

NC

Ohio

Public Utilities
Commission

FILE

00762697

22-0802-EL-CSS

Formal Complaint Form

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

Christine M Amedia & Adrian C Amedia

Customer Name (Please Print)

5000 Raccoon Rd

Customer Address
Canfield

OH 44406

City
110 132 442 846

State Zip

Account Number

Customer Service Address (if different from above)

City

State Zip

Against

Ohio Edison a First Energy Company

Utility Company Name

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

Our house is under construction. Our HVAC company advised us to use temporary heaters during the final phase of construction to keep dust out of the permanent system. We installed 2 temporary furnaces that are each rated at 15 amps. If each were running non-stop, our usage would only be 21,600 kW. In January, the reported use was estimated at 31,112 kW. In February it was estimated at 23,626 kW. I called Ohio Edison about the high bills and they said they would send someone out to check it. When they came on-site, they determined that the meter was not sized appropriately and they replaced it. In March, we received another high bill. They said that it was accurate. I asked about the defective meter, and was given the number of the field team. The field team told me that they could test the meter to determine if it was defective. A week later, they could not locate the meter to test it. I called Ohio Edison accounts department and was told that they do not have access to the Field Team's notes and that my readings were determined to be accurate. During the months of January and February, there was no construction taking place. We were fully insulated, windows & doors installed and caulked and the roof and soffits were complete. We ran heat to keep hardwood floors and drywall from shifting/cracking and water pipes from freezing. We kept the thermostat at 55 degrees. There is no way that the furnaces were running non-stop and even if they were, the usage would not have exceeded 21,600 kW during the month.

Signature

330.316.0007

Customer Telephone Number

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Technician

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8/24/2022