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PUCO



The Public Utilities
Commission of Ohio

KWAL051209HF
Case Number

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

Formal Complaint Form

<u>TRI-PYRAMID Machining Inc.</u>	<u>36250 Lakeland Blvd. Unit #4</u>
Customer Name	Customer Address
	<u>Eastlake, Ohio 44095</u>
	City State Zip
Against	<u>11 00 23 7498 0 4</u>
	Account Number
	<u>Customer Service Address (if different from above)</u>
<u>The Illuminating Company</u>	
Utility Company Name	City State Zip

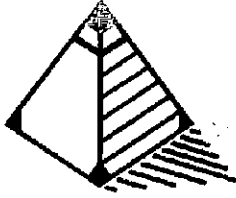
Please describe your complaint. (Attach additional sheets if necessary)

Please See Attached letter and copies

Kenneth Wolcott
Signature
440-946-7465
Customer Telephone Number

The Public Utilities Commission of Ohio
Ted Strickland, Governor • Alan R. Schriber, Chairman
180 E. Broad Street, Columbus, Ohio 43215-3793 • An Equal Opportunity Employer and Service Provider

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TRI-PYRAMID Machining Inc.
36250 Lakeland Blvd.
Unit #4
Eastlake, Ohio 44095

Case ID KWAL051209HF

The week of May 4th to May 9th the 3 phase power in my building was over the 5% voltage causing the machines to overheat and shut off I made numerous calls to the Illuminating co. about the problem. They sent a person out to adjust the voltage, then it was adjusted back up to satisfy other customers that had low line power complains. This went on Monday thru Wednesday meanwhile my shop was not able to run my machines. Wednesday evening the repair man was out again that's when I was told that they were repairing a substation where my power usually came from and my power was routed a different way. Thursday the power was ok until around 2:00 P.M. when it shot up to around 260 volts causing the machines to get so hot you could not touch the back covers so I was down again Thursday afternoon.

Friday I called first thing in the morning to have the problem fixed. I got a call back saying that hopefully that the substation would be back on line late afternoon . Due to loss of work I was told it would turn be turned over to claims. I came in to work on Saturday and the voltage was still 260. I could not get a hold of anybody because it was a weekend. Monday May 11th power was fine.

I received a call from claims declaring that if there was no damage to the machines there was nothing they could do. However I believe damage was done. My first concern was the lack of communication prior to the work on the substation being done. My second concern is the loss of work from May 4th to May 11th. My final concern is the long term effects to the machines because of all electronics.

In Closing, I feel that the Illuminating Co. was negligent in their lack of communication and addressing the above concerns. I have enclosed a copy of the P.O.'s and cancellation letters from two of the jobs regarding this situation and in this economy I can't afford the loss of even one job.

Thank You,

Kenneth Wallace
President
TRI-PYRAMID Machining Inc.

*Allpoints Ornamental Railing
And Welding Inc.*

36300 Lakeland BLVD.

Eastlake, Ohio 44095

Phone (440)-918-0690 Fax (440)-918-0695

TO TRI-PYRAMID MACH
36250 LAKELAND BLVD. UNIT #4
EASTLAKE, OH. 44095

Date 5-4-2009

**ORDER
P.O. # 677**

QUANTITY	DESCRIPTION	AMOUNT
100 PCS.	CONCAVE STEEL PLATE ---PER SAMPLE NEED BY PROMISE DATE OF 5-11-2009 PRICE--QUOTED TO ALLPOINTS--\$18.00/ EACH TERMS- PAYABLE UPON RECEIPT OF PARTS BY 5-11-2009 P.O.# 677	\$1800.00

*Allpoints Ornamental Railing
And Welding Inc.*

36300 Lakeland BLVD.

Eastlake, Ohio 44095

Phone (440)-918-0690 Fax (440)-918-0695

TO TRI-PYRAMID MACH
36250 LAKELAND BLVD. UNIT #4
EASTLAKE, OH. 44095

Date 5-11-2009

**CANCELLATION OF
OUR P.O.# 677**

QUANTITY	DESCRIPTION	AMOUNT
100 PCS.	<p>CONCAVE STEEL PLATE ---PER SAMPLE KEN---PER OUR CONVERSATION THIS MORNING, THIS IS TO VERIFY ALLPOINTS CANCELLATION OF P.O.#677, FOR ABOVE PARTS. I WAS NOT ABLE TO SUPPLY PARTS TO MY CUSTOMER AS PROMISED, THEREFORE HE CANCELLED MY ORDER FOR THESE PARTS.</p> <p>ALLPOINTS HOPE THAT WE CAN REMAIN A CUSTOMER OF YOURS, PLEASE LET US KNOW WHEN YOU GET THE ELECTRICAL PROBLEMS RESOLVED.</p> <p>Terry Paul--president</p>	

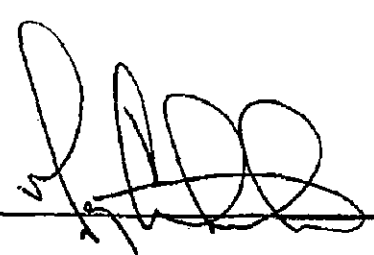
Purchase Order

DATE	P.O. NO.
4/29/2009	042909

Vendor
Tri-Pyramid 36250 Lakeland Blvd #4 Eastlake, Ohio 44095

Ship To
ALLIED SWISS TECHNICAL GROUP 38401 APOLLO PARKWAY UNIT N WILLOUGHBY, OHIO 44094 (440) 942-7470 Fax(440)942-5790

SHIP VIA

ITEM	DESCRIPTION	QTY
P/N32600	Machine Flash Hider	120
P/N32625	Machine Cocking Handle	120
	Parts need to be complete by 05/08/09	
		
Total		\$5,994.00

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