

FILE

Ohio

RECEIVED-SOCKETING DIV

2018 OCT -9 PM 2:43

PUCO

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.

Public Utilities Commission

Complaint # 00222809
Case Number

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

Formal Complaint Form

18-1531-EZ-CSS

John Stewart

Customer Name (Please Print)

35680 Ridge Rd.

Customer Address

Willoughby Oh. 44094

City

State

Zip

Against

110 043 452 033

Account Number

Customer Service Address (if different from above)

The Illuminating Co

Utility Company Name

City

State

Zip

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

- inadequate service -

Failure to supply power in a reasonable manner, Power went off 8/4/18 in late afternoon, crew was working on repair across street on side road, they left at 9 PM and did not return until the following day at 9:15 AM to work on finishing repairs and did not complete repairs to app. 12 noon. Several call to Illuminating Company on 8/4 the message first said repairs would be complete by 10 PM then 2nd call after the crew left said 12 AM no repairs completed as crew left at 9 PM prior day. Why did the crew leave not finishing repairs? I lost over \$400.00 in food! Had they stayed that would not of happened,

* Unacceptable Service

Signature

John Stewart

Customer Telephone Number

216-288-2804

CEI stated in there first response on 8/4 there were only 2 momentary outages - (out right lie) my neighbors can verify that is not true! Plus many other outages over the past year some being for very short periods