



**Public Utilities  
Commission**

22-0893-EL-CSS

00769984  
Case Number

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

**Formal Complaint Form**



CHRISTEN PRICE  
Customer Name (Please Print)

9100 TERRACE PARK DR.  
Customer Address

MENTOR, OH 44060  
City State Zip

**Against**

110139538927  
Account Number

Customer Service Address (if different from above)

THE ILLUMINATING CO.  
Utility Company Name

City State Zip

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

PLEASE SEE ATTACHED  
3 PAGES IN TOTAL INCLUDING THIS FORM

RECEIVED-DOCKETING DIV  
2022 SEP 21 PM 12:40  
PUCO

Christen M. Price  
Signature

440-552-0152  
Customer Telephone Number

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 EC Date Processed 9/21/2022

When I received my July 19, 2022 statement from The Illuminating Company I realized that my balance was significantly higher than any bill that I've ever received since moving into my residence in August of 2019. I called The Illuminating Company to determine what caused the massive increase and was told that I had not had an 'actual' meter reading since 02/12/2021. When I asked why, I was informed that they could not access my electric meter due to my dogs. I immediately told the representative that this was impossible for two reasons. One, my dogs do not stay outside. They are inside dogs. When they go outside, they do their business & come back inside, unless we are outside with them (in which case we would have seen the meter reader). Two, I have a Ring Camera on my home. Within the time in question, I not once had a Ring notification of an Illuminating Company vehicle and/or representative on my property. It is impossible to get to the electric meter on my home, without the Ring getting a notification. As I explained all of this to the representative, I was told that there was nothing she could do & that I should have called in to report an 'actual' reading. To be honest, I didn't know that was even possible. I have never had to do this in the past & did not realize that my bills were being estimated and not actual readings. Since then, I have found out that my meter was not read for a 18-month time frame. I believe this to be due to a discrimination against having dogs on the property and I now owe \$1,055.28 to The Illuminating Company and \$761.60 to IGS, my supplier, for a total of \$1,816.88. Please see below for further information that I have obtained via filing an 'Informal' Complaint via PUCO. Please specifically note the time frame in which obtaining my readings from 08/16/2019 – 03/17/2021, when with NextEra Energy SE, was no issue. Please also note that I have had my dogs and the yard has been fenced in since the time I moved in, in August of 2019.

*As a matter of background:*

- 08/16/19 - Christen Price obtained service at this address.
- 01/17 20 to 03/15/21 - Customer was enrolled with NextEra Energy SE.
- 03/17/21 – Christen Price enrolled with IGS Energy.
- 05/13/22 - CEI sent a no access letter.
- 06/25/22 - An appointment was made to exchange the meter to an AMR meter.
- 06/27/22 - AMR meter was installed, which will allow the meter read to be captured remotely. A reading of 78752 was obtained from the exchanged/removed meter.
  - The actual meter read taken during change to an AMR meter on 06/27/22, the meter was last read actual on 2/12/21. The meter was no-read due with a reason code of dog in April, June, July, September, October, November, and December of 2021. In 2022, it was also not read for a reason code of dog in March, April, and May.
- 07/14/22 - A reading of 1203 was obtained from the new meter.
- 07/19/22 - Billing detailed \$602.79 (company budget of \$72 and supplier charges) due 08/02/22. Actual account balance of \$1055.28.

In addition, since The Illuminating Company installed the AMR meter in June, I have still received calls in July, August & September stating that "someone would be out the following business day to read my meter" just as I have received since I moved into this residence; another reason in which I never knew/realized there was an issue until I received the letter in May, 2022. It appears to me as though certain departments are not communicating well as it took 18 months for someone to realize I hadn't had an actual reading and in the fact that I now

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have an ASM and am still receiving calls about meter readers coming to my resident. I sincerely feel that there was an issue with either my meter, my address not being included on the route or with the meter reader him/herself. I do not feel that I should be penalized for an issue with the Illuminating Companies equipment and/or personnel.

As a single mother, receiving no child support or financial assistance, I simply cannot afford this. I sincerely believe this to be a prejudice against my dogs. I have had to setup a re-payment plan to The Illuminating Company. I have also tried to set up a repayment plan with IGS but they do not offer one. Any help that you can provide me would be very much appreciated. My hope is the Illuminating Company take some, if not all the fault for the period of 02/12/2021-06/2022 and the monies owed.