



# Public Utilities Commission

2  
6-0342-EL-CSS  
Case Number

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

FILE

## Formal Complain Form

JAN ZEPEDA

Customer Name

16069 MOSELEY RD.

Customer Address

MADISON

City

OH 44057

State Zip

Against

110028577382

Account Number

Customer Service Address (if different from above)

THE ILLUMINATING CO.

Utility Company Name

AKRON

City

OH 44309-3638

State Zip

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

PLEASE SEE ATTACHED PAGE

RECEIVED-DOCKETING DIV

2010 MAR 18 PM 12:01

PUCO

JAN ZEPEDA

Signature

1-440-298-3935

Customer Telephone Number

ID. # JZEP12010922

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document delivered in the regular course of business  
Technician [Signature] Date Processed 3/18/10

To Whom It May Concern,

We received an electric bill for \$420.37 for October 2009. Having never received a bill this high, I called the Illuminating Co. and was told by a representative to pay what we could, and since the meter was over thirty years old, they would test it and possibly replace it. We paid \$150.00 which we felt was a fair amount and in line with our usual bills for that time of year.

The meter was tested and replaced, even though they said it was not faulty. There was still a remaining balance of \$270.37.

We have never, in twenty-five years of living in this house had a \$400 bill. So we have waited a few months to see if there would be a change in our bills, doing so in light of the recent rate increases and that our all-electric discount was discontinued..

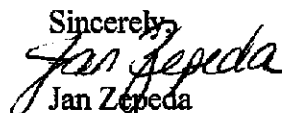
In subsequent months our bills have been: \$246.01, \$110.61, \$146.82 and \$106.44 (for Nov. Dec., Jan and Feb, respectively). I contend that the meter was faulty or was misread as evidenced by the decreased bills. The Illuminating Co. disagrees. While everyone around us is getting 5 - 7 hundred dollar electric bills, ours continues to drop. There has been no reasonable explanation for this.

In twenty-five years of living in this house we have always paid our bills promptly, and we continue to do so. However, this \$270.32 continues to be disputed.. We now have a disconnect notice because I refuse to pay for something I am convinced is their faulty equipment or human error. Their only solution is to offer me a payment plan. I am not interested.

I am at the point that I am ready to hire an attorney for all the time and aggravation this has caused. "Suffering" if you will. I have a stack of documentation.

Therefore, before I pursue that final option, I am requesting that my electricity not be turned off until this is settled and that the outstanding \$270.37 be forgiven.

Thank you for your attention to this matter.

Sincerely,  
  
Jan Zepeda  
16069 Moseley Rd.  
Madison, Ohio 44057  
ID # JZEP12010922

3-16-10