

NC

17-1605-EL-CSS<sup>3</sup>

FILE

### Formal Complaint Form

Miriam Whitfield
Customer Name (Please Print)
<b>Against</b>
Toledo Edison / Firstenergy
Utility Company Name

2520 Monroe St. Bldg(A) Apt.606		
Customer Address		
Toledo Ohio 43620		
City	State	Zip
110114139154		
Account Number		
1316 Liberty St. Apt A		
Customer Service Address (if different from above)		
Toledo	Ohio	43620
City	State	Zip

2017 JUL 17 PM 2:22  
FUCO

Please describe your complaint. (Attach additional sheets if necessary)  
 { Although I have an existing past due bill in the amount of \$1,349.12, my complaint is concerning the misinformation that was given to the Property Management Office of The Plaza Apartments, where I currently live.} In order to obtain housing at The Plaza Apartments the Property Management contacts the electric company to verify if the person is able to get the electricity in their name. In their conversation with the Plaza

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 Technician Su Date Processed JUL 17 2017

Apartments, a representative for Toledo Edison / Firstenergy informed them that I was, and that I was also eligible for a \$175.00 winter option or I could pay the \$175.00 out of my own pocket. Upon receiving my acceptance to occupy a unit, I signed a lease agreement and moved into The Plaza Apartments April 5th, 2017. I called the 24hr appointment line and was given a date of May 4th, 2017, at which point I was unaware and had not been informed of the Deadline Date Of April 15th, 2017. In the initial conversation with The Plaza Apartments, the Toledo Edison / Firstenergy representative never mentioned this very important fact. Therefore as a result, I moved under the impression that I could pay the \$175.00 and have the electricity turned on in my name, because I "missed" the deadline date that I had no knowledge of, I am facing the possibility of being evicted.

## **4901:1-10-24 Customer safeguards and information.** (C) Customer education and marketing practices.

Each electric utility shall provide informational, promotional, and educational materials that are non-customer specific and explain services, rates, and options to customers. The staff may review and/or request modification of informational, promotional, and educational materials. Such materials, shall include the following information:

(1) An explanation of the service, its application, and any material exclusions, reservations, restrictions, limitations, modifications, or conditions.

(2) If services are bundled, an identification and explanation of service components and associated prices.

(3) An identification and explanation of:

(a) Any one-time or nonrecurring charge(s) (e.g., penalties and open-ended clauses).

(b) Recurring charge(s) (e.g., usage).

(4) An explanation of how the customer can access the approximate generation resource mix and environmental disclosure data, as prescribed in rule 4901:1-10-31 of the Administrative Code.

The customer service representative for Toledo Edison/ FirstEnergy failed to provide the necessary information, which was insufficient on their behalf.

I am asking for a waiver and to be allowed the opportunity to have my electricity turned on in my name for \$175.00 or an opportunity to be placed on a payment plan which would allow me to have the utilities turned on in my name at my new residence. The issues mentioned herein has caused me an undo hardship and because I am on a fixed income I'm financially unable to pay the full amount of \$1,349.12. It is my sincere request to please have this matter considered.

Signature

419-276-9153

Customer Telephone Number

## TELEPHONE VERIFICATION REPORT

**NAME OF PROPERTY:** Plaza Apartments

**BUILDING/APT#:** 722 N. Huron St., # 106 Toledo Ohio, 43604

**APPLICANT/RESIDENT NAME:** Miriam Whitfield

**DATE & TIME OF CALL:** February 2, 2017 @ 10:05a.m.

**TELEPHONE NUMBER:** 1-800-447-3333

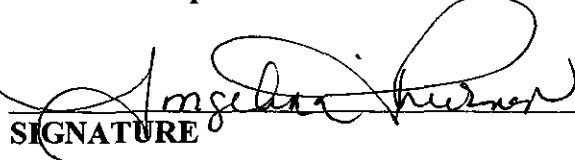
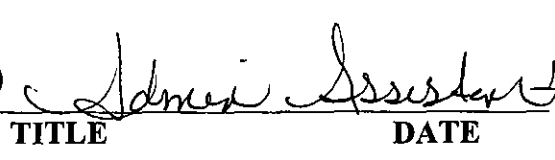
**COMPANY NAME:** Toledo Edison

**FULL NAME OF OTHER PARTY:** Taylor

**TITLE OF OTHER PARTY:** Customer Service Representative

**REASON FOR CALL:** Electricity Verification

**SUMMARY OF CONVERSATION** I spoke to Taylor and I stated the purpose of my call. I then gave the phone over to Ms. Whitfield to verify with Taylor if she has an outstanding balance. Taylor stated that Ms. Whitfield has an outstanding balance of \$1,349.12 which is in Collections. Taylor stated the balance must be paid before initiating service. Taylor went on to say that Ms. Whitfield may pay the one time winter option of \$175.00 to start service.

		2/2/17
SIGNATURE	TITLE	DATE

**WARNING:** Section 1001 of Title 18 U.S. code makes it a criminal offense to make willful, false statements or misrepresentation of any material fact involving the use of or obtaining federal funds.