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Complaint against First Energy

September 10, 2015

**Theophilus Hudson**

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Cleveland, OH 44111

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**Attorney Examiner: Dannual Fullin**

**Docking Division**

**Public Utilities Commission of Ohio (PUCO)**

CC:

Carrie M. Dunn (#0076952)

Counsel of Record

FirstEnergy Service Company

76 South Main Street

Akron, Ohio 44308

Case No.  
15-1404-EL-CSS

RECEIVED-DOCKETING DIV  
2015 OCT -8 AM 7:32  
PUCO

CASE No: 15-1404-EL-CSS

Please **AMEND** this Complaint to include: CLEVELAND ILLUMINATING COMPANY and / or FIRST ENERGY or whichever utility providing electrical service to the address located at 3762 West 128<sup>th</sup> St. Cleveland, Ohio 44111

Subject:

**Address: 13614 Glenside Rd. Cleveland, Ohio 44110**

**Account #110067865268**

**Address: 3762 West 128<sup>th</sup> St. Cleveland, Ohio 44111**

**Account #110067838349**

CASE No: 15-1404-EL-CSS

In regards to timely matters, I received this motion to dismiss on 09/09/2015. As a result I am answering with the intent of meeting the Ohio Public Utilities Commission time line of fifteen (15) days to respond to FIRST ENERGY CORPORATION's / CLEVELAND ILLUMINATING COMPANY'S motion.

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 JK Date Processed OCT 08 2015

QUOTE of FirstEnergy Corp motion:

Precedent!

In light of the foregoing precedent, there is no question that the Commission lacks jurisdiction over FirstEnergy or FirstEnergy Corp. Accordingly, FirstEnergy is not a proper Respondent in this case and, having named no other party, the Commission must dismiss the Complaint

It's imperative Utilities companies be governed who has Patterns, or standards that take advantage of customers for their own errors regarding poor record keeping, documenting, and performing issues in a timely matter.

Please investigate the poor quality of customer service and note the time it takes to get through a phone call regarding service.

Request your account be noted and call back a few days later and see if the account has been noted and up dated per your request.

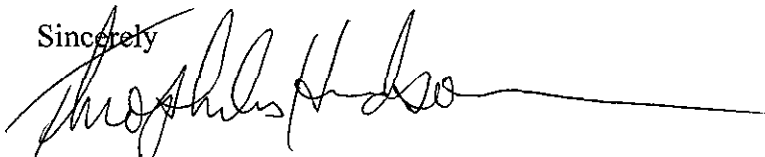
Moreover, it's unacceptable when a residential account can be overlooked for four years accumulating \$4,000.00 in charges before it is disconnected. This is a major error since most residents / people cannot afford a bill of this magnitude. I know I cannot!

.All but one of these cases presented by CLEVELAND ILLUMINATING COMPANY and / or FIRST ENERGY CORP are large companies / corporations. PUCO Case Nos. 04-28-EL-CSS, 05-803-EL-CSS, 05-1011-EL-CSS, 05-1012-EL-CSS, 05-1014-ELCSS

The one residential case was denied a permit.

Its imperative PUCO oversee and continue to govern unfair practices by utilities sense it's a necessity in ever day living. Please investigate and justify why this is a legitimate issue and stop it before it filters over to other consumers who cannot afford this unexpected debt but has to find a way to pay it because it's a necessity.

Sincerely



Theophilus Hudson