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FILE **Ohio**

Public Utilities Commission

18-1608-EL-CSS

00227964
Case Number

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

Formal Complaint Form

Michelle DiFiori
Customer Name (Please Print)

3427 Norris Ave
Customer Address

Parma Ohio 44134
City State Zip

Against

110 054 391 443
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)

RECEIVED-DOCKETING DIV
2018 OCT 25 PM 12:24
PUCO

Michelle DiFiori
Signature

440-886-7181
Customer Telephone Number

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Technician DMM Date Processed 10/25/18

PUCO,

10/22/18

#7

My name is Michelle DiFiori, 3427 Norris Ave.
Parma, Ohio 44134, 440-886-7181.

I am a customer of the illuminating co. My account #
is 110 054 391 443, Service address is 3427 Norris Ave
Parma, Ohio 44134. I am filing a complaint against
The Illuminating Company.

When I received my June ^{July} 2018 bill it was higher
than normal so I called into customer service. I spoke
to Caitlyn & was told by her & her supervisor that
my meter was not read correctly & I was asked to
give them a reading. I went outside & read the
meter while I was on the phone with them. I was
put on hold so Caitlyn & her supervisor could ~~review~~ ^{look at}
my account. When they came back on the line I was
once again told the meter was not read correctly &
that they were going to adjust my bill & a new
bill would be sent to me. I did receive a new
bill & it was adjusted to \$91.68. The next month's
bill was also higher than normal. I once again
talked to Caitlyn & she connected me to a supervisor.
I was told by him that the last bill was correct
& that Caitlyn & her supervisor made a mistake.

#2
He told me that we had been using double the electricity than we had used before. He told me that the last 4 days we used more money than the last year & 1/2. I told him that was impossible. He said that it was probably one of my appliances. I explained to him I had energy efficient appliances. He said it could be the air conditioner. I explained to him that the air never used that much power. He told me if I wanted to argue that then I would need to have a HVAC Company Check the air. I had a company come out & check the air & I was told it was working very well & was not using that amount of electricity that the illuminating co said was being used. I called back in to customer service to tell them that & spoke to supervisor Alta - employee # 41079. She gave me a credit of \$3.60 & told me she would put in a case for me to be reimbursed for the money I spent having the air check when there was nothing wrong with it, but stated that the bills were correct. My meter was also replaced & the old one was tested & found to be accurate. I was not present when the meter was tested & I do not know how it was tested & was not asked if I would like to have it tested. They have me using 1565 Kw in June-July, 2137 Kw July-Aug., & 1322 Kw in Aug-Sept. I have never used this much electricity. In 2017 I used the following Kw's

July 2017 - 920 Kw, Aug 2017 - 997 Kw, Sept 2017 - 873 Kw #3

2017 was also a hot summer. Something is not right here. I want my bills to be adjusted to my average 2017 monthly usage. I would also like a refund for what I spent in having my air serviced. I recieved a \$50.00 rebate & so I am just asking for the \$30.00 remaining I paid \$80.00 total. I believe the Illuminating Co is overcharging me. How does one suddenly start using more than double the electricity per month? It is there mistake. Both customer service & the supervisor told me that my meter was read wrong, & that I was overcharged, & then the next month I'm told that was not true. If there was no mistake then why was my bill charged the first time.

Thank you.

Michelle DiFiori

I have had no rights re: this issue. I am at the mercy of the Illuminating Co. It seems to be what they say goes.

Since I live in Cleveland I was told by Puco I could ask for this matter to be addressed by phone.