

NC

FILE

IAD 09-740-EL-CSS

FORMAL COMPLAINT FORM

Denver R. Gatrell  
(YOUR NAME)

Ohio Edison AGAINST  
(THE COMPANY)

MY COMPLAINT IS: On March of 2009, I Denver Gatrell received a bill of \$691.95. This bill was supposedly an actual reading. By my records, the only actual estimated bill I received in 2 yrs. was Feb. 2009. Over the history of my account this would be 2/3 above any previous bills. They checked the bills from March of 08, and said it was comparable to March of 09. My argument with this reading is that as of Sept. 2008, I went from a 6 person household to a 1 person household. Also I was never home, the heat was always at 68°, no cooking, less showers, less TV, less electric. Therefore I cannot understand why my history of usage could be changed from actual to estimated and be comparable to last year. Because there is no comparison to last year in any way Ohio Edison's excuses are unreasonable and unjustified. This has caused me much stress, time and money. I had to pay w/holding to come & check my furnace and electrical system, which they are both in good working order. Ohio Edison is taking no responsibility for their actions, I have proof of all my previous bills and they are negligent and disrespectful to my situation. What I am seeking is an adjustment to my account. Also there are several other residences on my road and near town that have the same problem with Ohio Edison at the same time period. Ohio Edison also sent me a copy of my March bill and it did not coincide with the original bill that I already have. I don't understand how they can change an actual read to an estimated read just to suit their purpose.

NOTE: ADDITIONAL INFORMATION MAY BE ATTACHED

Denver R. Gatrell  
SIGNATURE

14521 Ellsworth Rd.  
STREET ADDRESS

Berlin Center, Ohio 44401  
CITY, STATE, & ZIP

330 547-2139  
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 TM Date Processed 8/24/2009