

FILE

02-3142-EL-CSS

PIC _____

FORMAL COMPLAINT FORM

Frances M. Robinson
(YOUR NAME)

AGAINST

The Toledo Edison Co.
(THE COMPANY)

PUCO

2002 NOV 29 PM 1:19

RECEIVED-BOOKING DIV

MY COMPLAINT IS: *See Attached Letter Date
10/3/02

Double billing for 2 Addresses
When it should have been Transferred
As Request. Service @ 4456 Airport Hwy
is Current Service #50

Previous billing Address 57 Tiffany Sq. Dr
Vacated Premises on 8/10/02. made Request
on 8/16/02 #101

(ADDITIONAL INFORMATION MAY BE ATTACHED)

*See Attachments

Frances M. Robinson
SIGNATURE

4456 Airport Hwy #50
STREET ADDRESS

Toledo, Ohio 43615
CITY, STATE, & ZIP

419-389-5967
TELEPHONE NUMBER

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Technician KAH Date Processed 11/29/02

Frances M. Robinson
4456 Airport Hwy. #50
Toledo, Ohio 43615
419-389-5367

Thursday, 31 October, 2002

PUCO
Mr. Bruce Wimbish
Investigations
Public Interest Center
Consumer Services Department
180 East Broad Street
Columbus, Ohio 43215-3793

Unresolved dispute regarding account number 3-350-04-012813-3-01-0

As per our conversation, I am enclosing the statement regarding charges that I have accumulated since relocating from 57 Tiffany Square Drive #101.

On August 6, 2002, I called the Toledo Edison Company to place an order for a transfer of service, which was partially done. While on the phone with the Customer Service Agent, I recall stating that I wanted services to cease at the Tiffany Square address on 8/10/02, but was later told that the technicians did not work on the week ends. At that time I did not enclose a new shut off date. I assumed that my shut off date would be on 8/10/02 which means a stop billing at the Tiffany Square address, Because I requested servcies at a new address, which is 4456 Airport Hwy.

Not one time was I informed by the CSR agent that my billing would continue if I did not call back to give a final shut down date. Assuming that a transfer of service meant transferring service from one address to another meant, stopping service at the old address and resuming it at a new address. I was not aware that it was a practice of Toledo Edison to do a Double billing. I too am a Customer Service Technical Support Agent, and it is my duty, working for a service provider, to inform every customer that has a transfer of service as to what the company policy is for transfer of service and disconnections.

My thinking, that all major companies that deal with hundreds of thousands of customer would have better customer care and awareness, than what I am currently experiencing at this time with Toledo Edison. God only knows how many people are probably disputing the same issue.

Not one time during my conversation with the CSR agent did I state that I wanted to retain services at 57 Tiffany Square Apts. I am certain that if you listen to the entire recording of that conversation, I stated more than a few time how happy I was to be moving out that dump. Not one time during the conversation was I told that "make sure you call back with a shut off date or you will be billed until you do". I was not informed, that a new account was being created.

When On the 10th day of August, after moving my belongings in to my new address and saw that I had service, I then thought that a day would be later sheduled to go out and turn the meter off at the

old address, not that I would still be billed. I assumed that that all computers had been updated to the point where a service interruptions could be placed on an account and then a final shut would take place, think I may have over estimated the power of a large company, such as Toledo Edison.

I understand that this is an ongoing problem with the Toledo Edison Company in regards to double billing. I have a family member that works at a credit bureau, and I was talking to her about the situation, and was informed that this is a common practice at Toledo Edison. Not to state the policy or inform the customer until after the fact.

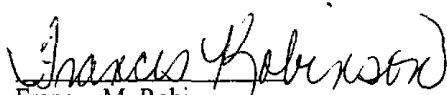
What type of Customer Service is that? Toledo Edison is literally taking advantage of its cutomers and the cusotmer is not aware until its too late. This is why major companies and corporations face civil suites. It is the responsibility of the company to provide policy up front, when you sign up for the service, no information is disclosed to regarding, "If you moved or decide to terminate service. The only policy that I have seen states, what will happen if you dishonestly obtain services, what the penalties would be.

I am once again requesting that the bills that I am constanly receiving for Tiffany Square Apts. be removed dating from 8/10/02 as I previuosly requested.

I am a single mother of two trying to make ends meet I make less than \$10.00 per hour, I receive no child support or any other source of income and the only help that the county can provide is \$62.00 per month in food assistance and believe it or not, I am embarrassed, but at the same time gratefull for the help. I really did not do so well of paying my bill on time at the first serviceable address, so what made Toledo Edison think I would be willing to take on (2) electric bills? I am in the process of taking on an additional job just to try and get my bill caught up. I don't need a large corporation trying to get every penny it can at my expense. I am aware that we are living in the land of profit, but why deceive or misinform, or not inform the customer of what the circumstances could or would be?

I trust that this will be handled in a professional efficient manner. All of my frustrations are not with the PUCO, it's with Toledo Edison.

Respectfully Yours


Frances M. Robinson

Enclosures

fmr



A FirstEnergy Company

P.O. BOX 3639
AKRON OH 44309-3639

1-800-447-3333

FINAL BILL PAST DUE

Total Amount
Past Due

317.34

Due Date

OCT 31 2002

FRANCES M ROBINSON
4456 AIRPORT HWY #50
TOLEDO OH 43615-7651

P.O. BOX 3639
AKRON OH 44309-3639

3 3350040128133010 103102 00000031734000000317344 1

000046

571

PLEASE RETURN ABOVE PORTION WITH YOUR PAYMENT

EH

FINAL BILL PAST DUE

Electricity Used At:

Amount Past Due:

57 TIFFANY SQ 101
Account Number:

FINAL BILL AMOUNT..... .00
PREVIOUS BALANCE..... 317.34

3-350-04-012813-3-01-0
Office For Service And Information:

TOTAL AMOUNT DUE..... 317.34

P.O. BOX 3639
AKRON OH 44309-3639
PHONE: 1-800-447-3333

FINAL BILLED DATE.....OCT 3, 2002

OUR RECORDS INDICATE THAT YOUR FINAL BILL IS PAST DUE. IT IS
IMPORTANT THAT THE PAST DUE AMOUNT BE PAID IMMEDIATELY.

IF YOUR ACCOUNT HAS BEEN PAID IN FULL WITHIN THE PAST FEW
DAYS, PLEASE DISREGARD THIS NOTICE.



A FirstEnergy Company