

19-1984-EL-CSS

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FILE



Public Utilities  
Commission

Case Number

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

Formal Complaint Form

LUIS T LEAL

Customer Name (Please Print)

3332 STANHOPE DR

Customer Address

TOLEDO

OH 43606

City

State

Zip

Against

Account Number

110 051 905 674

Customer Service Address (if different from above)

FIRST ENERGY/TOLEDO EDISON

Utility Company Name

City

State

Zip

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

PUCO

2019 OCT 28 PM 1:43

RECEIVED-DOCKETING DIV

Louis Leal

Signature

419-932-0767

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 mmm Date Processed 10/28/19

# OHIO PUBLIC UTILITIES COMMISSION

## FORMAL COMPLAINT

Luis T Leal

3332 Stanhope dr.

Toledo, Ohio 43606

Account # 110 051 905674

v/against

First Energy/Toledo Edison/Public Utilities Commission

### Description of complaint

That the above named, First Energy, Toledo Edison, and, through sub contractor, Tree Monkey, lot owner, Lincolnshire Association and Public Utilities Commission of Ohio ( PUCO ), did and is participating in a circumstance against customer Luis T. Leal, that is discriminatory and preferential. That this circumstance is causing customer personal injury.

Hold that customer Luis T Leal is a receiving discriminatory, unreasonable, preferential service, rate, classification, charge from First Energy/Toledo Edison/Public Utilities based on the following;

1. That it is not lawful for anyone to misstate facts.
  - a. Falsehoods are present in PUCO reports.
    1. Page 7: description of issue, should read TE came out and seen the dead tree should be removed in that it was over power lines and generator. That TE it wasn't over power lines and generator and that if it fell it wouldn't effect the power lines. That if it had been a danger to power lines and generator, that it indeed was TE's responsibility. That since it wasn't that they would chance it and be out in November to trim it. Additionally, subcontractor, Monkey Tree left a dangerous part of the tree dangling over customer and customer's house for nearly two month before coming out and removing it. Further, subcontractor has left a tree thereof, in a top heavy position as to encourage more damage on customer and customer neighbors. Still yet, TE told neighbor when initial circumstance was born; branch fell and knocked out power in and around February of same year, that they were going to come out and leave nothing of involved tree so my neighbor would not have to worry about it falling on him. That subcontractor visited the tree before it fell and scheduled it for removal. That neighbor involved had a history in the tree cutting business. That there are statements in subcontractor that point to the tree being

A

pulled down. That TE workers admitted to customer that they had pulled down tree.

2. Page 9: Total mischaracterization in that the record will show that there was no wind that day and the above paragraph 1 paints accurate picture of TE forestry manger visit in May.

EXHIBITS INCL PUED PAGES 2, 3, 4, 7, 9 AND 10

GOVERNMENT WATCH DOCUMENT 1 PAGE

LINCOLNSHIRE ASSOL DOCUMENT 1 PAGE

CITY OF TOLEDO DEPT OF NEIGHBORHOOD DOCUMENT  
2 PAGES

SUB CONTRACTOR TREE MONKEY FRAUD DOCUMENT  
1 PAGE

3. Page 10 states TE states it's not their responsibility and storm caused fall, when in fact there was no storm.
4. Page 4 substantiates more flaws in PUCO report in that customer told PUCO more than once Tree was over power lines and giant generator.
5. Page 3 substantiates more contradiction in PUCO report in relation a. (1) of this complaint.

Further, customer submits to PUCO the following documents and explanations of documents;

6. Document gotten from subcontractor, which customer says was blank when signed. Customer asserts that subcontractor indicated to him that if involved stump did not recede like he thought it would that he would remove it and fill in hole with stones or dirt. That he would remove the tree he left dangerously top heavy, and remove another small tree closest to home. That the damaged fence would be put back up. (see document 6 and 6 a)
7. Documents involving government and lot owner, Lincolnshire association, which by incident got prosecuted and convicted for, for embezzlement recently, are in a controversy with customer over dues paid receipts, and government related. In the document from the association, customer asserts money order receipts were sent to association to establish payment. Subsequently money order receipts for future payments were accepted but not for previous payment. This discriminatory and preferential occurrences is compounded when customer was told that the association members wanted him out via request from prosecutors downtown, and that is why they were not caught or disciplined during their discovery of embezzlement, of stealing my mail and identification, working with the banks to make sure I did not buy any more homes within the association. Government watch documents go to substantiate harassment, discrimination, preferentialness and or the ability to make those involved act in the manner they are.

## CONCLUSION

That the commission find that customer has been discriminated against, or suffered from preferential-ness, in that no customer should have to endure so many lies and falsifications. That First Energy be ordered to remove stump, fill hole, remove other trees promised, have fence and home roof damaged replaced and or repaired.

9

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## Government Watch List Notice

STEP 1

STEP 2

STEP 3

STEP 4



## GOVERNMENT WATCH LIST NOTICE

Simply being a family member or associate of a known suspect, or posting something on social media that raises "reasonable suspicion" may place someone on a watch list.

**Did you know?** If your name appears on a government watch list supplied by the DOJ, FBI, CIA, INTERPOL or another government agency, you will have access to the details associated with this record.

**Attention:** This information could change people's opinion of you.

CONTINUE

*Please do not Refresh, Close, or Press the Back button on this page or your information may be lost*

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P.O. Box 2993  
Toledo, Ohio 43606

*Lincolnshire Association*

June 27, 2019

Dear Lincolnshire Homeowner,

For one reason or another you have not paid the Lincolnshire Association Annual dues for this year. This is the final attempt to collect the Annual dues. Your prompt attention to this oversight is recommended. The enclosed invoice details the amount owed. Please pay the amount owed as soon as possible, to avoid a costly and awkward situation.

If payment has crossed in the mail we apologize for the inconvenience. If you have received this notice in error, please contact one of the board members listed below or email us [lincolnshirerassoc@gmail.com](mailto:lincolnshirerassoc@gmail.com). Providing a canceled check would be accepted as proof of payment.

Thank you,

The Lincolnshire Trustees:

Joe Axe (419) 509-2806

Nancy Moorhead (Treasurer) (419) 536-4826

Marcy Bowman (Secretary) (419) 461-4606

Lead note 10-7-2019  
KNOW I PAID BY MONEY ORDER FROM RECEIPTS  
SUBMITTED, CREDITED FOR SUBSEQUENT M.O. RECEIPTS  
BUT NOT PAID.  
ADMITTED TO MIDDLING IN BANKING PROBLEM @ Huntington Bank  
AKA Credit line + MIDDLE THEFT



419-329-1331

# TREE SERVICE PROPOSAL

Phone

419-932-0767

Date

Aug 7, 2019

Job Name/ No./ Location

# 31692

Job Phone #

TO 1015 Leaf  
3332 Starhope Dr.  
Toledo, OH 43606

We hereby submit specifications and estimates for:

- Clean Up Fallen broken tree in backyard.
- Stump cut as low as possible - No removal.
- Trim remaining Maple / clear lines & house.
- \* Access needed through broken section of fence & Evergreen removal hindering access.

1st rate work 10-07-2019 \$4600.00 WORK

Not liable for damage to yard / driveway / sidewalk as long as it is completed to completion of services requested.  
Price for stump removal does not include the removal of stump grindings. Removal available for an additional fee.

WE PROPOSE hereby to furnish material and labor - complete in accordance with the above specifications, for the sum of:

Dollars(\$ )

Payment to be made as follows:

First Energy \$3,000.00 ÷ 36 months = \$83.33/mth

Authorized Signature

Note: This proposal may be withdrawn by us if not accepted within 120 days.

All material is guaranteed to be as specified. All work to be complete in a professional manner according to standard practices. Any alteration or deviation from above specifications involving extra cost will be executed only upon written orders, and will become an extra charge over and above the estimate. All agreements contingent upon strikes, accidents or delays beyond our control. Owner to carry fire, tornado, and other necessary insurance.

ACCEPTANCE OF PROPOSAL - The above prices, specifications and conditions are satisfactory and are hereby accepted. You are authorized to do the work as specified. Payment will be made as outlined above.

Signature Date 8-7-2019

Signature \_\_\_\_\_ Date \_\_\_\_\_

09/20/2019

Property location: 3332 STANHOPE DR

INSPECTION # 63802

During the inspection of referenced structure and premises the City of Toledo Code Enforcement inspector found the following violations of the Toledo Municipal Code:

Tall Grass and Weeds

YES

Please remove weeds next to tree stump.

Occupancy

Occupied

Junk, Debris, Trash and Litter

YES

Inspector's comments:

Please remove up rooted tree stump and other junk connected to it from backyard.



the overcharge w violate  
jurisdictional law, discrim  
ination is the contended  
lies, incl around  
Preferential

Oct 15



# CITY OF TOLEDO



## DEPARTMENT OF NEIGHBORHOODS AND BUSINESS DEVELOPMENT

Our Division's web-site can be accessed 24/7 at [www.toledo.oh.gov](http://www.toledo.oh.gov)

09/20/2019  
Order #588764

SR # 258822

LEAL LUIS

### VIOLATION LETTER

72 HR PUBLIC NUISANCE ORDER: TMC 1726.08 (a)

3332 STANHOPE DR  
TOLEDO OH 43606 1249

Property location: 3332 STANHOPE DR

An inspection of the above listed property was conducted on or about 09/20/2019.

Emergency Conditions were observed and recorded.

An examination of the Lucas County Auditor's Records shows that you are the Record Owner/Vendee of the property and premises of this violation location.

You are hereby notified, pursuant to Section 1726.02 of the Toledo Municipal Code, that the above property has been declared a public nuisance by the Director of Neighborhoods and/or the Commissioner of the Division of Code Enforcement, and you are subject to civil fines up to \$600.00. THE NUISANCE CONDITIONS THAT EXIST AT THIS PROPERTY ARE AN IMMEDIATE THREAT TO THE HEALTH, SAFETY OR WELFARE OF THE PUBLIC.

YOU ARE HEREBY ORDERED TO correct the violations as described on the attached page(s) and to maintain property in a nuisance free condition at all times. T.M.C. 1726.01(a)

Unless you cause the abatement of this public nuisance within seventy-two (72) hours after service of this notice you may have criminal charges and/or a civil complaint filed against you in Toledo Municipal Court. In addition, the public nuisance may be abated or demolished by the City of Toledo at your expense.

You may, within three (3) business days from the date of this notice/order or no later than 24 hours from the date received, make an in-person request to the Manager of the division of Code Enforcement, for a hearing on the question of whether a public nuisance as defined in section 1726.01(a) exists and merits summary abatement. Your request must be accompanied by a cash bond in the amount of fifty (\$50.00) dollars (no personal checks accepted). The hearing shall be held at the first regularly scheduled Nuisance Abatement Housing Appeals Board meeting following the in-person request. The appeal does not stay the order to abate the nuisance.

SECTION 1726.08(c) of the Toledo Municipal Code provides that failure to obey this order may result in criminal charges being filed against you. Any person who transfers his or her property to another after the property has been declared a public nuisance without first abating the nuisance, is guilty of a misdemeanor of the first degree and shall be liable for any and all costs incurred by the City in abating the nuisance.

For inspection details please refer to the following pages of this letter. All questions and/or correspondences are to be directed to city inspector LEWIS at 419-936-3609.

Please call for an appointment prior to visiting Code Enforcement to avoid unnecessary delays.

## Transportation Information

Crossing ID:  
Railroad:  
Railroad Street Name:

## Description Information

Description:

Resolution:

## Case Comments

Created Date	Comment
9/26/2019 12:27:42 PM	<p>Caller states there was a dead tree in his yard that was dangling over some power lines and TE was suppose to come and trim it down. Luis is stating the tree needed to be remove but it fell and knocked the power out.</p> <p>Luis states after the tree fell TE never came and cleaned up the tree.</p> <p>TE states it's not their responsibilty and storm caused it to fall.</p> <p>Caller would like them to come and take the tree stump out and clear up the nuisance before nuisance court date.</p> <p>He also wants a cash settlement and a roof repaired for damages that were caused by that tree that fell because TE said it wouldn't</p> <p>Gave name/ICB/case#/inv time line</p>
9/26/2019 2:23:16 PM	<p>Requested review of case. The co does not own the tree and it is not their responsibility.</p>
9/27/2019 9:55:03 AM	<p><i>Not correct - not easment</i></p> <p>Additional notes from JA 9/26 call:</p> <p>Customer did not know if tree was in the easement or not. He said TE told him they would be out to trim the tree in 6 months. The customer felt that trimming wasn't enough and that the tree should be removed. The tree fell before the scheduled trimming.</p> <p>Customer states that the tree did not fall during the storm.</p> <p>Customer was advised that the PUCO does not award damages or do cash settlements.</p> <p><i>Contradictory statements - document filed</i></p>
9/30/2019 12:20:41 PM	<p>Caller transferred to me on the escalation line. Caller is upset, and believes that TE provided us with false information. I advised we cannot make that determination, and if he wanted to pursue with us further against TE he could file a formal complaint. He requested we mail him the formal complaint and a copy of his notes from his case. (I advised we would mail case history report.) Customer thanked me. AW</p>

Not correct  
Lead / 10-27-2019  
Co did hire removal, but request was not completed before fall and because it endangered general public their responsibility were told.  
WORKER LOSES COMPREHENSION

9/30/2019 12:21:34 PM  
Went over the co response and explained tree trimming requirements--that co maintains lines clearance from tree limbs--which is no way makes the co responsible for his tree. By his own admittance the co told him in May that they would be doing trimming but not until November and that they told him he needed to hire someone to address the removal of the tree. He said he attempted to hire someone to remove the tree through the co but they were non responsive and he did not hire a contractor on his own. He also said the co was coming out to trim the tree in November. At no point did the co say they would be removing the tree or that it was their responsibility. The tree is his and is his responsibility. He said he wants to see the rule in writing that he's responsible for his tree. Informed him that isn't something that would be in writing. Property owners are typically aware that they are responsible for their property. The utility is only required to keep the lines clear. If he had a dying tree that had the potential to fall he would have to address that, that does not make the tree the utility co's responsibility. He disagrees with this information asked for a supervisor. Xfrd to Amy.

TOLD NEIGHBOR  
NOTHING WOULD  
BE LEFT OF  
TREE  
AFTER THEY  
WERE DONE

DID  
HIRE  
SUB  
CONTRACTOR

Web Information

Web Name:  
Web Home Phone:  
Web Email:  
Web Company:  
Web Zip Code:  
Web Account in Question:  
Web US Dot #:

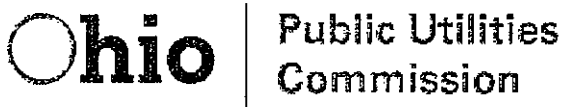
Part / BRANCH FELL & HE  
CAME OUT & REMOVED

System Information

Created by: Jermeki Anderson  
# Tasks Correspondence Review: 1  
# Tasks Correspondence Review: 1  
Last Modified by: Darita Patterson  
Next Activity Date:  
Case Grade Created:  
Case Grade Target:

Case Emails

Email Created Date: 9/26/2019 4:13:11 PM  
Email HTML Version:



**Initial Submission of a Consumer Complaint  
Please Respond Within 10 Business Days**

**CASE ID:** 00546136

**CUSTOMER:** Luis Leal

**SERVICE ADDRESS:** 3332 Stanhope Drive, Toledo, Ohio 43606

**AIQ:** The Toledo Edison Company

**SERVICE ACCOUNT NUMBER:**

**NIQ:** 4199320767

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

**DESCRIPTION OF ISSUE:**

Caller states there was a dead tree in his yard that was dangling over some power lines and TE was suppose to come and trim it down. Luis is stating the tree needed to be remove but it fell and knocked the power out.

Luis states after the tree fell TE never came and cleaned up the tree.

TE states it's not their responsibilty and storm caused it to fall.

Caller would like them to come and take the tree stump out and clear up the nuisance before nuisance court date.

He also wants a cash settlement and a roof repaired for damages that were caused by that tree that fell because TE said it wouldn't.

Please state whether this tree was over a power line.

*OVER POWER LINE  
& GENERATOR*

Sincerely,

**Darita Patterson**

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

**Initial Submission of a Consumer Complaint  
Please Respond Within 10 Business Days**

**CASE ID:** 00546136

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He also wants a cash settlement and a roof repaired for damages that were caused by that tree that fell because TE said it wouldn't.

WRONG  
PUCO  
URBATION  
TRANSLA  
TION

Please state whether this tree was over a power line.

Sincerely,

**Darita Patterson**

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

This message and any response to it may constitute a public record and thus may

To: Ohio Commission <ohcommission@firstenergycorp.com>; Huss, Cindy S.

<cshuss@firstenergycorp.com>

Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00546136 Luis Leal  
110051905674 [ ref:\_00Dt0GzXt.\_500t0MdQli:ref ]

Good morning,

This customer originally called in May in regard to a limb that had fallen and almost hit his service drop. Forestry Manager had sent a work planner out to look at the tree and he advised the customer that the tree in question was affecting his service drop and that it would be his responsibility to hire a private contractor to complete the work, and that we also offer a temporary disconnect service if he was interested in going that route. The tree did eventually fall on his drop about a month later due to wind, causing an outage. He then called back in two days after the outage stating that we left a mess in his yard and that we need to come back and clean up the debris and repair the holes in his yard. Manager advised the customer that the tree had fallen due to wind and that it was his responsibility to have the debris cleaned up.

We had advised the customer that this tree is his responsibility and not the Company's. The Company does not remove trees for single customer service drops.

Thanks,

Princess Davis  
FirstEnergy  
Customer Service Compliance Specialist  
Together Everyone Achieves More!

From: Darita Patterson <contactthepuco@puc.state.oh.us>

Sent: Thursday, September 26, 2019 4:13 PM

To: Ohio Commission <ohcommission@firstenergycorp.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00546136 Luis Leal  
110051905674 [ ref:\_00Dt0GzXt.\_500t0MdQli:ref ]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

Initial Submission of a Consumer Complaint

Please Respond Within 10 Business Days

CASE ID: 00546136

CUSTOMER: Luis Leal

SERVICE ADDRESS: 3332 Stanhope Drive, Toledo, Ohio 43606

AIQ: The Toledo Edison Company

SERVICE ACCOUNT NUMBER:

NIQ: 4199320767

NO wind  
that day!  
MORNING!

\*\*\*To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!\*\*\*

DESCRIPTION OF ISSUE:

Caller states there was a dead tree in his yard that was dangling over some power lines and TE was supposed to come and trim it down. Luis is stating the tree needed to be removed but it fell and knocked the power out.

Luis states after the tree fell TE never came and cleaned up the tree.

TE states it's not their responsibility and storm caused it to fall.

← TE LIES

Caller would like them to come and take the tree stump out and clear up the nuisance before nuisance court date.

He also wants a cash settlement and a roof repaired for damages that were caused by that tree that fell because TE said it wouldn't.

Please state whether this tree was over a power line.

Sincerely,

Darita Patterson  
Public Utilities Commission of Ohio  
Service Monitoring and Enforcement Department  
Customer Service Investigator  
(800) 686-PUCO (7826)

[www.PUCO.ohio.gov<https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C8f3e8041b6d14952bccf08d745b7084b%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C637054524745401842&sdata=uYJHl3U4%2F6bpBfUplteZnv08PSmcyDkHnZe0a0mBeE8%3D&reserved=0>](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C8f3e8041b6d14952bccf08d745b7084b%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C637054524745401842&sdata=uYJHl3U4%2F6bpBfUplteZnv08PSmcyDkHnZe0a0mBeE8%3D&reserved=0)

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[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000005MI1d>]

ref:\_00Dt0GzXt.\_500t0MdQli:ref