



The Public Utilities  
Commission of Ohio

15  
08-428-EL-CSS  
Case Number

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

## Formal Complaint Form

Thomas E. Merchant  
Customer Name

808 Brookfield Avenue, SE  
Customer Address

Masury, OH 44438  
City

State Zip

**Against**

110053222342  
Account Number

Customer Service Address (if different from above)

Ohio Edison  
Utility Company Name

City

State Zip

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

PLEASE SEE ATTACHMENTS

RECEIVED-DOCKETING DIV

2008 APR -2 PM 1:38

PUCO

Signature

(330) 619-4200

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 SM Date Processed 4/2/08

## **COMPLAINT**

First I, Thomas E. Merchant, the customer in this matter and the complainant request that a "Stay," be issued in this matter preventing Ohio Edison from shutting off service to 808 Brookfield Avenue, SE, Masury, OH 44438 that this Formal Complaint is the subject of.

The customer is disputing his monthly bills, In addition to the following:  
Complainant alleges that Ohio Edison a First Energy Company has clearly shown the following:

1. That a rule, tariff, rate, charge, or service or practice affecting service of a public utility is unjust and unreasonable to wit:

(a) Ohio Edison, a First Energy Company lacks a three-phase residential rate

2. That service from the public utility cannot be obtained, to wit:

(a) Ohio Edison, a First Energy Company lacks a three-phase residential rate

3. Discriminated against customer, to wit

(a) The company has routinely cut the service at the pole when the service at 808 Brookfield Avenue, SE, Masury, OH 44438 has been disconnected for non-payment.

(b) There is a vacant property located just down the street from me at 759 Brookfield Avenue, SE. It is a commercial property that housed a bar by the name of RJ's. I would like to know if the service has been cut at the pole there. If it hasn't I would like to know why. This would seem to support my claim of discrimination with respect to the service always being cut at the pole at my building but not at others.

(c) The customer believes that the company has discriminated again him in so much as failing to have residential rates for customers with 3 phase service.

(1) Example in part. A residential customer who may wish to have a commercial automotive air compressor would not be able to do so since the gas station, automotive style of commercial air compressors are generally 3 phase. That's a form of "discrimination," just as Ohio Edison not having residential rates for someone who for whatever reason might have 3 phase service in a building that is being used as a residence such as in the case of this customer.

Within 45 days the amount of monthly usage will dramatically decrease to the level or close to the level it was in August or September , 2007.

There is a five room apartment and bath on the second floor of 808 Brookfield Avenue, SE, Masury, OH 44438. The actions of the Ohio Edison due to no fault of the customer are creating severe mental anguish for the customer due to the actions and threats of disconnection of service by Ohio Edison. Ohio Edison has failed the customer in providing inadequate utility service to a residential customer who has 3 phase service. The utility claims they are unable to provide a customer such as Mr. Merchant in this case with residential electric service who's residence is located in a former commercial structure that has heating and cooling units wired for 3 phase service and for failing to provide for in their tariff rates coverage for 3 phase residential service.

Although "Spring," has officially arrived we are still having bad weather with snow and temperatures below freezing. Customers still need heat in their residence in order to survive the adverse weather conditions we are still experiencing.

**Additional information in support of the Complainant's Formal Complaint:**

This customer along with previous customers were charged for a commercial floodlight that was connected to the electric service at 808 Brookfield Avenue, SE, Masury, OH, but for a vacant building located at 8236 Ulp Street. The floodlight only worked when the electric to 808 Brookfield Avenue, SE was active. The light was never disconnected by Ohio Edison at the time the service to the property was disconnected and has been active for several years. The company claims that it was an error and oversight on their part. The companies position is that the light was not connected in anyway to the electric service for 808 Brookfield Avenue, SE, which is absolutely not true. The company owes the customer a credit for the electric that the light used. This is just another example of the companies mistakes and errors. This company mistake and error supports the customers dispute of his monthly bills in addition to the customers dispute for each of his monthly bills for commercial rates rather than residential rates as promised by the company and the companies representative.

My concern is that February 14, 2008, I received a Shut Off Notice from Ohio Edison. Back in November, 2007, I also received a Shut Off Notice. I immediately called Ohio Edison upon receipt of the Notice. The representative that I spoke with that day put me on a payment plan for the amount I owed at the time and that the Shut Off Notice was for. I explained to the representative that years ago the building where I now reside was once a commercial property. I ask the representative to switch my service from commercial to residential. The representative said that he would have someone come out who would inspect the property to determine that the property is no longer a business and was now residential. A period of a few weeks went by before I received a telephone call from the field representative who set up an appointment with me to inspect the property. The representative came to the building as planned. Upon the arrival of the representative I ask her what she needed to see. She said and I quote, "they told me that all I needed to see was that there was a bed and a kitchen." I showed her both a bed and a kitchen. Ohio Edison's own representative said that she would let the appropriate person know and that as of that date I would be billed as residential. Approximately two months went by and on February 14, 2008, a nasty

black man came to my door demanding that I pay him \$2,042.21. When I tried to explain to him above information he didn't want to hear a word I had to say. He said that my service would be cut at the pole the following day if I didn't pay him. He then showed me where he had marked the form he had stating that I refused to pay him. I AM DISPUTING MY BILL!!

As previously stated I have been wrongly charged as have others who occupied the same building I now occupy for a commercial floodlight that was used to light up my neighbor's commercial building located across the street from my building. The company will tell you that I am wrong. The one who's wrong is the company. I personally know what I am talking about. The address to the property is 8236 Ulp Street, Masury, OH. I have explained this to the company, only getting excuses in return. I have not received a credit toward the money for usage that I was billed for. Ohio Edison admitted to me that the service across the street had two exterior floodlights and that the lights had inadvertently not been disconnected years ago when the service to the structure had been shut off. Both floodlights have been active for years the only problem was that one of the floodlights somehow became connected to the power at 808 Brookfield Avenue, SE my building. I thought the light belonged to me simply because the light only operated when the power was on at my building never at anytime otherwise. Mistakes, mistakes, mistakes by the company, Ohio Edison. They do not know what they are doing such in my case where I was told that my service would be switched from General/commercial to residential as long as I met their requirements, which upon inspection I did. The requirements were that there was a bed and a kitchen. No once was there any mention of the service entrance. The company would have to have known that my building had 3 phase service. You mean that it took the company more than two months to determine that I was using 3 phase service. They claim that the issue with me is "Rate." The PUCO is telling me that the company's position is that I have 3 phase service and they do not have residential rates for someone who has 3 phase service. Why?? This to me seems like a form of "Discrimination." I feel that the company is discriminating against me by not providing rates for a residential customer who has 3 phase service.

In addition to the to the above information regarding my claim against the company in so much as "disputing my bill," I called and spoke to several representatives of the company on February 14, 2008 about the Shut Off Notice that I had just received that day. Each and every time I called the company I would be connected to a representative who had no idea whatsoever about the details of my situation, I would get placed on hold and then suddenly disconnected, repeatedly. I would then call back and would reach a different representative and had to try to explain my situation to them. This went on and on me telling each representative that I had been disconnected previously until I finally reached a representative that ended up connecting me to approximately three or four other representatives. Each representative that I spoke with thought they new the details of my situation and gave me stories about what I needed to pay, etc.. When I tried to explain I think they thought I was just telling them stories. The last representative that I spoke with said there really wasn't anything that she could do. She said that the first representative made a mistake in giving me a payment plan. She then stated that the payment plan was reversed. I disagree with her. The payment plan I believe was revised when the company began switching my service as I was told

they would do. The lady who came to inspect the property said that my account would be revised. That as of the date I made the request to have the property inspected the company would begin to bill me as residential. That she could not do anything about the bill prior to that date. She said that the company would go back and adjust my bill accordingly. That the residential rates were about  $\frac{1}{4}$  of the commercial rate. The male representative whom I spoke with back in November, 2007 at the time I ask that my service be switched from commercial to residential I was given the same information. The final representative whom I ended up speaking with who looked into the details on my situation admitted that the company had made several mistakes in my case. The representative said that she could see most of what I had told her through the notes on my account. She also stated that she could see where the company had not been in touch with me about this matter after the property had been inspected by their representative. Again she said that she couldn't give me any kind of a payment arrangement and that the first representative shouldn't have either and had done so in error. Again she said that arrangement was canceled. Again, I do not believe that is true. If what she said was true why then was I never notified by the company of their actions to cancel the payment agreement I had been given. There was never any kind of notice where the payment plan was concerned. I could see online that my account was in the process of being adjusted in late December, 2007 or so it appeared. I assumed that the payment plan was also being reworked as were all of my other monthly bills for the change in service rates that I had been approved for.

In January, 2008, I received my bill without any noticeable change. I had no idea how long the transition would take. I figured maybe a couple billing cycles since I could see online where the process seemed to be moving forward by all indications from the December, 2007, date. I assumed that I would receive a new bill in February, but didn't. I had major life threatening surgery on January 14, 2008 and was in the hospital for a couple of weeks, then came home to recover. In all honesty I really wasn't giving Ohio Edison much thought. (I just had my abdomen cut open, my colon that had ruptured. I had to have a colostomy as a result of the rupture, I was in severe pain and on pain medication) In any event, I ask the last representative that I spoke with if I could have my Doctor certify what my true medical condition was. She said no. She also said that I would not qualify for any kind of assistance programs simply because of the commercial rate that I still was being billed at. The representative said that she would speak to the Credit Manager about this matter to see if he would agree to put me on some sort of payment plan. The representative said that the Credit Manager was not in. That she came to work early the following morning and would speak to him about this to see he might be willing to do. I reminded her that the man who had appeared at my door that day said that my service would be cut at the pole that next day. That's when she said that we still had time and that she would be in the office the next morning early and would call me then.

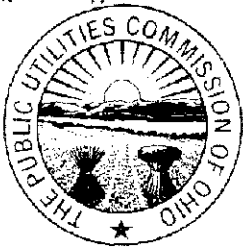
After speaking to the last representative I decided to call the PUCO and file a complaint with them about this matter which didn't seem like was my fault. I spoke to Sherry at the PUCO. She couldn't have been any nicer. She took my information and put me on hold. She said she was going to call the company. She came back to the line and said that she had spoken to the company and that they had realized that they dropped the ball and that the company intended to address the issue by

noting that I was disputing my bill which would put a thirty day hold on my account. Until just recently (March 20, 2008) I hadn't heard from anyone. I was concerned as I am still under Doctor's care, as I have no where else to go other than to sleep in my car. I receive \$195.00 a month in income. I will pay what is owed, but I need a payment arrangement that I can afford. I am using a heat pump for my heating source along with a couple of space heaters. I have an electric hot water tank, electric stove, electric washer and dryer. I live in only a very small portion of the building and am only heating that portion. The building is not well insulated and is concrete block. I have pets, dogs, fish, and a few birds. I have no where else to go at this time. The black man that came to the building on February 14, 2008, that was so rude and nasty and who wanted me to pay him \$2,000.00 plus dollars made an inappropriate comment to a male representative that was one of the several people I spoke to on the 14<sup>th</sup> of February, 2008. The representative for some reason in the process checked with the collector after he had been at my building. The collector made a statement that he thought I maybe operating a used car lot because there were several cars in the front of the building. I do not believe the collectors comment was appropriate. The representative that I was speaking to at the time clearly thought I was lying. There are two old Vans that I got for \$50.00 each, an old Lincoln that has a bad motor and another wrecked Van. A friend of mine ask me if he could park his SUV there that also needs some work. I felt that I was forced to have to explain myself to the representative. After all here I am trying to explain to the representative that this is no longer a commercial property. This entire situation is a mess.

I have ask that a "Stay," be issued, upon receipt of my Formal Complaint so this matter can hopefully be properly addressed and at the same time the company cannot disconnect my service. I have contacted the Governor's Office, the Lt. Governor and the State Attorney General's Office about this matter requesting their assistance. Enclosed in a copy of a letter that I received from M. Beth Trombold, Director of Public Affairs for The Public Utilities Commission of Ohio.

Once again I realize no one really gives a damn one way or another, but I have no where else to go. I have no relatives in this area. They live in Florida. I am once again disputing my monthly bills, the handling of this entire situation regarding my service from commercial to residential. The company has made the statement that I have 3 phase service and they do not have rates for residential 3 phase service, that homes do not have 3 phase service. Yet they sent their own company representative to my property to inspect the property under the terms and conditions that they set according to their own policy, tariffs and regulations according to them, instructing their own representative as to what she needed to inspect and see upon her inspection in order for my property to qualify for residential service. Now it suddenly all a different story. I'm also telling you that I was billed for electric for a floodlight that according to the company wasn't mine. Ohio Edison and the people work there seem to be severely confused and mixed up. Their representatives do not know what they are doing or what they are talking about when it comes to my account and I am the one being made to suffer. I am worried each day that someone is going to show up and give me another Shut Off Notice and will shut my electric off. Sherry, the PUCO in-take worker and representative that I spoke with and filed my complaint with on February 14, 2008, said the company knew that had dropped the ball in my case and made the statement to her as such. I have

an inoperable heart condition. I have a blockage in an area that is too dangerous to operate on. In order to have open heart surgery you need to have more than one blockage. I take several medications each day. I am having a very difficult time mentally due to this situation with Ohio Edison. I feel I am being treated differently. I would also like to know why my service is cut at the pole if it is being disconnected for non payment. Is this the policy? What about others such as the property just down the street from me at 759 Brookfield Avenue, SE. Why is my property being treated differently than others in the area? Why doesn't the company have rates for 3 phase residential service, that is the real question!



## The Public Utilities Commission of Ohio

*Monitoring marketplaces and enforcing rules to assure safe, adequate and reliable utility services.*

Ted Strickland, Governor  
Alan R. Schriber, Chairman

Commissioners

Ronda Hartman Fergus  
Donald L. Mason, Esq.  
Valerie A. Lemmie  
Paul A. Centoiella

March 17, 2008

Tom Merchant  
808 Brookfield Avenue, SE  
Masury, OH 44438

Dear Mr. Merchant:

Thank you for contacting Governor Ted Strickland regarding the Ohio Edison Company (Ohio Edison). Gov. Strickland forwarded your letter to the Public Utilities Commission of Ohio (PUCO) and asked that I respond on his behalf. Please note that a response was sent on March 13, 2008. I apologize if that letter did not reach you.

PUCO staff has contacted Ohio Edison and has been informed that the building is wired for three-phase service which is billed at a commercial rate per kilowatt hour (Kwh). The company does not have a rate schedule for three-phase service for residential use.

You may consider contacting your landlord to see if he would be willing to rewire the building to accept single-phase service. Once this is done, the company can begin charging a residential rate. Another option available to you is to file a formal complaint with the PUCO to challenge the lack of a three-phase residential rate. I have included a formal complaint form with this letter.

Should you have additional utility-related concerns, please contact the PUCO Call Center at (800) 686-PUCO (7826) or visit our Web site at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

Sincerely,

A handwritten signature in cursive script that reads "M. Beth Trombold".

M. Beth Trombold  
Director of Public Affairs

MBT/ms  
Enclosure



# ATTENTION OCCUPANTS!

**ELECTRIC SERVICE TO THESE PREMISES HAS BEEN DISCONNECTED**

SHUT-OFF DATE

SHUT-OFF TIME

CUSTOMER NAME  
THOMAS E MERCHANT

ACCOUNT NO.  
110053222342

SERVICE ADDRESS  
808 BROOKFIELD AVE MASURY OH 44438

We received no response to our request for payment of your overdue electric bill. As a result, your electric service has been disconnected.

In order to have service restored, the past due or defaulted payment plan balance and a reconnection charge must be paid. A security deposit may also be required.

Please call us toll-free at 1-800-686-3421 for information on how to pay your bill or for agencies that might be able to provide assistance. To ensure same-day restoration, you must contact us before 12:30 p.m and make a payment or provide proof of payment.

**Amount Past Due**

\$ 2,042.21

**Reconnection Fee**

\$ 20.00

**Security Deposit**

\$ 0.00

**Total Required For Reconnection**

\$ 2,062.21

## Important Information

We urge you to call our toll-free number concerning restoration of service. Do not attempt to reconnect the electric meter yourself. An unauthorized reconnection is both dangerous and against the law.

Under the law, any proof of unauthorized reconnection or tampering is considered sufficient evidence that the customer reconnected the meter or caused the tampering. Violators of the law may be subject to jail sentences and fines. In addition, violators must pay for the value of electricity used and the cost of repairs or replacement.

Please be aware that using candles, portable heaters, gas appliances and gasoline or diesel-powered generators to light or heat your home may be dangerous. Portable heaters and burning candles that are left unattended, especially around children and pets, can create a fire hazard. In addition, portable heaters and gasoline or diesel-powered generators can produce deadly levels of carbon monoxide and should never be operated inside the home or garage. For more safety information, contact your local fire department.

If you have a complaint in regard to this disconnection notice that can not be resolved after you have called Ohio Edison 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 [www.puco.ohio.gov](http://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 [www.pickocc.org](http://www.pickocc.org).

**Ohio Edison**  
A FirstEnergy Company

## Itemized account statement

For your convenience, we offer access to the last twelve (12) months of your billing and payment information. Print this page for your records.



Name	Service address	Account number
THOMAS E MERCHANT	808 BROOKFIELD AVE MASURY OH 44438	110053222342

Date	Amount billed	Due date	Payment amount	Distribution amount	Total adjustments	Total account balance
01/28/2008					\$0.22	\$5,635.61
<b>Notes:</b> Interest for Security Deposit Held on the Account						
01/28/2008	\$1,833.31	02/13/2008		\$1,833.31	\$30.64	\$5,635.83
<b>Notes:</b> Late Payment Charge						
01/17/2008					\$0.48	\$3,771.88
<b>Notes:</b> Interest for Security Deposit Held on the Account						
01/17/2008	\$1,698.81	02/05/2008		\$1,698.81	\$30.64	\$3,772.36
<b>Notes:</b> Late Payment Charge						
12/21/2007	\$1,442.73	01/11/2008		\$1,442.73		\$2,042.91
12/21/2007	\$517.51	01/11/2008		\$517.51		\$600.18
12/21/2007	\$148.01	01/11/2008		\$148.01		\$82.67
12/21/2007	\$133.59	01/02/2008		\$133.59		-\$65.34
12/21/2007	\$135.95	01/02/2008		\$135.95		-\$198.93
12/21/2007	\$116.17	01/02/2008		\$116.17		-\$334.88
12/21/2007					\$3.56	-\$451.05
<b>Notes:</b> Interest for Security Deposit Held on the Account						
12/21/2007					\$3.56	-\$447.49
<b>Notes:</b> Reversal - Interest for Security Deposit Held on the Account. Debit or Credit amount Removed from the Account						
12/21/2007					\$2,557.33	-\$451.05
<b>Notes:</b> Reversal of bills from 06/26/2007 to 11/27/2007. Debit or Credit amount Removed from the Account						
12/21/2007						
<b>Notes:</b> Installment plan deactivated on 12/21/2007 - Backout/Rebill.						
12/21/2007						
<b>Notes:</b> Installment plan started on 12/21/2007 for current + 102.00.						
12/21/2007	\$1,885.86	01/11/2008		\$1,885.86		\$2,106.28
<b>Notes:</b> Bill reversed on 12/21/2007.						
12/21/2007	\$341.18	01/11/2008		\$341.18		\$220.42
<b>Notes:</b> Bill reversed on 12/21/2007.						
12/21/2007	\$99.01	01/02/2008		\$99.01		-\$120.76
<b>Notes:</b> Bill reversed on 12/21/2007.						
12/21/2007	\$68.72	01/02/2008		\$68.72		-\$219.77
<b>Notes:</b> Bill reversed on 12/21/2007.						
12/21/2007	\$83.86	01/02/2008		\$83.86		-\$288.49
<b>Notes:</b> Bill reversed on 12/21/2007.						
12/21/2007					\$3.56	-\$372.35
<b>Notes:</b> Interest for Security Deposit Held on the Account						

12/21/2007	\$78.70	01/02/2008	\$78.70		-\$368.79
<b>Notes:</b> Bill reversed on 12/21/2007.					
12/21/2007				\$116.17	-\$447.49
<b>Notes:</b> Reversal of 06/26/2007 bill. Debit or Credit amount Removed from the Account					
12/21/2007				\$0.43	-\$331.32
<b>Notes:</b> Reversal - Interest for Security Deposit Held on the Account. Debit or Credit amount Removed from the Account					
12/21/2007				\$137.69	-\$331.75
<b>Notes:</b> Reversal of 07/26/2007 bill. Debit or Credit amount Removed from the Account					
12/21/2007				\$0.52	-\$194.06
<b>Notes:</b> Reversal - Interest for Security Deposit Held on the Account. Debit or Credit amount Removed from the Account					
12/21/2007				\$137.36	-\$194.58
<b>Notes:</b> Reversal of 08/24/2007 bill. Debit or Credit amount Removed from the Account					
12/21/2007				\$0.55	-\$57.22
<b>Notes:</b> Reversal - Interest for Security Deposit Held on the Account. Debit or Credit amount Removed from the Account					
12/21/2007				\$153.78	-\$57.77
<b>Notes:</b> Reversal of 09/27/2007 bill. Debit or Credit amount Removed from the Account					
12/21/2007				\$0.57	\$96.01
<b>Notes:</b> Reversal - Interest for Security Deposit Held on the Account. Debit or Credit amount Removed from the Account					
12/21/2007				\$521.13	\$95.44
<b>Notes:</b> Reversal of 10/26/2007 bill. Debit or Credit amount Removed from the Account					
12/21/2007				\$0.57	\$616.57
<b>Notes:</b> Reversal - Interest for Security Deposit Held on the Account. Debit or Credit amount Removed from the Account					
12/21/2007					
<b>Notes:</b> Instalment plan deactivated on 12/21/2007 - Backout/Rebill.					
12/21/2007				\$0.53	\$616.00
<b>Notes:</b> Reversal - Interest for Security Deposit Held on the Account. Debit or Credit amount Removed from the Account					
12/21/2007				\$1,451.92	\$615.47
<b>Notes:</b> Reversal of 11/27/2007 bill. Debit or Credit amount Removed from the Account					
11/28/2007				\$0.53	\$2,067.39
<b>Notes:</b> Interest for Security Deposit Held on the Account					
11/28/2007	\$1,442.73	12/14/2007	\$1,442.73	\$9.19	\$2,067.92
<b>Notes:</b> Bill reversed on 12/21/2007. Late Payment Charge					
11/16/2007					
<b>Notes:</b> Instalment plan started on 11/16/2007 for current + 102.00.					
11/07/2007			\$151.44		\$616.00
10/29/2007	\$517.51	11/14/2007	\$517.51	\$3.62	\$767.44
<b>Notes:</b> Bill reversed on 12/21/2007. Late Payment Charge					
10/29/2007				\$0.57	\$246.31

**Notes:** Interest for Security Deposit Held on the Account

10/08/2007	\$296.05			\$246.88
09/27/2007	\$148.01	10/15/2007	\$148.01	\$5.77
				\$542.93

**Notes:** Bill reversed on 12/21/2007.  
Late Payment Charge

09/27/2007			\$0.57	\$389.15
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**Notes:** Interest for Security Deposit Held on the Account

08/25/2007			\$0.55	\$389.72
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**Notes:** Interest for Security Deposit Held on the Account

08/25/2007	\$133.59	09/11/2007	\$133.59	\$3.77
				\$390.27

**Notes:** Bill reversed on 12/21/2007.  
Late Payment Charge

07/26/2007			\$0.52	\$252.91
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**Notes:** Interest for Security Deposit Held on the Account

07/26/2007	\$135.95	08/13/2007	\$135.95	\$1.74
				\$253.43

**Notes:** Bill reversed on 12/21/2007.  
Late Payment Charge

06/28/2007	\$116.17	07/13/2007	\$116.17	\$115.74
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**Notes:** Bill reversed on 12/21/2007.

06/28/2007			\$0.43	-\$0.43
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**Notes:** Interest for Security Deposit Held on the Account

06/02/2007			\$216.00	\$0.00
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**Notes:** Transfer From Account 110052179956  
Transfer of Credit/Debit from One Account to Another Account

05/29/2007			\$216.00	\$216.00
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**Notes:** Request for Security Deposit

# ATTENTION OCCUPANTS!

**ELECTRIC SERVICE TO THESE PREMISES HAS BEEN DISCONNECTED**

SHUT-OFF DATE

SHUT-OFF TIME

CUSTOMER NAME

THOMAS E MERCHANT

ACCOUNT NO.

110053222342

SERVICE ADDRESS

808 BROOKFIELD AVE MASURY OH 44438

We received no response to our request for payment of your overdue electric bill. As a result, your electric service has been disconnected.

In order to have service restored, the past due or defaulted payment plan balance and a reconnection charge must be paid. A security deposit may also be required.

Please call us toll-free at 1-800-686-3421 for information on how to pay your bill or to provide proof of payment. To ensure same-day restoration make your payment no later than 12:30 p.m.

Amount Past Due

~~\$114.87~~

Reconnection Fee

Regular Hours: \$20.00

Security Deposit

\$0.00

Total Amount Required For Reconnection

Regular Hours: \$114.87

ACT BAL 6/16<sup>00</sup>

## Important Information

We urge you to call our toll-free number concerning restoration of service.

Do not attempt to reconnect the electric meter yourself.

An unauthorized reconnection is both dangerous and against the law.

Under the law, any proof of unauthorized reconnection or tampering is considered sufficient evidence that the customer reconnected the meter or caused the tampering. Violators of the law may be subject to jail sentences and fines. In addition, violators must pay for the value of electricity used and the cost of repairs or replacement.

If you have a complaint in regard to this disconnection notice that can not be resolved after you have called Ohio Edison Company, or for general utility information, residential and business customers may call the Public Utilities Commission of Ohio (PUCO), toll free at 1-800-686-7826 or for TDD/TTY toll free at 1-800-686-1570, from 8:00 a.m. to 5:30 p.m. weekdays or visit [www.puco.ohio.gov](http://www.puco.ohio.gov). The Ohio Consumers' Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted toll free at 1-877-742-5622 from 8:00 a.m. to 5:00 p.m. weekdays or visit [www.pickocc.org](http://www.pickocc.org).

**Ohio Edison**  
A FirstEnergy Company

## Itemized account statement

For your convenience, we offer access to the last twelve (12) months of your billing and payment information. Print this page for your records.



Name		Service address		Account number		
THOMAS E MERCHANT		808 BROOKFIELD AVE MASURY OH 44438		110053222342		
Date	Amount billed	Due date	Payment amount	Distribution amount	Total adjustments	Total account balance
11/16/2007						
<b>Notes:</b> Installment plan started on 11/16/2007 for current + 102.00.						
11/07/2007			\$151.44			\$616.00
10/29/2007	\$517.51	11/14/2007		\$517.51	\$3.62	\$767.44
<b>Notes:</b> Late Payment Charge						
10/29/2007					\$0.57	\$246.31
<b>Notes:</b> Interest for Security Deposit Held on the Account						
10/08/2007			\$296.05			\$246.88
09/27/2007					\$0.57	\$542.93
<b>Notes:</b> Interest for Security Deposit Held on the Account						
09/27/2007	\$148.01	10/15/2007		\$148.01	\$5.77	\$543.50
<b>Notes:</b> Late Payment Charge						
08/25/2007					\$0.55	\$389.72
<b>Notes:</b> Interest for Security Deposit Held on the Account						
08/25/2007	\$133.59	09/11/2007		\$133.59	\$3.77	\$390.27
<b>Notes:</b> Late Payment Charge						
07/26/2007					\$0.52	\$252.91
<b>Notes:</b> Interest for Security Deposit Held on the Account						
07/26/2007	\$135.95	08/13/2007		\$135.95	\$1.74	\$253.43
<b>Notes:</b> Late Payment Charge						
06/28/2007					\$0.43	\$115.74
<b>Notes:</b> Interest for Security Deposit Held on the Account						
06/28/2007	\$116.17	07/13/2007		\$116.17		\$116.17
06/02/2007					\$216.00	\$0.00
<b>Notes:</b> Transfer From Account 110052179956 Transfer of Credit/Debit from One Account to Another Account						
05/29/2007					\$216.00	\$216.00
<b>Notes:</b> Request for Security Deposit						

**Thomas E. Merchant**

808 Brookfield Avenue, SE Masury, OH 44438

Telephone Number: (330) 619-4200 Facsimile: (330) XXX-XXXX

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**FACSIMILE COVERPAGE**

DATE TRANSMITTED: Monday, March 31, 2008

FROM: Thomas E. Merchant

PLEASE DELIVER THE FOLLOWING TO:

NAME: M. Beth Trombold  
Director Of Public Affairs

COMPANY: The Public Utilities Commission of Ohio

ADDRESS: 180 East Broad Street  
Columbus, OH 43215-3793

TELEPHONE NUMBER: (614) 466-3016

FAX NUMBER: (614) 752-8351

TOTAL NUMBER OF PAGES: 15 INCLUDING THIS PAGE  
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SOON AS POSSIBLE)

MESSAGE: Would you please forward my Formal Complaint to the appropriate person. I will send the hard copy of my complaint via the U.S. Postal Service Priority Mail today. Thank-you for you continued help and assistance in this difficult situation.

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