

NC  
FILE

22-0073-EL-CSS

January 21, 2022

Public Utilities Commission of Ohio

Docketing Division

180 E Broad St

Columbus, Ohio 43215-3793

To All Concerned:

I am a customer of Ohio Edison and am writing in reference to my Electric Bill through First Energy Ohio, Ohio Edison. This bill is for an apartment and is in the name of:

Ramona Baggott

120 North Ave. AB201

Tallmadge, Ohio 44278-1910

Phone Number: 330-312-5583

Account Number: 110 148 110 601

This issue currently has a Case Number 00740800

2022 JAN 28 PM 12:58  
PUCO  
RECEIVED FROM MAIL ROOM

I moved into this apartment middle of December 2020, and the previous tenant had vacated the end of November 2020. I was receiving estimated bills which I have no issue with as I know when an actual reading is done I will either have a balance or a credit. However, when I received my first bill with an actual reading it was for July 24-Aug 23 2021 and it indicated that I owed \$292.51

I called and talked to Brendon and was informed that an actual reading had not been taken since March 2020. There was no actual reading taken to start my service. There was no actual reading taken to end the service for the tenant prior to me. An actual reading had not been taken for nine months prior to me moving into this apartment. He informed me that this would be checked into.

I received my next bill and there were no changes indicated on it in regards to the charges. I called and talked to Ben and Supervisor Megan. She stated that the bill was being recalculated and I would be re-billed for each month.

My next bill, Sept 24-Oct 20, 2021 was adjusted and re-billed. However after talking to Lindsey on Nov 23, she stated my bill was recalculated based on my actual readings. I asked how they were calculating the winter months since the only actual readings were for the summer months usage. She noted at that

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 M Date Processed JAN 28 2022

time that my current usage for October was considerably lower than their recalculation for winter and spring. She explained that she would resubmit this to be rebilled again.

My Oct 21-Nov 19, 2021 bill arrived which was readjusted but was still considerable higher than the fall months. Actual readings in KWH for the following months are:

October 203, November 146 and December 181.

The adjusted KWH on the estimated bills are as follows:

January 327, February 281, March 262 and April 290.

I received a letter in the mail the same day as this bill which stated that my bill had been adjusted, I have a balance and the PUCO required Ohio Edison to put me on a payment plan.

I have previously explained that I have no problem paying my bills, I will pay what I rightfully owe and have continued to pay my monthly billing, just not the balance in question.

On December 27, 2021 I contacted Michelle at PUCO who assigned this case to an Investigator. On January 14, 2022 I received a call from LYshanya Davis who advised me to call Ohio Edison, talk to a Supervisor and ask that an Internal High Bill Investigation be done. I did this and talked to Harold who stated that it has already been investigated and the bill stands as is. He also stated that I could have called in a meter reading when I received the estimated bills. I asked how this would have helped since there was no initial reading to start my service.

I believe what I am being charged is unjust and unreasonable.

At this point I think the best resolution would be to use the 2022 current actual readings and use those for my estimates for the same months in 2021. This could then be adjusted monthly based on current use. I feel this would closer reflect my actual usage and would be the best solution to determine my usage since there was never an initial reading taken to start my service, nor for nine months prior to this electric being put in my name.

I appreciate your time and consideration into this matter

Ramona Baggott