

NC

19-2019-EL-CSS

2



Public Utilities Commission

00545762
Case Number

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

Formal Complaint Form

Katie Ramagen
Customer Name (Please Print)

310 Maple Ave #46
Customer Address

Trenton OH 45067
City State Zip

Against

N/A
Account Number

Customer Service Address (if different from above)

Duke Energy
Utility Company Name

City State Zip

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

RECEIVED-DOCKETING DIV

2019 NOV -6 PM 3:57

PUCO

Katie Ramagen
Signature

651-343-3731
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 Dmm Date Processed 11/06/19

I'm Writing this formal Complaint because Duke Energy denied me electric, they denied me electric because Ms. Chapman from Duke Energy is stating that I am frauding them, and also that Amber Armstrong lives in 310 Maple Ave #46, and that Amber owes \$8000 to Duke Energy. Ms. Chapman told me in order to get my service, Amber Armstrong will have to pay \$8000. I have sent my lease to Duke Energy 3 times, with Aliyah Ross, and Katie Ramgren on the lease, Not Amber Armstrong. Amber Armstrong does not live on 310 Maple Ave #46. I have sent the lease twice and also ID'S, and signatures, I still got denied service. I had my landlord talk to Duke Energy Numerous times to confirm that Aliyah Ross and Katie Ramgren live on 310 Maple Ave #46. On 10/18/19 I was told by Duke Energy that if I shut down my case with legal aid that they would turn my electric on. My case was shut down 10/18/19. I called numerous times on 10/22/19, after being on the phone for 4 hours A lady finally told me that she is still gonna deny me service. I have been trying to get electric for 2 months now, and nothing has been solved. I am just trying to move into my apartment that I have been paying for, and this whole situation is ruining my life.