

NC FILE

21-0864-66-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 16<sup>TH</sup> 2021 TO THE INSTALATION OF THE NEW METER ON APRIL 14<sup>TH</sup> 2021, FOR APROX 14,158 KWH. THE READINGS FROM THE NEW METER # (S 335913010) INSTALLED ON APRIL 14<sup>TH</sup> 2021 ARE ACUAL READINGS. THE USAGE FROM APRIL 14<sup>TH</sup> 2021 TO AUGUST 5 2021 ARE APROX. 2600KWH

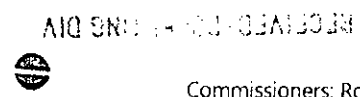
Thomas P Gallagher  
Signature

440 235 - 4850  
Customer Telephone Number

PUCO

2021 AUG 13 AM 11:42

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Technician M Date Processed AUG 13 2021



On or approximately April 5<sup>th</sup>, 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 14<sup>th</sup> 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 14<sup>th</sup>, 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 14<sup>th</sup> 2021 Based on the usage of (meter # S 335913010). I am also requesting my security deposit Of \$351 to be returned.