

FILE

PUCO EXHIBIT FILING

Date of Hearing: 8/19/2019

Case No. 18-1851-EL-CSS

PUCO Case Caption: David N. Randall vs. The

Cleveland Electric Illuminating Company

List of exhibits being filed:

Complainant's Exhibits 1-4

Reporter's Signature: Karen Sue Gibson

Date Submitted: _____

PUCO

2019 SEP -4 PM 3:10

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BEFORE THE PUBLIC UTILITIES COMMISSION OF OHIO

- - -

David N. Randall,	:
	:
Complainant,	:
	:
vs.	: Case No. 18-1851-EL-CSS
	:
The Cleveland Electric	:
Illuminating Company,	:
	:
Respondent.	:

- - -

PROCEEDINGS

before Mr. Daniel Fullin, Attorney Examiner, at the
Public Utilities Commission of Ohio, 180 East Broad
Street, Room 11-C, Columbus, Ohio, called at 10:10
a.m. on Monday, August 19, 2019.

- - -

ARMSTRONG & OKEY, INC.
222 East Town Street, Second Floor
Columbus, Ohio 43215-5201
(614) 224-9481 - (800) 223-9481

- - -



Public Utilities Commission

Complainant's No. 1
00232151

Case Number

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

Formal Complaint Form

DAVID N. RANDALL

Customer Name (Please Print)

1600 E. 27TH ST. (REAR HOUSE)

Customer Address

CLEVELAND OH 44114

City

State Zip

Against

110051058573

Account Number

Customer Service Address (if different from above)

Cleveland Illuminating Company

Utility Company Name

City

State Zip

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

My Complaint is the total loss and damage
TO MY HOME BY THE POWER SUE which
took place ON September the 26TH 2018.

CONTINUED ON FOLLOWING
PAGES - ATTACHED →

David N. Randall

Signature

(216) 536-2804

Customer Telephone Number

Case Number
00232151

December 7, 2018

I awoke at 6:30 am on the morning of September 26, 2018 to find my home completely dark, no power what so ever. As I walked thru my darkened home I smelled the odor of something which was burning or had burned. Once I located a flash light, I proceeded to my Basement to check the main Circuit / Fuse Box. THE Main Switch had tripped to the OFF position, so I switched it back on. I had only (2) Bulbs which came on and they were flickering and glowing very dimly. As I went thru my home I saw that my Microwave Clock was Out, the Clock & My VCR DVD Player was Out. I then proceeded to check out my other rooms thru out my home and came across my 55" Flat Screen in my Living Room, My 65" Flat Screen in My Family Room and My 36" Big Screen Tube TV with built in DVD Player and VCR Tape Player all soundless. I instantly disconnected them and thru them out the front door.

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Upon Further Inspection of my home
and appliances I discovered (2) Table
Lamps, My Microwave, (3) Power Surge
Strips, My Refrigerator and Stone
all completely destroyed and damaged.

I called the Emergency telephone
number 1-888-544-4877 to report the
outage and the damage to my appliances.
I was given a number to the Claims Dept.
and also a compensation for my call
that morning. The compensation number
is 748941605. I then was given the
Claims Dept. telephone number and I

contacted them. I was given this claim
number # 748939038. I would like the
Cleveland Municipal Company to re-
place all my damaged items to include
over 400.00 of wood lost to the
power being out. I was told by
the electrical technician who finally
came out on the 18th of October
at about 2⁰⁰ pm, that the Power Surge
was caused by "Antiquated Wiring"
from the "Unserviceable Utility Pole
in my back yard running down to my
PAGE # 3 of 5

CASE NUMBER
00232151

meter. He told me that the Pole and
wiring was over 70 years old and should
have been replaced years ago. He finally
finished up at about 9³⁰ pm that evening.
I also had to replace 16 LED light bulbs
which were also destroyed during the
Power Surge.

Sincerely
Daniel A Randall

P.S. I don't qualify
for the "Surge Assist" Program
due to not having any credit, no cash
income and also being on the Pipp Plus
Program thru the County H.E.A.P.
Program.

YES! Please enroll me in the Surge Assist Program.

Include the \$6.99* charge on my monthly electric bill, if eligible. I understand that I will be protected for up to \$2,000 per incident/\$4,000 annually in repairs or replacement costs on covered claims, and that I will receive complete terms and conditions of the plan within two weeks after the program commencement date.

Name: _____
(Please print)

Account Number: (Located on your electric bill)

Address: _____

City, State, ZIP: _____

Phone: _____

Email: _____

Signature: _____
(Required for enrollment)

*Enrollment eligibility may be contingent on our ability to add the program charge to the monthly electric utility bill. There is an initial 30-day waiting period to make a claim, giving you 11 months of protection during the first year of the program. This prevents service calls on pre-existing conditions and helps keep the program affordable.

©2018 FirstEnergy Corp. These programs can be withdrawn anytime without prior notice. The FirstEnergy Companies do not provide any warranty on this product or the services performed and are not liable for damages or injuries that may arise as a result of the product or the services provided. You are not required to buy this product or service plan in order to receive the same quality service from your electric utility. Your decision to purchase or not purchase this product or service will not influence the delivery of competitive or noncompetitive retail electric service to you by the FirstEnergy Companies. For Ohio customers, the Public Utilities Commission of Ohio does not regulate this optional service or product and has no authority to investigate complaints about this optional service or product.

NOT Eligible NO Income
NO CREDIT

Ohio Edison
Services

Illuminating
Company
Services

Toledo Edison
Services

COMM8963-11-18-MT-S3M

Compliments Ep 2.

Gifts From XMAS 2017

65" FLAT SCREEN

55" FLAT SCREEN

36 BIG SCREEN TUBE TV W/ VCR & DVD

(2) TABLE LAMPS \$208.00 DD 100-018-074

STAINLESS STEEL MICROWAVE - GE JWH3160R \$1298.00

EGSS2135 STAINLESS STEEL COLORED FRIGIDAIRE REFRIGERATOR

TFD.O. STAINLESS STEEL COLORED ELECTRIC STOVE - GE

1002-780 (3) POWER SURGE STRIPS

939-4 (3) GFI 110 VOLT PLUG

(1) 220 VOLT Outlet Plug FOR STOVE

(10) LED (3) WAY BULBS 19.87 each + TAX

16.7
9.88 (3) pk TOTAL 59.28

STOVE General Electric - JB 765 BTSD.D. 1002

806-767 858.00

(2) 28" RHODES / NORE TABLE LAMPS 39.97 each

0000-851-394

(1) 50 AMP 220 Outlet 11.97 - 0000-693-755
SURFACE MOUNT

(3) CET 7-OUTLET Surge Protect

19.97 each 1001-338-424

(3) Preferred 20 AMP GFCI Outlets 17.78 each

1001-370-828

(3) Face Plates - 6.33 each 1000-033-828

DAMAGED Gift Prices From 2017

- (1) 65" Philips 4K UHD SMART TV \$ 598⁰⁰
- (1) TCL Roku 55" Flat Screen TV \$ 378⁰⁰
- (1) 40" LG Flat Screen TV \$ 378⁰⁰
- (2) DVD PLAYER 1839 A \$ 23.84 each
- (2) VCR PLAYERS - NO LONGER AVAILABLE EST. COST \$ 60⁰⁰
- (1) FRIGIDAIRE STAINLESS STEEL COLORED REFRIGERATOR 1298.00
Model # FGSS 2635-TF D.D. 1002-780-939
- (1) General Electric STAINLESS STEEL COLORED Electric Stove \$ 858.00
Model # JB755BJTSD.D. 1002-806-767
- (1) General Electric STAINLESS STEEL COLORED MICROWAVE \$ 208.00
Model # GE FSS JVM 3160R DD100-018-074
- (2) 28" RHODES BRONZE TABLE LAMPS \$ 39.97 each
Model # 0000-857-394
- (1) 50 AMP 220 SURFACE MOUNT OUTLET \$ 11.97
Model # 0000-693-755 FOR STOVE
- (3) PREFERRED 20 AMP GFCI OUTLETS \$ 17.78 each
Model # 1001-370-828
- (3) FACE PLATES Model # 1000-033-828 \$ 6.33 ea.
- (3) CET 7-Outlet SURGE PROTECTION STRIPS \$ 19.97 each
Model # 1001-338-424
- 16 LED Bulbs AT \$ 9.88 FOR EACH 3 pack total \$ 59.28

Billing Period: May 16 to Jun 17, 2019 for 33 days
Bill For: DAVID RANDALL
1600 E 27TH ST RR
CLEVELAND OH 44114

June 19, 2019

Account Number: 110 051 058 573

Amount Due: \$0.00

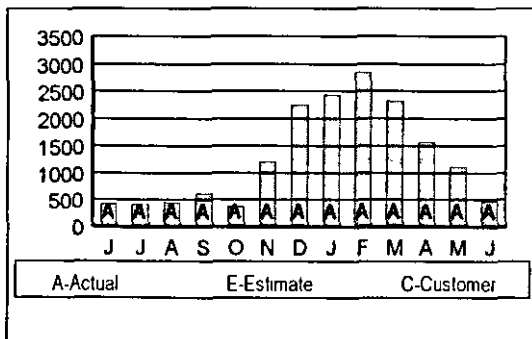
To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-589-3101. For Payment Options, call 1-800-686-9901. Pay your bill online at www.firstenergycorp.com

Bill issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Messages	Account Summary	Amount Due
The information below shows specific charges for the costs of energy efficiency, peak demand reduction, and renewable energy. These charges are not new, but are and previously were consolidated with other charges on your bill.	Previous Balance	4 00
	Payments/Adjustments	-16 00
	Balance at Billing on Jun 19, 2019	-12.00
	PIPP Plus Amount	12.00
	Amount Due by Jul 03, 2019	\$0.00
	You are legally responsible for a \$218.47 actual account balance.	
	Usage Information for Meter Number S321000343	
	Jun 17, 2019 KWH Reading (Actual)	17,313
	May 16, 2019 KWH Reading (Actual)	16,848
	KWH used	465
	Charges From The Illuminating Company	
	Customer Number: 0803312031 1670085284	
	Rate: Residential Service CE-RSF	
	Customer Charge	4 00
	Distribution Related Component	25 85
	Cost Recovery Charges	8 20
	Bypassable Generation and Transmission Related Component	24 41
	Current Consumption Bill Charges	62.48
	Detail Payment and Adjustment Information	
	05/28/19 Payment	-16 00
	Account Balance Information	
	PIPP Plus Account Balance	
	Previous bill was	4 00
	Total payments/adjustments	-16 00
	Balance at billing	-12 00
	Current charges	12 00
	PIPP Plus Balance	0 00
	Actual Account Balance	
	Previous bill was	327 73
	Total payments/adjustments	-16 00
	One-time balance reduction	
	1/24th Arrearage Credit	-20 99
	Current bill arrearage credit	-134 73
	Balance at billing	156 01
	Current charges	62 46
	Actual Account Balance	218 47

Additional messages, if any, can be found on back.

Usage History			
Jun 18	420	Dec 18	2,260
Jul 18	408	Jan 19	2,435
Aug 18	449	Feb 19	2,843
Sep 18	607	Mar 19	2,335
Oct 18	377	Apr 19	1,574
Nov 18	1,211	May 19	1,115
		Jun 19	465



Comparisons	Last Year	This Year
Average Daily Use (KWH)	12	14
Average Daily Temperature	71	66
Days in Billing Period	34	33
Last 12 Months Use (KWH)		16,079
Average Monthly Use (KWH)		1,340

Billing Period: Jun 18 to Jul 18, 2019 for 31 days
Bill For: DAVID RANDALL
1600 E 27TH ST RR
CLEVELAND OH 44114

July 22, 2019

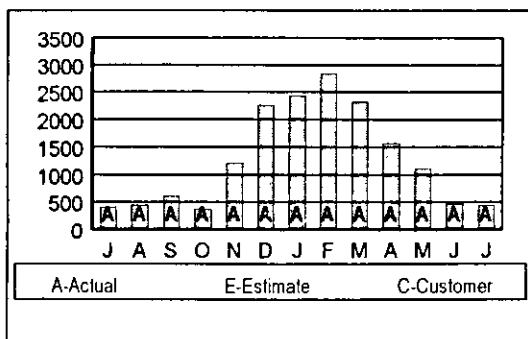
Account Number: 110 051 058 573

Amount Due: \$0.00

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-589-3101 For Payment Options, call 1-800-686-9901 Pay your bill online at www.firstenergycorp.com

Bill issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Messages			Account Summary		Amount Due
The information below shows specific charges for the costs of energy efficiency, peak demand reduction, and renewable energy. These charges are not new, but are and previously were consolidated with other charges on your bill			Previous Balance		0.00
			Payments/Adjustments		-12.00
			Balance at Billing on Jul 22, 2019		-12.00
			PIPP Plus Amount		12.00
			Amount Due by Aug 05, 2019		\$0.00
			You are legally responsible for a \$194.02 actual account balance.		
			Usage Information for Meter Number S321000343		
			Jul 18, 2019 KWH Reading (Actual)		17,756
			Jun 18, 2019 KWH Reading (Actual)		17,313
			KWH used		443
			Charges From The Illuminating Company		
			Customer Number: 0803312031 1670085284		
			Rate: Residential Service CE-RSF		
			Customer Charge		4.00
			Distribution Related Component		24.95
			Cost Recovery Charges		7.82
			Bypassable Generation and Transmission Related Component		22.23
			Current Consumption Bill Charges		59.00
			Detail Payment and Adjustment Information		
			06/25/19 Payment		-12.00
			Account Balance Information		
			PIPP Plus Account Balance		
			Previous bill was		0.00
			Total payments/adjustments		-12.00
			Balance at billing		-12.00
			Current charges		12.00
			PIPP Plus Balance		0.00
			Actual Account Balance		
			Previous bill was		218.47
			Total payments/adjustments		-12.00
			One-time balance reduction		
			1/24th Arrearage Credit		-20.99
			Current bill arrearage credit		-50.46
			Balance at billing		135.02
			Current charges		59.00
			Actual Account Balance		194.02



Comparisons	Last Year	This Year
Average Daily Use (KWH)	14	14
Average Daily Temperature	76	76
Days in Billing Period	30	31
Last 12 Months Use (KWH)		16,114
Average Monthly Use (KWH)		1,343