



Public Utilities Commission

Case Number

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

Formal Complaint Form

Yolanda Wilcox

Customer Name (Please Print)

1465 Olmsted Dr.

Customer Address

Bear,

City

DE 19701

State Zip

Against

Account Number

2845 Quarry Rd.

Customer Service Address (if different from above)

Maumee,

City

OH 43537

State Zip

Toledo Edison

Utility Company Name

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

see attached sheets. (5)

Yolanda Wilcox

Signature

804-246-0991

Customer Telephone Number

TOLEDO EDISON

(List of conversations)

History of Facts:

- Yolanda Wilcox accepted employment in Mobile, AL and moved from 2845 Quarry Road, Maumee, OH in January 2008.
- Yolanda Wilcox's current phone number is 804-246-0991. Her other phone number while living in Maumee, OH was 478-335-4695, which she still has.
- Calls were made to Toledo Edison from (313) 346-3987 which belongs to Carla Ham. This number was verified with Toledo Edison as the phone number given as a callback number.
- Yolanda Wilcox moved from Mobile, AL to Richmond, VA in September 2010 and lived there until May 2013 when she was relocated to the Wilmington, DE area where she still resides in 2016.
- The property located at 2845 Quarry Road, Maumee, OH was rented to Marvin and Carla Ham from January 10, 2013 to their eviction on March 31, 2016.
- After the eviction of the Hams, on April 1, 2016, the property was inspected by Yolanda Wilcox and no mail was found at the property, however Carla Ham was seen and approached by a neighbor removing mail from the mailbox at 2845 Quarry Rd. on May 9, 2016 in May 2016 after the eviction.

March 31, 2016

Yolanda Wilcox was traveling to her property at 2845 Quarry Rd., Maumee, OH to follow through on the eviction of tenants, Marvin and Carla Ham. Since the Hams were to be out of the house by 4 pm on March 31, 2016, Yolanda Wilcox called Toledo Edison to turn the electric service on in her name. Per Linda @Toledo Edison, the electric service had been on at 2845 Quarry Rd, Maumee, OH in Yolanda Wilcox's name since 7/11/2013 and was still on in her name. Linda gave balances of \$824.61, \$1,795.02 then \$7,165.02.

Per Linda at Toledo Edison, an installment plan was set up on 2/29/2016 and Yolanda Wilcox* called to set this up. Per Linda, the last four digits of Yolanda Wilcox's* phone number was 3987 (Carla Ham's phone number is 313-346-3987).

Per Kelly@Toledo Edison – A disconnection notice was sent for 4/11/2016. The Toledo Edison's account number was previously being used to access account information for the 2845 Quarry Road, Maumee, OH property. Electric bills were being sent to the 2845 Quarry Road, Maumee, OH address as requested by Yolanda Wilcox* in 2013.

4/1/2016

Per Renee @ Toledo Edison, electric service will be taken out of Yolanda Wilcox's name on 4/4/16. A subpoena will be required to get records pertaining to this case/account.

4/1/2016 Toledo Detective subpoenaed records from Toledo Edison, however, he eventually stated that he only received payment records from Toledo Edison.

*The name of Yolanda Wilcox was given by the caller who was not Yolanda Wilcox.

4/18/2016

Per Ciara(C28003) @ Toledo Edison – Toledo Edison was given the full Social security number for Yolanda Wilcox* on 7/11/2013 by the caller. Account was automatically put back in Yolanda Wilcox's name and billing started. Toledo Edison sent a letter regarding landlord reversion to: P. O. Box 850451, Mobile, AL 36685 (This was 3 years after Yolanda Wilcox had moved from Mobile, AL). Per Ciara, Toledo Edison made a phone call attempt to Yolanda Wilcox and left a message, but she doesn't know what the phone number was that was called to reach her.

Per Ciara, in 2014, Toledo Edison talked to Ronald* and Yolanda Wilcox* to reconnect electric service for \$1,883.27. Total amount due was \$3,274.10 and \$3.95 fee for every \$600. Ronald* and Yolanda Wilcox* was offered the number for PIP, but it was declined. Per Ciara, Ronald*(Yolanda Wilcox's husband's name is Ronald and he was living in Richmond, VA with her at this time) then gave the phone to Carla (the OH tenant) to make a payment of \$2,196.57 (9/3/2014) to catch up and Toledo Edison spoke to Ronald* again with the same representative. Per Ciara, Ronald* was told that he had to pay to reconnect amount or have a signed medical certificate to keep the service on. Per Ciara, Ronald* was upset that no one would work with him and said he had kids and another person in the home (Ronald Wilcox has no children in the home-children's ages are 25, 32, 33 and 36 and they all live in GA and FL). Ronald* was offered the PIP program, but he declined the program and set up an installment plan on 9/4/2014 at 9:27 a.m. At 10:51 am the same day, Toledo Edison spoke with Yolanda Wilcox* and \$74 was added to the bill. The average monthly bill was \$247 + \$74 and reconnect fee on 9/4/2014.

Per Ciara, on Feb 2, 2015, Yolanda Wilcox* set up an installment plan again. Yolanda Wilcox* verified the account number, phone number and address for the 2845 Quarry Road property. A \$650 payment was made by Yolanda Wilcox* on 2/11/2015. Confirmation number was #35446642.

Per Ciara, on 2/29/2016, a \$825 payment was made by Yolanda Wilcox* via electronic check. Check was returned 3/4/2016. Confirmation #42922383.

Per Ciara, on 3/1/2016, Toledo Edison spoke with Yolanda Wilcox* and an installment plan was created.

Per Ciara, the Hams applied for electrical service as tenants at the 2845 Quarry Road property, but were declined Electric services on 2/20/2013.

Per Ciara, on 2/28/2014, Yolanda Wilcox* called and updated her phone number and mailing address (to Carla Ham's phone number 313-346-3987*** and 2845 Quarry Road, Maumee, OH 43537 address).**

Per Ciara, on 2/28/2014, a payment of \$330 was received from Yolanda Wilcox* and an installment plan was set up. Another invoice was sent to the P. O. Box in Mobile, AL, but was undeliverable. The \$150 security deposit was applied to the outstanding bill.

Per Ciara, on 7/18/2014, Ronald* talked with Toledo Edison and faxed them a physician signed medical certificate (Marvin, pretending as if he was Ronald Wilcox* was given this information as a means to keep the electric power on by Toledo Edison on 9/4/2014-see above).

*The name of Yolanda Wilcox and Ronald Wilcox was given by the caller who was not Yolanda and Ronald Wilcox.

**Yolanda Wilcox moved from 2845 Quarry Road in January 2008 to Mobile, AL, then later moved to Richmond, VA in Sept. 2010. USPS forwarded all mail to her Richmond, VA address for 1 yr. (Sept. 2010 to Sept. 2011).

***The phone number 313-346-3987 belongs to Carla Ham.

Per Trina @ Toledo Edison, on 4/18/2016 at 10:37 am - Yolanda Wilcox asked her about payments made on the account in name of Yolanda Wilcox. Trina said that Yolanda Wilcox* called on 12/26/2012. Yolanda was upset and hung up because she could not get information. Trina said that Revenue Ops Dept. at Toledo Edison made the determination that this case was not identity theft. Yolanda Wilcox asked for copies of previous Toledo Edison bills and a copy of the physician signed medical certificate sent with Ronald Wilcox's* name and Trina said Toledo Edison could not send that information and that it would have to be subpoenaed from:

76 S. Main St.
Akron, OH 44308
Attn: Legal

Yolanda Wilcox asked to speak to a Toledo Edison Supervisor and held on the phone from 10:40-11:16 am, when Yolanda Wilcox spoke with Ms. Green @ Toledo Edison, Ms. Green said that in December 2012, service at 2845 Quarry Rd was in another name, but in July 2013 was put in Yolanda Wilcox's name. (Property was rented to Lawrence Tribble prior to the Ham's moving in in January 2013. Rental contract indicates that the Ham's are required to place electric utilities in their name and that they are responsible for the bill).

Ms. Green directed Yolanda Wilcox to the Public Utilities Commission of Ohio at 800-686-7826 or www.puco.oh.gov to make a report.

Yolanda Wilcox called the Public Utilities Commission of Ohio at 11:17 am, and they hung up after giving her name and information. Yolanda Wilcox called back at 11:19 am and reported the identity theft information and was told that the case was assigned to an investigator and they have 10 days to respond, but it usually takes less than 10 days. Case #ywil041816QM

4/15/2016

Yolanda Wilcox called Toledo Edison at 4:00 pm and was on hold until 4:38 pm. Per Stefanie (49035) @ Toledo Edison has Yolanda Wilcox's current phone number as ending with 4695 and address as 1465 Olmsted Dr., Bear, DE and her balance as \$7,098.49. Yolanda was given the information given below by Stefanie:

12/26/12 – Toledo received a call from Yolanda Wilcox* asking if tenants have moved out?

1/4/13 – 11:59 am – Landlord reversion added to Toledo Edison account.

1/24/13 – Toledo Edison received a call (from Yolanda Wilcox*) asking if service was transferred in her name?

Feb 2013 – Tenant, Marvin Ham, called for electric service. Service was denied.

7/10/13 – Service was turned off by previous tenant.

7/11/13 – Service was automatically put in Yolanda Wilcox's name by Toledo Edison.

7/11/2013 - Yolanda Wilcox's* move in date (according to Toledo Edison).

4/4/2016 – move out date for service in Yolanda Wilcox's* name (according to Toledo Edison).

Per Stefanie, in July and August 2013, Toledo Edison mailed bills to Yolanda Wilcox at the PO Box in Mobile, AL. Mail was undeliverable and returned to Toledo Edison. There was no record of calling Yolanda Wilcox to notify her that service was transferred in her name.

*The name of Yolanda Wilcox was given by the caller who was not Yolanda Wilcox.

Payments to the Toledo Edison account at 2845 Quarry Road, Maumee, OH from July 2013 to April 1, 2016, were made on:

2/28/14 - \$330

9/4/14 - \$2,196.57

2/15/15 - \$650 (check was returned)

2/29/16 - \$825 (check was returned on 3/4/16)

Per Stefanie, there are no records of any incoming calls on this account since 1/24/2013. (This contradicts what the other Customer Service reps. said on all of the conversations above)

1/28/16 – bill was mailed to 2845 Quarry Rd

2/28/16 – bill was mailed to 2845 Quarry Rd

3/28/16 – bill was mailed to 2845 Quarry Rd

4/6/16 – bill was mailed to 1465 Olmsted Dr (this was after I contacted Toledo Edison and changed my mailing address)

April 1, 2016 – Yolanda Wilcox asked for a police escort to the 2845 Quarry Road property. When Yolanda Wilcox asked Marvin Ham about the stolen identity theft and the large amount of outstanding utility bills, Marvin Ham told the officer, Yolanda and Ronald Wilcox that he had just paid \$825 on the electric bill. (As you can see above, that check was returned a month prior).

June 3, 2016 – Yolanda Wilcox was contacted by a realtor in Maumee, OH and was notified of a disconnection notice on the front door. The date of the notice was 5/31/2016 (am). It indicated that no one had not applied for electric service or have not satisfied the application terms. It also said that service may be disconnected if someone doesn't satisfactorily complete an application for service.

Yolanda Wilcox called Toledo Edison from the Philadelphia airport and spoke with and held the phone for 45 mins. with Gena. Gena was unsure what to do and said she would call me back later. When she returned the call, Yolanda Wilcox was in flight and phone was off.

June 7, 2016 - Ronald Wilcox called Toledo Edison a second time to put the service at 2845 Quarry Road in his name. He spoke with Tiffany at 3:45 pm and was later transferred to the Application Dept where he spoke with Stefanie (4:07pm). Stefanie informed him that no new application would be accepted and that Yolanda Wilcox needed to call in and speak to the credit dept. Ronald Wilcox said they told him that Toledo Edison said they tried calling me, but received no response about the issue.

*The name of Yolanda Wilcox was given by the caller who was not Yolanda Wilcox.

OTHER SIMILAR INCIDENTS OF YOLANDA WILCOX'S IDENTITY THEFT BY MARVIN AND CARLA HAM

TRU-GREEN

4/21/16 –Yolanda Wilcox called Tru-Green to get an estimate for restoring the front lawn @ 2845 Quarry Rd, Maumee, OH.

Per Tru-Green, Yolanda Wilcox* has an unpaid bill from a 2013 application that was still unpaid.

TOLEDO GAS CO.

4/11/16 – Yolanda Wilcox received a message from Teresa at Toledo Gas asking about the tenants (Marvin and Carla Ham) that were living at 2845 Quarry Rd, Maumee, OH. Teresa said that the tenant's hadn't paid their outstanding gas bill and she was calling to check on it. Teresa said the gas service was turned off at 2845 Quarry Road and the tenants (Marvin and Carla Ham) turned it back on themselves. Toledo Gas turned the gas service off again and because the tenants turned it back on without payment, there is now a pad-lock on it. Teresa could not share the amount of the Ham's bill with Yolanda Wilcox, however she did say that it was for a substantial amount.

*Yolanda Wilcox and Ronald Wilcox name as used by Marvin and Carla Ham