



76 South Main Street Akron, Ohio 44308

James W. Burk Senior Attorney 2007 DEC 20 PM 12: 28

330-384-5861 Fax: 330-384-3875

December 19, 2007

Ms. Renee J. Jenkins
Director, Administration Department
Secretary to the Commission
Docketing Division
The Public Utilities Commission of Ohio
180 East Broad Street
Columbus, OH 43215

RE: PUCO Case No. 07-1042-EL-ORD

In the Matter of the Amendment of Certain Rules to Revise Language Requirements on Utility Bills and Other Documents Notice of Revised Bill Format

Dear Ms. Jenkins:

Enclosed for filing please find the original and twelve (12) copies of *Notice of Revised Bill Format* regarding the above-referenced case which was fax-filed today. Please file the attached. File-stamp the <u>two</u> extra copies and return them to the undersigned in the enclosed envelope.

Thank you for your assistance in this matter. Please contact me if you have any questions concerning this matter.

Very truly yours,

James W Bruk

James W. Burk

JWB:ls Enclosures 12 By Federal Express

This is to certify that the images apparting and an accurate and complete reproduction of a cash file accurate and complete reproduction of a cash file document delivered in the regular course of business document delivered in the regular passed 12/20/07

## BEFORE

# THE PUBLIC UTILITIES COMMISSION OF OHIO

In the Matter of the Amendment of Certain	)	
Rules to Revise Language Requirements on	)	Case No. 07-1042-EL-ORD
Utility Bills and Other Documents	)	

# **Notice of Revised Bill Format**

Come now Ohio Edison Company, The Cleveland Electric Illuminating Company, and The Toledo Edison Company ("Companies"), by counsel, and respectfully submit their revised bill backer format reflecting the required language changes in compliance with the Commission's November 20, 2007 Finding and Order. A revised bill backer page is attached for each Company as part of Exhibit 1.

Respectfully submitted,

James W. Juck James W. Burk, Counsel of Record

Senior Attorney

FirstEnergy Service Company

76 South Main Street Akron, Ohio 44308

Phone: 330-384-5861 Fax: 330-384-3875

Email: <u>burkj@firstenergycorp.com</u> On behalf of Ohio Edison Company, The Cleveland Electric Illuminating

Company

The Toledo Edison Company

#### **Definitions**

Actual Reading ~ A reading we take from your electric meter.

Customer Charge - The fixed monthly charge for basic distribution which partially covers costs for billing, meter reading, equipment, and service line maintenance.

Delivery Charge - Charge for moving electricity over electric distribution lines to your home or business.

Due Date - The date the bill must be paid by to avoid a late payment charge

Estimated Reading - On the months we do not read your meter, we calculate your bill based on your past electrical use. If you would like to read your own meter to avoid estimated bills, call us for meter reading cards or access the Web site listed below.

Generation Credit For Shopping - The credit you receive on your bill when you choose an alternate electric supplier.

Generation-Related Component - Charges associated with the production of electricity.

Kilovolt Amperes (KVA) - Volts times amperes divided by 1000. Actual measured power used for circuit sizing.

Kilowatt (KW) - 1,000 watts of electricity.

Kilowatt-hour (kWh) - The unit of measure for the electricity you use over time. For example, you use one kilowatt-hour of electricity to light a 100-watt light bulb for ten hours

Late Payment Charge - A late charge added to the overdue amount if you do not pay your bill by the due date.

Price to Compare (PTC) - The PTC for generation and transmission is an estimate based on an average for your rate category. Your PTC may be higher or lower depending on your usage and seasonal rate variances. PTC will appear monthly on your electric bill.

Transition Charge - This charge provides for the recovery of a portion of the investment made in the electric system prior to deregulation and costs incurred related to the transition to full electric generation

Transmission-Related Component - The amount the utility or supplier charges for operating and maintaining the electric transmission system.

### Important Information

#### **Questions or Complaints**

To receive information about your Ohio Edison bill, various charges, rate schedules or for a written explanation of the Price to Compare: Write: Ohio Edison, 76 S. Main St., A-RPC, Akron, OH 44308-1890. Call Customer Services: 1-800-633-4766

(Monday - Friday, 7:30 a.m. - 7:00 p.m.) Visit our Web site: www.firstenergycorp.com

You may be asked to provide:

Your phone number: Your account number: Your premise number:

For Your Protection

All of our employees wear Photo I.D. badges.

Always ask for an employee's I.D. before letting anyone in your home. If you are still not sure, please call.

We welcome the opportunity to work with you and will try to answer your questions. If your complaint is not resolved after you have called your electric supplier and/or Ohio Edison, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.PUCO.ohio.gov.

Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toli free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.pickocc.org.

Energy Assistance: Contact HEAP at 1-800-282-0880 (TTY 1-800-686-1557) Monday - Friday between 8:00 a.m. and 5:00 p.m.

ELECTRONIC CHECK CONVERSION - When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. Funds may be withdrawn from your account as soon as the same day we receive your payment and your check will not be returned from your financial institution. If you have questions about this program, or if you do not wish to participate, call 1-866-283-8081.

Our representatives can answer your questions, describe the charges on your bill, explain how to make sure your bill is correct, and provide information on rate schedules and energy efficiency. To learn more about Ohio Edison's customer services, visit our Web site at www.firstenergy.com, com,

### **Definitions**

Actual Reading - A reading we take from your electric meter.

Customer Charge - The fixed monthly charge for basic distribution which partially covers costs for billing, meter reading, equipment, and service line maintenance.

Delivery Charge - Charge for moving electricity over electric distribution lines to your home or business.

Due Date - The date the bill must be paid by to avoid a late payment charge.

Estimated Reading - On the months we do not read your meter, we calculate your bill based on your past electrical use. If you would like to read your own meter to avoid estimated bills, call us for meter reading cards or access the Web site listed below.

Generation Credit For Shopping – The credit you receive on your bill when you choose an alternate electric supplier.

Generation-Related Component – Charges associated with the production of electricity.

Kilovolt Amperes (KVA) – Volts times amperes divided by 1000. Actual measured power used for circuit sizing.

Kilowatt (KW) - 1.000 watts of electricity.

Kilowatt-hour (kWh) – The unit of measure for the electricity you use over time. For example, you use one kilowatt-hour of electricity to light a 100-watt light butb for ten hours.

Late Payment Charge – A late charge added to the overdue amount if you do not pay your bill by the due date.

Price to Compare (PTC) – The PTC for generation and transmission is an estimate based on an average for your rate category. Your PTC may be higher or lower depending on your usage and seasonal rate variances. PTC will appear monthly on your electric bill.

Transition Charge – This charge provides for the recovery of a portion of the investment made in the electric system prior to deregulation and costs incurred related to the transition to full electric generation connection.

Transmission-Related Component – The amount the utility or supplier charges for operating and maintaining the electric transmission system.

## Important Information

#### Questions or Complaints

To receive information about your Illuminating Company bill, various charges, rate schedules or for a written explanation of the Price to Compare:

Write: The Illuminating Company, 76 S. Main St., A-RPC, Akron, OH 44308-1890.

Call Customer Services: 1-800-589-3101 (Monday - Friday, 7:30 a.m. - 7:00 p.m.) Visit our Web site: www.firstenergycorp.com

You may be asked to provide: Your phone number:

Your account number: Your premise number:

#### For Your Protection

All of our employees wear Photo I.D. badges.
Always ask for an employee's I.D. before letting anyone in your home. If you are still not sure, please call.

We welcome the opportunity to work with you and will try to answer your questions. If your complaint is not resolved after you have called your electric supplier and/or The Illuminating Company, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at <a href="https://www.PUCO.ohio.gov">www.PUCO.ohio.gov</a>.

Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at <a href="https://www.pickocc.org">www.pickocc.org</a>.

Energy Assistance: Contact HEAP at 1-800-282-0880 (TTY 1-800-686-1557) Monday – Friday between 8:00 a.m. and 5:00 p.m.

ELECTRONIC CHECK CONVERSION -- When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. Funds may be withdrawn from your account as soon as the same day we receive your payment and your check will not be returned from your financial institution. If you have questions about this program, or if you do not wish to participate, call 1-866-283-8081.

Our representatives can answer your questions, describe the charges on your bill, explain how to make sure your bill is correct, and provide information on rate schedules and energy efficiency. To learn more about The Illuminating Company's customer services, visit our Web site at www.firstenergycorp.com.

### Definitions

Actual Reading - A reading we take from your electric meter.

Customer Charge – The fixed monthly charge for basic distribution which partially covers costs for billing, meter reading, equipment, and service line maintenance.

**Delivery Charge** – Charge for moving electricity over electric distribution lines to your home or business.

Due Date - The date the bill must be paid by to avoid a late payment charge

Estimated Reading - On the months we do not read your meter, we calculate your bill based on your past electrical use. If you would like to read your own meter to avoid estimated bills, call us for meter reading cards or access the Web site listed below.

Generation Credit For Shopping – The credit you receive on your bill when you choose an alternate electric supplier.

Generation-Related Component - Charges associated with the production of electricity.

Kilovolt Amperes (KVA) – Volts times amperes divided by 1000. Actual measured power used for circuit sizing.

Kilowatt (KW) - 1,000 watts of electricity.

Kilowatt-hour (kWh) — The unit of measure for the electricity you use over time. For example, you use one kilowatt-hour of electricity to light a 100-watt light bulb for ten hours.

Late Payment Charge – A late charge added to the overdue amount if you do not pay your bill by the due date.

Price to Compare (PTC) – The PTC for generation and transmission is an estimate based on an average for your rate category. Your PTC may be higher or lower depending on your usage and seasonal rate variances. PTC will appear monthly on your electric bill.

Transition Charge – This charge provides for the recovery of a portion of the investment made in the electric system prior to deregulation and costs incurred related to the transition to full electric generation competition.

Transmission-Related Component – The amount the utility or supplier charges for operating and maintaining the electric transmission system.

### Important Information

#### Questions or Complaints

To receive information about your **Toledo Edison** bill, various charges, rate schedules or for a written explanation of the Price to Compare: Write: Toledo Edison, 76 S. Main St., A-RPC, Akron, OH 44308-1890. Call Customer Services: 1-800-447-3333

(Monday – Friday, 7:30 a.m. – 7:00 p.m.) Visit our Web site: <u>www.firstenergycorp.com</u>

You may be asked to provide: Your phone number:

Your account number: Your premise number:

#### For Your Protection

All of our employees wear Photo I.D. badges.

Always ask for an employee's I.D. before letting anyone in your home. If you are still not sure, please call,

We welcome the opportunity to work with you and will try to answer your questions. If your complaint is not resolved after you have called your electric supplier and/or Toledo Edison, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.PUCO.ohio.gov.

Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at <a href="https://www.pickocc.org">www.pickocc.org</a>.

Energy Assistance: Contact HEAP at 1-800-282-0880 (TTY 1-800-686-1557) Monday – Friday between 8:00 a.m, and 5:00 p.m.

ELECTRONIC CHECK CONVERSION – When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. Funds may be withdrawn from your account as soon as the same day we receive your payment and your check will not be returned from your financial institution. If you have questions about this program, or if you do not wish to participate, call 1-866-283-8081.

Our representatives can answer your questions, describe the charges on your bill, explain how to make sure your bill is correct, and provide information on rate schedules and energy efficiency. To learn more about Toledo Edison's customer services, visit our Web site at www.firstenergycorp.com.