

(NC)

Ohio

Public Utilities
Commission

17-0651-EZ-CSS

Case Number

Public Utilities Commission of Ohio

Attn: Docketing

180 E. Broad St.

Columbus, OH 43215

2017 MAR -6 PM 1:53

Formal Complaint Form

PUCO

Mr. and Mrs. Antoine Moss

Customer Name (Please Print)

Account name: Sharon Kowalczyk

1371 Cedar Creek Court

Customer Address

Painesville

Ohio

44077

City

State

Zip

Against

110029410864

Account Number

Customer Service Address (if different from above)

The Illuminating Company

Utility Company Name

City

State

Zip

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

My complaint, is that The Illuminating company Provided me with inadequate service. Two weeks prior to the incident that knocked out my heat and my dryer, my wife and I made a service call. The man that responded saw the same problems as far as the flickering and uneven electricity, yet told us that nothing was wrong, and left us in a dangerous predicament for weeks due to his negligence. Upon the next visit, the man hooked up some type of equipment outside my house which he said would fix the neutral until the repair crew came. As soon as he hooked it up my heater blew. That was NOT during repair and would have never happened had the SAME problem been recognised by the previous service worker.

During my attempts to figure out who was liable, I was greeted with nothing but rude, condescending, and dismissive behavior from the gentleman who

Signature

216-225-5227

Customer Telephone Number

contacted me on behalf of the company. This gentleman also told me that there were no complaints I could file, no appeals process, and no one I could speak with further. That his word was final and that I could take no further recourse. As a customer, I find this unacceptable, and would like to be reimbursed for the blown transformer in my heating system, as well as the dryer I had to purchase subsequently.

180 East Broad Street
Columbus, Ohio 43215-3793

Updated February 9, 2017
(614) 466-3016
www.PUCO.ohio.gov

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technician [Signature]
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