



July 10, 2026

Mayor Meghan F. George
Lakewood City Hall
12550 Detroit Ave.
Lakewood, OH 44107

Dear Mayor George,

Thank you for your letter dated July 6, 2026. I appreciate you keeping us updated on the continuing outages in your community. I share your concerns. Electricity is essential for everyday living, and frequent unplanned outages are disruptive and difficult to manage, to say the least. I also understand the public health and safety concerns when it comes to frequent unplanned outages, especially for the vulnerable populations.

As you mentioned in your letter, PUCO Staff issued a [Probable Non-Compliance \(PNC\)](#) letter to the Cleveland Electric Illuminating Company (CEI) in July 2025. Since then, PUCO Staff has been monitoring the status of the corrective action items it instructed CEI to take. These items are outlined in the October 1, 2025 Staff letter linked [here](#). While I understand that some items have been completed by CEI, others remain ongoing.

Regarding the outages that occurred just this past week, I can assure you that Staff has begun to investigate these events to understand the details, including but not limited to, the cause of these outages and whether or not they are related to items in the PNC corrective action plan that have or have not yet been completed, whether additional items should be added to the existing corrective action plan, and whether a new PNC should be issued.

As you know, the PUCO recently denied the application of FirstEnergy in case [24-1112-EL-ESS](#) to establish more lenient minimum reliability performance standards. In our [decision](#), we note that customers who provided comments in the case were in favor of maintaining or tightening the standards. We take seriously the opinions and comments of intervenors and public commentors, and we encourage members of the public to continue to engage in our case proceedings.

Commissioners

Daniel R. Conway
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As a former city council person myself, I commend your diligent advocacy and communication on behalf of your constituents. Thank you again for taking the time to share with me this update on the experiences of those in the Lakewood community.

If you have additional questions or comments, please do not hesitate to reach out to the PUCO Director of Service Monitoring and Enforcement Division (SMED), Don Leming. I look forward to our continued work together.

Sincerely,

Jenifer French
Chair, Public Utilities Commission of Ohio

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