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FILE

January 21, 2013

13-0293-EL-CSS<sup>if</sup>

Public Utilities Commission of Ohio  
Docketing Division  
180 East Broad Street  
Columbus OH 43215-3793

Re: Account Number 110078273296  
Case #JTUR122012EY  
244 North Thomas Road  
Tallmadge OH 44278

**To Whom It May Concern:**

Pursuant to your letter dated January 10, 2013, a copy is attached for reference, advising us to submit a formal complaint with the Public Utilities Commission of Ohio as a follow-up to the complaint registered on line regarding First Energy, we submit the following:

On October 8, 2012, we incurred damages to our property located at 244 North Thomas Road, Tallmadge OH 44278 as a result of Ohio Edison not properly maintaining its equipment. Our NEW furnace was damaged because the secondary neutral wire that fed to our house failed. We registered a complaint with Ohio Edison and Mr. Timothy A. Gurnish, a Claims representative for Ohio Edison, refused to reimburse us for damages to our furnace.

Mr. Gurnish of Ohio Edison/First Energy referenced P.U.C.O. No. 11 regulation, "Electric Service Regulations, Characteristics of Service, Part B; Continuity" as the basis for not complying with our request (a copy is attached for reference). Wherein he cited: "The Company will endeavor but does not guarantee to furnish a continuous supply of electric energy and to maintain voltage and frequency within reasonable limits. The Company shall not be liable for damages which the customer may sustain due to variations in service characteristics or phase reversals".

We can appreciate Ohio Edison's stance in not incurring expense, however, we believe P.U.C.O. No. 11 regulation referenced above, is not applicable in this case. When the Ohio Edison service men replaced the line on October 8, 2012, they provided us a card, and concurred on site that the damage to my furnace was directly attributable to Ohio Edison.

In Mr. Gurnish's letter he stated, "Ohio Edison's electrical distribution system is *normally* very reliable and stable". In this case, it was *neither* stable nor reliable. The Phase reversal did not happen. It was not within reasonable limits, and should have had a neutral wire to prevent such an occurrence when there is 137 volts on one leg and 107 volts on the other. I, Mike Turnbull, am an electrician by trade for over 30 years. It is my opinion that this should have never happened if Ohio Edison maintained proper maintenance. Mr. Gurnish has not returned our calls to resolve this issue.

We refuse to submit a claim into our insurance company; possibly incurring a premium increase, when it is clearly the result of Ohio Edison's negligence and failure to properly maintain its equipment. Thank you for your time and attention in investigating this matter.

It is our hope that Ohio Edison will be a good corporate citizen by exercising customer value, and reimburse us for the damages incurred to our furnace.

Respectfully submitted,  
*Mike Turnbull*  
*Janice Turnbull*  
Mike and Janice Turnbull  
455 Northwest Avenue  
Tallmadge OH 44278

Enc. - P.U.C.O. - Letter January 10, 2013  
Ohio Edison / First Energy Response Letter  
Executed Formal Complaint Form

This is to certify that the document appearing is an accurate and complete reproduction of a case file document delivered in the regular course of business  
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PUCO



# Public Utilities Commission

Case Number

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

## Formal Complaint Form

Michael & Janice Turnbull  
Customer Name (Please Print)

455 N.W. Ave.  
Customer Address

Tallmadge OH 44278  
City State Zip

**Against**

110078273296  
Account Number

244 N. Thomas Rd.  
Customer Service Address (if different from above)

Ohio Edison  
Utility Company Name

Tallmadge Oh 44278  
City State Zip

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

*please see letter attached*

Janice M. Turnbull  
Michael B. Turnbull  
Signature

330-929-9348  
Customer Telephone Number



**Public Utilities  
Commission**

John Kasich, Governor  
Todd A. Snitchler, Chairman

Commissioners  
Cheryl Roberto  
Steven D. Lesser  
Andre T. Porter  
Lynn Slaby

January 10, 2013

Janice Turnbull  
455 Northwest Ave.  
Tallmadge, OH 44278

CASE ID: JTUR122012EY

Dear Mrs. Turnbull:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Enclosed is the necessary information for filing a formal complaint.

Please note that all filings must be made on 8-1/2 by 11 inch paper. You must provide one original and 10 copies of the complaint.

If you have any questions about this or any other regulated utility-related matter, please contact the PUCO Consumer Hotline at 1-800-686-PUCO (7826). For more information regarding the PUCO, visit us on the web at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

Sincerely,

Darita Patterson  
Customer Service Investigator  
Service Monitoring and Enforcement Department

Enclosure

November 28, 2012

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Janice Turnbull  
455 Northwest Ave  
Tallmadge, Ohio 44278

RE: 244 N Thomas Rd, Tallmadge, Ohio 44278

Dear Mrs. Turnbull:

This letter is in response to your letter dated November 14, 2012. I trust this letter will answer any questions you may have regarding this matter as well as confirm Ohio Edison Company's position.

Records confirm that on October 8, 2012, Ohio Edison Company's dispatching office received a call from you reporting a disruption of electric service. A repairman was dispatched and found that the secondary neutral wire that feeds your address had failed unexpectedly. The repairman replaced the line and returned service to normal.

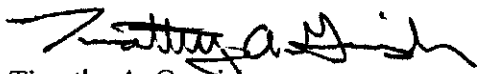
Although our electrical distribution system is normally very reliable and stable, we cannot guarantee that you will always receive electrical service that is compatible with your electrical equipment or processes.

The Public Utilities Commission of Ohio recognizes that 100 percent service availability and power quality is not possible. It has included in P.U.C.O. No. 11, "Electric Service Regulations", Characteristics of Service, Part B; Continuity:

**The Company will endeavor, but does not guarantee, to furnish a continuous supply of electric energy and to maintain voltage and frequency within reasonable limits. The Company shall not be liable for damages which the customer may sustain due to variations in service characteristics or phase reversals.**

As you can see from the above noted section of the tariff there are no guarantees on the voltages since the line had failed unexpectedly this issue was beyond the control of Ohio Edison. I regret that Ohio Edison Company cannot reimburse for alleged damages sustained during this event.

Very truly yours,

  
Timothy A. Gurnish  
Claims Representative