

NC

FILE

Ohio

Public Utilities  
Commission

2016 SEP 15 PM 3:25

## Formal Complaint Form

16-1887-ELCSS

Case Number

Public Utilities Commission of Ohio

Attn: Docketing

180 E. Broad St.

Columbus, OH 43215

(10)

This is to certify that the images appearing on this document are accurate and complete reproduction of a case file document delivered in the regular course of business.  
 Technician                      Date Processed SEP 15 2016

Veronica W. White  
 Customer Name (Please Print)

4907 E 107<sup>th</sup>  
 Customer Address

Garfield Hts who 44125  
 City State Zip

Against

110-063-803-628  
 Account Number

Customer Service Address (if different from above)

Illuminating Company  
 Utility Company Name

City State Zip

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

my name is Veronica W. White, I live at 4907 E 107<sup>th</sup> Garfield Hts who 44125  
 I live at maple Hts Bird # 305A for Thirteen + 14 years. I move 3/6/96 to 6/12/06  
 I can't remember some of the dates. But I do not what I did and what I was on  
 I was not on Pipp there I was on the gas for Pipp there that's all. I move  
 to 131 4385 Garfield Hts who. I call The Illuminating company to let them know I want  
 my light cut off and on at the new address. They did that I ask them could  
 I have my old bill + account number they said no so they gave a new account number  
 I still had the Illuminating as my provider. The company is not going to go 17-18 years  
 for a mistake. Please help with this  
 I was on Pipp at 4907 E 107<sup>th</sup> for one month I call in to get off because it was  
 more than my bill. My bill was 40.00  
 Pipp was 50. So by me being on a  
 fix income I call to get off. They let me go  
 me off in 3 months. It's about deferred arrears back money for Pipp. Pipp don't  
 do back arrears They say you can call and get off with no problem. Pucco say you  
 can call in and get off no problem. I have been at 4907 E 107<sup>th</sup> for going on (9 years)  
 I got on Pipp at this address 10-13-2011 that when I call and go off I told no one  
 at the Illuminating company I was never on it at maple Hts never for lights  
 Please make them take this off my bill I have  
 still pay or they will cut my light. gave me  
 my money back or put it on my bill. Please make them take this off my bill

180 East Broad Street  
 Columbus, Ohio 43215-3793

Updated July 21, 2015  
 (614) 466-3016  
 www.puco.ohio.gov

**Billing Period:** Mar 17 to Apr 18, 2016 for 33 days  
**Bill For:** VERONICA WHITE  
4907 E 107TH ST LOWR  
GARFIELD HEIGHTS OH 44125

April 21, 2016

**Account Number: 110 063 803 628**

**Amount Due: \$260.34**

**Due Date: May 23, 2016**

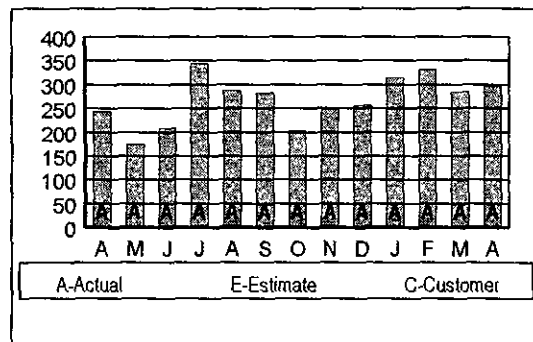
To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-589-3101. For Payment Options, call 1-800-686-9901. Pay your bill online at [www.firstenergycorp.com](http://www.firstenergycorp.com)

**Bill issued by:** The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Messages	Account Summary	Amount Due
To avoid a 1.50% Late Payment Charge being added to your bill, please pay the <b>Amount Due</b> by the Due Date.	Previous Balance	42.00
Your current <b>PRICE TO COMPARE</b> for generation and transmission from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an "Apples to Apples" comparison of available competitive electric supplier offers, visit the PUCO web site at <a href="http://www.PUCO.ohio.gov">www.PUCO.ohio.gov</a> .	Payments/Adjustments	174.66
<b>Residential Service - 1710082827 - 7.44 cents per KWH</b>	<b>Balance at Billing on Apr 21, 2016</b>	<b>216.66</b>
New information on your bill shows specific charges for the costs of energy efficiency, peak demand reduction, and renewable energy. These charges are not new, but are and previously were consolidated with other charges on your bill.	The Illuminating Company	22.66
	Titan Gas and Power - Consumption	21.02
	<b>Total Current Charges</b>	<b>43.68</b>
	<b>Amount Due by May 23, 2016</b>	<b>\$260.34</b>
	<b>Usage Information for Meter Number 1004836</b>	
	Apr 18, 2016 KWH Reading (Actual)	39,229
	Mar 17, 2016 KWH Reading (Actual)	38,933
	KWH used	296
	<b>Charges From The Illuminating Company</b>	
	Customer Number: 0801014292 1710082827	
	Rate: Residential Service CE-RSD	
	Customer Charge	4.00
	Distribution Related Component	14.43
	Economic Development Component	0.01
	Cost Recovery Charges	4.22
	<b>Current Consumption Bill Charges</b>	<b>22.66</b>
	<b>Billing Information for Titan Gas and Power</b>	
	3355 W. Alabama, Suite 1170, Houston, TX 77098	
	Customer Service: 1-888-251-7006	
	Account Number: 55627589340350 Rate: BILL-READY	
	<b>Billing Period: Mar 17, 2016 to Apr 18, 2016</b>	
	Commodity Charge 296 Kwh @ 0.071	21.02
	<b>Total Titan Gas and Power Current Charges</b>	<b>21.02</b>
	<b>Detail Payment and Adjustment Information</b>	
	04/04/16 Payment	-42.00
	03/31/16 Trans fr 110022121252 / 16218 MAPLE HEIGHTS BLVD A	216.66
	03/31/16 HS Deferred Arrears Adjustment	-216.66
	03/31/16 HS Removed Deferred Arrs (Cr)	-216.66
	03/31/16 HS Removed Deferred Arrs (Dr) <i>this one</i>	216.66
	03/31/16 HS Deferred Arrears Adjustment	216.66
	<b>Total Payments and Adjustments</b>	<b>\$174.88</b>

**Additional messages, if any, can be found on back.**

Usage History	Previous Balance	Payments/Adjustments	Current Charges	Amount Due
Apr 15 243	21.76	194.90	22.66	239.32
May 15 174	20.24	-20.24	21.02	21.02
Jun 15 209	<b>Total</b>	<b>42.00</b>	<b>174.66</b>	<b>43.68</b>
Jul 15 344				<b>260.34</b>
Aug 15 288				
Sep 15 282				
Oct 15 203				
Nov 15 247				
Dec 15 257				
Jan 16 315				
Feb 16 332				
Mar 16 285				
Apr 16 296				



Comparisons	Last Year	This Year
Average Daily Use (KWH)	8	9
Average Daily Temperature	46	45
Days in Billing Period	32	33
Last 12 Months Use (KWH)		3,232
Average Monthly Use (KWH)		269

*The day it was d.d.*

*4473*  
*[Signature]*

*0880-080-008-1*  
*[Signature]*

Messages (Continued)

Shawn  
for

Pace,

For Bill

DA:NE

1-800-686-7826

1-800-686-7826

**Explanation of Terms**

**Bypassable Generation and Transmission Related Component** - Charges for purchasing power and delivering it through the transmission system. These charges are avoided when switching to a Certified Retail Electric Service provider.

**Cost Recovery Charges** - Recovers previously incurred costs, including PUCO-approved Phase-In Recovery Charges CEI collects from all customers on behalf of CEI Funding, LLC which owns the right to impose and collect such charges.

**Customer Charge** - Monthly charge that offsets costs for billing, meter reading, equipment, and service line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Generation Credit** - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Important Information**

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

**Call Customer Service** at 1-800-589-3101 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

**Call Payment Options** at 1-800-686-9901 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

**Visit our web site** at <http://www.firstenergycorp.com>

**Write to us** at The Illuminating Company, 76 S. Main St., A-RPC, Akron, OH 44308-1890.

**Customers with hearing or speech impairments** can contact the Telecommunications Relay Service (TRS) at 711.

We welcome the opportunity to work with you and will try to answer your questions. If your complaint is not resolved after you have called your electric utility, or for general utility information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.puco.ohio.gov>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service).

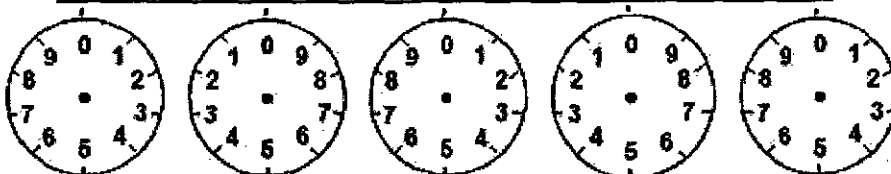
**The Ohio consumers' counsel (OCC)** represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from eight a.m. to five p.m. weekdays, or at <http://www.pickocc.org>.

**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8:00 a.m. and 5:00 p.m.

**For your protection,** all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either to make a one-time electronic funds transfer (EFT) from your account or process as a check. If you have questions about this program, call 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

**Provide reading by telephone or on-line only: DO NOT MAIL**

Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:

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4907 E 107TH ST LOWR  
GARFIELD HEIGHTS OH 44125

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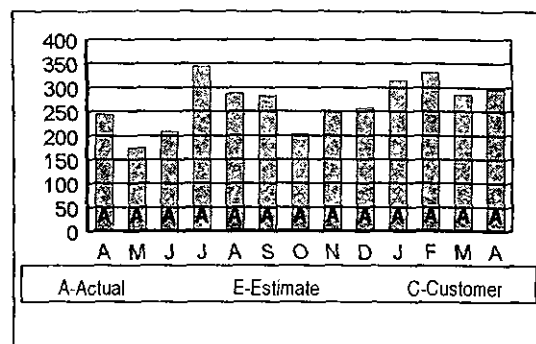
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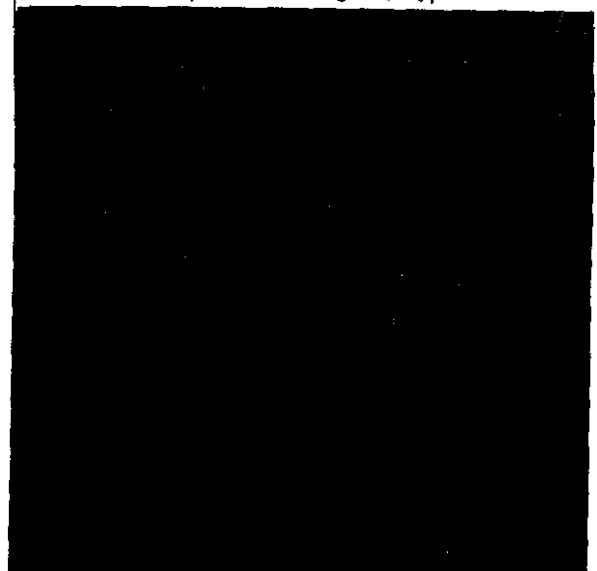
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Account Balances by Company			
	Previous Balance	Payments/Adjustments	Current Charges
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Titan Gas and Power	20.24	-20.24	21.02
<b>Total</b>	<b>42.00</b>	<b>174.66</b>	<b>43.68</b>

*The day it was d.d.*



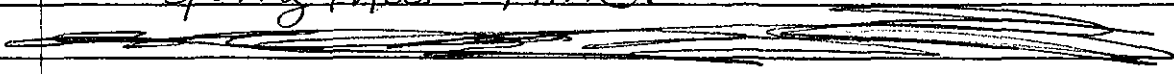
Please <sup>if</sup> ~~it~~ it's a bill out there <sup>on</sup> me

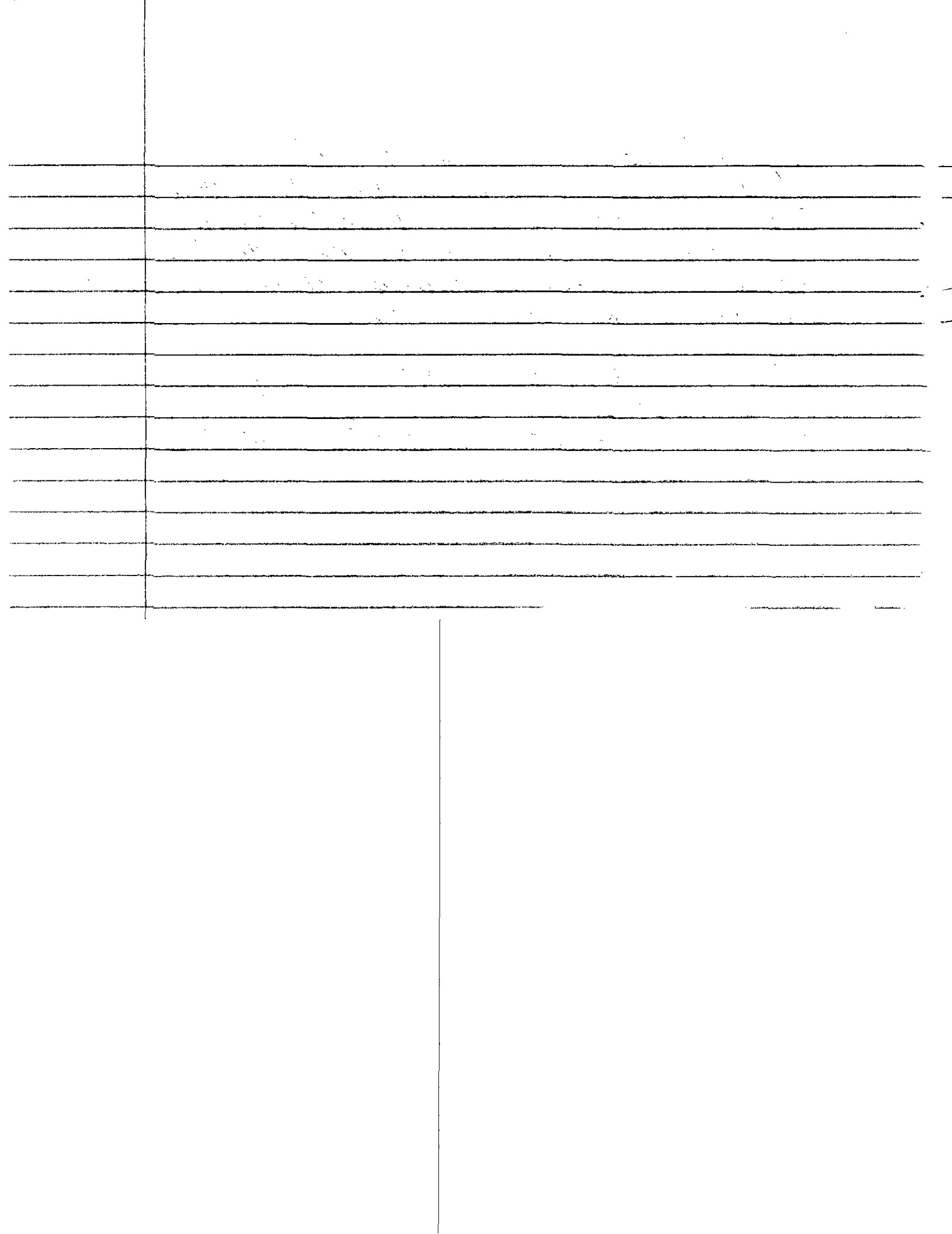
Let me NO It not for maple Hts BVD

~~It~~ They Say It's about Pipp I do not  
Old Pipp. for Back money no matter how

Long I was Never ~~on~~ on Pipp. There is no Pipp bill  
no matter how Long It was.

I was not on Pipp In maple Hts  
doing that time.







**Public Utilities  
Commission**

John Kasich, Governor  
Andre T. Porter, Chairman

**Commissioners**

Lynn Slaby  
M. Beth Trombold  
Thomas W. Johnson  
Asim Z. Haque

May 9, 2016

Veronica White  
4907 E 107th St  
Fl 1  
Garfield Heights, OH 44125

CASE ID: VWHI042516DR

Dear Ms White:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Enclosed is the information you requested. Should you have any additional utility-related questions, please do not hesitate to contact the PUCO Call Center at (800) 686-PUCO (7826) or visit our website at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

Sincerely,

Shawn Thompson  
Customer Service Investigator  
Service Monitoring and Enforcement Department

Enclosure

First Energy's response to the PUCO on May 4, 2016 at 9:26 am:

**\*\*\* Please provide the address and service period concerning the amount that transferred to her active account. \*\*\***

Balance of \$216.66 was transferred from 16218 Maple Heights Blvd Apt 305, Maple Heights OH.

Dates of service: 3/6/96 – 6/12/06.

**\*\*\* Is the amount in question a PIPP debt? \*\*\***

Yes.

**\*\*\* If yes, please provide a breakdown of the charge. \*\*\***

Deferred arrears balance.

**\*\*\* Is the customer currently on PIPP? \*\*\***

No.

**\*\*\* What is the current account status? \*\*\***

Total account balance is \$260.34 due 5/23/16.

**\*\*\* Please provide all of the details regarding this issue to our office for review. \*\*\***

Balance was transferred 3/31/16 and reflected on customer's current bill.

Company offered payment plan, which customer declined.





*The*  
**Legal Aid Society**  
*of Cleveland*  
*Since 1905*

April 25, 2016

Veronica W. White  
4907 E. 107th Street - 1st floor  
Garfield Heights, OH 44125

Dear Ms. White:

You recently contacted Legal Aid regarding a payment dispute with a utility company. In order to resolve this dispute, we suggest the following steps. First, you should ask the utility company for a complete history of your outstanding debt and a history of your past payments. This information will allow you to see the utility company's records regarding your bill.

If the utility says that your current bill includes a past due amount from a previous address, you should ask the company to provide a separate billing history for each past address. Be sure to ask for the prior address, the time period you allegedly lived at the address, a history of your past payments and obligations for each address.

After you receive the billing history, review the information carefully. If you believe any amount is incorrect, tell the utility company why you believe it is wrong. You should also contact the utility's Research and Dispute department. Let them know you disagree with their records and why you believe it is not correct.

You should also look for any documents that will support your claim. For example, if the bill shows you lived at an address, city or state that is wrong, then you need to get documents to show where you actually lived at that time. You could use a voter registration card showing your name and address of where you lived; or a utility bill with your name and address of the location where you lived; or military records showing where you were stationed at the time they claim you owe them money. Make copies of such records in case you later need to provide them to an attorney. It is important that you document what you say. Your word is not good enough as proof.

When you contact the utility company, make notes of your conversations, including who, what, etc. is discussed. If you are still not satisfied in resolving the dispute, you may contact the Public Utilities Commission of Ohio at (800) 686-7826 or at [www.puco.ohio.gov](http://www.puco.ohio.gov).

**New Clients Call:**

888.817.3777 (toll-free)  
or  
216.687.1900

**General Business:**

888.808.2800 (toll-free)  
or  
216.861.5500

**Cleveland  
& Administrative Offices**

1223 West Sixth Street  
Cleveland, OH 44113

General Business: 216.861.5500  
Fax: 216.586.3220

**Elyria Office**

1530 West River Road North  
Suite 301  
Elyria, OH 44035

General Business: 440.324.1121  
Fax: 440.324.1179

**Jefferson Office**

121 East Walnut Street  
Jefferson, OH 44047

General Business: 440.576.8120  
Fax: 440.576.3021

**Painesville Office**

8 North State Street  
Suite 300  
Painesville, OH 44077

General Business: 440.352.6200  
Fax: 440.352.0015

[www.lasclev.org](http://www.lasclev.org)

# CALL FOR SERVICE REPORT

160034318

Date: 05/09/2016 Time: 12:36:25 Mrc: T Dispatchers: ANB CM

Location: 16218 MAPLE HTS BLVD A 305

City: MAPLE HTS Zone: 3 Grid: A

Call Type: FRAUD Incident#: Accident#: EMS #: Fire # Agency MA

Reviewed By: 508 Disposition: ASSISTED

Caller:

Common Name:

Caller: VERONICA WHITE

Caller Address: 4907 E 107 ST GARFIELD HTS OH Phone 216-883-8559

## Units / Times

Unit:	Dispatch : Route:	Arrive:	Cleared:	Patient:	Leave:	Hospital:	In Service:	Quarters:	Badge1	Badge2:	Agency
4429	12:58:58	13:08:58	13:09:38						534		MA

## Narrative

FEMALE IN THE LOBBY TO REPORT FRAUD SHE STATES SHE MOVED OUT OF THE ABOVE APARTMENT 10 YRS AGO. SHE JUST RECIEVED AN ELECTRIC BILL STATING SHE HAS SERVICE ON IN THE APARTMENT THAT SHE MOVED OUT OF TEN YRS AGO. SHE WOULD LIKE TO REPORT THE FRAUD

THE FEMALE HAD A BILL COME TO HER FROM THE ILLUMINATING COMPANY FROM ABOUT TEN YEARS AGO. SHE JUST WANTED THE INCIDENT DOCUMENTED AND BELIEVES IT IS THE MISTAKE OF THE ILLUMINATING COMPANY. THE ILLUMINATING COMPANY IS INVESTIGATING.  
CM

72459744

Case number for fraud