-7565

Nikita Stewart 5/24/19

Service Address 4464 Parkton Drive

Warrensville Hts OH 44128

Acct# 9180007584908

NIKITA M STEWART

4464 PARKTON DR

WARRENSVILLE HEIGHTS OH 44128-3532

Account Number Date Prepared

9 1800 0758 4908 January 2, 2019

Next Meter Reading

01/30 - 02/04/2019

Cycle 17

For questions about Dominion Energy Ohio charges call 1-800-362-7557

Dominion
Energy

Credits and Charges Since Your Last Bill

Balance from Last Bill	\$342.91
Late Payment Charge	3.17
Gross Receipts Tax (4.6044%)	0.15
Balance	\$346.23

Current Charges

Dominion Energy Ohio Distribution Charges

Basic Service Charge	\$28.14
Usage-Based Charges	
20.4 MCF @ \$3.343	6.82
Gross Receipts Tax (4.6044%)	1.61
Total Dominion Energy Ohio Charges	\$36.57

For questions about Dominion Energy Ohio charges, call us at 1-800-362-7557.

Dte Energy Supply Charges

Standard Choice Offer (SCO)

Gas Cost 20.4 McF @ \$4.785	\$97.61
Sales Tax	7.81
Total DTE ENERGY SUPPLY Charges	\$105.42

For questions about gas supply costs, contact DTE ENERGY SUPPLY at 1-866-807-2209 or 414 S. Main St., Suite 200 Ann Arbor, MI 48104 or www.dteenergytrading.com.

Total Current Charges	\$141.99
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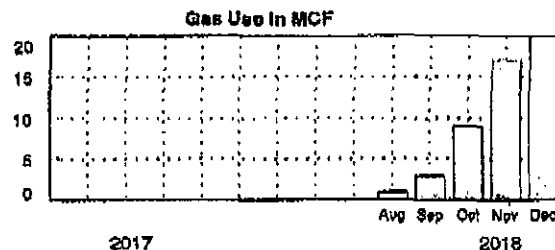
Total Account Balance	\$488.22
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YOU ARE ON THE CURRENT PLUS (\$57.26) PAYMENT PLAN.

Rate Schedule: Energy Choice Transportation Service - Residential

Monthly Usage Comparison

Average Daily Temperature For This Billing Period	2017	2018
		38°F



Avg Monthly Use: 10.1 MCF.
Total Annual Use: 50.7 MCF.

Billing Period and Meter Readings

Date	Read Type	Reading	Difference
Meter Number	18908567		
Jan 2, 2019	Actual	789.3	
Nov 29, 2018	Actual	748.9	2
MCF Used in 34 Days			21

NIKITA M STEWART

4464 PARKTON DR

WARRENSVILLE HEIGHTS OH 44128-3532

Account Number	Date Prepared	Next Meter Reading
9 1800 0758 4908	January 2, 2019	01/30 - 02/04/2019

Cycle 17.

For questions about Dominion Energy Ohio charges call 1-800-362-7557


**Dominion
Energy®**
**Summary of Payment Due**

Past Due Plan Amount	211.16
Current Plan Amount	202.57
Total Payment Due by January 22, 2019	\$413.73

**** THIS IS A SHUT-OFF NOTICE ****

YOU ARE ON THE CURRENT PLUS PAYMENT PLAN.

YOUR ACCOUNT IS PAST DUE. Unless Dominion Energy Ohio receives your past due payment of \$211.16 in full by January 22, 2019, the company can shut off your gas service. Partial payment will not protect you from shutoff unless you are eligible for and enrolled in one of the payment programs listed on the Terms page.

If the company shuts off your gas service for nonpayment, you must pay your past-due amount(s) or plan arrears. You will be billed a reconnection fee of \$33.00. Also, you will be billed for a security deposit of \$113.00 in three equal monthly installments or you need to have a creditworthy guarantor.

Payment Methods: Pay your over-due balance through BillMatrix day or night with an electronic check, ATM/debit card with Pulse, Star, NYCE or Accell logo or a Visa, Mastercard, or Discover credit card. Contact BillMatrix by phone at 1-800-573-1163 or online through www.DominionEnergy.com. BillMatrix charges a convenience fee of \$1.65 for each transaction. You may also pay in person at an authorized payment center. For the payment location nearest you, visit www.DominionEnergy.com or call Dominion Energy Ohio at the number in the top right corner of this bill. Authorized payment agents charge a service fee of \$1.50 for each transaction.

Energy Assistance: If you meet income requirements, you might qualify for financial aid or weatherization services. To learn more, call the Ohio Development Services Agency at 1-800-282-0880 or contact us.

Medical Certificate: A medical certification delays a shutoff when it would be especially dangerous to the health of a permanent member of your household. It allows you time to get financial help or make payment arrangements. It does not reduce the amount you owe. It will be denied if you fail to pay the amount of a returned check, plus any fees. You can request a medical certification form by calling 1-800-950-7998. A licensed medical professional must sign the form. A medical professional can apply by phone, provided that Dominion Energy Ohio receives the written notification within seven days. If gas service is off, return the signed form within 21 days of the shut-off date to restore service. Be sure to give your health care provider permission to release your medical information to us.

Failure to pay all charges for non-regulated Dominion Products & Services may result in termination of your contract.

Please detach and return this coupon with a check made payable to Dominion Energy Ohio.

PLEASE PAY BY Jan 22, 2019 Account No. 9 1800 0758 4908

\$413.73

Amount Enclosed

Call Before You Dig

If you plan to dig in your yard, please call the OHIO811 to make sure you do not dig into an underground line. Damaged lines can interrupt your gas, electric and cable services. State law requires that you call 811 at least two business days, but not more than 10 business days, before digging.

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NIKITA M STEWART

4464 PARKTON DR

WARRENSVILLE HEIGHTS OH 44128-3532

|||||

DOMINION ENERGY OHIO

PO BOX 26785

RICHMOND VA 23261-6785

0151800075849080000000014199000000413730

IKITA M STEWART

164 PARKTON DR

ARRENSVILLE HEIGHTS OH 44128-3532

Account Number Date Prepared Next Meter Reading
1800 0758 4908 January 2, 2019 01/30 - 02/04/2019

Cycle 17

For questions about Dominion Energy Ohio charges call 1-800-382-7557

Summary of Payment Due

1st Due Plan Amount	211.16
Current Plan Amount	202.57
Total Payment Due by January 22, 2019	\$413.73

(See Next Page for Usage Comparison and Meter Readings)

PLEASE PAY Plan Amount of \$413.73 by Jan 22, 2019 to Avoid Late Payment Charge of 1.5% per month.**THIS IS A SHUT-OFF NOTICE.**

Unless we receive your past-due amount of \$211.16 by Jan 22, 2019, your gas may be shut off. If you have questions about this pending shutoff or need a medical form as outlined below, please call the number listed at the top of this bill. If your gas service is shut off, you must pay all past-due amounts. You will be billed a reconnection fee. Also, you will be billed a security deposit in three equal monthly installments or you will need to have a creditworthy guarantor. If you are on the Energy Choice program and your service is shut off, you will no longer be served by your current supplier at the current rate.

NOTE: A medical certification delays a shut off for residential customers when it would be especially dangerous to the health of a permanent member of your household. It allows you time to get financial help. It does not reduce the amount you owe. A licensed medical professional must sign the form.

Address _____
City/State/Zip _____
Phone _____
Please return only if your mailing address has changed.



PLEASE
PLACE
POSTAGE
HERE

Dominion Energy Ohio
P.O. Box 5759
Cleveland, OH 44101-0759
http://www.dominionenergy.com

DATE: January 24, 2019 **ACCOUNT:** 918007584908
SERVICE ADDRESS: 4454 PARKTON DR WARRENSVILLE HEIGHTS OH 44128-3532
Subject: One-Ninth Plan Agreement

This notice confirms the One-Ninth Plan agreement between you and Dominion Energy Ohio. The plan will help you maintain gas service while you pay off your past-due balance. The plan combines a budget amount, along with one of nine equal payments of the past-due balance. Your agreement will start on 01/23/2019 with a total of 9 plan amounts.

You are required to pay Dominion Energy Ohio \$54.25 toward your past-due balance, plus a budget amount, in full, by the due date each month.

We periodically review the budget portion of your plan amount to adjust for any large over- or under-billed amount due to rate changes, changes in gas usage or if the weather is much warmer or colder than normal.

If you do not make the required payment by the due date, a Late Payment Charge (LPC) of 1.5% will be assessed to the plan amount, and Dominion Energy Ohio can shut off your gas service. Should you lose gas service, you will have 10 days to pay the past-due plan amount to restore your gas service. After 10 days, this payment agreement will end and you will be required to pay the full account balance to restore service. For questions about this agreement or if the plan does not meet your needs, please call (800)362-7557, Monday through Friday from 7:00 a.m. through 7:00 p.m. Other payment options are available, provided you are current on your plan.

Notice Of Determination

Page 1 of 2

STATE OF OHIO
DEVELOPMENT SERVICES AGENCY
2019 WINTER CRISIS PROGRAM
Notice of Determination
CHN Housing Partners
2999 Payne Ave, STE 306
Cleveland, OH 44114-4443

Nikita M Stewart
4464 Parkton Dr
Cleveland, OH 44128-3632

Client Number: 01185371
File Number: 00003236
Date: 1/24/2019

Your application for assistance dated 1/23/2019 has the following determination.

Energy Source Provider	Source	Account Number	Status	Maximum Amount*	PIPP Status	PIPP Amount
Dominion Energy Ohio 1201 E 88th St Cleveland OH 44103-1028	Main	8180007584908	Eligible	\$175.00	N/A	
Cleveland Electric Illuminating Company 78 S Main St Akron OH 44308-1812	Electric	110132191948	Ineligible	\$0.00	N/A	

See the following explanation of your ineligibility determination:

Program	Source	Ineligibility Reason
2019 WCP	Electric	Utility Connection Status is not in an Emergency State (Off, Disconnect Notice, Transfer, New Service, or Less than ten day supply)

If you were denied for being over income for 12 months, you may reapply by 3/31/2019, should there be a reduction of your income that may qualify you for assistance.

You have the right to appeal the above determination in writing within 30 days of this notice, if you believe it to be inaccurate. Your appeal must contain your name, address, social security number, telephone number, reason for appeal, and supporting information with your signature. Please forward your appeal to the above address and to the attention of the Chief Executive Officer. For state appeal process, please refer to posting within Intake Offices. If you are unhappy with the quality or the quantity of bulk fuel, it is your responsibility to resolve it with the vendor.

*Bulk fuel customers will receive a one-time delivery up to the maximum amount indicated above. The only exception is for clients with small tanks of 100 gallons or less; a 30-day line of credit should be established up to the maximum amount indicated above.

If you have any questions regarding this notice, please contact: CHN Housing Partners at (216) 574-7100.

Staff For This Case: Anglenetta O