

NC
FILE



The Public Utilities
Commission of Ohio

10-2464-EL-CSS
Case Number

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

Formal Complaint Form

GREG W. TURCO
Customer Name

29289 BELMONT FARM ROAD
Customer Address

PERRYSBURG OH 43551
City State Zip

Against

11 00 20 5741 14
Account Number

SAME AS ABOVE
Customer Service Address (if different from above)

TOLEDO EDISON
Utility Company Name

City State Zip

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

Please see attached sheets.

RECEIVED-DOCKETING DIV
2010 NOV - 1 PM 2:35
PUCO

Greg Turco 10/27/2010
Signature

419.661.9302
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 _____ Date Processed 11-1-2010

Greg W. Turco
29289 Belmont Farm Road
Perrysburg, Oh 43551
Home Phone (419) 661-9302

October 27, 2010

Re: Formal Complaint Against Utility Company - Toledo Edison

Dear Public Utilities Commission of Ohio:

I am a Toledo Edison customer. My account number is 110020574114. I received an electric bill covering period July 21 to August 18 for \$160.56. The meter reading indicated that I consumed 1,258 kilowatt hours. I do not believe I consumed this many kilowatt hours for this period, which is the basis for this complaint. My monthly average usage was 448 on this bill. This means means I used 2.8 times more than my average monthly usage. I have never had a billing period for more than 500 kilowatt hours in the 22 years that I lived at this address. Below is the history and facts to support my case against Toledo Edison.

On August 24 2010, I called Toledo Edison and complained about my bill. I reviewed all the appliances in my house with a Toledo Edison representative. Two potential high consuming energy appliances, my central air conditioner and only refrigerator, have not been replaced in years. I do not have a freezer, sump pump, or dehumidifier, which are also high energy appliances. The representative agreed with me on this was an unnormally high bill and was possibly misread meter.

On August 25 2010, I read the meter and called Toledo Edison back. This representative ruled out the meter was misread. She claimed nothing else could be done for me. I asked to have my meter checked because it was 22 years old and felt it was faulty. She replied meters run slow when they become faulty. I was able to convince her to check the meter. Within a couple days Toledo Edison replaced the meter with a new one.

On September 1 2010, I received a letter from Toledo Edison stating the meter tested an *average accuracy* of 100.47%. The letter is attached. I realize an additional .47% could not mathematically increase my bill to 1,258 kilowatt hours. But the meter tested fast. I believe the meter was faulty and is inaccurate.

The new meter remains at my house. My last two bills have returned to normal. My August 18 to September 17 billing was estimated with 412 kilowatts being used. My September 18 to October 18 billing was an actual reading with 362 kilowatts being used. Hence, I only had the one bill that was out of line.

On September 9 2010, I contacted PUCO and have been working with Tami Mitchell. My case number is GTUR090910EL. Toledo Edison claims the months of July and August were higher than normal temperatures. They also claimed my June 19 to July 20 billing was estimated too low. They estimated 452 kilowatt hours. 452 kilowatts is still above my monthly usage average. If you add 452 plus 1,258 this equals 1710 kilowatts used for these two months. Divide by two and you get 855 kilowatts per month. This would just about double my July and August normal bills. Again, this does not seem reasonable.

I would like the Commission to get Toledo Edison to adjust my bill based on history or usage since the meter was replaced. I would also would like the Commission to verify the new meter will stay at my house. I do not want the old meter back.

Sincerely,



Greg W. Turco

A-FECC
76 South Main St.
Akron, OH 44308-1812
1-800-447-3333

- PUCO

September 1, 2010

GREG W TURCO
29289 BELMONT FARM RD
PERRYSBURG OH 43551

Dear GREG W TURCO:

As you requested, the electric service meter located at 29289 BELMONT FARM RD, PERRYSBURG OH 43551 was tested for accuracy on September 1, 2010. The test results show an average accuracy of 100.47%. This percentage is within the allowable limit, plus or minus 2% of 100%, established by the Public Utilities Commission of Ohio.

If we can be of further assistance, please contact a customer service associate at the toll-free number listed above.

Sincerely,

Toledo Edison
A FirstEnergy Company

82,962
81,704

1,258 KWH

9/8 Kent
- Disputed claim

73° Avg temp
75-76°

32 DAYS