

FILE
Ohio

Public Utilities Commission

17-1707-EL-033
Case Number

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

Formal Complaint Form

G.P. Enterprises, Inc dba Storage-On-Site
Customer Name (Please Print)

34799 Curtis Blvd., Unit A
Customer Address

Eastlake OH 44095
City State Zip

Against

110 121 487 612
Account Number

33205 Curtis Blvd.
Customer Service Address (if different from above)

First Energy/The Illuminating Company
Utility Company Name

Eastlake OH 44095
City State Zip

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

Signature

440-946-4767
Customer Telephone Number

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Technician Bmo Date Processed JUL 31 2017



34799 Curtis Blvd. Unit A
Eastlake, Ohio 44095
440-946-4767

Ohio Public Utilities Commission
180 East Broad Street
Columbus, Ohio 43215-3793

Dear Commission Official:

We would like to file a formal complaint against First Energy/The Illuminating Company concerning service rendered to G. P. Enterprises, Inc. dba Storage-On-Site at 33205 Curtis Boulevard Eastlake, Ohio 44095 account number 110 121 487 612. Our office is located at 34799 Curtis Boulevard Eastlake, Ohio 44095. We can be reached at 440-946-4767.

We are a customer of the utility company. We have sold the building at 33205 Curtis Boulevard in Eastlake but currently have service at 1311 Chardon Road Euclid, Ohio 44117 under account number 110 124 643 237.

We began service for the 33205 Curtis Boulevard location on 11/21/2014. We received bills normally and paid them on time. The Illuminating Company tried to turning off our power, without giving us any notice. It was by chance one of our tenants made us aware of this situation, or else we would not have had any prior indication before our power was shut off. We were then made aware that our power consumption was much higher than we had been led to believe, and had been for the past two years. The Illuminating Company discovered that we were billed for the wrong address, a cell tower. This resulted in our low monthly bills. We did not have any idea how much previous bills had been when we purchased the building. Had we been given an accurate measurement of power by being billed properly, we would have actively taken steps to reduce our power usage. The building was used for indoor storage, and did not require a large amount of power. If we had some sort of accurate reading, we would have undoubtedly modified our consumption.

We would like the Commission to reduce our outstanding bill by 25% to compensate for the error on the part of the utility company. We are currently paying the outstanding balance in monthly installments.

Sincerely,

A handwritten signature in black ink, appearing to read 'Michael Palmer', written over a horizontal line.

Michael Palmer
General Manager
G. P. Enterprises, Inc. dba Storage-On-Site