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FILE

11-3657-EL-CSS

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The Public Utilities
Commission of Ohio

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2011 JUN 17 PM 2:34

JSC H042011 PE
Case Number

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

PUCO
Complaint Form

MICHAEL L. SCHROEDER
Customer Name

14110 WATT RD.
Customer Address

JEANNE SCHROEDER

NOVELTY OH 44072
City State Zip

Against

110065167964
Account Number

Customer Service Address (if different from above)

THE ILLUMINATING CO.
Utility Company Name

City State Zip

NOPEC - FIRSTENERGY SOLUTIONS CORP.

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

IN JANUARY OF 2011, THE POWER LINE AT THE ROAD WAS
SEEN SPARKING AT THE POLE. THE ILLUMINATING CO.
WAS CONTACTED. A WEEK OR MORE LATER THE LINE
WAS SEEN STILL SPARKING, BY TWO OTHER PARTIES.
ON MARCH 15TH, THE LINE FELL TO THE GROUND
AND BURNED - SENDING 7000 VOLTS INTO THE HOUSE.
THIS DESTROYED THE DISH NETWORK RECEIVER,
1 MICROWAVE,
2 TELEVISIONS,
1 AMISH FIREPLACE.

Jeanne R. Schroeder
Signature
440-338-5072
Customer Telephone Number
Home owner

This is to certify that the images appearing are an
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document delivered in the regular course of business.

Technician SM Date Processed JUN 17 2011

MICHAEL IS DISABLED AND ON A LIMITED INCOME. HE CANNOT AFFORD TO PURCHASE REPLACEMENTS.

WE ARE ASKING FOR COMPENSATION FOR

1 TELEVISION

1 MICROWAVE

REPAIR OF FIREPLACE

PICTURES ARE ENCLOSED.

THE PROBLEM AT THE POLE HAD NOT BEEN REPAIRED.

MAR 15, 2011

