

BEFORE

THE PUBLIC UTILITIES COMMISSION OF OHIO

In the Matter of the Complaint of)
Gwendolyn Tandy,)
)
 Complainant,)
)
 v.) Case No. 12-2102-EL-CSS
)
 Cleveland Electric Illuminating Company,)
)
 Respondent.)

ENTRY

The Attorney Examiner finds:

- (1) By entry issued November 1, 2012, the hearing in this case was scheduled to commence on December 4, 2012, at 9:00 a.m., at the office of the Commission. The hearing in this matter was scheduled to facilitate, at the request of Ms. Tandy (complainant), a hearing in another complaint case filed by Ms. Tandy against The East Ohio Gas Company d/b/a Dominion East Ohio, in Case No. 12-2103-GA-CSS (Dominion complaint), to be held immediately following the hearing in this matter.
- (2) On November 8, 2012, in addition to the allegations previously raised in this matter, Ms. Tandy filed an additional 56 pages¹ in this docket claiming that:
 - (a) The statement of account provided by Cleveland Electric Illuminating Company (CEI) dated July 29, 2012, shows a zero balance whereas the bill dated July 20, 2012, shows a previous balance of \$423.82 with current charges due of \$439.88. Ms. Tandy requests details supporting the adjustment and the write-off listed on the statement of account information. Further, Ms. Tandy claims that her Percentage of Income Payment Plan

¹ Ms. Tandy's November 8, 2012, filing included portions of the bills for each month in 2011, excluding March and July 2011 and for the period February through November 2012, excluding January 2012.

(PIPP) payment due was timely and, therefore, no late charge should have been assessed.

- (b) The complainant contends that her PIPP payments have been incorrectly added to her account balance rather than subtracted.
 - (c) The CEI bill dated March 5, 2012, incorrectly includes payments/adjustments totaling \$256.79, plus late fees, without an explanation of the adjustment and the previous bill amount of \$172.81 is incorrect. Ms. Tandy represents that the previous bill amount had been written off. The complainant indicates that someone else, a Mr. Tinskey, was responsible for the CEI bill February 2011 to February 2012. Ms. Tandy requests \$2,116.79 plus interest for the "infraction."
 - (d) Ms. Tandy requests copies of her bill with the date her payments were received during the period December 2010 to December 2011.
 - (e) In association with the initial complaint filed July 17, 2012, the complainant requests that CEI refund her \$5,015.79 and, for pain and suffering related to the incorrect billings, fraud and theft, and disconnection notices, \$1,000 per month.
- (3) On November 19, 2012, CEI filed a motion requesting to continue the hearing scheduled for December 4, 2012. CEI requests the continuance in order to address all complaints made in this docket at the same proceeding. In the motion, counsel for CEI notes that he is also counsel for Dominion in this matter and consents to a continuance in the Dominion complaint case as well. Further, Ms. Tandy informed the Attorney Examiner that, as a result of her transportation arrangements, she would need the hearing to start later than the currently scheduled time of 9:00 a.m.
- (4) In light of both parties' requests, the Attorney Examiner finds CEI's request for a continuance to be reasonable and, therefore, the request should be granted. Accordingly, the hearing in this matter shall be rescheduled to commence at 11:00 a.m., January

15, 2013, at the offices of the Commission, 180 East Broad Street, 11th floor, Hearing Room D, Columbus, Ohio 43215-3793.

It is, therefore,

ORDERED, That CEI's request for a continuance be granted and the hearing in this case be rescheduled to January 15, 2013, at 11:00 a.m., at the offices of the Commission, 180 East Broad Street, Columbus, Ohio. It is, further,

ORDERED, That a copy of this entry be served upon Ms. Tandy, CEI and its counsel, and all other interested persons of record.

THE PUBLIC UTILITIES COMMISSION OF OHIO

s/ Greta See

By: Greta See
Attorney Examiner

/vrm

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11/27/2012 2:56:45 PM

in

Case No(s). 12-2102-EL-CSS

Summary: Attorney Examiner Entry granting request for continuance and rescheduling the hearing to January 15, 2013, at 11:00 a.m., electronically filed by Vesta R Miller on behalf of Greta See, Attorney Examiner, Public Utilities Commission of Ohio