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FILE

Ohio

**Public Utilities
Commission**

19-2023-6A-CSS

Case Number

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

Formal Complaint Form

DARLENE BRIGHT & Tony Todd
Customer Name (Please Print)

65 Sherman Avenue
Customer Address

Mansfield Ohio 44906
City State Zip

Against

WEBID: 83496
Account Number

Customer Service Address (if different from above)

Columbia Gas
Utility Company Name

Mansfield State Zip
City

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

DARLENE BRIGHT is a customer of Columbia Gas
we want our sidewalk replaced like it was.

2019 NOV -8 PM 1:31
PUCO
FILED-DOCKETING DIV

[Signature]
Signature

419 571 8524
Customer Telephone Number

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 DMM Date Processed 11/08/19

Tony Todd and Darlene Bright
65 Sherman Avenue
Mansfield, Ohio 44906
419 571-8524

To Whom It May Concern:

About four years ago I saw people painting arrows on our very expensive exposed aggregate with double color sidewalk. When I ask them what they were doing I was told that Columbia Gas was installing new gas lines on our street and that they would be taking out some of our sidewalk. I told them that I expected the sidewalk to be replaced the same as it was, I was told a supervisor would come and talk to me about that. He came and told me that I made a big mistake in putting in such an expensive sidewalk as "this is our easement and this is how we replace the sidewalk" he then said we are going to tear out your sidewalk and replace it with plain gray cement. I believed him and said ok. I then called your agency in Columbus and talked to Tammy Mitchell to ask why this was their policy as it is not right to devalue our property, I asked how I could get this policy changed so other people don't get their property devalued like we did. She said that did not sound right as she knew people who had nice sidewalks replaced just like they were.

I went to Columbia Gas's web site and found that their policy is to replace sidewalks with as good or better than what they tear out. I am sure that their supervisor knew that was their policy and he knew what I wanted. He came to see me with the intent to deceive me and he did, he lied about their policy and as a result we have lost a great deal of value to our home. I have sent numerous letters to Columbia Gas and have given the runaround for several years. They want me to go to Columbus and spend a day in some kind of hearing, I am a working person and don't have the time to spend a day in Columbus just to get another runaround. I need help, I went to your web site and read your mission statement, you mention monitoring and enforcing compliance with rules and statutory protections **against deceptive, unfair**, unsafe and anticompetitive utility practices. You also say that resolving through mediation, arbitration, and adjudication disputes between utilities and residential customers is part of your mission statement. We want our sidewalk replaced as it should have been according to Columbia Gas policies. Please help us restore our sidewalk as it was.

Thank you,

Tony Todd and Darlene Bright

Darlene Bright & Tony Todd
65 Sherman Avenue
Mansfield, Ohio 44906

Dan A. Creekmur President
Columbia Gas of Ohio
P.O. Box 2318
Columbus, Ohio 43216-2318

Columbia gas placed new gas lines on our street a few years ago (2014) and since then we have been trying to get our sidewalk replaced as it was before your work was done. We find references to your replacement policy that states that you replace the sidewalk with as good or better material. This was not done on our property and in fact I was lied to by one of your employees.

Our home was built in 1893 and is a beautiful Queen Ann Victorian; we have spent the last 29 years restoring our home, thought we were getting close to being done. A few years ago the city of Mansfield, Ohio sent us a letter telling us to repair our sidewalk and we had an exposed aggregate sidewalk with red coloring placed to match the retaining wall that we had installed a few years before. This is a very expensive sidewalk, several times the cost of a standard sidewalk.

When I saw arrows and other things painted on our sidewalk I talked to the men doing the work and they told me that all new gas lines were being installed on our street. I was concerned about our sidewalk and they told me that I had to talk to the supervisor and they would make sure that I saw him before they replaced the sidewalk. When he got here he said they were going to replace most of the sidewalks on our street with gray concrete, I said that I wanted a sidewalk just like the one I had. He told me, and this is a quote "people make a big mistake putting in these expensive sidewalks as this is our easement and this is how we replace them." I shook his hand, thanked him for explaining your policy to me and went in and sent a email to the PUCO saying that they should change there policy as this is a very unfair practice and that it has devalued our home.

Tammy Mitchell a Customer Service Investigator send us a reply and said she would open an investigation on our behalf. A week or so latter she called me to say that an other supervisor was going to look at the sidewalk. This is what really bothered me, when he got here I told him what the other supervisor told me, he said that if I had pushed back real hard right then I would have got the sidewalk I wanted. If your policy is based on who yells the most or loudest that is wrong, I was not dealing with a used car salesman where "buyer beware" would be warranted. Columbia Gas is a public utility and I should not have to worry about your employees misleading me.

Since then I have looked at some of your web sites and found that you state that you replace sidewalks with as good or better material, why didn't your supervisor inform me of your policy, is he on commission and/or gets a bonus for cutting costs? I have contacted the PUCO several times, I complained to our councilman and I have contacted

Columbia Gas of Ohio website. Tammy Mitchell with the PUCO was very nice and seemed to think they should replace our sidewalk but said she had no power to compel them to do so. Our councilman said the city could not help us and the response from Columbia Gas indicated that the same supervisor that mislead me turned down my request because I agreed to the gray cement being placed, I only agreed to that because he did not tell me the truth.

Darlene Bright & Tony Todd
419 571-8524

c/c
Jeff Winterstein
V.P.
Columbia Gas of Ohio

Asim Z. Haque
Chairman
Ohio Public Utilities Commission



How We'll Restore Your Property

Putting things back together to the same or better condition as we found them is incredibly important to us. Our goal is to ensure the construction area is safe until permanent repairs can be made. We appreciate your patience as we work through the restoration process explained below.

Temporary Patching

After we complete the installation of the main and service lines at your home or business, we may put a temporary patch in place on your streets and sidewalks. This patch will be installed as soon as possible after construction is complete on the area.

Permanent Paving and Concrete

A few weeks after your service installation, our crews will begin the permanent replacement or repair on your streets and sidewalks. This may include concrete or asphalt.

Lawn Restoration

Once permanent paving and concrete are in place and setting, our crews will begin restoration of grass, plants and flower beds. This will include filling holes with dirt and reseeding the grass throughout the project area.