

FILE

April 4, 2013

12-2102-EL-CSS

14



Public Utilities Commission

Case Number

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

Formal Complaint Form

Technical
Date Processed
APR 09 2013
NO DOCKETING
THIS CASE IS BEING DOCKETED
TO CERTAIN CASES APPEARING IN AN
accurate and complete reproduction of a case file
document delivered in the regular course of business.

2013 APR -9 AM 9:09

PUCO

Against

Gwendolyn Tandy

Customer Name (Please Print)

1439 & 1441 Sulzer Arc

Customer Address

Euclid Ohio 44132

City State Zip

1439 Account Number AC# 1100 46580079

1441 AC# 1100 72427153

Customer Service Address (if different from above)

The Illuminating Co.

Utility Company Name

City State Zip

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

The enclosed information is in regards to A Transfer from acct# 7153 to acct# 0079. I believe, I called the Illuminating Company around early February ²⁰¹¹ to request the account # 7153 to be taken out of my name. The Transfer of \$269.08. Should have been transfer. to 0079, And is still effecting my account bal. And today I received a ten day notice for A disconnection. because of it Jan 4, 2011 I had a credit of around \$368.16

Gwendolyn Tandy
Signature

Customer Telephone Number

PUCO CASE #

P 10F7

ACH1100 46 580079

Dept of Development
PUCO CO.
180, E, Broad St
Columbus, OH.

3-20-13

Gwendolyn Tandy
1439 Sulzer Ave,
Euclid OH 44132
(216) 329-2910

The Cleveland Electric Energy Solution Swithe
from the Illuming Co. June 3, 2011

Dear Sir:

I do not owe the
\$268.08 Debit transfer that took
place on 9-16-11. And I can prove it.
If The Statement of Account
proves the account - was
not in my name when the
Debit trans. transpired
The state of account for ACH last 4
digits 7153 1441 Sulzer was not in my
name as of June 2, 2011.

and there was ^{an} additional payment
of \$114.20 paid on the account

~~269.08~~
~~-114.00~~ Date Sept 8, 2011
\$155.08 Bal

Doesn't it seem odd the Illuminating
Co. Statement of Account started
for AC# 110072427153 started
July 29, 2011 thru July 29, 2012.

Because this account went
out of my name June 3, 2011
And then came the fictitious debit
transfer of \$269.08

Yours Truly
Gwendolyn Fandy

1439

Therefore on the Summary of statements for account # 118046580079 I couldn't have owed the transfer of \$269.08 The June 28, 2011. I had a balance

of \$11.73 owed

Date	Paid	Balance
Jan 4, 2011	2-10-11 - 37.81	\$49.13
Feb	2-24-11 146.48	<u>22.63</u> 7.76
March 28, 11	3-7-11 43.00	<u>32.41</u>
April 4, 11	3-28-11 \$22.41 REV	<u>104.17</u>
May 4-11	3-28-11 -48.60	39.18
	3-28-11 -44.52	<u>29.20</u>
	5-4-11 43.00	<u>172.55</u>
June 4-11	6-6-11 43.00	41.04
July 2-11	6-6-11 307.22	<u>43.02</u>
Aug 2-11	8-19-11 43.00	\$257.21
Sept	11-4-11 57.90	<u>34.34</u>
Oct	11-4-11 408.12	<u>4.84</u>
Nov	12-05-11 29.00	<u>29.73</u>
	12-31-11 437.12	59.37
		<u>56.82</u>
Dec 2011		<u>83.48</u>
Total Owed	Total Acc. Owed	\$476.05
4-12	Jan - 12	<u>38.93</u>
31-12	Jan - 12	<u>19.91</u>
17- Trans for \$269.08	Jan 31, 12	<u>58.84</u>
3-12	March 7, 12	<u>29.61</u>
	3-7-12	<u>88.45</u>
	3-7-12	

\$476.05
 -437.12
 \$38.93
 30.00
 34.48 Adj
 \$103.41 Paid
 -58.84 owed
 \$44.67 CR.
 29.00
 30.00
 103.67

March 28, 201 Owed Paid

$\$88.45 \longrightarrow \$103.67 - 88.45 = 15.52 \text{ Cr.}$

4-3-12 40.55 40.55 49-12 15.52 credit
8.22

5-8-12 - 8.22 25.12 9-12 30.00
73.89 45.52
42.98

6-4-12 25.12 116.87 30.00

7 42.98 166.70 6-7-12 30.00

8-6-12 = 58.83 24.40 7-9-12 30.00

9-6-12 = 24.40 191.10 8-7- 30.00

Owed \$191.10 8-8 30.00

36.06
5.52

30.00
x 6
180.00
+ 45.52
225.52 Paid
191.10
34.42 Cr.

Bill Number 0079
 1439 Salzer

Dec 2009 \$520.37 Credit

Gwendolyn Tandy 110046580079

Total Bill

Amount Paid

Enter Date	Read Date	Mtr Read	kWh	Read Type	Tot Bill	PIPP	Amount Due	Due Date	Pay Amt	Adj Amt	Adj Type	Balance
9/8/2009	9/4/2009	9005	251	Est	32.49	36.00	36.00	9/22/2009	61.26			61.26
10/7/2009	10/6/2009	9388	383	Act	47.28		47.28	10/21/2009				47.28
11/6/2009	11/5/2009	9614	226	Act	27.91	36.00	83.28	11/20/2009				75.19
11/16/2009									47.28	43.00		27.91
12/7/2009	12/4/2009	9897	283	Act	34.76	36.00	72.00	12/21/2009				62.67
1/5/2010									72.00	15.72		9.33
1/7/2010	1/6/2010	267	370	Act	45.82	36.00	36.00	1/21/2010				36.49
2/4/2010	2/3/2010	474	207	Act	26.66	36.00	72.00	2/18/2010				63.15
3/8/2010	3/5/2010	771	297	Act	37.89	36.00	108.00	3/22/2010				101.04
3/17/2010									36.00	NO DATE		65.04
4/6/2010	4/5/2010	999	228	Act	29.30	36.00	108.00	4/20/2010	36.00	NO DATE		94.34
5/4/2010	5/3/2010	1203	204	Act	26.39	36.00	108.00	5/18/2010	36.00	NO DATE		58.34
6/4/2010	6/3/2010	1506	303	Act	38.91	36.00	110.91	6/18/2010	72.00	NO DATE		87.64
7/2/2010	7/1/2010	1837	331	Act	43.62		82.53	7/16/2010	36.00	NO DATE		15.64
8/4/2010	8/3/2010	2274	437	Act	56.96		103.49	8/18/2010	36.00	NO DATE		80.22
8/17/2010									36.00	NO DATE		44.22
8/21/2010	Emergency HEAP											59.27
9/3/2010	9/2/2010	2707	433	Act	56.32	9-9-10	20.32	9-21-10				-2.95
10/4/2010	10/1/2010	3011	304	Act	39.03	10-	59.35	10/18/2010				36.08
11/2/2010	11/2/2010	3,334	323	Act	41.98	43.00	102.35	11/17/2010				78.06
	Amount added to deferred arrears due to PIPP Plus						-59.35					78.06
12/1/2010	12/1/2010	3,598	264	Act	34.47	43.00	86.00	12/16/2010				112.53
1/4/2011	1/4/2011	3,979	381	Est	49.13	43.00	129.00	1/19/2011				161.66
2/1/2011	2/1/2011	4,143	164	Act	22.63	43.00	172.00	2/16/2011				184.29
2/10/2011									37.81			146.48
2/24/2011	Emergency HEAP								146.48	NO DATE		0
3/7/2011									43.00			43.00
3/28/2011										1.52	630000035	44.52

zero

4.00

AME New York Journals - AM 11.11.2012

2011050500
2109LDG 21712
8598.00 Credit

Date	Description	Debit	Credit	Balance	Account	Code	Balance
3/28/2011		4,389		246 Act	Revenue	32.41	43.00
4/4/2011	Credit of 12.29 applied to current obligations		4,691	302 Act			43.00
5/4/2011							30.71
5/4/2011		4,906		215 Est			43.00
6/4/2011			5,221	315 Act			30.71
6/8/2011							43.00
7/2/2011		5,552		331 Est			73.71
8/2/2011		5,805		253 Act			8/17/2011
8/3/2011		6,224		419 Est			9/15/2011
9/19/2011							43.00
10/4/2011		6,230		6 Act			159.71
11/1/2011		6,704		474 Act			202.71
11/4/2011							11/16/2011
11/29/2011		7,156		452 Act			173.81
12/5/2011							12/14/2011
12/3/2011		7,656		500 Est			1/17/2012
1/5/2012							29.00
1/31/2012							173.81
1/31/2012		7,792		136 Act			2/15/2012
2/1/2012							172.81
2/17/2012	Feb 17-2012				Removed from PIPP Plus		29.00
3/3/2012		8,004		212 Act	Transfer From Account 110072427153		459.21
3/7/2012							3/19/2012
3/7/2012							29.00
4/3/2012		8,306		302 Est			30.00
4/9/2012							30.00
5/2/2012		8,341		35 Act			3.38
5/8/2012							30.00
6/4/2012		8,516		175 Act			3.11
6/7/2012							30.00
7/5/2012		8,826		310 Est			3.08
7/9/2012							30.00
8/6/2012		9,196		370 Act			3.33
8/7/2012							30.00

Table P100 Approved

P101

Credit

63000035

12.11-

EST

EST

EST

EST

EST

EST

PUCO/CC
 Dept OF Development
 Illuminating Co.

Gwendolyn Tandy
 1439. Sulzer Ave
 Euclid, Ohio 44132
 (216) 322-2910
 AC# 110046580079
 1441-7153

CUS#

Dear Sir:

The Detailed Statement of Account for Oct 2, 2010 - Feb 17, 2012, proves I didn't owe the \$269.05 transfer 11-20-11 because the account wasnt in my name

Owed from AC# 1100-7-24, 27153) Paid
 10-2-10 \$5.65
 11-2-10 8.53
 12-16-10 1.29
 1-4-11 1.67
15.14

10-2-10 0 4-6-11 \$43.00
 11-2-10 0 5- 118.21
 12-6-10 0 6-17-11 98.19
 Paid on 7153 \$259.36
 I paid \$373.50
 -15.48
\$368.10

I believe I called sometime early Feb to request the account come out of my name

1-4-11 15.14
 2-2-11 ~~50.83~~ 2-11
 3-3-11 40.42
 4-5-11 116.80
 5- 9.73
\$273.42 owed
 Account out of my name

paid 259.36
 114.20
 2-11-11 373.50 Paid
 -339.69 owed
 2-2-11 \$33.81 Credit

Transfer^{from} 110072427153 2/17/2012 in the amount of \$269.08/1439 Sulzer Act#0079

Date	owed 0079	Paid	Date Received from acc#0079
1-17-12	\$63.48	\$29.00	12-5-11
2-1 to 3-2-12	19.91	30.00	1-5-12
2-17-12	269.08 Transfer	59.00	3-7-12
	-12.29 cr	<u>\$118.00</u>	4-9-12
	<u>\$256.79</u>	30.00	5-8-12
	63.48	<u>30.00</u>	
	19.91	178.00	
3-3-12-4-3-12	<u>40.55</u>	30.00	6-7-12
	123.94	<u>30.00</u>	7-9-12
4-4 to 5-2-12	+8.22	238.00	9-7-12
	<u>132.16</u>	30.00	9-24-12
5-3-6-4-12	25.12	9.09	
	<u>157.28</u>	277.09	
6-5 to 7-5-12	42.98	<u>30.00</u>	10-10-12
	<u>199.76</u>	307.09	
7-6 to 8-5-12	50.83	30.00	11
	<u>250.59</u>	26.03	12-13-12
8-7 to 9-6-12	27.63	<u>2.81</u>	1-8-13
	278.22	58.84	
9-7 to 10-5-12	<u>31.29</u>	307.09	\$371.74 owed
10-6 to 11-6-12	309.51	<u>\$365.93</u>	-365.93 Paid
	29.75		<u>\$16.81</u>
11-7 to 12-6-12	<u>338.26</u>		
12-7 to 1-8-13	+33.58		
	<u>\$371.74 owed</u>		

Jan 2013 Bal forward was \$16.81

1441

July 29, 2012 - 0 - Balance

the Illuminating Company
A FirstEnergy Company

there's a \$1100 payment missing

This account was in my name up until June 3, 2010, which I had paid \$263.

July 29, 2012

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132

144

Account Number: 110072427153

June 3 2011 This account went out of my name

Dear GWENDOLYN C TANDY: 1 yr.

Enclosed is a statement of your account from 07/29/2011 to 07/29/2012. I Illuminating co added an additional 12 mth \$375.19

Summary Of Statement

Beginning Balance of Statement	375.19	\$383.25
Total of First Energy Billings	3.52	
Total of Suppliers Billings	4.57	Transfer
Total Billings	8.09	
Total Payments	0.00	
Total Adjustments	-383.28	
Ending Balance of Statement	0.00	July 29, 2012

Adjustment Type Key

REV Debit or Credit amount Removed from the Account
 TRAN Transfer of Credit/Debit from One Account to Another Account
 WO Write Off

what ac #
to what ac #
Date, how much, ac #

Sincerely,

The Cleveland Electric Illuminating Company
A FirstEnergy Company

Act

July 2012 Zero bal...
 Jan-Sept 12: I paid in \$363.96
 Disputed Transfer 207.08
 Disputed 633.14
 March 33-12 420.51
 \$ 212.33 Credit as of March 3, 2012

18. 11. 11
 Past account in correct 18. 11. 11
 Added 1100 amount to current amount - 18. 11. 11
 5,000

this is not what I ask for. I need statements
Customer Service



1-800-589-3101

3.2

* I don't understand this, I need
statements reissued

June 28, 2012

1439

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132

Account Number: 110046580079

this is useless

Dear GWENDOLYN C TANDY:

I need Jun 1, 2011 -
June 2012

Enclosed is a statement of your account from 06/28/2011 to 06/28/2012.

Summary Of Statement

Beginning Balance of Statement	June 28, 2011	11.73
Total of First Energy Billings		439.49
Total of Suppliers Billings		0.00
Total Billings		439.49
Total Payments		-308.90
Total Adjustments		242.41
Ending Balance of Statement		384.73

balance date
where did this
come from

Adjustment Type Key

- 61000035 HS Current Bil Arrears Credit
- LPC Late Payment Charge
- TRAN Transfer of Credit/Debit from One Account to Another Account

439.49
-308.90

130.59

Sincerely,

The Cleveland Electric Illuminating Company
A FirstEnergy Company

The Illuminating Co.
76 S Main Street, A-R PC
Akron, OH, 44308-1890

