

(NC)

Ohio

Public Utilities
Commission

ROCH 041416RW

Case Number

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

FILE

Formal Complaint Form

16-1247-EL-CSS

LUSTROUS DESIGN LTD / REN OCHIAI

Customer Name (Please Print)

8472 MUSIC ST

Customer Address

CHAGRIN FALLS, OH 44022

City

State

Zip

Against

110094268395

Account Number

Customer Service Address (if different from above)

THE ILLUMINATING COMPANY

Utility Company Name

City

State

Zip

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

1. I HAVE EXPERIENCED ERRATIC BILLING AND FLUCTUATIONS IN POWER (AND ATTEMPTED TO LODGE COMPLAINTS OF SUCH) SINCE THIS PROPERTY WAS PURCHASED IN 2012
2. I BELIEVE THE CONNECTION TO THE POLE IS INADEQUATE (DOUBLE 500 mm to what looks like 1-0T WHIP AT THE TOP)
3. IN 2013 I WAS HIT WITH A \$1200+ BILL, WHICH THE COMPANY BLAMED ON A SURGE ON MY END. I PAID FOR THAT, BUT NEVER FOUND ANY CAUSE
4. IN 2015, MY SHOP COLLAPSED, AND DURING DECONSTRUCTION WE DISCONNECTED THE PANEL / SHUT-OFF.
5. IN JANUARY 2016, THE PANEL WAS TURNED BACK ON, AND IMMEDIATELY (WITHIN 1 WEEK) ILLUMINATING CO. SENT A TECH OUT TO (SUPPOSEDLY) SWAP

(CONT. ON BACK)

Signature

Customer Telephone Number

216-702-9149

2016 JUN -8 AM 11:02

PUCO

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Technician

Date Processed

JUN 08 2016

(cont. from Front.)

THE METER BECAUSE IT WAS "FAULTY."

6. IN MARCH 2016, ILLUMINATING CO. DECIDED TO "REBILL" THE MONTHS FROM JULY 2015 - JAN 2016. NO NOTIFICATION WAS GIVEN, AND NO APPLICATION OR APPROVAL GIVEN FOR THE "INSTALLMENT PLAN" THEY PUT ME ON.
7. SUBSEQUENT BILLINGS WERE ALSO DOUBLED UP, AND PAYMENTS APPLIED TO LATE CHARGES AND INSTALLMENT PAYMENTS RATHER THAN THE ACTUAL USAGE THEY WERE MEANT FOR.
8. MY COMPLAINTS TO THE COMPANY HAVE BEEN IGNORED, OTHER THAN AN OFFER TO CUT THEIR FRAUDULENT BILLING IN "HALF" ARBITRARILY.
9. DISCONNECT NOTICES APPEAR AND DISAPPEAR PERIODICALLY FROM THEIR WEBSITE.
10. MY REQUESTS FOR BILLS SHOWING "ACTUAL USAGE" HAVE BEEN IGNORED.
11. I HAVE HAD TO CALL IN AND CONFIRM WHAT CHARGES ARE "CURRENT" AND "ACTUAL" SO AS TO REMAIN CONNECTED.
12. I AM CURRENTLY ON FOOD ASSISTANCE, AND HAVE NEITHER THE MEANS NOR THE INCLINATION TO PAY FOR FABRICATED USAGE.
13. I NOT ONLY ACCUSE THE ILLUMINATING COMPANY OF FRAUD AND NEGLIGENCE IN THE CURRENT CASE, BUT DISPUTE THE PREVIOUS "SURGE" CASE IN 2013, AND QUESTION WHETHER THE METER WAS INDEED "FAULTY", AND IF SO, WHY WAS IT USED TO JUSTIFY BOTH THE PREVIOUS OVERBILLING AND THE FANTASTICAL REBILLING OF THE LAST 6 MONTHS OF 2015