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FILE



RECEIVED-DOCKETING DIV

The Public Utilities
Commission of Ohio 2008 JUN -3 AM 10: 31

08-662-EL-CSS

MF1E020708P2

Case Number

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

PUCO
Formal Complaint Form

Marcus Fields
Customer Name

10660 Carnegie Ave
Customer Address

Cleveland OH 44106
City State Zip

Against

11 00 23 5160 21
Account Number

The Illuminating Company
Utility Company Name

P.O Box 14100
Customer Service Address (If different from above)

Cleveland OH 44114
City State Zip

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

See Attached

Technician _____
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.
Date processed 6-5-08

Signature

216-696-6611
Customer Telephone Number

May 28, 2008

Public Utilities Commission of Ohio
Attn: Docketing
180 East Broad Street
Columbus, Ohio 43215

Re: Formal Complaint

Dear PUCO Representative,

My name is Marcus A. Fields. My mailing address is P.O. Box 14100 ~ Cleveland, Ohio 44114. I can be contacted by phone at (216) 696-6611 or by email at mfields@mrnltd.com.

I am writing to file a formal complaint in reference to account numbers 110023516021 and 110023636944. The service address of these two accounts is 10660 Carnegie Avenue ~ Cleveland, Ohio 44106.

I am a customer of the Illuminating Company. As requested I have attached an Illuminating Company billing statement to verify this fact. I have also attached a list of all my other active accounts with The Illuminating Company. I am filling this formal complaint against the Illuminating Company.

The reasons for submitting this complaint are as follows.

At the end of January 2008 the last remaining tenant moved out of the property located at 10660 Carnegie Avenue. Until that time, monthly Illuminating Company bills were in the name of that tenant. Therefore, in my capacity as accountant to the building's owner I called the Illuminating Company to have the bills placed into the owner's name. The Illuminating Company subsequently requested a security deposit of over thirteen thousand dollars. After I filed an informal complaint the Illuminating Company reduced the deposit amount to approximately nine thousand dollars. I find the amount of the deposit requested unreasonable and grossly prohibitive.

The requested deposit is unreasonable for two reasons. First, it is based solely on the usage of a tenant no longer occupying the building. There is no reason for demanding a deposit of my company based on the usage of an unaffiliated business entity. Second, the building is empty, tenant free and shall remain empty until such time a plan for the best future use of the building is developed. There are not tenants in the building. There will not be any tenant in the building for at least eighteen to twenty-four months or more. To request such a large deposit for service that will in now way approach the measure of service previously used at the property is in fact unjust.

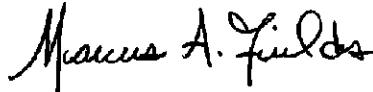
Enclosed with this letter you will also find the most recent billing statements for the accounts referenced above. These statements support my assertion that the usage has decreased. In fact, the billable usage has decreased significantly by sixty-five to

seventy-five percent. The usage for the next billing cycle is likely to be even lower. This evidence should make it clear that such a large deposit is unwarranted in this situation.

It is my hope that after weighing my reasons for filing this formal complaint and the evidence provided that you will come to the same conclusion as I have. That conclusion being the inappropriateness of the security deposit requested. Therefore, I ask, since there are statements available to reflect our usage after the last tenant moved out, that you would urge the Illuminating Company to reevaluate the amount of the security deposit to reflect the amount of usage incurred since the end of January 2008. More specifically, they should use the most recent bills for May and June when reevaluating a more appropriate deposit amount. And that they consider carefully the fact that the building is to remain vacant for an extended period of time.

I would like to take this time to thank you very much for your diligent attention to this matter. Should you have any questions, concerns regarding this matter please contact me at the number or email address provided above. I can be contacted during my office hours Monday through Friday from 8:00a.m until 4:30p.m.

Respectfully,

A handwritten signature in black ink that reads "Marcus A. Fields". The signature is written in a cursive, flowing style.

Marcus A. Fields
Staff Account
MRN Limited Partnership



Bill for: MRN LTD
2077 E 4TH ST
CLEVELAND OH 44115

Billing Period: Mar 21 to Apr 21, 2008 for 32 days
Next Reading Date: On or about May 20, 2008
Bill Based On: Estimated Meter Reading

General Service

Account Summary		Amount Due
Your previous bill was	456.43	0.00
Total payments/adjustments	-456.43	
Balance at billing on April 23, 2008	0.00	
Current Basic Charges		273.83
The Illuminating Company - Consumption		
Total Due by May 14, 2008 - Please pay this amount		\$273.83

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

General Information			
	Bill issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638		Customer Service 1-800-589-3101
			24-Hour Emergency/Outage Reporting 1-888-544-4877
			Payment Options 1-800-686-9901
			visit us on-line at www.firstenergycorp.com

See other pages for additional information and telephone numbers

Messages

Spring's warm weather often produces thunderstorms, which can cause service interruption. Please stay away from downed power lines. If you see one, please call us.

Charges from The Illuminating Company this billing period

When contacting an Alternate Electric Supplier, please provide the customer numbers below.
Call The Illuminating Company at 1-800-589-3101 with questions on these charges.

Basic Charges

Customer Number: 0800517134 5000137566 - General Service - CE-GS105F

Customer Charge	2.75
Delivery Charge	66.36
Transition Charge	56.13
Generation Related Component	135.17
Transmission Related Component	13.42

Total Charges	\$ 273.83
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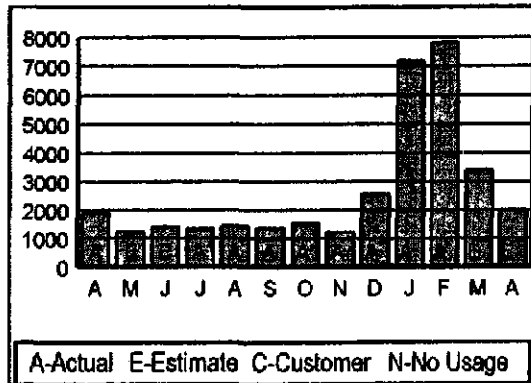
Detail Payment and Adjustment Information

Date	Reference	Amount
Payments:		
04/16/08		-456.43
Total Payments		-456.43
Total Payments and Adjustments		-\$456.43

Meter Reading Information**General Service**

Meter Number	825937043
Present KWH Reading (Estimate)	2,753
Previous KWH Reading (Estimate)	2,703
Difference	50
Multiplier	40
Kilowatt Hours Used	2,000
Metered Load in KW	0.18
Present KVARH Reading (Estimate)	1,240
Previous KVARH Reading (Estimate)	1,215
Difference	25
Kilovar Hours Used	1,000
Billed Load in KW/KVA	7.2

Usage Comparison



Historical Usage Information

Apr 07	1,880	Oct 07	1,520
May 07	1,240	Nov 07	1,240
Jun 07	1,400	Dec 07	2,560
Jul 07	1,320	Jan 08	7,160
Aug 07	1,440	Feb 08	7,800
Sep 07	1,360	Mar 08	3,400
		Apr 08	2,000

	Apr 07	Apr 08
Average Daily Use (KWH)	63	63
Average Daily Temperature	45	45
Days in Billing Period	30	32
Last 12 Months Use (KWH)		32,440
Average Monthly Use (KWH)		2,703



the Illuminating Company
A FirstEnergy Company

May 12, 2008

Account Number: 11 00 23 5160 2 1

Page 1 of 4

110

Bill for: CLEVELAND JCC/ATSI
10660 CARNEGIE AVE
CLEVELAND OH 44106



Billing Period: Apr 15 to May 09, 2008 for 25 days
Next Reading Date: On or about Jun 11, 2008
Bill Based On: Estimated Meter Reading
 Pro-rated Bill

Small General Service

Account Summary		Amount Due
Your previous bill was	7,610.67	
Total payments/adjustments	0.00	
Balance at billing on May 12, 2008	7,610.67	7,610.67
Current Basic Charges		
The Illuminating Company - Consumption	2,605.59	
Late Payment Charges	70.43	
Total Current Charges	2,676.02	2,676.02
Total Due by Jun 05, 2008 - Please pay this amount		\$10,286.69

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

*** PLEASE SEE DISCONNECTION MESSAGE ON PAGE 3. ***

	Bill issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638		Customer Service 24-Hour Emergency/Outage Reporting Payment Options	1-800-589-3101 1-888-544-4977 1-800-886-9901
visit us on-line at www.1stenergycorp.com				

See other pages for additional information and telephone numbers.

the Illuminating Company
A FPL Energy Company

**Return this part with a check or money order
Payable to The Illuminating Company**

Account Number: 110023516021

*****NAUTOKS-5-DIGIT 44106
00015885 01 AV 0.324 P1
CLEVELAND JCC/ATSI
10660 CARNEGIE AVE
CLEVELAND OH
44106-3019

Amount Paid	
Please Pay	\$10,285.69
Due By	June 06, 2008

THE ILLUMINATING COMPANY
PO BOX 3638
AKRON OH 44309-3638

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Page 1 of 3
110



Bill for: CLEVELAND JCC/ATSI
10660 CARNEGIE AVE OAL
CLEVELAND OH 44106

Billing Period: Apr 15 to May 12, 2008 for 28 days
Next Reading Date: On or about Jun 11, 2008
Bill Based On:

Private Outdoor Lighting

Account Summary		Amount Due
Your previous bill was	2,058.86	
Total payments/adjustments	0.00	
Balance at billing on May 08, 2008	2,058.86	2,058.86
Current Basic Charges		
Late Payment Charges	29.99	
The Illuminating Company - Lighting	506.25	
Total Current Charges	536.24	536.24
Total Due by May 29, 2008. Please pay this amount:		\$2,594.90

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

General Information			
	Bill issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638		Customer Service 1-800-589-3101
			24-Hour Emergency/Outage Reporting 1-888-544-4877
			Payment Options 1-800-688-9901
visit us on-line at www.firstenergycorp.com			

See other pages for additional information and telephone numbers.

the Illuminating Company
A FirstEnergy Company

**Return this part with a check or money order
Payable to The Illuminating Company**

Account Number: 110023636944

XXXXXXXXXXXXAUTOXX5-DIGIT 44106
00010360 01 AV 0.312 P1
CLEVELAND JCC/ATSI
10660 CARNEGIE AVE
CLEVELAND OH
44106-3019

Amount Paid	
Please Pay	\$2,584.90
Due By	May 29, 2003

THE ILLUMINATING COMPANY
PO BOX 3638
AKRON OH 44309-3638

Abstract

[illegible]

ILLUMINATING COMPANY

Company	Address	Account Number	Meter number
Mal Management	Market Square Bistro 8586 E. Washington St. Chagrin Falls, OH 44023	11 00 35 1739 4 4	686650677
Flannery's	Flannery's Pub 323 Prospect Ave Cleveland, OH 44115	11 00 23 1984 0 8	683402496
Corner Alley	MRN LTD 422 Euclid Ave Cleveland, OH 44114	11 00 50 7972 4 7	728308613
West 25th	United W. 25th Buildings, LLC 2000 W. 25th St. Cleveland, OH 44113	11 00 55 7492 0 1	728391556
Windsor	MRN LTD 2000 E. 4th St. Public Cleveland, OH 44114	11 00 23 5790 4 5	2818507
Windsor	MRN LTD 2020 E. 4th St. Cleveland, OH 44114	11 00 39 9553 0 4	876921
Windsor	MRN LTD 328 Euclid Ave Cleveland, OH 44114	11 00 33 5738 3 0	2814566
Buckeye	MRN LTD 2082 E. 4th St. Cleveland, OH 44115	11 00 23 5729 3 3	2810758
Commercial	MRN LTD 2056 E. 4th St. PMP Cleveland, OH 44115	11 00 23 0582 8 9	680487537
Commecial	MRN LTD 2056 E. 4th St. Public Cleveland, OH 44115	11 00 23 0582 3 0	680536779
629	Holiday Inn Express 633 Euclid Ave Cleveland, OH 44103	11 00 23 9738 1 8	680579859
629	MRN LTD Holiday Inn Express 627 Euclid Ave Cleveland, OH 44114	11 00 23 7610 5 6	680823603
Theatrical	MRN LTD 715 Vincent Ave Cleveland, OH 44114	11 00 23 8373 4 4	728161174
Woolworth	MRN LTD 308 Euclid Ave Cleveland, OH 44114	11 00 38 2518 6 1	685632991
MRN Construction	MRN LTD 410 Euclid Ave Cleveland, OH 44114	11 00 43 0084 9 4	549798
MRN Construction	MRN LTD 2077 E. 4th St. Cleveland, OH 44115	11 00 38 1208 5 0	825937043

MRN Construction	MRN LTD 240 Euclid Ave B Cleveland, OH 44114	11 00 45 9188 6 6	728570493
MRN LTD	MRN LTD 418 Euclid Ave Cleveland, OH 44115	11 00 43 0310 1 9	562633
Tudar Arms	Cleveland JCC/ ATSI 10660 Carnegie Ave Cleveland, OH 44106	11 00 23 5160 2 1	728310746
Tudar Arms	Cleveland JCC/ ATSI 10660 Carnegie Ave Cleveland, OH 44106	11 00 23 6369 4 4	No Meter #