

NC  
**Ohio**

**Public Utilities  
Commission**

22-484-EL CSS

Case Number

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

**FILE**

**Formal Complaint Form**

Strugar Jelena  
Customer Name (Please Print)

4404 Lester Ave.  
Customer Address

Cleveland Ohio 44127

City State Zip

110 029 750 012

Account Number

same

Customer Service Address (if different from above)

The Cleveland Electric  
Illuminating Company  
Utility Company Name

City State Zip

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

Customer files a formal complaint with The Public Utilities Commission of Ohio (PUCO) per MAGISTRATE'S DECISION reported on March 15, 2022 in civil matter 2021 CVI 010450 in The Cleveland Municipal Court Cuyahoga County, Ohio. Customer's complaint pertains to the residential electricity damage as a cause of action for negligence inflicted by the utility company. Customer reported power loss at the residential address 4404 Lester Cleveland on November 1, 2019. The reason for the power loss determined by the utility employee, Dave, was "out of the house." Stormy weather condition caused broken tree to damage customer's supply line, away from the customer about four lots. Supply line was hanging down to the ground. Additional sheets are included, pages 1-4

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 Date Processed 5/5/22

Signature

Strugar Jelena

216-429-0936

Customer Telephone Number

RECEIVED-DOCKETING DIV  
2022 MAY -5 PM 12:29

PUCO

Upon the filing of a complaint by one hundred subscribers or five per cent of the subscribers to any telephone exchange, whichever number be smaller, or by the legislative authority of any municipal corporation served by such telephone company that any regulation, measurement, standard of service, or practice affecting or relating to any service furnished by the telephone company, or in connection with such service is, or will be, in any respect unreasonable, unjust, discriminatory, or preferential, or that any service is, or will be, inadequate or cannot be obtained, the commission shall fix a time for the hearing of such complaint.

The hearing provided for in the next preceding paragraph shall be held in the county wherein resides the majority of the signers of such complaint, or wherein is located such municipal corporation. Notice of the date, time of day, and location of the hearing shall be served upon the telephone company complained of, upon each municipal corporation served by the telephone company in the county or counties affected, and shall be published for not less than two consecutive weeks in a newspaper of general circulation in the county or counties affected.

Such hearing shall be held not less than fifteen nor more than thirty days after the second publication of such notice.

To restore a power the same evening employee Dave decided to install a temporary wiring, between customer's house and the first neighbor's. This remedial, external, diverting, bridge tied line completely changed the power source (transformer), flow (distribution course) and supply electricity lines to customer.

The first neighbors and nearby houses receive a power from Lester Street transformer, unlike the customer located to use the Broadway Street supply (identified in Outage History as a single affected, date 11/1/2019).

Upon restoring a power to customer, Dave explained a procedure planned to be done on November 2, 2019 (trimming tree, repair broken supply line, removal of downed, removal of temporary line between houses, and reconnection the customer's supply line to the previous permanent Broadway Street transformer. NOBODY APPEARED that day.

On November 4, 2019 utility employee Dan (Daniel) replaced the previous meters (dw+up) with new ones. His promise to customer for a week to be returned to permanent Broadway source of electricity was, empty-promise.

Temporary wiring had never been planned (intended) to be removed by the utility company, despite customer's letters and telephone calls to do it.

Utility company had actual notice of a problem to act to remove temporary wiring from customer's premises, but its ignorance prevailed.

On September 25, 2020 still connected to the newly assigned Lester St. transformer, customer experienced very soundable blast with blue arcing discharge and sparks along temporary line and driveway shooting toward house and garage. Power in a house was lost.

After the electric company repaired the transformer, only parts of the house had electricity. Situation was very worried and fearful for the customer and her old age, particularly of the fact that house never had any electrical issue problem before the explosion and at all in the past.

In order to regain electricity throughout the whole house Mr. Electric company on October 1, 2020 for the charge of \$3960.36 with excellent professional work of master electrician Ryan Corley restored it, and disconnected functionally the temporary line and connected the light of the house to the previous permanent line.

The ignorantly forgotten in duration of 11 months by own utility company, the remedial line which purpose was to immediately improve the suddenly weather caused loss of a power in a house, became nothing but the unreasonable dangerous risk to damage the house electricity, at customer residential address.

Temporary wiring connected customer house electricity, since November 1, 2019 till October 1, 2020 with the current repetition of multiple electric failures on Lester Street (identified in Outage History as multiple customers affected 11/28/2019, Thanksgiving Day, 9/25/2020) and the proneness from the past when nearby neighbors did experience the Lester St. power loss, customer did not suffer due to the bound to Broadway permanent line.

Therefore, the customer have reasonably expected either unforeseen or foreseen events could happen to her electricity.

The causal relationship of indefinitely prolonged non-removal of the temporary line with the damage to the electricity in the house is very clear and evident.

The Illuminating Company, utility company of the named residential address is fully responsible for the negligence as a matter of law.

The sheer neglect that the utility company demonstrated by refraining as professional to follow a code of conduct and by avoiding to meet national standards of quality and control, was evolving from a simple to a more complex situation.

There are many cumulative reasons that will contribute to potential and imminent danger to electricity, to individual or public safety.

- trimming trees problems are persistent for years in this area, customer reminds utility company in May 2019 and still further in 2021 about trees interference with transmission lines
- utility lines are in poor condition due to age
- removal of a downed line, identified by utility worker Dave on November 1, 2019 was postponed for weeks, despite being marked by him with white tape as a danger
- company violated their obligatory promise to timely remove the temporary, hooked up line from customer's premises
- temporary line existence never was attended or inspected for 11 months by appropriate person(s)
- company's indifference toward temporary line which can not exist indefinitely reflected the customer's concern and fear that something could happen

For years the household was solely connected to the Broadway Street transformer and line without experiencing any minor or major issues, like panel box total or partial damage due to the omnipresent or narrow-present loss of power.

Though on the other hand, the nearby households connected to the Lester Street transformer and wires have not only experienced omnipresent issues but also major issues, like outright fires.

The more the customer was concerned about present temporary line, the more careless the electricity company became. They disobeyed customer's right to be reconnected to primary power source, and to provide her with adequate, reliable, proper and safe power.

Company violated own duty to care about customer's certainty in and out of the house.

To avoid any legal responsibility and liability in customer's damage claim THE UTILITY COMPANY had to not violate the security law, National Electrical Code (NEC), set of safety rules and code requirements that govern electrical installations in the interest of safety for persons and property.

National Electrical Code is a regulation adopted by both state legislatures and PUCO.

Temporary wiring installation and its removal are regulated by NEC, article requirements 527, 527.3, shortcut tolerance article 590 and time-constrained existence 590.3.

Company's reckless behavior continues after the work of Mr. Electric, done on October 1, 2020, with the intention of the company to physically still maintain "live", full of power temporary wiring hooked to a neighbor's wire.

With the completion of Mr. Electric work the house got one instead of two meters with customer's permission to avoid double cost of repair expenses.

Someone from the company had to take over a meter that is no longer in use.

On October 15, 2020 unidentified utility worker (truck id. number 3168 given per customer's request) took a meter, but not mentioning at all temporary wiring removal.

That moment customer Jelena Strugar, old, lonely, and destroyed asked utility worker to remove "THE CAUSE OF HER PHYSICAL, MENTAL AND FINANCIAL SUFFERING, INFLICTED ON HER BY THE IRRESPONSIBLE, NEGLIGENT, CARELESS, IGNORANT BEHAVIOR AND DUTY OF THE ILLUMINATING COMPANY, HER UTILITY PROVIDER."

Worker did remove temporary wiring and took with him on October 15, 2020.

On November 15, 2020 customer experienced very serious electric blast, losing a power in a house. Blast was caused by weather situation damaging already a burned pole from the past to break in half and to pull the breaking wires of the highest voltage to ground.

This event happened at the Lester Street, close to customer house.

Power was lost on November 15, 16, 17, 2020 for nearby neighbors, but for the customer further until November 18, 2020.

Customer noticed after receiving electricity that her meter is blank not showing a kilowatt of usage.

Problem was reported to utility and on November 24, 2020, utility worker, the same Daniel replaced blank meter with new one. Daniel showed the user the place where the meter was inserted into the new outer panel box that the wall of the house was burned.

Was the customer's house safeguarded for November 2020 event or any in the future by expensively paid new panels and breakers, or the same are already old and ready to be replaced?

Obviously problems despite new additions and replacements in and out of the customer's home continue. Customer dwells under great pressure of fear, uncertainty, insecurity when the next episode of power failure will occur and what damage it will do to the house electricity.

In December 2021 customer tried to get via PUCO recorded outage history of a very serious high voltage street failure, but to no avail.

Dates in November 15, 16, 17, 18, 2020 are missing in outage history!?

Having a direct knowledge and insight into all events and the consequences that have arisen with the installation of temporary wiring at the customer's residential address, the customer did not await a deceptive statement, message from business, regarding the date, time, terminus, fabricated relating facts of an undisclosed date in June 2020 when allegedly the bridge tied line to the neighbor's house was removed. With this quasi date utility message tried to prove that temporary connection did not exist to contribute to the major damage of electricity in her house, on September 25, 2020.

The outage near Thanksgiving date of 2019 is clearly described as line failure in rerouted connection of outage history for customer Jelena Strugar, connection with the Lester Street transformer and supply lines where she never belonged till November 1, 2019 temporarily connected.

Very fraudulent description of a few limbs trimmed out, when customer does not have any tree!!! to interfere with utility lines.

The dishonest,deceptive and perjured utility statement,dating 01/07/21 was fully accepted by the Better Business Bureau in Akron,date 01/08/21. BBB supporting utility's statement-message without actual facts incriminated its involvement in a matter of fault.

This matter seemingly similar to the story of DAVID vs GOLIATH,the utility company through their enormous wealth and vast legal team are covering up the actuality of truth as they know that their actions even when erroneous are more often protected against any liability. Thus,one has to ask the question why is the utility company proving inconsistent evidence and fabricating the actuality of what has transpired in this matter.

Utility company is very aware of its immunity.Active,long-lasting through wealth,belonging to a rich corporation,and passive immunity,a short-lived obtained by PUCO electric service regulations.

Based on the circumstances of the situation,the facts and attached evidences The Illuminating Company,customer's electricity supplier is entirely responsible for the NEGLIGENCE conduct affecting the customer's residential electricity,produced damage with associated expenses of \$3,960.36 to be paid to Mr.Electric licensed company to restore the house electricity.

- utility company violated its duty to provide a proper,just and adequate power with remedial work
- violation of utility duty with respect of the customer's right to be connected to the permanent source of electricity
- violation of the reasonable care which was likely to cause foreseeable harm to persons,property or both with remedial work
- violation of utility intervention to remove immediately or as soon as possible the temporary wiring from customer's premises
- liability for inaction in full 11 months,immediate need became neglected
- failure to behave with the level of care duty,attendance and inspection of the temporary wiring
- violation of professional code of practice
- utility failure to comply with NEC regulations in this matter

In the essence of this matter which began with a sudden power loss, remedial action at the customer's premises on November1,2019 and ended up eleven months later,on September 25,2020 with electricity damage in customer's house,the main and only cause of this event is the utility's ignorance, carelessness,recklessness and negligence to take the appropriate action eleven months prior, to remove the remedial wiring which became without safety attention permanent.

Because of all the above stated the customer seeks from the utility company,The Illuminating Company monetary compensation of the \$3,960.36 paid to restore the house electricity,by Mr. Electric professional work.

CLEVELAND,OHIO

May2,2022

*Strugar Jelena*

Strugar Jelena customer  
4404 Lester Ave.  
Cleveland,Ohio 44127  
216-429-0936

LIST OF SUPPORTING EVIDENCE

1. MAGISTRATE'S DECISION March 15, 2022, Case: 2021CVI 010450  
in THE CLEVELAND MUNICIPAL COURT CUYAHOGA COUNTY, OHIO
2. AMENDED COMPLAINT, OFFICE of THE CLERK of COURT EARLE B.  
TURNER, CLEVELAND, OHIO CIVIL DIVISION, 2021 Dec-9 Case:  
2021 CVI010450
3. CLEVELAND MUNICIPAL COURT, CUYAHOGA COUNTY, OHIO  
SMALL CLAIMS DIVISION 2021 Oct 18 Case: 21CVI 010450
4. Mr. ELECTRIC, Diagnostic (Residential) 9/25/2020, Description  
of work
5. Mr. ELECTRIC, Description of Work, Paid On 10/1/2020 Amount  
\$3,960.36 MONEY ORDER
6. MONEY ORDER COPY of \$3,960.36 paid by CUSTOMER 09/30/20
7. THE ILLUMINATING COMPANY CUSTOMER MONTHLY BILL,  
ACCOUNT NUMBER: 110 029 750 012
8. THE ILLUMINATING COMPANY OFFER to CUSTOMER \$350. in GOOD  
FAITH to RESOLVE THE SUBMITTED CLAIM on October 26, 2020.  
written January 22, 2021
9. PUCO letter to CUSTOMER October 29, 2020, ENCLOSED THE  
INFORMATION of OUTAGE HISTORY (2018, 2019, 2020) for SERVICE  
CUSTOMER ADDRESS.
10. PUCO letter to CUSTOMER December 1, 2021, ENCLOSED THE  
ELECTRIC OUTAGE INFORMATION (2020, 2021) for SERVICE ADDRESS.
11. Two, BBB, Akron sent to CUSTOMER, January 8, 2021 RESPONSES  
THAT SUPPORTS THE INCRIMINATED EVIDENCE, THE PUBLIC UTILITY  
FRAUDULENT CLAIM.
12. CUSTOMER'S LETTER, October 10, 2020 to THE ILLUMINATING  
COMPANY TO PHYSICALLY, PERMANENTLY REMOVE THE TEMPORARY  
CONNECTION FROM CUSTOMER'S SERVICE ADDRESS.
13. TRIMMING RECORDS PER CUSTOMER REQUESTS, 5/30/2019, 7/15/21
14. VISUAL SUMMARY DEPICTION

TOTAL 25 PAGES

**FirstEnergy.**

Forestry Services



"Clearing the Way"

## A MESSAGE FROM FIRSTENERGY FORESTRY SERVICES

To \_\_\_\_\_

We were here today 5/30/19 to check the tree condition near the power lines.

The tree condition:

☐ Needs immediate attention and will be taken care of within the next \_\_\_\_\_ days.

☒ Does not need immediate attention. We schedule tree trimming or tree removals by geographical area. After completion of all requests and normal maintenance in an area, the workers proceed to the next scheduled area. Your request has been recorded and will be handled as expediently as possible when your area is next scheduled for maintenance. We estimate this will be during 2021.

☐ Does not involve your electric wires. Please contact either your telephone or cable television supplier for assistance.

☐ Is the tree owners responsibility. However, to permit safe tree work by yourself or a contractor you wish to employ, FirstEnergy offers a Temporary Disconnect Service at your request for a fee. To request a temporary disconnect, contact your FirstEnergy electric operating company at \_\_\_\_\_. Please be sure to contact us several business days in advance

☐ See comments on back.

Call \_\_\_\_\_ if you have any questions.

Signed \_\_\_\_\_

*FirstEnergy may provide a free estimate for work that is beyond FirstEnergy's responsibility to provide electric service.*

**FirstEnergy.**

Ohio Edison • The Illuminating Company • Toledo Edison  
Met-Ed • Penelec • Penn Power • Jersey Central Power & Light  
West Penn Power • Mon Power • Potomac Edison

For more information about tree work performed by FirstEnergy, visit our Website at [www.firstenergycorp.com](http://www.firstenergycorp.com)

FORM 438 (REV. 04-14)  
ID NO. 58059453

**FirstEnergy.**

Forestry Services



"Clearing the Way"

## A MESSAGE FROM FIRSTENERGY FORESTRY SERVICES

To 4404

We were here today 7/15/21 to check the tree condition near the power lines.

The tree condition:

☐ Needs immediate attention and will be taken care of within the next \_\_\_\_\_ days.

☐ Does not need immediate attention. We schedule tree trimming or tree removals by geographical area. After completion of all requests and normal maintenance in an area, the workers proceed to the next scheduled area. Your request has been recorded and will be handled as expediently as possible when your area is next scheduled for maintenance. We estimate this will be during \_\_\_\_\_.

☐ Does not involve your electric wires. Please contact either your telephone or cable television supplier for assistance.

☐ Is the tree owners responsibility. However, to permit safe tree work by yourself or a contractor you wish to employ, FirstEnergy offers a Temporary Disconnect Service at your request for a fee. To request a temporary disconnect, contact your FirstEnergy electric operating company at \_\_\_\_\_. Please be sure to contact us several business days in advance

☒ See comments on back.

Call \_\_\_\_\_ if you have any questions.

Signed NATHAN MORRIS

*FirstEnergy may provide a free estimate for work that is beyond FirstEnergy's responsibility to provide electric service.*

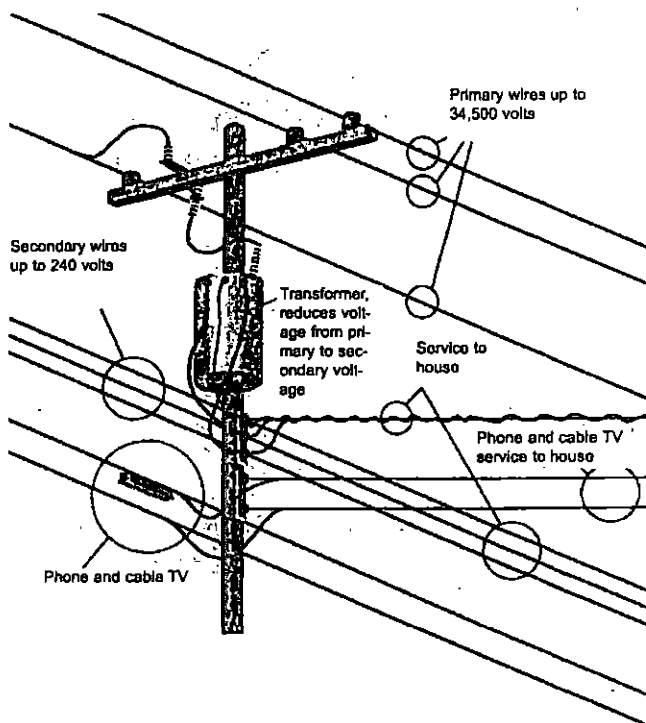
**FirstEnergy.**

Ohio Edison • The Illuminating Company • Toledo Edison  
Met-Ed • Penelec • Penn Power • Jersey Central Power & Light  
West Penn Power • Mon Power • Potomac Edison

For more information about tree work performed by FirstEnergy, visit our Website at [www.firstenergycorp.com](http://www.firstenergycorp.com)

FORM 438 (REV. 04-14)  
ID NO. 58059453





### IDENTIFYING UTILITY LINES

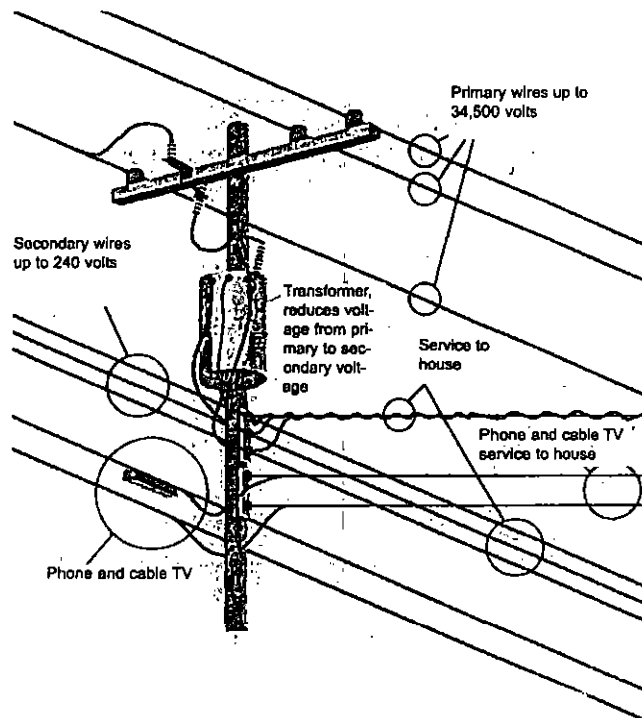
Identifying power, telephone and cable television lines on a utility pole can be confusing. As a general rule of thumb, electric lines are usually located at the top of the pole, furthest from the ground

☐ The tree work you requested involves your service conductor which has sufficient clearance at this time. Your request has been recorded and the work will be performed during normal routine maintenance.

☐ Is your responsibility. See comments.

YOUR AREA IS SCHEDULED  
TO BE TRIMMED THIS  
YEAR.

☐ Call 1-800-505-SAVE (7283) for a free estimate.



### IDENTIFYING UTILITY LINES

Identifying power, telephone and cable television lines on a utility pole can be confusing. As a general rule of thumb, electric lines are usually located at the top of the pole, furthest from the ground

☐ The tree work you requested involves your service conductor which has sufficient clearance at this time. Your request has been recorded and the work will be performed during normal routine maintenance.

☐ Is your responsibility. See comments.

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☐ Call 1-800-505-SAVE (7283) for a free estimate.

HOUSE STREET

EMPTY LOT

SEPT. 25, 2020  
TRANSFORMER  
FAILED, EXPLOSION

OLD POLE

LESTER STREET  
WIRE FIRST STAKING 2019

HOUSE

POSTED NEW POLE  
AFTER ACROSS TRANSFORMER EXPLOSION

GREEN AREA

GREEN AREA

BROADWAY STREET

GALLUP STREET

GALLUP STREET

EMPTY LOT

4407 LESTER ST.  
HOUSE  
BUILT 1998  
HAD FIRE 2015 OR 2

EMPTY LOTS

HOUSE

AVERY STREET

4400 LESTER- ELECTRICAL FIRE NOV 20, 2018  
DEMOLISHED APRIL 2021 METER FIRE, EMPTY HOUSE.

BETWEEN HOUSES 6 FEET BURNED CUSTOMER FENCE.

4404 LESTER HOUSE

CUSTOMER  
EXTERNAL TUBE WITH 2 METERS  
NOW ONLY 1 METER (OCT 1, 2020)

NO TREES  
GARAGE

CUSTOMER DRIVEWAY  
WIDTH 12 FEET

4410 LESTER ST. NEIGHBOR HOUSE  
ELECTRICAL HOUSE FIRE UPSTAIRS  
DECEMBER 2007, INSIDE ELECTRICAL  
REPAIR, NEW OUTSIDE PANEL IN 2008

NO TREES  
GARAGE  
CUSTOMER PERMANENT LINE

EMPTY LOTS

LESTER STREET

BROADWAY STREET

TRUCK PARKING LOT

1st POLE 2nd POLE 3rd POLE

POWER ON OCT 31, 2019  
(STORM WEATHER)  
CUSTOMER TO HOUSE  
VEGETATIONS, REMOVED  
VERY OLD HUGE TREE +

CARE ABOUT TREES  
VERY NOW!!!

POSTED WHITE TAPE "DANGER"  
BY DAVE NOV 1, 2019 DOWNED LINE!!!  
BETWEEN 2nd and 3rd POLE  
DOWNED LINE SINCE  
OCT 31, 2019 (STORM) WAS  
UNCARDED FOR MONTHS!!!

CLEVELAND

OCTOBER 10, 2020

TO THE PERSON IN "MAIN RESPONSIBILITY" OF THE  
ILLUMINATING COMPANY, A FIRSTENERGY COMPANY

RE: ELECTRIC SERVICE FOR RESIDENTIAL SERVICE:

1350056935 AND 1350056949

AT 4404 LESTER AVE, CLEVELAND, OHIO 44127

\* ON OCTOBER 1, 2020 MR. ELECTRIC COMPANY  
DID THEIR JOB AT THE ABOVE RESIDENTIAL ADDRESS,  
CONNECTING MY ELECTRICAL POWER TO THE PREVIOUS  
PERMANENT ON BROADWAY STREET.  
TEMPORARY CONNECTION TO THE LESTER STREET  
SINCE NOVEMBER 1, 2019 TILL OCTOBER 1, 2020 IS NOW  
INACTIVE, POWER (LESS) AND HAS TO BE PERMANENTLY  
REMOVED BY THE ILLUMINATING COMPANY!!!  
FROM MY PROPERTY.

\* ALSO TRIMMING SERVICE IS NECESSARY TO SECURE  
MY <sup>COMING</sup> POWER LINE FROM BROADWAY STREET TO BE  
FREE FROM HUGE AND ENDLESS BRANCHES WHICH  
MADE MY ELECTRICAL PROBLEM VERY EXPENSIVE!!!  
DO NOT WAIT 2021, WINDY WEATHER IS COMING.

THE ILLUMINATING CO. WAS IGNORANT TOWARD MY PROBLEM,  
FOR A GOOD WHILE.

THANK YOU,

JELENA STRUGAR

4404 LESTER AVE. CLEVELAND, OHIO 44127



Better Business Bureau  
222 West Market Street  
Akron, OH 44303

Friday, January 8, 2021

Jelena Strugar  
4404 Lester Ave  
Cleveland, OH 44127

Dear Jelena Strugar:

This message is in regard to your complaint submitted on 12/24/2020 against FirstEnergy Corp.. Your complaint was assigned ID 15085779.

Better Business Bureau (BBB) has received a response from FirstEnergy Corp.. We ask that you review the response and understand that BBB is here to assist both parties in reaching a fair and reasonable resolution.

Please review their response to your complaint and advise us of your position in the matter **within 7 calendar days**. If we do not hear back from you, BBB will assume you are satisfied and will close your complaint.

Please be sure to indicate whether the business' response is satisfactory or not and how you would like to proceed in this matter.

If you are unable to respond using the internet, then please respond in writing to the address above or Fax to (330) 253-6249.

Sincerely,

Rachael Strickler,  
Investigator & Dispute Resolution Consultant

rstrickler@akronbbb.org  
Phone: 330-564-2486

**MESSAGE FROM BUSINESS:**

On 01/07/21 Company personnel was at the location and they spoke with the customer. The bridge where she was tied to the neighbors house was removed in June of 2020. The outage near Thanksgiving the Company believes was a primary wire (CPP) came down and hit our secondary wire and caused it to spark. Company personnel trimmed a few limbs out in the section in her yard pole to pole and everything else looked ok.



Better Business Bureau  
222 West Market Street  
Akron, OH 44303

Friday, January 8, 2021

Jelena Strugar  
4404 Lester Ave  
Cleveland OH 44127

Dear Jelena Strugar,

This message is regarding Complaint ID # 15085779- FirstEnergy Corp.

We understand you are NOT satisfied with the business's response, and have noted your dissatisfaction in our files. While we regret we were unable to reach your desired resolution, the business has provided BBB with its position. This matter is now closed in BBB files, and will appear in the company's BBB Business Review as: "Answered - the business addressed the issues within the complaint, but the consumer remains dissatisfied."

In reviewing your complaint and the company's response, we find there are genuine differences in the statements as to responsibility in this matter. Because the Better Business Bureau is an impartial third party, it does not assign responsibility in a dispute.

Please note, the text of your response may be publicly posted on BBB's website. BBB reserves the right to not post in accordance with BBB policy, and we may edit your response to protect privacy rights and to remove inappropriate language.

We appreciate the opportunity to be of service, and sincerely hope you will contact us for pre-purchase information.

Regards,

Rachael Strickler,  
Investigator & Dispute Resolution Consultant  
rstrickler@akronbbb.org  
Phone: 330-564-2486



## Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

### Commissioners

M. Beth Trombold  
Lawrence K. Friedeman  
Dennis P. Deters  
Daniel R. Conway

October 29, 2020

Jelena Strugar  
4404 Lester Ave  
Cleveland, OH 44127

CASE ID: 00638880

Dear Jelena Strugar:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Enclosed is the information you requested. 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](http://www.PUCO.ohio.gov).

Sincerely,

Cindi Mack  
Customer Service Lead Investigator

Enclosure

Circuit:	H-15-IT
Substation:	Ithica
Customer:	Jelena Strugar
Address:	4404 Lester Ave
Account:	110029750012

#### 24 Month Sustained Outage History

Date	Outage Duration (Mins)	Customers Affected	Outage Cause	Major Storm (Y/N)
12/3/2018	81	417	LINE FAILURE	N
2/13/2019	253	875	LINE FAILURE	N
2/24/2019	2067	50	LINE FAILURE	Y
7/16/2019	78	652	EQUIPMENT FAILURE	N
11/1/2019	311	1	✓ TREES ON ROW	✓ Y

#### 24 Month Momentary Outage History

Date	Number of Momentary Operations	
6/21/2018	3	(For distribution outages, the number of the operations of the recloser and the date recorded are listed. This date is not necessarily the date of the outage, but the date the counter was read and recorded.
8/20/2018	7	
9/24/2018	2	
10/22/2018	2	
12/26/2018	21	
1/22/2019	1	
2/22/2019	14	
Total	50	

#### Rerouted Connection Sustained Outage History

Date	Outage Duration (Mins)	Customers Affected	Outage Cause	Major Storm (Y/N)
11/28/2019	112	9	LINE FAILURE	N
9/25/2020	120	41	OTHER ELECTRIC UTILITY	N



# Public Utilities Commission

Mike DeWine, Governor  
Jenifer French, Chair

## Commissioners

M. Beth Trombold  
Lawrence K. Friedeman  
Dennis P. Deters  
Daniel R. Conway

December 1, 2021

Jelena Strugar  
4404 Lester Avenue  
Cleveland, OH 44127

CASE ID: 00638880

Dear Ms. Strugar:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Enclosed is the electric outage information you requested for your service address for the period September 25, 2020 to November 29, 2021. 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](http://www.PUCO.ohio.gov).

Sincerely,

Christina Cassady  
Lead Customer Service Investigator

Enclosure



Circuit:	H-15-IT
Substation:	Ithaca
Customer:	Jelena Strugar
Address:	4404 Lester Ave

### 24 Month Sustained Outage History

Date	Outage Duration (Mins)	Customers Affected	Outage Cause	Major Storm (Y/N)
12/1/2020	211	343	EQUIPMENT FAILURE	Y
3/26/2021 ✓	175	407	EQUIPMENT FAILURE	Y
4/8/2021 ✓	37	409	UNKNOWN	N
4/11/2021 ✓	331	409	LINE FAILURE	N
4/21/2021 ✓	316	142	LINE FAILURE	Y
6/21/2021 ✓	14	50	LINE FAILURE	N
8/11/2021 ✓	2658	46	TREES OFF ROW-TREE	Y

3/25/21  
3/26/21

Trimming 8-16-21 for 8-19-21

### 24 Month Momentary Outage History

Date	Number of Momentary Operations	
Total	0	

The operations listed are based on breaker/recloser counters. The associated date is not necessarily the date of the outage, but the date the counter was recorded.

2021



6896 Miller Road  
Brecksville, Ohio 44141

January 22, 2021

Jelena Strugar  
4404 Lester Ave  
Cleveland, Oh 44127

Re: Claim Number: CE210220

Dear Ms. Strugar,

I am writing to extend our offer, per our conversation, to resolve the claim that you submitted on October 26, 2020. Although we cannot assume responsibility for the damages you have submitted, we can offer \$350 in good faith. Upon written or verbal acceptance of this offer, we will move forward with resolution and the issuance of the payment.

If you provide additional information in support of your claim, we will review it. Otherwise this offer will remain open until October 26, 2021.

Sincerely,

Todd Leslie

The Illuminating Company  
6896 Miller Road,  
Brecksville, Ohio 44141  
440-546-8649 (office)  
440-665-0296 (cell)  
Email: [tleslie@firstenergycorp.com](mailto:tleslie@firstenergycorp.com)

**Billing Period:** Mar 11 to Apr 11, 2022 for 32 days  
**Bill For:** JELENA STRUGAR  
4404 LESTER AVE  
CLEVELAND OH 44127

April 14, 2022

**Account Number: 110 029 750 012**

**Amount Due: \$32.54**

**Due Date: April 28, 2022**

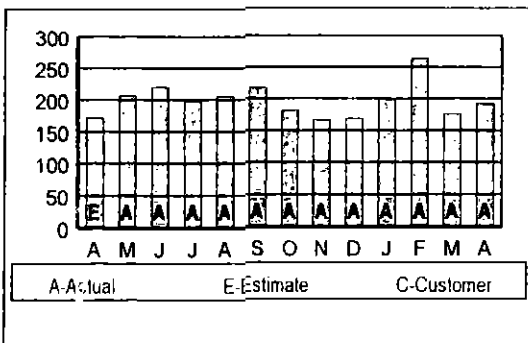
To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-589-3101. For Payment Options, call 1-800-686-9901. Pay your bill online at [www.firstenergycorp.com](http://www.firstenergycorp.com)

**Bill Issued by:** The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Messages	Account Summary	Amount Due
To avoid a 150% Late Payment Charge being added to your bill, please pay the <b>Amount Due</b> by the Due Date	Previous Balance	30.50
Your current <b>PRICE TO COMPARE</b> for generation and transmission from The Illuminating Company is listed below. In order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than The Illuminating Company's price of 5.18 cents per KWH for the same usage that appears on the bill. To review available competitive supplier offers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at <a href="http://www.energychoice.ohio.gov">www.energychoice.ohio.gov</a>	Payments/Adjustments	-30.50
<b>Residential Service - 1350056949 - 5.18 cents per KWH</b>	<b>Balance at Billing on Apr 14, 2022</b>	<b>0.00</b>
The information below shows specific charges for the costs of energy efficiency, peak demand reduction, and renewable energy. These charges are not new, but are and previously were consolidated with other charges on your bill	The Illuminating Company	18.75
	NEXTERA ENERGY SERVICES OHIO, LLC - Consumption	13.79
	<b>Total Current Charges</b>	<b>32.54</b>
	<b>Amount Due by Apr 28, 2022</b>	<b>\$32.54</b>
	<b>Usage Information for Meter Number 5002505963</b>	
	Apr 11, 2022 KWH Reading (Actual)	2,059
	Mar 11, 2022 KWH Reading (Actual)	1,867
	KWH used	192
	<b>Charges From The Illuminating Company</b>	
	Customer Number: 0802895617 1350056949	
	Rate: Residential Service CE-RSD	
	Customer Charge	4.00
	Distribution Related Component	12.04
	Cost Recovery Charges	4.58
	Consumer Rate Credit	-1.87
	<b>Current Consumption Bill Charges</b>	<b>18.75</b>
	<b>Charges From NEXTERA ENERGY SERVICES OHIO, LLC</b>	
	<b>NOPEC</b> 20455 State Highway 249 Suite 200, Houston, TX 77070	
	<b>NEXTERA</b> Customer Service: 1-855-667-3201	
	<b>ENERGY SERVICES</b> Account Number: 1010640967 Rate: GEN-F718	
	Please note: Your Certified Retail Electric Service Provider has changed your supply rate.	
	<b>Billing Period: Mar 11, 2022 to Apr 11, 2022</b>	
	Basic Charge 192 KWH x 0.071823	13.79
	<b>Total NEXTERA ENERGY SERVICES OHIO, LLC Charges</b>	<b>13.79</b>
	<b>Detail Payment and Adjustment Information</b>	
	03/17/22 Payment	-30.50
	<b>Account Balances by Company</b>	
	Previous Balance	18.24
	Payments/Adjustments	-18.24
	Current Charges	18.75
	<b>Amount Due</b>	<b>18.75</b>
	The Illuminating Company	
	NEXTERA ENERGY SERVICES OHIO, LLC	
	12.26	-12.26
	13.79	13.79
	<b>Total</b>	<b>30.50 -30.50 32.54 32.54</b>

Additional messages, if any, can be found on back.

Usage History			
Apr 21	172	Oct 21	182
May 21	207	Nov 21	167
Jun 21	220	Dec 21	169
Jul 21	197	Jan 22	198
Aug 21	206	Feb 22	264
Sep 21	217	Mar 22	176
		Apr 22	192



Comparisons	Last Year	This Year
Average Daily Use (KWH)	6	6
Average Daily Temperature	52	43
Days in Billing Period	29	32
Last 12 Months Use (KWH)		2,395
Average Monthly Use (KWH)		200

*received April 14, 2022.*

**Messages (Continued)****Explanation of Terms**

**Bypassable Generation and Transmission Related Component** - Charges for purchasing power and delivering it through the transmission system. These charges are avoided when switching to a Certified Retail Electric Service provider.

**Cost Recovery Charges** - Recovers previously incurred costs, including PUCO-approved Phase-In Recovery Charges CEI collects from all customers on behalf of CEI Funding, LLC which owns the right to impose and collect such charges.

**Customer Charge** - Monthly charge that offsets costs for billing, meter reading, equipment, and service line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - The utility's price per KWH for bypassable generation and transmission, can be compared with the price offered by another supplier.

**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Important Information**

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

**Call Customer Service** at 1-800-589-3101 Monday - Friday, from 8 a.m. - 6 p.m.

**Call Payment Options** at 1-800-686-9901 Monday - Friday, from 8 a.m. - 6 p.m.

**Visit our website** at <http://www.firstenergycorp.com>

**Write to us** at The Illuminating Company, 76 S. Main St., A-RPC Akron, OH 44308-1890.

**Customers with hearing or speech impairments** can contact the Telecommunications Relay Service (TRS) at 711.

**We welcome the opportunity** to work with you and will try to answer your questions. If your complaint is not resolved after you have called your electric utility, or for general utility information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.puco.ohio.gov>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service).

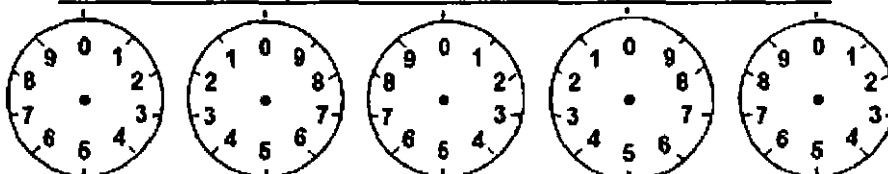
**The Ohio consumers' counsel (OCC)** represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.pickocc.org>.

**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8 a.m. and 5 p.m.

**For your protection,** all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either to make a one-time electronic funds transfer (EFT) from your account or process as a check. If you have questions about this program, call 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

**Provide reading by telephone or on-line only: DO NOT MAIL**

Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

Third Federal

SAVINGS & LOAN  
AGENT FOR MONEYGRAM

PERSONAL  
MONEY ORDER

NOT GOOD FOR MORE THAN \$10,000.00

3215

5754192

NON NEGOTIABLE - CUSTOMER COPY

DRAWER: MONEYGRAM PAYMENT SYSTEMS, INC. P.O. BOX 9478, MINNEAPOLIS, MN 55460  
DRAWER: BOX: 100, EUPALIA, OK

49-55  
10031

DATE 08/30/20

PAY TO  
THE ORDER OF Mr. Electric

\$3,960.36



\*\*\* Three Thousand Nine Hundred and 36/100 \*\*\*  
PURCHASE AGREEMENT: You, the purchaser, agree that MoneyGram Payment Systems, Inc. need not stop payment on or replace or refund a lost or stolen MoneyGram Payment System, Inc. Money Order unless (1) you fill in the TO THE ORDER OF line on the front of the Money Order at the time of purchase, and (2) you report the loss or theft to MoneyGram Payment Systems, Inc. in writing immediately.

Telena Stuard  
Purchaser, Signer For Drawer

REMITTER

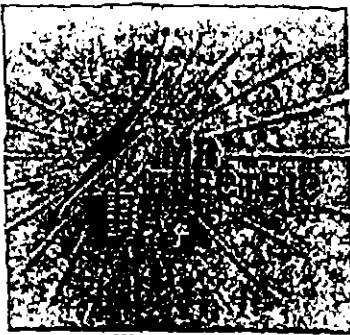
ADDRESS

CITY

STATE

ZIP

4404 West 100 Ave.  
St. Louis, MO 63107



**Billing Address**  
JELENA SERUGAR  
4404 Lester Avenue  
Cleveland, OH 44127 USA

MR ELECTRIC  
405 N. BRICE RD  
BLACKLICK OH 43004

PH 800-306-7172  
FAX 216-642-1103

Invoice 148498602CVE  
Invoice Date 10/1/2020  
Terms CLOSED INVOICE  
Completed Date 10/1/2020  
Technician RYAN CORLEY - CVE  
Customer PO

**Job Address**  
JELENA SERUGAR  
4404 Lester Avenue  
Cleveland, OH 44127 USA

### Description of Work

Replaced old dual service with new 100 amp service and panel. Installed new pvc riser and meter/main breaker combo on outside of home. Removed old panel and installed one new 100 amp, 30 circuit panel. Installed all new, properly sized breakers. All bonding and grounding done to code. Checked all voltages and operations.

Task #	Description	Quantity	Your Price	Your Total
V6600	100 AMP TOP FEED W/ BREAKERS -INCLUDES NEW LOADCENTER -NEW RISER -NEW METER BASE -NEC GROUNDING	1.00	\$3,308.50	\$3,308.50
V9015	SURGE PROTECTION FOR WHOLE HOME (INTERIOR OR EXTERIOR)	1.00	\$395.00	\$395.00
V11200	15 AMP STD BKR ROMEX WIRE OPEN WALL	3.00	\$232.30	\$696.90
*E10%	10% DISCOUNT	1.00	\$-440.04	\$-440.04

Paid On	Type	Memo	Amount
10/1/2020	MONEY ORDER		\$3,960.36

Sub-Total	\$3,960.36
Tax	\$0.00
Total Due	\$3,960.36
Payment	\$3,960.36

Balance Due \$0.00

WE APPRECIATE YOUR BUSINESS!!!

AUTHORIZATION TO PROCEED WITH PROPOSED WORK- I, the undersigned, am owner/ authorized representative/tenant of the premises at which the work described is to be done. I hereby authorize you to perform said work and to use such labor and material as you deem advisable. I agree to pay reasonable attorney's fees and court costs in the event of legal action for collection or reasonable bank costs if my check fails to clear. A monthly service charge of 1 1/2% will be added after ten days. All parts will be removed from premises and discarded unless otherwise specified herein. I have read, agree to, and have received a copy of this contract. I authorize you to proceed with the work described above.

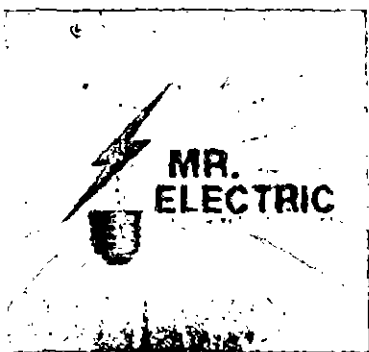
*Jelena Strugar*

9/30/2020

ACCEPTANCE OF WORK PERFORMED. I find the service and materials rendered and installed, in connection with the above work mentioned, to have been completed in a satisfactory manner. I agree that the amount set forth on the contract and the space labeled "TOTAL DUE" to be the total and complete charge. I acknowledge that I have read and received a legible copy of this contract and have read the Notice to Owner and statement. I agree that the area has been left clean by the service professional(s).

*Jelena Strugar*

10/1/2020



Billing Address  
JELENA SERUGAR  
4404 Lester Avenue  
Cleveland, OH 44127 USA

MR ELECTRIC  
405 N. BRICE RD  
BLACKLICK OH 43004  
PH 800-306-7172

Invoice 148339003CVE  
Invoice Date 9/25/2020  
Terms CLOSED INVOICE  
Completed Date 9/25/2020  
Technician JEREMY CODY-CVE  
Customer PO

Job Address  
JELENA SERUGAR  
4404 Lester Avenue  
Cleveland, OH 44127 USA

#### Description of Work

Diagnostic of surge protectors smoking.  
Extremely overloaded surge protectors have malfunctioned times two I recommend replacement, power is currently working.

Task #	Description	Quantity	Your Price	Your Total
Z110	DIAGNOSTIC (RESIDENTIAL) - AFTER FIRST HOUR (HOURLY RATE)	1.00	\$95.45	\$95.45

Paid On	Type	Memo	Amount
9/25/2020	CASH		\$95.45

Sub-Total \$95.45  
Tax \$0.00  
Total Due \$95.45  
Payment \$95.45

Balance Due \$0.00

WE APPRECIATE YOUR BUSINESS!!!

AUTHORIZATION TO PROCEED WITH PROPOSED WORK- I, the undersigned, am owner/ authorized representative/tenant of the premises at which the work described is to be done. I hereby authorize you to perform said work and to use such labor and material as you deem advisable. I agree to pay reasonable attorney's fees and court costs in the event of legal action for collection or reasonable bank costs if my check fails to clear. A monthly service charge of 1 1/2% will be added after ten days. All parts will be removed from premises and discarded unless otherwise specified herein. I have read, agree to, and have received a copy of this contract. I authorize you to proceed with the work described above.

*Jeana Serugar*

9/25/2020

ACCEPTANCE OF WORK PERFORMED. I find the service and materials rendered and installed, in connection with the above work mentioned, to have been completed in a satisfactory manner. I agree that the amount set forth on the contract and the space labeled "TOTAL DUE" to be the total and complete charge. I acknowledge that I have read and received a legible copy of this contract and have read the Notice to Owner and statement. I agree that the area has been left clean by the service professional(s).

*Jeana Serugar*

9/25/2020

CLEVELAND MUNICIPAL COURT  
Cuyahoga County, OH  
Earle B. Turner, Clerk of Court  
Small Claims Division

2021 OCT 18 AM 11:03

State of Ohio }  
County of Cuyahoga } SS.

21 CVI 010450

Strugar Jelena

4404 LESTER AVE  
CLEVELAND, OHIO 44127

Plaintiff

Plaintiff

-vs-

Complaint for Money Only

FirstEnergy Corporation in care of CT Corporation System

4400 Easton Commons #125

Columbus, Ohio 43219

Defendant

Defendant

STATEMENT OF CLAIM

The Plaintiff lost electricity at the residential address, 4404 Lester Avenue in city of Cleveland on September 25, 2020.

On November 1, 2019 the remedial, external diverting temporary wired line was installed by my electricity supplier, its removal exceeded the NEC standards, by 11 months.

On September 25, 2020 transformer on the street utility pole exploded and I lost an electricity in the house. While still connected to the temporary line, when the electric company repaired the transformer, only parts of the house had electricity.

In order to regain electricity throughout the whole house, Mr. Electric Co. on October 1, 2020 for the charge of \$3960.36 restored it, disconnected the temporary line and connected the house to the previous permanent line.

Due to the Illuminating Co. negligence of a needed prolonged span of time the house was exposed to numerous dangers. As a result of this error I had to spend a substantial amount of money to rectify the problem of their carelessness.

Wherefore, Plaintiff prays judgment against defendant in the sum of \$3960.36 plus interest from the 25 day of September, 2020, at the rate of 3%, together with costs of this action.

RECEIVED PAYMENT

Strugar Jelena

Plaintiff

OCT 18 2021

Attorney for Plaintiff

EARLE B. TURNER, Clerk  
(Must submit military affidavit with each filing)  
By Deputy





Office of the Clerk of Court  
Earle B. Turner  
Justice Center • Level Two  
1200 Ontario Street • Cleveland, Ohio 44113-1669  
CIVIL DIVISION

County of Cuyahoga  
State of Ohio SS.

Case Number: 2021 CVI 010450

**AMENDED COMPLAINT**

**Plaintiff: (S)**

STRUGAR JELENA  
4404 LESTER AVE.  
CLEVELAND, OH 44127

-VS-

**Defendant: (S)**

THE CLEVELAND ELECTRIC  
ILLUMINATING COMPANY  
C/O CT CORPORATION SYSTEM  
4400 EASTON COMMONS WAY SUITE 125  
COLUMBUS OHIO 43219

2021 DEC -9 PM 12:06  
CLERK OF COURT  
#8

**STATEMENT OF CLAIM**

**PLAINTIFF FILED A SMALL CLAIMS 10/18/2021 NAMING FIRSTENERGY CORPORATION AS  
DEFENDANT FOR LOSS OF ELECTRICITY AT HER RESIDENTIAL ADDRESS 4404 LESTER AVE.  
PLAINTIFF IS DISMISSING FIRSTENERGY CORPORATION AS DEFENDANT AND PLAINTIFF IS  
NOW AMENDING HER COMPLAINT TO NAME CORRECT DEFENDANT THE CLEVELAND  
ELECTRIC ILLUMINATING COMPANY AS PROPER PARTY.**

WHEREFORE, PLAINTIFF PRAYS JUDGMENT AGAINST DEFENDANT IN THE SUM OF \$3960.36 PLUS  
INTEREST FROM 25/09/2020 AT THE RATE OF 3%, TOGETHER WITH COSTS OF THIS ACTION

x Strugar Jelena  
STRUGAR JELENA Plaintiff (only)

IN THE CLEVELAND MUNICIPAL COURT  
CUYAHOGA COUNTY, OHIO

STRUGAR JELENA

2021 CVI 010450

PLAINTIFF

MAGISTRATE'S REPORT FILED

VS.

MAR 15 2022

MAGISTRATE'S DECISION

FIRST ENERGY CORPORATION et al

DEFENDANT

EARLE B. TURNER, Clerk

CASE REFERRED TO MAGISTRATE MICHAEL A. BEDNAR FOR  
DETERMINATION OF DEFENDANT'S MOTION TO DISMISS AND MOTION  
TO STRIKE.

DEFENDANT FILED A MOTION TO DISMISS THE COMPLAINT,  
CLAIMING THAT THE PUBLIC UTILITIES COMMISSION OF OHIO (PUCO) HAS  
EXCLUSIVE JURISDICTION OVER THE PLAINTIFF'S COMPLAINT. THE  
DEFENDANT CORRECTLY REFERS TO THE STATUTE GRANTING  
AUTHORITY TO PUCO TO HEAR DISPUTES AS TO SERVICE AND RELATED  
MATTERS. THE SMALL CLAIMS COURT LACKS JURISDICTION OVER THIS  
CASE. PLAINTIFF MUST FILE THIS MATTER WITH THE COMMISSION.

DEFENDANT'S MOTION TO DISMISS IS GRANTED. CASE IS  
DISMISSED WITHOUT PREJUDICE AT PLAINTIFF'S COSTS. BASED ON THE  
FOREGOING, THE MOTION TO STRIKE IS DENIED AS MOOT.

*Michael A. Bednar*

MAGISTRATE

PURSUANT TO CIVIL RULE 52 AND LOCAL RULES OF COURT, REQUESTS FOR FINDINGS OF FACT AND  
CONCLUSIONS OF LAW MUST BE FILED WITHIN SEVEN (7) DAYS OF THE FILING OF THE MAGISTRATE'S  
DECISION. PURSUANT TO CIVIL RULE 53 AND LOCAL RULES OF COURT, OBJECTIONS TO THE  
MAGISTRATE'S DECISION MUST BE FILED WITHIN FOURTEEN (14) DAYS OF ITS FILING. UNLESS A PARTY

TIMELY AND SPECIFICALLY OBJECTS TO A FINDING OF FACT OR CONCLUSION OF LAW, NO ASSIGNMENT OF ERROR ON APPEAL MAY BE MADE TO THE COURT'S ADOPTION OF THAT FINDING OR CONCLUSION. FOR SPECIFIC DETAILS AND FURTHER INFORMATION CONSULT THE ABOVE-CITED RULES OR SEEK LEGAL COUNSEL.

A COPY OF THIS MAGISTRATE'S DECISION SHALL BE MAILED TO ALL PARTIES OR THEIR ATTORNEYS.

100\_\*157475476\*\_O

**2021 CVI 010450**

**STRUGAR JELENA  
4404 LESTER AVE.  
CLEVELAND, OH 44127**

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