

RECEIVED-DOCKETING Public Utilities Commission of Ohio
Attn: Docketing
180 E. Broad St.
Columbus, OH 43215
2017 APR 17 PM 3:06**Formal Complaint Form**Maureen Barcelo
Customer Name (Please Print)355 Solon Rd #110
Customer AddressChagrin Falls OH 44022
City State Zip**Against**110 119 766 415
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)

The illuminating Co. is billing me for past PIPP amounts from 2006 and 2009. The only bills they provided were from 10/09 + 12/09 (acct # 1100 54 8930 34) when I didn't even live at that address. (163 W. Carriage Dr., Chagrin Falls OH 44022),
(Moved in August, 2009)

see pg. 2

Maureen Barcelo
Signature440-804-6976
Customer Telephone Number

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Technician LC

Date Processed

APR 17 2017

They shut off my electricity 3 1/2 wks. in 9/2016.

- 1) Made me pay \$175.00 deposit
- 2) Put me on pymt plan \$83.00/mo + current bill for 13 mos., which I never agreed to.
- 3) On Dec 15, 2016 bill added \$271.22 for acct# 110044256938
- 4) Charging me \$998.65 from past PIPP

I never remember being on PIPP or HEAP. They will not provide any proof. On 2/28/17 I contacted ODSA and Faith said there is no record of me ever even applying for PIPP or HEAP. I use between \$10 and \$15.00 tops of electricity a month! This is utterly absurd!

\$ 998.65
\$ 271.22
\$ 175.00
\$1,444.87

} This is what they are billing me! That would be about ten years of electricity.

I need your help? Please.

Sincerely,

Maureen Barcelo