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June 9, 2021

AIR SNU YAUG-GENEDBU 1021 JUN 21 PH 1:5 PUCC

SENT VIA REGULAR U.S. MAIL

Public Utilities Commission of Ohio 180 E Broad Street Columbus, OH 43215

RE: **The Illuminating Company**

Dear Sir or Madam:

This is a complaint against the Illuminating Company. Throughout the first six months of 2021, we have lost our power approximately 20 times. Sometimes for a matter of seconds, sometimes minutes and sometimes hours. I can certainly understand once in a great while to some extent, especially in severely bad weather.

The other day, we had a terrible windstorm on a Friday night, we lost our power for six hours. The houses across the street were on the entire time. This goes on all the time. If I complain directly to the Illuminating Company, all I get is some platitude about how it is a different.

The reason for the letter is that I have just about had it. I am sitting here on June 5, 2021, at approximately 7:14 a.m. and the power goes out for all of two seconds. So, as a result, everything must be reset including televisions, computers, printers, microwave, coffee pot, etc. Again, on a beautiful sunny morning when it is about 70°. And, we have had quite a few days where the power has gone out as many as 10 times for a few seconds and I had to keep resetting all the machines.

The Illuminating Company has not bothered to explain what is going on nor what they are doing or what somebody else is doing around here that is causing this nor have they seemed to solve the problem.

So, this is my formal complaint that I have just about had it. Not only should we be getting stable, consistent service without these micro interruptions, but we should be getting some sort of explanation as to why this has been going on and, more importantly, a reduction in our bill for dealing with this.

> this is to certify that the images appearing are an curate and complete reproduction of a case file ocument delivered in the regular course of busin Technician _____ Date Processed ________ 2021 rechnician _

Public Utilities Commission of Ohio Page 2 June 9, 2021

Thank you for your attention to these matters.

Sincerely,

MICHAEL P. HARVEY, CO., L.P.A.

/s/Michael P. Harvey Michael P. Harvey, Esq.

MPH/pac Enclosure

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April 16, 2021

SENT VIA REGULAR U.S. MAIL

The Illuminating Company 11517 Fruitland Court Cleveland, OH 44102

RE: Consumer Complaint

To Whom It May Concern:

I live at 311 Northcliff Drive, Rocky River, Ohio. My power went out again on April 13, 2021 at approximately 3:30 p.m. and lasted until approximately 6:30 p.m. Then it went out again on April 15, 2021 for approximately 90 minutes. Both days were sunny. There was no rain, wind, or precipitation and yet I am without power again for hours in the middle of a workday and in the middle of everything else going on, including dinner.

I appreciate that the power can go out on occasions. But, we seem to have more than our fair share of outages per year. I have been here for close to 28 years and I would say on average, we get between three and five outages per years and for reasons that do not seem to make any sense. Sometimes, the outages at our house do not even happen to the other side of the street.

I have two overriding concerns. The first is that you folks give me credit for time you are not providing me with a service. Second, why my power is going out in the middle of a perfectly beautiful afternoon?

Sincerely,

MICHAEL P. HARVEY, CO., L.P.A.

Email: MPHarveyCo@aol.com

/s/Michael P. Harvey Michael P. Harvey, Esq.

MPH/mcg