

**THE PUBLIC UTILITIES COMMISSION OF OHIO**

**IN THE MATTER OF THE COMPLAINT OF  
XIAN MAO AND QI YU,**

**COMPLAINANTS,**

**v.**

**CASE NO. 18-81-EL-CSS**

**CLEVELAND ELECTRIC ILLUMINATING  
COMPANY,**

**RESPONDENT.**

**ENTRY**

Entered in the Journal on March 21, 2018

{¶ 1} Cleveland Electric Illuminating Company (CEI) is a public utility, pursuant to R.C. 4905.02, and is, therefore, subject to the jurisdiction of this Commission.

{¶ 2} Pursuant to R.C. 4905.26, the Commission has authority to consider written complaints filed against a public utility by any person or corporation regarding any rate, service, regulation, or practice relating to any service furnished by the public utility that is in any respect unjust, unreasonable, insufficient, or unjustly discriminatory.

{¶ 3} On January 8, 2018, Xian Mao and Qi Yu (Complainants) filed a complaint against CEI generally alleging that CEI wrongly instructed Complainants that an underground meter could be installed at 2373 Kenilworth Road, Cleveland Heights, Ohio 44106 (Property). Specifically, Complainants wished to upgrade Complainants' meter base from 100 amps to 200 amps at the Property. Complainants allege that they relied upon instruction from CEI personnel to dig a pit and run cable from the basement to install an underground service meter base. Complainants further allege that when they asked CEI to reconnect service, Complainants were told that electricity could only be connected overhead. Complainants are requesting that CEI reimburse them for the costs of building materials, tools, labor, and move-in delay totaling \$2,680.

{¶ 4} On January 29, 2018, CEI filed its answer to the complaint, denying many of the allegations, and raising several affirmative defenses.

{¶ 5} On February 9, 2018, Complainants filed a letter indicating that this matter has not been resolved.

{¶ 6} On February 14, 2018, the attorney examiner scheduled a settlement conference for April 2, 2018.

{¶ 7} On February 28, 2018, Complainants filed a letter indicating that there was a scheduling conflict. Specifically, Complainants request that the settlement conference date be scheduled after April 15, 2018, or in the alternative, cancel the settlement conference if CEI pays Complainants \$1,000. The letter is currently unopposed.

{¶ 8} The attorney examiner finds good cause to grant Complainants' request to continue the settlement conference. Accordingly, the settlement conference should begin on May 1, 2018, at 1:30 p.m. in Hearing Room 11-C at the offices of the Commission, 11th Floor, 180 East Broad Street, Columbus, Ohio 43215.

{¶ 9} It is, therefore,

{¶ 10} ORDERED, That Complainants' request to reschedule the settlement conference be granted. It is, further,

{¶ 11} ORDERED, That a settlement conference be scheduled in accordance with Paragraph 8. It is, further,

{¶ 12} ORDERED, That a copy of this Entry be served upon all parties of record.

THE PUBLIC UTILITIES COMMISSION OF OHIO

/s/ Richard M. Bulgrin

By: Richard M. Bulgrin  
Attorney Examiner

JRJ/mef

**This foregoing document was electronically filed with the Public Utilities**

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**in**

**Case No(s). 18-0081-EL-CSS**

Summary: Attorney Examiner Entry continuing the settlement conference to 5/1/18 at 1:30pm.  
electronically filed by Ms. Mary E Fischer on behalf of Richard M. Bulgrin, Attorney Examiner,  
Public Utilities Commission of Ohio