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March 15, 2013

Public Utilities Commission of Ohio
Docketing Division
180 East Broad Street
Columbus, Ohio 43215-3793

RECEIVED-DOCKETING DIV
2013 MAR 19 AM 9:34
PUCO

Dear Public Utilities Commission of Ohio:

Re: Formal Complaint against Toledo Edison AKA First Energy Account # 110 074 310 860 Per Ohio Revised Code 4905.26 and Ohio Administrative Code 109:4-3-02 Exclusions and limitations in advertisements specifically 'j'.

(j) If an advertisement offers a rebate that requires repeat purchases by a consumer, that information must be disclosed, including, but not limited to, the required number of purchases, the amount of each of the purchases, the time frame over which the purchases need to be made, and any other actions required by the consumer to redeem the rebate.

Summarizing the facts:

1. Prior to Christmas many homeowners in the new subdivision decided to go forward with a geothermal heating system for their homes and to get a better bargain, pooled together. At the very same time the rebate offer as advertised were all submitted using the First Energy Rebate Offer#H841606 form-PO Box 130002 El Paso Texas.
2. Under HVAC equipment all terms and conditions were followed and a dated sales receipt was sent in prior the post mark of 12/19/2012.
3. One the rebate form there are 20 terms and conditions-none of which indicated that a random test was required in order to first be sent the rebate check.
4. By mid-February, 6 weeks after the rebate offers were submitted, I inquired with the rest of the residents as to if they hear whether or not the checks had arrived. They all indicated that they received their checks in the mail.
5. I received a call about 02/16 from a person at First Energy indicating that they were going to send a person out to check to see if the HVAC is in fact in place. I immediately called the HVAC installer to see if this was some sort of scam going on, but he called back and verified that it is in fact true.
6. On 02/19/13 instead of a check I was visited by Vincent DeTillio an inspection person, who verified that the system actually existed. I thought that if I did not allow his entrance I would never get the check so I allowed him in without any kind of proof, only because I had followed up the day before to verify the inspection.
7. Mr. DeTillio did not wear a name badge or even have an ID, what he had was a blank card that gets him into office doors at his place of work. I asked him where he name badge was and that was

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what he produced. Please note on the back of every billing from Toledo Edision "For your protection", all of our employees wear name badges.

8. On 02/20 I filed an informal complaint WEBID:72880 and a call was placed to me by a person at PUCO whom indicated that Toledo Edision was having problems with the rebates and organization and that my check would arrive sometime with the March batch. It arrived the second week in March, 1 month after everyone else received theirs.

Complaint

Nowhere does it on any form or document of Toledo Edison that a requirement to be inspected for the rebate is part of the rebate process and I feel the wife and I have been unfairly discriminated against for asking to do something different that all the rest of the homeowners have done.

Resolution: Owners request that the commission award owners treble damages for the strange and unlawful discrimination for as allowed by Ohio Revised code 4903.24

Complaint

Employees are entering homes without any regard for personal verification-this could allow for fraud and the possibility of fake employees gaining entrance to homes for more suspect behavior

Resolution: Owners request that the commission award owners treble damages for the strange and unlawful discrimination for as allowed by Ohio Revised code 4903.24. Damages in this instance would be for \$600 X 3 or \$1800 for failure to follow the companies own procedures

Ruth and John Insko

2045 Oakside Rd

Toledo, Ohio 43615

Account #110 074 310 860


John W Insko



Ruth E Insko

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