

FILE

Ohio

Public Utilities
Commission

7
MHRE18061233

Case Number

Public Utilities Commission of Ohio

Attn: Docketing

180 E. Broad St.

Columbus, OH 43215

13-0250-EL-CSS

Formal Complaint Form

Michael J. HREHA

Customer Name (Please Print)

413 INDEPENDENCE ST

Customer Address

FAIRPORT HARBOR OH 44077

City

State Zip

Against

110-027-867-008

Account Number

SAME AS ABOVE

Customer Service Address (if different from above)

THE ILLUMINATING CO

Utility Company Name

SAME AS ABOVE

City

State Zip

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

see attached letter/documentation

RECEIVED-DOCKETING DIV

2013 JAN 18 PM 2:22

PUCO

Michael J. Hreha

Signature

H-440-357-6911

Customer Telephone Number

Preferred contact

C-440-413-9057

This document is a true and correct copy of the original document delivered in the regular course of business.

Technician SM

Date Processed

JAN 18 2013

Updated December 12, 2012

(614) 466-3016

www.PUCO.ohio.gov

Michael J Hreha
M Gail Hreha
413 Independence St, Fairport Harbor, OH 44077
home: 440-357-6911
cell: 440-413-9057

January 16, 2013

Public Utilities Commission of Ohio
Docketing Department
180 Broad St.
Columbus, OH 43215-3793

CASE ID: MHRE12061233

RE:

The Illuminating Company
Account #110-027-867-008 in Name of Michael Hreha
Service address: 413 Independence St, Fairport Harbor, OH 44077

On 09-10-12 we 1st contacted the Illuminating Co regarding our flickering/dimming lights. Your technician came out the next morning to investigate. Having checked from the ground, with a meter, checking only the electric line from pole to house, the tech advised us that the problem was not the line to the house, he felt that the outside service box warranted replacement.

Note: The tech did not go up the pole to investigate, he only pulled the meter and viewed the service box telling us that it was the issue, our responsibility, as the issue was the meter box or inside house.

We contacted our electrician. We decided to start by having the box replaced because the Illuminating Company tech stated with confidence, that it was NOT the line to the house or on the pole. Our electrician ordered the necessary parts/equipment and NEO Electric, Chardon, OH. We picked up the parts on 10-08-12, our electrician made the install on 10-09-12. No resolution.

We had flickering/dimming lights yet that evening. We did not call the electrician back right away. iust watched the situation.

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The electrician returned on 10-17-12 to do troubleshooting in the house and while here, he tightened all connections (grounds, neutrals and hot) the breaker box. We still had flickering/dimming lights.

We called the Illuminating Co. on 10-18-12 to report. The same tech came out late that night and returned the next day with assistant and boom. At this time the technicians, on 10-19-12 at 5:30 pm, replaced all secondary connections on the pole.

NOTE: After these secondary connections were replaced there has been no flickering/dimming with the exception of the night of Hurricane Sandy when we, as well as most of Fairport, lost power. As well, after power was restored we have not had the issue.

Since we incurred unnecessary expenses at the instruction of the Illuminating Co, without fully investigating the lines and connections at the pole, that were the actual cause, we are respectfully submitting bills/documentation of the costs. Documentation of the costs incurred are enclosed.

. . . NEO Electrical Supply	10-08-12	\$190.15	Supplies
Home Depot	10-09-12	24.84	Supplies
Woody Built Construction	10-09-12	150.00	Labor
Woody Built Construction	10-17-12	50.00	Labor
TOTAL		\$414.99	

Of these costs, the Illuminating Company has issued two checks, #1790025 and #1793332, each for \$50. for partial reimbursement of the labor costs incurred. ***This leaves a cost of \$314.99 that we have incurred as a result of The Illuminating Company not fully investigating the situation before making a final decision that the problem was on or within our home at 413 Independence St., Fairport Harbor, OH and not any service leading to the house.***

Thank you for your help in relieving us of the ***unnecessary expense and loss of time regarding*** this matter.

The balance, \$314.99, is the amount that I am asking reimbursement from The Illuminating Company for not fully investigating the situation before jumping to the conclusion that the problem was on or within the home. It is my feeling that The Illuminating Company did not do

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their part in servicing the issue at hand and am merely asking for reimbursement of the costs incurred.

I did also take the initiative to speak with another technician employed by The Illuminating Company that I approached while he working in Fairport Harbor. This technician felt that the technician that originally visited our home was negligent in not doing a full investigation of the power company equipment leading to the house before determining that the issue was not the responsibility of The Illuminating Company.

I am enclosing the original and 10 copies of the complaint and documentation.

I may be contacted at my home service/ mailing address, 413 Independence St., Fairport Harbor, OH 44077. My preferred contact phone number: cell 440-413-9057. A message may be left.

Thank you.

Sincerely,

A handwritten signature in cursive script, appearing to read "Michael J Hreha".

Michael J Hreha

Enclosures:

Formal Complaint Form and documentation of expenses.

10621 Grant Street (800) 288-3227
P.O. Box 1018 (440) 286-6600
Chardon, Ohio 44024 (440) 286-3533 FAX

SHIP/TR/INVOICE NUMBER

3941

BU CASH1

THANK YOU

TO: THANK YOU
PLEASE COME AGAIN!!

CHARDON OH 44024

SHIP WILL CALL

TO: CHARRON BY 44024

SHAWN FROM GEM

STOMER PQ. NO.

CUSTOMER PO. NO.

PTR/INVOICE NUMBER	SLSMN.	ORDER DATE	TAKER	CUSTOMER P.O. NUMBER	DATE	
3611-0001-01	115	10/08/12	115	SHAWN FROM PET	10/08/12	
INSTRUCTIONS					FRT.	PAGE NO.
					P	1

QUANTITY			DISP.	ITEM CODE AND DESCRIPTION	U/M	MULT.	UNIT PRICE	AMOUNT
ORDERED	B.O./RET.	SHIPPED						
1		1	*	MS224-115773 Mtr-Bxlr, EUSERC, 3R, 2/4	EA		102.8044	102.80
1		1	*	DS900AP Conduit Hub Adaptor Kit 150-	E		12.6417	12.64
1		1	*	DS150H1 1.5" Type 3R Plate Type H	E		14.7678	14.79
1		1	*	BR2100 Type BR Breaker 100A/2 Po	E		33.5440	33.54
1		1	*	EE98H CARLON EE98H 1-1/2 PVC	C		795.8451	795.84
3		3	*	KOR06 ALUM PRESS-ON 6,A,2, TO	EA		2.2666	6.80

TENDERS

1577 0430

190.13

NEO ELECTRICAL SUPPLY CO
10621 GRANT ST
CHARDON OH 44024
440-286-6600

Final ID: 80923924 6625

3/12 11:37 AM

TERCARD
T #: XXXXXXXXXXXXXXX5535

JOINT SALE

REF ID: A89

CH #: 031 AUTH #: 000009

THE VANDERBILT 1934

APPROVED

THANK YOU!

CUSTOMER COPY

FORMS: INV

DEC 10 08 17

SUB TOTAL	
------------------	--

MISC. CHARGE

TELE. CHARGE

FREIGHT TOTAL

FED/OTHER TAX

STATE TAX

PAYMENT REC'D.

SECRET



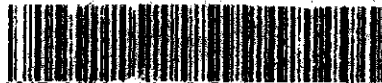
More saving.
More doing.SM

9615 DIAMOND CENTER DRIVE
MENTOR, OH 44060 (440)357-0428

3815 00002 64606 10/09/12 06:24 PM
CASHIER SAMANTHA - SKW2186

783786371815 BOLT <A>
10-2AWG DUAL RATED SPLIT BOLT
404.29 17.16
034481062059 1-1/2 TERM <A> 0.83
MALE TERMINAL ADAPTER 1 1/2"
641988 2-2-2 ALSEU1 <A>
2-2-2 3E AL SEU 1'
401.32 5.28

SUBTOTAL 23.27
SALES TAX 1.57
TOTAL \$24.84
CASH 25.00
CHANGE DUE 0.16



3815 02/64606 10/09/2012 5848

RETURN POLICY DEFINITIONS
POLICY ID DAYS POLICY EXPIRES ON
A 1 90 01/07/2013
THE HOME DEPOT RESERVES THE RIGHT TO
LIMIT / DENY RETURNS. PLEASE SEE THE
RETURN POLICY SIGN IN STORES FOR
DETAILS.

BUY ONLINE PICK-UP IN STORE
AVAILABLE NOW ON HOMEDEPOT.COM.
CONVENIENT, EASY AND MOST ORDERS
READY IN LESS THAN 2 HOURS!

Wood-Built Construction
Sean Scott
(440) 341-6463

917752

SOLD TO		SHIP TO	
miKE HRENA			
ADDRESS		ADDRESS	
413 INDEPENDENCE			
CITY, STATE, ZIP		CITY, STATE, ZIP	
FAIRPORT, OHIO			
CUSTOMER ORDER NO.	SOLD BY	TERMS	DATE
			10-09-12
REPLACE meter + MAIN		LABOR	\$150.00
		MATERIAL	\$26.00
		TOTAL	\$360.00
PAID IN FULL			

Wood-Built Const.
Sean Scott
(440) 341-6463

917776

SOLD TO		SHIP TO	
miKE HRENA			
ADDRESS		ADDRESS	
413 INDEPENDENCE			
CITY, STATE, ZIP		CITY, STATE, ZIP	
FAIRPORT OHIO			
CUSTOMER ORDER NO.	SOLD BY	TERMS	DATE
			10-19-12
TROUBLE SHOOT BASEMENT PANE		TIGHTEN LUGS	\$50.00
+ BREAKERS			
PAID IN FULL			
CR # 6450			
50.00			
CR 6450			