

FILE

Ohio

Public Utilities Commission

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21-0800-EL-ESS

Case Number

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

Formal Complaint Form

Yolanda G. Stewart
Customer Name (Please Print)

251 Eaton Ridge DR. Apt. 101
Customer Address

Sagamore Hills, Ohio 44067
City State Zip

Against

110 122 815 050
Account Number

Customer Service Address (if different from above)

Ohio Edison
Utility Company Name

P.O. Box 3687 First Energy OHIO 44309
City State Zip
AKRON

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

Ohio Edison continues to attempt to avoid answering questions with accurate totals to bill I received and in a separate case, I am disputing Ohio Edison's contradicting installment dates. Under 4905.26 of the Ohio Revised Code, I have a right to be heard & Ohio Edison needs to give an account for the inaccurate documentation sent to me. Also I have a right to separate issues presented in this case. There are unfair business practices because representatives gave different reasons for the bill & unfair billing practices, because Ohio Edison clearly admits 2 different installment dates. I included the Ohio Edison defense letter contradictions on page 2 & 3 of their response & defense. (installment meter dates are different) - Ohio Edison also attempting to avoid both cases & trying to consolidate both cases

Yolanda M. Stewart
Signature

216-534-5383
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 DCH Date Processed 8-9-21

From: Yolanda Stewart

251 Eaton Ridge Dr. Apt. 101

Northfield Ohio 44067

Phone: 216-534-5383

Date: August 6, 2021

RE: Case No. 21-0800-EL-CSS & Case No. 21-0734-EL-CSS

Acct# -- 110 122 815 050

In the Matter of the Complaint of

Yolanda G. Stewart vs Ohio Edison Company

for Unfair Business Practices & Unjust Billing

Practices.

Formal Complaint of YOLANDA STEWART

I am a customer of Ohio Edison-First Energy Corp. I am dissatisfied with the response sent from Ohio Edison concerning my May 5 2021 bill. This letter is a formal complaint and clarity of what took place concerning the May 5 2021 bill. The bill has discrepancies and the response from Ohio Edison as well.

The form sent to me from PUCO for use, is acceptable as it is the form for this procedure by PUCO to properly address this matter. The numbering of pages is totally irrelevant and not mentioned as a requirement or regulation to dispute this issue and should not have affected the process; nonetheless, you'll observe this letter with paragraphs. This has never been just a "response", but always a formal complaint against Ohio Edison. The allegations are as stated:

1.

Under Rule Ohio Administrative Code 4901:1-10-33 (C) Consolidated bills shall be accurate, shall be rendered at monthly intervals and shall contain clear and understandable form and language.

This was not the case concerning my May 5 2021 bill sent May 6, 2021. There were no bills for March 2021 or April 2021, but I had paid into Ohio Edison a total of \$232.00 as I have always done in the past. There was no correspondence from Ohio Edison regarding an error or investigations for readings of

my meter or electric usage even after they received my payments.

2. My Formal Complaint is that an explanation from Ohio Edison is required from Ohio Edison as their reply has inconsistencies. Ohio Edison admits

the investigations showed that the legacy meter read was accurate, as any missed energy for estimated months were included with the reading. A representative sent me a billed account summary after stating that the estimations were accounted for on this summary. I have the email from FECC (feccoutbound@firstenergycorp.com) and there is absolutely no estimations adding up to the charges for the May 5, 2021 bill I received. The billing statement Ohio Edison says I received for the May 5 2021 statement, does not reflect an accurate accounting of the amount owed. The explanation and summary I received from the representative does not in any way add up to the amount owed and the representative also stated that there was an error in the meter readings.

3. My formal complaint against Ohio Edison in reference to the investigations of Ohio Edison's meter readings, on my bill (May 5 2021), the legacy (old) meter number was 828544163. The new smart meter number is 5002470801. Ohio Edison admits my legacy (old) meter was replaced with a smart meter on May 4 2021. On my bill, there is an actual reading on April 20 2021 of 313 from smart meter (5002470801), but yet Ohio Edison admits my meter was replaced with a smart meter on May 4, 2021. The new meter number is 5002470801- Ohio Edison admits: "Complainant's meter was replaced with a smart meter on May 4, 2021.

4. My formal complaint against Ohio Edison admitting taking an actual reading of the legacy meter around May 4 2021 stating that there was a "capturing of the total usage since the last actual reading on March 20,2020, is an untruth. My bill for April 20 2021 was billed for \$31.01 from this same new smart meter that Ohio Edison admits was installed on May 4 2021.

5. My formal complaint against Ohio Edison sending Complainant a billing statement that

reflected an accurate accounting of the amount owed, I did not get an estimation that adds up to the amount owed.

6. My formal complaint against Ohio Edison stating that attachments I sent are without their knowledge that is an untruth because the representative from Ohio Edison sent the chart to me. Ohio Edison's denial of their own website materials for their customers is unacceptable. The usage history, billing and payment history, Ohio Edison 2019-2021 chart are all from Ohio Edison (The 2019-2021 chart is from the representative FECC and I have proof of email it was sent directly to me from the Ohio Edison representative as the representative was trying to help solve the issue of the estimates and also noticed the error of the meter. (Sent Tuesday May 11 2021 –

7. At all times, I have provided acceptable and credible documents from Ohio Edison in this matter.

I deny having received explanation from Ohio Edison of the removal and installation of meters 828544163 (old meter) and smart meter 5002470801 until I received the May 5, 2021 bill. I did not know about the removal of the meter until I went online after receiving the May 5 2021 bill. I received nothing from Ohio Edison about the replacement of the meter and these high charges on the May 5 2021 bill.

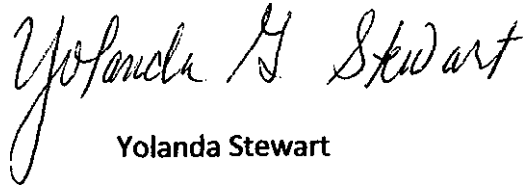
8. My formal complaint against Ohio Edison stating that I did not contact them in March 2021 and April 2021, but yet I continued to pay into my bill for the summer as I had always trusted this company to send

my bills in a timely manner and credit me for the funds due. This is highly out of character for Ohio Edison as for four years I have paid ahead of schedule and received credits for the payments. This is why I am concerned about no correspondence from this company concerning such a high bill, meter changes and lack of transparency in all of the responses I received from Ohio Edison representatives.

9. My formal complaint against Ohio Edison's statement admitting that the new smart meter was installed on May 4 2021, then Ohio Edison explain how the reading of April 20 2021 on the new smart meter is \$31.01 (actual), but yet it was not installed until May 4 2021?
10. I have a formal complaint against Ohio Edison stating that Complainant's meter was replaced on May 4 2021 (on page 3) and at that time, an actual reading was taken of the legacy meter is contradicting. On another page, (page 2) Ohio Edison says smart meter was installed March 4 2021. Response is required of Ohio Edison to these allegations as a consumer I have a right to charges of bills disputed concerning them and clear explanation of them.

I, (Yolanda Stewart), respectfully request a hearing in this matter to discuss and clarify charges I received on May 5 2021 bill by Ohio Edison and a full detailed document of charges that total the amount I was charged on the bill as well as answers to questions and attachments included in this document. I also dispute that these allegations be consolidated as they are formal complaints that need a clear direct explanation from Ohio Edison. Ohio Edison continues to attempt to avoid these questions using the "response" and "formal complaint" forms of my questions and allegations against them. I am once again requesting a hearing in this matter. *This IS and has always been formal complaints against Ohio Edison.*

Respectfully submitted,

A handwritten signature in cursive script that reads "Yolanda G. Stewart". The signature is written in black ink and is positioned above the printed name.

Yolanda Stewart

MEMORANDUM IN SUPPORT

1. Factual & Procedural Background

The Answer from Ohio Edison consisted of various admissions, denials and assertions of affirmative defenses in their response and defense, but never clarity of such an outrageous charge of \$187.98 on the bill for March 2021. There is still lack of communication and accurate estimations for the total of this May 5 2021 bill. I clearly sent documentation from the Ohio Edison (from email sent to me from---Ohio Edison/first energy inquiry document: see below:

From: **FECC Outbound Fax/Email** <feccoutbound@firstenergycorp.com>

Date: Tue, May 11, 2021 at 6:56 AM

Subject: Concerning Your Recent Inquiry

Account Summary

who clearly stated that the estimations of the Bill Account Summary would explain the charges nothing adds up to that amount. I also received various responses from different representatives that I explained in the first filing and Ohio Edison has not clearly explained the reason for the different explanations. Also, in my "response" I also stated this was a "formal complaint." Under 4905.26 of the Ohio Revised Code, I have a right to be heard and given a clear explanation of the charges of my bill with accurate amounts totaling to \$187.98 charged without discrepancies and contradicting installment dates and responses.

II. Law & Argument

Under Ohio Civ.R. 42 section (B), for convenience, to avoid prejudice, or to expedite or economize, the court may order a separate trial of one or more separate issues, claims, cross-claims, or counterclaims.

There are separate issues here as stated in my formal complaints and response to Ohio Edison's response. Case No. 21-0800-EL-CSS –Unfair Business Practices (no estimated summary totaling to the \$187.98 as stated by Ohio Edison representatives from email sent on May 11, 2021 and Case No. 21-0734-EL-CSS clearly shows a contradictory statement from Ohio Edison of installment of the meter and charges on separate dates that contradict the bills and charges. (Pages 2 & 3 of Ohio Edison's own response)-included in this complaint.

**BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO**

Yolanda G. Stewart)	
)	
Complainant)	Case No. 21-0734-EL-CSS
)	
v.)	
)	
Ohio Edison Company)	
)	
Respondent)	

ANSWER OF OHIO EDISON COMPANY

Ohio Edison Company ("Ohio Edison" or the "Company") is a public utility company, as defined by R.C. §4905.03(C) and is duly organized and existing under the laws of the State of Ohio. The Complaint of Yolanda G. Stewart ("Complainant") consists of a cover page and three typed and unnumbered pages without numbered paragraphs. Many of the assertions and allegations contained in the three typed, unnumbered pages are repetitive, and therefore may be addressed in the aggregate. Ohio Edison will attempt to specifically answer each allegation in the Complaint. To the extent Ohio Edison does not respond to a specific allegation, Ohio Edison denies any such allegation.

Therefore, in accordance with Rule 4901-9-01(D) of the Ohio Administrative Code, Ohio Edison, for its Answer to the Complaint, states:

FIRST DEFENSE

1. The cover page to the Complaint is the Commission's Formal Complaint Form which does not contain any allegations, and therefore, no response is required.
2. In response to the allegations contained in the typed, unnumbered pages of the Complaint, Ohio Edison admits that Complainant is a customer of Ohio Edison. Ohio Edison also

admits that Complainant was processed a bill on May 5, 2021. In response to Complainant's allegations about not receiving bills from Ohio Edison in the months of March and April 2021, Ohio Edison admits that Complainant was not sent billing statements during those two months due to company investigations into Complainant's meter readings and electric usage. Answering further, Ohio Edison states that an actual meter read of the legacy meter that was previously in place was performed at the time of replacing Complainant's meter with a smart meter on March 4, 2021 as part of the smart meter deployment program. Answering further, Ohio Edison states that due to the actual meter read showing a higher usage amount than normal, the Company investigated the meter read and Complainant's account to make sure that Complainant would be billed accurately. Answering further, Ohio Edison states that this investigation caused a hold on bill processing during the normal bill processing period. Ohio Edison further states that investigations showed that the meter read was accurate, as any missed energy usage for estimated months were included with the reading. Responding further, Ohio Edison states that as soon as it was discovered that Complainant did not receive a bill for the March-April time frame, the bill was processed after the scheduled meter read on April 21, 2021, incorporating the charges Complainant incurred from the meter reads in March 2021 that Complainant had not yet been billed for. Ohio Edison admits that the Company did not contact Complainant during the March and April 2021 billing period because the Company was not aware that Complainant did not receive a bill until bill processing at the end of April 2021. Answering further, Ohio Edison states that upon discovering the missed bill, the Company promptly took measures to correct the issue by calculating and totaling the amount owed for the relevant time period and sending Complainant a billing statement that reflected an accurate accounting of the amount owed. Ohio Edison denies that Complainant was not given an explanation for the bill amount and the delay in receiving a

billing statement. Answering further, Ohio Edison states that representatives spoke with Complainant, at times for more than an hour, in order to thoroughly explain the situation, listen to Complainant's concerns, and answer her questions.

3. In response to Complainant's allegations about contacting Ohio Edison, Ohio Edison admits that Complainant called and spoke with representatives for Ohio Edison on May 8, 2021 about the billing issue. Responding further, Ohio Edison states that Complainant had not contacted Ohio Edison during the months of March and April 2021. In response to any allegations regarding the explanation given by Ohio Edison representatives, Ohio Edison denies that Complainant did not receive "clear explanation for these bills." Answering further, Ohio Edison representatives and supervisors spoke with Complainant multiple times on May 8, May 10, May 11, and May 12, 2021, and thoroughly explained to Complainant why the bill Complainant received in May appeared to be higher than usual. Regarding the allegations that the billed usage amounts are inaccurate, Ohio Edison denies.

4. In response to Complainant's allegations about the dates and when she received the bill processed on May 5, 2021 and that she "could not speak to anyone until Monday May 8 2021," Ohio Edison is without knowledge or information sufficient to form a belief as to the truth of Complainant's whereabouts or schedule, and therefore denies. Answering further, Ohio Edison states that May 8, 2021 fell on a Saturday. Ohio Edison admits that Complainant's meter was replaced with a smart meter on May 4, 2021. Responding further, Ohio Edison states that at that time, an actual reading was taken of the legacy meter, capturing the total actual usage since the last actual reading on March 20, 2020. Answering further, Ohio Edison states that Complainant's meter reads were estimated from March 2020 through March 2021 due to the pandemic. Complainant's meter is located inside the apartment building where Complainant lives and,

therefore, readings were estimated during this time. Ohio Edison admits that there was an estimated read on February 24, 2021, which was the regularly scheduled monthly read date. Ohio Edison denies that Complainant never received anything about the meter replacement. Responding further, Complainant was sent a letter notifying her of and explaining the smart meter deployment program and options on December 22, 2020.

5. In response to Complainant's communications with the PUCO, Ohio Edison admits that Complainant initiated an informal complaint in May 2021, in which the PUCO sent questions to Ohio Edison regarding the facts of this matter. Ohio Edison denies that it did not respond until June 11, 2021. Responding further, Ohio Edison states that responses were sent back to the PUCO on May 26, 2021. Ohio Edison admits that the response explained that the missing March and April 2021 billing statements were due to a billing error and that the issue was corrected on May 5, 2021.

6. In response to Complainant's posed questions on the second typed, unnumbered page, Ohio Edison states that these questions appear to be addressed to the PUCO and do not contain allegations and, therefore, no response is required. But, answering further, Ohio Edison denies any allegations purportedly contained therein. In response to Complainant's assertion that "this is fraudulent and a scam," Ohio Edison denies. In response to Complainant's allegation that Ohio Edison "made up this bill to take the funds [Complainant] had paid into to help [Complainant] during the summer months," Ohio Edison denies.

7. In response to any allegations regarding Complainant's knowledge, thoughts, actions, mental impressions, or alleged intentions included in this Complaint, Ohio Edison is without knowledge or information sufficient to form a belief as to the truth of them and therefore denies them. In response to Complainant referencing attachments to her Complaint including bills,

“billing and payment history, usage history, Ohio Edison 2019-2021 chart, PUCO communication with Ohio Edison response,” and Complainant’s “response to Ohio Edison,” Ohio Edison states that those attachments were not included with the filed Complaint and, therefore, Ohio Edison is without knowledge or information sufficient to form a belief as to the truth of any allegations that Complainant intended to assert within them and therefore denies them. Ohio Edison denies any remaining allegations contained in the typed, unnumbered pages of the Complaint.

SECOND DEFENSE

8. The Complaint fails to set forth reasonable grounds for complaint, as required by R.C. §4905.26.

THIRD DEFENSE

9. The Commission may lack jurisdiction to award some or all of the relief Complainant seeks.

FOURTH DEFENSE

10. At all times, Ohio Edison complied with the Ohio Revised Code Title 49; the applicable rules, regulations, and orders of the Public Utilities Commission of Ohio; and its Tariff, PUCO No. 11, on file with the Public Utilities Commission of Ohio. These statutes, rules, regulations, orders and tariff provisions bar Complainant’s claims.

FIFTH DEFENSE

11. Ohio Edison denies all allegations of the Complaint that are not otherwise admitted herein.

SIXTH DEFENSE

12. Ohio Edison reserves the right to supplement its answer with other defenses, including affirmative defenses, as discovery progresses in this matter.

WHEREFORE, Ohio Edison respectfully requests an Order dismissing the Complaint and granting Ohio Edison all other relief deemed necessary and proper.

Respectfully submitted,

/s/Kristen M. Fling
Kristen M. Fling (0099678)
(Counsel of Record)
FIRSTENERGY SERVICE COMPANY
76 South Main Street
Akron, Ohio 44308
(330) 606-8087
kfling@firstenergycorp.com
Attorney for Respondent
Ohio Edison Company

CERTIFICATE OF SERVICE

I hereby certify that a true and accurate copy of the forgoing Answer of Ohio Edison Company was filed with the Public Utilities Commission of Ohio's Docketing Information System. The PUCO's e-filing system will electronically serve notice of the filing of this document. A service copy was also served upon the following by U.S. Mail on this 9th day of July 2021:

Yolanda G. Stewart
251 Eaton Ridge Dr., Apt. 101
Northfield, Ohio 44067

/s/Kristen M. Fling
Kristen M. Fling
Attorney for Respondent
Ohio Edison Company