

NC

FILE

Ohio

Public Utilities
Commission

18-394-EL-CSS⁸

Case Number

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

Formal Complaint Form

GARY W. STEWART

Customer Name (Please Print)

2821 GREENVILLE LN.

Customer Address

FAIRLAWN

OH

44333

City

State

Zip

Against

110 129 025 513

Account Number

115 W. MAIN ST. APT. #2

Customer Service Address (if different from above)

ALLIANCE

OH

44601

City

State

Zip

OHIO EDISON

Utility Company Name

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

SEE ENCLOSED -

RECEIVED-DOCKETING DIV

2018 MAR -5 PM 3:05

PUCO

Gary W. Stewart

Signature

330-966-4800

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 03/05/18

From: Steve Watson <contactthepuco@puc.state.oh.us>

To: gwstewart01 <gwstewart01@aol.com>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - Case #: 00186376 [ref:_00Dt0GzXt_500t097ePP:ref]

Date: Fri, Feb 23, 2018 3:05 pm

Attachments: Formal Complaint.doc (98K), Formal Complaint.doc (98K)

Case Number: 00186376

Dear Gary Stewart:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO).
Enclosed is the necessary information for filing a formal complaint.

Please note that all filings must be made on 8-1/2 by 11 inch paper. You
must provide one original and two copies of the complaint.

Should you have any additional utility-related questions, please do not
hesitate to contact the PUCO Call Center at (800) 686-PUCO (7826) or
visit our website at www.PUCO.ohio.gov.

Sincerely,

Steve Watson

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

This message and any response to it may constitute a public record
and thus may be publicly available to anyone who requests it.

ref:_00Dt0GzXt_500t097ePP:ref

Gary W. Stewart

2821 Greenville Ln.
Fairlawn, Ohio 44333
330-966-4800
FAX 234 466-0219
gwstewart01@aol.com

February 27, 2018

Steve Watson
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
180 East Broad Street
Columbus, Ohio 43215
800-686-7826
www.PUCO.ohio.gov.

Subject: CASE NUMBER 00186376

COMPLAINT

To Whom It May Concern,

- My name is Gary W. Stewart
My address is 2821 Greenville Ln.
Fairlawn, Oh 44333
My phone is 330-966-4800

Account Number is 110 129 025 513
Service Address is 115 W. Main St. Apt. # 2
Alliance, Ohio 44601

Note; I am a customer of Ohio Edison with many accounts.

Ohio Edison is the utility company that I have a complaint with.

State of Summarized Facts

Note: I am the Landlord/Owner of this building.

On January 26, 2018, I called Ohio Edison Company to have the electric service turned on at 115 W. Main St, Apt 2, Alliance, OH 44601.

I was told that I could not have the electric service in Apt #2 until I paid a balance owed.

What balance? I was told from January 6, 2018 to January 26, 2018. I stated that I never had service in this unit. I was told that there was a lot of usage and that I had to pay for it before the electric service could be turned on.

The last tenant was told by an Ohio Edison Representative (he told me this) to turn the breakers off. They did not. Ohio Edison took 3 weeks to turn the electric service off. Other properties that I own, the electric is turned off within 2-3 days after the tenant moves out.

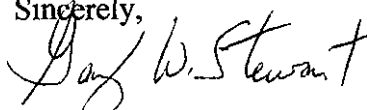
Now, because the last tenant did not turn the breaker off as requested and Ohio Edison did not turn the electric off for 3 weeks, that I'm to pay the \$420.24 bill because everyone made mistakes.

The service was not in my name during this time and I shouldn't be charged for the electric.

Finally, I called the Ohio Public Utilities Commission office and explained the situation. The electric was finally turned on at that time in my name, but, I was still billed for the \$420.24.

I would like the Commission to remove any and all charges for electric service from January 6 - 26, 2018 from me.

Sincerely,



Gary W. Stewart

gwstewart01@aol.com

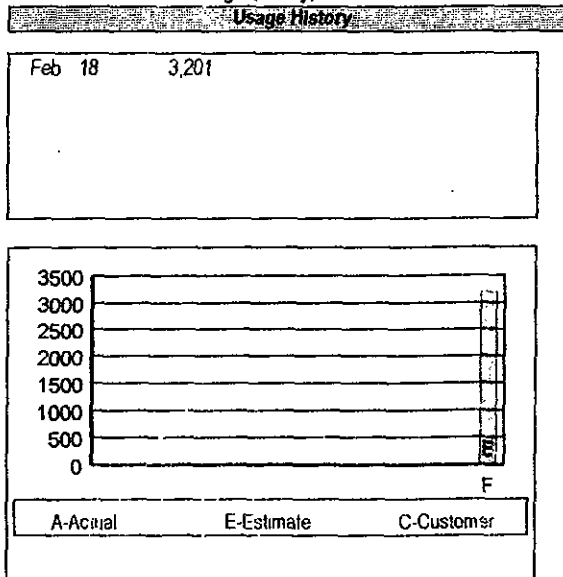
330-966-4800

Billing Period: Jan 06 to Feb 04, 2018 for 30 days
Bill For: GARY W STEWART
115 W MAIN ST APT 2
ALLIANCE OH 44601

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-633-4766. For Payment Options, call 1-800-686-3421. Pay your bill online at www.firstenergycorp.com
Bill issued by: Ohio Edison, PO Box 3687, Akron OH 44309-3687

Messages			Account Summary		Amount									
<p>Your current PRICE TO COMPARE for generation and transmission from Ohio Edison is listed below. In order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than Ohio Edison's price of 5.71 cents per KWH for the same usage that appears on the bill. To review available competitive supplier offers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoice.ohio.gov</p> <p>Residential Service - 0001462737 - 5.71 cents per KWH</p> <table><tr><td>Energy Efficiency</td><td>3,201 KWH x 0.002262</td><td>\$7.24</td></tr><tr><td>Peak Demand Reduction</td><td>3,201 KWH x 0.000565</td><td>\$1.81</td></tr><tr><td>Renewable Energy</td><td>3,201 KWH x 0.000971</td><td>\$3.11</td></tr></table> <p>Ohio Edison welcomes you as a customer. We look forward to serving you.</p>			Energy Efficiency	3,201 KWH x 0.002262	\$7.24	Peak Demand Reduction	3,201 KWH x 0.000565	\$1.81	Renewable Energy	3,201 KWH x 0.000971	\$3.11	Balance at Billing on Feb 07, 2018		
			Energy Efficiency	3,201 KWH x 0.002262	\$7.24									
			Peak Demand Reduction	3,201 KWH x 0.000565	\$1.81									
			Renewable Energy	3,201 KWH x 0.000971	\$3.11									
			Ohio Edison - Consumption		4									
			Amount Due by Feb 21, 2018		\$4									
			Usage Information for Meter Number 94085											
			Feb 04, 2018 KWH Reading (Estimate)		1									
			Jan 06, 2018 KWH Reading (Estimate)		1									
			KWH used											
Charges From Ohio Edison														
Customer Number: 0800636571 0001462737														
Rate: Residential Service OE-RSF														
Customer Charge														
Distribution Related Component		1												
Cost Recovery Charges														
Bypassable Generation and Transmission Related Component		1												
Current Consumption Bill Charges		4												

Additional messages, if any, can be found on back.



Average Daily Use (KWH)	This Year	107
Average Daily Temperature		28
Days in Billing Period		30
Last 1 Months Use (KWH)		3,201
Average Monthly Use (KWH)		3,201

Ohio Edison welcomes you as a customer. We look forward to serving you.

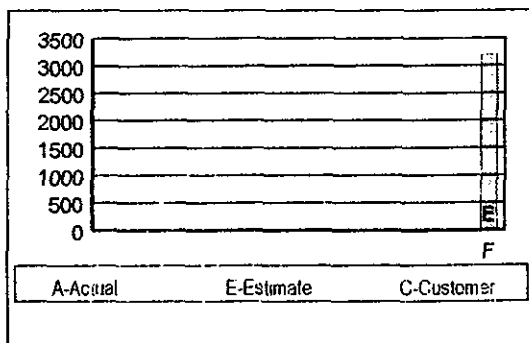
Current Consumption Bill Charges

14

Additional messages, if any, can be found on back.

Usage History

Feb 18 3,201



	This Year
Average Daily Use (KWH)	107
Average Daily Temperature	28
Days in Billing Period	30
Last 1 Months Use (KWH)	3,201
Average Monthly Use (KWH)	3,201

Return this part with a check or money order payable to Ohio Edison

Ohio Edison
A FirstEnergy Company

**76 South Main Street
Akron, OH 44308-1890**

[illegible]

0032192 01 AV 0.375
GARY W STEWART
2821 GREENVILLE LN
FAIRLAWN OH 44333-3293

Account Number: 110 129 025 5'

Amount Paid	
Amount Due	\$420.2
Due Date	Feb 21, 201

**OHIO EDISON
PO BOX 3687
AKRON OH 44309-3687**

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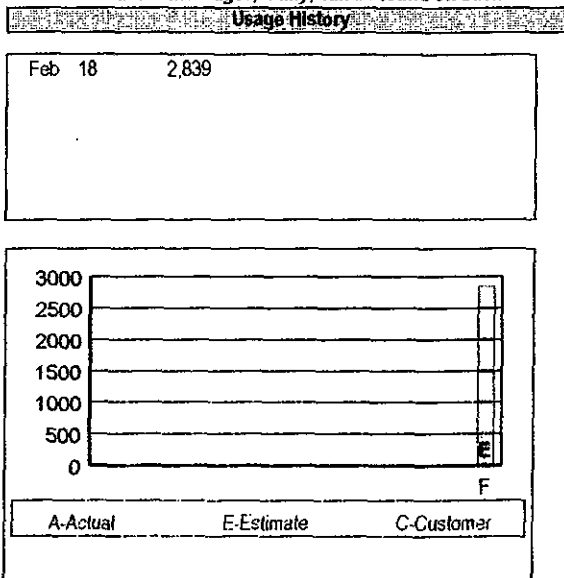
Billing Period: Jan 06 to Feb 04, 2018 for 30 days
Bill For: GARY W STEWART
115 W MAIN ST APT 2
ALLIANCE OH 44601

February 20, 2018
Account Number: 110 129 025 513
Amount Due: \$373.28
Due Date: March 06, 2018

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-633-4766. For Payment Options, call 1-800-686-3421. Pay your bill online at www.firstenergycorp.com
Bill issued by: Ohio Edison, PO Box 3687, Akron OH 44309-3687

Messages			Account Summary		Amount Due
<p>Your current PRICE TO COMPARE for generation and transmission from Ohio Edison is listed below. In order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than Ohio Edison's price of 5.71 cents per KWH for the same usage that appears on the bill. To review available competitive supplier offers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoice.ohio.gov.</p> <p>Residential Service - 0001462737 - 5.71 cents per KWH</p> <p>Energy Efficiency 2,839 KWH x 0.002262 \$6.42 Peak Demand Reduction 2,839 KWH x 0.000565 \$1.60 Renewable Energy 2,839 KWH x 0.000971 \$2.76</p> <p>Ohio Edison welcomes you as a customer. We look forward to serving you.</p>			Balance at Billing on Feb 20, 2018		0
			Ohio Edison - Consumption		373
			Amount Due by Mar 06, 2018		\$373
			Usage Information for Meter Number 94085		
			Feb 04, 2018 KWH Reading (Estimate)		14,2
			Jan 06, 2018 KWH Reading (Estimate)		11,6
			KWH used		2,8
			Charges From Ohio Edison		
			Customer Number: 0800636571 0001462737		
			Rate: Residential Service OE-RSF		
			Customer Charge		4
			Distribution Related Component		154
			Cost Recovery Charges		53
			Bypassable Generation and Transmission Related Component		162
			Current Consumption Bill Charges		373

Additional messages, if any, can be found on back.



This Year

Average Daily Use (KWH) 95
Average Daily Temperature 28
Days in Billing Period 30
Last 1 Months Use (KWH) 2,839
Average Monthly Use (KWH) 2,839

Customer Charge
Distribution Related Component
Cost Recovery Charges
Bypassable Generation and Transmission Related Component
Current Consumption Bill Charges

15
5:
16:
37:

Usage History

A-Actual E-Estimate C-Customer

Return this part with a check or money order payable to Ohio Edison

**76 South Main Street
Akron, OH 44308-1890**

0018992 01 AV 0.375
GARY W STEWART
2821 GREENVILLE LN
FAIRLAWN OH 44333-3293

Account Number: 110 129 025 513

Amount Paid	
Amount Due	\$373.28
Due Date	Mar 06, 2018

OHIO EDISON
PO BOX 3687
AKRON OH 44309-3687

[illegible]

0511012902551300000000000000000000000000000373280000373284