

NC

FILE

8/6/2012

Formal Complaint

12-2262-EL-CSS

Harriet Shasby
111 Withers Dr.
Youngstown, OH 44512
Phone 330 758 9340

RECEIVED-DOCKETING DIV
2012 AUG -8 PM 12:23
PUCO

I have a residential electricity account with Ohio Edison.
Account number: 110 016 202 134
at my home at 111 Withers Dr., Youngstown, OH 44512

My complaint is against Ohio Edison for over-charging me for the three periods Oct. 11 through Nov. 8, 2011, Dec. 9, 2011 through Jan. 9, 2012, and Feb. 10 through March 9, 2012. They metered my consumption at 1302kwh, 2052kwh, and 2756kwh respectively; that's to say tripling, quadrupling and quintupling my historical usage.

Upon receipt each of the first two I called their office. The clerk immediately recognized the error and corrected it; only to be reversed each time, and the original billing re-instated.

After complaining regarding the third the Company agreed to install a new meter -which was done on April 17. On April 20 I received notice they had tested the old meter, determined it was registering correctly and "As a result, all of your usage charges on your previous bills are correct."

I assumed the Company was right and of course went about to determine the source of my electricity hemorrhage. Three times I had my HCV company check the furnace, - and find nothing amiss. Next I called the handy-man who has worked for me over 25 years and knows my house thoroughly. He also assumed there was a ground fault or faulty appliance. First he disconnected all my plug-in appliances and switched off the rest. The meter came to a dead stop. This he considered eliminated any possibility of a ground fault in the base system and hard-wired appliances. The plug-in's along with the operating appliances generally he addressed by logging the daily reading of the new meter from 4/20/12 to 6/13/12, i.e., over and entire "Actual" reading period., and which was then confirmed by the respective Ohio Edison bills. This showed that my usage since the new meter had returned to its historical pattern without any anomalies, and, since my appliances hadn't changed over the entire relevant period, mooted the defective appliance issue.

As for the rest, I'm 90 years old, have lived in this house 40+ years, the last 7 alone. My consumption is minimal and decreasing. He says that unless I was running a weld-shop in the garage, it seems a physical impossibility I could have been consuming at that rate.

I would like to recover at least the \$612.79 which I calculate to be the over-charge on the said three bills.

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 JD Date Processed AUG 08 2012