

THE PUBLIC UTILITIES COMMISSION OF OHIO

IN THE MATTER OF THE COMPLAINT OF
BAYYINAH A. BROOKS,

CASE NO. 21-824-EL-CSS

COMPLAINANT,

v.

THE CLEVELAND ELECTRIC
ILLUMINATING COMPANY,

RESPONDENT.

ENTRY

Entered in the Journal on April 19, 2022

{¶ 1} Pursuant to R.C. 4905.26, the Commission has authority to consider written complaints filed against a public utility by any person or corporation regarding any rate, service, regulation, or practice relating to any service furnished by the public utility that is in any respect unjust, unreasonable, insufficient, or unjustly discriminatory.

{¶ 2} Respondent, The Cleveland Electric Illuminating Company (CEI, or the Company) is an electric light company as defined in R.C. 4905.03 and a public utility as defined in R.C. 4905.02. As such, CEI is subject to the jurisdiction of this Commission.

{¶ 3} On July 27, 2021, Bayyinah A. Brooks (Ms. Brooks, or Complainant) filed a complaint against CEI alleging that she has been inaccurately billed for electric service at an apartment that she moved out of on May 31, 2021. Further explaining, Complainant alleges that, on June 10, 2021, she received both a final bill in an amount of over \$1,300, which she disputes, and also, a letter stating that the bill was based on estimates of the amounts, which she also disputes, of her electric usage over a seven-month period. According to Ms. Brooks, CEI's alleged explanation for its use of estimated bills – namely, the Company's alleged inability to contact Ms. Brooks during the seven-month period – is without merit. Ms. Brooks believes that review of her prior electric bills and past kWh usage, will show that she may be entitled to a reduction in the amount of her final bill. In any event, in bringing her

complaint, Ms. Brooks, in order to protect her credit status, is seeking additional time within which to pay her final bill, beyond a time extension which she has already obtained from CEI.

{¶ 4} On August 16, 2021, CEI filed its answer in which admits some, and denies others of the complaint's allegations. Among other things, CEI admits: (1) Complainant discontinued electrical services to the involved apartment effective May 28, 2021; (2) that Complainant received a final bill dated June 10, 2021 in an amount of \$1,348.03 which, the Company says in its answer, includes an unpaid holdover balance of from Complainant's previous bills; (3) that the final bill was initially based on an estimated read that was later confirmed by an actual read; (4) that Ms. Brooks has made no payments on her final account; and (5) that CEI has placed a hold on Complainant's account.

{¶ 5} A prehearing settlement teleconference was scheduled for and held in this case on October 18, 2021. Although the parties did not reach a formal settlement of the case at that time; they agreed to keep working towards a mutually agreeable resolution of the case.

{¶ 6} To date, the parties have not filed any correspondence in the docket indicating that a resolution has been reached or that the parties now wish to proceed to hearing.

{¶ 7} The parties are now directed to file with the Commission, by May 19, 2022, a letter indicating whether settlement negotiations are still ongoing or the parties are ready to proceed to hearing. If no such letter is filed, the attorney examiner will presume that the parties are ready to proceed to hearing and will schedule a hearing date, accordingly.

{¶ 8} It is, therefore,

{¶ 9} ORDERED, That the parties file, by May 19, 2022, a letter regarding the status of this proceeding, in accordance with Paragraph 7. It is, further,

{¶ 10} ORDERED, That a copy of this Entry be served upon all parties of record.

THE PUBLIC UTILITIES COMMISSION OF OHIO

s/Daniel E. Fullin

By: Daniel E. Fullin
Attorney Examiner

GAP/kck

**This foregoing document was electronically filed with the Public Utilities
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in

Case No(s). 21-0824-EL-CSS

Summary: Attorney Examiner Entry ordering that the parties file, by May 19, 2022, a letter regarding the status of this proceeding, in accordance with Paragraph 7. electronically filed by Kelli C. King on behalf of Daniel Fullin, Attorney Examiner, Public Utilities Commission of Ohio