

FILE

Ohio

Public Utilities
Commission18-041-EL-CSS
Case NumberPublic Utilities Commission of Ohio
Attn: Docketing
180 E. Broad St.
Columbus, OH 43215

Formal Complaint Form

Star Rancho
Customer Name (Please Print)5504 Woodridge DR.
Customer AddressToledo OH 43623
City State Zip

Against

110105978800
Account Number

Customer Service Address (if different from above)

Toledo Edison
Utility Company Name

City State Zip

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

RECEIVED-DOCKETING DIV
2018 JAN 11 PM 2:53
PUCOStar Rancho
Signature567 868 2041
Customer Telephone Number

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 mm Date Processed 01/11/18

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1/11/18

Dear Puco

I am writing in regards to my Electric Service thru Toledo Edison approx. 3 yrs ago I had service transferred into my name due to marital status which I faxed legal documents as proof and I was told that I had to assume the whole amount of previous account to get my service turned on which I have 4 children and it was winter and emotional wreck so I agreed but to my knowledge now I was not informed on that day of my options or guided what's so ever

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I do not dispute that I am responsible for some of the past balance but not the whole approx. \$8000.00 and in the past year I've had my electric shut off 5 times due to non-payment of this amount in 2017 I paid \$5177.00 and I was billed for my usage \$3036.00 for 2017 I have late fees and reconnect fees on the amount owed I've exhausted all support options and as it came to agreement w/ Toledo Edison of paying my regular monthly w/ installments on past amount of owed in reason. So in short I feel that I wasn't properly advised of my options at the time of the...

(3)

have agreed to anything to get electric turned on in the middle of winter. I would just like to have comprise on the bill of 10,500.00 w/ all the late fees add to on.

I have add'tl into it needed thank you so much for taking time to read and advise me in any way.

Sincerely

Star Rumbos

567 868 2041