

NC
FILE

18-082-EL-CSS^A

FORMAL COMPLAINT

COMPLAINANT: John Blanchard
6040 Acres Road Lot 3
Sylvania, OH 43560

(248) 990-8609

wjblanchar@aol.com

ACCOUNT NUMBER: 11 01 23 0408 9 8

SERVICE ADDRESS: 6040 Acres Road Lot 3
Sylvania, OH 43560

NAME OF PUBLIC UTILITY: Toledo Edison

RECEIVED-BOOKETING DIV
2018 JAN -8 PM 2:34
PUCO

I, John Blanchard, am a customer of Toledo Edison. On October 4, 2017 I returned to my home at approximately 11:00 pm after being gone all day, to find my electricity had been disconnected and the attached notice – ATTENTION OCCUPANTS! – inserted in my door. Prior to that date the only communication I had received from Toledo Edison was the attached e-mail from ElectricOnline@FirstEnergyCorp.com, dated June 15, 2017. I did not respond to this email since I wanted to go on an auto-pay system of payments and this email mentioned nothing about how to get on an auto-pay account. I assumed that I would receive another communication which would explain further. The email mentions nothing about termination of service.

Ohio Revised Code 4933.122 lays out very specifically the procedures which must be followed prior to termination of residential gas or electric service. To quote from the Code:

“No natural gas, gas, or electric light company shall terminate service, except for safety reasons or upon the request of the customer, at any time to a residential customer, except pursuant to procedures that provide for all of the following:

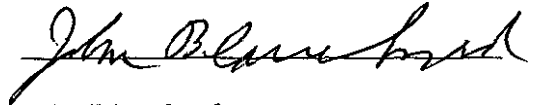
- (A) Reasonable prior notice is given to such consumer.
- (B) A reasonable opportunity is given to dispute the reasons for such termination.”

In my case, neither of these procedures was followed.

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.
Technician mmm Date Processed 01/08/18

As compensation I am requesting an award of \$50 in damages for spoiled food and \$500 in punitive damages for Toledo Edison's failure to follow proper procedures.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "John Blanchard". The signature is fluid and cursive, with a long horizontal stroke at the end.

John Blanchard
January 5, 2018

From: ElectricOnline <ElectricOnline@FirstEnergyCorp.com>
To: wjblanchar <wjblanchar@aol.com>
Subject: Toledo Edison Statement 06/30/2017
Date: Thu, Jun 15, 2017 10:11 am

*** PLEASE DO NOT REPLY TO THIS AUTOMATED MESSAGE ***

Your electric statement from Toledo Edison is available for review. To access your account securely online, visit https://www.firstenergycorp.com/log_in.

Account Number: 11 01 23 0408 9 8
Due Date: 06/30/2017
Amount Due: \$78.25
Service Address: JOHN E BLANCHARD
6040 ACRES RD LOT 3
SYLVANIA OH 43560

To view your monthly bill inserts, which include state-mandated messages, newsletters and other important information, please visit <https://www.firstenergycorp.com/billinserts>.

If you would like to receive text or email payment and outage alerts, go to <https://www.firstenergycorp.com/connect>.

For questions or concerns, please email us at <https://www.firstenergycorp.com/contactus>, or call 1-800-447-3333.

Special Notice:

We are warning customers about a scam involving a telephone caller posing as an electric company employee threatening to shut off power unless an immediate payment is made using a pre-paid debit card such as a Green Dot card. Although we may phone customers to remind them that a payment is past due, we would explain how a payment can be made using one of our many payment options. If you receive a call demanding immediate payment using a specific option, please contact us at 1-800-447-3333. For more information, visit <https://www.firstenergycorp.com/paymentoptions>.

The information contained in this message is intended only for the personal and confidential use of the recipient(s) named above. If the reader of this message is not the intended recipient or an agent responsible for delivering it to the intended recipient, you are hereby notified that you have received this document in error and that any review, dissemination, distribution, or copying of this message is strictly prohibited. If you have received this communication in error, please notify us immediately, and delete the original message.

ATTENTION OCCUPANTS!

ELECTRIC SERVICE TO THESE PREMISES HAS BEEN DISCONNECTED

SHUT-OFF DATE

SHUT-OFF TIME

CUSTOMER NAME
JOHN E BLANCHARD

ACCOUNT NO.
110123040898

SERVICE ADDRESS
6040 ACRES RD LOT 3 SYLVANIA OH 43560

76 S. MAIN AVE
44302

We received no response to our request for payment of your overdue electric bill. As a result, your electric service has been disconnected.

In order to have service restored, the past due or defaulted payment plan balance and a reconnection charge must be paid. A security deposit may also be required.

Please call us toll-free at 1-800-995-0095 for information on how to pay your bill or for agencies that might be able to provide assistance. To ensure same-day restoration, you must contact us before 12:30 p.m and make a payment or provide proof of payment.

Amount Past Due

\$ 156.06

Reconnection Fee

\$ 35.00

Security Deposit

\$ 36.00

Total Required For Reconnection

\$ 227.06

Important Information

We urge you to call our toll-free number concerning restoration of service. Do not attempt to reconnect the electric meter yourself. An unauthorized reconnection is both dangerous and against the law.

Under the law, any proof of unauthorized reconnection or tampering is considered sufficient evidence that the customer reconnected the meter or caused the tampering. Violators of the law may be subject to jail sentences and fines. In addition, violators must pay for the value of electricity used and the cost of repairs or replacement.

Please be aware that using candles, portable heaters, gas appliances and gasoline or diesel-powered generators to light or heat your home may be dangerous. Portable heaters and burning candles that are left unattended, especially around children and pets, can create a fire hazard. In addition, portable heaters and gasoline or diesel-powered generators can produce deadly levels of carbon monoxide and should never be operated inside the home or garage. For more safety information, contact your local fire department.

If you have a complaint in regard to this disconnection notice that can not be resolved after you have called Toledo Edison Company, or for general utility company information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.puco.ohio.gov>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Ohio consumer counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.pickocc.org>.

Toledo Edison
A FirstEnergy Company