

for file

PIC

RECEIVED-DOCKETING DIV

FORMAL COMPLAINT FORM

99 MAR -4 AM 9:54

Jeff Stevens - Stevens Auto Glaze + Security
(YOUR NAME)

PUCO

AGAINST

CEI

(THE COMPANY)

99-250-EL-ESS

MY COMPLAINT IS:

- See Enclosed Information

(ADDITIONAL INFORMATION MAY BE ATTACHED)

SIGNATURE

35700 Vine St.

STREET ADDRESS

East lake, OH 44095

CITY, STATE, & ZIP

440-953-2900

TELEPHONE NUMBER

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35700 Vine St.
Eastlake, OH 44095 USA
440-953-2900 • Fax: 440-953-4473 • 1-800-322-1556
www.stevenscarcare.com email: info@stevenscarcare.com



March 1, 1999

Public Utilities Commission of Ohio
Docketing Division
180 E. Broad St.
Columbus, OH 43215-3793

Complaint Against CEI

Our company was subject to brutal and unprofessional collection tactics by CEI. They came into our business and demanded money NOW or they were going to turn off the power immediately. This was verbally communicated in front of employees, management, and within 8 feet of customers.

While I tried to understand what was happening and follow and correct the problem, the CEI collector kept insisting "Pay NOW or I turn off the power!" Our bookkeeper and accountant, who is also my wife, clearly showed this person our journals with dates paid and check numbers. This meant nothing. He then continued to belittle her and accused her of either lying or inaccurate bookkeeping. He kept demanding the money NOW!

When I mentioned perhaps there might be an error on the part of CEI even to the point of contacting his supervisor by phone, they kept saying pay NOW or the electricity is off.

Well, I couldn't shut down my company as I had several vehicles apart and commitments to have them back to their customers that day. Without power, I couldn't accomplish that. Also, I wouldn't subject my wife to any more harassment. My wife wrote out a check to CEI, money we did not owe, with tears in her eyes.

The whole ordeal was totally unnecessary and uncalled for. CEI's refusal to reasonably check the facts allowed them to extort money from my company and cause severe pain to people whom I value.

I checked into legal action but could not see the cost to take actions in that area. I sincerely hope that this complaint will hold the responsibility and also provide some restitution to my company, wife, and employees.

I look forward to your reply.

Sincerely

A large, stylized handwritten signature in black ink, appearing to read "Jeffrey L. Stevens".

Jeffrey L. Stevens
President

Enclosure: letter from CEI from 9-23-99, letter to Steven LaTourette from 2-12-98



6200 Oak Tree Boulevard
Independence, Ohio 44131

Mail Address:
P.O. Box 94661
Cleveland, OH 44101-4661

216-622-9800

September 23, 1997

Jeffrey L. Stevens, President
Stevens Car Care Inc.
35700 Vine Street
Eastlake, Ohio 44095

Re: Our File Number 13369

Dear Mr. Stevens:

This will acknowledge receipt of your letter dated 09/19/97 and serve to communicate in writing the results of my investigation into your complaint of C.E.I.'s action of 09/04/97, and your claim for compensation, which we discussed in a telephone conversation on 09/19/97.

As a result of my investigation and review of our billing and payment records, I found the following to be true. After four (4) monthly billing arrears notices were issued and mailed (printed on the monthly bill) and on September 4, 1997, a special collector from The Illuminating Company, came to your Vine Street building with an order to collect past due moneys or to disconnect the electric service. After a delay and much discussion with you, you or your representative gave the collector a payment on the past due amounts, enough to void the order and allow the service to stay on. The electrical service was not disconnected. It was found, six (6) days later, that Key Bank did not apply two payments that you made on your business account. It is my understanding that Key Bank has found the two checks that you wrote and has properly applied your payments. In addition, I am led to understand that Key Bank has advised you that they will forward a letter of apology.



NEW AREA CODE - 440

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February 12, 1998

35700 VINE STREET
EASTLAKE, OH 44095, U.S.A.

Mr. Steven C. LaTourette
1 Victoria Place, Room 320
Painesville, OH 44077

Dear Mr. LaTourette:

Thank you very much for your letter in response to our Mandate Poll through the NFIB. It is nice to know that small business has someone who's concerned, listens, and responds. As simple as that is, it does not always happen in business whether it be our elected officials or other contacts through business.

You mention to contact you if I have other concerns. I do, and hope that you could assist me in what is a serious problem we encountered with the local utility company, CEI. I'll attempt a short explanation to a situation that caused much distress to my family, business employees, and even customers.

First, we have had a long relationship with CEI for over 15 years without any non-payment problems, what we consider very favorable. On September 4, 1997 a CEI representative blocked our door to our business, burst into our building in front of employees and customers, and without initially identifying himself, stated "Either I get a check for \$1360.42 or I'm turning off your power now!" This was done in a very forceful, demanding fashion.

At that point, I asked him to identify himself and explain (he was not wearing any CEI garb) what he meant. Again, in thug style, he blurted out either pay or I turn off your power now.

I asked if he could wait until my wife who is also my bookkeeper and accountant came back from lunch. If I truly did owe, I'd cut him a check on the spot. Again, he made his demand and said no!

At this point, we had phone calls with his supervisor to document if we owed them. They said the same, you pay or the power is off. My wife then arrived (I had to call her at home to get her back) and she showed our ledger that it was paid and the date and check numbers. At that point, he said it wasn't enough proof and we still had to pay or they were going to turn off the power immediately. Since they controlled this situation and I couldn't shut down my business, disappoint customers, and send employees home, we paid under duress.

I feel that this money was illegally extorted from us as we found the error was with CEI and their bank (we have cancelled, dated checks to prove so and a letter from CEI). This caused my wife, who was in tears and whose hands were trembling in fear of their

Steven LaTourette
February 11, 1998
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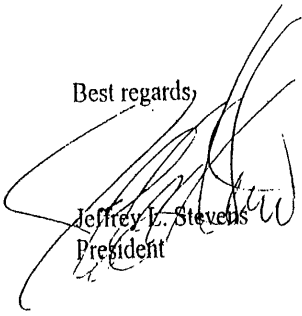
collector thug, great pain. Myself, my business and my reputation, were damaged as well.

I hope that you would contact me on this problem as I believe they should be held accountable as well as offering some kind of compensation to us.

In summary, we were bewildered, treated like criminals, condemned as being guilty, humiliated, threatened of our respect and opportunity to earn an income. All without being allowed to prove or for them to accept our proof that they were wrong.

I await your reply.

Best regards,



Jeffrey L. Stevens
President

Ps: On a positive note, thanks for all the help in assisting our Mayor Dan in the in the many great projects that have really made our city come to life!