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18-1849-EL-CSSA



Public Utilities Commission

00232613
Case Number

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

Formal Complaint Form

Delta Industrial Services, Inc.
Customer Name (Please Print)

5201 Denison Avenue
Customer Address
Cleveland Ohio 44102-5847
City State Zip
110 052 684 666 and 110 052 684 625
Account Number

Against

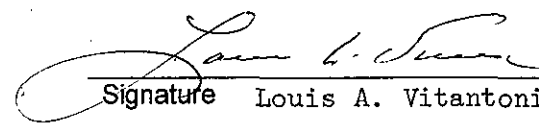
The Illuminating Company
Utility Company Name

N/A
Customer Service Address (if different from above)
City State Zip

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

PLEASE SEE ATTACHED COMPLAINT AND BACK-UP INFORMATION

RECEIVED-DOCKETING DIV
2018 DEC 18 AM 8:34
PUCO


Signature Louis A. Vitantonio, President
216.281.8700
Customer Telephone Number

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.
Technician mmm Date Processed 12/18/18



DELTA
INDUSTRIAL SERVICES, INC.

5201 Denison Avenue • Cleveland, Ohio 44102 • (216) 281-8700 • Toll Free (800) 924-4666 • Fax (216) 281-9460
www.deltawhq.com

Case No. 00232613

Account Nos.: 110 052 684 666 / 110 052 684 625

Name of Utility: The Illuminating Company

Delta Industrial is a customer of the above-referenced utility company. There are two tenant areas in the building—one up and one down.

On or about September 25, 2018, we experienced fluctuations in our electrical service, causing our lights to flicker, our computers to go off, and our telephones to stop operating.

The result of these issues was burned modules in our telephone system control panel, as well as burned out electronic controls on all six of the furnaces in the building—two upstairs, three on the main floor, and one in the basement—which was only discovered as the weather changed. Thankfully, our computers were on surge protectors; and though fuses blew, the surge protectors saved our computers—although several protectors burned up. We had to wait for over two weeks for all the components necessary to repair various systems to be received. Thus, we incurred multiple service calls by multiple technicians to affect the repairs.

All we are asking for is some compensation for the cost and inconvenience we didn't cause. The direct expenses incurred were in the vicinity of \$600. However, there is no way to measure the loss of business caused by our inability to access our customers and prospective customers because our equipment was not functioning.

The disruption occurred because of issues with a transformer on a pole outside our building. To my knowledge, this is the responsibility of the utility company, not the customer.

We believe the utility has not seen fit to maintain or upgrade the equipment until there is a problem, failing to provide us with adequate service. They only fix problems when there is a problem, and then say "too bad"—they are not responsible for anything.

