

**THE PUBLIC UTILITIES COMMISSION OF OHIO**

**IN THE MATTER OF THE COMPLAINT OF  
BOYCE PARKER,**

**COMPLAINANT,**

**v.**

**CASE NO. 21-25-EL-CSS**

**THE CLEVELAND ELECTRIC  
ILLUMINATING COMPANY,**

**RESPONDENT.**

**ENTRY**

Entered in the Journal on September 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} The Cleveland Electric Illuminating Company (CEI or Respondent) is a public utility as defined in R.C. 4905.02. Accordingly, Respondent is subject to the Commission's jurisdiction.

{¶ 3} On January 6, 2021, Boyce Parker (Complainant) initiated a complaint against CEI alleging discrepancies between his electric meter reading and the usage indicated on his bills for November and December 2020. Complainant alleges that these discrepancies resulted in him being billed for a greater amount than the meter readings reflected.

{¶ 4} CEI filed its answer on January 25, 2021. In its answer, CEI denies all allegations in the complaint. CEI states that it denies or is without sufficient knowledge to ascertain the veracity of some of the allegations in the complaint. Further, CEI sets forth in the answer several affirmative defenses. CEI avers in its answer that on or around October 15, 2020, Complainant's meter was removed and replaced by CEI, and as a result, Complainant's November 11 bill includes usage from both meters based on actual readings. CEI states that Complainant's electric meter is an "advanced digital meter" and denies that

Complainant's meter has "remote-reading" capabilities. Further, CEI avers that Complainant's December 14, 2020 bill includes only usage from his new meter and is based on an actual meter reading.

{¶ 5} On February 26, 2021, the attorney examiner scheduled this matter for settlement. Accordingly, a settlement conference occurred as scheduled on March 23, 2021, but the parties were unable to settle the matter at that time.

{¶ 6} On June 16, 2021, Mr. Parker filed in the docket a memorandum providing updated information concerning his complaint.

{¶ 7} On March 14, 2022, Mr. Parker filed correspondence relative to his complaint, consisting of additional meter and billing information.

{¶ 8} On August 1 and again on August 15, 2022, Complainant submitted additional information to the docket.

{¶ 9} At this time, the attorney examiner finds that this matter should be scheduled for hearing, to take place using remote access technology known as WebEx, owing to the Complainant stating that he is disabled and unable to attend an in-person hearing at the offices of the Commission.

{¶ 10} Accordingly, a hearing in this matter shall be scheduled for October 20, 2022, at 10:00 a.m. The hearing shall be held using WebEx. Prior to the hearing date, the attorney examiner shall send connection information to the parties. Members of the public interested in observing the hearing may do so by navigating their web browser to <https://bit.ly/21-25-EVH>, filling out the required fields, and entering PUCO as the password. Alternatively, such interested persons may listen to the hearing by phone by dialing 1-408-418-9388 and entering access code 2336 150 5117.

{¶ 11} Of note, Ohio Adm.Code 4901-1-17(A) requires that discovery be completed prior to the commencement of the hearing, unless otherwise ordered for good cause shown. Also, in accordance with Ohio Adm.Code 4901-1-29(A)(1), the attorney examiner directs any

party intending to present direct expert testimony to file and serve upon all parties such testimony no later than seven days prior to the commencement of the hearing.

{¶ 12} As is the case in all Commission complaint cases, 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).

{¶ 13} It is, therefore,

{¶ 14} ORDERED, That a hearing be held on October 20, 2022, in accordance with Paragraph 10. It is, further,

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

THE PUBLIC UTILITIES COMMISSION OF OHIO

/s/Jesse M. Davis

By: Jesse M. Davis  
Attorney Examiner

JRJ/dmh

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

**Case No(s). 21-0025-EL-CSS**

Summary: Attorney Examiner Entry that a hearing be held on October 20, 2022 at 10:00 a.m., this hearing will be held using WebEx, prior to the hearing, the attorney examiner shall send connection information to the parties electronically filed by Ms. Donielle M. Hunter on behalf of Jesse M. Davis, Attorney Examiner, Public Utilities Commission of Ohio