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Ohio**Public Utilities
Commission**

18-0496-EL-CSJ

Case Number

Public Utilities Commission of Ohio

Attn: Docketing

180 E. Broad St.

Columbus, OH 43215

Formal Complaint FormGregory McKinney
Customer Name (Please Print)264 Ashland Ave
Customer AddressElyria
CityOhio 44035
State Zip**Against**08037 40528 0000683694
Account Number

Customer Service Address (if different from above)

Ohio Edison
Utility Company Name

City

State Zip

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

RECEIVED-DOCKETING DIV
2018 MAR 26 PM 2:41
PUCO

Signature

Gregory McKinney

Customer Telephone Number

216-903-1504

To Whom It May Concern:

Upon further research into our usage history not only at the address in question but also at our previous address, which happened to be an all electric home. We have never consumed anything close to the amount of kilowatt hours Ohio Edison said we used. We were only provided one actual reading between October 2017-February 2018. When read in February they have presumed we had used almost 11,000 kilowatt hours. During the time between August 2017-December of the same we weren't even fully moved into the house, most of our belongings including the majority of our appliances were in storage. When I contacted Ohio Edison they were very quick to set up a payment plan rather than investigate the discrepancy.

We immediately hired a licensed electrician to check our home and he said on our end there was absolutely nothing wrong. He started turning off breakers and the disc on our meter was still going 1,000 mph. He said in his professional opinion there was something wrong with the meter.

I contacted the PUCO, they notified Ohio Edison, and I was given a 10 min notice on February 12 my old meter was being replaced with a new one and sent out for testing. Not only was I not given a receipt showing the serial # of my old meter I was not

present during the testing. I believe numerous laws and practices have been violated. They failed to provide me with adequate service, including but not limited to monthly actual readings, handling the dispute over the discrepancy, and being up front and forthright about ~~the~~ the serial # on our old meter to confirm the meter being tested was actually the old one from our home.

Sincerely,

Gregory McKinnis

P.S. I have also enclosed a copy of the letter Ohio Edison sent confirming their claim of meter accuracy. As you can clearly see there is no meter serial # listed on the letter, confirming this test was done on my old meter.



Ohio Edison Company
A-FECC
76 South Main St.
Akron, OH 44308-1812
1-800-633-4766
www.firstenergycorp.com/contactus

February 23, 2018



0001311 01 AB 0.405
GREG MCKINNEY
264 ASHLAND AVE
ELYRIA OH 44035-8812

Dear Greg McKinney:

Our representatives removed your electric meter for testing February 12, 2018, and a new meter was installed in its place.

The test on the meter we removed showed that the meter is registering at the average accuracy of 99.88 percent, which is within the limits established by the Public Utilities Commission of Ohio.

As a result, all of your usage charges on your previous bills are correct.

If you have any questions, please contact our Customer Contact Center where a representative will be happy to help you.

Sincerely,

Ohio Edison Company
A FirstEnergy Company

Account Number: 110125911203

MTRTST