

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

Formal Complaint Form

ROGER LESH
Customer Name (Please Print)

7712 HILLSIDE RD
Customer Address

INDEPENDENCE, OH 44131
City State Zip

Against

110 020 840 879
Account Number

Customer Service Address (if different from above)

The Illuminating Company
Utility Company Name CEI

City State Zip

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

In 2017, per a telephone conversation with CEI, I requested that the transformer, supplying electric power to our property, be replaced. I was advised that it would be replaced within 7-9 months. Techs visited twice to view transformer but transformer was never replaced. On August 22, 2018 the faulty transformer burned the pole, pole collapsed at burned out area and caused the power failure of August 22, 2018. We lost several items in our household due to the power failure.

(See photo - Attachment C)

Roger J Lesh
Signature

216-524-9489
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 WON Date Processed 10/8/18

1. Roger Lesh 7712 Hillside Road Independence, Ohio 44131
2. Account: 110 020 840 879 Service address: 7712 Hillside Rd. Independence, OH 44131
3. Customer Statement: I, Roger Lesh, am in fact a customer of the Illuminating Company, 76 South Main Street, Akron, Ohio 44308-1890
4. Complaint filed against: The Illuminating Company 76 S. Main street Akron, Oh 44308
5. Statement of facts
 - For about one and a half years I have been reporting to the Illuminating Company that the transformer supplying electricity to our property was in poor, failing condition and needed replacement. While the inspectors were sent to check out the transformer no repairs or replacement were made. We did all we could do to help report the problem and thereby also protect our property. There was no negligence on our part. Our warnings and requests for help went unheeded, the transformer failed as we warned, and for the Illuminating Company's failure to perform preventive maintenance, my wife and I suffered financial property damage and financial loss and we have to endure considerable frustration in attempting to be fairly compensated for our losses. The damages to our property were instantaneous and were directly attributed to the failure in question.
 - The August 22, 2018 failure was not the result of an act of nature (there was adverse weather associated with the day of failure) See Attachment A It was a direct result of failure to perform required preventive maintenance as was repeatedly reported to be necessary.
6. Request of Commission: We are requesting financial compensation for the following Items that were damaged as a result of the August 22, 2018 power failure, a result that was neither an act of nature nor an "unforeseen equipment failure" per the email response given by the Illuminating Company to Marilyn Cottrill, Compliance/CS Compliance Specialist, dated 9/24/2018. See Attachment A
 - a. Electric cooktop
 - b. Surround sound for TV
 - c. Motion detector light in garage
 - d. CO2 Alarm electric
 - e. Surge protector
 - f. Electric Chime Clock
 - g. Electric door bell

Case#: 00226532
Attachment B

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

ref:_00Dt0GzXt._500t0BqElh:ref

Email Created Date: 9/24/2018 2:56:02 PM

Email HTML Version:

Good Afternoon,

On 08/21/18 and 08/22/18, during a storm, an unforeseen equipment failure occurred causing the top of the pole to catch on fire. Crews responded and replaced the pole and associated equipment.

The customer filed a damage claim for appliances within the residence. The claim was denied, as the claimed damage was not the result of a willful or wanton act of negligence by the Illuminating Company.

Thank you,

*Marifyn Cottrill
Compliance/CS Compliance Specialist
Phone: 681-753-5528
Fax: 330-315-9923*

****Be a reflection of what you would like to receive... if you want truth, be truthful.. If you want respect, be respectful... What you give out will return to you....*

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Thursday, September 13, 2018 8:29 AM
To: Ohio Commission <ohcommission@firstenergycorp.com>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00226532 [ref:_00Dt0GzXt._500t0BqElh:ref] / ROGER LESH / 110020840879



Case# 00226532
Attachment C



This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

7/23/2021 9:26:39 AM

in

Case No(s). 18-1519-EL-CSS

Summary: Exhibit Lesh Exhibit 1 electronically filed by Mr. Ken Spencer on behalf of Armstrong & Okey, Inc. and Gibson, Karen Sue Mrs.