

Ohio

**Public Utilities
Commission**

Ted Strickland, Governor
Alan R. Schriber, Chairman

Commissioners

Valerie A. Lammie
Paul A. Centolella
Cheryl Roberto
Steven D. Lester

FAX 614-466-0313

To Renee Jenkins
2 X pages - (your lead Attorney suggested I for this.

December 15, 2010

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

Case No: 10-3019-EL-CSS

Dear Mr. Remlinger:

This letter will confirm that the Public Utilities Commission of Ohio has received your formal complaint against Ohio Edison Company. Your formal complaint has been assigned the above case number. We have sent a copy of your complaint to the utility company. The utility has been given 20 days to file its answer in response to your complaint and will send a copy of that answer to you as well.

The Commission will issue an entry that explains the next step in your case. A copy of the entry will be sent to you.

Enclosed is a brochure to assist you in understanding the process associated with formal complaints filed with the Public Utilities Commission of Ohio.

Sincerely,



Renee J. Jenkins, Secretary
Betty McCauley, Acting Secretary
Tanowa M. Troupe, Acting Secretary

Enclosure
RJJ/dh

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 SJS Date Processed 1/21/11

To Carrie Dunn - 1 page re. Ohio Ed 9
1315 W Shore Rd.

1/21/11

Tim Remlinger

Dear Carrie Dunn

I am not trying to cause work(trouble) for you, like your clients errors have for me, and with these errors have set precedence in the inaccuracy of this situation. Your previous correspondence on the dangerous status (caused by a broken neutral away from the house) is accurate and has nothing to do with whether I installed a new service, which I did not. I would like to know why there is a bill now? Ohio Edison's customer service and the PUCO have confirmed that I am not responsible for damaged phone lines away from the house, and in addition, if I had upgraded with a new service would not be charged for their turning off and reconnecting power. Plus, they said usually the disconnect is usually done by the customer. Why am I getting this bill? They have confirmed that it is their responsibility. Errors;

The bill

The first response on unrelated brownout

The second response allegation that the wire from the meter to the circuit box is for 200 amp service. Let me know if you need a sample of a 200 amp wire vs. what is on the building, otherwise I conclude they finally admit to this error. As per my correspondence with an electrician, what is on the building would not cause the dangerous situation.

Steve the dispatcher not following up with calling me like he agreed to do after the shut off.

The meter man not reporting the broken neutral after speaking to me in front of both of my workers' in June.

Sending me a false bill for their repairs, that should have been made at time of original hook up

I have owned a property holding company for over 25 years and do the majority of improvements and maintenance myself, consulted multiple electricians about this property and passed the permit inspection with flying colors only on the improvements OE requested. I just bought the house and did not install new service prior to this incident. Even if I did, their own customer service verified there are no charges related to this case, so I wonder, is their such a lack of character with the OE personnel being accountable, or is the claims department just making things up as they go? Please call OE customer care about their related policies and consult a real electrician on how it is impossible for me to be responsible for the damaged exterior wire. Please contact me on your findings, so we can all be on the same page and conclude this in a professional fashion. My claim stands (plus more time wasted), and would appreciate you helping them correct the erroneous bill. Thank you for your cooperation and help.

Sincerely,

Tim Remlinger

cc. Carrie Dunn
PUCO.