

FILE

April 12, 2022

Ronald Kalinoski

3175 List St., NW

Massillon, OH 44646

PUCO Case No. 22-0229-GA-CSS

copy to: Donielle M. Hunter

Michael Coady

PUCO

Columbus, OH

Whittsturtevant

Columbus, OH

PUCO

2022 APR 15 PM 1:35
RECEIVED-DOCKETING DIV
Date Processed APR 15 2022

Dear Mr. Lucas Fykes,

I read your response to my PUCO complaint and your response is insufficient and incorrect.

- 1) Your response should have contained a detailed financial review to justify an over 400% above inflation rate increase in Dominion Energy Ohio fixed cost charge.
- 2) Your claim that Dominion Energy Ohio called me on several occasions is incorrect. As an attorney, you should know that words matter and using the correct word to accurately describe an event is important.

"several" as defined by Webster's Dictionary is "more than two but not many; ..."

A representative from DEO named Angie left a message on my answering machine on

March 23rd and another message on March 25th. That is two messages, two, (2), not several. Also, on March 25th, Angie sent a letter to me stating DEO tried to reach me by phone and requested a call back. The letter is not signed, but the name Angie is printed on the bottom with no last name.

I was out of town on family medical emergency from March 20th until March 26th.

On Monday, March 28th, 2022, at 8:10 AM, I called the number given to me on the message: 1-888-263-8989. An answering machine identified itself as Dominion Energy Customer Service and it said to leave a message.

I stated my name and stated this message is for Angie. I stated I am returning her call in regards to a complaint I filed with the PUCO. I left my phone number so I could be contacted.

To this date, I have not been called back. Why?

So, here is what you can do:

- 1) Send me a detailed financial review to justify a 400% above inflation rate increase in Dominion Energy Ohio fixed cost charge.
- 2) Since I am paying \$38.⁶¹ fixed cost charge to Dominion Energy Ohio every month, I want to know why my phone call was not returned. Please provide a detailed description of the DEO customer service call center process so we can find out why my call was not returned.

Sincerely,

Ronald Kalinoski

April 12, 2022