

NC
FILE

21-0864-EL-CSS



The Public Utilities
Commission of Ohio

Case Number

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

Formal Complaint Form

THOMAS P GALLAGHER
Customer Name

8484 STEARNS RD.
Customer Address

OLMSTED FALLS OH 44138
City State Zip

Against

110 089 558 644
Account Number

Customer Service Address (if different from above)

ILLUMINATING CO.
Utility Company Name

AKRON OH 44308-1890
City State Zip

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

THE METER READING FROM METER # (S 059250948) WHERE ESTIMATED, FROM JANUARY 16TH 2021 TO THE INSTALLATION OF THE NEW METER ON APRIL 14TH 2021, FOR APPROX 14,158 KWH. THE READINGS FROM THE NEW METER # (S 335913010) INSTALLED ON APRIL 14TH 2021 ARE ACTUAL READINGS. THE USAGE FROM APRIL 14TH 2021 TO AUGUST 5 2021 ARE APPROX 2600 KWH

Thomas P Gallagher
Signature

440 235 - 4850
Customer Telephone Number

PUCO

2021 AUG 13 AM 11:42

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REC'D AUG 14 2021



The Public Utilities Commission of Ohio
Ted Strickland, Governor • Alan R. Schriber, Chairman
Commissioners: Ronda Hartman Fergus, Donald L. Mason, Valerie A. Lemmie, Paul Centolella
180 E. Broad Street, Columbus, Ohio 43215-3793 • An Equal Opportunity Employer and Service Provider

On or approximately April 5th, 2021, I contacted the Illuminating co. to pay my bill. The Illuminating co. noticed a problem with analog meter, (meter # S 059250948). This Meter was replaced on April 14th 2021 with a digital meter, (meter # S 335913010).

The Illuminating Co. said that they refund and adjust bill, based on the usage from (meter # S 335913010).

My single-family house with two people living there did not use over 24,000 kwh from April 2020 to April 14th, 2021. This (meter # S 059250948) hasn't worked correctly since it was installed. The Illuminating Co. requested me to pay a \$351 deposit based on this amount of usage. The original complaint on this meter was when it was installed.

I would like the commission to request a refund and adjustment to my bill from the date This analog meter was installed (meter # S 059250948) to the date of April 14th 2021 Based on the usage of (meter # S 335913010). I am also requesting my security deposit Of \$351 to be returned.