

NC FILE

21-1142-EL-CSS

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Ohio

Public Utilities
Commission

007200 44

Case Number

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

Formal Complaint Form

MARK FREYNOF DBA
Customer Name (Please Print)
GREAT INVESTMENT PROPERTIES, LLC

4826 LARUE PROSPECT RD. S.
Customer Address

PROSPECT OHIO 43342
City State Zip

Against

110115611185 ALSO 110148842179
Account Number

248 N. STATE ST. & 891 1/2 E. CHURCH ST
Customer Service Address (if different from above)

OHIO EDISON / FIRST ENERGY
Utility Company Name

MARION OHIO 43302
City State Zip

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

DATE: OCTOBER 28, 2021

SEE ATTACHED SHEET

PUCO

NOV - 3 PM 4: 12

RECEIVED - DOCKETING



Mark Freynof
Signature

740-360-5551
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 DR Date Processed 11/3/21

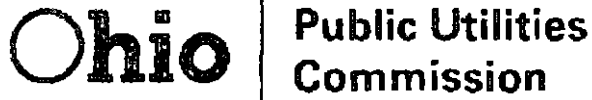
From: contactthepuco@puc.state.oh.us,

To: freymk@aol.com,

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - Case #: 00720044 [ref:_00Dt0GzXt._5008y1Er8S:ref]

Date: Tue, Oct 26, 2021 8:30 am

Attachments: Formal Complaint Procedures.pdf (502K), Formal Complaint Packet.doc (74K)



Case Number: 00720044

Dear Mark Freyhof:

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,

Lucretia Washington
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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

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Mark Freyhof
Great Investment Properties, LLC. (GIP)
October 28, 2021
Case Number 00720044

Formal complaint against Ohio Edison.

GIP is a real estate management company for Mark and Karen Freyhof. It rents and manages several residential units throughout Marion City.

Before renting to any prospective tenant, we ask that they secure a confirmation number. We request this for gas, electric and water utilities. Upon obtaining the confirmation numbers the tenant provides them to us so we have a record of such. In every incident for the last three this has worked without fail.

In this instance with Dan and Karen Schirtzinger, provided us with a confirmation number provided from Ohio Edison, W001560867115. This was submitted to Mark via cell phone from Karen Schirtzinger on 2/25/21. Every time a confirmation number has been provided to us; we know the service is to be turned on in the tenant's name. Additionally, Karen Schirtzinger stated the service would be in their name the following Monday, 3/1/21.

The first time we were made aware of any problem is when the amount of \$747.17 appeared on a different electric bill from Ohio Edison which we pay monthly, address 248 N State St. Account #110115611185. It was on the August bill due September 8, 2021. This statement shows an amount of \$747.17 was transferred from account #110148842179/891 ½ E Church St, dated 8/16/21.

Upon inquiry to Ohio Edison, they stated to us that they were sending bills electronically, and that we requested such. We never ask for electronic billing, we ask for paper every time. We ask all vendors to send us paper bills. Further, we pay all bills monthly and on time.

We have talked to staff and a supervisor at Ohio Edison in an effort to resolve this and each time they state it is our problem and need to pay it.

Reasons we don't think we should have to pay this:

1. We did not use the power from Ohio Edison at this address.
2. We were provided a confirmation number from Karen Schirtzinger who received it from Ohio Edison.
3. We were not made aware of the situation for six months which caused the bill to reach \$747.17 thereby putting us in the middle.
4. Had we been made aware earlier; we would have addressed it earlier.
5. Causing the financial burden to be shifted to us does not have any basis. We own the property but we did not request the electric nor did we receive any benefit from it.
6. Generally, accounts that have not been paid are usually turned off in one to two months. Don't know why this was allowed to continue for six months.
7. Further, no notice was issued to us notifying us of no payment, past due, or any other problem. Simply transferred to another unrelated account.
8. We did not receive the benefit of this power; therefore, we should not be held responsible for it.
9. We did not become aware of it for six months; therefore, we should not be held responsible for it.
10. We were asked to make a deposit on another property where we needed power, because of this situation. We are being charged late fees on this issue which is unfair until this gets resolved.

We currently are a customer of Ohio Edison as it is the only electric provider located in Marion, Ohio.

We believe that this consumption of electric services was not to our benefit and we should not be charged for such. Further Ohio Edison states we requested e-bill from 2010 from Hedges which is absurd. Who is Hedges? We always ask for paper bills, specifically for filing for expenses used in our annual tax return. This is should not be charged to us on another account, seems under handed to me. Can't believe Ohio Edison would attempt to put someone else's charges on our account. In addition, the account they used to transfer the balance was closed two years earlier.

Remedy:

The original amount of \$747.17, any late fees and penalties should be removed from our records. No additional deposits should be requested for subsequent accounts that we open to transition units in the future. An apology to me and my wife for ever allowing this to occur against us. We take pride in what we do and have enough issues to consider in the rental business without having to be responsible to other people's bills.