

FILE
NC

21-0787-EL-CSS

10

Case ID 00671132

Case Number

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

Ohio

Public Utilities
Commission

Formal Complaint Form

Patricia A Raymond
Customer Name (Please Print)

3790
~~777910~~ Woodbury Oval
Customer Address

Stow OH 44224
City State Zip

Against

110008895143
Account Number

Ohio Edison Company
Utility Company Name

Customer Service Address (if different from above)

City State Zip

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

See attached

RECEIVED DOCKETING DIV
2021 JUL -8 PM 1:57
PUCO

Patricia A. Raymond
Signature

330-688-0947
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 DMH Date Processed 07/08/21

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.



Public Utilities Commission

Mike DeWine, Governor
Jenifer French, Chair

Commissioners

M. Beth Trombold
Lawrence K. Friedeman
Dennis P. Deters
Daniel R. Conway

April 5, 2021

Patricia Raymond
3790 Woodbury Oval
Stow, OH 44224

CASE ID: 00671132

Dear Ms. Raymond:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Enclosed is the necessary information for filing a formal complaint.

Please note that all filings must be made on 8-1/2 by 11 inch paper. You must provide one original and two copies of the complaint.

Should you have any additional utility-related questions, please do not hesitate to contact the PUCO Call Center at (800) 686-PUCO (7826) or visit our website at www.PUCO.ohio.gov.

Sincerely,

Jermeki Knox
Customer Service Investigator

Enclosure



Public Utilities Commission

Mike DeWine, Governor
Jenifer French, Chair

Commissioners

M. Beth Trombold
Lawrence K. Friedeman
Dennis P. Deters
Daniel R. Conway

Case Detail

Case Number: 00671132
Account Name: Patricia Raymond
Type:
Status: Comment Added
Preferred Contact Method: No Preference

Owner: Jermeki Knox
Account in Question: Ohio Edison Company
Account Holder:
Priority: Standard
Service Type: Residential

CASE DATES:

Date Opened: 03-09-2021
Case Age in Business Days: 10

Date Closed:

Contact Information

Contact: Patricia Raymond

Preferred Contact Method: No Preference

Phone: 3306880947
Mobile:

Preferred Contact Time:
Email: jetack@aol.com

Service Address Information

Service Account Number:
Service Address Street: 3790 Woodbury Oval
Service Address City: Stow
Service Address Country: United States

Service Address County: Summit
Service Address State: Ohio
Service Address Zip:
Service Address Phone: 3306880947

Industry Information

AIQ Industry: Electric
AIQ Sub-Industry: Electric Distribution Utility
AIQ Sub-Sub-Industry:
Non-Jurisdictional Case: ☐

Territory Account:
General Code: Service -- Electric
Specific Code: Damage

Additional Information

PUCO ID: 300582

Case Formal Complaint Specialist Approved:

Docketing Case Number:
Legacy Case ID:

Case Formal Complaint Supervisor Approved:

Transportation Information

Crossing ID:

Railroad:

Railroad Street Name:

Description Information

Description:

Resolution:

closed with customer

Case Comments

Created Date	Comment
3/9/2021 2:16:01 PM	<p>meter was changed on feb 23. Tech joe from wellington came to door and told her power would go out for about 15 sec.</p> <p>caller sates all of a sudden she heard a loud crack and her kitchen appliances were going crazy. Customer called Wellington and they told her to unplug her refrigerator. Customer states they sent someone back out and checked the meter and said that was fine. He noticed the refrigerator was still going crazy. Caller states he told her he would write a claim.</p> <p>Caller states it blew her thermostat, two tv's and her vacuum.</p> <p>Wellington turned her claim down and there was no power surge.</p> <p>Just spoke with Flora at OE and she told her call the PUCO.</p> <p>Advised Wellington is not under PUCO regulation, and asked if a claim was filed with OE, and she states Flora told her she is working on the claim on their end.</p> <p>Advised we can reach out to the company, but cannot award damages and may have to file FC.</p> <p>Provided case number and time frame. ICB</p>
3/22/2021 2:34:38 PM	Resolution Comments: closed with customer
4/2/2021 9:35:39 AM	<p>Caller called back regarding her case. Caller states that she did not receive an update. Advised of close email that was sent to her email. (Read email to customer as well).</p> <p>Caller states that it may have been sent-but she did not receive it. Caller also wanted to speak with investigator. Advised investigator is on the hotline and is not available.</p> <p>Advised would note account that caller would like a call back.</p>

4/2/2021 4:00:49 PM	<p>She doesn't think it's fair that the companies are telling her to call each other and no body is taking responsibility. She is stating the loud noise came within minutes of the tech telling her electricity would be out for 15 seconds.</p> <p>She's 85 and on a fixed income and she hasn't had anyone in her home for a year due to the pandemic. Now she's had to have different service technicians come in for repairs.</p> <p>She is stating that when she called the company back and the technician claimed to come back but nobody ever knocked on her door, how does she know that someone came.</p> <p>She would like a copy of the case history and FC form.</p> <p>She's only asking them to pay the service calls for \$600.</p> <p>Gave name/ICB</p>
4/2/2021 4:05:08 PM	<p>She doesn't think it's fair that the companies are telling her to call each other and no body is taking responsibility. She is stating the loud noise came within minutes of the tech telling her electricity would be out for 15 seconds.</p> <p>She's 85 and on a fixed income and she hasn't had anyone in her home for a year due to the pandemic. Now she's had to have different service technicians come in for repairs.</p> <p>She is stating that when she called the company back and the technician claimed to come back but nobody ever knocked on her door, how does she know that someone came.</p> <p>She would like a copy of the case history and FC form adv to follow the instructions and send back any documents requested on the form as well as if the complaint is found in her favor she would have to take it to court.</p> <p>She's only asking them to pay the service calls for \$600.</p> <p>Gave name/ICB</p>

Web Information

Web Name:
Web Home Phone:
Web Email:
Web Company:
Web Zip Code:

Web Account in Question:
Web US Dot #:

System Information

Created by: Maureen Harbolt
Tasks Correspondence Review: 1
Tasks Correspondence Review:1

Last Modified by: Jeremy Rohrer
Next Activity Date:
Case Grade Created:
Case Grade Target:

Case Emails

Email Created Date: 3/9/2021 3:45:20 PM

Email HTML Version:



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

CASE ID: 00671132

CUSTOMER: Patricia Raymond

ADDRESS: 3790 Woodbury Oval, Stow, Ohio 44224

SERVICE ADDRESS: 3790 Woodbury Oval, Stow, Ohio 44224

AIQ: Ohio Edison Company

SERVICE ACCOUNT NUMBER:

ALTERNATIVE PHONE NUMBER:

NIQ: (330) 688-0947

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

DESCRIPTION OF ISSUE:

The customer reached out to the PUCO regarding a damage claim and states that she reached out to Ohio Edison. The customer is stating her meter was changed on 2/23/2021 by Wellington, she was told by a tech named Joe that the electric would be out for 15 seconds.

She's stating she heard a loud "crack" and her kitchen appliances were going crazy. She states when she called OE that another tech came and checked the meter and the meter was fine but this 2nd tech noticed her refrigerator was going "crazy" and was told to unplug it. This surge blew her thermostat, 2 televisions and a vacuum.

Wellington denied her claim and said there was no power surge.

She also stated that she filed a claim with OE and was told they're working on the claim on OE's end.

Please provide:



WELLINGTON ENERGY, INC.

March 08, 2021

Ms. Patricia Raymond
3790 Woodbury Oval
Stow, OH 44224-5434

Subject: FE Ohio Smart Meter Exchange
WEI Claim No. FSO-247

Dear Ms. Raymond:

Recently you requested a claim investigation for an occurrence that you believe happened when Wellington Energy performed an electric meter exchange for "FirstEnergy" at your residence.

A Wellington Energy staff member completed the field investigation and found no basis for payment of a claim. There were no signs of negligence on the part of the Wellington Energy employee during the installation of the smart electric meter.

Although we are sorry for any loss that may have occurred, Wellington Energy does not accept responsibility for damages beyond its reasonable control.

Respectfully,

WELLINGTON ENERGY

To Whom it may concern:

On February 23, 2021, Wellington, a company subcontracted by Ohio Edison Company arrived at my condominium to install a new smart electric meter. The service associate from Wellington knocked on my door to inform me that they would be installing the new meter and that my electric power service would be disrupted for about 15 seconds.

All of a sudden, I heard a loud cracking sound. My kitchen appliances started going crazy. My microwave and stove were beeping loudly, my refrigerator was going crazy beeping and lights were flashing.

I called Wellington and they told me to unplug my refrigerator. The refrigerator is very heavy and I had to pull it out from the wall to access the plug. Wellington sent an agent out to check the meter and he indicated that the meter was fine. He noticed that the refrigerator was still going crazy. The Wellington agent indicated that he would write a claim.

There was a power surge when Wellington installed the new smart meter. This surge also blew out my thermostat, two tv's, my cable box and my in house vacuum system. Wellington turned down my claim and indicated that they found no power surge. On March 9, 2021, I called Ohio Edison. Flora, an Ohio Edison representative told me to contact the PUCO. Flora also told me that Wellington is not under PUCO regulation and asked if a claim was filed with Ohio Edison. She told me that she was working on the claim on their end. I was also told that PUCO can reach out to Wellington but can't award damages and that I might need to file a formal complaint.

On April 2, 2021, I called the PUCO back to get an update on my case. I was told that an email had been sent to me indicating that my case was closed. I never received the email and asked to speak with the investigator. I was told the investigator was unavailable. I requested a return call.

I am filing a formal complaint against Ohio Edison and Wellington. The companies were telling me to call the other company and no one was taking responsibility, in other words, passing the buck. In addition, how can Wellington impartially investigate my claim of a power surge, or Ohio Edison for that matter? There was a power surge. The loud crack and loud noise coming from my appliances occurred within minutes of the Wellington technician telling me that the electricity would be out for 15 seconds.

I'm 85 years old, on a fixed income and have not had anyone in my home for over a year because of the pandemic. As a result of this incident, I have had to have different service technicians in my home to make repairs to my refrigerator, tv's, cable service, thermostat, furnace and in house vacuum system. As cautious and careful as I have been, this has caused a great deal of anxiety and put me at risk of contracting COVID.

When I called to have the company come back and check the meter, they claimed the technician came back out but no one knocked on my door. Why didn't they knock on my door to let me know they were there? How do I know that someone actually came out and checked my meter? How do you explain all of these appliances beeping and going crazy at the same time and immediately following the installation of the smart meter? Why was the meter installed in February? I lost a full refrigerator/freezer full of food, was without heat and put at risk in the height of the pandemic. I am asking for an independent investigation and restitution in the amount of \$600.00 for necessary service calls and repairs for my

appliances. I have never had a problem with my refrigerator but now it is freezing food and I cant adjust the temperature.

Your assistance is greatly appreciated. I can be reached at (330)688-0947, email at jetack@aol.com and jodinickel@aol.com.

Thank you.

Sincerely,

A handwritten signature in cursive script, reading "Patricia A. Raymond". The signature is fluid and elegant, with a long, sweeping underline that extends to the right.

Patricia A. Raymond