



**Public Utilities  
Commission**

12-2873-EL-CSS

5  
DMUR10101212  
Case Number

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

**Formal Complaint Form**

Dennis C. Murphy

Customer Name (Please Print)

816 Hardwood Court

Customer Address

Gates Mills,

OH

44124

City

State Zip

**Against**

Account Number

6311 Red Bird Beach Drive

Customer Service Address (if different from above)

Cleveland Electric Illuminating

Utility Company Name

Madison

OH

44057

City

State Zip

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

I have made repeated attempts to have someone from CEI meet with me at my property in Madison, Ohio, where I currently have service from them, to determine the best way to bring power to a new house we're building. Please see the attached pages for the complete details of the complaint.

RECEIVED-DOCKETING DIV

2012 OCT 29 PM 3:46

PUCO

Signature

*Dennis C. Murphy*  
216-559-6682

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 5 Date Processed OCT 26 2012

Approximately June 2012, I called CEI to supply power to 6311 Red Bird Beach Drive in Madison, Ohio. Nobody would meet me out there so we could talk over the situation and most of all save a ton of time. Nobody obliged. I kept asking and still nobody would set a date to meet me out there. Paula was the first lady I talked to, and after numerous times of getting absolutely nowhere, I asked for her supervisor. Her name was Kim. She was worse! I asked her the same thing about meeting me out there but she never obliged. I wish I had a tape recording for you to hear what I had to go through. There were three brothers and myself in a room at work trying to explain what we wanted. She comes back with a completely different scenario. It was quite simple. We wanted her to show us a way to go ABOVE ground from the house to the telephone pole. She comes back and gives us a deal with going underground. We couldn't believe it! Neither Paula nor Kim was honest about this whole thing. It seemed like they were hiding something, trying to be sneaky. The more questions we asked, the less sense they made, because they wouldn't answer our questions. For example, I asked what was their responsibility in regard to getting power to my house. How much would they cover in charges? Finally, after at least 10 times over different occasions and getting nowhere with the proper way to install the power to the house, I finally asked her to quit playing games and tell me how much she was responsible for. This time I asked her repeatedly, "Ma'am, how much are you paying or do I pay anything at all? And if I have to pay something, how much?" FINALLY, she said CEI pays the first \$5,000. Finally !!! When I talked to Kim, she was the same way, making up things like the houses that are there, I can't go through their yards. I told her repeatedly, "I own those houses!" She was very rude and hung up on me because she didn't like to be questioned like I was doing. For example, she said it was my responsibility to pay \$1270.40. I asked "What about you? Where is the \$5,000 that you pay for? Where is that?" This was for going underground – she said CEI doesn't pay for underground. So I said, "So far, I'm digging the 42" ditch from the house to the telephone pole, from the East side of my property to the West side and supplying the wire, and so far CEI has nothing invested. Where is the \$5,000?" She said "We have to

change the telephone poles, transformers, and run wire to the street (approx. 50'-75')." I said, "That still isn't \$6,270.40 (\$5,000 + 1,270.40 she says I owe)."

Kim said she would fax me how I'm paying \$1,270.40. She never did. That was after I asked her. That is when she hung up very rudely on me. Her boss was supposed to call me. Never did. Maybe because I called the PUCO after she hung up on me. The PUCO got them to explain the \$5,000 and the \$1,270.40. However, it tells me NOTHING. It is very non-specific where the \$5,000 and the \$1,270.40 is going. Enclosed are copies of those overhead and underground prices. Nobody can make a thing out of them. I can go on and on and can't believe the time I've wasted because they wouldn't meet me out there. They also should have let me know when I disconnected power to the house that I could not go overhead to the same existing area I was previously receiving power from (from my house to the neighbor on the East side of me). They should have brought to my attention that I couldn't put the line back up overhead. They then told me to tear down two 200' trees along the property line to bring the power to my house again. As I said, I could go on and on. This entire situation was very poorly handled from the time of my first call, to their unwillingness to answer my questions, their unwillingness to meet with me and to tell me where my \$1,270.40 is going and where CEI's \$5,000 is going. This needs to be itemized. I have a right to know. Please contact me for further information at 216-559-6682.

**CLEVELAND ELECTRIC ILLUMINATING**  
**Customer Work Approval and Payment Designation**

10/18/12

2:40 PM

**NOTES: (SEE INFORMATION)**

WR No: 55621311 SAP Order No: 13485560 SAP Notification No: 725919046 Entry Date: 06/27/2012  
WR Name: DENNIS MURPHY,  
Street No: 6311 Street No Frac: Dir: Unit no:  
Street Address: RED BIRD BEACH DR  
City: MADISON State: OH Zip: 44057 -  
WR Desc: \* NEW SERVICE TO NEW HOME

**Overhead service from WEST Property to EAST PROPERTY**

I request to have CLEVELAND ELECTRIC ILLUMINATING perform the work described below at the above address. I agree that final scheduling of this work will not begin until payment of the agreed price below is received by CLEVELAND ELECTRIC ILLUMINATING. I understand that quoted prices remain in effect for only 90 days. In Jobbing and Contracting related work I understand that other providers are available to perform this work. The regulated services I currently receive from CLEVELAND ELECTRIC ILLUMINATING will not be impacted in any way regardless of the provider I select to do this work. This is not an invoice.

**BILLING INFORMATION**

Billable Id: A Billing Entry Date: 10/18/2012  
Bill To Name: DENNIS MURPHY,  
Attention:  
Street No: 5252 Street No Frac: Dir: Unit No:  
Street Name: MAYFIELD RD  
City: DIAMOND State: OH Zip: 44124 -  
Purchase Order No:  
Sales Rep: CAR2 RAYMOND, CRAIG A Phone: (440) 350-7703

**ESTIMATE SUMMARY**

**Description:**

**Detail**

| Description:        | Direct Cost                          | Overheads   |
|---------------------|--------------------------------------|-------------|
| Labor \$ 2146.73    | \$ 1618.85                           | \$ 3765.58  |
| Material \$ 2866.58 | \$ 301.06                            | \$ 2967.64  |
| Equipment \$ 589.29 | \$ 66.53                             | \$ 655.82   |
|                     | Sub Total:                           | \$ 7,346.12 |
|                     | Company Obligation for Construction: | \$ -5000    |
|                     | Line Extension:                      | \$ 2,346.12 |
|                     | Premium:                             | \$ 0.00     |
|                     | Sub Total:                           | \$ 2,346.12 |
|                     | CIAC Tax:                            | \$ 515.91   |

Finance Interest: \$ 0.00

Months

Est. Sales Tax: \$ 0.00

County

Amount to be Invoiced: \$ 2,862.03

CUSTOMER NAME (Or DBA/INC)

CUSTOMER SIGNATURE

SIGNEE'S TITLE IN THE COMPANY

DATE

CLEVELAND ELECTRIC ILLUMINATING REPRESENTATIVE (Print)

CLEVELAND ELECTRIC ILLUMINATING REPRESENTATIVE (Signature)

**CLEVELAND ELECTRIC ILLUMINATING**  
**Customer Work Approval and Payment Designation**

10/18/12  
2:50 PM

**Work Order Information**

WR No: 55621311 SAP Order No: 13485560 SAP Notification No: 725919048 Entry Date: 08/27/2012  
WR Name: DENNIS MURPHY,  
Street No: 6311 Street No Frac: Dir: Unit no:  
Street Address: RED BIRD BEACH DR  
  
City: MADISON State: OH Zip: 44057 -  
WR Desc: \* NEW SERVICE TO NEW HOME

**Under Ground From Pole on West Property**

I request to have CLEVELAND ELECTRIC ILLUMINATING perform the work described below at the above address. I agree that final scheduling of this work will not begin until payment of the agreed price below is received by CLEVELAND ELECTRIC ILLUMINATING. I understand that quoted prices remain in effect for only 90 days. In Jobbing and Contracting related work I understand that other providers are available to perform this work. The regulated services I currently receive from CLEVELAND ELECTRIC ILLUMINATING will not be impacted in any way regardless of the provider I select to do this work. This is not an invoice.

**Bill Information**

Billable Id: A Billing Entry Date: 10/18/2012  
Bill To Name: DENNIS MURPHY,  
Attention:  
Street No: 5252 Street No Frac: Dir: Unit No:  
Street Name: MAYFIELD RD  
  
City: DIAMOND State: OH Zip: 44124 -  
Purchase Order No:  
Sales Rep: CAR2 RAYMOND, CRAIG A Phone: (440) 350-7703

**Bill Details**

| Description: | Direct Cost | Overheads                            |             |
|--------------|-------------|--------------------------------------|-------------|
| Labor        | \$ 1708.66  | \$ 1288.50                           | \$ 2997.16  |
| Material     | \$ 2320.46  | \$ 261.98                            | \$ 2582.44  |
| Equipment    | \$ 509.38   | \$ 57.51                             | \$ 566.89   |
|              |             | Sub Total:                           | \$ 6,103.91 |
|              |             | Company Obligation for Construction: | \$ -5000    |
|              |             | Line Extension:                      | \$ 1,103.91 |
|              |             | Premium:                             | \$ 0.00     |
|              |             | Sub Total:                           | \$ 1,103.91 |
|              |             | CIAC Tax:                            | \$ 242.75   |

Finance Interest: \$ 0.00 Months

Est. Sales Tax: \$ 0.00 County:

Amount to be Invoiced: \$ **1,270.40** *pmt*

CUSTOMER NAME (Or DBA/INC)

CUSTOMER SIGNATURE

SIGNEE'S TITLE IN THE COMPANY

DATE

CLEVELAND ELECTRIC ILLUMINATING REPRESENTATIVE (Print)

CLEVELAND ELECTRIC ILLUMINATING REPRESENTATIVE (Signature)