

FILE



The Public Utilities
Commission of Ohio

09-187-EL-CSS

15NE021109SF
Case Number

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

Formal Complaint Form

JOE E. SNELL
Customer Name

2561 ROMIG RD. APT. #4
Customer Address

AKRON OHIO 44320
City State Zip

Against

110047-3668-82
Account Number

(FIRST ENERGY) OHIO Edison
Utility Company Name

110047-3668-82
Customer Service Address (if different from above)

AKRON OHIO 44309-3637
City State Zip

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

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2009 MAR -9 PM 2:49

PUCO

Joe E. Snell
Signature

330 - 848 - 9548
Customer Telephone Number

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Technician 5 Date Processed MAR 09 2009

The Public Utilities Commission of Ohio
Ted Strickland, Governor • Alan R. Schriber, Chairman
Commissioners: Ronda Hartman Fergus, Donald L. Mason, Valerie A. Lemmie, Paul Centolella
180 E. Broad Street, Columbus, Ohio 43215-3793 • An Equal Opportunity Employer and Service Provider

March 3, 2009
Public Utilities commission of Ohio
Attention: Docketing
180 E. Broad Street
Columbus, Ohio 43215

My name is Joe Snell. I'm sixty seven years old and am currently receiving total disability benefits from Worker's compensation. I have been unemployed since 1984. In 1995 I was divorced which left me homeless. Rita Tanner took me into her home while I was physically and mentally unable to work. In 1991 I received SSI benefits. With health problems I moved in with my sister who was assigned to be my payee. I lived with her four or five years. My benefit check paid for my rent and utilities. In 1995 I moved back to Rita Tanner's house at 719 Victoria Avenue and I lived there until 2006.

Rita Tanner had a gambling addiction. She ordered electricity in my name without my knowledge. After gambling away all her assets she passed away. I was being evicted from the property and was unable to rent an apartment because Rita Tanner had stolen my identity by theft. I was advised to send a police report. I complied and all of the credit cards were deleted. After Rita Tanner's death, I discovered the electric bill and my name was on the account and I contacted the electric company in writing to send me any information that would prove my innocence or guilt. I never received any information from them. After speaking to one of the representatives, I was told their policy is that they will allow a homeowner to order electric in someone else's name while not even knowing whether the person lived there or not. I didn't order any electricity from First Energy. As I have explained in this complaint, I didn't have any resources. I was destitute. Rita Tanner made all the transactions on this account. It is my assertion that it was the utility company's policy that allowed this electric bill to reach this excessive amount of money and allowing Rita Tanner to order electric in my name. I was told to send them a copy of any previous addresses and they might reconsider. I sent them a copy that I had received from the Portage Path Behavior Health Clinic where I was an out patient. I didn't receive or get any response from them. I am still receiving electricity service from First Energy. They have deducting \$66 from my checking account plus my regular monthly bill, and being on a fixed income this has been a great hardship for me. If the Commission determine that my complaint has reasonable grounds, then the Commission should set forth this complaint for a hearing so I can produce my evidence and it will show that I also was a victim and not a participant.

Thank You,
Joe Snell