

NE FILE

15-0690-EL-CSS

8

**Ohio**

**Public Utilities  
Commission**

EFUN12161450

Case Number

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

**Formal Complaint Form**

*Emily Funston*

Customer Name (Please Print)

*70 Box 135  
20110 Lexington Road*

Customer Address

*Fredericktown OH 43019*

City

State Zip

*110 050 810 149*

Account Number

**Against**

*First Energy  
Ohio Edison*

Utility Company Name

*Box 3687, Akron, OH 44309*

Customer Service Address (if different from above)

City

State Zip

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

*please  
see  
attached.  
Thank you!*

PUCO

RECEIVED-DOCKETING DIV  
2015 APR -9 PM 1:59

Signature

*419.565.2800*

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 *DMS* Date Processed *APR 09 2015*

12/13/14

PO Box 135  
Fredericktown, Ohio 43019

Dear Mr. Gurnish,

I am in receipt of your letter to me about the recent power outage at my residence and the resulting damage to my oven.

Now—I'm sure that it is your job not to pay damages to outraged customers. And that I am putting myself at risk for retribution, but I have been an Ohio Edison customer at various residences since 1966. Obviously, I do not complain very often. Once every 48 years does not seem excessive to me.

However, having read your most recent letter very carefully, I am surprised, amazed actually, that you would try to tell a customer that a power OUTAGE would damage her appliance. Obviously, it is a power SURGE when the power is restored that damages things.

I have an elementary school understanding of science. (Actually I have a bachelor's degree and two master's degrees, but I do not need them for this conversation.) Seriously—where did you learn about electricity?

Go ahead—write me more letters telling me how none of this is Ohio Edison's fault. I'm still right and OE should replace my oven! I didn't damage it!

Reasonably,

Emily Funston

Cc: PUCO

December 10, 2014

Emily Funston  
PO Box 135  
Fredericktown, Ohio 43019

RE: 20110 St Rt 546

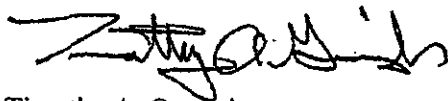
Dear Ms. Funston:

This letter is in response to your letter dated December 4, 2014, about an incident at the above noted address. I trust this letter will answer any questions you may have regarding this matter as well as confirm Ohio Edison Company's position.

After checking our records it was apparent that Ohio Edison Company was not responsible for these damages. A variation in voltage would happen when the incident happened and not when power was restored. The act of restoring power happens after repairs are made and a fuse is placed back into service. This operation results in the electric service voltage going from zero voltage and then returning to normal operating voltage when reconnected.

Based on the above, I must continue to deny any and all liability for this accident. Damages of this nature may, however, be covered under your insurance policy. You may wish to discuss this matter with your insurance agent.

Very truly yours,



Timothy A. Gurnish  
Claims Manager

4 December 2014

PO Box 135  
Fredericktown, Ohio 43019

Dear Sir or Madam,

Attached, please find a copy of your response letter to me after reporting that the control panel on my double electric oven was fried when power was restored after a recent outage.

Now—I'm a great fan of electricity. I live in an all-electric home. However, I cannot afford to randomly replace expensive electric appliances following power surges.

I have read your letter carefully. Basically it says that the power outage wasn't the fault of Ohio Edison because a farm implement damaged some equipment. And even if it was your fault, it isn't your fault. I've read the letter several times. I get it.

However, I am not assuming that the outage damaged my oven. It was the power surge when the power was restored that damaged my oven. I fail to see how this was my fault! Or the farmer's.

Please re-read your letter and consider my request for help.

Sincerely,

Emily Funston

November 25, 2014

Ms. Emily C. Funston  
20110 St. Rt. 546  
P.O. Box 135  
Fredericktown, OH 43019

SUBJECT: Our File No. 215792

Dear Ms. Funston:

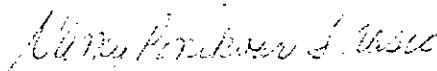
Your recent property damage claim was referred to me for review and response. On Monday, October 27, 2014, a piece of farm equipment hit a primary down guy which resulted in the power disruption you and 115 Ohio Edison customers experienced.

Although our electrical distribution system is normally very reliable and stable, Ohio Edison cannot guarantee voltages or that service will not experience disruptions. Since no negligence on the part of Ohio Edison has been determined, I must respectfully deny your request for reimbursement. I trust this letter will answer any questions you or your insurance company may have as well as confirm Ohio Edison's position on this matter.

The Public Utilities Commission of Ohio recognizes that 100 percent service availability and power quality is not possible. It has included Limitation of Liability in P.U.C.O. No. 11, "Electric Service Regulations", Character of Service, Part B. For a complete copy of the tariff, visit [www.firstenergycorp/customer care.com](http://www.firstenergycorp/customer care.com).

The Company shall not be liable for any loss, cost, damage or expense that the customer may sustain by reason of damage to or destruction of any property, including the loss of use thereof arising out of, or in any manner connected with interruptions in service, variations in service characteristics, high or low voltage, phase failure, phase reversal, the use of electrical appliances or the presence of the Company's property on the customer's premises whether such damages are caused by or involve any fault, or failure of the Company or otherwise except such damages that are caused by or due to the willful and wanton misconduct of the Company. The Company shall not be liable for damage to any customer or to third persons resulting from the use of the service on the customer's premises or from the presence of the Company's appliances or equipment on the customer's premises.

Yours truly,

  
Nancy Ponikvar Frasco  
Claim Representative IV



Emily Funston <emily.funston@gmail.com>

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**RE: Help, please <<#40585-141130#>>**

3 messages

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**fecustomerservice@firstenergycorp.com** <fecustomerservice@firstenergycorp.com> Thu, Nov 20, 2014 at 9:38 AM  
To: emily.funston@gmail.com

Emily Funston:

Thank you for your inquiry. We appreciate the information you have provided regarding your recent outage. We apologize for the inconvenience. Please reply with the following information and we can enter a claim for you.

- Address or directions to where the damage occurred
- Date and time of incident
- Brief description of the incident (momentary interruption, flickering lights, etc.)
- Any information concerning the cause of the incident
- Description of damage
- Phone where you can be reached during the day
- Make and age of equipment

If you are not satisfied with this response or have additional comments or questions, please reply to this email within five business days or call us at 1-800-633-4766, Monday through Friday, between 8 a.m. and 6 p.m. If we do not hear from you within five business days, we will consider this course of action acceptable.

For information regarding our customer communication tools including interactive text messaging and alerts, mobile site and app, visit <http://www.firstenergycorp.com/connect>. To enroll in eBill (Electronic Billing) to view your bill statements online, go to [www.firstenergycorp.com/ebill](http://www.firstenergycorp.com/ebill).

Sincerely,  
Kelly  
Customer Service

Please refer to request number 141130 in any future correspondence.

— Original Message — From: "emily funston" <emily.funston@gmail.com> Received: 11/17/2014 4:38:50 PM  
UTC To: "WebInfo@firstenergycorp.com" <WebInfo@firstenergycorp.com> Subject: Help, please Form Name:  
Contact Us Submit Date: 11/17/2014 11:38:49 Operating Company: OE01 Topic: Customer Service Name:

Funston Email: emily.funston@gmail.com Address Line 1: 20110 Lexington Road Address Line 2: PO Box  
City: fredericktown State: OH Province: null Zip: 43019 Country: US Phone: (419) 565 - 2800 Best Time:  
Full Account Number: null Request Type: Other Subject: Help, please Text: Recently, there was a power  
outage, for less than a day. No real problem, HOWEVER when the power was restored, evidently, there was a  
surge and the control panel on my double wall oven was fried. Repairs would cost over \$700! But a new  
comparable replacement oven is well over \$2000. Really, I'm flummoxed. I am a retired educator and \$2000  
isn't in my budget. And Thanksgiving is coming. Help, please!  
— Please do not remove your unique tracking number! —  
<<#40585-141130#>>

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delete the original message.

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Emily Funston <emily.funston@gmail.com>

Thu, Nov 20, 2014 at 2:28 PM

To: "fecustomerservice@firstenergycorp.com" <fecustomerservice@firstenergycorp.com>

On Thursday, November 20, 2014, <fecustomerservice@firstenergycorp.com> wrote:

Emily Funston:

Thank you for your inquiry. We appreciate the information you have provided regarding your recent outage.  
We apologize for the inconvenience. Please reply with the following information and we can enter a claim for you.

- Address or directions to where the damage occurred

20110 Lexington Road (State Route # 546), Fredericktown, Ohio 43019

- Date and time of incident

About two weeks ago, middle of afternoon until early evening. I believe it was November 4 although I am not  
positive.

- Brief description of the incident (momentary interruption, flickering lights, etc.)

Power was out for 5-6 hours. No idea why. Website just said problem was known and being addressed.

- Any information concerning the cause of the incident

Sorry, no idea.

- Description of damage

When the power was restored, the control panel for my oven no longer worked. No oven--almost Thanksgiving!  
Repair person said it was fried because of a power surge.

- Phone where you can be reached during the day

565.2800

- Make and age of equipment

Whirlpool built-in electric convection oven. Model GBD 307PB 309. I believe it is about seven years old.

[Quoted text hidden]

fecustomerservice@firstenergycorp.com  
<fecustomerservice@firstenergycorp.com>  
To: emily.funston@gmail.com

Mon, Nov 24, 2014 at 4:30 PM

Emily Funston:

Thank you for your reply. We have sent a request to our Claims Department to contact you regarding this damage. Your order number is 735278076. A Claims Representative will follow up with you within 10 days.

If you are not satisfied with this response or have additional comments or questions, please reply to this email within five business days or call us at 1-800-633-4766, Monday through Friday, between 8 a.m. and 6 p.m. If we do not hear from you within five business days, we will consider this course of action acceptable.

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Sincerely,  
Kim  
Customer Service

Please refer to request number 141130 in any future correspondence.

[Quoted text hidden]