

THE PUBLIC UTILITIES COMMISSION OF OHIO

IN THE MATTER OF NINA JONES,

COMPLAINANT,

v.

CASE NO. 21-123-EL-CSS

**THE CLEVELAND ELECTRIC
ILLUMINATING COMPANY,**

RESPONDENT.

ENTRY

Entered in the Journal on May 6, 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} The Cleveland Electric Illuminating Company (CEI) is a public utility as defined in R.C. 4905.02 and, as such, is subject to the jurisdiction of this Commission.

{¶ 3} On February 9, 2021, as supplemented on March 3 and March 15, 2021, Nina Jones (Complainant or Ms. Jones) filed a complaint against CEI, objecting to an increase in her bills and the disconnection notices that she has received. The remainder of the complaint consists of details concerning the date and amount of her payments, as well as correspondence received from CEI.

{¶ 4} CEI filed its answer on March 1, 2021. CEI denies that it improperly increased Complainant's bills and improperly placed disconnection notices on Ms. Jones's bills. CEI also denies that it improperly changed Complainant's payment plan. CEI denies any other allegations made by Ms. Jones.

{¶ 5} By Entry issued March 5, 2021, a prehearing settlement teleconference was scheduled for, and took place on, March 17, 2021. No resolution of the case occurred at that time. Teleconferences were also scheduled by Entry for October 8 and October 15, 2021; subsequent teleconferences were informally scheduled by the mediating attorney examiner in 2021. In 2022, attempts by the attorney examiner to contact Ms. Jones and determine how she wishes to proceed with the complaint have been unsuccessful, because she could no longer be reached at the telephone number that she had provided on the complaint.

{¶ 6} On February 10, 2022, an Entry was issued directing Ms. Jones to file, no later than February 25, 2022, a letter at the Commission indicating her new telephone number and dates in February, March, and April when she is available for a hearing. The Entry added that failure to provide such information by February 25, 2022, could result in the complaint being dismissed for failure to prosecute the matter. Ms. Jones did not file a response to this Entry. However, she did contact the Commission's call center on one occasion, but she did not leave a telephone number at which to be reached.

{¶ 7} To allow Ms. Jones additional opportunity to reply, the attorney examiner shall grant additional time, until June 3, 2022, for Ms. Jones to file a letter at the Commission indicating her new telephone number and dates in June, July, and August when she is available for a hearing. Failure to provide such information by June 3, 2022, could result in the complaint being dismissed for failure to prosecute the matter.

{¶ 8} As is the case in all Commission complaint proceedings, the complainant has the burden of proving the allegations of the complaint. *Grossman v. Pub. Util. Comm.*, 5 Ohio St.2d 189, 214 N.E.2d 666 (1966).

{¶ 9} It is, therefore,

{¶ 10} ORDERED, That, no later than June 3, 2022, Ms. Jones file a letter at the Commission indicating her new telephone number and dates in June, July, and August when she is available for a hearing. It is, further,

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

THE PUBLIC UTILITIES COMMISSION OF OHIO

/s/James M. Lynn

By: James M. Lynn
Attorney Examiner

MJA/hac

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5/6/2022 1:08:52 PM

in

Case No(s). 21-0123-EL-CSS

Summary: Attorney Examiner Entry ordering that no later than June 3, 2022, Ms. Jones file a letter at the Commission indicating her new telephone number and dates in June, July, and August when she is available for a hearing electronically filed by Heather A. Chilcote on behalf of James M. Lynn, Attorney Examiner, Public Utilities Commission