

PUBLIC UTILITIES COMMISSION OF OHIO - Case #: 00650391 [ ref:\_00Dt0GzXt.\_500t0ceol0:ref ]

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From: Christina Cassady (contactthepuco@puc.state.oh.us)

To: m\_roote@yahoo.com

Date: Wednesday, December 16, 2020, 09:59 AM EST

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Case Number: 00650391

Dear Michael Roote:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) and allowing me to address your concerns regarding the Cleveland Electric Illuminating Company (CEI).

In your complaint, you stated that following a power outage on December 1, 2020, a tree fell on the customer service drop, pulling the line and service entrance off the side of your home. CEI was notified of the downed line and your family went to stay with relatives. While checking on the house on December 3, 2020, you discovered that CEI had restored the power without verifying the condition of the service drop and entrance, thereby creating a danger of electrocution and fire. When you called CEI on December 7, 2020 to request disconnection of the service drop to make repairs to the service entrance, you were informed the work could not be completed until December 23, 2020.

CEI's response was that its crews found wires down in front of the service address and assumed that was the cause of the outage. The crew isolated the downed wire and sent a follow-up to the company's forestry division for the removal of the tree. The tree was removed December 2, 2020 and service to the area was restored December 3, 2020.

On December 8, 2020, CEI disconnected the customer service drop so that repairs to the customer owned equipment could be completed. CEI advised the service will be reconnected upon notification that the repairs have been completed. Please be advised a copy of your complaint, as well as CEI's response, will be kept on file with the PUCO.

Should you have any additional utility-related questions, please do not hesitate to contact the PUCO Call Center at (800) 686-PUCO (7826) or visit our website at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

Sincerely,

**Christina Cassady**

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Lead Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

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