

FILE

Ohio

Public Utilities
Commission

18-0123-EL-CSS

Case Number

RECEIVED-DOCKETING

2018 JAN 22 PM 1:30

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

Formal Complaint Form

PUCO

LARS ST. JOHN

Customer Name (Please Print)

1352 CLARENCE APT. 5

Customer Address

LAKEWOOD OHIO 44107

City

State

Zip

Against

110 105 691 007

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)

IN JULY I CALLED ILLUMINATING CO. TO CANCEL MY PAYMENT/INSTALLMENT PLAN. HOWEVER, LOOKING OVER SEPT 2017 BILL I REALIZED IT HADN'T BEEN CANCELLED. I CALLED IN SEPT 2017, SPEAKING WITH A SUPERVISOR TO ENSURE THE CANCELLATION. BASED ON THE HOSTILE CONVERSATION OUT OF RETALIATION. THE SUPERVISOR ELECTED TO ADD A \$59.00 SECURITY DEPOSIT TO MY NEXT BILL (AUG-27 TO SEPT-27). AS A "MISC. CHARGE." I WOULD LIKE FOR THE CHARGE, TO BE REMOVED FROM MY ACCOUNT. I'M NOW ENROLLED IN PIPP W/ A MIN. \$10.00 PAYMENT. FOR THE REASONS STATED ABOVE; THE "MISC" CHARGE SHOULD BE REMOVED.

Signature

(216) 832-8138

Customer Telephone Number

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Technician

Date Processed

1/22/18