$17-196-\frac{E L+C S}{\text { Case Number }}$
Public Utilities Commission of Ohio
Attn: Docketing
180 E. Broad St.
Columbus, OH 43215

## Formal Complaint Form

Rachel Cline
Customer Name (Please Print)

## Against

899 Esther Ave NW
Customer Address

| Warren | $\mathrm{OH}-44483$ |
| :--- | :--- | :--- |
| City | State Zip |

110044789946
Account Number

Customer Service Address (if different from above)

Ohio Edison
Utility Company Name
State Zip

Please describe your complaint. (Attach additional sheets if necessary)
Please see attached typed explanation and Excel Spreadsheet


330-647-0250

Rachel Cline - (Ohio Edison Customer)
899 Esther Ave NW - (service and billing address)
Warren, OH 44483
Phone: 330-647-0250
Ohio Edison Account \# 110044789946
CASE ID: RCLI1207163B

Public Utilities Commission of Ohio
Docketing Division
180 E Broad St
Columbus, OH 43215-3793
To Whom It May Concern:

I have enclosed an Excel spreadsheet for visual aide to this written explanation. Short summary is after a very noticeable spike in Sept. 2015 bill, every bill thereafter was out of the ordinary high until I demanded a new meter which was put in October 11, 2016. That is the reason the calculations were divided 13 months prior to the spike and the 13 months after the spike instead of annually. The sheet also reflects the three months after the meter change. (Prior to spike 13 month aver 88.06-after spike 13 month aver 141.88-3 months after new meter aver 83.62)

For the 13 months prior to the spike my bill average was $\$ 88.06$.
The 13 months including and following the spike (Sept 2015) my bill average was $\$ 141.88$. There were no changes on household part, in fact this is a non-electric home and single person occupancy as of June of 2016 but yet the bills kept increasing... The month before the spike was an estimate so I can understand a balancing amount the following month but $\$ 314.63$ was off the charts! Even if I average the estimated and actual it was $\$ 187.49$ each month - my highest bill ever! It has been exceptionally high each moth after that spike. The average of all 13 months since the spike was $\$ 141.88$. That is $\$ 53.82$ higher a month than it was! I had numerous calls in questioning this and got no resolution. They said it had to be my usage.... Again 1 person, non-electric (gas hot water/heat) home.. I had furnace and central air company out (thinking 2 biggest items) and they said were no malfunctions or cause of higher draw and they looked at my meter. They suggested I request a new meter because it had an old style meter. They said when there was a surge and the one needle spiked that the entire moth would be billed at that higher rate. True or not, I don't know but it was also during this time that we (this whole area) kept losing power frequently which I would assume would cause a spike every time the house got powered up again when it was restored... At any rate what did happen after they changed the meter was my next 3 bills have been an average of $\$ 83.62$ ( 58.26 lower/month). All three months with new meter have been lower than any of the 13 months following the spike in 2015.

After calling Ohio Edison on December $7^{\text {th }}$ to bring to this their attention they told me I should have requested the meter to be checked. NEVER did they tell me that any time prior when I call to question my bills. They said the meter was 'already' gone and couldn't be tested so there was nothing that could be done. The only reason I waited to contact them was to get a couple months bills to see if there was a noticeable difference (which there was). With all the displeasure expressed by me in this time frame and the demand for a new meter i would think it would be a good business practice to have the meter examined without me having to request it. Or at least advise me to request a test since an average lay person probably doesn't even know the process exists. By not doing it or telling me to request it and disposing of the meter so quickly just feels like a 'deceiving' moment in my opinion.

As far as resolution, I am at your mercy. I know mathematically the difference in 13 month averages is 53.82 higher a month by 13 months would be 699.66. But that is to the penny and I know there are always fluctuations in usage. I do believe they were provably negligent and offered no investigation or suggestions the numerous times I contacted them regarding this. Until I demanded (because when I 'suggested' a new meter they said they didn't just replace meters.....) a new meter, nothing would have ever been done.

I am willing to wait another 10 months and take another average and use that for a basis of adjustment... I just want them to accept what shows in black and white that something changed when this meter spiked.

I am at your mercy and whatever is fair is fine.

Sincerely,
Packet U ins
Rachel Cline

I went through the informal investigation and PUCO Investigator Daniel Harrington suggested I submit a formal complaint.


