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FILE



## The Public Utilities Commission of Ohio

*Monitoring marketplaces and enforcing rules to  
assure safe, adequate, and reliable utility services*

Ted Strickland, Governor  
Alan R. Schriber, Chairman

Commissioners  
Ronda Hartman Fergus  
Valerie A. Lemmie  
Paul A. Centolella  
Cheryl Roberto

November 07, 2008

Dennis Castro  
900 Broadway Ave  
Lorain, OH 44052

CASE ID: DCAS09080678

Dear Mr. Castro:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO).  
Enclosed is the necessary information for filing a formal complaint.

Please note that all filings must be made on 8-1/2 by 11 inch paper. You must  
provide one original and 10 copies of the complaint.

If you have any questions about this or any other regulated utility-related matter,  
please contact the PUCO Consumer Hotline at 1-800-686-PUCO (7826). For more  
information regarding the PUCO, visit us on the web at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

Sincerely,

Darita Patterson  
Customer Service Investigator  
Service Monitoring and Enforcement Department

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PUCO



The Public Utilities  
Commission of Ohio

Case Number

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

## Formal Complaint Form

CASTRO BROTHERS INC. DBA SCORCHERS 900 BROADWAY AVE.

Customer Name (DENNIS CASTRO)

Customer Address

LORAIN OH 44052  
City State Zip

Against

11.00 11.2821 1.5  
Account Number

Customer Service Address (if different from above)

OHIO EDISON

Utility Company Name

City

State Zip

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

- Our business has been a customer of Ohio Edison's for almost 8 years at this location. I do have a history with them of complaints dealing with the same matter. The customer service supervisors have on occasion compensated our business because they understood the complaints, made a decision, and compensated us. This has stopped and the problem still exists. We have tried everything possible to utilize less electricity but our bills increase because of the billing load used as an indicator for billing. We actually utilize less kilowatt hours and end up with a 30% increase in billing.

Signature

440-244-0556

Customer Telephone Number

this is because of the incessant power outages, spikes, flickering etc. in our facility. I firmly believe this has everything to do with determining the billing load. We are constantly →

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being penalized financially for this very problem many times. I have talked to tech's w/ First Energy (Don) who claim they've installed a recorder on our meter only to have them ask us exactly what time, day, etc. This happens to see if the recorder's documentation is correct. Believe me it happens. We are now having to document if we are on the premises as owners of the establishment exactly when these electrical problems exists. We have had the inside installed & rechecked with an electrical company who subcontracted the project and overseen by a general contractor. The telephone pole's transformer blew at least 2 times while I was on the premises which blew a compressor for our hood system because we were only running on 2 out of 3 phases. This has happened more than once. Ohio Edison when contacted refused to pay for any damages and could not collect with our insurance company because the transformer belonging to Ohio Edison was at fault! My brother and I (owners) have a lot of hands-on hours here at the premises and notice power spikes all the time. Sometimes our entire 4,500 sq. foot facility dims in lighting and hums. Ohio Edison constantly claims they are not at fault and can do ~~no~~ nothing. It's ironic how Ohio Edison claims they have no way to record actual power outages - but have no problem recording my complaints to them with no assistance whatsoever.

THANK YOU - DENNIS CASTRO