

FILE

NC
Ohio

Public Utilities Commission

21-0094-TR-CSS

Case Number

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

Formal Complaint Form

Kristopher Caccamile
Customer Name (Please Print)

137 Samuel Street
Customer Address

Elmhurst OH 44035
City State Zip

Against

Account Number

Customer Service Address (if different from above)

CLC Services of Ohio
Utility Company Name

City State Zip

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

See attachment

PUCO

2021 JAN 28 PM 4:07

[Signature]
Signature

585-727-8045
Customer Telephone Number

This is to certify that the images appearing are an
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document delivered in the regular course of business.
Technician 92 Date Processed 1-28-21

Kristopher Caccamise

137 Samuel Street

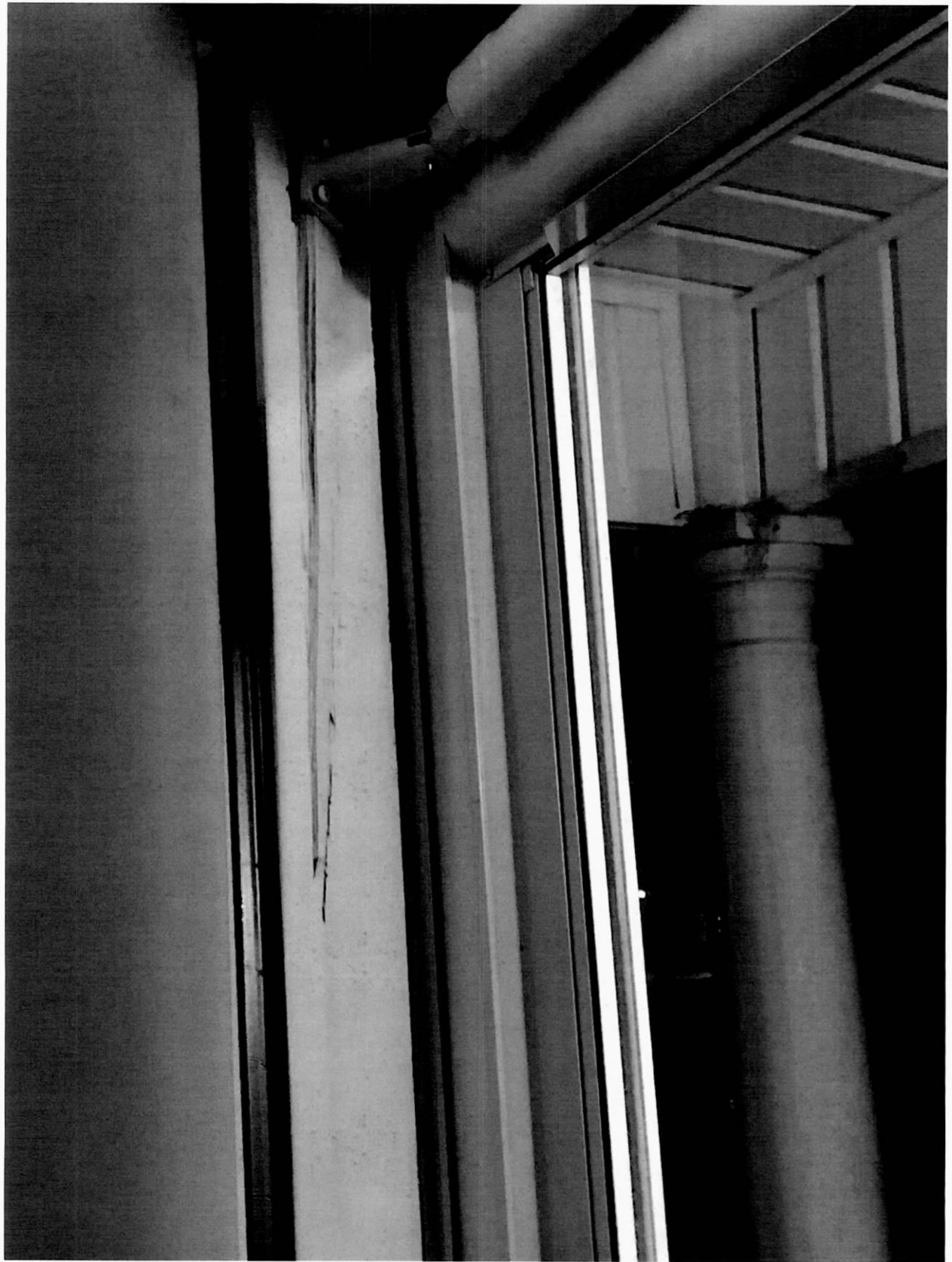
Elyria, OH 44035

585-727-8045

01/21/2021

This complaint is against CLC Services of Ohio. Their address is 6725 Promway Ave NW STE #5 North Canton, OH 44720. I do not have an account number associated with the work I had them preform.

I hired this company on December 27th, 2020 to move me on December 29th, 2020 from Oberlin, OH to Elyria, OH. After the movers were done moving me, I noticed several walls were damaged by the movers. I reached out to the company that day and was asked to send pictures but did not hear back. On December 30th, 2020, I was unpacking and heard a strange noise coming from my front door. I went and open it and noticed my storm door was open. Upon further inspection I noted the door frame was busted. The last people to use this door were the movers. The movers use this door to move in a large kitchen island that they struggled moving, and that was the source of several of the holes in the walls. The workers did not use a furniture protector on this item as well. They also left out the door after they were done moving my items. I reached out to the company who stated I was at fault because I had people use that door, which is not true. The worker Al stated I had to have people over and someone left it over and the wind caught the door. I had a few people come out and say that the damage could not have been caused by Wind. The worker Al who I spoke with, came off as very homophobic often interrupting me, calling me a liar, talking over me, and was integrating me like a police officer/detective. The company offered me \$100 dollars for the issue but only if I would not post a negative review about them. The app thumbtack who I booked them with is giving me \$153.00 to help cover costs, but my original estimate was more due to the extent of the damaged. The damages of the door cost over \$1,000 due to labor and parts. I am seeking they pay for the full amount of the door and reimburse me for my move, as I have learned they are not licensed for residential moving. I would like them to pay for the entire cost of my door repair, as well as now my moving costs, as a result of learning from PUCO they did not have license for residential moving. In total I am asking for \$1,055.65. This breaks down as \$777.55 for the door repair and \$278.10 for the move. I subtracted the \$253 that has been offered to me from the total of the door and move which totaled \$(1,030.55 for the door and \$275.10 for the move for a total of 1,308.65).



Here are picture of the paint issues









