

NC



Public Utilities Commission

18-1851-EL-CSS00232151 5
Case Number

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

Formal Complaint Form

DAVID N. RANDALL
Customer Name (Please Print)

1600 E. 27TH ST. (REAR HOUSE)
Customer Address

CLEVELAND OH 44114
City State Zip

Against

110051058573
Account Number

CLEVELAND ILLUMINATING COMPANY
Utility Company Name

Customer Service Address (if different from above)

City State Zip

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

My Complaint is the total loss and damage
TO MY HOME BY THE POWER SUE which
took place ON September the 26TH 2018.

Continued On Following
PAGES - ATTACHED →

RECEIVED-DOCKETING DIV

2018 DEC 18 PM 12:51

PUCO

David N. Randall
Signature

(216) 536-2804
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 DMM Date Processed 12/18/18

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December 7, 2018

I awoke at 6:30 AM on the morning
September 26, 2018 to find my home
completely dark, no power what so
ever. As I walked thru my father's
home I smelled the odor of some-
thing which was burning or had
burned. Once I located a flash
light, I proceeded to my Basement to
check the main circuit / fuse box.
THE Main Switch had tripped
to the OFF position, so I switched it
back on. I had only (2) Bulbs which
came on and they were flickering and
glowing very dimly. As I went thru
my home I saw that my Microwave
Clock was Out, the Clock on my VCR
DVD Player was Out. I then proceeded
to check out my other rooms thru
out my home and came across my 55"
Flat Screen in my Living Room, my 65"
Flat Screen in my Family Room and my
36" Big Screen Tube TV with built
in DVD Player and VCR Tape Player
all soundless. I instantly disconnected
them and thru them out the front door.

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Upon Further Inspection of my home
and Appliances I discovered (2) Table
Lamps, My Microwave, (3) Power Surge
Strips, My Refrigerator and Stove
all completely destroyed and damaged.
I called the Emergency telephone
number 1-888-544-4877 to report the
outage and the damage to my appliances.
I was given a number to the Claims Dept.
and also a confirmation for my call
that morning. The confirmation number
is 748941605. I then was given the
Claims Dept. telephone number and I
contacted them. I was given this claim
number # 748939038. I would like the
Cleveland Municipal Company to re-
place all my damaged items to include
over \$400.00 of food lost to the
power being out. I was told by
the electrical technician who finally
came out on the 18th of October
at about 2⁰⁰ pm, that the power surge
was caused by "Antiquated Wiring
from the Unserviceable Utility Pole
in my back yard running down to my
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meter. He told me that the Pole and
wiring was over 70 years old and should
have been replaced years ago. He finally
finished up at about 9³⁰ pm that evening.
I also had to replace 16 LED light bulbs
which were also destroyed during the
Power Surge.

Sincerely
Daniel N Randal

P.S. I don't qualify
for the "Surge Assist" Program
due to not having any credit, no cash
income and also being on the Pippin
Program thru the County H.E.A.P.
Program.

YES! Please enroll me in the Surge Assist Program.

Include the \$6.99* charge on my monthly electric bill, if eligible. I understand that I will be protected for up to \$2,000 per incident/\$4,000 annually in repairs or replacement costs on covered claims, and that I will receive complete terms and conditions of the plan within two weeks after the program commencement date.

Name: _____
(Please print)

Account Number: (Located on your electric bill)

Address: _____

City, State, ZIP: _____

Phone: _____

Email: _____

Signature: _____
(Required for enrollment)

*Enrollment eligibility may be contingent on our ability to add the program charge to the monthly electric utility bill. There is an initial 30-day waiting period to make a claim, giving you 11 months of protection during the first year of the program. This prevents service calls on pre-existing conditions and helps keep the program affordable.

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Not Eligible *NO Income*
NO CREDIT

Ohio Edison Services
A FirstEnergy Company

The Illuminating Company Services
A FirstEnergy Company

Toledo Edison Services
A FirstEnergy Company

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