

**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 July 27, 2022

**I. SUMMARY**

{¶ 1} The Commission dismisses this case for failure to prosecute the matter.

**II. DISCUSSION**

{¶ 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, 2021, 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 were unsuccessful, because she could no longer be contacted 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 possible hearing dates in February, March, and April. 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 she could be reached.

{¶ 7} To allow Ms. Jones additional opportunity to reply, an Entry was issued May 6, 2022, directing Ms. Jones to file a letter at the Commission no later than June 3, 2022, indicating her new telephone number and possible hearing dates in June, July, and August. The Entry added that failure to provide such information by June 3, 2022, could result in the complaint being dismissed for failure to prosecute the matter.

{¶ 8} Ms. Jones did not respond by the June 3, 2022 deadline specified in the May 6, 2022 Entry, or at any time thereafter. Therefore, this case shall be dismissed for failure to prosecute the matter.

### III. ORDER

{¶ 9} It is, therefore,

{¶ 10} ORDERED, That the case be dismissed for failure to prosecute the matter. It is, further,

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

COMMISSIONERS:

*Approving:*

Jenifer French, Chair

M. Beth Trombold

Daniel R. Conway

Dennis P. Deters

JML/hac

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

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

Summary: Entry dismissing this case for failure to prosecute the matter  
electronically filed by Heather A. Chilcote on behalf of Public Utilities Commission  
of Ohio