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13-0149-EL-CSS

Ohio

**Public Utilities
Commission**

NNER121012/JT

Case Number

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

Formal Complaint Form

NORMA / Richard Nero
Customer Name (Please Print)

1084 SAN MARCO ROAD t.11
Customer Address
Marco Island FL 34145 3/25/13
City State Zip

Against

110 027 206 132
Account Number

13090 Spring Blossom Trail
Customer Service Address (if different from above)

First Energy / Illuminating Co.
Utility Company Name

Chesterland, OH 44026
City State Zip

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

Please see 4 pages attached

RECEIVED-DOCKETING DIV

2013 JAN -9 PM 12:28

PUCO

Norma Nero
Signature

216-225-4249 -cell
Customer Telephone Number
239-970-6701 FL #

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180 East Broad Street
Columbus, Ohio 43215-3793

Technician te

Date Processed JAN 09 2013

Updated December 14, 2012
(614) 466-3016
www.PUCO.ohio.gov

DATE: 1/07/2013

TO: PUCO Utilities Commission Ohio – **CASE ID: NNER121012JT**

FROM: Norma Nero
13090 Spring Blossom Trail
Chesterland, OH 44026
216-225-4249 (cell)

Temp. Address until 3/25/13:
1084 San Marco Road
Marco Island, FL 34145
239-970-0701

RE: First Energy/Illuminating Co. Formal Complaint
(We are customers of First Energy/Illuminating Co.)

DETAILS:

I tried to handle this on my own with First Energy but was sent a letter denying their culpability in this matter. Thus I request help from PUCO. They denied our claim stating “no willful or wanton act of negligence of a company employee.” No, but there certainly was negligence on the part of First Energy itself!

On Monday night, 10/29/12, the tail end of hurricane Sandy came through northern OH and we lost most of our power (it kept going in and out, brighter and dimmer) that continued throughout the night and following days. We started calling First Energy immediately that night and continued multiple times throughout each consecutive day. I am sure there is a record of the multiple calls in their computer. We hit the “special” # on phone if you have “wire down,” believing that would expedite the issue. The ground wire was pulled loose at the house service connection and pulled loose at street pole, but no one called or came out.

My husband daily drove around Chesterland and surrounding areas looking for any electric truck so he could tell them about our situation but found no one. He also called the Concord and Chardon stations to no avail. On Wednesday, 10/31, he called our personal electrician who came out to see if he could help, and he also called Geauga County Sheriff Dept. It was at that time that we were told, “Most line crews were sent to NY/NJ to help them after Sandy; only a few crews here; now waiting for crews to come from Illinois.” Plus this was confirmed on the television, radio and in the newspaper. At this time we also learned from our electrician about “brownouts” and the damage it could cause, but by this time it was too late for us to save anything.

Therefore, this meets PUCO’s requirement of “providing inadequate service.” First Energy should have taken care of the people in OH and then sent the crews to NY/NJ. We had over \$4000 in damage and I include the two pages of damaged inventory with this letter (receipts available upon request). I am asking for PUCO to make First Energy accountable and financially responsible for the damage done to our property and possessions. Had crews been available, they would have come out that night or the next day and we would have never had all of the damage we incurred.

I would also like to add that when they finally did come out, it took 20 minutes for them to splice the line in two places at the house and two places at the pole. This line should have been replaced! And had they had the decency to tell us to shut the main circuit breaker when we first called, we could have saved some of the damage. In order for this precaution to be done, the meter box had to be pulled from the service box at the house and that is First Energy/Illuminating Company's responsibility, so again they failed or were inadequate in providing service that we pay for.

I look forward to continuing with this Formal Complaint process and providing any information or receipts that PUCO needs. First Energy needs to take responsibility.


Norma Nero

STORM POWER OUTAGE DAMAGED INVENTORY**Monday, October 29, 2012, 11:00 p.m. until****Friday, November 2, 2012 at 11: 00 a.m.****Norma and Richard Nero****Illuminating Co/First Energy Acct. #110 027 206 132**

<u>Connected to house</u>	<u>Date Repaired</u>	<u>COST</u>
Furnace Boiler	11/02/12	\$390.00
ServiSoft Water Softener transformer	11/02/12	45.00
Remcon Low-Voltage switches	11/06/12	198.00
Electrician to install above switches	(pro bono)	
Sears garage door opener (advised not to repair as the service fee was \$80 and any part would be at least \$90)	11/07/12	208.00
Hot tub pump	ESTIMATE	\$2790.00
Air Conditioner	Diagnosed 12/6/12, "okay"	\$ 129.00
<u>Appliances destroyed</u>	<u>Date replaced/repared</u>	<u>Orig. or replacement cost</u>
GE Profile Series Microwave Model XL1800 –	Still not replaced	\$445.00 original price
Upright GE Freezer	Repaired 11/05/12	\$106.00
Maytag 3-door stainless steel Refrigerator ice maker	Part not available yet but got price for when it comes in	\$244.00
Bose radio/CD player (Per Bose "not serviceable"; had to be replaced; returned old one to them)	Replaced – sent 11/07	\$228.00
Belkin Wireless Router with comparable NetGear Router	Replaced-11/06	\$ 95.00
AM/FM Clock Radio/alarm (bought at Target; only had one in stock)	Replaced 11/07	\$ 13.00
AM/FM Clock Radio/alarm (x 3 more)	Still not replaced	
GE radio used in garage with Weather Band – Not placed yet Excellent quality	Still not replaced	Over \$100

<u>Appliances destroyed</u>	<u>Date replaced/repared</u>	<u>Orig. or replacement cost</u>
DeLonghi toaster/oven	Still not replaced	\$ 60.00
Magnavox TV, 23"	Costco – 11/26/12	\$220 + tax
Magnavox TV, 32"	Costco – 11/26/12 (got a 27" to stay within \$300)	\$300 + tax
Motion Security Light with bulbs ruined	Replaced 11/04	\$ 47.00
CO2 alert	Home Depot – 11/26/12	\$28.00
Air conditioner	Diagnostic eval./ "okay"	\$129.00