



**Public Utilities
Commission**

Case 1d TREN112210 GP

Case Number

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

**10-3019-EL-CSS
Formal Complaint Form**

Tim Remlinger
Customer Name (Please Print)

PO 20646
Customer Address

Colts OH 43220
City State Zip

Against

110073751486
Account Number

1315 N Shore Rd
Customer Service Address (if different from above)

OHIO Edison
Utility Company Name

Middle Bess OH 43446
City State Zip

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

Enclosed - 11 x Complaint form

1x Copies of letters involved

PUCO

2010 DEC 14 PM 2:52

RECEIVED-DOCKETING DIV

Tim Remlinger
Signature

614-804-5300
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 DEC 14 2010

12/13/10
Tim Remlinger
PO 20646 (mail add.)
Cols., Oh 43220
614-804-5300

PUCO Complaint
Case TREN112210GP
Service Add. 1315 N Shore Rd, Middle Bass, Oh 43446
Acct # 110073751486
Utility Co. Ohio Edidson I am a customer


Complaint;

I purchased the cottage earlier this year which had many improvements that needed attention. While replacing the roof shortly after purchase, I noticed a wire that was broken in the electric line going to the house as did the meter reader who showed up on his route. We briefly discussed the situation and he explained they were responsible for up to the house. I was surprised when after a few months no repair took place, so I called in October, and reported the wire and that the lights were flickering in and out from time to time. I spoke to Steve the dispatcher and requested he call me if there were any problems, so I could make arrangements due to not being at the location. When I went back 5 days later, I had a refridge full of rotten food and there was a note on the door, but no phone call. I was denied a claim form and the claims department sent an unrelated letter excusing there responsibility. I called and spoke to Jerry in claims about filing a claim and he said he would look into it. I then received a final bill and another letter that was not entirely related(there is nothing associated with a 200 amp service), but in a nut shell said that the utility was not responsible for damages, because there were problems and they had to shut off the electric. I called and left messages for Jerry's supervisor. He responded with a phone message and communicated, since there were some problems, they are not responsible for damages. I tried to call Tim the supervisor back but got no response to date. I think this is called the royal run around.

In a nut shell, If I buy a house with electrical issues and the electric company fails to address and correct these issues in their time, and then denies any responsibilities for damages they caused, after I had to follow up with them, that is unprofessional. In addition to this irresponsibility, they have implied I am responsible for causing the problems prior to my ownership. Their dispatcher even agreed to call me if they had to turn off the electric, which did not take place and was the cause of the damages. Please force them to pay for the damages of \$193 in lost food and for 4 hours of my time to date at \$100 per hour.

Sincerely,

Tim Remlinger



response #1

Ohio Edison Company

Ger 419-521-6180

November 4, 2010

Tim Remlinger
P.O. Box 20646
Columbus, Ohio 43220

RE: Disruption of Electric Service—1315 N. Shore Rd.

Dear Tim :

This letter is in response to your recent inquiring regarding the above noted disruption of electric service and subsequent damaged property. I trust this letter will answer any questions you have as well as confirm Ohio Edison Company's position on this matter.

Records indicate that a repairman was dispatched and found and repaired failed equipment, on Catawba circuit 2055. We do pay for claims, when damage is done due to negligence on the part of our employees. However, the equipment that failed was not due to our negligence.

Although our electrical transmission and distribution systems are normally very reliable and stable, we cannot guarantee that your service will not experience disruptions.

The Public Utilities Commission of Ohio recognizes that 100 percent service availability and power quality is not possible. It has included in P.U.C.O. No. 11, "Standard Rules and Regulations", Character of Service, Part B; Continuity:

The Company will endeavor, but does not guarantee, to furnish a continuous supply of electric energy and to maintain voltage and frequency. The Company shall not be liable for damages which the customer may sustain due to variations in service characteristics or phase reversals.

I regret that Ohio Edison Company can not reimburse for losses sustained due to disruptions in electric service. A loss of this nature may, however, be covered under your insurance policy.

from
P.U.C.O.

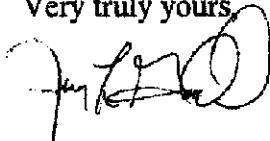
Clemis H. H. H.
1st Miss
2nd Shown

- Customer Service Representative

- P.U.C.O. Referral

330-436-4205

Very truly yours

A handwritten signature in black ink, appearing to read "Jerry L. Gadd", written over a horizontal line.

Jerry L. Gadd
Claims Representative
Ohio Edison Company

To Jackie Mr. 877 324-0229

From 11/30
Tim Remlinger
614 804 5300

My response to
their response #1

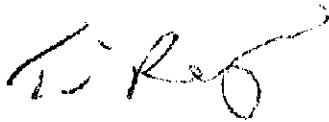
"OHIO Edison Problem"

To Jerry Gadd;

I am writing because first you give a pad response and then one that contains false and irrelevant information. Why are you ignoring the details discussed after our first call? Since you refuse to send a claim form for me to fill out, take this as it please. Once again I recently purchased the cottage and called you due to some apparent issues with the electric. Steve the dispatcher promised to call if there were any problems, so I could make arrangements, due to not being there for under a week. This did not happen. I was not notified properly. I would appreciate your company being professional enough and accountable. My losses include a refrigerator full of food that was for my guests for the upcoming weekend ;
\$110 steak
\$48 wine and beer
\$35 assorted condiments and salads

If you have some type of issue with understanding the situation and will not follow through, then Please have your supervisor call me at his soonest possible convenience.

Sincerely,



Tim Remlinger

serv. add. 1315 N Shore Dr.
Middle Bex

Acc # 110070934416

Response #2

Ohio Edison Company

November 17, 2010

Tim Remlinger
P.O.Box 20646
Columbus, Ohio 43220

RE: Disruption of Electric Service-315 N.Shore Rd.

Dear Tim Remlinger:

This letter is in response to your recent inquiring regarding the above noted disruption of electric service and subsequent damaged property [food spoilage]. I trust this letter will answer any questions you have as well as confirm Ohio Edison Company's position on this matter.

After a second review, the Trouble Technician reported the following. On his initial visit he found an illegal upgrade at this address. The meter seal was cut, a 200 amp service entrance cable was on load side of the meter base. There was also a ground rod that was not properly connected, as well as a burnt neutral at weather head. We do pay for claims, when damage is done due to negligence on the part of our employees. However, the equipment that failed was not due to our negligence.

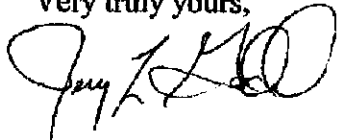
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I regret that Ohio Edison Company can not reimburse for losses sustained due to disruptions in electric service. A loss of this nature may, however, be covered under your insurance policy.

Very truly yours,

A handwritten signature in dark ink, appearing to read "Jerry L. Gadd". The signature is stylized with a large, looping "J" and "G".

Jerry L. Gadd
Claims Representative
Ohio Edison Company