



The Public Utilities
Commission of Ohio

BHAR0217090M
Case Number

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

Formal Complaint Form

Beth Harris
Customer Name

5225 Harding Hwy E
Customer Address

Caledonia OH 43314
City State Zip

Against

11 00 14 2047 77
Account Number

Ohio Edison
Utility Company Name

Customer Service Address (if different from above)

City State Zip

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

See attached letter for explanation.

RECEIVED-DOCKETING DIV
2009 APR 16 PM 12:40
PUCO

Beth A. Harris
Signature

419.845.2722 or 740.225.0847
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 TM Date Processed 4/16/2009

To Whom It May Concern:

Below please find an explanation of the issues we've had with our electric service from Ohio Edison. I've tried to keep it as clear as possible. If you have any questions on my request please contact me at 419-845-2722 or 740-225-0847.

I've attached the receipts that we kept after finding out the cause of our issues. There is about \$600 in other repairs that I do not have receipts for due to not knowing the cause at the time.

I'm asking for reimbursement due to the fact that it was Ohio Edison's transformer that caused these.

Best regards,
Beth Harris

Summary:

Two homes located on the same property, one mobile home and one house.

Mobile Home:

- I was changing light bulbs weekly.
- Electric bill kept increasing. I sent several letters with my payments asking for them to check on this but I never received a response. I also called twice but received no action.
- My furnace would work for short periods of time then stop. I called several service technicians. The last gentleman I contacted replaced the igniter switch several times. On the last visit he said there was an issue with the electricity and we should contact Ohio Edison. My father made that call and a representative from Ohio Edison came out and confirmed the transformer was bad and surging too much electricity to the homes. Reference work ticket #715957553. He had the transformer replaced. Since that time both homes have been fine.

House:

- I was changing light bulbs weekly.
- Electric bill kept increasing even though the home was empty at the time.
- At one point I moved from the mobile home to the house. The electric bill in the mobile home did not decrease.

I then contacted Ohio Edison. I spoke to Stephanie at 800-633-4766, extension 1282 on 12/11/08. She issued me claim #715973026 and said I would need to provide her with a list of items that were ruined, which I did. I was told I would receive a response within 10 business days.

I called again on 12/22/08 and spoke with Christina who told me 10 business days I would receive a letter or call stating my claim was denied.

On 1/8/09 I called again because I had received nothing. I spoke with Renee who transferred me to Jerry. I explained my reason for calling and asked if he'd like my claim number or work ticket number. He said he did not need them as Ohio Edison is not responsible for bad transformers. I again asked him if he would like to reference my claim or work number. He said no. I tried to ask him questions but he only spoke over me, did not answer my questions. I wanted to know how I as a consumer am supposed to know how a transformer is bad. I wanted to know why Ohio Edison never responded to my letters or phone calls. Again, he only spoke over me and said it's not their responsibility. I'm not sure if he thought he could do this because I'm a woman or if he was just wanted to get me off the telephone. Either way he did not answer my questions.

Below is a list of items that were ruined. I only have receipts for some of them due to the fact that at one point we did not know the cause of our problems. I'd like to be reimbursed for the items with receipts at least. There are about \$600 of other repairs/purchases that I do not have receipts for.

- 2 Security Lights – receipts attached - \$38.32 and \$49.76
- Numerous bulbs – estimating around 50 but receipt attached for a few
- Florescent lights – 13 – no receipt
- 2 Electric Heaters in Garage (about \$25 each, no receipt)
- Furnace Repairs (\$327 – no receipt)
- Oven blown – estimate for repair attached - \$323.32 plus tax
- Dryer – receipt attached on same bill as oven estimate - \$84.95
- Garage Door Opener – receipt attached - \$253.00
- 2 Electric Base Board Heaters – no receipt
- Sump Pump – no receipt
- Increased Electric bills not due to consumption, but to the bad transformer



LOWE'S HOME CENTERS, INC.
1040 HARBOR HT. GILLESPIE
TERMINAL ON 4
(740)309-5737

-SILE-

SALES #: S1631E01 1340590 12-19-00

35931 424 07E PWTIO LIGHT - MIN 35.00

SUBTOTAL: 35.00

TAX: 0.32

INVOICE 29514 TOTAL: 35.32

BALANCE DUE: 35.32

CASH

CHANGE 1.00

1091 TERMINAL: 20 12/13/00 10:44:40

* OF ITEMS PURCHASED: 1
EXCLUDES FEES, SERVICES AND SPECIAL ORDER ITEMS



THANK YOU FOR SHOPPING LOWE'S
SECURITY REQUIRED FOR CASH REFUND
CHECK PURCHASE REFUNDING REQUIRED
15 DAY WAIT PERIOD FOR CASH BACK
STORE MGR: PAUL DUNN

WE HAVE THE LOWEST PRICES, GUARANTEED
IF YOU FIND A LOWER PRICE, WE WILL
BEAT IT BY 10%. SEE STORE FOR DETAILS



LOWE'S HOME CENTERS, INC.
1040 MARION HT. BILEAD RD
MARION, OH 43302
(740)369-9797

-SILE-

SALES #: 51091NM2 878571 12-11-00

249463 60W DOUBLE LIFE SOFT UNIT	7.76
2 8 3.00	
302331 FLOODLIGHT AUTOMATIC LIGH	9.99
293610 65W CFL AREA DZD LT	28.98
SUBTOTAL:	46.72
TAX:	3.04
INVOICE 29427 TOTAL:	49.76

BALANCE DUE: 49.76

CASH : 50.00
CHANGE : 0.24

1091 TERMINAL: 29 12/11/00 15:36:36

OF ITEMS PURCHASED: 4
EXCLUDES FEES, SERVICES AND SPECIAL ORDER ITEMS



THANK YOU FOR SHOPPING LOWE'S
RECEIPT REQUIRED FOR CASH REFUND.
CHECK PURCHASE REFUNDS REQUIRE
15 DAY WAIT PERIOD FOR CASH BACK.
STORE MGR: PAUL DUNSTON

WE HAVE THE LOWEST PRICES, GUARANTEED!
IF YOU FIND A LOWER PRICE, WE WILL
BEAT IT BY 10%. SEE STORE FOR DETAILS



LOWE'S HOME CENTERS, INC.
1840 MARION HT. BILEAD RD
MARION, OH 43002
(740)398-9737

-INSTALLED SUB SALE-

SALES #: S1091ND1 109521 11-26-00

102423

BASIC LABOR GARAGE DOOR 0
(DIRECT DELIVERY)

ORIG. PON: 69600451

INVOICE 71433 SUBTOTAL : 79.00



-INSTALLED SALE-

SALES #: S1091ND1 109521 11-26-00

251700 156.60 N

GENIE DIRECTLIFT MDG 2060

174.00 DISCOUNT EACH -17.40

INVOICE 71434 SUBTOTAL : 156.60



-SALE-

SALES #: S1091JB2 130749 11-26-00

INVOICE 14972 SUBTOTAL : 0.00



INVOICE 71433 SUBTOTAL : 79.00

INVOICE 71434 SUBTOTAL : 156.60

INVOICE 14972 SUBTOTAL : 0.00

SUBTOTAL : 235.60

TAX: 0.00

BALANCE DUE: 235.60

CHECK : 235.60

TOTAL DISCOUNT: 17.40



INSTALLATION SERVICES CUSTOMER CONTRACT - NWORK - GDO

LOWE'S OF MARION, OH., STORE # 1091
1840 MARION MT. GILEAD ROAD
MARION, OH 43902

SALESPERSON: MARK DAVIDHIZAR
SALESPERSON ID: 108621
Document Print Date : 11/26/2008

This is only a Quote for the merchandise and services printed below. This becomes an agreement upon payment and an endorsement by a Lowe's register validation. Upon such payment and endorsement, the entire agreement, including the specifically completed pages of this document, the Terms and Conditions included with this document and any other addenda or attachments hereto, shall be referred to herein as this "Contract."
PLEASE READ THIS ENTIRE DOCUMENT, INCLUDING THE "TERMS AND CONDITIONS," BEFORE SIGNING.

Lowe's Registration or Contractor License Number / Lowe's Contractor Name

S O L T O	Customer Name	VIRGINIA HARRIS		Home Phone	419-846-3668
	Customer Address	4206 LINN HIPPSHER RD		Other Phone	
	City	CALEDONIA	State / Province	OH	Zip / Postal Code
	Installation Address	4206 LINN HIPPSHER RD		43314	
	Installation City	CALEDONIA	Installation State/Province	OH	Installation Zip/Postal Code
					43314

MERCHANDISE AND INSTALLATION SUMMARY

MERCHANDISE SUMMARY

251768 : STK : GENIE DIRECTLIFT GDO 2060L07 : GENIE DIRECTLIFT GDO 2060L07 - QTY 1

Materials Price

\$ 174.00

INSTALLATION DESCRIPTION

Number of Units Installed : 1

Installation Area : Single Door



Replacement Unit(s) : No
 # Units Installed on ceiling > 10 feet : 0
 Concealed Conditions Charge : None/No Detail Completed
 Permit Required : No
 Bring up to Code Description : None/No Detail Completed
 Describe Other Work Needed : None/No Detail Completed

Number Low Head Room Kits Required : 0
 # Garage Doors to be reinforced : 0
 Customer Understands Garage Opener Project Scope : Yes
 Additional Miles Traveled over 20 : 0
 Local Disposal Fees : None/No Detail Completed
 Comments : They have old opener there.

Labor Charges	\$ 79.00
Detail Deduction	-\$ 0.00

Additional Specifications:

Notation: Lowe's will not make structural modifications or remove/reinstall security system equipment. Installer will plug cord into 110V receptacle within 3' of opener. Lowe's does not run new wiring.
 Additional Specifications: The Environmental Protection Agency (EPA) has requested that Lowe's notify installation customers that a lead based paint hazard may exist in dwellings built prior to 1978. See pamphlet EPA 747-K-99-001 for details.

TOTAL CHARGES OF ALL MERCHANDISE AND SERVICES

Where applicable labor is taxable, check local tax restrictions.	
SUB-TOTAL	\$ 263.00
*SALES TAX	\$ 0.00
DELIVERY	\$ 0.00
ORDER TOTAL	\$ 263.00
BALANCE DUE	

Work is to commence upon reasonable availability of Contractor which is anticipated to be _____ [fill in date].
 Estimated completion date is _____ [fill in date].

NOTICE TO CUSTOMER

All items listed in this contract and specification sheet(s) are to be installed under conditions agreed upon at time of purchase and at the price appearing on this contract form. This assumes sound existing substructures, superstructure and points of attachments.



Repair Don't Replace

INVOICE & WORK ORDER

P. O. Box 2318
Marion, OH 43301-2318
Marion - 740-223-1314
Delaware - 740-362-3060
Surrounding Areas - 419-864-3221

Beth

NAME Virginia Harris INVOICE # F185 DATE OF ORDER 12-15-08
ADDRESS 5223 Harding Hwy E TIME SCHEDULE 11:00 AM
CITY Marion STATE OH ZIP CODE 43314
HOME # 415-845-3569 WORK # _____ CELL # 210-262-9056

BILLABLE INFO: _____ DISP#, WEN OR DOP: _____
NAME: _____
ADDRESS: _____ BILLABLE TO = _____
CITY: _____ ZIP: _____ PH#: _____ OR COD = COD

WP Range oven not heating	RF 385 PXEN 0	ERG 2519371
WP Dryer not heating right	LER 6620 P Q 0	DL 3545201

check control 323.32 - TAX

Task #	Description of Work Performed	Standard Pricing	Discount	Task Price
1	CAR DIA Chrg	54.95		
1	CAR DIA Chrg	30.00		

☐ CASH ☐ CHECK ☐ VISA ☐ MC ☐ DISCOVER ☐ BILLABLE

CREDIT CARD #: _____ EXP: _____ AUTHO #: _____

ON BACK: _____ ADDRESS: _____ ZIP CODE: _____

I hereby state that all repairs were applicable to building codes and performed with quality workmanship.

X Per [Signature] 12-15-08
Signature Service Specialist Date

The services and materials installed for the work described above have been completed satisfactorily. I agree the amount in the Total Amount Due to be the complete charge for work performed. I agree to pay reasonable attorney fees and court costs if my checking account has non-sufficient funds. I acknowledge I read both sides of this Invoice & Work Order including the Notice to Owner and statement required.

X [Signature]
Customer Signature

Sub Total \$ 84.95
Tax \$ 0
Deposit \$ _____
Total Amount Due \$ 84.95

Check# 3197 Amt \$ 84.95
Check# _____ Amt \$ _____
TOTAL AMOUNT \$ _____

Date _____