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PGEL12201601

Ohio

Public Utilities
Commission

Case Number

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

Formal Complaint Form

Perry K. Geller
Customer Name (Please Print)

7994 East Riedmeyer Drive
Customer Address

Mantle Ohio 43440
City State Zip

Against

110 114 018 119
Account Number

4225 Riverdale Road
Customer Service Address (if different from above)

Cleveland Electric Illuminating Rock Creek Ohio 44084
Utility Company Name City State Zip

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

RECEIVED-DOCKETING
2017 MAR -1 PM 12:
PUCO

See attached pages 2-4

Perry K. Geller
Signature

216 538-4310
Customer Telephone Number

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180 East Broad Street, Columbus, Ohio 43215-3793
Technician SM Date Processed MAR 01 2017

Updated February 23, 2017
(614) 466-3016
www.PUCO.ohio.gov

Page two; Attachment to Formal Complaint Form

To: Ohio Public Utilities Commission dated February 27, 2017.

I am presently a customer of Cleveland Electric Illuminating Company (CEI) and Ohio Edison. Please accept this brief submission as a complaint being lodged against Cleveland Electric Illuminating Company. On April 14, 2016, I entered into an agreement (contract) with CEI to install residential electric service to my property at 4225 Riverdale Road, Rock Creek, Ohio 44084.

On June 2, 2016 I sent check #2311 by US mail in the amount of \$7,809.23 to CEI. The check for \$7,809.23 was the full amount to be paid in advance for the installation. CEI completed laying the burial power cable and setting the transformer September 27, 2016. I immediately applied for a residential meter permit through the Ashtabula County Building Department. On October 17, 2016, the Ashtabula County building inspector granted approval for a residential meter to deliver 200 amp services to the house. I called and left a message with CEI immediately that the meter approval was completed. I additionally requested CEI to advise me ASAP when the meter would be installed to complete the project for my place to have power. CEI never contacted me to advise that the meter/power was installed.

On approximately November 23, 2016 I received an electric bill from CEI. The bill statement showed the billing period from October 25, 2016 to November 17, 2016. I mailed check #2390 covering this bill. The following day I received another bill showing the identical statement period. I contacted CEI to be told that I had power effective October 25, 2016. I inquired the reason for two bills and was informed that the residential meter on my house was switched to commercial. I was directed to contact Kim Wolfe who was in charge of the project. I left messages with Ms. Wolfe; however, she never returned my calls. On November 28, 2016 I traveled from Marblehead, Ohio, to Rock Creek, Ohio, to confirm I had power. When I arrived at my Rock Creek house there was no power. I called and left Ms. Wolfe another message that my place did not have power, to please call me.

On November 29, 2016 Ms. Wolfe returned my call. Ms. Wolfe insisted that power was delivered October 25, 2016. I reiterated that there was no power at the home and raised the fact that my residential service was changed to commercial. I objected to the service change and asked why it was changed. Ms. Wolfe stated that CEI had the authority to change my service; that it was done after checking the property records. I objected to the change and the fact I was being billed for service I never received. Ms. Wolfe said fine, I am "pulling the fuses"; you will not have power.

CEI subsequently billed me again, by statement dated December 15, 2016. This statement covered alleged service from November 18, 2016 to November 29, 2016.

I have never received power to my home and the CEI bills have been sent to a collection agency. CEI has failed to provide electrical service to my home even though CEI has been paid in full. Moreover, CEI now demands that I agree to commercial service versus residential service. My house in Rock Creek has been burglarized twice. Having no power increases the odds that my house will be burglarized again. I entered into a good faith contract with CEI to bring electrical power to my home. CEI now has reneged on our contract and refuses to deliver power unless I agree to their recent demands.

I therefore respectfully request that CEI deliver power to my home as agreed by contract. Moreover, I respectfully request that the bills improperly sent to collection be withdrawn, and I am properly billed at the residential rate commencing when I receive service.

Thanking you in advance for your cooperation and assistance,

I am truly yours,

A handwritten signature in black ink, appearing to read "Perry K. Geller", written in a cursive style.

Perry K. Geller