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Ohio

Public Utilities
Commission

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Case Number

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

Formal Complaint Form

12-2383-EL-CSS

DALE BALLOK
Customer Name (Please Print)14534 CENTURY OAK DRIVE
Customer AddressSTRONGSVILLE OHIO 44136
City State Zip

Against

DBALO 724129 A
Account Number

Customer Service Address (if different from above)

CLEVE ELECT. ILLUMINATING
Utility Company Name

City State Zip

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

AS REFERENCED IN MY 2-28-12 LETTER TO FIRST ENERGY, THIS REOCCURRING PROBLEM STILL PERSISTS AS OF THE DATE OF THIS WRITING. I ACTUALLY HAD TWO MOMENTARY OUTAGES IN THE LAST WEEK! ON AUG. 9 AT APPROX 5:00 PM AND AUG. 12 AT APPROX 2:00 PM. OBVIOUSLY, THIS ISSUE HAS NOT BEEN RECTIFIED, AND I HAVE GOTTEN NO REASSURANCE FROM MY ELECTRIC PROVIDER THAT THIS WILL ABATE.

SINCE THIS IS THE STANCE THEY CHOOSE TO TAKE, AND I AM NOT ONLY CONSTANTLY INCONVENIENCED, BUT HAVE HAD DAMAGE TO MY APPLIANCE, I AM SUBMITTING THIS FORMAL COMPLAINT IN THAT THEY HAVE NOT PROVIDED ME WITH ADEQUATE SERVICE AND ARE DISCRIMINATING AGAINST ME.

Signature

(440) 915-0764
Customer Telephone Number

- AS NOTED, 25 MOMENTARY OUTAGES IN THE LAST 24 MONTHS
IS JUST NOT ACCEPTABLE!!!

AN ADDITIONAL NOTE - PER MR. LESLIE WHO DID THE INVESTIGATION OF MY CLAIM "COMPANY RECORDS REVEALED NO RECORD OF AN OUTAGE ON OR NEAR THE LOSS DATE"

AN OUTAGE ON OR NEAR THE DATE OF MY LOSS HAS NO RELEVANCE ON THE DAMAGE DONE TO MY MICROWAVE. THESE OUTAGES HAVE BEEN OCCURRING FOR YEARS. THE MAIN CIRCUIT BOARD FINALLY SUSTAINED ONE TOO MANY POWER SURGES, AS DOCUMENTED BY A QUALIFIED APPLIANCE REPAIR TECHNICIAN. I DON'T KNOW WHERE MR. LESLIE GOT HIS APPLIANCE EXPERTISE, BUT THIS IS WHY I CONSULTED AN EXPERT TO FIX MY APPLIANCE.

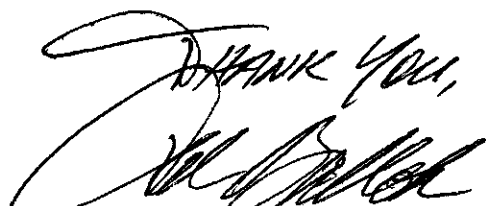
I'VE BEEN TOLD THAT THESE INTERRUPTIONS ARE NORMAL. THEY ARE NORMAL IF THE RESULT OF A MAJOR INCIDENT: TRANSFORMER FIRE, TREE LIMBS FALLING ON LINES, MAJOR STORMS, ETC. NORMAL IS ONCE IN A WHILE, NOT ONCE OR TWICE A MONTH!

WHY DOES THIS ISSUE EXIST JUST IN MY 25-HOME DEVELOPMENT, NOT WITH EVERY CUSTOMER OF CEI?

I FAITHFULLY PAY MY BILL EVERY MONTH, BUT AM NOT RECEIVING RELIABLE SERVICE, NOR ANY ASSURANCE THAT THIS WILL CEASE.

I AM TOTALLY FRUSTRATED, AGGRAVATED AND DISPLEASED WITH THIS WHOLE SITUATION.

IS IT TOO MUCH TO ASK TO GET THE SERVICE I AM PAYING FOR?

THANK YOU,

DALE BALLOK