

# THE PUBLIC UTILITIES COMMISSION OF OHIO

IN THE MATTER OF THE COMPLAINT OF  
BISHOP QUEEN,

COMPLAINANT,

v.

CASE NO. 23-193-GA-CSS

THE EAST OHIO GAS COMPANY D/B/A  
DOMINION ENERGY OHIO,

RESPONDENT.

## ENTRY

Entered in the Journal on September 28, 2023

{¶ 1} Pursuant to R.C. 4905.26, the Commission has authority to consider written complaints filed against a public utility by any person or corporation regarding any rate, service, regulation, or practice relating to any service furnished by the public utility that is in any respect unjust, unreasonable, insufficient, or unjustly discriminatory.

{¶ 2} The East Ohio Gas Company d/b/a Dominion Energy Ohio (DEO) is a natural gas company as defined in R.C. 4905.03 and a public utility as defined in R.C. 4905.02. Accordingly, DEO is subject to the Commission's jurisdiction.

{¶ 3} On March 10, 2023, Bishop Queen (Complainant) initiated a complaint against DEO alleging that DEO's billing of Complainant's two properties is inaccurate and excessive, as the properties are vacant and the heat is set at the bare minimum to keep the pipes from freezing.

{¶ 4} On April 3, 2023, DEO filed its answer to the complaint admitting that Complainant is a DEO customer. DEO states that Complainant's accounts were served first under DEO's General Sales Service – Nonresidential Rate and were then assigned to DTE Energy Supply as a supplier at the Monthly Retail Rate. DEO further states it notified

Complainant of this change. DEO states that a company technician completed an on-site investigation of the accounts in February 2023 and did not find any issues that would have impacted the meter readings. DEO avers that a company technician completed a second on-site investigation in March 2023, at which time the technician tested interior pipelines at each location and did not identify any leaks but did observe several heaters in operation. DEO states that, when Complainant requested meter testing, DEO advised Complainant that a \$270 fee would be charged if the meters test as accurate. DEO also denies the other allegations in the complaint and asserts several affirmative defenses.

{¶ 5} By Entry dated April 17, 2023, the attorney examiner scheduled a settlement conference in this case for May 23, 2023. Complainant did not appear for the settlement conference; however, the attorney examiner assigned as mediator contacted Complainant and attempted to reschedule the settlement conference.

{¶ 6} By Entry dated August 2, 2023, the attorney examiner scheduled a settlement conference for August 28, 2023. After a schedule conflict subsequently arose, the attorney examiner rescheduled the settlement conference for September 6, 2023. Again, the Complainant did not attend the settlement conference.

{¶ 7} To date, Complainant has not expressed any intention to pursue its complaint since filing the complaint in March 2023.

{¶ 8} Accordingly, Complainant shall file a letter in the case docket no later than October 19, 2023, indicating that Complainant remains interested in prosecuting its complaint, and listing available dates for a hearing during November 2023. Failure to respond by this date may result in dismissal of the complaint for failure to prosecute the matter.

{¶ 9} It is, therefore,

{¶ 10} ORDERED, That Complainant shall file a letter as specified in Paragraph 8 by no later than October 19, 2023. It is, further,

{¶ 11} ORDERED, That a copy of this Entry be served upon each party of record.

THE PUBLIC UTILITIES COMMISSION OF OHIO

/s/ Clint White

By: Clint White  
Attorney Examiner

GNS/dr

**This foregoing document was electronically filed with the Public Utilities  
Commission of Ohio Docketing Information System on**

**9/28/2023 10:26:01 AM**

**in**

**Case No(s). 23-0193-GA-CSS**

Summary: Attorney Examiner Entry directing Complainant to file a letter in the case docket no later than October 19, 2023, indicating that Complainant remains interested in prosecuting its complaint, and listing available dates for a hearing during November 2023 electronically filed by Debbie S. Ryan on behalf of Clint R. White, Attorney Examiner, Public Utilities Commission.