



Public Utilities Commission

18-0691-EL-CS3

00185918

Case Number

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

Formal Complaint Form

FILE

Linda Kirby
Customer Name (Please Print)

2222 Cooks lane
Customer Address

W. Bloomfield OH 44450
City State Zip

Against

110 016 913 862
Account Number

Customer Service Address (if different from above)

OHIO Edison
Utility Company Name

City State Zip

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

RECEIVED-DOCKETING DIV

2018 APR 16 PM 2:23

PUCO

Linda Kirby
Signature

440-685-4742
Customer Telephone Number

This is to certify that the inclosed enclosures are an accurate and complete representation of a complaint file document delivered in the regular course of business.

Technician AK Date Processed 4/16/18

PUCO Formal Complaint Submission

Name Linda Kirby

Address 2222 Cooks Lane
W Bloomfield OH 44450

Phone 440-685-4742

Account Number 110 016 913 862

Utility Company Customer Statement

Utility Company

OHIO Edison

Summary of Complaint

Stray voltage found on farm in the form of neutral-to-earth voltage. Abnormal animal behavior was witness as cows entered milking parlor, accessed feed and recorded in herd milk production decrease. After milking cows repeatably demonstrated elevated levels of stress in milking parlor, failed to achieve complete milk letdown, elevated somatic cell testing results, and reduced overall milk production; cow contact surfaces were tested to for stray voltage. Voltage levels exceeding 1.5V were measured at multiple areas in cow shed and milking parlor where contact between electrically bonded equipment and earth existed simultaneous. Measurements were taken at these points and also compared to an isolated ground away from bonded equipment. At finding these undesirable voltage levels the electrical utility was contacted and requested to install a neutral isolation device to reduce these neutral to earth voltages, the request was denied and our measuring techniques dismissed. Only after utility technician later finding the undesirable stray voltage condition and neutral isolation device was installed did dairy cattle behavior return to normal. Milk production levels increased, cow stress was reduced and cattle behavior within milking shed returned to normal shortly after isolation device was installed.

Desired Results from Commission Investigation

It is desired that the PUCO conduct their own investigation into the validity of the effects of the measured stray voltage levels and validate the damages resulting therein to the dairy herd production and health to be repaid by electrical service provider responsible for poor power quality.