

Dec 17, 1997

Pg. 1 of 2

RECEIVED-DOCKETING DIV

97 JAN 23 AM 10:30

FIRST SET

#1 (pg 5)

Gabriela Kaplan, MD. Please Refer to my file to PUCO. Refer to letter to Mr. Riedent Manager in Cleveland and all correspondence I sent to the Illuminating Co. in regards to my complaint. It is in your files. I have not changed the story. Refer to PUCO Comp. Mr. Bonnie Prah, Manager, Meridian Condominium. See exhibit # Mrs. Sevitsdi #2 Riedthaler. Mr. George Giffels, President, Meridian Condominium. See correspondence exhibit (4,5,A. Mr. Charles Votruba, Meridian employee. See interrogatory exhibit (#6) Mr. Thomas Fenous, Owner, AI Quality Electrical Contractors. See exhibit (#7)

#2 (pg 5)

Meridian Condominium Association. I am one of the owners.

#3 Mr.s Bonnie Prah

#4 I do not understand this question. I do not think this applies.

#5. See exhibit ( #3,4, and 6 ) and refer to exhibits in question #1.

#6 There are not applicable.

#7 This is not applicable, irrelevant to the case

# 8. I do not know exactly. I believe one is Rick or Mark. The co. is Original Donnelly Heating and Cooling.

#9. See Exhibit (#1 and #8)

Production of Documents D

- 1) It is the obligation of CEI to keep records of our communication. I have corresppon with you your legal dept. and managers since July 29 1995. You must be responsible to keep your documentation in file, not my responsability. The Better Business Bureau has duplicates. You can ask them. There is my file agains in their files since you did not resolve this problem. This is why I had to bring th case to the PUCO. The correspondence in file with PUCO is sufficient for our case.
- 2) I own my condominium. This does not apply.
- 3) See exhibit ( #8 )
- 4) See exhibit (#7-8-9 and 10)
- 5) See exhibits (#3-4-and 6. )
- 6) I do not have these documents.

### C INTERROGATORIES

- 1) I do not know how old it was. I have it checked regularly, About 3-4 yrs. ago in July the air con broke down. Lakewood Htg. co. fixed it I think. The parts are new in some 2)6/19/95. Model JOHNSON 48HWC24 Model AK37H68197.
- 3) Irginal Donnelly Heating and Cooling.
- 4) 5 days a week.  
I leave unit on thermostat control. It kicks in when needed.
- 5) Please refer to letter written to Mr.s Sevitski, Supervison on 7-29-95. Please note there are mistakes in that letter. I noticed this while reviewing logs of the Meridi CONDO. See exhibits ( ) and Electrician's bi l that enter the correct reading of 190 volts on the July 29th service call. exhibit ( )
- 6) Pleas refer to Mrs. Sevitski's letter I wrote on July 29th 1995. Mr. Charles Vortub employee of the Meridian was present the second time the CEI man came as well as Mr. Fenous. We all weynt to the 10th floor panel to check the meters there. We checked randomly at least 4 meters to see if the problem was only in my meter or in all. Ther all registered about 190 volts confirming this was not a local problem in my meter. M K. Kosarko did not bring a voltmeter. Mr. Fenous loaned his to measure the voltage. M Kosarko never checked my fusse box inside my suite in the closet of suite 1103. He nev admitted Lakewood was having a "brown out" and that the voltage was running low then.

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 Date Processed Jan 24, 1997

Dear Mr Shults 1-17-97

Enclosed are all replies to  
all CEI interogatories.

total 32 pgs.

I will meet Feb 13 at 10AM  
I can't meet after - I have long  
contract out of state.

Thanks,

G Koplan.  
P.S. They have enclosed? They must reply.

December 17, 1997

Pg. 2

- 7.) I have a cat. I have a 80 year old steinway grand piano and plants. The cat sitters come every day to feed the cat. I can't turn off my heat or cooling because of theses reasons.
- 8) About 78 Ferenheith.
- 9) North East.
- 10) Annually, sometimes more often. I have it checked annually for filters and anything it might need repaired before it breaks down. See exhibit #9
- Production of Documents

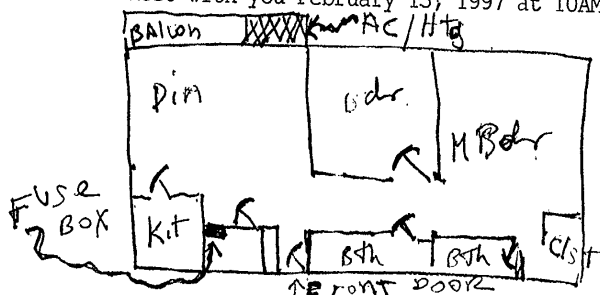
1. I am enclosing only the ones pertinent to this case, for I do not save these bills. I have only saved these because of the incident CEI caused
- 2) Same as above. Please see enclosed documents enclosed. They are part of exhibits above mentioned.

REQUEST FOR REPLY TO INTERROGSTORIES NOT YET ADEQUATELY RESPONDED  
OR DOCUMENTED BY THE ILLUMINATING CO:

January 13, 1997

- 1) Please provide any and all documents received by your company (Illuminating Co.) that voice complaint or complaints regarding July 29th 1995, concerning power failures.
- 2) Mr. Kosarko has not yet replied of what voltage was registered at the fuse box inside my closet, on July 29th 1995.
- 3) Mr. Kosarko has not replied to the question of how did he enter the closet that houses the fuses box in my suite 1103. And I do not need him to say "through the door" because that is not an answer. Describe how he accessed the closet, and do not say "with my permission", because that also is not an answer.
- 4) Why is it not a policy of your company to document voltage readings when low voltage is suspected? Is it not your obligation to clear yourselves of any wrong doing? Wouldn't this protect your co. if you had verification in writing during the meter or voltage readings?
- 5) What does the PUCO or Ohio law mention as your obligation to your customers regarding providing adequate power supply?
- 6) What does the law or the PUCO or any regulatory standards mention what your responsibility to the public is concerning "Brown Outs?" ie, are brown outs acceptable service?
- 7) Does your company have a policy of what the public is told in cases of "brown outs"? ie, is your obligation to tell your customers that there is a brown out, and to have your clients make alternative measures so they do not suffer from this?
- 8) Does your co. have policies to assist its customers when insufficient power is available? For example, in July, in Chicago about 700 people died in high rises due to "brown outs". Is your co. obligated to assist its customers who could harm their health in such power shortages so no harm is caused to them? If so, what are the measures you are obligated to follow?

I will meet with you February 13, 1997 at 10AM for the hearing in front of the PUCO Judge.



FLOOR  
PLAN  
Suite 1103

G. Kaplan, M.D.  
Gabriela Kaplan, MD

cc. PUCO Mr. Sheets

Enclosed: 32 pgs.



AKRON GENERAL  
MEDICAL CENTER

*Caring for life*

AKRON GENERAL MEDICAL CENTER / 400 WABASH AVENUE / AKRON, OHIO 44307

Department of Radiology  
R. G. Workman, M.D.  
Chairman  
216-384-6450

William E. Corley  
President

7-29-95  
12550 Lake Ave  
Suite 1103  
Cleveland - Ohio  
44107

Mrs. Sewitski  
Electrical Co.  
P.O. Box 5000

Cleveland Ohio 44101

Re: Mrs. Holt & CEI cret

440R  
190V

At around 1 PM I called your Co. to please be notified my condo #1103 was registering 197 Volts instead of 230 Volts. My air-con had burnt the fan because of inadequate power. Because I was having the Air-Con man present to fix the air con, I asked CEI to please send a repairman to check and see if the power shortage was in my condo or originating in CEI's end. I also wanted my air-con repairman to be present to make sure all is checked and see where the problem was. The CEI man finally came about 3:30 PM - I had to pay the Air-Con man to wait till the CEI man arrived to verify where the problem was. The Air-Con man was on overtime pay.

440R  
11:30 PM

The Air-Con man told us there was no problem with CEI and the problem was with my condo or maybe my suite. (He however had not checked the CEI's power box that registers my suite's meter) I asked our maintenance man if the CEI man had checked the power box at 3:30 for me, and they told me he had not. I then called Mrs. Holt, supervisor.

ERROR 4:35 PM

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Department of Radiology  
R G Workman, M.D.  
Chairman  
216-384-6450

William E. Corley  
President

- 2 -

to re call the CEI man to come check and see where my problem was. Mrs Holt spoke to the crews and they told her he had checked the power box and the trouble was not with CEI but with my wire or my switch. Mrs Holt recommended I get an electrician to repair my over loss. I hired AI Quality Electrical Contractors to see what was the trouble with my power as Mrs Holt commended. As soon as AI Quality electrician checked unit, he said he needed to look at the power box that takes my switch from CEI. That he felt there was nothing going with my switch but from or CEI or the wire outside switch. I called Mrs Holt and she told me the crews would be here at 8:30 PM. The same man that came at 3:30 PM day come back. I kept the electrician here to work on the CEI man to get to the bottom of this problem. A CEI man, when I confronted him about the fact he had not checked the intake power box at 3:30 got upset and left. electrician and argument chasing after him and caught up to him at the lobby. I told him he better check my wire box and he finally agreed. It was known by my wireman he had not done so earlier and he admitted to my technician he had not checked the box. We all went to 10th floor to check the power and it read 203+ Volts. is not the 230-240 Volts needed to power my Air Con. and he checked also other units to see if it is my switch or CEI's. It was obviously a general problem. have incurred \$255 electrical bill and at least \$200 con bill, plus my Air-con broke because of CEI's

over-

AKRON  
190 Volts

insufficient power and inadequate personnel work.  
My electric bills will be paid after these unnecessary  
expenses are deducted.

I have wasted all day Saturday having to have my  
air-conditioner and wait around unnecessarily  
for the C&I crew to come check something that  
should have been done in the first place. My  
personal time and Mr's Holt's work time were  
wasted because of the C&I's crew's fault.  
There is no price for that, but it sure has given  
me an eye-ful of how some of C&I's personnel  
do or don't do their jobs.  
To say the very least I am disappointed.

Sincerely,

G. Kaplan, M.D.

February 7, 1996  
12550 Lake Ave 1103  
Cleveland, Ohio 44107

Mr. Riedthaler, Mgr.  
Cleveland, Illuminating Co  
Public Square  
Cleveland, Ohio

COMPLAINT TO BETTER BUSINESS BUREAU

Dear Mr. Riedthaler,

The present is the reply to your rebuttal regarding my complaint to the BBB regarding the way your office has handled my complaint.

I see the laws protect your. co. from "brown outs or black-outs" as far as the damage they can cause to equipment. It is not a fair law, but I cannot contest that point.

I will however contest the ethics your employees have used in my case, and the unnecessary expenses I incurred because of their lack of candor. For that, I will have to have your offices deduct the bill I unnecessarily incurred for the electrician and the extra hour the air-con man had to stay in order to make sure there was nothing wrong with the electrical lines.


I am not expert in electrical power. My air-con had broken down. The air-con man told me there was something wrong from the electrical power's side. It was most important for us to check that there were no faulty wires, or something technical/mechanical with the lines feeding my unit because if that was the case, we needed to fix that so my unit does not repeatedly break down. I had to pay extra for the air-con man to be present when your field man came to check the lines. Your field man could have been honest and told us : THE CITY IS HAVING A BROWN OUT. BECAUSE WE ARE NOT SUPPLYING SUFFICIENT CURRENT TO YOUR UNIT (190 volts) I ADVISE NOT TO TURN YOUR UNIT ON WHEN THIS HAPPENS BECAUSE IT COULD BECOME DAMAGED. IF NEEDED, TAKE YOUR PETS TO AN AREA WHERE THE AIRCONDITIONERS ARE WORKING OPTIMALLY UNTIL THE BROWN OUT IS OVER.

Instead, your co. (your manager) told us that they had checked all our line and found nothing wrong. That it must be something wrong in my unit, and your Mgr. recommended I hire an electrician to check what the problem was. Trusting your company's word, I DID HIRE AN ELECTRICIAN UNNECESSARILY I incurred expenses because of your agency's lack of honesty. I REFUSE TO PAY SUCH EXPENSES. NO LAW TELLS ME THAT IT IS OK TO LIE TO CUSTOMERS AND THEN EXPECT THEM TO PAY EXPENSES THAT SHOULD NEVER HAVE HAD TO BE INCURRED.

Your co. now has again labeled my bill up for DISCONNECTION. I have pets in my unit. If you think you can do this, I will take you to court for the reasons stated above, plus for endangering my pet's and my life in weather conditions that are dangerous as the cold spell this winter has been.

I copy this letter to the BBB, and my complaint stands.

Sincerely,



Gabriela Kaplan, MD

12-4-95  
12550 Lake Ave 1103  
Cleveland, Ohio 44107

Mr William Reed Shaler  
Illuminating Co.

6200 Oak Tree Blvd  
Independence, Ohio 44131

Re: Disconnect Power  
suite 1103  
12550 Lake Ave  
Lakewood - OH 44107

Dear Sir,

As you can see from the enclosed documentation, I have contacted your Co. several times inclusive by registered mail. today I received notice of disconnect.

I called your office and Mr. Bill Hewitt promised he would not disconnect and review the documentation herein enclosed.

As you can see, I incurred unnecessary electrician's bills, had lengthy air conditioning bills and my air-con system broke due to insufficient power.

Please review detailed letter I sent twice to your offices dated 7-29-95 so you can see how we the customers are handled by your personnel. Also are enclosed bills incurred due to this problem. This is the 2nd time I send this - the second time I sent it Registered mail. Thanking you for your attention to this matter.  
Sincerely, Sobila Kefla.



10:30

44/2408

**The Illuminating Company**  
**The Energy Makers.**  
 A General Energy Company

shut. Customer Service 12-3-95 804.

CAR-RT SORT 1103  
 GABRIELA KAPLAN MD 1103  
 12550 LAKE AVE  
 CLEVELAND OH 44107

16-7-95  
 1 Customer Service  
 2 shanti - claims ext 42494  
 3 Bill Harritt - claims dept filling for Mr Riethaler  
 Will Not turn light

4 calls made  
 I have made many more calls  
 SEE IMPORTANT MESSAGE BELOW

Account Number: 132 0078419 0552 19

THE MONTHLY CHARGE FOR FEDERAL PHASE 1 CLEAN AIR  
 ACT COMPLIANCE WAS \$ .11 @ \$0.00055 PER KWH.

**ELECTRIC SERVICE STATEMENT**

**The Illuminating Company**  
**The Energy Makers.**  
 A General Energy Company

Account Number: 132 0078419 0552 19

Service for:  
 GABRIELA KAPLAN MD  
 1103  
 12550 LAKE AVE

**DISCONNECTION NOTICE**

YOUR ELECTRIC BILL IS SERIOUSLY OVERDUE. TO AVOID DISCONNECTION OF SERVICE, PLEASE MAKE PAYMENT BY THE DUE DATE INDICATED ON THE ATTACHED BILL OR CALL US IMMEDIATELY AT 861-9055 OR 1-800-588-3101. IF YOU NEED PAYMENT ASSISTANCE OR WISH TO DISCUSS YOUR ACCOUNT, OUR CUSTOMER SERVICE REPRESENTATIVES CAN ASSIST. WE CAN ALSO PROVIDE YOU WITH INFORMATION ABOUT EXTENDED PAYMENT PLANS, MEDICAL EMERGENCIES AND GOVERNMENT SOURCES OF ASSISTANCE.

**WARNING:** IF IT BECOMES NECESSARY TO SEND A REPRESENTATIVE, THE PAST DUE OR DEFAULTED PAYMENT PLAN BALANCE MAY BE REQUIRED TO AVOID DISCONNECTION. A \$5.00 COLLECTION CHARGE WILL ALSO BE ADDED TO YOUR ACCOUNT.

IF YOUR SERVICE IS DISCONNECTED THE PAST-DUE OR DEFAULTED PAYMENT PLAN BALANCE AND A \$9.00 RECONNECTION CHARGE MUST BE PAID IN OUR OFFICE, BANK OR OTHER AUTHORIZED AGENT AND REPORTED BEFORE 12:30 P.M. FOR SAME-DAY RESTORATION. A SECURITY DEPOSIT MAY ALSO BE REQUIRED.

IF PAYMENT IS MADE AFTER 12:30 P.M., SERVICE RESTORATION IS ONLY PROMISED FOR THE NEXT REGULAR BUSINESS DAY. FOR MORE INFORMATION PLEASE CALL EITHER OF THE NUMBERS LISTED ABOVE.

**SPECIAL NOTICE FOR RESIDENTIAL CUSTOMERS**

YOU CAN AVOID DISCONNECTION OR HAVE YOUR SERVICE RECONNECTED IF:

1. YOU HAVE DEFAULTED ON AN EXTENDED PAYMENT PLAN, OR THE INCOME PAYMENT PLAN, AND YOU CATCH UP THE MONTHLY PAYMENTS OR PAY \$175, WHICHEVER IS LESS.

2. YOU ARE NOT ON A PAYMENT PLAN AND YOU PAY YOUR ENTIRE PAST-DUE BALANCE, OR \$175, WHICHEVER IS LESS. YOU MUST ALSO AGREE TO AN EXTENDED PAYMENT PLAN FOR ANY REMAINING BALANCE ON YOUR ACCOUNT OR ENROLL IN THE PERCENTAGE OF INCOME PAYMENT PLAN (IF YOU ARE ELIGIBLE).

IF YOU DO NOT RESPOND AND WE ARE FORCED TO DISCONNECT YOUR ELECTRIC SERVICE A RECONNECTION CHARGE WILL BE REQUIRED, IN ADDITION TO A SECURITY DEPOSIT, IN MOST INSTANCES.

THIS PLAN CAN BE USED ONLY ONE TIME BETWEEN OCTOBER 30, 1995 AND APRIL 15, 1996, AND IS NOT APPLICABLE IN CASES OF FRAUD, TAMPERING, OR THEFT.

FOR MORE INFORMATION, PLEASE CALL, OR COME TO ONE OF OUR CUSTOMER SERVICE OFFICES LISTED ON THIS BILL.

May own  
 4433 18

Delivered by Thomas Owens #2168710009  
registered us mail Oct 2-95

GABRIELA D. KAPLAN, M.D., P.A.  
12550 LAKE AVENUE  
CLEVELAND, OHIO 44107

THE MERIDIAN  
SUITE 1103

TELEPHONE 529-1694  
AREA CODE 216

the cleveland illuminating co.  
cleveland, ohio

RE: ELECTRIC BILL FOR ABOVE ADDRESS

Dear Gentlemen,

Enclosed is extensive documentation and correspondence I have sent you regarding my current electric bills.

As stated before, I will be glad to pay my bill as soon as you make adjustments to the unnecessary expenses your company has made me incur, and the damage to my airconditioned due to the lack of sufficient power which caused my unit to break down.

Since I have had no reply, and my bills are mounting, I would like to hear from your offices at your earliest convenience. Surely we can amicably settle this account. Please reply in writing.

Sincerely,

Gabriela Kaplan, MD

<b>SENDER:</b> <ul style="list-style-type: none"><li>• Complete items 1 and/or 2 for additional services.</li><li>• Complete items 3, and 4a &amp; b.</li><li>• Print your name and address on the reverse of this form so that we can return this card to you.</li><li>• Attach this form to the front of the mailpiece, or on the back if space does not permit.</li><li>• Write "Return Receipt Requested" on the mailpiece below the article number.</li><li>• The Return Receipt will show to whom the article was delivered and the date delivered.</li></ul>		I also wish to receive the following services (for an additional fee): 1. <input type="checkbox"/> Addressee's Address 2. <input type="checkbox"/> Restricted Delivery Consult postmaster for fee.	
3. Article Addressed to:  Clev. Illuminating Co. Box 5000 Clev - OH. 44101.		4a. Article Number  2168 310 069	
4b. Service Type <input type="checkbox"/> Registered <input type="checkbox"/> Insured <input checked="" type="checkbox"/> Certified <input type="checkbox"/> COD <input type="checkbox"/> Express Mail <input type="checkbox"/> Return Receipt for Merchandise		7. Date of Delivery  OCT 02 1995	
5. Signature (Addressee)		8. Addressee's Address (Only if requested and fee is paid)	
6. Signature (Agent)  Thomas Owens			

YOUR RETURN ADDRESS completed on the reverse side?

Thank you for using Return Receipt

**Cleveland Illuminating Company**  
A Center for Energy

Meridian

12550 LAKE AVENUE/LAKEWOOD, OHIO 44107  
216/228-4211

Dr. Jonathan Kaplan  
12550 Lake Avenue  
Suite 1103  
Lakewood, OH 44107

Dear Dr. Kaplan:

This is in response to your inquiry regarding admittance to meter rooms.

At our building, there are three areas in which electric power is brought into the building and then directed to your suite. The Transformer Vault holding the main power for the building is located in the underground garage. Admittance to this room is restricted to only CEI. Meridian employees can not enter that room at any time. We do not even have a key for that room. In order for CEI personnel to enter our building, they have to go through security. No entry is recorded in our logs for accessing the underground room or to inside lower lobby room by any CEI personnel.

The Secondary Distribution Room/Telephone Room is located in the lower lobby. Access to this room is by key and to CEI for reading of the main building meters or Ameritech. No where in our log is that key #35 listed as being used that day, July 29, 1996. Maintenance staff technicians carry access keys for this room, though have little reason to enter. The second shift or weekend employees only enter this room to check our meters and switches.

The meters for the individual suites are located on the floors and are kept locked at all times. The electric meter for your suite is on the 10th floor in the room off of the laundry room. To enter these rooms, key #4 must be obtained from the reception desk or by having one of our maintenance technicians gain access using one of the keys that they carry. Our log indicates that key #4 was given out to CEI on 7/28/95. It is not logged as to the reason, it could have been for reading of meters or requested services.

Please find, attached, a copy of the maintenance staff's log. In that log you will note the CEI technicians met with you directly. Our maintenance man accompanied CEI and your electrician during their visit. The attached statement from our employee, Chuck Votruba, may be of help to all in clarifying the visit to the 10th floor meter room (see attached). Also attached are all logs for July 29, 1996 from our records.

Our Maintenance Supervisor, Bill Kalemba, advises me that our building carries service for suites at 208 volts as per the building diagrams and specifications.

Sincerely,

Bonnie M. Prah, Manager

JOHN E. LUTTMAN  
Notary Public for the State of Ohio  
Residence in Cuyahoga City,  
My Comm. Expires 03-23-97

Meridian

MERIDIAN CONDOMINIUM INC.

12550 LAKE AVENUE/LAKEWOOD, OHIO 44107  
216/228-4211

September 17, 1996

Dr. Gabriella Kaplan  
12550 Lake Avenue  
Suite 1103  
Lakewood, Ohio 44107

Dear Dr. Kaplan:

In response to your inquiry regarding admittance to meter rooms.

Please note that admittance to any meter room must be via a key obtained from the front desk receptionist each time that entry is required. Access to the meter room is quite restricted. As in most high rise buildings that have a security lock system, each time a key is given out, the key is logged. I've enclosed a copy of the log for the days in July that you question.

Sincerely,




Bonnie M. Prah, Manager

1995

## AMENITIES

DATE	RESIDENT	SUITE	ITEM	OUT	IN	BY
7-27	COOK	104	8	7:29	10:43	T
	GROSEL	509	1	7:55	8:40	T
	MILLER	608	DOLLY	8:55	9:17	T
7-28	HOLY	1207	1	6 <sup>10</sup>	6 <sup>50</sup>	DE
	SCHINDLER	—	33+34	7 <sup>50</sup>	9:55	A
	CROLEY	1201	1	8:15	8:40	A
	DAVIS	106	8	8:50	9:20	A
	GORDIA	304	24	11:25	12:00	A
	C E &	CE &	4	12:00	12:20	A
	MILLER	608	DOLLY	2:30	3:10	A
	DAVIS	106	8	2:35	2:45	A
	LANE	305	1	4:00	4:20	A
	EVANS	102	1-A	4:10	5:10	A
	KZUC	1309	1	5:00	6:15	A
	DEBRA	804	22	6:10	6:30	A
7-29	CROLEY	1201	1	7:21	7:40	T
	KAVAL	1110	22	1:10	1:25	R
	SKVAZA	1511	22	2:10	2:20	R
	PETKOVICH	1109	22	2:30	3:00	R
	MCNEESE	809	22	3:45	—	—
	LANE	305	1	3:45	4:10	A
	NELSON	1411	1	4:10	5:30	—
	MILLERS CATHOLIC	1000	8	5:50	6:00	F
	HANDLE	100	24	8:10	9:10	F
	DOX	104	5	7:30	7:55	—
	DAVIS	106	8	11:30	11:31	F
7-30	CROLEY	1201	1	8:00	8:20	A
	MILLER	608	DOLLY	11:05	1:00	A
	DAVIS	106	8	11:05	1:05	A

  
 J. C. Z. MURMAN  
 Notary Public, State of Ohio  
 Recorded in Cuyahoga Cty.  
 My Comm. Expires 03-23-97

INTERROGATORY OF MR. RICHARD GIFFELS, MERIDIAN CONDOMINIUM BOARD PRESIDENT

STATE YOUR NAME: *Richard J. GIFFELS*

STATE YOUR ADDRESS: *12550 LAKE Ave 1211  
Lakewood Ohio 44107*

STATE YOUR POSITION IN THE MERIDIAN CONDOMINIUM'S BOARD OF MANAGERS:

*PRESIDENT*

WERE YOU MEMBER OF THE BOARD OF MANAGERS ON JULY 29TH 1995:

*YES*

DID DR. G. KAPLAN BRING TO YOUR ATTENTION ON JULY 29TH THAT THERE WERE PROBLEMS WITH VOLTAGE IN YOUR CONDOMINIUM?

*I HAVE NO RECOLLECTION OF THIS*

DID YOU CHECK TO SEE IF INDEED THERE WERE PROBLEMS WITH THE VOLTAGE?

*I HAVE NO RECOLLECTION OF THIS*  
WHO CHECKED FOR YOU, PLEASE MENTION NAME AND POSITION OF PERSON WHO VERIFIED PROBLEMS WITH VOLTAGE.

*Based on Bldg Logs Chas Adams and Chuck Votaw*

DID DR. KAPLAN, UNIT OWNER OF SUITE 1103 MENTION TO YOU THAT ON THE 10TH FLOOR'S POWER PANEL, VOTIMETER READINGS RECORDED BETWEEN 190-197 VOLTS ON JULY 29TH 1995?

*I HAVE NO RECOLLECTION OF THIS*

DID DR. KAPLAN ALSO MENTION THAT VOLTAGE REDINGS OBTAINED AT RANDOM BY CEI IN HER PRESENCE OF VARIOUS SUITES THAT SHARE PANEL IN THE 10TH FLOOR HAD SIMILAR LOW VOLTAGE READINGS?

*I HAVE NO RECOLLECTION OF THIS*

DID YOU THANK DR. KAPLAN FOR BRINGING TO HIS ATTENTION THE LOW FOLTAGE READINGS?

*I MAY HAVE, THO I HAVE NO RECOLLECTION OF THIS*

DID YOU ALSO TELL DR. KAPLAN THAT AS OF THAT MOMENT YOU DID NOT HER OF ANY OTHER SUITES COMPLAINING OF PROBLEMS WITH THE LOW VOLTAGE?

*I HAVE NO RECOLLECTION OF THIS*

DID YOU HAVE ANY VOLTAGE PROBLEMS (LOW VOLTAGE) WITH ANY OTHER SUITES IN THE MERIDIAN CONDOMINIUM DURING THE MONTH OF JULY 1995?

*Bldg Logs INDICATE BROWN OUT AND SURGES*

DO YOU KEEP RECORDS OF MAINTENANCE PROBLEMS. FOR THE MERIDIAN CONDOMINIUM? *I do not, personally - Reception Desk does.*

PLEASE ATTACH RECORDS OF LOW VOLTAGE PROBLEMS FOR THE MONTH OF JULY 1995 IF AVAILABLE.

*Bldg Logs previously released AND COPIES AS ATTACHED*  
RICHARD GIFFELS. *Richard J. Giffels*

NOTARY PUBLIC For 7/29-7/29/95

DATE *11-22-96*

DATE *11-22-96*

AGNES Z. MURMAN  
Notary Public, State of Ohio  
Recorded in Cuyahoga Cty.  
My Comm. Expires 03-23-97

FRIDAY 7-28-95  
CONT

- 3:40 TO FREED #100, PLACED IN AN ENVELOPE FROM M/M MALLOY -
- 4:35 Mr Rush Lakeside Services here to work on the ENTRIGUARO SYSTEM - BILL - will assist - (HE SAID HZ TO BOWDIE)
- 4:37 ANGIE HERE. ALL KEYS IN. ANGIE LEAVES 4:45
- 5:00 Mr. R. J. LEFT. SAID HE'LL ORDER A Bdt. + COME POSSIBLY TUES. TO REPLACE PRESENT ONE. WORK. TELL PERRY + BO TO FACTORY TO RD. REPAIRS
- 7:30 WATER IS RUNNING DOWN INTO 407 UTILITY ROOM. 607. HAD WATER SO TIGHT - CHUCK WENT TO 609 TO ADVISE, CALLED 409 TO TRY TO "MOP" HER WATER SO IT WOULD GO NO FURTHER. SHE AGREED. CALLED 509, 309, + 209 TO THE UTILITY ROOM - NO REPAIR.
- 7:40 EDWARD CALLED TO SAY HE'LL BE HERE AS HOPE TO COME AT 8:00, SUGGESTING BE HERE TOMORROW (SAT) AT 10:00
- 8:00 BONNIE CALLED TO ASK IF EDWARD WOULD BE HERE IN AS HE INDICATED + TO OK HAVING THE FIRST MAN IN FOR THE NEXT SHIFT TO TAKE THE DECK, ANGIE LEAVES
- 11:30 TIM HERE. ALL KEYS IN. TIM LEAVES SO ANGIE CAN LEAVE.

AGNES Z. MURMAN  
Notary Public, State of Ohio  
Recorded in Cuyahoga Co.,  
My Comm. Expires 03.1.97

SATURDAY 7-29-95

- 12:00 Tom Here. Tim J. AT Desk, ALL KEYS ACCOUNTED FOR.
- 12:03 Temp 79°F CLEAR.
- \* 12:20 DR. KAPLAN #1103 CAME TO DESK ASKING FOR KEYS AND CARD LEFT BY "GLENN" I COULD NOT FIND. TOLD
- over

SATURDAY 7-29-95 CONT.

her I WOULD ASK ANGIE R. IN THE MORNING. So Don.  
3:39 NYT  
3:58 P.D.

8:00 ANGIE HERE. ALL KEYS IN. TOM LEAVES.  
11:00 DR. KAPLAN PICKED UP HER "ENVELOPE" LEFT  
BY "GLENN". SHE NO LONGER WANTS  
2 DEC + BY LAWS. NOW SHE WANTS 1 SO  
WHEN SHE BRINGS "15<sup>20</sup>" WE CAN SELL HER ONE.

1:30 ASKED CHRIS TO CHECK MOTORS AS LIGHTS  
IN OFFICE WENT OFF/ON TWICE VERY FAST. PUM-  
PHEAT DEL NOT GO OFF, NOR DID CAMERAS. RES.  
ALSO HAD OFF/ON FLASHES.

2:30 STOCKING 307 REPORTED LOW KITCHEN WATER  
PRESSURE. THEY WILL CHECK THEIR NEW FIXTURE  
AS NO ONE ELSE REPORTED LOW PRESSURE. (WAS THERE  
FIXTURE.)

3:20 ASKED CHRIS TO REMOVE TRASH LEFT AT BACK  
DOOR BY WIELAND 1510. PER MR. WIELAND'S  
REQUEST. HE SAYS TO HEAVY TO TAKE OUT.

3:40 NOTE: ALL PERMITS FOR KAPLAN ARE VALID  
TO LET PEOPLE IN BLOG. <sup>IF SHE IS NOT HOME.</sup> WE HAVE NO  
KEY - IF THEY DO NOT HAVE A KEY TO  
SUITE WE CANNOT HELP THEM. DR. KAPLAN  
SAYS SHE WILL GIVE KEY TO USER AS SHE  
SEES NEED. KEY NO. 107 IS NO LONGER  
LOGGED TO DR. KAPLAN, PER HER INSTRUCTIONS.

HAVE  
HER  
"VISITORS"  
CALL  
SUITE  
SHE MAY BE  
HOME

4:00 EDWIN HERE. ALL KEYS IN. ANGIE LEAVES 4:15.

4:25 BILL L. CALL AND SAID HE TOLD MURMAN TO CALL CEI UP  
HER PROBLEM. / CEI CAME TO SEE KAPLAN 1103

4:40 KAPLAN TOLD DESK (EDWIN) SHE SLAM HER DOOR AND...

\* FIXTURE CAME DOWN. SHE ASK TO NOTIFY MAN-ON-DEUTY 50

5:00 TRUCK CALL BACK AT DESK. AND...  
BUT BILL K OR LOEFF...  
AGNES Z. MURMAN  
Notary Public, State of Ohio  
Recorded in Cuyahoga Co.  
My Comm. Expires 03-23-97



SATURDAY 7-29-95

CONT....

- 5:30 C.E.I. CAME TO SEE KAPLAN #1103, SAID NOTHING TO DO WITH BUILDING, CALL A ELECTRICIAN  
10:15 C.E.I. CAME TO SEE KAPLAN #1103 ABOUT HER PROBLEM  
CHUCK V, C.E.I. MAN, ELECTRICIAN  
11:50 Lakewood Police #210 PATROLING AREA.

Sunday 7-30-95

- 12:00 Tom Here, EDWIN LEAVES, ALL KEYS ACCOUNTED FOR.  
12:03 Temp. 80°F CLEAR  
3:08 NYT  
4:35 P.D.  
8:00 ANGIE HERE. ALL KEYS IN. TOM LEAVES.  
9:30 STOCKING, 307, SAID WATER RAN OVER IN  
301 ONE BATHROOM BUT ALL WIPED UP AND  
SHOULD NOT BE A PROBLEM BELOW.  
11:00 I AM HERE. ALL KEYS IN. ANGIE LEAVES 4:15  
7:30 BLAIR #1301 REPORT THAT HE SMELL SOME KIND OF PESTICIDE  
IN HIS SUITE, had chuck V. look into it.

Monday 7-31-95

- 12:00 Dan here. Edwin leaves. Keys acct for.  
Temperature: 75°F Clear.  
2:10 Wall Street Journal.  
3:45 New York Times.  
4:00 PLAIN DEALER.  
4:45 U.S.A. Today.  
7:15 Numerous residents questioned who males  
in East let were? B.P. reported probably  
clearers. So noted.  
8:00 Angie Here. All keys in. Dan leaves. ALIC VAC.  
8:00 A GROUP OF MEN HERE TO START "AFTER  
SMOKE" CLEAN UP PROCEDURE, BOONCE SARE.  
(DANE CO. MEN)

AGNES Z. MURMAN  
Notary Public, State of Ohio  
Recorded in Cuyahoga City.  
My Comm. Expires 6/30/97

*Agnes Z. Murman*

1-27-1996 10:27AM FROM MEDICAL ARTS GROUP CTS 112 1995

INTERVIEW FOR MR CHARLES VORTUBA, EMPLOYEE OF MERIDIAN CONDOMINIUM, LAKEWOOD OHIO

1) STATE YOUR NAME AND ADDRESS OF YOUR RESIDENCE.

*Charles M. Vortuba  
3128 E-98th Garfield Ht. Ohio 44125*

2) WHAT IS YOUR EMPLOYMENT RESPONSIBILITY IN THE MERIDIAN CONDOMINIUM.

*Master Electrician*

3) DID YOU ON JULY 29, 1995 CHECK THE VOLTAGE FOR THE MERIDIAN CONDOMINIUM AT THE TRANSFORMER VAULT LOCATED IN THE UNDERGROUND GARAGE? *NO*

4) DID YOU ON JULY 19TH 1995 CHECK THE VOLTAGE ON THE SECONDARY DISTRIBUTION ROOM FOR THE MERIDIAN CONDOMINIUM LOCATED IN THE LOWER LOBBY BEHIND THE ELEVATOR? *NO*

5) DID YOU HAVE A VOLTIMETER ON JULY 29 1995? *NO*

6) DID THE CEI EMPLOYEE HAVE A VOLTIMETER? *DO NOT KNOW*

7) WERE YOU AWARE SUITE 1103 HAD WORK DONE DURING THE MORNING OF JULY 27 1995 THAT WAS COMPLETED BY THE LATE AFTERNOON OF THAT DAY? *NO*

8) ARE YOU AWARE IF THE AIRCONDITIONER REPAIR MAN RECORDED THE VOLTAGE INSIDE SUITE 1103 AT THE MERIDIAN CONDOMINIUM? IF SO, DO YOU KNOW WHAT THE VOLTAGE READING THERE WAS? *NO - WASN'T AWARE THAT <sup>there</sup> WAS AN AC REPAIR MAN WAS HERE.*

9) DO YOU KNOW IF THE AIRCONDITIONER REPAIR MAN CHECKED THE VOLTAGE FOR SUITE 1103 IN THE GARAGE AREA? *NO*

10) DO YOU KNOW IF THE AIRCONDITIONER REPAIR MAN CHECKED THE VOLTAGE FOR THE SUITE OF 1103 AT THE LOWER LOBBY METER AREA? *NO*

11) DO YOU KNOW IF THE AIRCONDITIONER MAN CHECKED THE 10TH FLOOR ELECTRICAL PANEL AND RECORDED THE POWER RECEIVED THERE FOR THE 1103 SUITE? *ONLY CEI AND Electrician check it.*

12) DID YOU OPEN THE DOOR TO THE 10TH FLOOR VOLTAGE METER FOR THE AIRCONDITIONER REPAIR MAN ON JULY 29TH 1995? *CEI AND Electrician only.*

13) HOW MANY TIMES DID YOU OPEN THE DOOR TO THE 10TH FLOOR VOLTAGE METER ROOM ON JULY 29TH 1995? *ONE*

14) DID YOU CARRY A VOLTIMETER TO RECORD THE VOLTAGE ON THE SUITE 1103 ON THE 10TH FLOOR WHEN YOU CHECKED THE METER? *NO*

15) HOW MANY TIMES DID YOU OPEN THE PANEL BOX IN THE 10TH FLOOR ON JULY 29TH 1995? *NONE*

16) DID THE ELECTRICIAN HIRED BY THE OWNER OF SUITE 1103 OF THE MERIDIAN HAVE A VOLTIMETER? *Yes*

17) WHEN YOU WENT TO THE 10TH FLOOR VOLTAGE METER BOX ON JULY 29TH 1995, WHO MEASURED THE VOLTAGE? *CEI*

18) DID THE CEI EMPLOYEE USE HIS METER OF THE ELECTRICIAN'S METER TO MEASURE THE VOLTAGE IN THE PANEL ON JULY 29TH 1995 WHEN CHECKING THE SUITE 1103 POWER? *NOT SURE*

19) ON JULY 29TH ON THE 10TH FLOOR OF THE MERIDIAN, DID ONLY SUITE 1103 GET ITS VOLTAGE READ, OR DID MORE RANDOM SUITES GET CHECKED IN ORDER TO DETERMINE IF IT WAS ONLY SUITE 1103 WHO HAD THE PROBLEM WITH LOW VOLTAGE? *I DON'T REMEMBER ANY OTHER SUITE 201, CHECK*

20) THE METER READING IN THE 10TH FLOOR DURING JULY 29 1995, WAS IT DONE BY YOU ALONE, DID YOU OR WERE THERE OTHERS WITNESSING THIS? IF SO, WHO WERE THESE PEOPLE? (NEED NOT GIVE NAMES. TAKE READING. CEI TOOK THE READING. HERE ELECTRICIAN WATCHED.

- 21) DO YOU KNOW HOW LONG THE AIRCONDITIONER MAN WAS IN SUITE 1103 ON JULY 29TH 1995?  
*DONT KNOW ANYTHING ABOUT A/C MAN IN SUITE*
- 22) DO YOU KNOW HOW TO ACCESS SUITE 1103'S FUSE BOX INSIDE THE SUITE ON THE 11TH FLOOR?  
PLEASE DESCRIBE. *NO*
- 23) DO YOU KNOW HOW LONG THE ELECTRICIAN WAS REPAIRING THE "ELECTRICAL PROBLEM" IN SUITE 1103 ON JULY 29TH 1995? *NO*
- 24) DO YOU KNOW WHEN THE ELECTRICIAN LEFT SUITE 1103 ON JULY 29TH 1995? *NO*
- 25) DO YOU KNOW HOW LONG THE ELECTRICIAN WAS IN SUITE 1103 BEFORE THE CEI EMPLOYEE CAME TO CHECK THE PANEL ON THE 10TH FLOOR OF THE MERIDIAN? *NO*
- 26) IF THE CEI MAN CAME TWO TIMES ON JULY 29TH 1995, DID HE GO WITH YOU OR ANY OF THE MERIDIAN TO CHECK THE PANELS IN THE GARAGE AT ANY POINT? *He did NOT check the panels with me. DONT KNOW ABOUT THE FIRST TIME.*
- 27) IF THE CEI MAN CAME TWO TIMES ON JULY 29TH 1995, DID HE GO WITH YOU OR ANY OF THE MERIDIAN EMPLOYEES TO CHECK THE POWER BOX IN THE LOWER LOBBY'S ELECTRICAL BOX AREA? *NOT WITH ME. DONT KNOW ABOUT OTHER EMPLOYEES.*
- 28) IF THE CEI MAN CAME TWO TIMES ON JULY 29TH, DID HE GO WITH YOU OR ANY OTHER OF THE MERIDIAN EMPLOYEES TO CHECK THE POWER BOX ON THE 10TH FLOOR BOTH TIMES? *He did with me the 2nd time. DONT KNOW ABOUT THE FIRST.*
- 29) HOW MANY TIMES DID YOU SEE THE ELECTRICAL CEI EMPLOYEE ON JULY 29TH, AND AT WHAT TIME DID YOU SEE HIM? *ONCE, SOME TIME AFTER 10:00 P.M.*
- 30) DO YOU KNOW IF THE CEI MAN CHECKED SUITE 1103' FUSE BOX INSIDE THE 11TH FLOOR SUITE? *NO*
- 31) WERE YOU PRESENT IN SUITE 1103 WHEN CEI MAN CHECKED INTO FUSE BOX OF SUITE 1103? *NO*
- 32) WHAT WAS THE VOLTAGE RECORDED FOR SUITE 1103 AND THE OTHER VARIOUS METERS IN THE 10TH FLOOR? *204*
- 33) DO YOU KNOW IF THE AIRCONDITIONER MAN RECORDED THE VOLTAGE ON JULY 29TH 1995?  
*DONT KNOW, STILL DONT KNOW ABOUT THE A/C MAN.*
- 34) DO YOU KNOW IF THE ELECTRICIAN RECORDED THE VOLTAGE ON THE 10TH FLOOR FOR THE VARIOUS SUITES? *NO*
- 35) DO YOU KNOW HOW SOON AFTER CHECKING WITH THE CEI MAN (IN YOUR PRESENCE) THE PANEL POWER BOX ON THE 10TH FLOOR, DID THE ELECTRICIAN HIRED TO "REPAIR" THE ELECTRICAL PROBLEM IN SUITE 1103 LEAVE? IN OTHER WORDS, HOW LONG AFTER CHECKING THE VOLTAGE ON THE 10TH FLOOR DID THE ELECTRICIAN LEAVE SUITE 1103? *ALL FOUR OF US WENT TO THE LOBBY, CEI LEFT. DO NOT KNOW WHEN ELECTRICIAN LEFT, I WENT BACK TO WORK.*
- 36) DO YOU KNOW IF SUITE 1103'S "ELECTRICAL PROBLEM" GOT REPAIRED BY THE ELECTRICIAN IN THAT PERIOD OF TIME AFTER HE CHECKED THE 10TH FLOOR PANEL? *I DONT KNOW,*
- 37) DID YOU KEEP RECORDS OF THE INCIDENT OF JULY 29TH 1995? *Yes,*
- 38) DO YOU KNOW IF THE AIRCONDITIONER MAN OR THE ELECTRICIAN HAVE KEPT RECORDS OF THE INCIDENTS THAT TOOK PLACE ON JULY 29TH 1995? *DO NOT KNOW.*
- 39) DO YOU KNOW THAT YOUR ANSWERS WILL BE PLACED IN PERMANENT RECORD AT THE PUBLIC UTILITIES C. O. OF OHIO AND YOU WILL BE CROSS EXAMINED BY THE JUDGE, ATTORNEYS OF THE AIRCONDITIONER MAN PLAYS THE ELECTRICIAN'S REPRESENTATIVE? *DO NOT KNOW.*

40) DO YOU KNOW THAT THE PUCO HAS JURISDICTION TO SUBPOENA YOU TO APPEAR FOR THE HEARING OF THE EVENTS THAT TOOK PLACE ON JULY 29TH 1995 AT THE MERIDIAN, THAT YOU ARE WITNESS TO? *I DIDN'T KNOW UNTILL NOW,*

41) DO YOU HAVE A PRIOR INCIDENT OF CONFLICT WITH DR. G. KAPLAN, OWNER OF SUITE 1103 THAT CAN ILLUSTRATE YOUR RELATIONSHIP WITH HER? IF SO, GIVE DETAILS. WAS THERE ANY MONE EXCAHNGED? *NOT TO MY KNOWLEDGE, DID AT ONE TIME DRIVE DR KAPLAN AIRPORT AFTER WORKING HOURS, AND WAS TIPPED \$20.00*  
PLEASE USE EXTRA SPACE BELOW TO ELEBORATE IN ANY OF THE ABOVE QUESTIONS IF THE ANSWER SO REQUIRES MORE SPACE.

*Charles M. Votruba*

CHARLES VOTRUBA, EMPLOYEE OF MERIDIAN CONDOMINIUM

DATE 11-20-1996

*Robert P. Kavulla*

NOTARY PUBLIC

ROBERT P. KAVULLA

NO EXPIRATION.

DATE 11-20-96

*Attorney-at-Law*

266 Shiner CLAIMS Dept  
SAVITSKI

# INVOICE

1080



**A1 QUALITY**  
**ELECTRICAL CONTRACTORS**  
Licensed • Bonded • Insured  
3116 Bowman Lane  
PARMA, OHIO 44134

Phone (216) 886-6616  
Fax (216) 886-6999

JOB PHONE	DATE OF ORDER
	7/29/95
JOB NAME/LOCATION	

TO MRS/Kaplan  
12550 Lake Ave Lakewood  
Suite 1103

529-1694  
PHONE

ORDER TAKEN BY

TERMS:

DESCRIPTION	AMOUNT
> Service call to check breaker panel for suite 1103, found all breakers in good condition, line voltage in b. Panel 190 volts.	75 00
MRS/Kaplan recommended electrician to wait on property until E.E.I. Reroute main cable to the side.	
3 HRS	

MR. TOMAS FENOUS

LABOR	HOURS	RATE	AMOUNT	TOTAL MATERIAL
From 7:45 PM to 10:45	3	60 <sup>00</sup>		TOTAL LABOR
				180 00
WORK ORDERED BY	DATE COMPLETED	TOTAL LABOR	TAX	

PAY THIS AMOUNT →

255 00

Thank You

SIGNATURE (I hereby acknowledge the satisfactory  
completion of the above described work.)

— Established 1898 —

**MEDINA**  
PHONE 725-8554  
8 A.M. - 5 P.M.  
— OR —  
EMERGENCY NIGHT SERVICE

# THE ORIGINAL DONNELLY HEATING & COOLING

9805 Madison Ave. • Cleveland, Ohio 44102

**CLEVELAND**  
PHONE 961-6800  
8 A.M. - 5 P.M.  
— OR —  
EMERGENCY NIGHT SERVICE

DATE REC.	PROMISED	7-29-95	DAY CALL	OVERTIME CALL	SUNDAY HOL. - 11PM	DATE COMPLETED	7-29-95
JOB AT	2550 LAKE #1103			CALLED IN BY			
CITY	LAKEWOOD			TENANT NAME			
NAME	KAPLAN			TENANT TELEPHONE			
ADDRESS				TELEPHONE			529-1694
				BUS. TELEPHONE			
CASH	CHECK	BANK CARD	CARRIER CARD	SC	PART SC	CARR 5 YR SC	SERV. WARR.
INSTALL WARR.	EXT. WARR.	CB	PART BILLING	CONTRACT SU	CONTRACT RECOVER	OTHER	
TYPE OF EQUIPMENT		MFG.	MODEL #		BASE UNIT		SERIES #
FURNACE BOILER							
HEAT PUMP							
AIR CONDITIONER		JOHNSON	48 HWC-24				AK37H68197
HUMIDIFIER							
AIR CLEANER							
OTHER							
REQUEST: <input checked="" type="radio"/> RES <input type="radio"/> COMM.				TO DO: Please get New Condenser Fan Motor and install			
NOT COOLING PROPERLY				Week of July 31 - 4th August			
W.O. #				5291694 UPS OVERNIGHT			
P.O. #							
WORK PERFORMED/ IN: 3:15 OUT: 7:30				REC. MACH. #			
Condenser fan motor seized				TYPE REF:			
Compressor off on overload				REMOVE			
Went to shop for spare parts (as used) & replaced				RECOVER			
				RETURN			
				RECYCLE			
				WASTE			
				RECLAIM			
				C/C (s)			
				PART #			
				13x25x1" FILTER			
				HOGS HAIR			
				CONDENSER FAN			
				MOTOR ASSEMBLY			
				4 1/4 HRS. LABOR			
TECHNICIAN: Mark				TRIP CHARGE			
				1 YR. WARRANTY ON TOTAL PARTS			
				30 DAY WARRANTY ON LABOR			
				TAX			
				TOTAL			
				CASH RECEIVED			
				ALL SERVICE CASH ON COMPLETION OR SERVICE CHARGE \$5.00			
				BALANCE			
WE RECOMMEND FURTHER TESTING ON THIS EQUIPMENT. <input type="checkbox"/>				ESTIMATE			
RECOMMENDATIONS:				You have the right to an estimate if the expected cost of repairs or service will be more than twenty-five dollars. Initial your choice.			
1070				WRITTEN ESTIMATE			
				ORAL ESTIMATE			
				NO ESTIMATE			
				ESTIMATE PRICE:			
I have the authority to order the work, which has been satisfactorily performed, as outlined above. It is agreed that the seller will retain title to any equipment or material that may be furnished until final payment is made, and if settlement is not made as agreed, the seller shall have the right to remove same and the seller will be held harmless for any damages resulting from the removal thereof.				CUSTOMER'S SIGNATURE			
				X G Kaplan			

SERVICE CONTRACTS & DONNELLY DOLLARS AVAILABLE

54399

— Established 1898 —

# THE ORIGINAL DONNELLY HEATING & COOLING

9805 Madison Ave. • Cleveland, Ohio 44102

CLEVELAND  
PHONE 961-6800  
8 A.M. - 5 P.M.

— OR —  
EMERGENCY NIGHT SERVICE

P. 54  
8 A.M. - 5 P.M.  
— OR —  
EMERGENCY NIGHT SERVICE

DATE REC. PROMISED 8-13-95 DAY CALL OVERTIME CALL SUNDAY HOL. - 11PM DATE COMPLETED 8-13-95

JOB AT 12550 LAKE RD. CALLED IN BY AK37H6818  
CITY LAKEWOOD ZIP 44130 TENANT NAME  
NAME KAPLAN TENANT TELEPHONE  
ADDRESS BUS. TELEPHONE

CASH	CHECK	BANK CARD	CARRIER CARD	SC	PART SC	CARR 5 YR SC	SERV. WARR.	INSTALL WARR.	EXT WARR.	CB	PART. BILLING	CONTRACT SU	CONTRACT RECOVER	OTH
------	-------	-----------	--------------	----	---------	--------------	-------------	---------------	-----------	----	---------------	-------------	------------------	-----

TYPE OF EQUIPMENT	MFG.	MODEL #	SERIES #	SERIAL #
<input type="checkbox"/> FURNACE BOILER		<u>48HW024</u>		<u>AK37H6818</u>
<input type="checkbox"/> HEAT PUMP AIR CONDITIONER				
<input type="checkbox"/> HUMIDIFIER AIR CLEANER				
<input type="checkbox"/> OTHER				

REQUEST: ☒ RES. ☐ COMM. TO DO:

No cool - Sunday

W.O. # P.O. #

WORK PERFORMED/ IN: 9:15 OUT: 11:20  
1:35 - 2:25

Gas unit on return  
trip & charged  
with additional  
80g.

TECHNICIAN: Mark Rick

WE RECOMMEND FURTHER TESTING ON THIS EQUIPMENT. ☐

RECOMMENDATIONS: Replace unit

I have the authority to order the work, which has been satisfactorily performed, as outlined above. It is agreed that the seller will retain title to any equipment or material that may be furnished until final payment is made, and if settlement is not made as agreed, the seller shall have the right to remove same and the seller will be held harmless for any damages resulting from the removal thereof.

CUSTOMER'S SIGNATURE: [Signature]

ESTIMATE  
You have the right to an estimate if the expected cost of repairs or service will be more than twenty-five dollars. Initial your choice.

WRITTEN ESTIMATE  
ORAL ESTIMATE  
NO ESTIMATE  
ESTIMATE PRICE:

TRIP CHARGE	
1 YR. WARRANTY ON TOTAL PARTS	
30 DAY WARRANTY ON LABOR	<u>25<sup>00</sup></u>
TAX	
TOTAL	<u>30<sup>00</sup></u>
CASH RECEIVED	
ALL SERVICE CASH ON COMPLETION OR SERVICE CHARGE	<u>\$5.</u>
BALANCE	<u>30<sup>00</sup></u>

A 1 1/2% carrying charge added to all invoices over 30 days is an annual rate of 18%.

CUSTOMER #

SERVICE CONTRACTS & DONNELLY DOLLARS AVAILABLE 544

STATEMENT

ORIGINAL DONNELLY HEATING & COOLING CO. INC.

Heating - Air Conditioning  
9805 Madison Avenue Cleveland, Ohio 44102  
Cleveland 961-6800 Medina 725-8554

TO: KAPLAN, G.  
12550 LAKE AVE. #1103  
LAKEWOOD OH 44107-

Date: 09/06/95  
Page: 1  
(216)529-1694

<u>DATE</u>	<u>INVOICE #</u>	<u>P/O #</u>	<u>AMOUNT</u>	<u>PAID</u>	<u>DUE</u>
07/29/95	54399	....	355.00	0.00	355.00
=====					
<u>DATE</u>	<u>INVOICE #</u>	<u>P/O #</u>	<u>AMOUNT</u>	<u>PAID</u>	<u>DUE</u>
08/13/95	54477	....	30.00	0.00	30.00
08/13/95	54631	....	120.00	0.00	120.00

TOTAL DUE.....

505.00

1-30	31-60	61-90	91-120	OVER 120
150.00	355.00	0.00	0.00	0.00

Any account which is thirty days or more past due from date of invoice, will be subject to a 1.5% service charge (18% per annum).  
ALWAYS AT YOUR SERVICE



ORIGINAL DONNELLY HEATING & COOLING CO. INC.

Heating - Air Conditioning  
9805 Madison Avenue Cleveland, Ohio 44102  
Cleveland 961-6800 Medina 725-8554

Date: 08/13/95  
Cust # KAP125

Invoice # 54631  
Page: 1

BILL TO: KAPLAN, G.  
12550 LAKE AVE. #1103  
LAKEWOOD OH 44107-

LOCATION: KAPLAN, G.  
12550 LAKE AVE. #1103  
LAKEWOOD OH 44107-

DETAIL OF WORK DONE:

8/13/95 NO COOL - SUNDAY CALL.  
RICK COMPRESSOR OFF ON OVERLOAD, LEAK AT CONDENSER TUBING, RPRD,  
MARK REPL 240V WIRING, COMPRESSOR TOO HOT TO START, CLND COND  
COIL SW/120.00  
REC: UNIT HAS MULTIPLE PROBLEMS AND SHOULD BE REPL.  
TO DO: MARK TO RTN LATER, TALK W/JOE ON BILLING.

LABOR HOURS:

DATE	EMP-CODE	HOURS	RATE
08/13/95	RICK	1.75	100.00

MATERIALS:

QUANT	ITEM NAME	UNIT PRICE	EXTEND PRICE
2.0	822	10.00	20.00

TOTAL MATERIALS.....	20.00
TOTAL LABOR.....	175.00
DISCOUNT.....	75.00
INVOICE TOTAL.....	120.00

Any account which is thirty days or more past due from date of invoice, will be subject to a 1.5% service charge (18% per annum).

ALWAYS AT YOUR SERVICE

ORIGINAL DONNELLY HEATING & COOLING CO. INC.

Heating - Air Conditioning  
9805 Madison Avenue Cleveland, Ohio 44102  
Cleveland 961-6800 Medina 725-8554

Date: 08/13/95

Cust # KAP125

Invoice # 54477

Page: 1

BILL TO: KAPLAN, G.  
12550 LAKE AVE. #1103  
LAKEWOOD OH 44107-

LOCATION: KAPLAN, G.  
12550 LAKE AVE. #1103  
LAKEWOOD OH 44107-

DETAIL OF WORK DONE:

8/13/95 NO COOL. SUNDAY.

MARK RAN UNIT ON RETURN TRIP & CHARGED W/ ADDL 8OZ. R22. SW/30.00

LABOR HOURS:

DATE	EMP-CODE	HOURS	RATE
08/13/95	MARK	2.75	100.00

MATERIALS:

QUANT	ITEM NAME	UNIT PRICE	EXTEND PRICE
0.5 R 22		10.00	5.00

TOTAL MATERIALS.....	5.00
TOTAL LABOR.....	275.00
DISCOUNT.....	250.00
INVOICE TOTAL.....	30.00

Any account which is thirty days or more past due from date of invoice, will be subject to a 1.5% service charge (18% per annum).

ALWAYS AT YOUR SERVICE

STATEMENT

ORIGINAL DONNELLY HEATING & COOLING CO. INC.

Heating - Air Conditioning  
9805 Madison Avenue Cleveland, Ohio 44102  
Cleveland 961-6800 Medina 725-8554

TO: KAPLAN, G.  
12550 LAKE AVE. #1103  
LAKEWOOD OH 44107-

Date: 08/01/95  
Page: 1  
(216)529-1694

<u>DATE</u>	<u>INVOICE #</u>	<u>P/O #</u>	<u>AMOUNT</u>	<u>PAID</u>	<u>DUE</u>
07/29/95	54399	....	355.00	0.00	355.00
****PAYMENTS*****					
07/24/95	53973	CKCK		83.55	
TAL DUE.....					355.00

1-30	31-60	61-90	91-120	OVER 120
355.00	0.00	0.00	0.00	0.00

ny account which is thirty days or more past due from date of invoice, will be subject to a 1.5% service charge (18% per annum).

ALWAYS AT YOUR SERVICE

ORIGINAL DONNELLY HEATING & COOLING CO. INC.

Heating - Air Conditioning  
9805 Madison Avenue Cleveland, Ohio 44102  
Cleveland 961-6800 Medina 725-8554

Date: 07/29/95

Cust # KAP125

Invoice # 54399

Page: 1

BILL TO: KAPLAN, G.  
12550 LAKE AVE. #1103  
LAKEWOOD OH 44107-

LOCATION: KAPLAN, G.  
12550 LAKE AVE. #1103  
LAKEWOOD OH 44107-

DETAIL OF WORK DONE:

7/29/95 NOT COOLING PROPERLY.

MARK CONDENSER FAN MOTOR SEIZED, COMPRESSOR OFF ON OVERLOAD, WENT  
TO SHOP FOR SPARE PARTS, REPL. 355.00

TO DO: NEW CONDENSER FAN MOTOR WK OF 8/7.

LABOR HOURS:

<u>DATE</u>	<u>EMP-CODE</u>	<u>HOURS</u>	<u>RATE</u>
07/29/95	MARK	4.25	76.00

TRAVEL TIME.....	32.00
TOTAL LABOR.....	323.00
	-----
INVOICE TOTAL.....	355.00

Any account which is thirty days or more past due from date of invoice, will be subject to a 1.5% service charge (18% per annum).

ALWAYS AT YOUR SERVICE

- OR -  
EMERGENCY NIGHT SERVICE

9805 Madison Ave. • Cleveland, Ohio 44102

PHON  
8 A.M.  
- OR  
EMERGENCY NIGH

DATE REC'D <b>6-15</b>		PROMISED <b>6-19</b>	DAY CALL	OVERTIME CALL	SUNDAY HOL - 11PM	DATE COMPLETED
JOB AT	<b>12550 LARE #1103</b>	CALLED IN BY		<b>Alice 228-4211</b>		
CITY	<b>Lake Wood</b>	ZIP	TENANT NAME	TENANT TELEPHONE		
NAME	<b>Kaplan</b>	TELEPHONE				
ADDRESS	BUS. TELEPHONE					
CASH	CHECK	BANK CARD	CARRIER CARD	SC	PART SC	CARR 5 YR SC
SERV WARR	INSTALL WARR	EXT WARR	CB	PART BILLING	CONTRACT SU	CONTRACT RECOVER
OTHER						

TYPE OF EQUIPMENT	MFG.	MODEL #	SERIES #	BASE UNIT	SERIAL #
FURNACE BOILER					
HEAT PUMP AIR CONDITIONER	<b>Johnson Corp</b>	<b>4Y-HWG-24</b>			<b>1237 HLG 97</b>
HUMIDIFIER AIR CLEANER					
[ ] OTHER					

REQUEST: <input checked="" type="checkbox"/> RES <input type="checkbox"/> COMM	TO DO:
<b>Clean + Check Thru Wall Air Conditioner</b>	<b>Filter size 25"x13"</b>
W.O. *Measure Size of Filter	P.O. #

WORK PERFORMED: IN: <b>10:45</b> OUT: <b>11:45</b>	REQ. MACH. #
<b>CHECK EVAP COIL could not get to CONDENSOR coil CHECK ALL WIRING + CONTACTING RAN UNIT + COMP. + PRESSURES LOOK GOOD VOLTAGE + AMP DRAWINGS LOOK OK (NEW) CONDENSATE LINE</b>	TYPE REF. REMOVE RECOVER RETURN RECYCLE WASTE RECLAIM
	C/C (\$)
	PART #

TECHNICIAN: <b>Kaplan</b>	ESTIMATE
WE RECOMMEND FURTHER TESTING ON THIS EQUIPMENT. <input type="checkbox"/>	You have the right to an estimate if the expected cost of repairs or service will be more than twenty-five dollars. Initial your choice
RECOMMENDATIONS: <b>REPLACE AIR FILTER</b>	WRITTEN ESTIMATE
I have the authority to order the work which has been satisfactorily performed, as outlined above. It is agreed that this dealer will retain title to any equipment or material that may be furnished until final payment is made, and if settlement is not made as agreed, the vendor shall have the right to remove same and the seller will be held harmless for any damages resulting from the removal thereof.	ORAL ESTIMATE
CUSTOMER'S SIGNATURE	NC ESTIMATE
	ESTIMATE PRICE

TRIP CHARGE	1 YR. WARRANTY ON TOTAL PARTS
30 DAY WARRANTY ON LABOR	TAX
TOTAL	CASH RECEIVED
ALL SERVICE CASH ON COMPLETION OR SERVICE CHARGE	\$5.00
BALANCE	

A 1 1/2% carrying charge added to all invoices over 30 days. This is an annual rate of 15%.

CUSTOMER #

## SERVICE CONTRACTS & DONNELLY DOLLARS AVAILABLE

53973

THE ORIGINAL  
**DONNELLY HEATING & COOLING CO.**  
9805 MADISON AVENUE - CLEVELAND, OHIO 44102

(216) 961-6800  
Cleveland

"THE ORIGINAL DONNELLY DIFFERENCE, REPUTATION FOR QUALITY SINCE 1898"

(330) 725-8554  
Medina

OCTOBER 25, 1996

DR. GABRIELA KAPLAN  
12550 LAKE AVE. #1103  
LAKEWOOD, OH 44107

DR. KAPLAN,

REGARDING YOUR COMMUNICATION OF OCTOBER 23, THE MATTER WHICH YOU REFERRED TO HAS BEEN HANDLED AS FAR AS OUR OFFICE IS CONCERNED. THE \$305.00 WAS WRITTEN OFF AS A BAD DEBT PER MR. JOSEPH DONNELLY AND YOUR ACCOUNT WAS CLOSED. (THE ACCOUNT WAS NOT TURNED OVER TO OUR COLLECTION AGENCY PER MR. DONNELLY.)

WE WILL NO LONGER DO SERVICE WORK AT YOUR RESIDENCE. YOUR ACCOUNT IS CLOSED WITH NO BALANCE DUE.

I BELIEVE MR. DONNELLY DISCUSSED THIS MATTER WITH YOU OVER THE PHONE LAST FALL. IN ANY CASE, THE MATTER IS SETTLED.

SINCERELY,

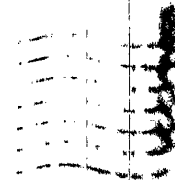
*Karen A. Donnelly*  
KAREN A. DONNELLY  
OFFICE MANAGER

*Joe Donnelly*

**ORIGINAL DONNELLY**

HEATING • COOLING  
ESTABLISHED 1898

9805 MADISON AVE. - CLEVELAND, OHIO 44102



Dr. Gabriela Kaplan  
12550 Lake Ave. #1103  
Lakewood, OH 44107

NOV 21, 1996  
12550 LAKE AVE  
CLEVELAND, OHIO

MR. JOE DONNELLY  
DONNELLY HEATING AND COOLING CO  
9805 MADISON AVE  
CLEVELAND, OHIO 44102

DEAR MR. DONNELLY,

ENCLOSED IS A REPLY TO A FAX I SENT YOU IN OCTOBER, ALONG WITH THE ORIGINAL LETTER THAT UNFORTUNATELY WAS NEVER RECEIVED BY YOU DUE TO INCORRECT ADDRESS, SO I ENCLOSE IT ONCE MORE.

I AM DISAPPOINTED TO HEAR YOUR OFFICE WOULD NOT CHARGE ME FOR THE WORK DONE IN MY AIRCONDITIONER. I HAVE FULL INTENTIONS TO PAY YOU THE PROPER AMOUNT. AND HOPE YOU CHANGE YOUR MIND. I NOTICED I HAD NOT PAID THE BILLS WHEN I REVIEWED MY PAPERS FOR THE IRS THIS SEPTEMBER IN PREPARATION FOR TAXES. MR. [REDACTED] MY ACCOUNTANT BROUGHT THIS TO MY ATTENTION, THUS PROMPTING THE FAX AND CERTIFIED LETTER. I DO NOT LIKE TO HAVE YOUR RECORDS REFLECT THAT I AM A BAD ACCOUNT, FOR THIS IS NOT THE CASE AND REFLECTS POORLY ON ME.

ENCLOSED IS AN INTERROGATORY REQUESTED BY THE PUBLIC UTILITIES COMMISSION OF OHIO REGARDING THE INCIDENT OF JULY 29TH 1995 WHEN MY AIRCONDITIONER BROKE. I HOPE YOU WILL FIND THE REPAIRMAN WHO TWICE CAME TO MY SUITE ON THAT DAY AND TRIED TO REPAIR THE AIRCONDITIONER. HE HAS TO ANSWER TO THE INTERROGATORY HEREIN ENCLOSED. IF HE IS NO LONGER WITH YOU, PLEASE REVIEW YOUR RECORDS AND FILL THE QUESTIONNAIRE TO THE BEST OF YOUR ABILITY. THIS IS IN ORDER TO AVOID HAVING YOUR CO. AND YOUR EMPLOYEE SUBPOENA'D FOR THE HEARING THAT WILL TAKE PLACE IN COLUMBUS SHORTLY.

I HAVE BROUGHT COMPLAINT AGAINST THE CEI ILLUMINATING CO. OF OHIO FOR INSUFFICIENT ELECTRICAL POWER THAT CAUSED MY AIRCONDITIONER TO BREAK DOWN. MY MAIN COMPLAINT WAS THAT THEY REFUSED TO ADMIT THAT I DID NOT HAVE SUFFICIENT VOLTAGE, AND THAT THE PROBLEM WAS WITH THE POOR REPAIR DONE BY YOUR CO. AND THE ELECTRICIAN THAT ALSO CAME THAT DAY TO CHECK THE WIRING. WE HAVE AFFIDAVIT OF THE ELECTRICIAN WHO MEASURED 190 VOLTS IN MY SUITE, THUS EXPLAINING THE FAILURE OF MY AIRCONDITIONER. I KNOW YOUR REPAIRMAN ALSO TOOK READINGS, AND HE TOO TOLD ME IT WAS DUE TO POOR VOLTAGE. THE CEI CLAIM THIS IS NOT SO, AND THAT THERE WERE NO PROBLEMS WITH LOW VOLTAGE ON THAT DAY IN THE ENTIRE CITY OF CLEVELAND AND LAKEWOOD. IF YOU HAVE ANY QUESTIONS, CALL THE PUCO, AND ASK FOR THE ATTORNEY INVOLVED IN THE CASE, MR. KERRY SHEETS AT 614. WE WOULD APPRECIATE YOUR COOPERATION SO THAT I DO NOT HAVE TO SUBPOENA YOUR EMPLOYEE OR YOU FOR THIS HEARING. I HAVE NO COMPLAINTS AGAINST YOUR CO IN FRONT OF THE PUCO, AND WILL KEEP IT THIS WAY. I HAVE NOT COMPLAINED REGARDING YOUR SERVICE TO ANYONE, EXCEPT TO YOU AS ENCLOSED IN THE REGISTERED LETTER I SENT YOU (ENCLOSED) THAT COMPLAINT WAS ONLY TO POINT OUT THAT THE BILL WAS TOO HIGH, AND NEEDED IT REVIEWED. PLEASE ALSO DO THAT AT THIS TIME SO WE DO NOT HAVE A SITUATION OF ME OWING YOU MONIES AS A DEAD BEAT FOR IT REFLECTS VERY POORLY ON ME, AND I AM SURE YOU DO NOT WISH TO ACCUSE ME OF THIS, SPECIALLY SINCE THERE IS PLENTY OF CORRESPONDENCE THAT SHOWS THAT I DO WISH TO PAY YOU A FAIR PRICE FOR THE SERVICES.

PLEASE SEND A NOTARIZED COPY OF THE ENCLOSED INTERROGATORY TO MY ABOVE ADDRESS. I WILL TAKE IT TO THE HEARING IF YOU DO SO.

  
GABRIELA KAPLAN. MD.

Z 191 250 031

**Receipt for  
Certified Mail**

No Insurance Coverage Provided  
Do not use for International Mail  
(See Reverse)

PS Form 3800, March 1993

Sent to	Mr. Donnelly
Street and No.	Donnelly, Gerald C
City, State and ZIP Code	4805 Madison Ave
Postage	\$ 78
Insured Fee	110
Special Delivery Fee	
Restricted Delivery Fee	
Return Receipt Showing to Whom & Date Delivered	110
Return Receipt Showing to Whom, Date, and Addressee's Address	
TOTAL Postage & Fees	\$ 2.95
Postmark or Date	2-6-95

PS Form 3811, December 1991 \*U.S. GPO: 1993-352-714

**Is your RETURN ADDRESS completed on the reverse side?**

**SENDER:**

Complete items 1 and/or 2 for additional services.  
• Print your name and address on the reverse of this form so that we can return this card to you.  
• Attach this form to the front of the mailpiece, or on the back if space does not permit.  
• Write "Return Receipt Requested" on the mailpiece below the article number.  
The Return Receipt will show to whom the article was delivered and the date delivered.

3. Article Addressed to:  
Mr. Donnelly  
Original Donnelly Co  
4805 Madison Ave  
Clear - off 44102

6. Signature (Agent)  
Gerald C Donnelly

8. Addressee's Address (Only if requested and fee is paid)  
12-6-95

7. Date of Delivery  
12-6-95

4b. Service Type  
2191850031

4a. Article Number

1. ☐ Addressee's Address  
2. ☐ Restricted Delivery  
Consult postmaster for fee.

I also wish to receive the following services (for an extra fee):

Thank you for using Return Receipt Service.



INTERROGATORY OF MR. \_\_\_\_\_  
CO OF CLEVELAND, OHIO

EMPLOYEE OF THE ORIGINAL DONNELLY

STATE YOUR NAME:

STATE YOUR POSITION WITH THE ORIGINAL DONNELLY CO.

DID YOU SERVICE SUITE 1103 OF 12550 LAKE AVE, LAKEWOOD OHIO ON JULY 29TH 1995?

DID YOU TAKE VOLTAGE READINGS THAT JULY 29TH 1995 IN SUITE 1103 ?

DO YOU RECALL IF THE VOLTAGE READINGS WERE.?

DO YOU KNOW IF THE VOLTAGE READINGS YOU CHECKED WOULD BE SUFFICIENT TO POWER THE UNIT'S AIRCONDITIONER FOR A PROLONGED PERIOD OF TIME?

DID YOU POINT OUT TO DR. KAPLAN THAT YOU FELT THE VOLTAGE WAS LOW?

DID YOU RECOMMEND DR. KAPLAN , OWNER OF UNIT 1103 CALL THE ELECTRICAL CO. TO CHECK THE LOW VOLTAGE.?

DID DR. KAPLAN CALL THE CEI REPAIRMAN?

DID YOU MEET WITH THE CEI REPAIR MAN ON JULY 29TH 1995 IN SUITE 1103?

DID YOU SEE THE CEI REPAIRMAN CHECK THE VOLTAGE IN SUITE 1103?

DID THE CEI MAN HAVE A VOLTIMETER OR ANY DEVICE TO CHECK ELECTRICAL POWER?

DID YOU HAVE TO GIVE HIM YOUR VOTIMETER SO HE COULD VERIFY THAT THE VOLTAGE WAS LOW?

DID YOU AND THE CEI MAN CHECK THE VOLTAGE IN THE FUSE BOX OF SUITE 1103?

WERE IS THE FUSE BOX OF SUITE 1103?

DESCRIBE HOW YOU HAVE TO ACCESS THE FUSE BOX OF SUITE 1103?

DID YOU HAVE TO STAY OVERTIME TO WAIT UNTIL THE CEI MAN ARRIVED?

WHY DID DR. KAPLAN MAKE YOU WAIT UNTIL THE CEI MAN ARRIVE TO CHECK VOLTAGE?

DO YOU KNOW HOW MANY TIMES DR. KAPLAN CALLED THE CEI CO. URGING THEM TO COME CHECK THE POWER PROBLEM?

DID YOU PERCEIVE DR. KAPLAN ANXIOUS AND URGING THE CEI CO. IN HAVING THEIR REPAIRMAN COME BECAUSE YOU HAD TO WAIT FOR HIM TO COME?

DID YOUR. CO RECEIVE ABOVE NORMA NUMBER OF COMPLAINTS FROM CUSTOMERS WITH AIRCONDITIONER PROBLEMS DURING THE WEEK OF JULY 29TH 1995?

MR. \_\_\_\_\_

DATE \_\_\_\_\_

NOTARY \_\_\_\_\_