



**Public Utilities  
Commission**

20.1825.FL-CSS

00647078

Case Number

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

**Formal Complaint Form**

Robert SAKACH  
Customer Name (Please Print)

6591 Monterey DR.  
Customer Address

MAYFIELD HTS. Ohio 44124  
City State Zip

**Against**

[REDACTED]  
Account Number

Customer Service Address (if different from above)

ILLUMINATING COMPANY  
Utility Company Name

AKRON Ohio 44309-3687  
City State Zip

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

Robert Sakach  
Signature

[REDACTED]  
Customer Telephone Number

This is to certify that the images appearing on this document are an accurate and complete reproduction of a document delivered in the regular course of business.  
Technician gll Date 12.31.20

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Upon the filing of a complaint by one hundred subscribers or five per cent of the subscribers to any telephone exchange, whichever number be smaller, or by the legislative authority of any municipal corporation served by such telephone company that any regulation, measurement, standard of service, or practice affecting or relating to any service furnished by the telephone company, or in connection with such service is, or will be, in any respect unreasonable, unjust, discriminatory, or preferential, or that any service is, or will be, inadequate or cannot be obtained, the commission shall fix a time for the hearing of such complaint.

The hearing provided for in the next preceding paragraph shall be held in the county wherein resides the majority of the signers of such complaint, or wherein is located such municipal corporation. Notice of the date, time of day, and location of the hearing shall be served upon the telephone company complained of, upon each municipal corporation served by the telephone company in the county or counties affected, and shall be published for not less than two consecutive weeks in a newspaper of general circulation in the county or counties affected.

Such hearing shall be held not less than fifteen nor more than thirty days after the second publication of such notice.

My name is Robert Sakach. I've lived in this house for 58 years as of 1/1/2021. I've had electrical problems with the Illuminating Company for all 58 years. I'm 83 years old & handicapped. The problem has gotten worse in the last 20 years. When power goes out, it's only on 1 side of the street. In 2018 they told me they checked the lines and found no problem. In 2019 I lost power for 5 days but it was only on 1 side of the street. & November 2020 I lost power for 2 1/2 days but only on 1 side of the street. When I called to complain, they told me it was weather related. I think the weather is the same on both sides of the street. I asked them to put me on the same lines that are across the street and was told it was too expensive to move me. They expect me to move things out of the refrigerator & freezer & find a place to store them. People move in & out of houses on this street but the problem stays with the house. It doesn't leave when people leave. I get the same answer when I call to complain... they say weather related, checked the lines, no problems. This complaint isn't just for me, it's for people like me that lose power that are on this line & only half the street loses power. It's about time somebody looks into this poor service & the same answer - weather related, checked lines no problems. They're been checking this problem for 58 years & haven't found it & they never will because they don't care. They just want to save money for the CEO when they get that Golden Parachute Retirement.

Thank You  
Robert Sakach