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LANDMARK RE MANAGEMENT, LLC

MANAGEMENT OFFICE

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PROJECTS

BRIDGEVIEW APARTMENTS 1300 WEST 9TH STREET CLEVELAND, OHIO 44113

THE PERRY PAYNE BUILDING 740 SUPERIOR AVENUE CLEVELAND, OHIO 44113

WATER STREET APARTMENTS
AND CONDOMINIUMS
1133 WEST 9TH STREET
CLEVELAND, OHIO 44113

THE COLONIAL MARKET PLACE 530 EUCLID AVENUE CLEVELAND, OHIO 44115

THE W.H. BLOCK BUILDING 50 NORTH ILLINOIS INDIANAPOLIS, INDIANA 46204

GRAND ARCADE RETAIL AND COMMERCIAL DEVELOPMENT 408 W. St. CLAIR AVENUE CLEVELAND, OHIO 44113

MORELAND TCP, L.P.
A CONDOMINIUM DEVELOPMENT
13415 SHAKER BOULEVARD
SHAKER HEIGHTS, OHIO 44120

April 7, 2010

FILE IN DOCKET FOR CASE NO. 10-0176-EL-ATA

<u>VIA UPS – OVERNIGHT</u>

The Public Utilities Commission of Ohio Docketing – 11th Floor 180 East Broad Street Columbus, Ohio 43215

Re: CEI All-Electric Residential Customers

Dear Sir or Madam:

Please file the attached in the docket for Case No. 10-0176-EL-ATA. Should you require any additional information or if you have any questions, please let me know.

Very truly yours,

LANDMARK RE MANAGEMENT, LLC

John J Carney, Managing Member

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 Date Processed APR 0 8 2010.



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FILE IN DOCKET FOR CASE NO. 10-0176-EL-ATA

The Public Utilities Commission of Ohio

Case No. 10-0176-EL-ATA

Re: CEI All-Electric Residential Customers

BACKGROUND:

April 6, 2010

Landmark RE Management, LLC ("Landmark") began rehabilitating historic buildings into apartments with first-floor commercial in the early 1990's. Please feel free to visit our website at www.landmarkmgt.com to view our completed projects.

Our first project was known as Grand Arcade Phase I, which we converted into approximately 54 apartment units with first-floor commercial and second-floor office use. Our original plan called for a central building system for heating and a central building system for hot water. Charges for heating, cooling and hot water would have been built into the rents. At that time, CEI, through its sales staff, came to us and proposed selling electricity to us in bulk which would then be distributed to each unit and metered separately. The bulk rate was a discounted rate which made it competitive to put individual electric heat in each unit and to heat hot water in each unit with a separate electric tank. We were convinced to put in this system and it exists today in the Grand Arcade Condominiums. When we did Grand Arcade Phase II, CEI had instituted an all-electric discounted rate for apartments. To be all-electric the heating and heating of hot water were required to be electric. The air-conditioning and lights would have been electric in any event. Therefore, Grand Arcade Phase II included electric heat and electric hot water heaters.

Our next project was the Perry Payne building located at 740 Superior Avenue in downtown Cleveland. Again, we elected to go with the all-electric rates, individual electric heat and individual electric hot water heaters in the units. We knew that electric heat and heating water would not have been competitive without the discounted all-electric rate. Since it would be a real problem if such rate were ever discontinued, we again discussed this with CEI. While we never got a commitment in writing from CEI that it would not eliminate the discounted all-electric rate, the CEI sales representatives told us and represented to us that all-electric rates have been used in homes since the 1970's and that a discounted all-electric rate would always be available even if the actual price of per kilowatt hour increased with inflation and costs.

Our next project was Water Street Apartments (formerly the Bardons & Oliver Building). Again, we elected to go with CEI and, CEI offered us a "marketing fee" of \$300 per unit or \$30,000 for 100 units by letter dated April 4, 1996 which sets forth their proposal with attached promotional material, which included operating cost comparisons. This was later revised to \$400 per unit or \$40,000 by letter dated August 7, 1996 and August 29, 1996. The correspondence between us and CEI is attached to this memo as Exhibit A.

S:\FIRM\JMW\LANDMARK RE 2010\PUCO_040510.DOC

You will note that we again raise the question of obtaining a guaranty that the discounted rates would last. CEI would not give us that guaranty in writing and indicated that, of course, the rates could go up when they filed for rate increases which they anticipated after five years. However, this was not to be an elimination of the discounted all-electric residential rate, but merely a reflection that as costs went up rates would have to go up correspondingly.

Our final project, Bridgeview Apartments, was completed and began occupancy in the year 2000. Again, CEI offered us \$100,000 as a "marketing fee" for an all-electric building. Their letter dated August 25, 1997 is attached as Exhibit B. By this time we had dealt with CEI over a period of approximately 10 years, receiving constant assurances that the all-electric discount rate would be perpetual since we were making major physical investments in the property which could not be retrofitted to an all-building system which used gas to heat the unit and its hot water. In this letter, CEI actually stated that their rates were likely to go down! It also only required a five-year commitment on our part.

Also attached as Exhibit C is a CEI letter with respect to the Osborn Building and some additional gas/electricity typical suite costs sent to us by CEI.

Attached as Exhibit D is an analysis of Downtown Cleveland residential properties prepared by the Downtown Cleveland Alliance, which shows which buildings are "all-electric" as a result of CEI's marketing efforts.

ALTERNATIVE SYSTEMS:

At the same time we and others in Downtown Cleveland were putting in all-electric apartments, based upon CEI's all-electric discounted rate, other building owners were making decisions to put in building-wide systems whereby heating and hot water heating were in a central system using gas and the shared cost were included in rent of the apartment. Installing these systems is something that must be done when the building is being rehabilitated and is somewhat less flexible to the owner since there is no way to determine individual usages. Further it is somewhat difficult to regulate during spring and fall when temperatures are changing and a switchover between cooling and heating occurs. The all-electric system had the advantages of individual metering for each individual unit and the individual apartment renter could control their energy costs through their own usage patterns. Our deciding factor was the assurance that the discounted all-electric rates would always continue so our energy costs would remain competitive.

CURRENT COMPETITIVE DISADVANTAGE:

CEI's recent action to raise rates, based upon what appears to be misrepresentations to the Ohio Consumer's Counsel and The Public Utilities Commission of Ohio about CEI's prior assurances to its customers and misleading water and heating usage analysis, has severely hurt those apartment/condominium buildings in Downtown Cleveland which relied upon the discounted all-electric rate. We have lost tenants and anticipate losing a substantial number more due to the rate increase and are certainly at a competitive disadvantage now with respect to those buildings which went with the gas/electric systems. With the all-electric residential

rate, the energy cost for both systems was competitive and really not a factor in individual tenants making up their mind. Now with winter heating bills doubling for many of our tenants, it will be the major deciding factor in an individual's decision to rent and/or buy a condominium in one building with all-electric heat and a competitive building next door with building-wide gas heat.

NO ONE IN THEIR RIGHT MIND HEATS SPACE OR HEATS WATER WITH ELECTRIC POWER WHEN GAS IS AVAILABLE. IT IS JUST TOO EXPENSIVE AT STANDARD ELECTRIC RATES.

Also attached to this letter as Exhibits E through H are actual electric bills for four (4) units: (i) Unit 230 in Bridgeview Apartments (1427 square feet); (ii) Unit 705 in Bridgeview Apartments (1237 square feet); (iii) Unit 113 in Water Street Apartments (884 square feet); and (iv) Unit 416 in Water Street Apartments (679 square feet). These bills show actual usage which is very high in winter due to electric heat and hot water heating. Since each bill shows the prior 12 months usage (but not cost), you can see historical usage. We hope this information will be useful in your analysis of the impact of this rate increase on these consumers.

CEI REPRESENTATIONS AND "SALES PITCH" TO US:

When the discounted all-electric rate was first introduced to us, we asked how CEI could possibly discount the rate to us. CEI's explanation was that this actually benefited CEI by spreading their load during the winter months and during evenings in the summer months by having heating and and water heating electric energy use during those periods. Since their plants had to be built to sustain the heavy air-conditioning load during the hottest day of the summer, spreading their load in the winter and evening hours actually helped them more efficiently use the power they generated. Therefore, CEI was actually profiting itself from this arrangement with all-electric homes, and in our case, all-electric apartments. The discounted all-electric residential rate made electricity competitive in energy use with comparable gas/electric apartments and was the only reason to install electric heat and water heating in our buildings.

As I stated and as the correspondence between CEI and our company shows, CEI heavily marketed the all-electric apartment concept and provided all kinds of details and reasons why it would be competitive with a comparable gas/electric system and even included substantial incentives towards the cost of implementing this system upfront. Their representatives repeated their assurances that the all-electric discount rate had been around since the 1970's and certainly would never go away although there could be rate increases along with general increases in other electric rates.

PUCO ORDER ON CASE NO.: 10-0176-EL-ATA DATED MARCH 3, 2010:

Earlier this year, a hue and cry has been raised by all-electric homeowners and some of them have secured temporary relief due to intervention of the Ohio Consumer's Counsel, the Governor's office and the PUCO. Although the PUCO Order of March 3, 2010 clearly applies

to all properties of "all-electric residential customers", CEI chose to ignore this and limit its application to anyone who owned a home or was in an all-electric residential rate apartment in 2007. Obviously, this does not work for apartment dwellers since the average occupancy of our apartments is 1-1/2 years. We have very few residents in our over 400 units who have been in the various apartments since 2007.

The PUCO Order clearly specified and directed relief to "all-electric residential customers" or "all-electric residential subscribers." This has been <u>ignored</u> by CEI which did file a half-measure that impacted some, but far from all, customers/subscribers. CEI's response was limited to 2007 customers only, not property owners or renters in properties which were <u>induced</u> to become all-electric and are now at a competitive disadvantage due to CEI's prior marketing and misrepresentations. Nowhere in the Finding and Order that I can find did the PUCO order CEI to limit its relief in either time (2007) or type of residential customer. ANY RELIEF MUST BE TO THE PROPERTY THAT HAS ELECTRIC HEAT OR HOT WATER TANKS AND NOT LIMITED TO THE CURRENT RESIDENT/SUBSCRIBER.

I am not an attorney who practices before the PUCO and understand that it is a specialized practice. Even so, I DO NOT UNDERSTAND HOW CEI CAN IGNORE YOUR ORDER WITH NO CONSEQUENCE. If we did not pay our electric bill to CEI (ignore it), our electric service would be turned off!

I request an opportunity to discuss my direct knowledge of CEI's behavior and representations to our company with an appropriate PUCO commissioner or staff at your earliest convenience. Our company and partners have invested about \$80,000,000 in all-electric residential properties in Downtown Cleveland.

Our apartment/condominium residents need relief now, and I respectfully request an enforcement action against CEI <u>now</u> to require it to fully comply with your order now.

Respectfully submitted,

LANDMARK RE MANAGEMENT, LLC

By:

John J. Carney, Managing Member

Attachments:

Exhibit A (April 4, 1996, August 7, 1996 and August 29, 1996 Water Street

Correspondence)

Exhibit B (August 25, 1997 Bridgeview Correspondence)

Exhibit C (Osborn Building Correspondence)

Exhibit D (Downtown Cleveland Alliance Analysis of All-Electric Buildings)

Exhibit E (Electric Bills for Bridgeview Unit 230)

Exhibit F (Electric Bills for Bridgeview Unit 705)

Exhibit G (Electric Bills for Water Street Unit 113)

Exhibit H (Electric Bills for Water Street Unit 416)

EXHIBIT A

APRIL 4, 1996 AUGUST 7, 1996 AUGUST 29, 1996 CORRESPONDENCE



6200 Ock Tree Boulevard independence OH 216-447-3100 Moil Address P.O. Box 94661 Cleveland, OH 44K03-4661

April 4, 1996

Mr. Robert Rains & Mr. Jonathan Carney 2001 Crocker Road 420 Gemini Tower 11 Cleveland, Ohio 44145

Dear Bob & John;

Please allow me to congratulate both of you on the recent grand opening of the Perry-Payne Apartments in the Warehouse District. I understand leasing is going strong at Perry-Payne and you are now beginning to shift attention to your next project: The Bardon-Oliver Building on West 9th Street.

As Bob and I discussed, the Bardon-Oliver Building will offer the opportunity to house 101 new apartment suites, when complete. I am anticipating the opportunity to work together once again on this new project, as we have at the Grand Arcade and Perry-Payne. As has been demonstrated over time, the all-electric concept is an attractive option for you as Builder/ Renovators as well as for your tenants in the downtown area.

I have included information regarding several Heating & Cooling issues of interest for your review for this project as well as other projects you may undertake in the future. Included are:

- * Electric Heating & Cooling Options
- Benefits review sheet for Electric Heating in Multi-Family applications
- * Illuminating Company Residential & Commercial Rates Summary Sheet
- * Heating & Cooling Operating Cost Comparisons
- * Information Sheets for: Electric Furnaces & Heat Pumps
- * Examples of Multi-Family Electric Heating Installations
- * Garage & Common Area Heating Information

I am pleased to be able to offer \$300 per suite if The Bardon-Oliver Building is all-electric and uses Illuminating Company electric service for at least ten (10) years. Assuming 101 Residential Suites, the Marketing Assistance total would be \$30,300. This would again be payable in three (3) equal increments based on the following actions; 1) commencement of construction, 2) electric heating and cooling equipment installation and, 3) completion of the project as marked by the Residential electric meter installations.

page 2 of 2

Acceptance of the terms of this agreement letter indicated by your signature below, acknowledges that The Cleveland Electric Illuminating Company will be the sole electric source provider for a period of not less than ten (10) years from the time of the last electric meter installation and that the building will retain it's all-electric status for a period of not less than ten (10) years, if The Illuminating Company ceases to be the sole electric source supplier and/or the Bardon-Oliver Building ceases to be all-electric within the agreed upon ten (10) year period, your signature below acknowledges your obligation to pay back any and all Marketing funds provided within a thirty (30) day period form the date of the change.

Bob and John, I look forward to working closely with you again on this project to assure another successful project!

| Sincerely; Charles S. Heyman Multi-Family Project Specialist | man |
|--|--|
| Please indicate your acceptance of the prop | oosal by signing in the space below. |
| | |
| Title: Carney, Carney & Rains | Charles S. Heyman Multi-Family Project Specialist |
| · | Centerior Energy, The Illuminating Company |
| Date | Date |

ELECTRIC HEATING OPTIONS IN THE NEW CONSTRUCTION MULTI-FAMILY MARKET

New Construction Multi-Family builders are often faced with making decisions on how to heat & cool new buildings without having all of the facts relating to the benefits of electric heating & cooling options.

Frequently, electric heating & cooling offers builders, building managers & longterm residents the best alternatives for suite & coomon area heating & cooling.

Among the most popular electric heating & cooling options are:

- * Split System Air Source Heat Pumps
- * Water Source Heat Pumps with boiler and cooling tower backup
- * Ground Coupled Geothernmal Heating & Cooling Systems
- * Electric Furnace with Split System Air Conditioner
- * Electric Through the Wall Heating & Cooling Units
- * Air Conditoner Plus with gas Heating back up
- * Electric Baseboard Heating for Common Areas
- * Electric Wall Mounted Heaters for Common Areas & Garages

The Illuminating Company stands ready to assist your new construction efforts by providing specific benefits that relate to each of the above listed systems as well as assistance locating quality HVAC ditribution points and operating cost comparisons for specific equipment, if needed.

For additional information call; 953-7715 and ask for Chad Heyman Multi-Family Project Specialist.

MULTI-FAMILY BUILDER BENEFITS WITH <u>ELECTRIC HEATING</u>

Multi-Family Apartment & Condominium Builders have many benefits available to them with the various Electric Heating options available. These benefits are especially true in the downtown building renovation apartment market. Briefly listed those benefits include:

- * LOW HEATING & COOLING EQUIPMENT INSTALLATION COST.
- * MORE LEASABLE SPACE SINCE NO GAS COMBUSTION AREA HAS TO BE SET ASIDE IN EACH SUITE.
- * ELECTRIC HEATING OFFERS HIGH EQUIPMENT ENERGY EFFICIENCIES AS COMPARED TO FOSSIL FUEL ALTERNATIVES.
- * CEI'S NEW MULTI-FAMILY DISCOUNT ELECTRIC RATE OFFERS BUILDERS THE OPPORTUNITY TO PROVIDE LOW COST UTILITY BILLS FOR THEIR TENANTS.
- * ELECTRIC HEATING OFFERS CLEAN INDOOR AIR WITH NO CARBON MONOXIDE CREATED BY BURNING GAS.
- * ELECTRIC HEATING OFFERS DOWNTOWN BUILDER/
 RENOVATORS THE ABILITY TO AVOID STRICT ORDINANCES
 RELATED TO PIPING GAS THROUGHOUT THE BUILDING AS
 WELL AS COMBUSTION REQUIREMENTS.

RETYPED TO MAKE LEGIBLE

CLEVELAND ELECTRIC ILLUMINATING COMPANY RESIDENTIAL ELECTRIC RATE SUMMARY SHEET

WINTER RATES (OCTOBER-MAY)

| KILOWATTHOURS | first | next | next | next | next | next |
|------------------------------|-------|---------|---------|----------|-----------|---------|
| | 0-300 | 300-500 | 500-600 | 600-1000 | 1000-2000 | 2000-up |
| Residential | 9.935 | 9.935 | 9.320 | 9.320 | 4.586 | 4.586 |
| Water Heating | 9.935 | 6.835 | 6.220 | 7.480 | 2.746 | 4.586 |
| Space Heating | 9.935 | 6.835 | 6.220 | 7.480 | 2.746 | 2.746 |
| All-Electric | 9.935 | 6.835 | 6.220 | 7.480 | 2.746 | 2.746 |
| Air Conditioner Plus* | 3,300 | 3.300 | 3.300 | 3.300 | 3.300 | 3.300 |
| Optional Electrically Heated | | first | next | next | next | next |
| Residential Multi-Family | | 0-300 | 300-600 | 600-2000 | 2000-2300 | 2300-up |
| All Electric | | 9.935 | 6.630 | 2.260 | 2.260 | 9.935 |
| Electric Heating | | | | | | |
| (non elect. water heating) |) | 9.935 | 2.26 | 2.26 | 9.935 | 9.935 |

SUMMER RATES (JUNE-SEPTEMBER)

| <u>KILOWATTHOURS</u> | first | next | next | next | next | next |
|--|--------|---------|---------|----------|-----------|---------|
| RATE OPTIONS | 0-300 | 300-500 | 500-600 | 600-1000 | 1000-2000 | 2000-up |
| Residential | 12.075 | 12.075 | 11,460 | 11.460 | 11.460 | 11.460 |
| Water Heating | 12.075 | 9.475 | 8.860 | 9,620 | 9,620 | 11.460 |
| Space Heating | 12.075 | 12.075 | 11.460 | 11,460 | 11.460 | 11.460 |
| All-Electric | 12.075 | 9.475 | 8.860 | 9.620 | 9.620 | 9.620 |
| Air Conditioner Plus* | 9.620 | 9.620 | 9.620 | 9.620 | 9.620 | 9.620 |
| Optional Electrically Heated | | first | next | next | next | |
| Residential Multi-Family | | 0-300 | 300-600 | 600-2000 | 2000-up | |
| All Electric | | 12.075 | 9.270 | 9,620 | 11.460 | |
| Electrically Heated (non elect, water heating |) | 12.075 | 11.87 | 11.46 | 11.46 | |

All figures shown are cents per kilowatt hour.

March and September (current fuel rate is 1.45 cents per KwH). All figures are shown as cents per KwH.

- * Air Conditioner Plus is a Heat Pump added on to a gas, oil or propane furnace. A separate elecric meter must be used to obtain this rate.
- ** The Optional Electrically Heated Apartment Rate is available for single occupancy apartments utilizing a permanently installed electric space heating system. The rate does not apply to owner occupied condominuim units. There are specific insulation requirements for this rate. To learn more about this rate option, contact your Illuminating Company representative.

CHECOLORICATE ACTION IN ACCIONATE DE CONTRACTOR DE CONTRAC

ALL-ELECTRIC LARGE COMMERCIAL SERVICE SCHEDULE

Available on an optional basis to commercial and industrial customers for all-electric installations having demand equal to or in excess of 20 kW, where electricity is the sole source of energy except for incidental requirements and where, as determined by the Company, the kilowatthours required for permanently installed space heating and cooling and water heating represent at least one-half of the total annual base load energy requirements or the equivalent of 1,299 hours of the base load per year.

MONTHLY RATES:

| Kilowatt Demand Billing Charge | | Dollars per kW | |
|--|-------|----------------|-------|
| For the first 50 kWd | 13.71 | | 12.39 |
| For all excess over 50 kWd | 12.52 | | 11.29 |
| Reactive Demand Charge | | Cents oer rkVA | |
| For each rkVA of reactive billing demand | 20.00 | | 20.00 |
| Kilowatthour Charge | | Cents per kWh | |
| For the first 40,000 kWh | 06.51 | | 03,14 |
| For the next 60,000 kWh | 04.70 | | 02.54 |
| For all excess | 04.18 | | 02.17 |

^{*} NOTE: All Kilowatthour charges are subject to the current Fuel Clause charge which is adjusted twice per year, in March and September. The eight winter months of billing of the Company's rate schedule begins with the first bill received in October; the four summer billing months begin with the June bill.

THE CLEVELAND ELECTRIC ILLUMINATING COMPANY COMMERCIAL RATE SUMMARY

NOTE: All KWH costs are shown without the fuel cost since the fuel cost is subject to change every 6 months.

GENERAL COMMERCIAL SCHEDULE

This rate applies to any commercial or industrial customer having an electric demand of less than 30 KW during the current month and preceding eleven months.

MONTHLY RATES:

| Kilowatthour Charge | Kilowatthour Charge Summer | |
|------------------------|----------------------------|--------|
| | Cents pe | r kWh |
| For the first 500 kWh | 13.148 | 11.754 |
| For the next 7,000 kWh | 12,399 | 11.041 |
| For all excess | 07.296 | 06.249 |

LARGE COMMERCIAL SCHEDULE

This rate applies to any commercial or industrial customer having a demand equal to or in excess of 30 kW during the current month or any of the preceding eleven months.

MONTHLY RATES:

| Kilowatthour Charge | Summe | • | Winter |
|-----------------------------------|----------|----------------|--------|
| | | Cents per kWh | |
| For the first 40,000 kWh | 06.51 | | 05.90 |
| For the next 60,000 kWh | 04.70 | | 04.19 |
| For all excess | 04.18 | | 88.60 |
| Reactive Demand Charge: | | Cents per rkVA | |
| For each rkVA of reactive billing | g demand | 20.00 | |
| Kilowatt Demand Billing Charg | <u>e</u> | Dollars per kW | |
| For the first 50 kWd | 13.71 | | 12.39 |
| For all excess over 50 kWd | 12.52 | | 11.29 |

ELECTRIC SPACE CONDITIONING RATE

This rate is available on an optional basis for installations where, (a) electricity is the sole source of energy except for incidental requirements for space heating and air conditioning requirements, (b) the customer's wiring permits separate metering of space heating and air conditioning, and (c) the space heating equipment is permanently installed and where all electrical requirements are supplied by the Company at a single point of delivery.

MONTHLY CHARGE

Separately metered Space Conditioning and Water Heating

| For each kWh 09.18 | 02.26 |
|--------------------|-------|
|--------------------|-------|



THE CLEVELAND ELECTRIC ILLUMINATING COMPANY

P.O. 80X 5000 • CLEVELAND, OHIO 44101 • TELEPHONE (216) 622-9800 • ILLUMINATING BLDG. • 55 PUBLIC SQUARE Serving The Best Location in the Nation

TYPICAL MULTI-FAMILY UTILITY OPERATING COST COMPARISON

Please review the operating cost summary provided below. Every effort has been given to provide an accurate and fair representation of all components of the energy operating cost picture. As you will see, the total electric option is strengthened by the discount electric rates and by overall equipment efficiencies.

The following assumptions were made in the development of the heating and cooling analysis:

- * R-19 wall insulation
- * R-30 ceiling insulation
- * double pane windows

- * 2 person occupancy
- * 1" insulation around slab perimeter of building

The heating analysis was conducted for a 1 bedroom suite on the first floor. Other size or location suites will have different heat loss totals. The important thing to remember is that although the totals may change, the relationship between electric and gas costs will remain constant.

The heat loss I arrived at for the 1 bedroom unit was 14,360 btuh. This will equate into an operating cost for heating that will be shown below.

Total suite operating cost comparisons include: heating, cooling, water heating, cooking and other "base" uses of electricity. The discount Rate The Illuminating Company offers for Total Electric apartment suites provides energy cost savings in areas other than just heating, cooling and water heating.

TOTAL SUITE OPERATING COST BREAKDOWN

| | ELECTRIC | NAT GAS | DIFFERENCE |
|----------------------|----------------|-----------------|--------------|
| HEATING COSTS: | \$140.75 YEAR | \$187.09 YEAR | \$46,34 |
| | HEAT PUMP | 80% GAS FURNACE | |
| COOLING COSTS: | \$108.00 YEAR | \$132.00 YEAR | \$24.00 |
| | HEAT PUMP | REG CENTRAL AIR | |
| WATER HEATING COSTS: | \$239.80 YEAR | \$82.13 YEAR | (\$157.67) |
| BASE USE COSTS: | \$650.52 YEAR | \$725.96 YEAR | \$75.44 ` |
| SERVICE CHARGE | \$-0- | \$78,00 YEAR | \$78,00 |
| RANGE & DRYER | \$80.00 YEAR | \$70.00 YEAR | (\$10.00) |
| TOTAL COST: | \$1219.07 YEAR | \$1275.18 YEAR | \$56.11 YEAR |

INFORMATION & BENEFITS REGARDING THE ELECTRIC FURNACE

GENERAL DESCRIPTION

- * The Electric Furnace (also known as Air Handler) is an extremely reliable whole house heating system.
- * The Electric Furnace produces heat in the same way an electric toaster operates. Electric heating elements are warmed which produces warm, comfortable heat.
- * Heated air is moved throughout your home by a fan which moves the warmed air into the ductwork system.
- * The temperature coming off the heated elements is between 130-140 degrees F, which is comparable to the heat provided by natural gas furnaces.
- * Electric Furnaces can easily be installed in new apartment or condominium suites or can be added to existing buildings by a CARE contractor.

BENEFITS OF ELECTRIC FURNACES

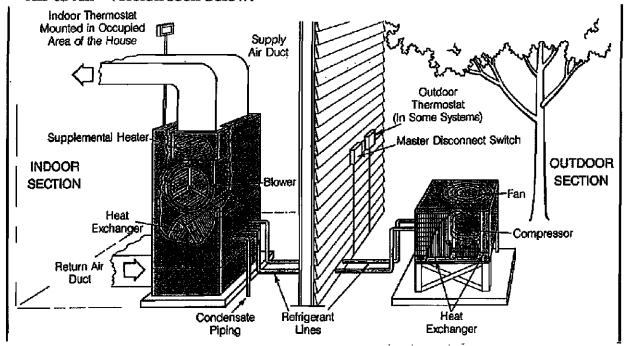
- * Electric Furnaces come as stand alone units that can be installed in small mechanical rooms or closets within each suite. They also come in package systems with standard air conditioning. They can be "Through-The Wall" or "Split-Systems".
- * Benefits of electric furnaces begin with installed cost advantages to the builder or developer. Savings can amount to \$500 per suite or more in addition to the installed cost savings incurred when no flues, chases or gas piping in needed,
- * Reliability is another strong selling feature for the electric furnace. Electric furnaces enjoy life-expectancys of over 25 years with little or no maintenance needed on an annual basis.
- * Electric furnaces produce a "clean heat" since no outside air is needed for combustion and since no fossil fuels are burned no "by-products" of combustion are produced.
- * Electric furnaces operate at 100% efficiency as compared to 65-90% efficiency for natural gas furnaces.
- * Electric furnaces operate very quietly since there is no fuel burning to cause additional noise.

RESIDENTIAL ALL-ELECTRIC HEAT & COOL PUMPS

Residential Heat Pumps (also known as Heat & Cool Pumps) come in several makes, models, energy efficiencies and styles to suit any and all homeowner needs. All major heating and cooling equipment manufacturers make heat & cool pump equipment.

Over 300,000 Residential Heat & Cool Pumps are made and sold every year in the United States. Heat & Cool Pumps are popular in every section of the country; north and south, east and west. Homeowners and Multi-Family dwellers across the country enjoy the many benefits of the heat & cool pump.

The most popular version of the Heat & Cool Pump is the "Split-System Air to Air" version seen below.



Basic Components of a Heat Pump System (Air-to-Air, Split-System Shown)

Benefits of all-electric living in The Illuminating Company area are indeed attractive. They include: year 'round comfort; clean, even heating since no gas is burned inside your home to create heat, your home requires less cleaning and dusting than homes with natural gas, fuel oil or propane heating systems. The Illuminating Company offers all-electric homeowners money-saving discount electric rates. These discounts combine with the energy efficiency of the Heat & Cool Pump to provide local homeowners and Multi-Family dwellers the least expensive method of heating.

EXAMPLES OF ELECTRIC HEATING IN EXISTING MULTI-FAMILY BUILDING RENOVATION AND NEW CONSTRUCTION

- * PERRY-PAYNE APTS: 100 SUITES WITH ELECTRIC FURNACES
- * 425 LAKESIDE APARTMENTS: 53 SUITES WITH HEAT PUMPS
- * THE GRAND ARCADE APARTMENTS: 78 SUITES WITH ELECTRIC FURNACES
- * WORTHINGTON SQUARE APTS: 52 SUITES WITH HEAT PUMPS
- * WINDMILL VILLAGE CONDOMINIUMS: 89 SUITES WITH AC PLUS SYSTEMS
- * RIVERBEND CONDOMINIUMS: 64 SUITES WITH HEAT PUMPS
- * DOVER FARMS APTS: 300 SUITES WITH AC PLUS SYSTEMS
- * REMINGTON APTS: 284 SUITES WITH AC PLUS SYSTEMS
- * KING JAMES CONDOMINIUMS: 234 SUITES WITH HEAT PUMPS
- * CLUB WEST CONDOMINIUMS: 250 SUITES WITH WATER SOURCE HEAT PUMPS
- * CARDINAL INDUSTRIES: 350 PLUS SUITES WITH ELECTRIC FURNACES
- * BOB SCHMITT HOMES: 300 PLUS SUITES WITH HEAT PUMPS

EPRI

ENERGY MANAGEMENT AND UTILIZATION

Technical Brief

Residential Sector

Zoned Resistance Heating

Description

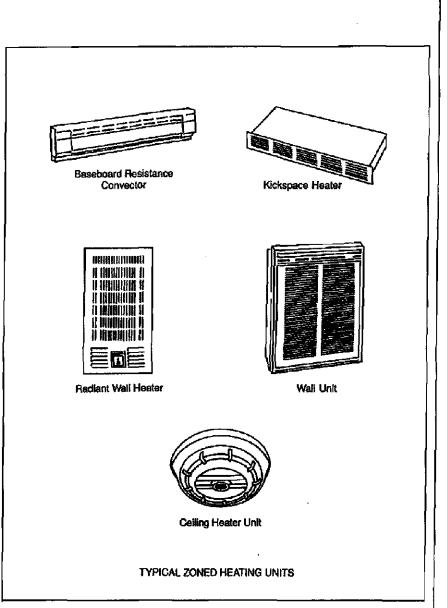
Zoned resistance heating is provided by independent or decentralized heating units, one unit typically being installed in each space to be heated. Because each unit is operated by its own thermostat, a system of such units can easily meet the different requirements of each space. They can provide whole house heating or task heating in conjunction with any control heating system. By contrast, most central systems are controlled by just one thermostat and maintain all spaces based only on conditions near the central thermostat. The zoned approach provides far more opportunity for energy savings in that zones not occupied can be controlled to a relatively low (e.g., 55°F) setting, without affecting comfort in occupied zones.

Specification

Numerous types of zoned heating units are available as shown in Figure 1. Some of those most commonly used are described below.

Baseboard heaters are mounted at the junction of a finished wall and the floor. They vary from four to nine inches high and usually come in sections ranging from two to ten feet long.

Available capacities range from 375-2500 waits. Most baseboard heaters rely on natural convection to transfer heat, but forced convection models (those which rely on a small fan) also are used extensively. Some units employ glass elements to increase the radiant heat produced by those portions of the



enclosure which face the space in which they are located.

Hydronic heaters are baseboard units that use a small resistance element to heat a water and antifreeze solution contained in copper tubing. Both non-circulating and circulating units are available.

Draft barriers operate much like baseboard units, except that they are designed for wall mounting at or just below sill height. They are used as supplemental heating units to counteract downdrafts from windows.

Floor-insert units typically are employed to offset downdrafts from large glass areas, such as sliding glass doors. They are fully recessed into a floor with only the grill remaining visible. Heat is distributed by either natural or forced convection.

Wall-mounted heating units are most often used to supplement other heat sources. They are available in capacities ranging from 1500-4000 watts for 108, 240 and 277V, 60 Hz service.

Kickspace heaters are recessed units designed for mounting in kick spaces, such as those beneath kitchen cabinets. They are intended principally for residential applications.

Ceiling heaters are recessed units. They are most commonly installed in bathrooms and provide heat, heat and light, or heat, light and ventitation.

Celling heating panels house resistance or infrared heating elements inside gypsum board, glass, vinyl, steel or other material. They are designed for flushor surface-mounting; panels that fit standard modular tee-bar ceilings also are available.

Electric heating cables are invisible and silent. They can be installed in either a ceiling or a floor. The ceiling cable employed is made of thermoplastic-insulated copper-alloy wire dissipating 2¾ watts per foot. The cables are manufactured in lengths of 75-1,800 feet.

Infrared heaters are used for both spot heating and area heating. They transfer energy directly by radiation, creating heat—and comfort—instantly without fans. The most common types of infrared heaters use metal-sheathed infrared radiation elements, reflector lamps or quartz tubes.

Application

Most conventional houses are suitable for application of zoned resistance heating because they have distinct areas that inhabit significant mixing of air throughout the structure. All-electric homes that already have baseboard electric resistance heat are good candidates for zoned control through individual thermostats. Zoned resistance heaters can also provide backup heating for heat pumps, solar space-heating systems, and the like. The addition of resistance heating is possible in existing houses with most types of heating system.

Availability

Zoned electric resistance heating equipment is readily available from electrical distributors and electrical contractors.

Cost

A zoned electric resistance heating system is less expensive on a first cost basis than any competitive central system. The equipment itself is less costly, and far less must be spent on materials and labor in that no ducts, pipes, flues or storage tanks are required.

Reliability

The resistance heating equipment is far more durable than any other type of competitive space heating equipment. Many units have no moving parts at all, and those that do rely on a small blower motor which usually will operate without trouble.

Customer Benefits

The principal customer benefit is tow life cycle cost, achieved because the system is inexpensive to install, operate and maintain. Another significant benefit is excellent comfort achieved because comfort conditions can be set for the space involved and the people who are

using it. In areas affected by time-of-use and/or demand rates, zoned resistance heating offers maximum dollar savings potential.

Customer Acceptance

Zoned electric heating has been gaining in popularity primarily because it offers lower operating costs and dependence on an energy source which is highly dependable.

Utility Considerations

Resistance heating systems offer increased sales for utilities interested in strategic load growth, especially when zoned control is coupled with other local control and storage options. Heating only portions of the house also reduces total diversified demand. Depending on utility and customer variables, zoned resistance heating can reduce peak demand.

Utility Programs

At present there are no known utility programs relating to zoned electric resistance heating. However, the interest is growing and several utilities are studying the zoned electric resistance heating option.

Comments

More information on this subject is available from Zonal Electric Comfort Council, 2101 L Street, N.W., Suite 300, Washington, D.C.

Reference

 Zonal Electric Heating, National Electrical Contractors Association, Bethesda, MD., December 1984.

EPRI Electric Power Research Institute

Post Office Box 10412, Palo Allo, California 94303 (415) 855-2000

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Demand-Side Planning
Load and Market Research
Conservation/Productivity/Load Management

TB.EMU.37.4.87.R.



THE CLEVELAND ELECTRIC ILLUMINATING COMPANY

P. O. BOX 6000 · CLEYELAND, OHIO 44101 · TELEPHONE (216) 622-6800 Serying The Best Location in the Nation

August 7, 1996

Water Street Associates, Ltd. 2001 Crocker Road 420 Gemini Tower 2 Cleveland, Obio 44145

Dear Gentlemen;

Please allow me to congratulate you on the successful Grand Opening of the Perry-Payne Apartments in Cleveland's historic Warehouse District. I understand all or nearly all of the suites are currently leased, which is very positive.

We are now turning our mutual attention to the <u>Bardon-Oliver Building a.k.a.</u> The <u>Water Street Apartments, located on West 9th and Lakeside in Cleveland</u>. My understanding is that your intention is to build 101 new apartment suites into the existing Bardon-Oliver structure. I appreciate the opportunity to work closely with you again on this project.

As we have discussed in the past, there are two primary choices for electric heating & cooling, if you wish to have separate electric meters for each suite. Those choices are: split system Heat Pumps or Electric furnaces with split system Air Conditioners. There are other options for the general apartment market such as geothermal, electric baseboard heating with through-the-wall air conditioners to name two. However, for the Water Street Apartments, I recommend one of the two previously mentioned primary choices.

The Heat Pump option will offer your residents lower electric bills due to the efficiency of the Heat pump in the heating cycle. The down side of the Heat Pump option is the initial cost premium over the electric furnace/ air conditioner. The Electric Furnace/ Air Conditioner that you have used in the past offers several benefits: installation cost savings, lower long term maintenance costs that Heat Pumps and higher register temperatures in heating.

If operating costs have not been a problem in the past, then you may wish to consider installing the Electric Furnace/ Air Conditioner again. Another option would be to install the Heat Pumps on the north facing apartments & or the apartments located on the corners of the building, due to the higher heat loss/ gains in these suites. The higher energy efficiency of the Heat Pumps would help to offset any concerns about the utility costs your residents who live in these suites might have. Both choices qualify your residents for the all-electric discount apartment rate we offer.

I am pleased to provide a <u>\$400 per suite Promotional Incentive</u> for your use in exchange for your commitment that all 101 suites of the Water Street Apartments will be all-electric and will utilize The Illuminating Company electric service for no less than 10 years.

-17-01 05:33P P.07

page 2 of 2

This Promotional Allowance totals \$49,400 for the 101 suites at the Water Street Apartments. The money would be remitted in three separate and equal installments based on the following actions: I) signing of this agreement letter and the commencement of construction, and 2) the electric heating and cooling equipment installation and 3) completion of the project as marked by the final, permanent residential electric meter installations for the suites. This agreement includes any and all Commercial areas and Retail Space in the building. The Common areas may, at your option, be heated in a different manner. I was able to increase our normal level of support by "dipping" into our Marketing Advertising Fund. In exchange for this action, we need to agree that a small CEI logo will appear in each print ad you run for the initial lease up of the Water Street Apartments. I will provide the logo for your use.

It is the intention of The Illuminating Company not to raise our Electric Rates for a period of at least 5 years and at that time, to request a rate decrease from the PUCO. At this time, negotiations with Ohio Edison for a proposed merger are on-going, any language beyond our stated intentions regarding our rates is impossible.

Acceptance of the terms of this agreement letter indicated by your signature below, acknowledges that The Illuminating Company will be the sole source electric supplier for a period of not less that ten (10) years from the date of the last electric meter installation and that The Water Street Apartments will retain it's all-electric nature for at least the ten year time period. Your signature below acknowledges your obligation to pay back any and all Marketing Promotional funds provided within a thirty day period from the date of the change.

This offer expires if construction is not complete by 12/31/98.

Sincerely:

Charles S. Heyman

Multi-Family Project Specialist

Please indicate your acceptance of the proposal by signing in the space below.

water street associates, Ltd.

By:

egistry Property, Ltd., its Member

By:

ert N Rains Member

Dated: 11/6/96

August 29, 1996

Mr. Robert N. Rains 2001 Crocker Road 420 Gemini Tower 11 Cleveland, Ohio 44145

Dear Mr. Rains;

As always, it is a pleasure working closely with you to assure that another of the downtown Cleveland properties you purchase and renovate into apartment suites, is successful.

The purchase of the Osborne Building and the other 3 properties in or near the Historic Gateway Neighborhood and the Playhouse Square area represents an exciting expansion of your efforts away from the Historic Warehouse District to other parts of the Cleveland downtown area!

Please allow me to provide the following proposal for the use of Centerior Energy (The Illuminating Company) electric service and for the buildings to be built as all-electric. Our strong background together suggests this project will continue for this and future projects of yours as well.

As I mentioned on the phone the other day, due to the location and size (185 suites) of this latest project, I am in the position of increasing the level of our involvement in this project from the past level \$300 per suite to a total of \$400 per suite or \$74,000 for the 185 suites for a commitment of utilizing Centerior Energy electric service for at least 5 years and that the buildings (apartment suites) be built as all-electric. I am able to offer this higher amount in part due to our interest in ensuring that activity in the HGN area continues to expand. Your involvement will help to solidify the overall apartment construction efforts in the area.

By way of review, the benefits of building all-electric with Centerior are:

- * lower construction costs
- * the above mentioned CEI rebates
- more leasable space as all HVAC & water heating equipment can be located in a ceiling closet
- lower equipment costs
 - no code problems due to combustion air
 - no gas piping throughout building
- a majority of downtown apartment buildings are all-electric
- * high quality CEI electric service installation for building
- * CEI engineers & service personnel work closely with your construction staff to ensure a safe, quality installation of electric facilities.

page 2 of 2

By way of review, your residents benefit with all-electric, CBI electric:

- * low monthly electric bills
- * 24 hour customer service assistance
- * safe, reliable electric service
- 12 month budget billing option
- * all-electric money-saving discount apartment rate
- clean, safe electric heating & cooling provides year around comfort
- electric heating and cooling as well as electric appliances provide enhanced indoor air quality since no gas by-products are produced
- * reduced monthly hassle since only one utility bill is received instead of 2 which increases residents free time.

Bob, I believe it is in our best interest to work closely together again on this latest project! If you agree that Centerior Energy will be your sole electric supplier for no less than 5 years and that you will build the Osborne Building and the entire 185 apartment suites as all-electric, please sign below. Your signature on this form acknowledges your acceptance of this deal, if for any reason Centerior Energy ceases to be the sole electric supplier or if the building is no longer all-electric, your signature on this agreement form acknowledges your responsibility to return any and all marketing funds provided by Centerior Energy within 30 days of the change taking place.

I look forward to working with you on this and future projects.

| Sincerely; | | |
|---------------------------------|------|---|
| Charles S. Hoyman | | |
| Multi-Family Project Specialist | | |
| | | |
| Robert N. Rains | Date | • |

WATER STREET APARTMENTS GRAND OPENING SPONSORSHIP

Based on the positive relationship we have developed over time and the fact that we both stand to benefit from a successful Grand Opening effort, I am suggesting we "partner" in our mutual efforts to assure that Water Street Apartments open to "standing room only" results! I believe if we pool our resources we will be able to better any previous attempts in the area for garnering positive publicity for an apartment opening.

We will be able to offer \$3,000 to support the Grand Opening efforts at Water Street Apartments. This money can be used for entertainment, invitations, or other expenses related to the Grand Opening. In exchange for this level of support, I would like to request the following:

- * Mention in any Grand Opening correspondence of The Illuminating Company's support of the Grand Opening.
- * A place on the podium for a Centerior speaker.
- * The ability to place Point of Leasing material throughout the building.
- * Your assurance to <u>pursue editorial copy</u> in various media with a mention of The Illuminating Company's support and involvement, along with the benefits of the various electric use items throughout the Water Street Apartments (i.e. electric heating, cooling, appliances, etc.)
- * The ability to sponsor an "Industry Day" at Water Street Apartments during the Grand Opening (perhaps the day after the main Grand Opening while everything is still in place). This benefits your efforts as much as Centerior since it brings an entirely different group of potential residents on site. Invitees would include builders, realtors, HVAC contractors, etc.
- * 300 Invitations to the Grand Opening to circulate throughout our Company.
- * The ability to set up a display area (15 x 15) in a prominent area during the Grand Opening and for Industry Day.

If due to the size of the planned events, you find it necessary to pursue an additional "co-sponsor" of the event, I will understand as long as I have the ability to consult on the selection.

I will also actively pursue any additional means of promoting the event and Water Street Apartments. I will also work closely with the Public Relations firm you select to assure we are using our mutual resources to their fullest extent. If the above agreement meets with your approval, please indicate by signing below. I look forward to this event and our continued good working relationship!

Page 2 of 2

I can confidently assure you Bob, that this offer, when combined with our previous deal for Water Street Apartments, is more substantial than anything I have ever offered in the past.

I look forward to working with you on this event and in the future!

| WATER STREET APARTMENTS., LTD. By: 1033 West Ninth Associates, Ltd., its General Partner By: Refistry Property, Ltd., its Members. | | |
|--|-------|-------------------------|
| By: Robert N. Rains, President | Date: | August <u>29</u> , 1997 |
| Charles S. Heyman Senior Account Executive - Multi Family | Date: | August, 1997 |
| Centerior Energy | | |

EXHIBIT B

AUGUST 25, 1997 BRIDGEVIEW APARTMENTS CORRESPONDENCE

August 25, 1997

Mr. Robert Rains Mr. John Carney 2001 Crocker Road 420 Gemini Tower II Westlake, Ohio 44145

Re: Otis Terminal Building

Dear Bob and John:

Please allow me to offer my congratulations on your efforts to date regarding the Otis Terminal building! The Otis Terminal Building is the one great unoccupied building left untouched and unrenovated in the Historic Warehouse District. Your track record assures me of the successful completion of yet another downtown apartment renovation project!

Along those lines, please allow me to provide this proposal for your consideration and signature. Although we have reviewed the benefits of the electric lifestyle several times in the past, I have included a brief list below:

- safe and flameless
- individual suite heating and cooling control
- * individual electric meters mean residents pay their own bills
- * electric appliances operate without a flame and are therefore cleaner operating than gas appliances which enhances the indoor air quality for breathing and reduces the needed maintenance for painting, etc.
- * electric heating provides a constant temperature in the spring, fall and winter months.
- * all-electric apartment residents receive our discount electric rate
- * all-electric residents are eligible for our year round budget billing which reduces the uncertainty of utility bills and allows for better financial planning
- * building all-electric allows for critical construction cost savings for you as the developer/owner

I have also included a sheet that outlines the benefits you as a developer will enjoy with CEI electric service. Our discount electric rate for all-electric apartments makes us competitive with CRP and East Ohio Gas for the utility business. I have included a rate summary sheet for our rates as well as the most recent rate sheet for CRP. While their "base rates" have not changed since 1985, their "fuel" component has gone up dramatically. The current fuel clause is \$0.0297/kwh. Combined with their current base rates, they are actually higher cost than we are!

CRP does not offer any "discount rates." As you will note, our current rate (which is scheduled to go down over time) is lower than CRP.

Assuming 250 apartment suites in the Otis Terminal building, I am prepared to offer \$100,000 for all-electric construction. This includes all residential suites (but excludes common areas and retail spaces) located in the Otis Terminal building. This money should be used to help advertise the availability of all-electric apartment suites or to help purchase electric equipment. As in the past, the payments would be structured for the initial 1/3 to be paid just after the commencement of construction, the second 1/3 would be paid upon receipt of the electric heating/cooling equipment and the final 1/3 would be paid upon final electric meter installation.

Your acceptance of this agreement acknowledges your obligation to repay any and all marketing funds provided for the Otis Terminal, within thirty (30) days, if the all-electric nature of the building changes or if the Illuminating Company electric service ceases to be used exclusively for a period of not less than five (5) years after the final electric meters are installed.

This offer is valid only if all construction is complete by June 30, 1999. Bob and John, I look forward to working with you on yet another successful downtown apartment renovation. We understand your acquisition may not be consummated, in which event this agreement shall be terminated.

Date: August 29, 1997

Sincerely,

Charles S. Heyman

Senior Account Executive Multi Family

Centerior Energy

953-7715 office; 350-fax

REGISTRYPROPER

By:

Robert N. Rains, President

Exhibit B - Page 3 of 4

TRANSACTION REPORT

AUG-29-97 FRI 9:25

SERIAL B'CAST

| # | DATE | S. T. | NAME | TIME | PGS | NOTE | DP |
|-----|--------|-------|-------------|--------|-----|-----------|----|
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EXHIBIT C

OSBORN BUILDING CORRESPONDENCE

TYPICAL SUITS MONTELY GAS/ELECTRIC UTILITY COSTS

MOTE: 700 SQ. FT. TYPICAL APARTMENT.

DOMESTIC HOT WATER - Monthly Consumption

ELECTRIC

60 gallons/day x 30 days x 50°F x 8.33 x 1.0 = 366 KW
3414 BTU/KW

⇒ 220 KW/Month

GAS

60 gallons/day x 30 days/mo. x 50°F x 8.33#/gal = 749,700 BTU/H/Month

MCF = 749,700 BTU = 1.04 MCF\
.70 x 1030 x 1000

POWER AND LIGHTING - Monthly Consumption

ELECTRICITY

Lights: 300W x 6 HR/day x 30 day/mo. =

1000

= 54 KWHR

Appliances: 400W x 4 HR/day x 30 day/mo.

1000

= 48 KWHR

Fans: 250W x 6 HR/day x 30 day/mo.

1000

= 45 KWHR

HEATING

NOTE: HEAT LOSS = 21 BTU/HR/SQ.FT.

ELECTRIC (Resistance)

KWHR = $700 \text{ SO.FT.} \times 21 \text{ BTUH/SO.FT.} \times 6351 \times 24 \times .8$ 75 x 1.0 x 3414

KWHR = 7,000 KWHR

Average month = $\frac{7000}{7}$ = 1000 KWHR

ELECTRIC (HEAT PUMP)

 $Q = \frac{700 \text{ SQ.FT.} \times 21 \text{ BTUH/SQ.FT.} \times 6351 \times 24 \times .8}{75 \times 1.8 \times 3414}$

KWHR = 3889 KWHR

Average month = $\frac{3889}{7}$ = 556 KWHR

GAS

MCF = 700 SQ.FT. x 21 BTU/HR/SQ.FT. x 6351 x 24 hr x .8 .60 x 75 x 1030 BTU/CU.FT. x 1000 CU.FT./MCF

MCF = 38.7

Average month $= \frac{18.7}{7} = 5.53 \text{ MCF}$

COOLING

NOTE: AVERAGE HEAT GAIN = 7000 BTU/HR

ELECTRIC

1-1/2 ton unit \times 1.2 KW/Ton \times 400 EFLH = 720 KWHRS

Average month = 720 KWHR = 240 KWHRS

2/23/98

Page 2 of 6

ESTIMATED OPERATING COSTS

SUMMER APARTMENT (June - August)

ELECTRIC HEAT & A/C

Domestic HW = 220 KW HRS
Lights = 54 KW HRS
Appliances = 48 KW HRS
Fans = 45 KW HRS
Cooling = 240 KW HRS

KWHR Total = 607 KW HRS

Rate: 300 x 0.11969 ≈ 35.91 307 x 0.08969 = 27.53 (m) 607 x 5.015 ≈ 8 9.10

Total = $\frac{$72.54/month}{}$

GAS HEAT AND ELECTRIC A/C

ELECTRICITY

Domestic HW - 0

Lights = 54 KW HRS
Appliances = 48 KW HRS
Fans = 45 KW HRS
Cooling = 240 KW HRS

Rate: \$4.75 + 387 x .11969 = \$51.07 F.A. = 375 x \$.015 = 5.62

 $Gas = 1.04 MCF \times $5.50 = 5.72$

Total # \$62.41/month

WINTER APARTMENT (September - May)

ELECTRIC REAT & A/C

```
HW 220 KW HRS
Lights 48 KW HRS
Appliances 45 KW HRS
Fans
Heating (Resistance Heat) 1,000 KW HRS
Heating (Heat Pump) 556 KW HRS
Total (Resistance) 1,367 KW HRS
Total (Heat Pump) 923 KW HRS
```

Heat Pump Operating Cost

```
300 (.09829) =$29.49

300 (.06729) = 20.19

323 (.02347) = 7.58

323 x $.015 = 13.84

Total: $71.10/month
```

Resistance Heat Operating Cost

```
300 (.09829) =$ 29.49

300 (.06729) = 20.19

767 (.02347) = 18.00

[1367 x $.015 = 20.50

Total: $ 68.18/month
```

GAS HEAT & ELECTRIC A/C

ELECTRICITY

```
Domestic HW = 0
Lights = 54 KW HRS
Appliances = 48 KW HRS
Fans = 45 KW HRS
Heating = 0 KW HRS
147 KW HRS
```

```
Rate: $4.75 + 147 x $.09829 = $19.20
F.A. = 147 x $.015 = $2.02
```

 $Gas = (1.04 + 5.53)MCF \times $5.50 = 36.13

Total

= 557, 35 nibit C - Page 5 of 9

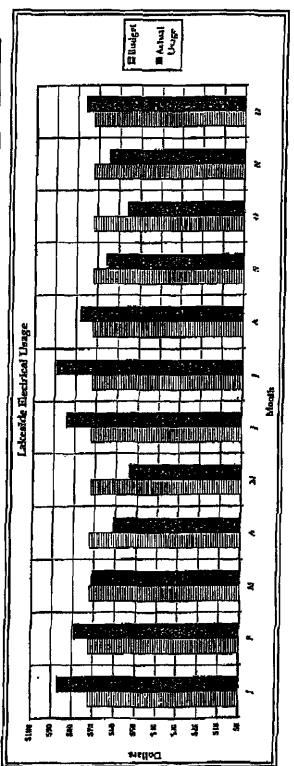
SUMMARY OF COSTS PER MONTH

| A.) | SUMER | | | | | | | |
|-----|--------|---|----------|--|--|--|--|--|
| | 1. | Electric Heat & Electric A/C | \$ 72.54 | | | | | |
| | 2, | Gas Hot Water & Electric A/C | \$ 62.43 | | | | | |
| B.) | WINTER | | | | | | | |
| | 1. | Electric Heat & Electric A/C Using Heat Pump for Heat | \$ 71.10 | | | | | |
| | 2. | Electric Heat & Electric A/C Using Resistance for Heat | \$ 88.18 | | | | | |
| | ۹. | Gas West & Electric N/C | \$ 87.35 | | | | | |

Lakeside Ltd Partnership

425 Lakeside Avenue, Cleveland, OH 44113

| | | | TAN HEAVE | 왕 동 | | g al: | | 2 5 | | 2 2 | | Ş | + | Ŧ | | 3 2 | 215 | 67 | + | ╆ | E13 | | 1. |]= |
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| | | 1000 | 02.02 | 2 5 | 1 S | | \$53.75 | \$2.52 | \$76.80 | 54 13 | \$48.99 | 298.63 | \$62.78 | 26.03 | \$61.08 | 18.0EX | \$40.78 | \$86,88¢ | X 88 | 554.29 | \$104,63 | 505,59 | \$1,294.09 | \$64.70 |
| L | | | 100 002 | 00.00 | 2003 | \$67.29 | \$41.12 | 22 523 | 100 COS | \$45.03 | \$40.37 | \$72.09 | 544 57 | RE C35 | SS3.42 | \$52.70 | \$32.66 | \$68,73 | \$54.59 | 384.72 | \$57.73 | \$58.54 | \$1,128,38 | \$56.42 |
| 25 | | | 57.7 67 | \$45.21 | 282.28 | \$77.15 | \$54.87 | £35.63 | \$78.82 | \$51.44 | \$51.75 | \$70.67 | \$51 64 | \$64,03 | \$88 51 | धाअता | \$47.05 | 5130,35 | \$60,50 | 5107.34 | 5129.41 | 5110.5B | \$1,551,33 | \$77.57 |
| Cooling Months | | | 778.62 | \$40.21 | 107.24 | \$80.90 | 356.63 | \$45,80 | \$104.42 | 15035 | \$54.07 | \$77.75 | \$2.57 | 574.65 | 16,80 | 1125.BT | 22.22 | \$172.05 | 9 | 27.88 | 727 | ~+ | ☶ | \$88.70 |
| Cool | 2000 | | 250,55 | 五百五 | 290013 | EZ D25 | \$53,62 | \$37,20 | \$77,88 | 11 653 | \$56.10 | \$63.70 | \$62.78 | 밁 | 908 | | 243.83 | 5146 CV | 2 | 2112 | \$124 ES | - | - | \$84.24 |
| Spec | | | 148.50 | \$38.13 | £ 55.32 | 146.65 | \$40.36 | 23, E6 | \$55,53 | 14. 153 | 125.08 | 5 | 146.57 15.57 | 22 22 23 | 3.00 2.00 2.00 2.00 2.00 2.00 2.00 2.00 | 25 J | 25.28 | 575.80 | 74 81 | 5 1 | | 100 | 1074.25 | 153.71 |
| Sase Loa | V 100 - 100 | | 95'535 | \$52.09 | \$82.28 | - | -+ | - | 4 | + | \$47.62 | -4 | 4 | ┽ | - | ╬ | ┿ | \pm | + | ╌ | ╬ | 50.00 | _ | \$56.26 |
| | | | 305 | ੜ੍ਹੇ | Н | H | \$ | ╅ | ┪ | ┰ | \$ | ┪ | - | ┽ | 3 | | | | 3 8 | 3 2 | 2 | | | Avg & pamonth; |
| | | | | | | | | | | | | | | | | | | | | | | | | A See |

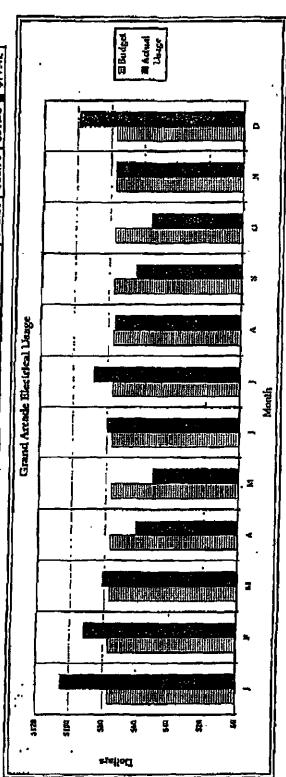


ŧ

Grand Arcade Ltd. Partnership

408 St. Clair Avenue, Cleveland, OH 44113

\$64 BS 路台 \$74.20 Heating Months 5136 39 580 B4 3C 625 \$75.50 \$128.69 ST 133 27.45 Base Loads 200.36 270.35 539.36 561.50 15.00 AE ij AVB & personalis Total & pristoutifit



. I I. . .

TRANSACTION REPORT

MAR- 4-98 WED 15:46

SEND

| Γ | # | DATE | S. T. | NAME | TIME | PGS | NOTE | DP |
|---|----|--------|-------|-------------|--------|-----|------|----|
| ſ | 01 | MAR- 4 | 15:41 | 14103473970 | 5' 4B" | 9 | ОК | |

EXHIBIT D

DOWNTOWN CLEVELAND ALLIANCE ANALYSIS OF ALL-ELECTRIC BUILDINGS

| | Downtown i | Residential E | Building Util | ity Systems | |
|---------------------|-------------|-------------------|-------------------|-------------|------------|
| Warehouse District | | Meter System | | | |
| Building | Units | Management | All Electric Rate | Master | individual |
| 425 Lakeside | 57 | Jacobs | yes | | × |
| Bingham | 340 | Kennedy Wilson | yes ¹ | | x |
| Bradley | 40 | Bradley | no ⁵ | | |
| Bridgeview | | Landmark | yes | | x |
| Cloak Factory | 20 | | no ⁵ | | |
| Crittenden Court | 209 | Owner | no | | |
| Erie Building | 19 | | no | | |
| Grand Arcade | 90 | Condo Association | γes ⁶ | | × |
| Hart Condominiums | 4 | | no | | |
| Hat Factory | 33 | | no ⁵ | | |
| Kirkham Place | 6 | | no | <u> </u> | |
| Marshall Place | | Vintage | yes | | x |
| National Terminal | 252 | | yes | | x |
| Perry Payne | 93 | Landmark | yes | | x |
| Pinnacle | 80 | | no | | x |
| Water Street | 100 | Landmark | yes | | x |
| Worthington Square | 54 | Jacobs | yes | | х х |
| Sateway | | | | Met | er System |
| Building | Units | Management | All Electric Rate | Master | individual |
| 668 Euclid | 236 | K&D | yes ² | | |
| Commercial Building | 35 | MRN | yes ³ | | х |
| uclid Block | 64 | MRN | yes ³ | | ж |
| rederick | 37 | MRN | yes ³ | | х х |
| Buckeye | - | MRN | yes ³ | | x |
| oshua Hall | 4 | 197111 | no | | ^ |
| ofts on Fourth | 5 | | no | | _ |
| Park Building | | Howells/Condos | yes ⁴ | | × |
| ointe at Gateway | | Schmelzer | yes | | x |
| Prospect Place | 25 | JUINITE E | no | | |
| incere Building | 12 | | no | | |
| itatler Arms | | Midwest | no | | |
| Vindsor Block | | MRN | ves | | X |
| WT Grant | | Coral | yes | | X |
| layhouse Square | | | | Mete | er System |
| uliding | Units | Management | All Electric Rate | Master | Individual |
| venue District | 30 | | no | | |
| hesterfield | | MPA | no ⁵ | | |
| uron Square | | Playhouse Mag. | yes | <u> </u> | × |
| sborn | | Playhouse Mag. | yes | | x |
| eserve Square | 765 | | no ⁵ | × | |

- 1. Building uses an electrically driven boller central heating system. Approximately 7 new construction units on the roof of the building received all-electric rate. All other units did not receive electric rate before, but rates have gone up. Commercial units
- 2. Building went into service post 1/1/2007 and was not eligible
- 3. Units are all electric but are serviced by Cleveland Public Power
- 4. Electrically driven heat-pump system, building went into service post 1/1/2007 and was not eligible
- 5. Buildings went online prior to the ail-electric rate being offered
- 6. Phase 1 completed prior to the rate being offered. Phase 2 received alf-electric rate

EXHIBIT E

ELECTRIC BILLS

BRIDGEVIEW APARTMENTS UNIT 230 (1427 SF)

BRIDGEVIEW APARTMENTS SUITE 230 (1427 SF)

| SUMMARY O | F BILLS FROM | SUMMARY OF BILLS FROM ILLUMINATING COMPANY | 3 COMPANY | | | |
|----------------------|----------------------------|--|--------------------|--------------|-------------|-----------|
| (Prepared April 5, 2 | il 5, 2010) | | | | | |
| Bridgeview Suite 230 | ite 230 (1427 Square Feet) | are Feet) | | | | |
| Last day of | | Type of | in Billing | Price Per | Kilowatt | Price per |
| Billing Period | Current Bill | Reading | Period | kWh | Hours Used | kWh (1) |
| 2010.03.18 | \$167.86 | Actual | 33 | 5.40 | 1602 | \$0.105 |
| 2010.02.17 | \$275.25 | Actual | 29 | 5.16 | 2641 | \$0.104 |
| 2010.01.15 | \$236.22 | Actual | 30 | 5.09 | 2,246 | \$0.105 |
| 2009.12.16 | \$171.10 | Actual | 29 | 5.11 | 1,653 | \$0.104 |
| 2009.11.17 | \$115.95 | Actual | 32 | 5.41 | 1,086 | \$0.107 |
| 2009.10.16 | \$117.30 | Actual | 29 | 5.39 | 1,064 | \$0.110 |
| 2009.09.18 | \$169.35 | Actual | 31 | 6.23 | 1,450 | \$0.117 |
| 2009.08.17 | \$203.42 | Actual | 28 | 7.61 | 1,874 | \$0.109 |
| 2009.07.20 | \$192.09 | Actual | 32 | 7.59 | 1,931 | \$0.099 |
| 2009.06.18 | \$127.79 | Actual | 31 | 7.43 | 1,967 | \$0.065 |
| 2009.05.18 | \$95.47 | Actual | 28 | 1.60 | 2,003 | \$0.048 |
| 2009.04.20 | \$115.39 | Actual | 33 | 1.60 | 2,041 | \$0.057 |
| 2009.03.18 | \$138.45 | Actual | 28 | 1.00 | 2,076 | \$0.067 |
| 2009.02.18 | \$292.14 | Actual | 33 | 1.00 | 2,112 | \$0.138 |
| (1) Price per kW | Vh calculated by c | (1) Price per kWh calculated by dividing current amount of bill by Kilowatt hours used | ount of bill by Ki | lowatt hours | used. | |
| NOTE: WE HA | VE REQUESTEI | NOTE: WE HAVE REQUESTED TWO YEARS OF BILLS AND WILL SEND WHEN WE RECEIVE FROM CEI. | BILLS AND WII | CL SEND W | HEN WE RECI | EIVE FROM |



January 18, 2010

Page 1 of 3 HR

Bill for:

1300 W 9TH ST APT 230 **CLEVELAND OH 44113**

Billing Period:

Dec 17 to Jan 15, 2010 for 30 days

Next Reading Date: On or about Feb 16, 2010 Bill Based On:

Actual Meter Reading

68il

Residential Service

| Ago ount Summary | |
|--|--|
| Your previous bill was | 287.05 |
| Total payments/adjustments | -287.05 |
| Balance at billing on January 18, 2010 | 0.00 |
| Current Basic Charges | The state of the s |
| The Illuminating Company - Consumption | 231.94 |
| Late Payment Charges | 4.28 |
| Total Current Charges | 236.22 |
| Total Due by Fall 01-2010 Please pay this ambung 51 was see. | |
| | |

To avoid a 1.50% Late Payment Charge being edded to your bill, please pay by the due date.



Bill Issued by: The Huminating Company PO Box 3638 Akron OH 44309-3638

Customer Service 24-Hour Emergency/Outage Reporting

1-800-589-3101 1-888-544-4877

Payment Options

General Information

1-800-686-9901

visit us on-line at www.firstenergycorp.com

Price to Compare Weesage

Your current PRICE TO COMPARE for generation and transmission from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an "Applea to Applea" comparison of available competitive electric supplier offers, visit the PUCO web site at www.PUCO.ohlo.gov.

Residential Service - 1170100535

5.09 cents per kWh

10.1 pkush

Saprollina parpasa oraquisipona kinicomaticon and labephrone combibere a significant



Return this part with a check or money order Payable to The Illuminating Company

| Amount Paid | |
|-------------|-------------------|
| Piease Pay | \$236.22 |
| Due By | February 01, 2010 |

THE ILLUMINATING COMPANY PO BOX 3638 AKRON OH 44309-3638

1300 N 9TH ST CLEVELAND OH 44113

Definitions

Actual Reading - A reading we take from your electric meter. Bypassable Generation and Transmission Related Component - Charges associated with the costs for purchased gower and to deliver the power through the transmission system. These are the charges that a customer would avoid for that billing period if the customer switched to a Certified Retail Electric Service provider. Cost Recovery Charges - Charges paid by all customers to recover proviously incurred costs.

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

Distribution Related Component - A charge (including laxes) for

Distribution Related Component - A charge (including taxes) to moving electricity over electric distribution lines to your home or business. Formerly, Delivery Charge.

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

Economic Development Component — Charges paid by all customers to recover costs related to economic development support. Estimated Reading — On the mouths 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 hills, call us for meter reading cards or access our Web site listed below. Rillowatt (RW) - 1,900 water of electricity. Rillowatt (RW) - 1,900 water of electricity. Rillowatt hour (RWh) - The unit of measure for the electricity you use over time. For example, you use one kilowatt-hour of electricity to light a 1,00-watt light bulb for ten hours. Leto 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) - A certified retail electric xervice provider's price for generation and transmission must be lower than your price to compare for you to save money with their provider. Residential Distribution Gracit - A credit for customers billed on a qualifying rate (as of 4/1,009), applied to all usage over 500 kWh during the winter billing period.

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.

Important Information

Questions or Complaints

To receive information about your illuminating Company bill, various charges, rate schedules or fix a written explanation of the Price to Compane:

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

Call Customer Services: 1-800-589-3101 (Monday - Friday, 8:00 a.m. - 6:00 p.m.) Visit our Web site: www.firstenergycorp.com

You may be asked to provide: Your phone number: 1-216-288-3343

Your account number: 11 00 29 8225 3 0 Your premise number: 1170100535

For Your Protection

Ail of our employees wear Photo J.D. badges. Always ask for an employee's LD. before letting anyone in your home. If you are still not sure, please call. We welcome the opportunity to work with you and will my to enswer 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 call the Public Utilities Commission of Ohio for assistance at t-800-656-7826 (toll free), or for TTY at 1-800-686-1870 (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
1-873-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays,
or at www.pickocc.org.

Energy Assistance: Contact REAP at 1-800-282-0880 (PDD/FTY 1-800-686-1557) Monday - Friday between 8:00 n.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 case-time electronic find 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 asswer 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 Hisminating Company's customer services, visit our Web site at www.firstenergycorp.com.

Page 3 of 3 Invoice Number: 90482036489

Company and long policy and the property of th

When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below. Call The Muminating Company at 1-800-589-3101 with questions on these charges.

Basic Charges

Customer Number: 0802898190 1170100535 - Residential Service - CE-RSF

| Customer Charge | 4.90 |
|--|---------------|
| Distribution Related Component | 115.77 |
| Transition Charge | 20.95 |
| Cost Recovery Charges | 6.50 |
| Bypasseble Generation and Transmission Related Component | 114.40 |
| Residential Distribution Credit | <u>+29.68</u> |
| | 10 100 |

Late payment charge

4.28

Total Charges

\$236.22 = 2.32

| ount |
|------|
| |
| |

01/12/10

-287.D5

Total Payments Total Payments and Adjustments 287.05

-\$287.05

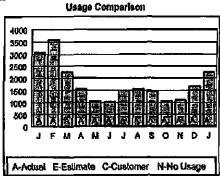
The survey of the state of the

Residential Service

Meter Number 16850761 78,792 Present KWH Reading (Actual)

Previous KWH Reading (Actual) 76,546 = 10.1 2,246 Killowall Hours Used

. Therefore all the



| Jan | 09 | 3,057 | Jul | 09 | 1,471 |
|-----|----|-------|-----|------------|-------|
| Feb | G9 | 3,577 | Aug | 09 | 1,555 |
| Mar | 08 | 2,267 | Sep | 0 9 | 1,450 |
| Арг | 09 | 1,654 | Oct | 09 | 1,064 |
| May | 09 | 1,059 | Nov | 09 | 1,086 |
| Jun | 09 | 1,021 | Dec | 09 | 1,653 |
| | | | Jan | 10 | 2,246 |

| | Jan 09 | Jan 10 |
|-----------------------------|--------|--------|
| Average Dally Use (KWH) | 109 | 75 |
| Average Dally Temperature | 24 | 26 |
| Days in Billing Period | 28 | 30 |
| Last 12 Months Use (KWH) | | 19,993 |
| Average Monthly Use (KWIII) | | 1.668 |

December 17, 2009

Page 1 of 4 116

BIR for:

1300 W 9TH ST APT 230 CLEVELAND OH 44113

Billing Period:

Nov 18 to Dec 16, 2009 for 29 days

Bill Based On:

Next Reading Date: On or about Jan 18, 2010 Actual Meter Reading

Decides Val Acades

| residental Ser | Alca |
|--|--|
| Your previous bill was | 115.95 |
| Total payments/adjustments | 0.00 |
| Balance at billing on December 17, 2009 | 115.95 |
| Current Basic Charges | |
| The illuminating Company - Consumption | 169.38 |
| Late Payment Charges | 1.74 |
| Total Current Charges | 171.10 |
| COMPLETE SELECTION OF THE SELECTION OF T | 会导致。15 性 有5 20 40 4 5 7 2 2 2 2 1 2 1 2 1 2 1 2 2 2 2 2 2 2 2 |
| | |

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

*** PLEASE SEE DISCONNECTION MESSAGE ON PAGE 3. ***

Under State law, the amount you are being billed includes:

- (1) Kilowatt-hour taxes that have been in effect since 2001 and are currently at \$147.75; and
- (2) Assessments to assist in the support of the operations of the PUCO and the office of the consumers' counsel that have been in effect since 1912 and 1977, respectively.

法等的对付的证明证明的证据

Bill issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638

Customer Service

24-Hour Emergency/Outage Reporting Payment Options

1-800-589-3101 1-888-544-4877 1-800-686-9901

visit us on-line at www.firstenergycorp.com

POLITICAL REGIONAL PROPERTY OF THE PARTY OF Your current PRICE TO COMPARE for generation and transmission from The illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an "Applies to Applies" competison of available competitive electric supplier offers, visit the PUCO web site at www.PUCO.ohlo.gov.

TERSON OF THE PROPERTY OF THE

Residential Service - 1170100535

5.11 cents per kWh



Return this part with a check or money order Payable to The Huminating Company

| <u> </u> | |
|-------------|-------------------|
| Amount Paid | |
| Please Pay | \$287.05 |
| Due By | December 31, 2009 |

THE ILLUMINATING COMPANY PO BOX 3638 AKRON OH 44309-3638

1300 W 9TH ST CLEVELAND OH 44113

Delinitions

Actual Reading - A reading we take from your electric meter. Bypassable Generation and Transmission Related Component - Charges associated with the costs for purchased power and to deliver the power through the transmission system. These are the charges that a customer would avoid for that billing period if the customer awhiched to a Certified Retail Electric Service provider. Cost Recovery Charges - Charges paid by all customers to recover proviously incurred costs.

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

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

Economic Development Gessponent - Charges paid by all customers to recover costs related to economic development support. Estimated Reading - On the months we do not read your nater, we calculate your bill based on your past electrical use. If you

would like to read your own meter to avoid extinated bills, call us for ancter reading eards or access our Web site listed below. 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-wait light bulb for ten hours Late Payment Charge - A late charge added to the overfise emount if you do not pay your bill by the due dete-Price to Compare (PTC) - A certified retail electric service provider's price for generation and transmission must be lower than your price to compare for you to save maney with that provider. Residential Distribution Credit - A credit for customers billed on a qualifying rate (as of 4/30/09), applied to all usage over 500 kWh during the winter billing period.

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.

Instruction information

Questions or Complaints

To receive information about your fluminating 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 44303-1890

Call Customer Services: 1-800-389-3101 (Monday - Friday, 8:00 a.m. - 6:00 p.m.)

Visit our Web site: www.firstenergycorp.com

You may be asked to provide:

Your phone number: 1-216-288-3343 Your account number: 11 00 29 8225 3 0

Your premise number: 1170100535

For Your Protection

All of our employees wear Photo J.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 Haminating Company, or for general utility information, residential and business customers may call the Public Utilities Commission of Ohio for assistance at t-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 Obio 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.

Energy Assistance: Coutact HEAP at 1-800-282-0880 (TDD/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 find 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 rehand 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 bow in make sure your bill is correct, end provide information on rate schedules and energy efficiency. To learn more about The Huminating Company's customer services, visit our Web site at www.firstenergycomp.com.

Your electric bill payment is past due. Your service may be disconnected unless payment of \$ 116.95 is made by 12/31/2009. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 and may be required to pay a security deposit to have power restored. You may be eligible for the Parcentage of income Payment Plan or other extended payment plan. See enclosed information. Failure to pay charges for compatitive retail electric service may also result in the cancellation of your contract with the compatitive retail electric service may also result in the cancellation of your contract with the compatitive retail electric service may also result in the cancellation of your contract with the compatitive retail electric service for include charges for nonteriffed products or services. The amount due does not include charges for nonteriffed products or services may result in toss of those products or services. This provision is applicable only on accounts issued a consolidated bill for electric service. The due date on this notice does not change the due date of any previous notice sent to you for a past due amount. If you have questions, or if you want a list of our authorized payment agent locations, please call us at 1-800-686-9901. You may also call this number for information about our medical certification program.

Please do not write any comments, questions or address changes on the front or the back of the payment remiltance stub. We use an automated payment processing system, so any words written on this form will not be recorded or read. If you'd like to contact us, please call us using the tell-free number on page 2 of this bill, or visit our web site: firstenergycorp.com.

Best wiches for a loyous holiday season from all of us at The illuminating Company.

When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below.

Call The Illuminating Company at 1-869-589-3101 with questions on these charges.

Basic Charges

| Customer Number: 0802898190 1170100535 - Residential Service - CE-RSF | |
|---|--------|
| Customer Charge | 4.00 |
| Distribution Related Component | 82.14 |
| Transition Charge | 14.83 |
| Cost Recovery Charges | 3.62 |
| Bypassable Generation and Transmission Related Component | 84.47 |
| Residential Distribution Credit | -19.66 |
| | 169.36 |
| | |
| | |

Late payment charge 1.74

Total Charges \$ 171.10

Recidential Service

| A foot-date dollard | |
|-------------------------------|----------|
| Maler Number | 18850761 |
| Present KWH Reading (Actual) | 76,546 |
| Previous KWH Reading (Actual) | 74,893 |
| Kilowett Haure Heed | 1.653 |

Invoke Number: 90302031096

and the second s Usage Comparison 4000 3500 3000 2500 2000 1500 1000 500 MAMJJASOND A-Actual E-Eslimate C-Customer N-No Usage

| Historical Usage Information | | | | |
|------------------------------|-----------|-------|---------------|-------|
| Dec | 08 | 2,451 | Jun 01 | 1,021 |
| Jan | 09 | 3,057 | Jul 00 | 1.471 |
| Feb | 09 | 3,577 | Aug 09 | 1,555 |
| Mar | 09 | 2,257 | Sep 09 | 1,450 |
| Apr | 09 | 1,554 | Oct 09 | 1,064 |
| Мау | 09 | 1,059 | Nov 08 | 1,086 |
| | | | Dec 09 | 1.853 |

| | Dec 08 |
|---------------------------|--------|
| Average Dally Usa (KWH) | 79 |
| Average Daily Temperature | 30 |
| Days in Billing Period | 31 |
| Last 12 Months Use (KWH) | |
| Average Monthly Use (KWH) | |

| Dec 09 | |
|--------|---|
| 57 | |
| 39 | |
| 29 | t |
| 20,804 | |
| 1.734 | |



November 18, 2009

Page 1 of 4 116

Bill for:

1300 W 9TH ST APT 230 CLEVELAND OH 44113

Billing Period:

Oct 17 to Nov 17, 2009 for 32 days

Next Reading Date: On or about Dec 17, 2009 Bill Based On:

Actual Mater Reading

eBBI

Decidential Condes

| Residential Sa | |
|--|------------------------------|
| Your previous hill was | 286.68 |
| Total payments/adjustments | -286.65 |
| Balance at billing on November 18, 2009 | 0.00 |
| Current Basic Charges | |
| The illuminating Company - Consumption | |
| ON DEPARTURATION OF THE PROPERTY OF THE PROPER | svenil zavada komunisti diki |
| | |

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

west stranger from the



Bill issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638

competitive electric supplier offers, visit the PUCO web site at www.PUCO.ohio.gov.

Customer Service

1-800-589-3101 24-Hour Emergency/Dutage Reporting Payment Options

1-888-544-4877 1-800-686-9901

visit us on-line at www.firstenergycorp.com

Your current PRICE TO COMPARE for generation and transmission from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an "Applies to Applies" comparison of evallable

architecture (1986) il anche moderne dell'inche municipi

Residential Service - 1170100535

5.41 cents per kWh

1300 W 9TH ST CLEVELAND OH 44113

Return this part with a check or money order Payable to The Illuminating Company

> Amount Paid Please Pay \$115.95 Due By December 02, 2009

THE ILLUMINATING COMPANY PO BOX 3638 AKRON OR 44309-3638

Definitions

Actual Reading - A reading we take from your electric meter. Bypassable Generation and Transmission Related Component - Charges associated with the costs for purchased power and to deliver the power through the transmission system. These are the charges that a customer would avoid for that billing period if the customer switched to a Certified Retail Electric Service provider. Cost Receivery Charges - Charges paid by all customers to recover previously incurred costs.

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

Distribution Related Component - A charge (including taxes) for moving electricity over electric distribution lines to your home or business. Formerly, Delivery Charge,

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

Economic Development Component - Charges paid by all customers to recover costs related to economic development support. 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 hills, call us for meter reading eards or access our Web site listed below. KRowatt (KW) - 1,000 watts of electricity.
KRowatt (KW) - 1,000 watts of electricity.
KRowatt-hour (KW) - 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) - A certified retail electric service provider's price for generation and transmission must be lower than your price to compare for you to save money with that provider.

Residential Distribution Credit - A credit for customers hilled on a qualifying rate (as of 4/3009), applied to all usage over 500 kWh during the winter billing period.

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 find electric generation competition.

important information

Questions or Complaints

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

Write: The Hiumknating Company, 76 S. Main St., A-RPC,

Akron, OH 44308-1890

Cali Customer Services: 1-800-688-3101 (Monday - Friday, 8:00 a.m. - 6:00 p.m.) Visit our Web site: www.firstenergycom.com

You may be asked to provide:

Your phone number: 1-216-288-3343 Your account number: 11 00 29 8225 3 0

Your premise number: 1170100535

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 house. 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 Himmenting Company, or for general utility information, residential and business customers may call the Public Utilities Commission of Objo for assistance at 1-800-686-7826 (call 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.PDOO.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.

Energy Assistance: Contact HEAP at 1-800-282-0880 (TDD/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 illustrinating Company's customer services, visit our Web site at www.firstenergycomp.com.

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The Public Utilities Commission of Obio has approved changes to the Company's Net Energy Metering Rider. Customers with on-eile generation fueled by sofar, wind, blomass, landfill gas or hydropower, or use a micro turbine or a fuel call may request not metering as described in this rider, Sheet No. 93 of our tariff. Customers adding generating equipment connected to their home or business whing must comply with the technical specifications referred to in Sheet No. 95 of our tariff, interconnection Service. Coptes of both of these tariff documents are available from our website at www.FirstEnergyCorp.com and by calling 1-800-589-3101.

As part of our Ohio Renewable Energy Credits (REC) Program, we'll be entering into agreements with residential customers to purchase RECs generated from customers' approved renewable energy projects, such as solar and wind projects. For more information, check the inserts in next month's bill or visit firstenergycorp.com and search on "Ohio Residential REC."

When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below.

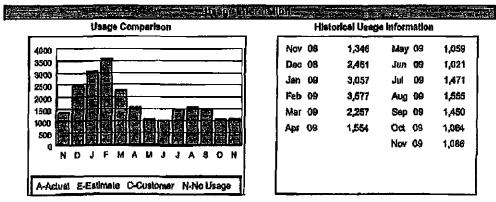
Call The Illuminating Company at 1-800-589-3101 with questions on these charges.

Basic Charges

| Customer Number: D602898190 1179100535 - Residential Service - CE-RSF | |
|---|-----------|
| Customer Charge | 4.00 |
| Distribution Related Component | 61.85 |
| Transition Charge | 8.97 |
| Cost Recovery Charges | 2.32 |
| Bypassable Generation and Transmission Related Component | 58.77 |
| Residential Distribution Credit | -9.96 |
| Total Charges | \$ 115,98 |

| | video en la companya de la companya | |
|--------------------------------|--|-----------|
| Date | Reference | Amount |
| Payments: | | |
| 11/04/09 | | -288,65 |
| Total Payments | | -286.65 |
| Total Payments and Adjustments | | -\$286.65 |

Residential Service
Meter Number 16850761
Present KWH Reading (Actual) 74,893
Previous KWH Reading (Actual) 73,807
Kilowatt Hours Used 1,086



| Historical Usage Information | | | | |
|------------------------------|----|-------|---------------|-------|
| Nov | 08 | 1,346 | May 09 | 1,059 |
| Dec | 08 | 2,451 | Jun 09 | 1,021 |
| Jan | 69 | 3,057 | Jul 09 | 1,471 |
| Feb | 09 | 3,577 | Aug 09 | 1,555 |
| Mar | 09 | 2,257 | Sep 09 | 1,450 |
| Apr | 09 | 1,554 | Oct 09 | 1,064 |
| | | | Nov 09 | 1,086 |

| | Nov 08 |
|----------------------------|--------|
| Average Dally Use (KWH) | 46 |
| Average Daily Temperature | 46 |
| Days in Billing Period | 29 |
| Last 12 Months Use (KINH) | |
| Average Monthly Use (KVVH) | |

| Nov 09 |
|--------|
| 34 |
| 51 |
| 32 |
| 21,602 |
| 1.800 |

October 19, 2009

Page 1 of 4 H6

Bill for:

1300 W 9TH ST APT 230 **CLEVELAND OH 44113**

Billing Perlod:

Sep 18 to Oct 16, 2009 for 29 days Next Reading Date: On or about Nov 17, 2009

Bill Based On:

Actual Meter Reading

aBili

Posidental Service

| Your previous bill was | 169.35 |
|--|--------|
| Total payments/adjustments | 0.00 |
| Balance at billing on October 19, 2009 | 169.35 |
| Current Basic Charges | |
| The Illuminating Company - Consumption | 114.76 |
| Late Payment Charges | 2.54 |
| Total Current Charges | 117.30 |

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

*** PLEASE SEE DISCONNECTION MESSAGE ON PAGE 3. ***

Bill leaved by: The Illuminating Company

PO Box 3638 Akran OH 44309-3638

Customer Service 24-Hour Emergency/Outage Reporting Payment Options

1-800-589-3101 1-868-544-4877 1-800-688-9901

visit us en-line at www.firstenergycorp.com

Land the farming of the control of the same Your current PRICE TO COMPARE for generation and transmission from The lituminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an "Applies to Applies" comparison of available competitive electric supplier offers, visit the PUCO web site at www.PUCO.chia.gov.

Residential Service - 1170100535

6.39 centa per kWh

A FirstEnergy Corroan

1300 W 9TH ST CLEVELAND OH 44113

7

Return this part with a check or money order Payable to The Illuminating Company

> Amount Paid Please Pay \$286.65 Due By November 02, 2009

THE ILLUMINATING COMPANY PO BOX 3638 AKRON OH 44309-3638

Actual Randing - A reading we take from your electric meter.
Bypassable Generation and Transmission Related Component Charges associated with the costs for purchased power and to
deliver the power through the transmission system. These are the
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customer switched to a Certified Retall Electric Service provider.
Cost Recovery Charges - Charges paid by all customers to recover

previously incurred costs.

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

Distribution Related Component - A charge (including taxes) for moving electricity over electric distribution lines to your home or business. Formuly, Delivery Charge.

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Economic Development Component - Charges paid by all customers to recover costs related to economic development support.

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Killowett-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-wait light beib 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 (PTO) - A certified retail electric service provider's price for generation and transmission must be hower than your price to compare for you to save money with that provider.

Realtiontial Distribution Gradit - A credit for customers billed on a qualifying rate (as of 4/10/09), applied to all usage over 500 kWh during the winter billing portiod.

Transition Gharge - This charge provides for the recovery of a portion of the investment puade in the electric system prior to deregulation and costs incurred related to the transition to fail electric

generation competition.

Important Information

Quaetions 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 Bluminating Company, 76 S. Main St., A-RPC,

Akron, OH 44308-1890

Call Customer Services: 1-800-889-0101 (Monday - Friday, 8:00 e.m. - 6:00 p.m.) Visit our Web site: www.firstenergycorp.com

You may be asked to provide:

Your phone number: 1-216-288-3343 Your account number: 11 00 29 8225 3 0

Your premise number: 1170100535

For Your Protection

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

Always ask for an employee's L.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 call the Public Utilities Commission of Onio for assistance at 1-800-686-7826 (toll free), or for TTY at 1-800-686-1870 (toll free), from 8:00 a.m. to 5:00 p.m. weekdays, or at www.PUCO.chio.gov.

Residential enstorers may also contact the Ohio Consumers'
Counsel for assistance with complaints and utility issues at
1-877-742-5622 (toll feed) from 9:00 a.m. to 5:00 p.m. weekdays,
or at www.pickocc.org.

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

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Our representatives can enswer 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.firstenergycon.com.

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.....DISCONNECTION NOTICE.....

Your electric bill payment is past due. Your service may be disconnected unless payment of \$ 169,35 is made by 11/02/2009. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 and may be required to pay a security deposit to have power restored. You may be eligible for the Percentage of Income Payment Plan or other extended payment plan. See enclosed information. Failure to pay charges for competitive retail electric service may also result in the cancellation of your contract with the competitive retail electric service provider and return you to The Illuminating Company's standard-offer generation service. The amount due does not include charges for nontariffed products or services but may include charges for competitive retail electric service. Failure to pay charges for other nontariffed products or services may result in loss of those products or services. This provision is applicable only on accounts issued a consolidated bill for electric service. The due date on this notice does not change the date date of any previous notice sent to you for a past due amount. If you have questions, or if you want a list of our sufficience degree to our medical certification program.

If termination of service would be especially dangerous to your health or the health of someone in your household, please contact our office regerding certification of the related medical condition by a licensed physician, physician's assistant, citaical nurse specialist, certified nurse practitioner, certified nurse-midwife or local board of health

physician so that service can be maintained.

When contecting a Certified Retail Electric Service Provider, please provide the customer numbers below.

Call The Illuminating Company at 1-800-589-3101 with questions on these charges.

Basic Charges

| Customer Number: DSD2898190 1170100536 - Residential Service - CE-RSF | |
|---|---------------|
| Customer Charge | 4.00 |
| Distribution Related Component | 60.76 |
| Transition Charge | 8.75 |
| Cost Recovery Charges | 3.45 |
| Bypassable Generation and Transmission Related Component | 57,39 |
| Residential Distribution Credit | -9. <u>59</u> |
| | 114.76 |
|).ale payment charge | 2.54 |
| Total Charges | \$ 117.30 |

Residential Service
Meter Number 16850761
Present KWH Reading (Actual) 73,807
Previous KWH Reading (Actual) 72,743
Kilowatt Hours Used 1,064

Page 4 of 4

Invoice Number; 90561947958

Bereing to the contract of the option of the contract of the c Usage Comparison 4000 3500 3000 2500 2600 1600 1000 ONDJFMAMJJA80 A-Actual E-Estimate C-Customer N-No Usage

Historical Usage Information Oct 08 1,291 Apr 09 1,654 Nov 08 1,346 May 08 1,059 Dec 08 Jun 09 2,451 1,021 Jan 09 3,057 Jul 09 1,471 1,555 Feb 09 3,577 Aug 09 Sep 09 Mar 09 2,257 1,450 Oct 09 1,064

| | Oct 08 |
|---------------------------|--------|
| Average Dally Use (KWH) | 46 |
| Average Daily Temperature | 58 |
| Days in Billing Period | 28 |
| Last 12 Months Use (KWH) | |
| Average Mon@iv line (KWM) | |

September 18, 2009

Page 1 of 3

Bill for:

1300 W 9TH ST APT 230 CLEVELAND OH 44113

Billing Period:

Aug 18 to Sep 17, 2009 for 31 days Next Reading Date: On or about Oct 16, 2009

BIK Based On:

Actual Meter Reading

Desidential Consists

| 'our previous bill was | 203.42 |
|--|---------|
| otal payments/adjustments | -203.42 |
| Mence at billing on September 18, 2009 | 0.60 |
| turent Basic Charges | |
| The Illuminating Company - Consumption | |

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

Bill issued by: The !lluminating Company PO Box 3638 Altran OH 44309-3638

Customer Service 24-Hour Emergency/Outage Reporting Payment Options

1-800-589-3101

1-888-544-4877 1-800-686-9901

wish us on-line at www.firstenergycorp.com

Your current PRICE TO COMPARE for generation and transmission from The Illuminating Company is listed helow. For you to save, a supplier's price must be lower. To obtain an "Apples to Apples" comparison of svallable competitive electric supplier offers, visit the PUCO web site at www.PUCO.chio.gov.

Residential Service - 1170180535

6.23 cents per kWh

Return this part with a check or money order Payable to The Illuminating Company

> Amount Paid Please Pay \$169.35 October 02, 2009 Due By

THE ILLUMINATING COMPANY PO BOX 3638

AKRON OH 44309-3638

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1300 W 9TH ST CLBARLAND ON 44113

Definitions

Actual Reading - A reading we take from your electric meter. Bypassable Generation and Transmission Related Component - Charges associated with the costs for purchased power and to deliver the power through the transmission system. These are the charges that a customer would avoid for that billing period if the customer switched to a Certified Retail Electric Service provider. Cost Recovery Charges - Charges paid by all customers to recover proviously incurred costs.

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

Distribution Related Component - A charge (including taxes) for moving electricity over electric distribution lines to your home or business. Formerly, Delivery Charge.

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

payment charge.

Economic Development Component - Charges paid by all cust-

Economic Davelopment Compostent - Charges paid by all custoners to recover costs related to economic development support Entineeted Reading - On the months we do not read your meter, we releasing your bill based on your past alectrical use. If you would like to read your own meter to avoid estimated bills, call us for meter reading eards or access our Web site listed below. (Rivel 1,000 watts of electricity. Ribowatt-hour (RWh) - The unit of measure for the electricity you use over time. For example, you use one kilowatt-hour of electricity to light a 100-wan light bulb for ten hours. Late Paymant Charge - A late charge added to the overdue amount if you do not pay your bill by the due dats. Price to Compare (PTC) - A certified retail electric service provider's price for generation and transmission must be lower than your palce to compare for you to save money with that provider. Restdential Distribution Credit - A credit for customers billed on a qualifying rate (as of 4/30/99), applied to all usage over 500 kWa during the winter billing period.

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.

Important information

Cuestions or Complaints

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

Write: The Illuminating Company, 76 S. Main St., A-RFC,

Akron, OH 44308-1890

Call Customer Services: 1-800-589-3101 (Monday - Friday, 8:00 a.m. - 6:00 p.m.) Visit our Web site: www.firstenergycorp.com

You may be asked to provide:

Your phone number: 1-216-238-3343 Your account number: 11 00 29 8225 3 0 Your premise number: 11 70100535

For Your Protection

All of our employees west 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 by to answer your questions. If your complaint is not resolved after you have called your electric supplier and/or The Blumbaring Company, or for general willty information, residential and business outsomers may call the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll fire), or for TTY at 1-800-686-1570 (toll fire), from 8:00 a.m. to 5:00 p.m. weekdays, or at www.PUCO.ohlo.gov.

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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 find transfer from your account or to process the payment as a check transaction. Funds may be withdrawn from your account as acount acount acount 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 asswer 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 officiency. To learn more about The lituralizing Company's customer services, visit our Web site at www.firstenergycorp.com.

Effective September 1, 2009, the Distribution Related Component will change due to the approval for accelerated recovery of deferred distribution costs. This accelerated recovery will benefit customers by shortening the deferral recovery period and by reducing the total carrying costs passed along to customers. This accelerated recovery charge will be in effect during the non-summer months through May 2011. However, because of the normal transition to lower non-summer rates, the average residential customer will experience a total bill decrease of about

A STATE OF THE PROPERTY OF THE

When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below. Call The Illuminating Company at 1-800-589-3101 with questions on these charges.

Basio Charges

| Customer Number: 080288199 1170100538 - Residential Service - CE-RSF | |
|--|-----------|
| Customer Charge | 4.08 |
| Distribution Related Component | 84.51 |
| Transition Charge | 12.73 |
| Cost Recovery Charges | #.65 |
| Bypassable Generation and Transmission Related Component | 90.33 |
| Residential Distribution Credit | -8.87 |
| Total Charges | \$ 168.35 |

Payments: 09/02/09

-203.42

Total Payments

-203,42

Total Payments and Adjustments

-\$203.42

Residential Service

| Meter Number | 16850761 |
|-------------------------------|----------|
| Present KWH Reading (Actual) | 72,743 |
| Previous KWH Reading (Actuel) | 71,293 |
| Kilowatt Hours Used | 1,450 |

Usage Comperison

4000 3500 3000 2500 2000 1500 1000 500 DJFKAMJJA A-Actual E-Estimate C-Customer N-No Usage

Historical Usage Information

| ct 08 1,291 Apr 09 1,554 ov 08 1,346 May 09 1,059 ec 08 2,451 Jun 09 1,021 an 09 3,057 Jul 09 1,471 | | | | |
|---|--------|-------|--------|-------|
| ov Q8 1,346 May Q9 1,059 ec Q8 2,451 Jun Q9 1,021 an Q9 3,057 Jul Q9 1,471 eb Q9 3,577 Aug Q9 1,555 | Sep 08 | 1,850 | Mar 09 | 2,267 |
| ec 08 2,451 Jun 09 1,021 in 09 3,057 Jul 09 1,471 eb 09 3,577 Aug 09 1,555 | Oct 08 | 1,291 | Apr 09 | 1,554 |
| an 09 3,057 Jul 09 1,471 eb 09 3,577 Aug 09 1,555 | Nov 08 | 1,346 | May 09 | 1,059 |
| eb 09 3,577 Aug 09 1,555 | Dec 08 | 2,451 | Jun 09 | 1,021 |
| | Jan 09 | 3,057 | Jul 09 | 1,471 |
| Sep 09 1,460 | Feb 09 | 3,577 | Aug 09 | 1,555 |
| | | | Sep 09 | 1,460 |
| | red us | 3,511 | _ | , |
| | | | | |

| | Sep 08 | Sep 09 |
|---------------------------|--------|--------|
| Average Daily Use (KWH) | 54 | 47 |
| Average Daily Temperature | 58 | 66 |
| Daye in Billing Period | 34 | 31 |
| Last 12 Months Use (KWH) | | 22,089 |
| Average Monthly Use (KWH) | | 1,841 |

August 18, 2009

Page 1 of 3 116

B骥 for:

1300 W 9TH ST APT 230 CLEVELAND OH 44113

Billing Period:

Jul 21 to Aug 17, 2009 for 28 days Next Reading Date: On or about Sep 17, 2009

Bill Based On:

Actual Meter Reading

Residential Service

| 1486boiles co | |
|--|---------------------------|
| A COMPANY OF THE PROPERTY OF T | 表表示,不是是一种第二人的Madd 15.11次是 |
| Your previous bill was | 192.09 |
| Total payments/adjustments | -192,09 |
| Balance at billing on August 15, 2009 | 0.00 |
| Current Basic Charges | |
| The Illuminating Company - Consumption | |
| rigin (= 1848 pysek (p) (= 2002 = 1916) raspay (pr. 2000 #m) (2002 = 2004) | |
| | |

To evoid a 1.50% Late Payment Charge being added to your bill, please pay by the tire date.



Bill Issued by: The likeninating Company PO Box 3638 Akron OH 44309-3638

Customer Service 24-Hour Emergency/Outage Reporting Payment Options

1-800-669-3101 1-868-544-4877 1-800-686-9901

visit us on-line at www.firstenergycorp.com

Little Committee Market Service

Your current PRICE TO COMPARE for generation and transmission from The liftuminating Company is listed below. For you to save, a suppliar's price must be lower. To obtain an "Applea to Applea" comparison of available competitive electric supplier offers, visit the PUCO web site at www.PUCO.ohio.gov.

Residential Service - 1170100535

7.61 cents per KWh

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Return this part with a check or money order Payable to The Illuminating Company

| Due By | September 01, 2009 |
|-------------|--------------------|
| Piesse Pay | \$203.42 |
| Amount Paid | |
| | |

1300 W 9TH ST CLEVELAND OH 44113

THE ILLUMINATING COMPANY PO BOX 3638

AKRON OH 44309-3638

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

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supressure suitable is a Costified Betail Electric Service provider.

customer switched to a Certified Rotall Electric Service provider.

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important Information

generation competition.

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

Always ask for an employee's i.D. before letting anyone in your house. 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 liftuminating Company, or for general utility information, residential and business customers may call 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.objo.gov.

Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (tolf 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 (FDD/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-lime 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.firstenergy.com.com.

An important message to dog owners -- to ensure that our meter readers' visits to your home ere safe and productive, please keep your dog secured in an area away from the path to your meter.

and the strong and the measure will salve it will be strong as

When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below. Call The lituminating Company at 1-800-589-3101 with questions on these charges.

Basic Charges

Customer Number: 0802898198 1170100535 - Residential Service - CE-RSF **Customer Charge** 4.00 60.68 Distribution Related Component 13.82 Transition Charge 7.14 Cost Recovery Charges 118,40 Bypassable Generation and Transmission Related Component \$ 203.42 **Total Charges**

| | विविधित्रकृतिका सम्बद्धाः । विविधित्रका विविधित्रका विविधित्रका विविधित्रका विविधित्रका विविधित्रका विविधित्रक | |
|-----------|--|---------|
| Date | Reference | Amount |
| Payments: | | |
| 08/04/09 | | -192.09 |

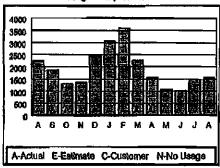
Total Payments 192.08 -\$102.09

Total Payments and Adjustments

Residential Service

Meter Number 16850761 Present KWH Reading (Actual) 71,293 Previous KWH Reading (Actual) 69,736 1,555 Kilowatt Hours Used

Usage Comparison



| 80 guA | 2,243 | Feb 09 | 3,577 |
|--------|-------|---------------|-------|
| Sep 08 | 1,850 | Mar 09 | 2,257 |
| Oct 08 | 1,291 | Apr 09 | 1,554 |
| Nov 08 | 1,348 | May 09 | 1,066 |
| Dec 08 | 2,451 | Jun 09 | 1,021 |
| Jan 09 | 3,057 | eo jul | 1,471 |
| | | Aug 09 | 1,555 |

| | Aug Q8 | Aug 09 |
|---------------------------|--------|--------|
| Average Dally Use (KWH) | 70 | 56 |
| Average Daily Temperature | 72 | 73 |
| Days in Billing Period | 32 | 28 |
| Last 12 Months Use (KIVH) | | 22,489 |
| Average Monthly Use (KWH) | | 1,874 |

AFISTERBY Conce

July 21, 2009

Page 1 of 3 116

Bill for:

1300 W 9TH ST APT 230 **CLEVELAND OH 44113**

Billing Period: Jun 19 to Jul 20, 2009 for 32 days Next Reading Date: On or about Aug 18, 2009 Bill Based On: **Actual Meter Reading**

eRI

Residental Service

| 1 40010011121 00 | |
|---|------------------------|
| | |
| Your previous bill was | 338.65 |
| Total payments/adjustments | -338.65 |
| Balance at billing on July 21, 2009 | 0.00 |
| Current Basic Charges | Transfer of the Person |
| The Illuminating Company - Consumption | 3 320 |
| TAME DUAD PAGE DAVE DE PROPER PROPERTOR DE SENCOPOLITARIO | |
| | |

To avoid a 1,50% Late Payment Charge being added to your bill, please pay by the due date.

SING-PRODUCE CONTRACTOR

Bill issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638

Customer Service

24-Hour Emergency/Outage Reporting **Payment Options**

1-800-589-3101 1-888-544-4877 1-800-686-9901

visit us on-line at www.firstenergycorp.com

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Your current PRICE TO COMPARE for generation and transmission from The lituralinating Company is listed below. For you to save, a supplier's price must be lower. To obtain an "Applea to Applea" comparison of available competitive electric supplier offers, visit the PUCO web site at www.PUCO.chio.gov.

Residential Bervice - 1170100535

7.59 cents per kWh



Return this part with a check or money order Payable to The Illuminating Company

> Amount Paid Please Pay \$192.09 August 04, 2009 Due By

1300 N 9TH ST CLEVELAND OH 44113

THE ILLUMINATING COMPANY PO BOX 3638

AKRON OH 44309-3638

Definition:

Actual Reading - A reading we take from your electric meter. Bypassable Generation and Transmission Related Component - Charges associated with the costs for purchased power and to deliver the power through the transmission system. These are the charges that a customer would avoid for that billing period if the customer switched to a Centified Retail Electric Service provider. Cost Recovery Charges - Charges paid by all customers to recover previously incurred costs.

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

Distribution Related Component - A charge (including taxes) for zeroving electricity over electric distribution lines to your bours or business. Formerly, Delivery Charge.

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

Economic Development Component - Charges paid by all customers to recover costs related to economic development support. Estimated Rending - 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 our Web site listed below. Killowatt (Killow, 1,000 watts of electricity.
Killowatt-hour (killow) - 1,000 watts of electricity.
Killowatt-hour (killow) - 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 bours.

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

Price to Compare (PTC) - A certified retail electric service provides's price for generation and transmission must be lower than your price to compare for you to save money with that provider.

Residential Distribution Credit - A credit for customers billed on a qualifying rate (as of 4/30/09), applied to all usage over 300 kWh during the whater billing period.

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 seneration compatibles.

Important Information

Quastions or Complaints

To receive information about your litural rating 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: 1-800-689-3101

(Menday - Frichy, 8:00 a.m. - 6:00 p.m.)
Visit our Web site: www.firstenergycorp.com

You may be asked to provide:

Your phone number: 1-216-288-3343
Your necount number: 1100 29 \$225 3 0
Your premise number: 1170100535

For Your Protection

All of our employees wear Photo 1.D. bedges.

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

We welcome the opportunity to work with you and will by to answer your questions. If your complaint is not resolved after you have called your electric supplier and/or The Hilamhanting Company, or for general utility information, residential and business customers may call 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.ohlo.gov.

Residential customers may also contact the Ohio Consumers'
Counsel for assistance with completent and stility issues at
1-877-742-5623 (told free) from 8:00 a.m. to 5:00 p.m. weekdays,
or at www.plekoco.org.

Energy Assistance: Contact HRAP at 1-800-282-0880 (TDD/YTY 1-800-686-1557) Mouday - Friday between 8:00 a.m. and 5:00 p.m.

ELECTRONIC CHECK CORVERSION. 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.

Page 3 of 3

Invoice Number: 90052020085

For your safety and the safety of our crews, when using a generator follow the manufacturer's installation and operation instructions. Never connect a generator directly to your electrical system without an isolation device installed by an electrician. Otherwise, a fire could start or an employee restoring your power could be seriously injured. We suggest plugging lights/appliances in the outlets on the generator unit.

For a brochure describing your customer rights and obligations, please call our Customer Service phone number.

When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below.

Cat The illuminating Company at 1-800-589-3101 with questions on these charges.

Basic Charges

Customer Number: 0802898190 1170100535 - Residential Service - CE-RSF
Customer Charge 4.00
Distribution Related Component 56.73
Transition Charge 12.95
Cost Recovery Charges 6.75
Bypessable Generation and Transmission Related Component 111.66
Total Charges 5 192.09

| the second secon | សុវាមិសន៍មានទីនីម៉ែន ម៉ែនជាមួយសភា | |
|--|-----------------------------------|-----------|
| Date | Reference | Amount |
| Payments: 06/22/09 | | -338.65 |
| Tatel Payments | | 338.65 |
| Total Payments and Adjustments | | -\$338.65 |

eth de market de la company

Residential Service

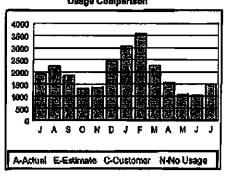
 Meter Number
 16850763

 Present KWH Reading (Actual)
 69,738

 Pravious KWH Reading (Actual)
 66,267

 Kilowalt House Used
 1,471

Usage Comparison



Historical Usage Information

| 11150 | Citrol Cada | ė Misuusa s | |
|--------|-------------|-------------|-------|
| Jul 08 | 1,895 | Jan 09 | 3,057 |
| Aug 08 | 2,243 | Feb (19 | 3,577 |
| Sep 08 | 1,860 | Mar 09 | 2,257 |
| Oct 08 | 1,291 | Apr 09 | 1,554 |
| Nov 08 | 1,346 | May 09 | 1,059 |
| Dec 08 | 2,451 | Jun 09 | 1,021 |
| | | 80 Jul | 1,471 |
| | | | |
| | | | |

| | Jul 08 | Jul 09 |
|---------------------------|--------|--------|
| Average Daily Use (KWH) | 63 | 46 |
| Average Daily Temperature | 71 | 70 |
| Days in Billing Period | 30 | 32 |
| Last 12 Months Lise (KWH) | | 23,177 |
| Average Monthly Use (KWH) | | 1,931 |

Jane 19, 2009

Page 1 of 4

116

Bill for:

1300 W 9TH ST APT 230 CLEVELAND OH 44113

Billing Period: Next Reading Date:

May 19 to Jun 18, 2009 for 31 days

Bill Based On:

On or about Jul 20, 2009 **Actual Mater Reading**

| four previous bill was | 210.86 |
|--|---------------------------------------|
| Total payments/adjustments | 0.00 |
| Salance at billing on June 19, 2009 | 210.85 |
| Surrent Basic Charges | |
| The Illuminating Company - Consumption | 124.85 |
| Lete Payment Charges | 3.14 |
| otal Current Charges | 127.78 |
| | PERMITTED AND A SECTION OF THE PARTY. |

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

SEED TO LEAD TO THE SEED OF TH

*** PLEASE SEE DISCONNECTION MESSAGE ON PAGE 3. ***



Bill Issued by: The Illuminating Company PO Box 3638

Customer Service 24-Hour Emergency/Outage Reporting

1-800-589-3101 1-888-544-4877 1-800-686-9901

Payment Options Akron OH 44309-3838

visit us on-line at www.firstenergycorp.com

Your current PRICE TO COMPARE for generallon and transmission from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an "Apples to Apples" comparison of available competitive electric supplier offers, visit the PUCO web site at www.PUCO.ohlo.gov.

Residential Service - 1170100535

7.43 cents per kWh



Return this part with a check or money order Payable to The Illuminating Company

> Amount Pald Please Pay \$338.65 Due By July 06, 2009

1300 W 9TH ST CLEVELAND OH 44113

THE ILLUMINATING COMPANY **BO BOX 3638** AKRON OH 44309-3638

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

Bypassable Generation and Transmission Related Component Charges associated with the costs for purchased power and to
deliver the power through the transmission system. These are the
charges that a customer would avoid for that billing period if the

customer switched to a Certified Retail Electric Service provider.

Cost Recovery Charges - Charges paid by all customers to secover previously iscurred costs.

previously medical costs.

Customer Charge - The fixed monthly charge for basic distribution which partially covers costs for billing, meler

reading, equipment, and service line maintenance.

Distribution Related Component — A charge (including taxes) for moving electricity over electric distribution lines to your home or business. Formerly, Delivery Charge.

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

Economia Development Component - Changes paid by all customers to recover costs related to economic development support. Estimated Reading - On the months we do not read your metry, we calculate your bill based on your past electrical use. If you

Definitions would like to read your own meter to avoid estimated biffs, call us for meter reading cards or access our Web site listed below. Killowatt (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 kilowest-hour of electricity to light a 100-watt light build for ten hours. Late Payment Charge - A late charge added to the overdise amount if you do not pay your bill by the due date. Price to Compare (PTC) - A certified retail electric service provider's price for generation and transmission must be lower than your price to compare for you to save money with that provider. Residential Distribution Gradit . A credit for customers billed on a qualifying rate (as of 4/30/09), applied to all usage over 500 kWh during the winter billing period.

Transition Charge • Talls 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.

Important Information

Quasitons or Compisiate

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

Write: The Illuminating Company, 76 S. Main St., A-RPC,

Akron, OH 44308-1890

Call Customer Services: 1-800-889-3107 (Monday - Friday, 8:00 a.m. - 6:00 p.m.)

Visit our Web site: www.firstenergycorp.com

You may be asked to provide:

Your phone number: 1-216-288-3343 Your account number: 13 00 29 8225 1 0

Your premise number: 1170100535

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 suswer your questions. If your complaint is not resolved after you have colled your electric supplier and/or The Illuminating Company, or for general utility information, residential and business customers may call the Public Utilities Commission of Othio 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 s.m. to 5:00 p.m. weekdays,
or at www.pickocc.org.

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

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 linearial institution. If you have questions about this program, or if you do not wish to participate, call 1-866-281-8081.

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Page 4 of 4

Involce Number: 90421863748

| Historical Usage Information | | | | |
|------------------------------|----|-------|--------|-------|
| Jun | 80 | 1,451 | Dec 08 | 2,451 |
| Juf | 80 | 1,895 | jan 09 | 3,057 |
| Aug | 80 | 2,243 | Feb 09 | 3,577 |
| Sep | 08 | 1,850 | Mer 09 | 2,257 |
| Oct | 08 | 1,291 | Apr 59 | 1,554 |
| Nov | 08 | 1,346 | May 09 | 1,059 |
| | | | Jun 09 | 1,021 |

| | Jun 08 |
|----------------------------|--------|
| Average Daily Use (KWH) | 50 |
| Average Daily Temperature | 66 |
| Days in Billing Period | 29 |
| Last 12 Months Use (KWH) | |
| Average Monthly Use (KYYH) | |

| Jun | 09 |
|------|----------------|
| | 33 |
| | 0 5 |
| | 31 |
| 23,6 | 01 |
| 1,9 | 67 |

May 19, 2009

Page 1 of 4

116

Bill for:

1300 W 9TH ST APT 230 CLEVELAND OH 44113

Billing Period:

Apr 21 to May 18, 2009 for 28 days

Next Reading Date: On or about Jun 18, 2009 BIII Based On: **Actual Meter Reading**

| our previous bill was | 115.39 |
|--|--------|
| otal paymenis/adjustmenis | 0.00 |
| alance at billing on May 19, 2009 | 115.39 |
| current Basic Charges | |
| The Illuminating Company - Consumption | 93.74 |
| Late Payment Charges | 1.79 |
| otal Gurrent Charges | 95.47 |

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

*** PLEASE BEE DISCONNECTION MESSAGE ON PAGE 3. ***



Bill issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638

Customer Service 24-Hour Emergency/Outage Reporting

1-800-589-3101 1-888-544-4877

Payment Options

1-800-886-9901

visit as on-line at www.firstenergycorp.com

Your current PRICE TO COMPARE for generation and transmission from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an "Applies to Applies" comparison of evallable competitive electric supplier offers, visit the PUCO web site at www.PUCO.ohlo.gov.

Res Apt All Electric - 1170100535

1.6 cents per kWh

From Corp. Which the months in the fact that the factor of the factor of



Return this part with a check or money order Payable to The Illuminating Company

| L | |
|-------------|---------------|
| Amount Pald | |
| Please Pay | \$210.86 |
| Due By | June 02, 2009 |

1300 W 9TH ST CLEVELAND OH 44113

THE ILLUMINATING COMPANY PO BOX 3638

AKRON OH 44309-3638

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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. Distribution Related Component - A charge (including taxes) for moving electricity over electric distribution lines to your home or business. Formerly, Delivery Chargo.
Due Date - The date the bill must be paid by to avoid a late payment charge.

Estimated Roading —On the months we do not read your

unter, we calculate your bill based on your past electrical use. If you would like to read your own moter 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 will when you choose an alternate electric supplier. Generation-Rotated Component - Charges associated with the production of electricity.

KNowatt (KVV) - 1,000 watts of electricity. Kilowatt-hour (kikh) . The unit of measure for the electricity you use over time. For example, you use one kilowati-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) - An alternative supplier's price for generation and transmission must be lower than your price to compare for you to save money with that supplier. Residential Distribution Credit - A credit for customers billed on a qualifying rate (as of 4/30/09), applied to all usages over 500 kWh during the winter billing period. 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 Ruminating Company bill, various changes, rate schedules or for a written explanation of the Price to Compare:

Write: The Illuminating Company, 76 S. Main St., A-RFC,

Akron, OH 44308-1890

Call Customer Services: 1-800-589-3101 (Monday - Friday, 8:00 a.m. - 6:00 p.m.) Visit our Web site: www.firstenergycorp.com

You may be asked to provide:

Your phone number: 1-216-288-3343 Your account number: 11 00 29 8725 3 0

Your premise number: 1170100535

For Your Protection

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

Always ask for an employee's 1.D. before letting enyone 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 Huminating Company, or for general utility information, residential and business customers may call the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll five), or for TDD/ITY at 1-800-686-1570 (tall free), from 8:00 a.m. to \$100 p.m. weekdays, or at www.PUCO.ekio.gov.

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

BLECTRONIC CHECK CONVERSION. When you provide a check as payment, you authorize us to either use information from your check to make a one-line 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 asswer 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.firstenengycorp.com.

April 21, 2009

Page 1 of 3

Biji for:

1300 W 9TH ST APT 230 **CLEVELAND OH 44113**

Billing Period: Bill Sesed On:

Mar 19 to Apr 20, 2009 for 33 days Next Reading Date: On or about May 19, 2009 Actual Meter Reading

e Bill

Doc Ans All Electric

| Your previous bill was | 138,45 |
|---------------------------------------|---------|
| Total payments/adjustments | -138.45 |
| Balance at billing on April 21, 2009 | 0.00 |
| Current Basic Charges | |
| The Bluminating Company - Consumption | |
| | |

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.



Bill Issued by: The likeminating Company PO Box 3838 Akron OH 44309-3638

Ummetra

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Customer Service 24-Hour Emergency/Outage Reporting Payment Options

1-800-589-3101 1-089-544-4877 1-800-688-9901

visit us on-line at www.firstenergycorp.com

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Your current PRICE TO COMPARE for generation and transmission from The Illeminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an "Applies to Applies" comparison of evallable competitive electric supplier offers, visit the PUCO web site at www.PUCO.ohlo.gov.

Res Ant All Electric - 1170100535

1.6 cents per kWh

Return this part with a check or money order Payable to The Illuminating Company

> **Amount Pald** Please Pay \$115.39 May 05, 2009 Due By

1300 W 9TH ST CLEASTWING OH 44113

THE ILLUMINATING COMPANY PO BOX 3638 AKRON OH 44309-3638

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. Distribution Related Component - A charge (including texes) for moving electricity over electric distribution lines to your home or business. Formerly, Delivery Charge. Dura Data - The date the bill must be paid by to swoid a late payment charge.

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Generation Craffit 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 Ampurea (KVA) - Volts times amperes divided by 1000. Actual measured power used for circuit sizing. Kilowett (KW) - 1,000 watts of electricity. Kliowatt-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) - An alternative supplier's price for generation and issuamission must be lower than your price to compare for you to save money with that supplier.

Transition Charge - This charge provider 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 Companent - The amount the utility or supplier charges for operating and malmining the electric transmission system.

Important information

Questions or Complaints

To receive information about your Burningting 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 44368-1890

Cell Customer Services: 1-800-869-3101 (Mosday - Friday, 7:30 a.m. - 7:00 p.m.) Visit our Web sile: www.firstenergycorp.com

You may be asked to provide:

Your phone number: 1-216-288-3343 Your account number: 11 00 29 8225 1 0

Your premise number: 1170100535

For Your Protection

All of our employees wear Photo 1.D. badges.

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

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

1-877-742-5622 (tall flee) from 8:00 a.m. to 5:00 p.m. weekdays,

We welcome the opportunity to work with you and will try to manuer

your questions. If your complaint is not resolved after you have called

your electric supplier and/or The Huminating Company, or for general

utility information, residential and business customers may call the

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

Public Utilities Commission of Ohio for assistance at 1-300-686-7826

(toli fice), or for TDD/TTY at 1-800-686-1570 (toli fice), from 8:00 a.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 find 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, cell 1-366-283-8081.

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.firstenergycom.com.

Invoke Number: 90601780895

Page 3 of 3

116

Spring's warra weather often produces thunderstorms, which can cause service interruption. Please slay away from downed power lines. If you see one, please cell us.

in the companies of the first of the constitution of the constitut

When contacting an Alternate Electric Supplier, please provide the customer numbers below. Call The Illuminating Company at 1-800-589-3101 with questions on these charges.

Basto Charges

Customer Number: 0882898190 1170100635 - Res Apt All Electric - CE-RS36F / RS

Customer Charge 4.53 Distribution Related Component 38.79 Transition Charge 21.94 **Generation Related Component** 45.61 Transmission Related Component 4.52

\$ 115,39 **Total Charges**

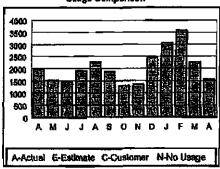
| 网络西班牙斯拉斯里语 的现在分 型 | | in the second |
|--------------------------------|-----------|---------------|
| Date | Reference | Amount |
| Payments: 04/10/09 | | -138.45 |
| Total Payments | | -138.45 |
| Total Payments and Adjustments | | -\$138.45 |

Supplier and the first see

Res Ant All Electric **Meter Number**

16850761 Present KWH Reading (Actual) 66,187 Previous KWH Reading (Actual) 64,633 Kilowati Hours Used 1,554

Usage Comparison



Historical Usage information

| Apr | 80 | 1,976 | Oct | 08 | 1,291 |
|-----|----|-------|-----|----|-------|
| May | 08 | 1,518 | Nov | 80 | 1,346 |
| Jun | 08 | 1,451 | Dec | Q8 | 2,451 |
| Jul | 80 | 1,895 | Jan | ĝ9 | 3,057 |
| Αυρ | 68 | 2,243 | Feb | 09 | 3,577 |
| Sep | 08 | 1,850 | Mar | 09 | 2,257 |
| | | | ADI | 09 | 1,554 |

Apr 08 Apr 09 Average Daily Use (KWH) 68 47 Average Daily Temperature 44 43 Days in Billing Period 29 33 Last 12 Months Use (KWH) 24,490 Average Monthly Use (KWH) 2,041

March 19, 2009

Page 1 of 3 116

Bill for:

1300 W 97H ST APT 230 CLEVELAND OH 44113

Billing Period:

Feb 19 to Mar 18, 2009 for 28 days

Bill Based On:

Next Reading Date: On or about Apr 20, 2009 Actual Meter Reading

| Res Apt All E | |
|--|--|
| and the second of the second o | and the second of the second o |
| Your previous bill was | 518.39 |
| Total payments/adjustments | -518.39 |
| Belance at billing on March 19, 2009 | 0.00 |
| Current Basic Charges | |
| The Illuminating Company - Consumption | |
| COPIEDIO ES LOS DE LA COPERSI DE OXIVA MENOR DIRECTOR DE LA COPIEDA DE COPIED | TO STATE OF THE ST |
| | |

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

| AN EAST STATE |
|---|
| Bill Issued by The Huminati PO Box 3638 |
| |

ng Company Akron OH 44309-3638

GRANT FILLION OF THE SECTION OF Compan

Customer Service 24-Hour Emergency/Outage Reporting **Payment Options**

1-800-589-3101 1-888-544-4877

1-800-686-9901

visit us on-line at www.firstenergycom.com

Your current PRICE TO COMPARE for generation and transmission from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an "Applea to Applea" comparison of available competitive electric supplier offers, visit the PUCO web site at www.PUCO.chlo.gov.

Res Apt All Electric - 1170100535

1.0 cents per kWh

A 1880 in Second Second Continue Ellipsi in the Continue College of Second Seco



Relum this part with a check or money order Payable to The Illuminating Company

| Amount Paid | |
|-------------|----------------|
| Please Pay | \$138.45 |
| Due By | April 02, 2009 |

1300 W 9TH ST CLEVELAND OH 44113

THE ILLUMINATING COMPANY PO BOX 3638

AKRON OH 44309-3638

Introdutes to the United States of the Control of t

Invoice Number: 90781680294

116

The Earned Income Tax Credit (EITC) is a tax credit for certain lower-income families and individuals. For information - and to determine if you qualify, simply diel 1-800-829-1040 or visit www.irs.gowlindividuals.

Charge aroma na lluimna ling company in chilling ne rou

When contacting an Atlantaie Electric Supplier, please provide the customer numbers below.

Call The filuminating Company at 1-890-589-3101 with questions on these charges.

Basic Charges

Customer Number: 6802898196 1170190535 - Res Apt All Electric - CE-RS30F
Customer Charge 4.53
Distribution Related Component 44.36
Transition Charge 28.10
Generalion Related Component 55.66
Transmission Related Component 5.91
Total Charges \$138.45

| 學養認識量學 多 Dul | Mayment indyed (Islambitation | Bluis |
|---------------------|-------------------------------|--------|
| Date | Reference | Amount |

Payments:

03/09/09

Total Payments

-516.39

-518.39 -8518.39

Total Payments and Adjustments

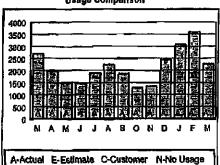
Res Apt All Electric
Mater Number 16850761
Present KWH Reading (Actual) 64,633
Previous KWH Reading (Actual) 62,376

Kilowatt Hours Used 2,257

1637

4

Usage Comparison



Historical Usage Information

ETUGGOINGMAILOTE SE LA COMPANIA DE LA COMPANIA DEL COMPANIA DE LA COMPANIA DEL COMPANIA DE LA CO

| Mar | 08 | 2,695 | Sep | 08 | 1,850 |
|------|----|-------|-----|----|-------|
| Apr | 08 | 1,975 | Oct | BD | 1,291 |
| May | 80 | 1,518 | Nov | 08 | 1,346 |
| Jun | 80 | 1,451 | Dec | 80 | 2,461 |
| أوال | 08 | 1,895 | Jan | 69 | 3,057 |
| Aug | 08 | 2,243 | Feb | 69 | 3,577 |
| | | | Mar | 09 | 2,257 |

| | 80 reM | Mar 09 |
|------------------------------|--------|--------|
| Average Daily Use (KWH) | 90 | 8- |
| Average Dally Temperature | 30 | 34 |
| Days in Billing Period | 30 | 28 |
| Last 12 Months Use (KWH) | | 24,911 |
| Assessed Monthly Lies (ICMM) | | 2.076 |

February 19, 2009

Page 1 of 4 116



Bill for:

1300 W 9TH ST APT 230 **CLEVELAND OH 44113**

Billing Period:

Jan 17 to Feb 18, 2009 for 33 days

Next Reading Date: On or about Mar 19, 2009 Bill Based On:

Actual Meter Reading

Dag Ani (III Claritic

| Your previous hill was | 226.25 |
|--|--|
| Total payments/adjustments | 0.00 |
| Balance at billing on February 19, 2009 | 226.23 |
| Current Basic Charges | |
| The lituraliseding Company - Consumption | 288.75 |
| Late Payment Charges | 3.39 |
| Total Current Charges | 292.14 |
| Color Productive Mark 1-150 (150 x 2 Consequence Martin County Consequence | |
| | HISTORIAN DESCRIPTION OF THE PROPERTY OF THE P |

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

*** Please see disconnection message on page 3. ***



Biti Issued by: The Muminating Company PO Box 3636 Akron OH 44309-3638

<u>1liChnmebrig</u> Company

Customer Service 24-Hour Emergency/Outage Reporting Payment Options

1-800-589-3101 1-888-544-4877 1-800-688-9901

visit us on-line at www.firstenergycorp.com

Your current PRICE TO COMPARE for generation and transmission from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an "Applies to Applies" comparison of available competitive electric supplier offers, visit the PUCO web site at www.PUCO.ohio.gov.

Res Apt All Electric - 1170100535

1.0 cente per kWh



Return this part with a check or money order Payable to The Illuminating Company

| Amount Pald | |
|-------------|----------------|
| Please Pay | \$518.39 |
| Due By | March 05, 2009 |

1300 W 9TH ST CLEVELAND OH 44113

THE ILLUMINATING COMPANY BO BOX 3638 AKRON OH 44309-3638

landarah didinak basalkat malidada alidada bila

Invoice Number: 90571739392

Definitions

Actual Reading - A reading we take from your electric meter. Custorser Charge - The fixed monthly charge for basic distribution which partially covers costs for billing, meter reading, equipment, and service line maintenance.

Distribution Related Component - A charge (including taxes) for moving electricity over electric distribution lines to your home or business. Formerly, Delivery Charge.

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

Entimeted 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 bili when you choose an alternate electric supplier. Generation-Related Component - Charges essociated with the production of electricity.

Kilovoit Amperes (KVA) - Volts times amperes divided by 1000. Actual measured power used for circuit sizing. Kilowatt (KW) - 1,000 watts of electricity. Kilowett-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 Compane (PTC) - An elternative supplier's price for generation and transmission must be lower than your price to compare for you to save money with that supplier. 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 wantenission system.

Important Information

Questions or Complaints

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

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: 1-216-288-3343 Your secount number: 11 00 29 8225 3 0 Your premise number: 1170180535

For Your Protection

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

Always ask for an employee's LD: before leiding anyone in your home. If you are still not sure, please cell.

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 Huminating Company, or for general utility information, residential and business customers may cell the Public Litilities Commission of Ohio for assistance at 1-800-686-7826 (toll free), or for TDD/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' Coursel 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.

Energy Assistance: Contact HEAP at 1-800-282-0880 (TDD/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 linancial institution. If you have questions about this program, or if you do not wish to participate, call 1-866-281-8081.

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

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Your electric bill payment is past due. Your service may be disconnected unless payment of \$ 226.25 is made by 03/05/2009. If service is disconnected, you will be required to pay a reconnection fee of \$9.00 and may be required to pay a security deposit to have power restored. You may be eligible for the Percentage of income Payment Plan or other extended payment plan. See enclosed information. Failure to pay charges for competitive retail electric service may also result in the cancellation of your contract with the competitive retail electric service provider and return you to The illuminating Company's standard-offer generation service. The amount due does not include charges for nontenified products or services but may include charges for competitive retail electric service. Failure to pay charges for other nontenified products or services may result in loss of those products or services. This provision is applicable only on accounts issued a consolidated bill for electric service. The due date on this notice does not change the due date of any previous notice sent to you for a past due amount. If you have questions, or if you want a tiet of our authorized payment agent tocations, please call us at 1-800-688-8501.

This month's bill reflects the Public Utilities Commission of Ohio's recent ruling authorizing a charge for increased purchased power expense.

ediamesto) a tra llumballo Company basallin ration

You may also call this number for information about our medical certification program.

When contacting an Alternate Electric Supplier, please provide the customer numbers below.

Call The Illuminating Company at 1-806-589-3101 with questions on these charges.

Basic Charges

Customer Number: 0602868190 1170100535 - Res Apt All Electric - CE-RS30F

 Customer Charge
 4.63

 Distribution Related Component
 98.64

 Trensition Charge
 78.36

 Generation Related Component
 98.82

 Transmission Related Component
 12.50

288.75

Late payment charge 3.39

Total Charges \$292.14

Res Apt All Electric

 Meter Number
 16850761

 Present KWH Reading (Actual)
 62,376

 Previous KWH Reading (Actual)
 58,799

 Kllowelt Hours Used
 3,677

Page 4 of 4

Invoice Number: 90571739392

25,349 2,112

Property in the control of the contr Usage Compatison 4000 3500 3000 2500 2000 1600 1000 500 A-Actual E-Estimate C-Customer N-No Usage

| | 1491 | OKCHI DEST | e Informatio | ·1 |
|-----|------|------------|--------------|-------|
| Feb | 08 | 3,033 | Aug 08 | 2,243 |
| Mar | 80 | 2,695 | Sep 08 | 1,860 |
| Apr | 08 | 1,976 | Oct 08 | 1,291 |
| May | 08 | 1,518 | Nov 08 | 1,346 |
| Jun | 80 | 1,451 | Dec 08 | 2,451 |
| Jul | 68 | 1,895 | Jan 09 | 3,057 |
| | | | Feb 09 | 3,577 |

| | Feb 08 |
|---------------------------|--------|
| Average Dally Use (KWH) | 105 |
| Average Dally Temperature | 28 |
| Days in Billing Period | 29 |
| Last 12 Months Use (KWH) | |
| Average Monthly Use (KWA) | |

EXHIBIT F

ELECTRIC BILLS

BRIDGEVIEW APARTMENTS UNIT 705 (1237 SF)

BRIDGEVIEW APARTMENTS UNIT 705 (1237 SQUARE FEET)

| SUMMARY O | F BILLS FRO | SUMMARY OF BILLS FROM ILLUMINATING COMPANY | NG COMPANY | | | |
|-----------------------|-----------------|---|---------------------|--------------|------------|-----------|
| (Prepared April 5, 2(| 11 5, 2010) | | | | | |
| Bridgeview Suite 705 | te 705 (1237 S | (1237 Square Feet) | | | | |
| Last day of | Current | | Number of Days | Price Per | Kilowatt | Price ner |
| Billing Period | Bill | Type of Reading | in Billing Period | kWh | Hours Used | kWh (1) |
| 2010.03.18 | \$138.78 | Actual | 29 | 5.54 | 1300 | 0.107 |
| 2010.02.17 | \$312.85 | Actual | 33 | 5.12 | 2979 | 0.105 |
| 2010.01.15 | \$335.31 | Actual | 30 | 4.96 | 3,287 | 0.102 |
| 2009.12.16 | \$229.27 | Actual | 29 | 5.1 | 2,271 | 0.101 |
| 2009.11.17 | \$173.97 | Actual | 32 | 5.28 | 1,690 | 0.103 |
| 2009.10.16 | \$129.66 | Actual | 29 | 6.2 | 1,221 | 0.106 |
| 2009.09.18 | \$52.53 | Actual | 31 | 6.95 | 418 | 0.126 |
| 2009.08.17 | \$65.42 | Actual | 28 | 7.42 | 508 | 0.129 |
| 2009.07.20 | \$127.58 | Actual | 32 | 6.92 | 985 | 0.130 |
| 2009.06.18 | \$49.72 | Actual | 31 | 1.60 | 228 | 0.218 |
| 2009.05.18 | \$60.86 | Actual | 28 | 1.60 | 548 | 0.111 |
| 2009.04.20 | \$105.73 | Actual | 33 | 1.00 | 1,349 | 0.078 |
| 2009.03.18 | \$135.85 | Actual | 28 | 1.00 | 2,201 | 0.062 |
| 2009.02.18 | \$174.18 | Actual | 33 | 1.00 | 2,583 | 0.067 |
| 2009.01.16 | \$112.35 | Actual | 28 | 1.00 | 1,722 | 0.065 |
| 2008.12.19 | \$111.00 | Actual | 31 | 1.00 | 1,723 | 0.064 |
| (1) Price per kW | h calculated by | (1) Price per kWh calculated by dividing current amount of bill by Kilowatt hours used. | mount of bill by Ki | lowatt hours | s used. | |

CLEVELAND OH 44113



BIII for: OTIS ASSOCIATES 1300 W 9TH ST APT 705

Billing Period: Feb 18 to Mar 18, 2010 for 29 days

Next Reading Date: On or about Apr 16, 2010 Bill Based On: Actual Meter Reading

Residential Service

| Account Summary | Amount Due |
|--|---|
| Your previous bill was | 258.03 |
| Total payments/adjustments | 0.00 |
| Balance at billing on March 19, 2010 | 258.03 258.03 |
| Current Basic Charges | |
| The Illuminating Company - Consumption | 138.78 |
| Total Due by Apr 92, 2010 Please pay this amount | \$396.81 |
| 建筑,在1970年,1970年,1970年,1970年,1970年,1970年 | 是11.第1.42.13.13.14.14.14.14.14.14.14.14.14.14.14.14.14. |

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

金

General Information Land Control of the Control of **Bill issued by:** The Illuminating Company PO Box 3638 Akron OH 44309-3638

Blimostog Company

Customer Service 24-Hour Emergency/Outage Reporting 1-800-589-3101 1-888-544-4877 Payment Options 1-800-686-9901

visit us on-line at www.firstenergycorp.com

Price to Company Message

Your current PRICE TO COMPARE for generation and transmission from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an "Apples to Apples" comparison of available competitive electric supplier offers, visit the PUCO web site at www.PUCO.ohio.gov. Your price to compere includes a credit of 1.90 cents for every kwh over 500 during the non-summer periods.

Residential Service - 1720100512

5.54 cents per kWh

See other pages for additional information and telephone numbers



Return this part with a check or money order Payable to The Illuminating Company

Account Number: 110022260258

Amount Paid Please Pay 5396.81 April 02, 2010 Due By

THE ILLUMINATING COMPANY PO BOX 3638 AKRON OH 44309-3638 Edutabilish and welles the March all aligh and all aligh

ુન્યુક્તનુદિતનોઇન[tૅક]][tૅક][સ્કા]એBદનનનીન[[નેક્ફ]સ્કિ]] : **********AUTO**5-DIGIT 44145 00027363 01 AV 0.332 OTIS ASSOCIATES 2001 CROCKER RD STE 420 **WESTLAKE OH** 44145-6967

Exhibit F - Page 3 of 42

Definitions

Actual Reading - A reading we take from your electric meter.
Bypassable Generation and Transmission Related Component Charges associated with the costs for purchased power and to
deliver the power through the transmission system. These are the
charges that a customer would avoid for that billing period if the
customer switched to a Certified Retail Electric Service provider.
Cost Recovery Charges - Charges paid by all customers to recover
previously incurred costs.

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

Distribution Related Component - A charge (including taxes) for moving electricity over electric distribution lines to your home or business. Formerly, Delivery Charge.

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

Economic Development Component - Charges paid by all customers to recover costs related to economic development support.

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 our Web site listed below.

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

Khowatt-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) - A certified retail electric service provider's price for generation and transmission must be lower than your price to compare for you to save money with that provider. Residential Distribution Credit - A credit for customers billed on a qualifying rate (as of 4/30/09), applied to all usage over 500 kWh during the winter billing period.

Residential Generation Credit - A credit for customers billed on a qualifying rate (as of 4/30/09), applied to all billing period usage during the winter billing period.

Transition Charge - This charge provides for the recovery of a

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.

important information

To receive information about your lituralinating 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,

Questions or Complaints

Akron, OH 44308-1890

Call Customer Services: 1-800-589-3101 (Monday - Friday, 8:00 a.m. - 6:00 p.m.) Visit our Web site: www.firstenergycorp.com

You may be asked to provide:

Your phone number: 1-216-781-8510
Your account number: 11 00 22 2602 5 8
Your premise number: 1720100512

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 call 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 (toil 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 (TDD/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.firstenergy.com.



\$ 138.78

The second Messages of the second of the sec

****** REMINDER NOTICE ******

When this bill was prepared, your account had an unpaid balance. If you have already made this payment, thank. you. If not, please promptly pay the overdue amount. Call us if you have questions or for information on payment arrangements.

The Earned Income Tax Credit (ETC) is a tax credit for certain lower income families and individuals. For information and to determine if you qualify, simply dial 1-800-829-1040 or visit www.trs.gov/individuals.

In response to the Public Utilities Commission of Ohlo's Merch 3, 2010 order, effective March 17, 2010, qualifying residential customers will receive an additional 4.2 cent/kilowatt-hour (kWh) credit on all usage during the non-summer billing periods (Sept. - May), which is in addition to the existing 1.9 cent/kWh credit for all usage over 500 kWh each billing period during the non-summer billing periods. The new Residential Generation Credit will appear as a separate line item on your bill and is designed to provide bill impacts commensurate with rates that were in effect in December 2008. The utility will continue to provide this new credit even if you switch to an alternative generation supplier. The credit does not affect your Price to Compare. If you recently received a higher-than-expected bill and would like to make installment payments, please call us at 1-800-720-3600 to discuss available payment options.

Charges from The Illuminating Company this billing period

When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below. Call The Illuminating Company at 1-800-589-3101 with questions on these charges.

Basio Charges

Total Charges

Customer Number: 0800889628 1720100512 - Residential Service - CE-RSF

| Customer Charge | 4.00 |
|--|--------|
| Distribution Related Component | 64.27 |
| Transition Charge | 11.18 |
| Cost Recovery Charges | 4.75 |
| Bypassable Generation and Transmission Related Component | 71.96 |
| Residential Distribution Credit | -13,60 |
| Residential Generation Credit | -3.78 |

Meter Reading Information

| Residential Service | |
|-------------------------------|---------|
| Meter Number | 2821123 |
| Present KWH Reading (Actual) | 26,169 |
| Previous KWH Reading (Actual) | 24,869 |
| Kilowett Hours Heeri | 1,300 |

Account Number: 11 00 22 2602 5 8 Page 4 of 4 Invoice Number: 90462087738

Usage Information Usage Comparison 3500 3000 2500 2000 1500 1000 500 A-Actual E-Estimate C-Customer N-No Usage

| Mar | 09 | 2,201 | Sep 0 | 9 418 |
|-----|----|------------------|-------|----------|
| Apr | 09 | 1,349 | Oct 0 | 9 1,2:21 |
| Мау | 09 | 548 | Nov 0 | 9 1,690 |
| Jun | 09 | 3 9 1 | Dec 0 | 9 2,271 |
| Jul | 09 | 985 | Jan 1 | 0 3,287 |
| Aug | 09 | 508 | Feb 1 | 0 2,979 |
| | | | Mar 1 | 0 1,300 |

| | Mar 09 | Mar 10 |
|---------------------------|--------|--------|
| Average Daily Use (KWH) | 79 | 45 |
| Average Daily Temperature | 34 | 37 |
| Days in Billing Period | 28 | 29 |
| Last 12 Months Use (KWH) | | 16,947 |
| Average Monthly Use (KWH) | | 1,412 |





Bill for: OTIS ASSOCIATES 1300 W 9TH ST APT 705 CLEVELAND OH 44113

Billing Period:

Jan 16 to Feb 17, 2010 for 33 days Next Reading Date: On or about Mar 17, 2010

Bill Based On:

Actual Meter Reading

Residential Service

| | 14100 |
|--|---------------|
| ACCOUNT SUMMERY | Amount Due |
| Your previous bill was | 509.76 |
| Total payments/adjustments | -564.58 |
| Balance at billing on February 18, 2010 | -54.82 9: 54. |
| Current Basic Charges | |
| The Illuminating Company - Consumption | 308.64 |
| Late Payment Charges | 4.21 |
| Total Current Charges | 312.85 |
| Total Due by Mar 04 2010. Please pay this amount | \$258. |
| | |
| | |

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

Ceneral Information Bill issued by: The illuminating Company 4

PO Box 3638 Akron OH 44309-3638 <u>Illimmahng</u> Company

Customer Service 24-Hour Emergency/Outage Reporting

Payment Options

1-800-589-3101 1-888-544-4877 1-800-686-9901

visit us on-line at www.firstenergycorp.com

Price to Compare Message

Your current PRICE TO COMPARE for generation and transmission from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an "Apples to Apples" comparison of available competitive electric supplier offers, visit the PUCO web site at www.PUCO.ohio.gov.

Residential Service - 1720100512

į

5.12 cents per kWh

See cities pages for additional information and talephone numbers and talephone numbers and talephone numbers

Definitions

Actual Reading - A reading we take from your electric meter. Bypassable Generation and Transmission Related Component - Charges associated with the costs for purchased power and to deliver the power through the transmission system. These are the charges that a customer would avoid for that billing period if the customer switched to a Certified Retail Electric Service provider. Cost Recovery Charges - Charges paid by all customers to recover previously incurred costs.

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

Distribution Related Component - A charge (including taxes) for moving electricity over electric distribution lines to your home or business. Formerly, Delivery Charge.

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

Economic Development Component - Charges paid by ell customers to recover costs related to economic development support. 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 mater reading cards or access our Web site (Seed below. 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 kilowalt-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) - A certified retail electric service provider's price for generation and transmission must be lower than your price to compare for you to save money with that provider. Residential Distribution Credit - A credit for customers billed on a qualifying rate (as of 4/30/09), applied to all usage over 500 kWh during the winter billing period. 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

important information

generation competition.

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 4430B-1890

Call Customer Services: 1-800-589-3101 (Monday - Friday, 8:00 a.m. - 6:00 p.m.) Visit our Web site: www.firstenergycorp.com

You may be asked to provide:

Your phone number: 1-216-781-8510
Your account number: 11 90 22 2602 5 8
Your premise number: 1720100512

For Your Protection

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

Afways ask for an employee's I.D. before letting anyone in your home. If you are still not sure, offerse 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 call the Public Utilities Commission of Ohio for assistance at 1-800-886-7826 (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 8:90 a.m. to 5:00 p.m. weekdays, or at www.pickocc.org.

Energy Assistance: Contact HEAP at 1-800-282-0880 (TDD/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.firstenergy.com.com.

Washington and the second of t

The Earned Income Tax Credit (EITC) is a tax credit for certain lower-income families and individuals. For information and to determine if you qualify, simply dial 1-800-829-1040 or visit www.irs.gov/individuals.

The Transmission and Ancillary Service Charge, which recovers transmission costs related to mandates from the Federal Energy Regulatory Commission, has changed effective January 1, 2010. As a result, the amount of a standard residential oustomer's bill (using 750 kWh/month) will DECREASE by approximately 1.4% or \$1.37 per

Charges from The Illuminating Company this billing period

When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below. Call The Illuminating Company at 1-800-589-3101 with questions on these charges.

Basic Charges

| Customer Number: 0800889628 1720100512 - Residential Service - CE-RSF | |
|---|-----------|
| Customer Charge | 4.00 |
| Distribution Related Component | 154,71 |
| Transition Charge | 28.53 |
| Cost Recovery Charges | 10.90 |
| Bypassable Generation and Transmission Related Component | 152.64 |
| Residential Distribution Credit | 42.14 |
| | 308,64 |
| Late payment charge | 4.21 |
| Total Charnes | \$ 312.85 |

| Salar Range (Marie De | tail Rayment and Adjustment info | rmation: 24.27. |
|-----------------------------|----------------------------------|-------------------|
| Date | Reference | Amount |
| Payments: 01/22/10 | | -229.27 |
| 02/16/10 | * * | -335.31 |
| Total Payments | | <u>-564.58</u> _ |
| Total Payments and Adjustme | nts | -\$ 564.58 |

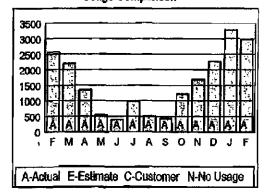
| | Meler Reading informat | on |
|---------------------|------------------------|----|
| Residential Service | | |
| he a to t | **** | |

Meter Number 2821123 24,869 Present KWH Reading (Actual) Previous KWH Reading (Actual) 21,890 2,979 Kilowatt Hours Used

Account Number: 11 00 22 2602 5 8 Page 4 of 4 Invoice Number: 90362079565

Usage Information

Usage Comparison



Historical Usage Information

| Feb 09 | 2,583 | Aug 09 | 508 |
|--------|-------|--------|-------|
| Mar 09 | 2,201 | Sep 09 | 418 |
| Apr 09 | 1,349 | Oct 09 | 1,221 |
| May 09 | 548 | Nov 09 | 1,690 |
| Jun 09 | 391 | Dec 09 | 2,271 |
| Jul 09 | 985 | Jan 10 | 3,287 |
| | | Feb 10 | 2,979 |
| | | | |
| | | | |
| | | | |

| Average Daily Use (KWH) Average Daily Temperature |
|---|
| Days in Billing Period |
| Last 12 Months Use (KWH) Average Monthly Use (KWH) |

| Feb 09 | Feb 10 |
|--------|------------|
| 78 | 90 |
| 25 | 28 |
| 33 | 33 |
| | 17,848 |
| | 1.487 |





Bill for: OTIS ASSOCIATES 1300 W 9TH ST APT 705 CLEVELAND OH 44113

Billing Period: Dec 17 to Jan 15, 2010 for 30 days

Next Reading Date: On or about Feb 16, 2010 Bill Based On: Actual Meter Reading

Residential Service

| ACCOUNT SUMMARY STATES | Amount Due |
|--|------------|
| Your previous bill was | 348.42 |
| Total payments/adjustments | -173.97 |
| Balance at billing on January 18, 2010 | 174.45 |
| Current Basic Charges | |
| The fluminating Company - Consumption | 332.69 |
| Late Payment Charges | 2.62 |
| Total Current Charges | 335.31 |
| Total Due by Feb 01/2010. Please pay this amount | \$509.76 |
| | |

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

*** PLEASE SEE DISCONNECTION MESSAGE ON PAGE 3. ***

| | | Coneral. | Information | a and a court |
|-----------|---|---------------------|---|--|
| | Bill issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638 | Wimmstag Company | Customer Service 24-Hour Emergency/Outage Reporting Payment Options visit us on-line at www.firste | 1-800-589-3101 1-888-544-4877 1-800-686-9901 energycorp.com |
| and Audie | | | | |

Price to Compare Message

Your current PRICE TO COMPARE for generation and transmission from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an "Apples to Apples" comparison of available competitive electric supplier offers, visit the PUCO web site at www.PUCO.ohio.gov.

Residential Service - 1720100512

4.96 cents per kWh

See other pages for additional information and telephone numbers

Invoice Number: 90572021184

Definitions

Actual Reading - A reading we take from your electric meter.
Bypassable Generation and Transmission Related Component Charges associated with the costs for purchased power and to
deliver the power through the transmission system. These are the
charges that a customer would avoid for that billing period if the
customer switched to a Certified Retail Electric Service provider.
Cost Recovery Charges - Charges paid by all customers to recover
previously incurred costs.

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

Distribution Related Component - A charge (including taxes) for

Distribution Helated Component - A charge (including taxes) to moving electricity over electric distribution fines to your home or business. Formerly, Delivery Charge.

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

Economic Development Component - Charges paid by all customers to recover costs related to economic development support. 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 our Web site listed below. 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 elecfricity to light a 100-watt tight but 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) - A certified retail electric service provider's price for generation and transmission must be lower than your price to compare for you to save money with that provider. Residential Distribution Credit - A credit for customers billed on a qualifying rate (as of 4/30/09), applied to all usage over 500 kWn during the winter billing period. 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.

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 Huminating Company, 76 S. Main St., A-RPC,

Akron, OH 44308-1890

Call Customer Services: 1-800-589-3101
(Monday - Friday, 8:00 a.m. - 6:00 p.m.)
Visit our Web site: www.firstenergycorp.com
You may be asked to provide:

Your phone number: 1-216-781-8510
Your account number: 11 00 22 2602 5 8
Your premise number: 1720100512

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 call the Public Utilities Commission of Ohlo 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 1-877-742-5822 (toll 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 (TOD/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.

Invoice Number: 90572021184

****DISCONNECTION NOTICE****

Your electric bill payment is past due. Your service may be disconnected unless payment of \$ 174.45 is made by 02/01/2010. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 and may be required to pay a security deposit to have power restored. You may be eligible for the Percentage of Income Payment Plan or other extended payment plan. See enclosed information. Failure to pay charges for competitive retail electric service may also result in the cancellation of your contract with the competitive retail electric service provider and return you to The Illuminating Company's standard-offer generation service. The amount due does not include charges for nontariffed products or services but may include charges for competitive retail electric service. Failure to pay charges for other nontarified products or services may result in loss of those products or services. This provision is applicable only on accounts issued a consolidated bill for electric service. The due date on this notice does not change the due date of any previous notice sent to you for a past due amount. If you have questions, or if you want a list of our authorized payment agent locations, please call us at 1-800-686-9901. You may also call this number for information about our medical certification program.

Charges from The Illuminating Company this billing period 💝

When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below. Call The illuminating Company at 1-800-589-3101 with questions on these charges.

Basic Charges

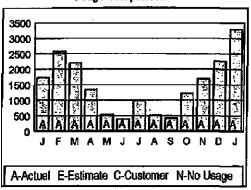
| Customer Number: 0800889628 1720100512 - Residential Service - CE-RSF | |
|---|---------------|
| Customer Charge | 4.00 |
| Distribution Related Component | 171.83 |
| Transition Charge | 31.71 |
| Cost Recovery Charges | 9.51 |
| Bypassable Generation and Transmission Related Component | 163.02 |
| Residential Distribution Credit | <u>-47.38</u> |
| | 332.69 |
| Late payment charge | 2.62 |
| Total Charges | \$ 335,31 |

| DAULE | syment and Adjustment Info | ormation - 170 - 170 - 170 - 170 - 170 - 170 - 170 - 170 - 170 - 170 - 170 - 170 - 170 - 170 - 170 - 170 - 170 | • |
|--------------------------------|----------------------------|--|---|
| Date | Reference | Amount | |
| Payments: 12/17/09 | | -173.97 | |
| Total Payments | | <u>-173.97</u> | : |
| Total Darmante and Adjustments | | .\$472.67 | • |

| SE WARELY GRADING THE | ATTIMITION 是是是是是是是是一种成功的企业。 |
|-----------------------|-----------------------------|
| | |
| 2821123 | I |
| 21,890 | |
| 18,603 | |
| 3,287 | ! |
| | 2821123 21,690 18,603 |

Usage Information

Usage Comparison



Historical Usage Information

| Jan | 09 | 1,722 | Jul | 09 | 985 |
|-----|----|-------|-----|------|-------|
| Feb | 09 | 2,583 | Aug | 09 | 508 |
| Mar | 09 | 2,201 | Sep | 09 | 418 |
| Apr | 09 | 1,349 | Oct | 09 | 1,221 |
| May | 09 | 548 | Nov | 09 | 1,690 |
| Jun | 09 | 391 | Dec | 09 . | 2,271 |
| | | | Jan | 10 | 3,287 |
| | | | | | |
| | | | | | |
| | | | | | |

| Average Daily Use (KWH) |
|---------------------------|
| Average Dally Temperature |
| Days in Billing Period |
| Last 12 Months Use (KWH) |
| Average Monthly Use (KWH) |

| Jan 10 |
|--------|
| 110 |
| 26 |
| 30 |
| 17,452 |
| 1.454 |





Bill for: OTIS ASSOCIATES 1300 W 9TH ST APT 705 CLEVELAND OH 44113

Billing Period: Nov 18 to Dec 16, 2009 for 29 days

Next Reading Date: On or about Jan 18, 2010 Bill Based On: Actual Meter Reading

Residential Service

| 1700lGettildi Oel | 4100 | |
|--|---------------------|---------------|
| A VOCA TIME TO THE TERM OF THE | Makit takan 7 salah | Amount Due 28 |
| Your previous bill was | 248.81 | |
| Total payments/adjustments | -129.66 | |
| Balance at billing on December 17, 2009 | 119.15 | 119.15 |
| Current Basic Charges | | |
| The Illuminating Company - Consumption | 227.48 | |
| Late Payment Charges | 1.79 | |
| Total Current Charges | 229.27 | 229.27 |
| Otal Director Decist 2009 FP lease pay this amount | | \$1642 |
| | | 化作品 计图片图片 |
| | | |

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

Under State law, the amount you are being billed includes:

(1) Kilowalt-hour taxes that have been in effect since 2001 and are currently at \$112.19; and

(2) Assessments to assist in the support of the operations of the PUCO and the office of the consumers' counsel that have been in effect since 1912 and 1977, respectively.

Bill issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638



Customer Service 1-800-589-3101 24-Hour Emergency/Outage Reporting 1-888-544-4877 1-800-686-9901

visit us on-line at www.firstenergycorp.com

Rrice to Compare Message

Your current PRICE TO COMPARE for generation and transmission from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an "Apples to Apples" comparison of available competitive electric supplier offers, visit the PUCO web site at www.PUCO.ohio.gov.

Residential Service - 1720100512

4.95 cents per kWh

Entered the Educate Charlet (One) in Committee and Felephone numbers

Dafinitions

Actual Reading - A reading we take from your electric mater. Bypassable Generation and Transmission Related Component - Charges associated with the costs for purchased power and to deliver the power through the transmission system. These are the charges that a customer would avoid for that billing period if the customer switched to a Certified Retail Electric Service provider. Cost Recovery Charges - Charges paid by all customers to recover previously incurred costs.

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Important Information

generation competition.

Questions or Complaints

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Akron, OH 44308-1890

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You may be asked to provide:

Your phone number: 1-216-781-8510
Your account number: 11 00 22 2602 5 8
Your premise number: 1720100512

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 call the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free), or for TTY at 1-800-686-1570 (toil free), from 8:00 a.m. to 5:00 p.m. weekdays, or at www.PUCO.chio.gov.

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

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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.

Messages and Messages

****** REMINDER NOTICE **

When this bill was prepared, your account had an unpaid balance. If you have already made this payment, thank you. If not, please promptly pay the overdue amount. Call us if you have questions or for information on payment arrangements.

Please do not write any comments, questions or address changes on the front or the back of the payment remittance stub. We use an automated payment processing system, so any words written on this form will not be recorded or read. If you'd like to contact us, please call us using the toll-free number on page 2 of this bill, or visit our web site: firstanergycorp.com.

Best wishes for a joyous holiday season from all of us at The Illuminating Company.

Charges from The Illuminating Company this billing period

When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below. Call The Illuminating Company at 1-800-589-3101 with questions on these charges.

Basic Charges

| Customer Number: 0800889628 1720100512 - Residential Service - CE-RSF | |
|---|--------|
| Gustomer Charge | 4.00 |
| Distribution Related Component | 115.01 |
| Transition Charge | 21.22 |
| Cost Recovery Charges | 4.85 |
| Bypassable Generation and Transmission Related Component | 112.51 |

Residential Distribution Credit

-30.11 227.48

Lale payment charge

1.79

Total Charges

-; Ł

\$ 229.27

| Date | | Reference | irmation Amount |
|-----------------------|---------------|-----------|-----------------|
| Payments: 11/24/09 | • | | -129.66 |
| Total Payments | | | <u>-129.66</u> |
| Total Payments an | d Adjustments | | -\$129.66 |

Meter Reiding Information 2012 1997 Residential Service

| 2821123 |
|---------|
| 18.603 |
| 16,332 |
| 2,271 |
| |

Account Number: 11 00 22 2602 5 8 Page 4 of 4 invoice Number: 90512011155

| | | | บ | sag | e C | om | par | 30 | n | | | |
|------|---------|---|-----|------------|-----|----------|-------------|-----|---------|----|---|----------|
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| nis | toricai US a g | e informati s | <u>п</u> |
|--------|-----------------------|---------------|----------|
| Dec 08 | 1,723 | Jun 09 | 391 |
| Jan 09 | 1,722 | Jul 09 | 985 |
| Feb 09 | 2,583 | Aug 09 | 508 |
| Mar 09 | 2,201 | Sep 09 | 418 |
| Apr 09 | 1,349 | Oct 09 | 1,221 |
| May 09 | 548 | Nov 09 | 1,690 |
| | | Dec 09 | 2,271 |

| | Dec 08 | Dec 09 |
|---------------------------|--------|--------|
| Average Dally Use (KWH) | 56 | 78 |
| Average Daily Temperature | 30 | 39 |
| Days in Billing Period | 31 | 29 |
| Last 12 Months Use (KWH) | | 15,887 |
| Average Monthly Use (KWH) | | 1,324 |

;;;

November 18, 2009

Account Number: 11 00 22 2602 5 8

Page 1 of 4

116

BIR for: OTIS ASSOCIATES

1300 W 9TH ST APT 705 **CLEVELAND OH 44113**

Billing Period:

Oct 17 to Nov 17, 2009 for 32 days

Bill Based On:

Next Reading Date: On or about Dec 17, 2009 Adual Meter Reading

Residential Service

| 1 tottomas autor | |
|--|--|
| Account Summary and a second s | STATE OF THE PARTY |
| Your previous bill was | 74.64 |
| Total payments/adjustments . | 0.00 |
| Balance at billing on November 18, 2009 | 74.64 |
| Current Basic Charges | |
| The Illuminating Company - Consumption | 172.85 |
| Late Payment Charges | 1.12 |
| Total Current Charges | 173.97 |
| COLST UPOLYA (LACUPAZA) PAZA (COSO) SVA INSTANTOUM (COSO SACA COSO SACA COS | Service Constitution of the Constitution of th |
| | |

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.



Bill issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638

Company

Oustomer Service 24-Hour Emergency/Outage Reporting Payment Options

(contralintormations are

1-800-589-3101 1-888-544-4877 1-800-686-9901

visit us on-line at www.firstenergycorp.com

Pice to Compare Message 2 4 14 23

Your current PRICE TO COMPARE for generation and transmission from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an "Apples to Apples" comparison of available competitive electric supplier offers, visit the PUCO web site at www.PUCO.ohio.gov.

Residential Service - 1720100512

5.10 cents per kWh



STREET SEED ONE PROBE OF EACH ONE INTERNETION AND READ NOTE OF THE PROPERTY OF

Account Number: 11 00 22 2602 58 Page 3 of 4 Invoke Number: 90541976704

OTIS ASSOCIATES

****** REMINDER NOTICE

When this bill was prepared, your account had an unpaid balance. If you have already made this payment, thank you. If not, please promptly pay the overdue amount. Call us if you have questions or for information on payment arrangements.

The Public Utilities Commission of Ohio has approved changes to the Company's Net Energy Metering Rider. Customers with on-site generation fueled by solar, wind, biomass, landfill gas or hydropower, or use a micro lurbine or a fuel cell may request net metering as described in this rider, Sheet No. 93 of our latiff. Customers adding generaling equipment connected to their home or business widing must comply with the technical specifications referred to in Sheet No. 95 of our tariff, interconnection Service. Copies of both of these tariff documents are available from our website at www.FirstEnergyCorp.com and by calling 1-600-589-3101.

As part of our Ohio Renewable Energy Credits (REC) Program, we'll be entering into agreements with residential customers to purchase RECs generated from customers' approved renewable energy projects, such as solar and wind projects. For more information, check the inserts in next month's bill or visit firstenergycorp.com and search on "Ohio Residential REC."

When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below. Calf The illuminating Company at 1-800-569-3181 with questions on these charges.

Basic Charges

| Customer Number: 0800889828 1726100512 - Residential Service - CE-RSF | |
|---|---------------|
| Customer Charge | 4.00 |
| Distribution Related Component | 84.11 |
| Transition Charge | 15.21 |
| Cost Recovery Charges | 3,61 |
| Bypassable Generation and Transmission Related Component | 8 6.15 |
| Residential Distribution Credit | -20.23 |
| | 172.85 |

Late payment charge 1,12

\$ 173.97 **Total Charges**

THE PROPERTY OF THE PROPERTY O

Residential Service

| Meter Number | 2821123 |
|--------------------------------|---------|
| Present KWH Reading (Actual) | 16,332 |
| Previous KiVH Reading (Actual) | 14,642 |
| Kilowalt Hours Used | 1,690 |

October 19, 2009

Account Number: 11 00 22 2602 5 8

Page 1 of 4 116

A R. AlEnergy Compa

Bill for: OTIS ASSOCIATES 1300 W 9TH ST APT 705 CLEVELAND OH 44113

Billing Period: Sep 18 to Oct 16, 2009 for 29 days

Next Reading Date: On or about Nov 17, 2009 Bill Based On:

Actual Meter Reading

Residential Service

| 1455/2511001-5 | GC 7104 |
|--|---|
| PARTY OF THE PROPERTY OF THE P | e en la |
| Your previous bill was | -2.29 |
| Total payments/adjustments | 62.53 |
| Balance at billing on October 19, 2009 | -54.82 |
| Current Basic Charges | |
| The Illuminating Company - Consumption | 29.68 |
| ACOUNT DO DANOYAY STORES PRANCIPLY DISTANDURES SERVICES | 77.694) |
| | |

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

Bill Issued by: The illuminating Company PO Box 3638 Akron OH 44309-3638

Customer Service 24-Hour Emergency/Outage Reporting Payment Options

1-800-569-3101 1-888-544-4877 1-800-686-9901

visit us on line at www.firstenergycorp.com

Your current PRICE TO COMPARE for generation and transmission from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an "Applies to Applies" comparison of available compelitive electric supplier offers, visit the PUCO web site at www.PUCO.ohlo.gov.

Residential Service - 1720100512

5.28 cents per kWh

OTIS ASSOCIATES

Account Number: 11 00 22 2602 5 8 Page 3 of 4 invoice Number: 90641925558 I16

Time to clean oil your dask? Go paperiess with eBill Electronic Billing and enjoy the convenience of viewing your monthly electric bill online. Don, I worry, we will send you an email reminder when your bill is ready. Visit www.firstenergycorp.com (http://www.firstenergycorp.com) to learn more.

If termination of service would be especially dangerous to your health or the health of someone in your household, please contact our office regarding certification of the related medical condition by a licensed physician, physician's assistant, clinical nurse specialist, certified nurse practitioner, certified nurse-midwife or local board of health physician so that service can be maintained.

and the company of th

When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below. Call The illuminating Company at 1-800-589-3181 with questions on these charges.

Basic Charges

| Customer Number: 0800889828 1720100512 - Residential Service - CE-RSF | |
|---|-----------|
| Cusiomer Charge | 4.00 |
| Distribution Related Component . | 59.14 |
| Transition Charge | 10.37 |
| Cost Recovery Charges | 3.95 |
| Bypassable Generation and Transmission Related Component | 64.46 |
| Résidentiel Distribution Credit | -12.26 |
| Total Charges | \$ 129.66 |

| 这是是自己的特别的是 | | 前前时间 | | |
|------------|-----------|------|--------|---|
| Date | Reference | | Amount | · |
| Payments: | | | | |
| 10/16/09 | | | -52.53 | |
| | | | | |

Total Payments Total Payments and Adjustments **-\$52.53**

| Residential Service | |
|-------------------------------|---------|
| Meter Number | 2821123 |
| Present KWH Reading (Actual) | 14.642 |
| Previous KWH Reading (Actual) | 13,421 |
| Kilowell Hours Used | 1,221 |

September 16, 2009

Account Number: 11 00 22 2602 5 8

Page 1 of 4 [16

BILL for: OTIS ASSOCIATES

1300 W 9TH ST APT 705 CLEVELAND OH 44113

Biffing Period:

Aug 16 to Sep 17, 2009 for 31 days

Bill Based On:

Next Reading Date: On or about Oct 16, 2009 Actual Meter Reading

Dogidantial Conses

| Negrosias de | |
|--|--|
| Alessa aleganione de la composition de | CONTROL OF THE PERSON OF THE P |
| Your previous bill was | 10.60 |
| Total payments/adjustments | -65.42 |
| Balance at billing on September 18, 2009 | -54.82 |
| Current Basic Charges | |
| The Huminating Company - Consumption | 52.37 |
| Late Payment Charges | 0.16 |
| Total Current Charges | 52.53 |
| Kouhavodiech (Slandcoise) a za a a a a a za za za | 10 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| | PERSONAL PROPERTY AND |
| | |

To avoid a 1.50% Late Payment Charge being added to your bill, picase pay by the due date.

Bill issued by: The illuminating Company FO Box 3638 Akron OH 44309-3638

Customer Service 24-Hour Emergency/Outage Reporting Payment Options

1-800-589-3101 1-888-544-4877 1-800-686-9901

visit us on-line at www.firstenergycorp.com

Your ourrent PRICE TO COMPARE for generation and transmission from The Illuminating Company is fisted below. For you to save, a supplier's price must be lower. To obtain an "Applies to Applies" comparison of available

competitive electric supplier offers, visit the PUCO web site at www.PUCO.ohio.gov.

Residential Service - 1720100512

6.62 cents per kWh

Account Number: 11 00 22 2602 5 8 Page 3 of 4 Invoice Number: 90861767433 I16

OTIS ASSOCIATES

Looking for improved security? Replacing paper bills and statements with electronic versions allows you to reduce the flow of personal information from unsecured mallboxes, where it can be a target for theft. Visit www.firstenergycorp.com to learn more.

Effective September 1, 2009, the Distribution Related Component will change due to the approval for accelerated recovery of deferred distribution costs. This accelerated recovery will benefit customers by shortening the deferral recovery period and by reducing the total carrying costs passed along to customers. This accelerated recovery charge will be in effect during the non-summer months through May 2011. However, because of the normal transition to lower non-summer raises, the average residential customer will experience a total bill decrease of about

Para a salara da para da maja a para da para d

When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below. Call The Illuminating Company at 1-800-589-3101 with questions on these charges.

Basic Charges

| Customer Number: 0808889828 1720100512 - Residential Service - CE-RSF | |
|---|---------------|
| Customer Charge | 4.00 |
| Distribution Related Component | 16.7 1 |
| Transition Charge | 2.07 |
| Cost Recovery Charges | 1.92 |
| Bypassable Generation and Transmission Related Component | <u> 27.67</u> |
| | 52.37 |

Late payment charge

0.16

Total Charges

\$ 52.53

| | 則其他自然的特別的問題的可以自然的 | |
|-----------|-------------------|--------|
| Date | Reference | Amount |
| Payments: | | |
| 09/14/09 | | -65.42 |

Total Payments 65.42 \$65.42 **Total Payments and Adjustments**

| Léginéliksi pélaice | • |
|-------------------------------|---------|
| Meter Number | 2821123 |
| Present KWH Reading (Actual) | 13,421 |
| Previous KWH Reading (Actual) | 13,003 |
| Kilowatt Hours Used | 418 |

August 18, 2009

Account Number: 11 00 22 2802 5 8

Page 1 of 4 116

BIH for: OTIS ASSOCIATES

1300 W 9TH 6T APT 705 **CLEVELAND OH 44113**

Billing Period:

Jul 21 to Aug 17, 2009 for 28 days

Bill Based On:

Next Reading Date: On or about Sep 17, 2009 Actual Meter Reading

Residential Service

| i feetent to the mail title. | | |
|--|-----------------------|--|
| | | ETAMOUNT DUE TE |
| Your previous bill was | 72.76 | |
| Total payments/edjustments | -127.58 | |
| Balance at billing on August 16, 2009 | -54.82 | 34.60 |
| Current Basic Charges | | |
| The Illuminating Company - Consumption | 64.33 | |
| Late Payment Charges | 1.09 | |
| Total Current Charges | 65.42 | 135 E 15 42 |
| A LOUIS DUE SONS AND A CONTRACTOR OF THE SONS | A THE SEASON STANLING | A SECTION OF THE SECT |
| | | |

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

祉

Bill Issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638

Ulimentos

Customer Service 24-Hour Emergency/Outage Reporting Payment Options

HER THE SECRET OF THE PROPERTY 1-800-589-3101 1-888-544-4877 1-800-686-9901

visit us on-line at www.firstenergycorp.com

FOR SUCCESSION PAINTINGS OF THE MOSSAGE

Your current PRICE TO COMPARE for generation and transmission from The Ultiminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an "Apples to Apples" comparison of available competitive electric supplier offers, visit the PUCC web site at www.PUCO.ohio.gov.

Residential Service - 1720100512

6.95 cents per kWh



Secretary research to the control of the control of

OTIS ASSOCIATES

Account Number: 11 00 22 2802 5 8 Page 3 of 4 Invoice Number: 90042042301 I16

-\$127,58

Green Your Routine - Help save trees and protect the environment by eliminating paper bills. At the same time you anjoy the benefits of reduced clutter, convenience, and improved security. Visit www.firstenergycorp.com to learn

An important message to dog owners -- to ensure that our meter readers' visits to your home are safe and productive, please keep your dog seoured in an area away from the path to your mater.

When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below. Call The Huminating Company at 1-800-589-3101 with questions on these charges.

Basic Charges

Total Payments and Adjustments

| Customer Number: 0800889628 1720100512 - Residential 6 | ervice - CE-RSF | | • |
|--|-----------------|---|--------------|
| Customer Charge | | | 4.00 |
| Distribution Related Component | • • | • | 19.69 |
| Transition Charge | | | 3.00 |
| Cost Recovery Charges | | | 2.33 |
| Bypasseble Generation and Transmission Related Component | | | <u>35.31</u> |
| | | | 64.33 |
| Late payment charge | | | 1.09 |

| Total Charges | • | | | \$ 65.42 |
|---------------|---|---------------------------|--------------|----------|
| | _ | | | |
| | | olamoral sement mornation | TERROR STATE | |

| Date | Reference | Amount |
|----------------|-----------|---------|
| Payments: | | |
| Č8/17/09 | *** | -127.58 |
| | | • . • |
| Total Payments | | |

| Residential Service Meter Number Present KWH Reading (Actual) | 2821123 13,003 | | | | |
|---|-------------------|-------|---|--------|-----|
| Previous KWH Reading (Actual) Kilowatt Hours Used | 12,495 508 | • | r |) 40 ° | · . |

July 21, 2009

Account Number: 11 00 22 2602 5 8

Page 1 of 3 116

B訓 for: OTIS ASSOCIATES

1300 W 9TH ST APT 705 **CLEVELAND OH 44113**

Billing Period;

Jun 19 to Jul 20, 2009 for 32 days

Next Reading Date: On or about Aug 18, 2009 Bill Based On:

Actual Meter Reading

Residential Sendos

| rosidelitici otivice | <u> </u> |
|--|-----------------|
| Management and Manage | Sen amonutania) |
| Your previous bill was -5.10 | |
| Total payments/adjustments49.72 | |
| Balance at billing on July 21, 2009 -54.82 | 34.02 |
| Current Basic Charges | |
| The lituminating Company - Consumption | JE 127.58 |
| STOLAT DUE BY AUG IN 2000 Please pay this amount | |
| 。 《大学》:"我们的是是我们的是是我们的,我们就是我们的一种是我们的一种是我们的,我们就是我们的一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一 | |

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

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Bill issued by: The Illuminating Company PO Box 3638 Aktron OH 44309-3638

Company

Customer Service 24-Hour Emergency/Outage Reporting Payment Options

1-800-589-3101 1-888-544-4877 1-800-686-9901

visit us on-line at www.firstenergyoorp.com

Your current PRICE TO COMPARE for generation and transmission from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an "Applies to Applies" comparison of available competitive electric supplier offers, visit the PUCO web site at www.PUCO.onio.gov.

Residential Service - 1720100512

7.42 cents per kWh

OTIS ASSOCIATES

Account Number: 11 00 22 2502 5 8 Page 3 of 3

\$49,72

Involce Number: 90581867921

For your safety and the safety of our crews, when using a generator follow the manufacturer's installation and operation instructions. Never connect a generator directly to your electrical system without an isolation device installed by an electrician. Otherwise, a fire could start or an employee restoring your power could be seriously injured. We suggest plugging fights/appliances in the outlets on the generator unit.

For a brochure describing your customer rights and obligations, please call our Customer Service phone number.

When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below. Call The Huminating Company at 1-800-569-3101 with questions on these charges.

Basic Charges

Customer Number: 0800889628 1720100512 - Residential Service - CE-RSF

| Customer Charge Distribution Related Component Transition Charge Cost Recovery Charges Bypassable Generation and Transmission Relate | vi Comnovent | 4.90 38.00 7.93 4.52 73.13 |
|--|---------------|--|
| phagaza aguarant am Betalliesiat Leign | er combouseur | 10,13 |

Total Charges \$ 127.58

| | | TOTAL PROPERTY OF THE PARTY OF | 是12 41年10月 |
|-----------------------|-----------|---|-------------------|
| Date | Reference | Amount | |
| Payments: 07/16/09 | | -49.72 | |
| Total Payments | | | 49.72 |

| Residential Service | |
|-------------------------------|---------|
| Meter Number | 2821123 |
| Present KWH Reading (Actual) | 12,495 |
| Previous KWH Reading (Actual) | 11,610 |
| Kilowatt Hours Used | 985 |

Total Payments and Adjustments

Historical Usage Information **Usage Comparison**

| 3000 [| |
|--------|----------|
| 2600 - | 8 |
| 2000 | |
| 1500 - | |
| 1000 | |

| _ | | | | | |
|-----|----|-------|-----|----|-------|
| Jul | 90 | 571 | Jan | 09 | 1,722 |
| Aug | 08 | 465 | Feb | 09 | 2,583 |
| Sep | 08 | 336 | Mar | 09 | 2,201 |
| Oct | 08 | 829 | Apr | 09 | 1,349 |
| Nov | 08 | 1,273 | May | 09 | 548 |
| Dac | 80 | 1,723 | Jun | 09 | 391 |

June 19, 2009

Account Number: 11 00 22 2602 5 8

CLEVELAND OH 44113

Page 1 of 4 116

BIH for: OTIS ASSOCIATES 1300 W 9TH ST APT 705

Billing Perlod:

May 19 to Jun 18, 2009 for 31 days

Next Reading Date: On or about Jul 20, 2009 Bill Based On:

Actual Meter Reading

Desiriential Service

| 1300CSTREET CST | NINO . |
|--|--|
| WEST STREET STREET, STREET STREET, STR | A THE PROPERTY OF THE PROPERTY |
| Your previous bill was | 8.04 |
| Total payments/adjustments | 60.86 |
| Bafance at billing on June 19, 2009 | -54.82 |
| Current Basic Charges | |
| The Huminating Company - Consumption | 49.63 |
| Late Payment Charges | 0.09 |
| Total Current Charges | 49.72 |
| You have a gredit balance of some significant and s | |
| | DANKE 直接自然性的 100% (多元) 多速度 100% |

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

4

Bill issued by: The Muminating Company PO Box 3638 Akron OH 44309-3838

Сопрапу

Customer Service 24-Hour Emergency/Outage Reporting Payment Options

1-800-589-3101 1-868-544-4877 1-800-686-9901

visit us on line at www.tirelenergycorp.com

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Your ourrent PRICE TO COMPARE for generation and transmission from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an "Apples to Apples" comparison of available competitive electric supplier offers, visit the PUCO web site at www.PUCO.ohlo.gov.

Residential Service - 1720100512

6.92 cents per kWh

TV: 3217 SESSE OF DEPENDICES OF ECONOMISM AND MAINTENANT AND STREET STREET

OTIS ASSOCIATES

Account Number: 11 00 22 2602 5 8 Page 3 of 4 nvoice Number: 90791752475

Locking for a safe and secure way to access and pay your bill online? Sign up for eBill Electronic Billing. For more information on this and our payment options, visit www.firstenergycorp.com

Pursuant to Ohio law, it is illegal for your electric meter and associated equipment to be tampered with to obtain unauthorized use of electricity. As specified in the Ohio Revised Code, persons found guilty of stealing electricity or tampering may be subject to jail sentences up to five years and fines up to \$10,000. Meter tampering is dangerous and could result in earlous personal injury or damage to property. Offic Law requires this message.

When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below. Call The Huminating Company at 1-800-589-3101 with questions on these charges.

Customer Number: 0800889628 1720100512 - Residential Service - CE-RS30F / RS

Basic Charges

| ANOMING SHIMBS! DORAGOODE IITO ISOS IX - NOMINGINIS DALITO - ANTANAM I MA | |
|---|------------------|
| Customer Charge | 4.00 |
| .Distribution Related Component | 15.04 |
| Transition Charge | 5.81 |
| Cost Recovery Charges | 1 .91 |
| Bypassable Generation and Transmission Related Component | 22.87 |
| | 49,63 |
| Late payment charge | 0.09 |
| Total Charges | \$ 49.72 |

| MUSTIN ARTERNATED | Datali Paymentanci Adjustotem Lij | omaton sales a second |
|-----------------------|-----------------------------------|-----------------------|
| Date | Reference | Amount |
| Payments: 06/15/09 | | -60.86 |

Total Payments 60.86 **-\$60.86 Total Payments and Adjustments**

| Residential Service | | | |
|--------------------------------|---------|---------------------------------|---------|
| Meter Number | 2821123 | Meter Number | 2821123 |
| Present KWH Reading (Estimate) | 11,282 | Present KWH Reading (Actual) | 11,510 |
| Previous KWH Reading (Actual) | 11,119 | Previous KWH Reading (Estimate) | 11,282 |
| Kilowatt Hours Used | 163 | Kliowatt Hours Used | 228 |

May 19, 2009

Account Number: 11 00 22 2602 5 8

Page 1 of 4 116

Bill for: OTIS ASSOCIATES 1300 W 9TH ST APT 705 **CLEVELAND OH 44113**

Billing Period:

Apr 21 to May 18, 2009 for 28 days

Next Reading Date: On or about Jun 18, 2009 Bill Based On:

Actual Meter Reading

Res Act All Electric

| Management and provided the control of the control | 是被重要。 10.1000 |
|---|--|
| Your previous bill was | 186.76 |
| Total payments/adjustments | -241.58 |
| Balance at billing on May 19, 2009 | -54.82 |
| Current Basic Charges | |
| The Illuminating Company - Consumption | \$ 60,80 |
| TOTAL DRE DYSMIT OXY RIGHT HEAST PAY INSTRUCTURES SAFE | And the second s |
| 图的表现的证明的问题,如此可以以及是这种关键的特别的证据的证据的证据的证据的。 | SUPPLEMENTAL MODELLES PROPERTIES DE L'ARTE DE |

To avoid a 1.60% Late Payment Charge being added to your bill, please pay by the due date.

A

Bill issued by: The Illuminaling Company PO 80x 3638 Akron OH 44309-3638

Customer Service 24-Hour Emergency/Outage Reporting Payment Options

1-800-589-3101 1-888-544-4877 1-800-686-9901

visit us on-line at www.firstenergycorp.com

Your current PRICE TO COMPARE for generation and transmission from The likeninating Company is listed below. For you to save, a supplier's price must be lower. To obtain an "Applies to Applies" comparison of available compelitive electric supplier offers, visit the PUCO web site at www.PUCO.chio.gov.

Res Apt All Electric - 1720100512

1.6 cente per kWh



OTIS ASSOCIATES

Account Number: 11 00 22 2802 58 Page 3 of 4 trivoice Number: 90881598477 H6

For your ealety, if your service has been disconnected, do not attempt to reconnect it. While this is illegal and could result in prosecution, removing a meter base or touching any of the wires can also cause death or serious injury through arcs of electricity, explosions or fire. Meters are only to be accessed by authorized utility personnel. To have your service reconnected, please call us to make the necessary arrangements.

If termination of service would be especially dengerous to your health or the health of someone in your household, please contact our office regarding certification of the related medical condition by a licensed physician, physician's assistant, clinical nurse specialist, cartified nurse practitioner, certified nurse-midwife or local board of health physician so that service can be maintained.

Time to clean off your desk? Go paperless with eBill Electronic Billing and enjoy the convenience of viewing your monthly electric bill online. Plus, we will send you an e-mail reminder when your bill is ready. Visit

firstenergycorp.com to leam more.

When contacting an Alternate Electric Supplier, please provide the customer numbers below. Call The Illuminating Company at 1-800-569-3101 with questions on these charges.

Basic Charges

| Customer Number: 0800869628 1720100 | 512 - Res Apt All Electri | lo - CE-RS30F / RS | |
|---|---------------------------|--------------------|------------------|
| Customer Charge | | | 4.19 |
| Distribution Refeted Component Transition Charge | | | 21.05 1 12.26 |
| Generation Related Component | | | 20,64 3,25 · |
| Transmission Related Component Residential Distribution Credit | | | -0.54 |
| Total Charges | | • | \$ 60.86 |

| HILLSON | sistemalikaiyorra antiyadin siitu kiitotok | |
|----------------|--|---------|
| Date | Reference | Amount |
| Payments: | | • |
| 04/24/09 | · · | -135,85 |
| 05/08/09 | | -105.73 |
| Total Payments | | -241.58 |

| Res Apt All Electric | _ |
|-------------------------------|---------|
| Meter Number | 2821123 |
| Present KWH Reading (Actual) | 11,119 |
| Previous KWH Reading (Actual) | 10,571 |
| Kliowati Hours Used | 549 |

Total Payments and Adjustments

-\$241.58

Illuminating Company April 21, 2009

Account Number: 11 00 22 2602 5 8

Page 1 of 3

Bill for: OTIS ASSOCIATES 1300 W 9TH ST APT 705 CLEVELAND OH 44113

Billing Period: Mar 19 to Apr 20, 2009 for 33 days Next Reading Date: On or about May 19, 2009

Bill Bared On:

Actual Meter Reading

Res Apt All Electric

| ESSECTION OF THE PROPERTY OF T | 言語為是對於國際的學習不同,如OUTONES |
|--|--|
| Your previous bill was | 81.03 |
| Total payments/adjustments | 0.00 |
| Balance at billing on April 21, 2009 | 81.03 |
| Current Basic Charges | |
| The Illuminating Company - Consumption | 104.51 |
| Late Payment Charges | 1.22 |
| Total Current Charges | 105.73 |
| COLD LINE DY MAY ARE STORED SHEET AND AND ARROWS THE SAME OF THE S | ALESSA PER SULLIVIA S |
| 建筑的设计的支援通过的现在分词形式的现在分词形式的现在分词形式的现在分词形式的现在分词形式的形式的形式的形式的形式的形式的形式的形式的形式的形式的形式的形式的形式的形 | |

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

2

Bill issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638

Company

Customer Service 24-Hour Emergency/Outage Reporting Payment Options

1-800-589-3101 1-888-544-4877 1-800-686-9901

visit us on-line at www.firstenergycorp.com

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Your current PRICE TO COMPARE for generation and transmission from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an "Applies to Applies" comparison of available competitive electric supplier offers, visit the PUCO web site at www.PUCO.ohfo.gov.

Res Apt All Electric - 1720100512

1.6 cents per kWh

Exhibit F - Page 33 of 42

OTIS ASSOCIATES

Account Number: 11 00 22 2602 5 8 Page 3 of 3 invoice Number: 907717 13703 I16

***** REMINDER NOTICE ******

When this bill was prepared, your account had an unpaid balance. If you have already made this payment, thank you. If not, please promptly pay the overdue amount, Call us if you have questions or for information on payment arrangements.

Spring's warm weather often produces thunderstorms, which can cause service interruption. Please stay away from downed power lines. If you see one, please call us,

GO FROM GETTING A STATEMENT TO MAKING ONE. Help the environment and get paperless statements. Visit www.firstenergycom.com to learn more.

When contacting an Allemate Electric Supplier, please provide the customer numbers below.

Call The Illuminating Company at 1-800-589-3101 with questions on these charges.

Basic Charges .

Customer Number: 0800869628 1720100512 - Res Apl All Electric - CE-RS30F / R8

4.53 Customer Charge Distribution Related Component 35.39 Transition Charge 20.13 **Generation Related Component** 48.34 Transmission Related Component 4.12 104.51

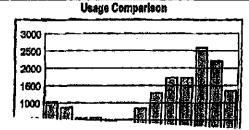
Late payment charge 1.22

\$ 105.73 **Total Charges**

Res Apt All Electric

Meter Number 2821123 Present KWH Reading (Actual) 10.571 Previous KWH Reading (Actual) 9,222 Kilowatt Hours Used 1,349

Distarios Hagna information



| 51000 | Ottout page | e minimum | 21 |
|--------|-------------|----------------|-------|
| Арг 08 | 1,012 | Oct 08 | 829 |
| May 08 | 860 | Nov 08 | 1,273 |
| Jun 08 | 552 | Dec 08 | 1,723 |
| Jul 08 | 571 | <i>J</i> an 09 | 1,722 |
| Aug 08 | 465 | Feb 09 | 2,583 |
| Sep 08 | 336 | Mar 09 | 2,201 |
| 1 | | Anr (19 | 1349 |

Exhibit F - Page 34 of 42

March 19, 20**0**9

Account Number: 11 00 22 2602 5 8

Page 1 of 3

III nnating ompany

Bill for: OTIS ASSOCIATES

1300 W 9TH ST APT 705 CLEVELAND OH 44113

Billing Period: Feb 19 to Mar 18, 2009 for 28 days

Next Reading Date: On or about Apr 20, 2009 Bill Based On: Actual Meter Reading

Res Apl All Electric

| 188124 Last State Last Account Symboly 2.124 | Water San |
|---|---|
| Your previous bill was | 231.71 |
| Total payments/adjustments | 286.53 |
| Bajance at billing on March 19, 2009 | -54.82 |
| Current Basic Charges . | |
| The Illuminating Company - Consumption | 7 (3 %) 13 (5 %) |
| Total Dive by Apr 97: 2009 Pilease pay this bindent | S/10 23 10 25 10 25 10 25 10 25 10 25 10 25 10 25 10 25 10 25 10 25 10 25 10 25 10 25 10 25 10 25 10 25 10 25 |
| | |

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.



Bill issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638

Ethuratno Company Customer Service 24-Hour Emergency/Outage Reporting Payment Options 1-800-589-3101 1-888-544-4877 1-800-686-9901

visit us on-line at www.firstenergycorp.com

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HONEY TO THE THE PARTY OF THE P

Your current PRICE TO COMPARE for generation and transmission from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an "Apples to Apples" comparison of available competitive electric supplier offers, visit the PUCO web site at www.PUCO.ohio.gov.

Res Apt All Electric - 1720100512

1.0 cents per kWh



Account Number: 11 00 22 2602 5 8 Page 3 of 3 Invoice Number: 90871606748 116

OTIS ASSOCIATES

The Eamed Income Tax Credit (EITC) is a lax credit for certain lower-Income families and Individuals. For information - and to determine if you qualify, simply dial 1-800-829-1040 or visit www.irs.gov/ind/iduals.

When contacting an Alternate Electric Supplier, please provide the customer numbers below.

Call The Illuminating Company at 1-800-589-3191 with questions on these charges.

Basic Charges

Customer Number: 0800889628 1720100512 - Res Apt All Electric - CE-RS30F

| 4.53 |
|-------|
| 43.58 |
| 27.60 |
| 54.33 |
| 5.81 |
| |

\$ 135.85 **Total Charges**

| | Betall Payment and Abjustment Infor | niconata les estres realism |
|-----------|-------------------------------------|-----------------------------|
| Date | Reference | Amount |
| Payments: | | |
| 02/25/09 | | -112.35 |
| 03/16/09 | | -174,18 |
| | | |

-286.53 **Total Payments**

Total Payments and Adjustments \$286,53

| Res Apt Ali Electric | |
|-------------------------------|---------|
| Meler Number | 2821123 |
| Present KWH Reading (Actual) | 9,222 |
| Previous KWH Reading (Actual) | 7,021 |
| Kilowatt House Head | 2 201 |

Usage Comparison

| ю[| | | | | | | | Ŧ | - |
|-------|--------|---------|--------|---|------|-----|-----|-----|---|
| io | ***-I- | • • • • | • | | • | | | 4 | ſ |
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| 侧的 | T | | | | - ST | 闌 | 3 | 秦 | ľ |
| 0騰 | 湯鹿 | 71 | | | 閬 | 拼 | 撒 | Š | į |
| o ([2 | | AND E | | 📆 | 1 | | 7 | \$ | ľ |
| | | | ी श | 羽 | | | を変え | 700 | 5 |

| Mar 08 | 1,414 | Sep 08 | 336 |
|--------|-------|------------|-------|
| Apr 08 | 1,012 | Oct 08 | 829 |
| May 08 | 860 | " Nov-08 " | 1,273 |
| Jun 08 | 552 | Dec 08 | 1,723 |
| Jul 08 | 571 | Jan 09 | 1,722 |
| Aug 08 | 465 | Feb 09 | 2,583 |
| | | Mar 09 | 2,201 |

Exhibit F - Page 36 of 42

February 19, 2009

Account Number: 11 00 22 2602 5 8

Page 1 of 3 116

BIII for: OTIS ASSOCIATES

1300 W 9TH ST APT 705 **CLEVELAND OH 44113**

Billing Period:

Jan 17 to Feb 18, 2009 for 33 days

Next Reading Date: On or about Mar 19, 2009

Bill Based On:

Actual Meter Reading

Res Ant All Flectric

| Your previous bill was | CERTIFICATION OF THE TRANSPORT OF THE TR |
|---|--|
| Total payments/acjus iments | 0.00 |
| Balance at billing on February 19, 2009 | 57.53 |
| Current Basic Charges The Buninating Company - Consumption | 173.32 |
| Late Payment Charges Total Current Charges | 0.66 174.18 |
| Total Current Charges rotal Fuetby (Magdess/100) siles repayant segrouni | |

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.



Bill issued by: The illuminating Company PO Box 3638 Akron OH 44309-3638

Brenetra

Customer Service 24-Hour Emergency/Outage Reporting **Payment Options**

1-800-589-3101 1-886-544-4877 1-800-686-9901

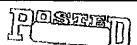
visit us on-line at www.firstenergycorp.com

Your current PRICE TO COMPARE for generation and transmission from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an "Applies to Applies" comparison of available

competitive electric supplier offers, visit the PUCO web site at www.PUCO.chio.gov.

Res Apt All Electric - 1720100512

1.0 cents per kWh



OTIS ASSOCIATES

Account Number: 11 00 22 2602 5 8 Page 3 of 3 Invoice Number: 90841630320 I16

***** REMINDER NOTICE *****

When this bill was prepared, your account had an unpaid balance. If you have already made this payment, thank you. If not, please promptly pay the overdue amount. Call us if you have questions or for information on payment arrangements.

GO FROM DETTING A STATEMENT TO MAKING ONE. Help the environment and get papertess statements. Visit www.firstenergyoorp.com to learn more.

The Earned Income Tax Credit (EITC) is a tax credit for certain lower-income families and individuals. For information - and to determine if you qualify, simply dial 1-800-829-1040 or visit www.irs.gov/individuals.

This month's bill reflects the Public Utilities Commission of Ohio's recent ruling authorizing a charge for increased purchased power expense.

The contract of the contract o

When contacting an Alternate Electric Supplier, please provide the customer numbers below. Call The Illuminating Company at 1-800-589-3101 with questions on these charges.

Basic Charges

| Customer Number: 0800885628 1720100612 - Res Apt Ali Electric - CE-R530F | |
|--|---------------|
| Customer Charge | 4.53 |
| Distribution Related Component | 56.3 5 |
| Transition Charge | 36.87 |
| Generation Related Component | 66.12 |
| Transmission Related Component | 7.45 |
| | 173.32 |
| 4. | |

Late payment charge

0.86

Total Charges

Res Apt All Electric

Meter Number 2821123 Present KWH Reading (Actual) 7,021 Previous KWH Reading (Actual) 4,438 Kilowatt Hours Used 2,583

Usage Comparison 3000 2500 2000 1500 🛱

| | Historical Utage Information | | | | | |
|-----|------------------------------|-------|--------|-------|--|--|
| F | eb 08 | 1,748 | Aug 08 | 465 | | |
| N | lar 08 | 1,414 | Sep 08 | 336 | | |
| A | pr 08 ° | 1,012 | Oct 08 | 829 | | |
| N | lay 08 | 860 | Nov 08 | 1,273 | | |
| 1.6 | m AA | 552 | Dec 08 | 1,723 | | |

Exhibit F - Page 38 of 42

January 19, 2009

Account Number: 11 00 22 2602 5 8

CLEVELAND OH 44113

Page 1 of 4

116

Billing Period:

BIR Based On:

Bill for: OTIS ASSOCIATES 1300 W 9TH ST APT 705

Dec 20 to Jan 16, 2009 for 28 days

Next Reading Date: On or about Feb 18, 2009 Actual Meter Reading

Prorated Bill

Res Apt All Electric

56.18 Your previous bill was Total payments/actuatments -111,00 Balance at billing on January 19, 2009 -54.82 **Current Basic Charges** The Illuminating Company - Consumption Figural Duter by Feb 122 2009 Filease pay think amount so seem

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

Bill Issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638

Customer Service 24-Hour Emergency/Outage Reporting Payment Options

1-800-589-3101 1-888-544-4877 1-800-686-9901

visit us on-line at www.firstenergycorp.com

Rice to Compare Messace

Your current PRICE TO COMPARE for generation and transmission from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an "Applies to Applies" comparison of available compelitive electric supplier offers, visit the PUCO web site at www.PUCO.chio.gov.

Res Apt All Electric - 1720100512

1.0 cents per kWh

THE PROPERTY OF THE PROPERTY O

OTIS ASSOCIATES

Account Number: 11 00 22 2602 5 8 Page 3 of 4 Invoice Number: 90761652218 116

Pursuant to Ohio Law, the Universal Service Fund rider rate has been adjusted effective with this bill.

REMINDER: Please pay the entire amount of your electric bill each month by the due date to avoid being assessed a late payment charge, which is equal to 1.5% of your total amount due.

The PUCO has approved charges to the Company's Interconnection Tenff. Customers adding generating equipment connected to their home or business wiring must comply with the technical specifications referred to in Sheet No.95, Interconnection Service. Customers with on-site generation fueled by solar, wind, blomass, landfill gas, or hydropower, or who use a micro turbine or a fuel cell may request nat metering as described in Sheet No. 93. Net Energy Metering Rider. Copies of these documents are available at firstenergycorp.com.

When contacting an Allemate Electric Supplier, please provide the customer numbers below. Call The Mundinaling Company at 1-800-589-3101 with questions on these charges.

Basic Charges

Customer Number: 0800869628 1720100512 - Res Apt All Electric - CE-RS30F

Customer Charge 4.53 Distribution Related Component 37.00 Transition Charge 23,41 Generation Related Component 42.53 Transmission Related Component 4.88

Total Charges

\$ 112.35

| | Male Paymentand Adjustine milli | (cimalion as expression of the control of the contr |
|-----------------------|---------------------------------|--|
| Date | Reference | Amount |
| Paymenis: 01/16/09 | | -111,00 |

Total Payments

-111.00

Total Payments and Adjustments

-\$111.00

Res Apt Atl Electric Meter Number 2821123 Present KWH Reading (Actual) 4,438 Previous KWH Reading (Actual) 2,716 Kilowall Hours Used 1.722

December 22, 2008

Page 1 of 3 116

BIN for: ØTIS ASSOCIATES 1300 W 9TH 8T APT 705 CLEVELAND OH 44113

Billing Period:

Nov 19 to Dec 19, 2008 for 31 days

Next Reading Date: On or about Jan 19, 2009

Bill Based On:

Actual Meter Reading

Res Apt All Electric

| Your previous bill was | 109.43 |
|--|--------------------------------|
| Total payments/adjustments | -161.25 |
| Balance at billing on December 22, 2008 | -54.82 |
| Current Basic Charges | |
| The Illuminating Company - Consumption | 111.00 |
| a color no company and a superior pay and a mount of sections of the section of t | LANCE TO SERVICE STATE |
| [198] [1] [1] [1] [1] [1] [1] [1] [1] [1] [1 | 出版則自認用發展的語言的影響的影響的影響的影響的影響的影響的 |

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

Under State law, the amount you are being billed includes:

(1) Kilowatt-hour taxes that have been in effect since 2001 and are currently at \$54.37; and

(2) Assessments to assist in the support of the operations of the PUCO and the office of the consumers' counsel that have been in effect since 1912 and 1977, respectively.

CANCED A MODINE AND A SECOND ASSESSMENT



Biti Issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638

Customer Service 24 Hour Emergency/Outage Reporting Payment Options

1-800-589-3101 1-888-544-4877 1-800-686-9901

visit us on-line at www.firstenergycorp.com

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Your ourrent PRICE TO COMPARE for generation and transmission from The lituralinating Company is listed below. For you to save, a supplier's price must be lower. To obtain an "Apples to Apples" comparison of available competitive electric supplier offers, visit the PUCO web site at www.PUCO.chio.gov.

Res Apt All Electric - 1720100512

1.0 cents per kWh

OTIS ASSOCIATES

Account Number: 11 00 22 2602 5 8 Page 3 of 3 Invoice Number: 90541693314 118

Best wishes for a joyous holiday season from all of us at The Illuminating Company.

When contacting an Alternate Electric Supplier, please provide the customer numbers below.

Call The Illuminating Company at 1-800-589-3101 with questions on these charges.

Basic Charges

Customer Number: 0800889628 1720100512 - Res Apt All Electric - CE-RS39F

Customer Charge Delivery Charge Transition Charge Generation Related Component

Transmission Related Component

Total Chaiges

4.88

4,53

37.21

23,42

40.9B

| | Profit Caracterine Asolin and the House | namnie Estate |
|----------------------|---|---------------|
| Date | Reference | Amount |
| Payments: | | |
| 1 1/19/08 | | -70.45 |
| 12/17/08 | | -90,80 |

Total Payments Total Payments and Adjustments

-\$161.25

Res Apt All Electric

Meter Number Present KWH Reading (Actual) Previous KWH Reading (Actual) Kilowait Hours Used

2821123 2,716 993

Usage Comparison

1600 1400 1200 1000 800 600 400 200 J F M A M J J A S O N D

Historical Usage information

| Dec 07 | 1,374 | Jun 08 | 552 |
|----------|-------|--------|-------|
| Jan 08 | 907 | Jul 08 | 571 |
| Feb 08 | 1,748 | 80 guA | 465 |
| Mar 08 | 1,414 | Sep 08 | 336 |
| Apr 08 - | 1,012 | Oct 08 | 829 |
| May 08 | 860 | Nov 08 | 1,273 |
| • | • | Dec 08 | 1,723 |
| | | | |

Exhibit F - Page 42 of 42

EXHIBIT G ELECTRIC BILLS WATER STREET UNIT 113 (884 SF)

WATER STREET UNIT 113 (884 SQUARE FEET)

| SUMMARY OF BILLS FR | F BILLS FROM | ILLUMINATI | OM ILLUMINATING COMPANY | | | |
|------------------------------|--------------|--------------------|---|-------------|------------|-----------|
| (Prepared April 5, 2010) | | | | | | |
| Water Street Suite 113 (884 | | Square Feet) | | | | |
| | | | Number of | | | |
| Last day of | | Type of | Days in Billing | Price Per | Kilowatt | Price ner |
| Billing Period | Current Bill | Reading | Period | kWh | Hours Used | kWh (1) |
| 2010.02.17 | \$276.95 | Actual | 33 | 5.16 | 2,658 | \$0.104 |
| 2010.01.15 | \$247.32 | Actual | 30 | 5.07 | 2,405 | \$0.103 |
| 2009.12.16 | \$181.41 | Actual | 29 | 5.07 | 1,781 | \$0.102 |
| 2009.11.17 | \$107.48 | Actual | 32 | 5.49 | 1,123 | \$0.096 |
| 2009.10.16 | \$70.93 | Actual | 29 | 6.08 | 1,121 | \$0.063 |
| 2009.09.17 | \$42.10 | Actual | 31 | 6.62 | 1,099 | \$0.038 |
| 2009.08.17 | \$28.99 | Actual | 28 | 6.94 | 221 | \$0.131 |
| 2009.07.20 | \$55.96 | Actual | 32 | 6.93 | 1,150 | \$0.049 |
| 2009.06.18 | \$52.18 | Actual | 31 | 6.92 | 1,154 | \$0.045 |
| 2009.05.19 | \$56.97 | Actual | 28 | 1.62 | 1,137 | \$0.050 |
| 2009.04.20 | \$129.29 | Actual | 33 | 1.60 | 1,816 | \$0.071 |
| 2009.03.18 | \$107.00 | Actual | 28 | 5.78 | 1,095 | \$0.098 |
| (1) Price per kWh calculated | | ividing current ar | by dividing current amount of bill by Kilowatt hours used | owatt hours | used. | |



Account Number: 11 00 59 4467 1 3

Page 1 of 4 116



Bill for: 📲

1133 W 9TH ST APT 113 **CLEVELAND OH 44113**

Billing Period:

Feb 18 to Mer 18, 2010 for 29 days

Next Reading Date: On or about Apr 16, 2010 Bill Based On:

Actual Meter Reading Equal Payment Plan

eBill

Residential Service

| 11000011001 | | |
|--|--------|-------------------------|
| and the second s | | ្ត្រី |
| Your previous bill was | 118,00 | New York and the second |
| Total payments/adjustments | 118.00 | |
| Balance at billing on March 19, 2010 | 0.00 | 20.0 |
| Current Basic Charges | | |
| The Illuminating Company - Payment Plan Amount | | 118.00 |
| Total owed by Apr 02, 2016 | | \$118.00 |
| As an Automatic Credit Card Payment customer - Total charges of \$118.00 | | |
| will automatically be charged to your card account. | | |
| | 1 | |

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

To pay your account in full you owe \$386.18.



Bill issued by: The Huminating Company PO Box 3638 Akron OH 44309-3638



Customer Service

24-Hour Emergancy/Outage Reporting **Payment Options**

1-800-589-3101 1-888-544-4877 1-800-686-9901

visit us on-line at www.firstenergycorp.com

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Your current PRICE TO COMPARE for generation and transmission from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an "Apples to Apples" comparison of available competitive electric supplier offers, visit the PUCO web site at www.PUCO.ohlo.gov. Your price to compare includes a credit of 1.90 cents for every kwh over 500 during the non-summer periods.

Residential Service - 1650098433

5.78 cents per kWh

Serving apages of a collisional information and element of the few servings and the collision and the



Account Number: 110059446713

Automatic Credit Card Payment Customer \$118.00 will be charged to your card account - DO NOT PAY

1133 W 9TH ST APT 113 **CLEVELAND OH** 44113

THE ILLUMINATING COMPANY PO BOX 3638 AKRON OH 44309-363B

Definitions

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

Bypassable Generation and Transmission Related Component Charges associated with the costs for purchased power and to
deliver the power through the transmission system. These are the
charges that a customer would avoid for that billing period if the
customer switched to a Certified Retail Electric Service provider.

Cost Recovery Charges - Charges paid by all customers to recover
previously incurred costs.

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

Distribution Related Component - A charge (including taxes) for moving electricity over electric distribution lines to your home or business. Formerly, Delivery Charge.

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

Economic Development Component - Charges paid by all customers to recover costs related to economic development support.

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 our Web site listed below.

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

Invoice Number: 90602063825

Kliowatt-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) - A certified retail electric service provider's price for generation and transmission must be lower than your price to compare for you to save money with that provider.

Residential Distribution Credit - A credit for customers billed on a qualifying rate (as of 4/30/09), applied to all usage

over 500 kWh during the winter billing period.

Residential Generation Gredit - A credit for customers billed on a qualifying rate (as of 4/30/09), applied to all billing period usage during the winter billing period.

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.

important Information

Questions or Complaints

To receive information about your illuminating Company bill, various charges, rate achedules 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: 1-809-589-3161 (Monday - Friday, 8:00 a.m. - 6:00 p.m.) Visit our Web site: www.firstenergycorp.com

You may be asked to provide:

Your phone number:

Your account number: 11 00 59 4467 1 3 Your premise number: 1650098433

For Your Protection

All of our employees wear Photo LD, 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 liburainating Company, or for general utility information, residential and business customers may call 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 www.pickocc.org.

Energy Assistance: Contact HEAP at 1-800-282-0880 (TDD/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.firstenergy.com.



The Earned Income Tax Credit (EITC) is a tax credit for certain lower-income families and individuals. For information and to determine if you quality, simply dial 1-800-829-1040 or visit www.irs.gov/individuals.

In response to the Public Utilities Commission of Ohio's March 3, 2010 order, effective March 17, 2010, qualifying residential customers will receive an additional 4.2 cent/kilowalt-hour (kWh) credit on all usage during the non-summer billing periods (Sept. - May), which is in addition to the existing 1.9 cent/kWh credit for all usage over 500 kWh each billing period during the non-summer billing periods. The new Residential Generation Credit will appear as a separate line item on your bill and is designed to provide bill impacts commensurate with rates that were in effect in December 2008. The utility will continue to provide this new credit even if you switch to an alternative generation supplier. The credit does not affect your Price to Compare. If you recently received a higher-than-expected bill and would like to make installment payments, please call us at 1-800-720-3600 to discuss available payment options.

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When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below. Call The Illuminating Company at 1-800-589-3161 with questions on these charges.

Basic Charges

| Customer Number: 0803677391 1650098433 - Residential Service - CE-RSF | | | |
|---|-----------|--|--|
| Customer Charge | 4.00 | | |
| Distribution Related Component | 46.39 | | |
| Transition Charge | 7.77 | | |
| Cost Recovery Charges | 3.54 | | |
| Bypassable Generation and Transmission Related Component | 56.10 | | |
| Residential Distribution Credit | -7.99 | | |
| Residential Generation Credit | -2.81 | | |
| Total Charges | \$ 107.00 | | |

| | របស់នៅការនៅក្រុមប្រជុំ ខេត្តការប្រជុំ | 1:0(2) | * |
|--------------------------------|---------------------------------------|-----------|---|
| Date | Reference | Amount | |
| Payments: | | | |
| 02/23/10 | | -118.00 | |
| Total Payments | | | L |
| Total Payments and Adjustments | | -\$118.00 | j |

| | | | Actual | Charges | EPP. | Amount |
|-------------------|--------|----------|--------|---------|--------|--------|
| Billing Perlod | # Days | Due Date | Dist | Supply | Dist | Supply |
| 07/21/09 08/17/09 | 28 | 09/01/09 | 28.99 | 0.00 | 93.60 | 0.00 |
| 08/18/09 09/17/09 | 31 | 10/02/09 | 42.10 | 0.00 | 93.00 | 0.00 |
| 09/18/09 10/16/09 | 29 | 11/02/09 | 70.93 | 0.00 | 93.00 | 0.00 |
| 10/17/09 11/17/09 | 32 | 12/02/09 | 107.48 | 0.00 | 93.00 | 0.00 |
| 11/18/09 12/16/09 | 29 | 12/31/09 | 181.41 | 0.00 | 93.00 | 0.00 |
| 12/17/09 01/15/10 | 30 | 02/01/10 | 247.32 | 0.00 | 93.00 | 6.00 |
| 01/16/10 02/17/10 | 33 | 03/04/10 | 276.95 | 0.00 | 118.00 | 6.00 |
| 02/18/10 03/18/10 | 29 | 04/02/10 | 107.00 | 0.00 | 118.00 | 0.00 |
| Totals | | | 1,062 | 2.18 | 79- | 4.00 |

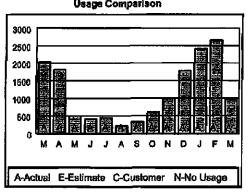
| Difference Between Actual Charges and EPP Amount | 268.18 |
|--|--------|
| Unpaid EPP Amount | 118.00 |
| EPP Account Balance | 386.18 |

Your actual account balance with The liturninating Company is 386.18.

Residential Service

Meter Number 2816869 Present KWH Reading (Actual) 34,614 33,644 Previous KWH Reading (Actual) Kilowatt Hours Used 970

Usage Comparison



| | Hist | orical Usage | e Inforn | nation | |
|-----|------|--------------|----------|--------|-------|
| Mar | 09 | 2,031 | Sep | 09 | 334 |
| Арг | 09 | 1,816 | Oct | 09 | 603 |
| May | 09 | 505 | Nov | 09 | 996 |
| Jun | 09 | 412 | Dec | 09 | 1,781 |
| Jul | 09 | 441 | Jan | 10 | 2,405 |
| Aug | 09 | 221 | Feb | 10 | 2,658 |
| | | | Mar | 10 | 970 |

| | Mar 09 | Mar 10 |
|---------------------------|--------|--------|
| Average Dally Use (KWH) | 73 | 33 |
| Average Daily Temperature | 34 | 37 |
| Days in Billing Period | 28 | 29 |
| Last 12 Months Use (KWH) | | 13,142 |
| Average Monthly Use (KWH) | | 1,095 |



Bill for: {

1133 W 9TH ST APT 113 CLEVELAND OH 44113

Billing Period: Jan 16 to Feb 17, 2010 for 33 days

Equal Payment Plan

Next Reading Date: On or about Mar 17, 2010 Actual Meter Reading Bill Based On:

eBill

Residential Service

| Nessiania service | _ | |
|--|--------|---------------------------|
| F1948com-Summary | | A mount Luc |
| Your previous bill was | 93,00 | |
| Total payments/adjustments | -93.00 | |
| Balance at billing on February 18, 2010 | 0.00 | 0,00 |
| Current Basic Charges | | Thomas and the second |
| The Illuminating Company - Payment Plan Amount | | 118.00 |
| Total owed by Mar 04, 2010 | | \$118.00 |
| As an Automatic Credit Card Payment customer - Total charges of \$118.00 | | |
| will automatically be charged to your card account. | _ | |
| | | |

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

To pay your account in full you owe \$397.18.

General Informations

*

Bill issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638

Customer Service

24-Hour Emergency/Outage Reporting **Payment Options**

1-900-589-3101 1-888-544-4877 1-800-686-9901

visit us on-line at www.firstenergycorp.com

2221 Geat Fomphiel Message - A

Your current PRICE TO COMPARE for generation and transmission from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an "Applies to Applies" comparison of available competitive electric supplier offers, visit the PUCO web site at www.PUCO.ohio.gov.

Residential Service - 1650098433

5.16 cents per kWh

TO THE STREET SEED OF THE PROPERTY OF THE PROP



Account Number: 110059446713

Automatic Credit Card Payment Customer \$118.00 will be charged to your card account - DO NOT PAY

THE ILLUMINATING COMPANY PO BOX 3638 AKRON OH 44309-3638

1133 W 9TH ST APT 113 CLEVELAND OH 44113

Definitions

Actual Reading - A reading we take from your electric meter. Bypassable Generation and Transmission Related Component - Charges associated with the costs for purchased power and to deliver the power through the transmission system. These are the charges that a customer would avoid for that billing period if the customer switched to a Certified Retail Electric Service provider. Cost Recovery Charges - Charges paid by all customers to recover previously incurred costs.

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

Distribution Related Component - A charge (including taxes) for

moving electricity over electric distribution lines to your home or business. Formerly, Delivery Charge.

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

Economic Development Component - Charges paid by all customers to recover costs related to economic development support.

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 our Web site listed below. 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) - A certified retail electric service provider's price for generation and transmission must be lower than your price to compare for you to save money with that provider. Residential Distribution Credit - A credit for customers billed on a qualifying rate (as of 4/30/09), applied to all usage over 500 kWh during the winter billing period. 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

important information

generation competition.

Questions or Complaints

To receive information about your lituminating 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

Cail Customer Services: 1-860-589-3101 (Monday - Friday, 8:00 a.m. - 6:00 p.m.) Visit our Web site: www.firstenergycorp.com

You may be asked to provide:

Your phone number:

Your account number: 11 00 59 4467 1 3 Your premise number: 1650098433

For Your Protection

All of our employees wear Photo LD. badges.
Always ask for an employee's LD. 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 call 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 www.pickocc.org.

Energy Assistance: Contact HEAP at 1-800-282-0880 (TDD/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.firstenergy.com.com.



Messages and a

The Earned Income Tax Credit (EITC) is a tax credit for certain lower-income families and individuals. For information and to determine if you qualify, simply dial 1-800-829-1040 or visit www.irs.gov/individuals.

The Transmission and Ancillary Service Charge, which recovers transmission costs related to mandates from the Federal Energy Regulatory Commission, has changed effective January 1, 2010. As a result, the amount of a standard residential customer's bill (using 750 kWh/month) will DECREASE by approximately 1.4% or \$1.37 per month.

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When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below.

Call The lituminating Company at 1-800-589-3101 with questions on these charges.

Basic Charges

Customer Number: 0803677391 1650098433 - Residential Service - CE-RSF

| Customer Charge | 4.00 |
|--|--------|
| Distribution Related Component | 137.50 |
| Transition Charge | 25.21 |
| Cost Recovery Charges | 9.71 |
| Bypassable Generation and Transmission Related Component | 137.22 |
| Residential Distribution Credit | -36.69 |

Total Charges \$ 276.95

| | -93.00 | |
|-----------|--|------------------|
| | | |
| Reference | Amount | |
| | /pent≪inc Adjustmentimforma Reference | Reference Amount |

| | | | Actual | Charges | EPP . | Amount |
|-------------------|--------|----------|--------|---------|--------|--------|
| Billing Period | # Days | Due Date | Dist | Supply | Dist | Supply |
| 07/21/09 08/17/09 | 28 | 09/01/09 | 28,99 | 0.00 | 93.00 | 0.00 |
| 08/18/09 09/17/09 | 31 | 10/02/09 | 42.10 | 0.00 | 93.00 | 0.00 |
| 09/18/09 10/16/09 | 29 | 11/02/09 | 70.93 | 0.00 | 93.00 | 0.00 |
| 10/17/09 11/17/09 | 32 | 12/02/09 | 107.48 | 0.00 | 93.00 | 0.00 |
| 11/18/09 12/16/09 | 29 | 12/31/09 | 181.41 | 0.00 | 93.00 | 0.00 |
| 12/17/09 01/15/10 | 30 | 02/01/10 | 247.32 | 0.00 | 93.00 | 0.00 |
| 01/16/10 02/17/10 | 33 | 03/04/10 | 276.95 | 0.00 | 118.00 | 0.00 |
| Totals | | | 959 | 5.18 | 67 | B.00 |

| Difference Between Actual Charges and EPP Amount | 279.18 |
|--|--------|
| Unpeid EPP Amount | 118.00 |
| EPP Account Balance | 397.18 |

Your actual account balance with The Illuminating Company is 397.18.

Moter Reading Inferration Residential Service Meter Number 2816869

Meter Number 2816868

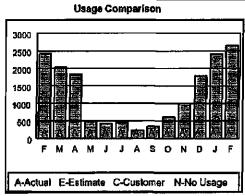
Present KWH Reading (Actual) 33,844

Previous KWH Reading (Actual) 30,986

Kilowatt Hours Used 2,658

Account Number: 11 00 59 4467 1 3 Page 4 of 4 Invoice Number: 90292087767

the second se Historical Usage Information



| | ••• | Stariou Catigo | Buch | MANA | ., |
|-----|-----|----------------|------|------|-------|
| Feb | 09 | 2,415 | Aug | 09 | 221 |
| Маг | 09 | 2,031 | Sep | 09 | 334 |
| Apr | 09 | 1,816 | Oct | 09 | 503 |
| May | 09 | 505 | Nov | 09 | 996 |
| Jun | 09 | 412 | Dec | 09 | 1,781 |
| Jul | 09 | 441 | Jan | 10 | 2,405 |
| | | | Feb | 10 | 2,658 |
| | | | | | |
| | | | | | |
| | | | | | |

| | Feb 09 | Feb 10 |
|---------------------------|--------|--------|
| Average Dally Use (KWH) | 73 | 81 |
| Average Dally Temperature | 25 | 28 |
| Days in Billing Period | 33 | 33 |
| Last 12 Months Use (KWH) | | 14,203 |
| Average Monthly Use (KWH) | | 1,184 |
| | | |



Account Number: 11 00 59 4467 1 3

Page 1 of 4 116



Bill for: 1133 W 9TH ST APT 113 **CLEVELAND OH 44113**

Billing Period: Next Reading Date: On or about Feb 16, 2010

Dec 17 to Jan 15, 2010 for 30 days

Bill Based On:

Actual Meter Reading Equal Payment Plan **Budget Review**

eBIII

Residential Service

| Your previous bili was | 93.00 | Augusta a |
|--|--------|-----------|
| Total payments/adjustments | -93.00 | |
| Balance at billing on January 18, 2010 | 0.00 | 0.00 |
| Current Basic Charges The Illuminating Company - Payment Plan Amount | | 93:00 |
| Total owed by Feb 01, 2010 | | \$93.00 |
| As an Automatic Credit Card Payment customer - Total charges of \$93 | .00 | |
| will automatically be charged to your card account. | | |

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

To pay your account in full you owe \$213.23.

Cemeral Mometon

*** PLEASE SEE MESSAGE ABOUT A CHANGE IN YOUR EPP AMOUNT ON PAGE 3. ***



Bill issued by: The illuminating Company PO Box 3638 Akron OH 44309-3638



Customer Service 24-Hour Emergency/Outage Reporting

1-800-589-3101 1-888-544-4877

Payment Options

1-800-686-9901

visit us on-line at www.firstenergycorp.com

High coest-injectoring from

Your current PRICE TO COMPARE for generation and transmission from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an "Apples to Apples" comparison of available competitive electric supplier offers, visit the PUCO web site at www.PUCO.ohlo.gov.

Residential Service - 1650098433

5.07 cents per kWh

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Account Number: 110059446713

Automatic Credit Card Payment Customer \$93.00 will be charged to your card account - DO NOT PAY

THE ILLUMINATING COMPANY PO BOX 363B AKRON OH 44309-3638

1133 W 9TH ST APT 113 CLEVELAND OH 44113

Invoice Number: 90122158588 Page 2 of 4

Definitions

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

Bypassable Generation and Transmission Related Component Charges associated with the costs for purchased power and to
deliver the power through the transmission system. These are the
charges that a customer would avoid for that billing period if the
customer switched to a Certified Retail Electric Service provider.
Cost Recovery Charges - Charges paid by all customers to recover
previously incurred costs.

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

Distribution Related Component - A charge (including taxes) for moving electricity over electric distribution lines to your home or business. Formerly, Delivery Charge.

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

Economic Davelopment Component - Charges paid by all customers to recover costs related to economic development support.

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 our Web site listed below. 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 kilowait-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) - A certified retail electric service provider's price for generation and transmission must be lower than your price to compare for you to save money with that provider. Residential Distribution Credit - A credit for customers billed on a qualifying rate (as of 4/30/09), applied to all usage over 500 kWh during the winter billing period. 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

Important Information

peneration convetition.

Questions or Complaints

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

Write: The Illuminating Company, 76 S. Main St., A-RPC,

Akron, OH 44308-1890

Call Customer Services: 1-808-669-3101 (Monday - Friday, 8:00 a.m. - 6:00 p.m.) Visit our Web site: www.firstenergycorp.com

You may be asked to provide:

Your phone number:

Your account number: 11 00 59 4467 1 3 Your premise number: 1650098433

For Your Protection

All of our employees wear Photo LD. badges.

Always ask for an employee's LD. 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 call 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 www.pickocc.org.

Energy Assistance: Contact HEAP at 1-800-282-0880 (TDD/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.



As a customer in the Equal Payment Plan program, your account has been reviewed and your payment amount adjusted to better match your actual usage. Starting next month, your payment amount will be \$118.00.

Charges romative linimating Companystics billing period

When contacting a Cartified Retail Electric Service Provider, please provide the customer numbers below. Call The Illuminating Company at 1-800-589-3101 with questions on these charges.

Basic Charges

| Customer Number: 0803677391 1650098433 - Residential Service - CE-RSF | |
|---|-----------|
| Customer Charge | 4.00 |
| Distribution Related Component | 124.32 |
| Transition Charge | 22.60 |
| Cost Recovery Charges | 6.97 |
| Bypassable Generation and Transmission Related Component | 121.82 |
| Residential Distribution Credit | -32.39 |
| Total Charges | \$ 247.32 |

| Total Payments and Adjustments | | -\$93. 0 0 |
|--------------------------------|---|-------------------|
| Total Payments | | <u>93.00</u> |
| 12/22/09 | | -93.00 |
| Payments: | | |
| Date | Reference | Amount |
| | ន់ស្តាល់ទេក ចំនួនសម្រាស់ ស្រួល នៅល្អប្រជាជន | |

| | | | Actual | Charges | EPP. | Amount |
|-------------------|--------|----------|--------|---------|-------|--------|
| Billing Period | # Days | Due Date | Dist | Supply | Dist | Supply |
| 07/21/09 08/17/09 | 28 | 09/01/09 | 28.99 | 0.00 | 93.00 | 0.00 |
| 08/18/09 09/17/09 | 31 | 10/02/09 | 42.10 | 0.00 | 93.00 | 0.00 |
| 09/18/09 10/16/09 | 29 | 11/02/09 | 70.93 | 0.00 | 93.00 | 0.00 |
| 10/17/09 11/17/09 | 32 | 12/02/09 | 107.48 | 0.00 | 93.00 | 0.00 |
| 11/18/09 12/16/09 | 29 | 12/31/09 | 181.41 | 0.00 | 93.00 | 0.00 |
| 12/17/09 01/15/10 | 30 | 02/01/10 | 247.32 | 0.00 | 93.00 | 0.00 |
| Totals | | | 678 | 3.23 | | 3.00 |

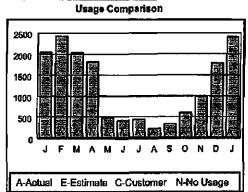
| Difference Between Actual Charges and EPP Amount | 120.23 |
|--|--------|
| Unpaid EPP Amount | 93.00 |
| EPP Account Balance | 213.23 |

Your actual account balance with The Illuminating Company is 213.23.

Residential Service

| Meter Number | 2816869 |
|-------------------------------|---------|
| Present KWH Reading (Actual) | 30,986 |
| Previous KWH Reading (Actual) | 28,581 |
| Kilowatt Hours Used | 2,405 |

Account Number: 11 00 59 4467 1 3 Page 4 of 4 Invoice Number: 90122158588



| 2,044 2,415 2,031 | Jul Aug Sep | 09 | 441 221 334 |
|-------------------------|-------------------|-----------|-------------------|
| 2,031 | _ | | |
| • • • | Sep | 09 | 994 |
| | | | 334 |
| 1,816 | Oct | 09 | 503 |
| 505 | Nov (| 9 | 996 |
| 412 | Dec (| 9 | 1,781 |
| | Jan | 10 | 2,405 |
| | | 412 Dec (| |

| | Jan 09 |
|---------------------------|--------|
| Average Daily Use (KWH) | 66 |
| Average Daily Temperature | 25 |
| Days In Billing Period | 31 |
| Last 12 Months Use (KWH) | |
| Average Monthly Use (KWH) | |

| Jan | 10 |
|------|----|
| | 80 |
| | 26 |
| | 30 |
| 13,9 | 60 |
| 1.1 | 63 |

Account Number: 11 00 59 4467 1 3

Page 1 of 4

116



Bill for: (

1133 W 9TH ST APT 113 CLEVELAND OH 44113

Billing Period:

Nov 18 to Dec 16, 2009 for 29 days

Next Reading Date: On or about Jan 18, 2010 BIR Based On:

Actual Meter Reading Equal Payment Plan

eBili

Residential Service

| 2=d=q(cho)(ntPsh(nt))(t)y | | |
|---|--------|--|
| Your previous bill was | 93.00 | E-Street Control of the Control of t |
| Total payments/adjustments | -93.00 | I range and the second |
| Balance at billing on December 17, 2009 | 0.00 | |
| Current Basic Charges | | |
| The illuminating Company - Payment Plan Amount | | .93.0 |
| Total owed by Dec 31, 2009 | | \$93.01 |
| As an Automatic Credit Card Payment customer - Total charges of \$93.00 | | |
| will automatically be charged to your card account. | | |
| | | |

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

To pay your account in full you owe \$58.91.

Under State law, the amount you are being billed includes:

(1) Kilowatt-hour taxes that have been in effect since 2001 and are currently at \$103.78; and

(2) Assessments to assist in the support of the operations of the PUCO and the office of the consumers' counsel that have been in effect since 1912 and 1977, respectively.

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| 7887 |
|------|
| |

Bill Issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638

Customer Service 24-Hour Emergency/Outage Reporting

1-800-589-3101 1-888-544-4877

Payment Options

1-800-686-9901

visit us on-line at www.firstenergycorp.com

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Your current PRICE TO COMPARE for generation and transmission from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an "Applies to Applies" comparison of available competitive electric supplier offers, visit the PUCO web site at www.PUCO.ohio.gov.

Residential Service - 1650098433

5.07 cents per kWh

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Account Number: 110059446713

Automatic Credit Card Payment Customer \$93.00 will be charged to your card account - DO NOT PAY

THE ILLUMINATING COMPANY PO BOX 3638 AKRON OH 44309-3638

1133 W 9TH ST APT 113 CLEVELAND OH 44113

Invoice Number: 90242033024

Definitions

Actual Reading - A reading we take from your electric meter. Bypassable Generation and Transmission Related Component - Charges associated with the costs for purchased power and to deliver the power through the transmission system. These are the charges that a customer would avoid for that billing period if the customer switched to a Certified Retail Electric Service provider. Cost Recovery Charges - Charges paid by all customers to recover previously incurred costs.

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

Distribution Related Component - A charge (including taxes) for moving electricity over electric distribution lines to your home or business. Formerly, Delivery Charge.

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

Economic Development Component - Charges paid by all customers to recover costs related to economic development support.

Estimated Reading - On the months we do not read your meter, we calculate your bill based on your past electrical use. If you

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Important Information

Questions or Complaints

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Akron, OH 44308-1890

Call Customer Services: 1-800-589-3101 (Monday - Friday, 8:00 a.m. - 6:00 p.m.) Visit our Web site: www.firstenergycorp.com

You may be asked to provide:

Your phone number:

Your account number: 11 00 59 4467 1 3 Your premise number: 1650098433

For Your Protection

Alt of our employees wear Photo 1.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 call 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.

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Counsel for assistance with complaints and utility issues at
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or at www.pickocc.org.

Energy Assistance: Contact HEAP at 1-800-282-0880 (TDD/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.

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Please do not write any comments, questions or address changes on the front or the back of the payment remittance stub. We use an automated payment processing system, so any words written on this form will not be recorded or read. If you'd like to contact us, please call us using the toll-free number on page 2 of this bill, or visit our web site: firstenergycorp.com.

Best wishes for a loyous holiday season from all of us at The illuminating Company.

Spagnession in Illuminating From page in Stalling Period

When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below.

Call The Illuminating Company at 1-800-589-3101 with questions on these charges.

Basic Charges

| Customer Number: 0803677391 1650098433 - Residential Service - CE-RSF | |
|---|-----------|
| Customer Charge | 4.00 |
| Distribution Related Component | 88.96 |
| Transition Charge | 16.15 |
| Cost Recovery Charges | 3.80 |
| Bypassable Generation and Transmission Related Component | 90.28 |
| Residential Distribution Credit | -21.78 |
| Total Charges | \$ 181,41 |

| E DOMONES | nymentannd Adjustmentsfilosma | illen |
|--------------------------------|-------------------------------|----------|
| Date | Reference | Amount |
| Payments: | | |
| 11/23/09 | | -93.00 |
| Total Payments | | 93.00_ |
| Total Payments and Adjustments | | -\$93.00 |

| | | | Actual | Charges | EPP. | Amount |
|-------------------|--------|----------|--------|---------|-------|--------|
| Billing Period | # Days | Due Date | Dist | Supply | Dist | Supply |
| 07/21/09 08/17/09 | 28 | 09/01/09 | 28.99 | 0.00 | 93.00 | 0.00 |
| 08/18/09 09/17/09 | 31 | 10/02/09 | 42.10 | 0.00 | 93.00 | 0.00 |
| 09/18/09 10/16/09 | 29 | 11/02/09 | 70.93 | 0.00 | 93.00 | 0.00 |
| 10/17/09 11/17/09 | 32 | 12/02/09 | 107.48 | 0.00 | 93.00 | 0.00 |
| 11/18/09 12/16/09 | 29 | 12/31/09 | 181.41 | 0.00 | 93.00 | 0.00 |
| Totals | | | 430 |).91 | 48 | 5.00 |

| Difference Between Actual Charges and EPP Amount | -34.09 |
|--|--------|
| Unpaid EPP Amount | 93.00 |
| EPP Account Balance | 58.91 |

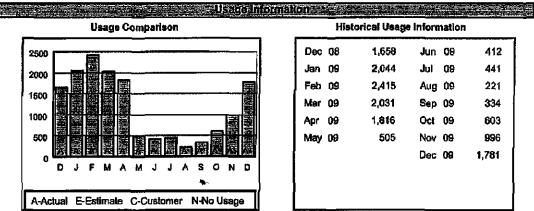
Your actual account balance with The Illuminating Company is 58.91.

and the local control of the l

| Residential Service | |
|------------------------------|---------|
| Meter Number | 2816869 |
| Present KWH Reading (Actual) | 28,581 |

Present KWH Reading (Actual) 28,001
Previous KWH Reading (Actual) 26,800
Kilowett Hours Used 1,781

Account Number: 11 00 59 4467 1 3 Page 4 of 4 Invoice Number: 90242033024



| Historical Usage Information | | | | | |
|------------------------------|----|-------|-----|------------|-------|
| Dec | 08 | 1,658 | Jun | C 9 | 412 |
| Jan | 09 | 2,044 | Jul | 09 | 441 |
| Feb | 09 | 2,415 | Aug | 09 | 221 |
| Mar | 09 | 2,031 | Sep | 09 | 334 |
| Apr | 09 | 1,816 | Oct | 09 | 603 |
| May | 09 | 505 | Nov | 09 | 996 |
| | | | Dec | 09 | 1,781 |
| | | | | | |
| | | | | |) |
| | | | | | |

| | Dec 08 | Dec 09 |
|---------------------------|--------|-----------------|
| Average Daily Use (KWH) | 59 | 61 |
| Average Daily Temperature | 31 | 39 |
| Days in Billing Period | 28 | 29 |
| Last 12 Months Use (KWH) | | 13,5 9 9 |
| Average Monthly Use (KWH) | | 1,133 |

November 18, 2009

Account Number: 11 00 59 4467 1 3

Page 1 of 4 116



1133 W 9TH ST APT 113 **CLEVELAND OH 44113**

Billing Period:

A FratEnergy Compa

Oct 17 to Nov 17, 2009 for 32 days

Bill Based On:

Next Reading Date: On or about Dec 17, 2009 Actual Meter Reading Equal Payment Plan

eBü

Residential Service

| 11000011201 0011100 | | |
|---|--------|------------|
| ERPANEOUNE Unimary | | a moundair |
| Your previous bill was | 93.00 | |
| Total payments/adjustments | -93.00 | |
| Balance at billing on November 18, 2009 | 0.00 | 0.00 |
| Current Basic Charges | | |
| The Ifluminating Company - Payment Plan Amount | | 93.00 |
| Total owed by Dec 02, 2009 | | \$93.00 |
| As an Automatic Credit Card Payment customer - Total charges of \$93.00 | | |
| will automatically be charged to your card account. | | |

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

Bill Issued by: The illuminating Company PO Box 3638 Akron OH 44309-3638

Ulimnabng

Customer Service 24-Hour Emergency/Outage Reporting Payment Options

general anomolio de la composición del composición de la composición de la composición del composición de la composición

1-800-589-3101 1-888-544-4877 1-800-686-9901

visit us on-line at www.firstenergycorp.com

Etrice/casomparealieses

Your current PRICE TO COMPARE for generation and transmission from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an "Apples to Apples" comparison of evallable competitive electric supplier offers, visit the PUCO web site at www.PUCO.chio.gov.

Residential Service - 1650098433

5.49 cents per kWh

Sha e viting papasara pandi (ko) a la la compatica e a ra company a unique se e e e



Account Number: 110059446713

Automatic Credit Card Payment Customer \$93.00 will be charged to your card account - DO NOT PAY

THE ILLUMINATING COMPANY PO BOX 3638 AKRON OH 44309-3638

1133 W 9TH ST APT 113 CLEVELAND OH 44113

Invoice Number: 90432001017

Actual Reading - A reading we take from your electric meter. Bypassable Generation and Transmission Related Component - Charges associated with the costs for purchased power and to deliver the power through the transmission system. These are the charges that a customer would avoid for that billing period if the charges that a customer would avoid for that billing period if the Cost Recovery Charges - Charges paid by all customers to recover previously incurred costs.

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

Distribution Related Component - A charge (including taxes) for anoving electricity over electric distribution lines to your home or business. Formerly, Delivery Charge.

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

Economic Development Component - Charges paid by all customers to recover costs related to economic development support.

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 our Web site listed below. 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) - A certified retail electric service provider's price for generation and transmission must be lower than your price to compare for you to save money with that provider. Residential Distribution Credit - A credit for customers billed on a qualifying rate (as of 4/30/09), applied to all usage over 500 kWh during the winter billing period. Transition Charge - This charge provides for the recovery of a portion of the investment made in the electric system prior to

portion of the investment made in the electric system prior to deregulation and costs incurred related to the transition to full electric generation competition.

Importent Information

Definitions

Questions or Compisints

To receive information about your Huminating 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, 8:00 a.m. - 6:00 p.m.) Visit our Web site: www.firstenergycorp.com

You may be asked to provide:

Your phone number:

Your account number: 11 00 59 4467 13 Your premise number: 1650098433

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 call 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 www.pickoce.org.

Energy Assistance: Contact HEAP at 1-800-282-0880 (TDD/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.

Account Number: 11 00 59 4467 1 3 Invoice Number: 90432001017

Message

The Public Utilities Commission of Ohlo has approved changes to the Company's Net Energy Metering Rider. Customers with on-site generation fueled by solar, wind, biomass, landfill gas or hydropower, or use a micro turbine or a fuel cell may request net metering as described in this rider, Sheet No. 93 of our tariff. Customers adding generating equipment connected to their home or business witing must comply with the technical specifications referred to in Sheet No. 95 of our tariff, interconnection Service. Copies of both of these tariff documents are available from our website at www.FirstEnergyCorp.com and by calling 1-800-589-3101.

As part of our Ohio Renewable Energy Credits (REC) Program, we'll be entering into agreements with residential customers to purchase RECs generated from customers' approved renewable energy projects, such as solar and wind projects. For more information, check the inserts in next month's bill or visit firstenergycorp.com and search on "Ohio Residential REC."

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When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below.

Call The Illuminating Company at 1-800-589-3101 with questions on these charges.

Basic Charges

Customer Number: 0803677391 1650098433 - Residential Service - CE-RSF
Customer Charge 4.00
Distribution Related Component 47.06
Transition Charge 8.04
Cost Recovery Charges 2.13
Bypassable Generation and Transmission Related Component 54.68
Residential Distribution Credit -8.43

Total Gharges \$ 107.48

| PARTY OF THE PARTY | neonanteallainean | (ion |
|--|-------------------|----------------|
| Date | Reference | Amount |
| Payments: | | |
| 10/26/09 | | -93.00 |
| Total Payments | | <u>93.00</u> . |
| Total Payments and Adjustments | | -\$93.00 |

| | | | Actua | Charges | EPP. | Amount |
|-------------------|--------|----------|--------|---------|-------|--------|
| Billing Period | # Days | Due Date | Dist | Supply | Dist | Supply |
| 07/21/09 08/17/09 | 28 | 09/01/09 | 28.99 | 0.00 | 93.00 | 0.00 |
| 08/18/09 09/17/09 | 31 | 10/02/09 | 42.10 | 0.00 | 93.00 | 0.00 |
| 09/18/09 10/16/09 | 29 | 11/02/09 | 70.93 | 0.00 | 93.00 | 0.00 |
| 10/17/09 11/17/09 | 32 | 12/02/09 | 107.48 | 0.00 | 93,00 | 0.00 |
| Totals | | | 24 | 9.50 | 37 | 2.00 |

| Difference Between Actual Charges and EPP Amount | -122.50 |
|--|---------|
| Unpaid EPP Amount | 93.00 |
| EPP Account Balance | -29.50 |

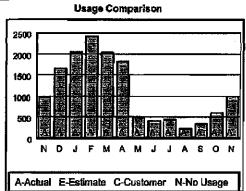
Your actual account belance with The Illuminating Company is -29.50.

Mater Reading Information

Residential Service

| LARGINGI PALAIAN | |
|-------------------------------|---------|
| Meter Number | 2816869 |
| Present KWH Reading (Actual) | 26,800 |
| Previous KWH Reading (Actual) | 25,804 |
| Kilowatt Hours Used | 996 |

Account Number: 11 00 59 4467 1 3 Page 4 of 4 Invoice Number: 90432001017



| Historical Usage Information | | | | | |
|------------------------------|------------|-------|-----|----|-----|
| Nov | 0 8 | 972 | May | 09 | 505 |
| Dec | 08 | 1,658 | Jun | 09 | 412 |
| Jan | 09 | 2,044 | Jul | 09 | 441 |
| Feb | 09 | 2,415 | Aug | 09 | 221 |
| Mar | 09 | 2,031 | Sep | 09 | 334 |
| Apr | 09 | 1,816 | Oct | 09 | 603 |
| | | | Nov | 09 | 996 |

| | Nov 08 | Nov 09 |
|---------------------------|--------|--------|
| Average Dally Use (KWH) | 35 | 31 |
| Average Daily Temperature | 45 | 51 |
| Days in Billing Period | 28 | 32 |
| Last 12 Months Use (KWH) | | 13,476 |
| Average Monthly Use (KWH) | | 1,123 |

October 19, 2009

Account Number: 11 00 59 4467 1 3

Page 1 of 4 116



1133 W 9TH ST APT 113 **CLEVELAND OH 44113**

Billing Period: Next Reading Date: On or about Nov 17, 2009

Sep 18 to Oct 16, 2009 for 29 days

Bill Based On:

Actual Meter Reading Equal Payment Plan

eBill

Residential Service

| Your previous bill was | 93.00 | |
|---|--------|---------|
| Total payments/adjustments | -93.00 | 20070-1 |
| Balance at billing on October 19, 2009 | 00.0 | 0.00 |
| Current Basic Charges | | |
| The Illuminating Company - Payment Plan Amount | | 93.00 |
| Total owed by Nov 02, 2009 | | \$93.00 |
| As an Automatic Credit Card Payment customer - Total charges of \$93. | .00 | |
| will automatically be charged to your card account. | | |

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

Bill issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638

Customer Service 24-Hour Emergency/Outage Reporting

1-800-589-3101 1-888-544-4877

Payment Options

1-800-686-9901

visit us on-line at www.firstenergycorp.com

Trice to Somo le Massage

Your current PRICE TO COMPARE for generation and transmission from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an "Apples to Apples" comparison of available competitive electric supplier offers, visit the PUCO web site at www.PUCO.chio.gov.

Residential Service - 1650098433

6.08 cents per kWh

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Account Number: 110059446713

Automatic Credit Card Payment Customer \$93.00 will be charged to your card account - DO NOT PAY

1133 W 9TH ST APT 113 CLEVELAND OH 44113

THE ILLUMINATING COMPANY PO BOX 3638 AKRON OH 44309-3638

Definitions

Actual Reading - A reading we take from your electric meter. Bypassable Generation and Transmission Related Component - Charges associated with the costs for purchased power and to deliver the power through the transmission system. These are the charges that a customer would avoid for that billing period if the customer switched to a Certified Retail Electric Service provider. Cost Recovery Charges - Charges paid by all customers to recover previously incurred costs.

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

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Important Information

Questions or Complaints

To receive information about your Bluminating 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: 1-809-889-3161 (Monday - Friday, 8:00 a.m. - 6:00 p.m.) Visit our Web site: www.firstenergycorp.com

You may be asked to provide:

Your phone number:

Your account number: 11 00 59 4467 13 Your premise number: 1650098433

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 call 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 www.pickocc.org.

Energy Assistance: Contact HEAP at 1-800-282-0880 (TDD/TTY I-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.



Meaning and the second of the second of

If termination of service would be especially dangerous to your health or the health of someone in your household, please contact our office regarding certification of the related medical condition by a licensed physician, physician's assistant, dinical nurse specialist, certified nurse practitioner, certified nurse-midwife or local board of health physician so that service can be maintained.

A Starte and started and start and started and started

When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below. Call The Illuminating Company at 1-800-589-3101 with questions on these charges.

Basic Charges

| Customer Number: 0803677391 1650098433 - Residential Service - CE-RSF | |
|---|----------|
| Customer Charge | 4.00 |
| Distribution Related Component | 26.11 |
| Transition Charge | 3.98 |
| Cost Recovery Charges | 1.95 |
| Bypassable Generation and Transmission Related Component | 36.64 |
| Residential Distribution Credit | -1.75 |
| Total Charges | \$ 70.93 |

| Date | erali Prysieni and Aujustment informa Reference | Amount |
|----------------------------|--|-------------|
| Payments: | | |
| 09/23/09 | | -93.00 |
| Total Payments | | |
| Total Payments and Adjustm | ents | -\$93.80 |

| | | Actual Cha | | | | Amount |
|----------------------|-----------------|---------------|-------|--------|-------|---------|
| Billing Perlod | # Days | Due Date | Dist | Supply | Dist | Supply |
| 7/21/09 08/17/09 | 28 | 09/01/09 | 28.99 | 0.00 | 93.00 | 0.00 |
| 0/18/09 09/17/09 | 31 | 10/02/09 | 42.10 | 0.00 | 93.00 | 0.00 |
| 09/18/09 10/16/09 | 29 | 11/02/09 | 70.93 | 0.00 | 93.00 | 0.00 |
| fotals | | | 145 | 2.02 | 275 | 9.00 |
| Xifference Between A | dual Charges ar | nd EPP Amount | | | | -136.98 |
| Jnpaid EPP Amount | | | | | | 93.00 |
| | | | | | | |

Your actual account balance with The Illuminating Company is -43.98.

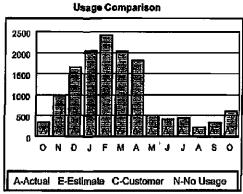
| Residential Service | |
|-------------------------------|----------------|
| Meter Number | 2816869 |
| Present KWH Reading (Actual) | 25,804 |
| Previous KWH Reading (Actual) | 25,2 01 |
| Kilowatt Hours Used | 603 |

Account Number: 11 00 59 4467 1 3 Page 4 of 4

Invoice Number: 90651919477

Lagran Amalon

Oct 09 21 56 29 13,452 1,121



| Historical Usage Information | | | | | |
|------------------------------|----|-------|-----|----|-------|
| Oct | 08 | 344 | Apr | 09 | 1,816 |
| Nov | 08 | 972 | May | 09 | 505 |
| Dec | 08 | 1,658 | Jun | 69 | 412 |
| Jan | 09 | 2,044 | Jul | 09 | 441 |
| Feb | 09 | 2,415 | Aug | 09 | 221 |
| Маг | 09 | 2,031 | Sep | 09 | 334 |
| | | | Oct | 09 | 603 |

| | Oct 08 |
|---------------------------|--------|
| Average Dally Use (KWH) | 12 |
| Average Daily Temperature | 57 |
| Days In Billing Period | 29 |
| Last 12 Months Use (KWH) | |
| Average Monthly Use (KWH) | |





Bill for: 1133 W 9TH ST APT 113 CLEVELAND OH 44113

Billing Period: Aug 18 to Sep 17, 2009 for 31 days

Next Reading Date: On or about Oct 16, 2009 Bill Based On: Adual Meter Reading Equal Payment Plan

eBill

Residential Service

| Your previous bill was | 93.00 | |
|---|--------|---------|
| Total payments/adjustments | -93.00 | |
| Balance at billing on September 18, 2009 | 0.00 | |
| Current Basic Charges | | |
| The Illuminating Company - Payment Plan Amount | | 93.00 |
| Total owed by Oct 02, 2009 | | \$93.00 |
| As an Automatic Credit Card Payment customer - Total charges of \$93.00 | | |
| will automatically be charged to your card account. | | |

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

Bill lasged by: The Illuminating Company PO Box 3638 Akton OH 44309-3638

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Customer Service 24-Hour Emergency/Outage Reporting Payment Options

1-800-589-3101 1-888-544-4877 1-800-686-9901

visit us on-line at www.firstenergycorp.com

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Your current PRICE TO COMPARE for generation and transmission from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an "Apples to Apples" comparison of available competitive electric supplier offers, visit the PUCO web site at www.PUCO.ohio.gov.

Residential Service - 1650098433

6.62 cents per kWh

Secondination and providing a property of the community o



Account Number: 110059446713

Automatic Credit Card Payment Customer \$93.00 will be charged to your card account - DO NOT PAY

1133 W 9TH ST APT 113 CLEVELAND OH 44113

THE ILLUMINATING COMPANY PO BOX 3638 AKRON OH 44309-3638

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Invoice Number: 90521929534

Actual Reading - A reading we take from your electric meter. Bypassable Generation and Transmission Related Component -Charges associated with the costs for purchased power and to deliver the power through the transmission system. These are the charges that a customer would avoid for that billing period if the customer switched to a Certified Retail Electric Service provider. Cost Recovery Charges - Charges paid by all customers to recover previously incurred costs.

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

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

Economic Development Component - Charges paid by all customers to recover costs related to economic development support. Estimated Reading . On the months we do not read your meter, we calculate your bill based on your past electrical use. If you

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Price to Compare (PTC) - A certified retail electric service provider's price for generation and transmission must be lower than your price to compare for you to save money with that provider. Residential Distribution Gredit - A credit for customers billed on a qualifying rate (as of 4/30/09), applied to all usage over 500 kWh during the winter billing period.

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.

Important Information

DeRnitions

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:

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Akron, OH 44308-1890

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Visit our Web site: www.firstenergycorp.com

You may be asked to provide:

Your phone number:

Your account number: 11 00 59 4467 1 3

Your premise number: 1650098433

For Your Protection All of our employees wear Photo I.D. badges.

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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 call the Public Utilities Commission of Ohio for assistance at 1-800-586-7826 (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.

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Energy Assistance: Contact HEAP at 1-800-282-0880 (TDD/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.

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Effective September 1, 2009, the Distribution Related Component will change due to the approval for accelerated recovery of deferred distribution costs. This accelerated recovery will benefit customers by shortening the deferral recovery period and by reducing the total carrying costs passed along to customers. This accelerated recovery charge will be in effect during the non-summer months through May 2011. However, because of the normal transition to lower non-summer rates, the average residential customer will experience a total bill decrease of about 4%.

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2

When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below. Call The Illuminating Company at 1-800-589-3101 with questions on these charges.

Basic Charges

 Customer Number:
 0803677391 1650098433 - Residential Service - CE-RSF

 Customer Charge
 4.00

 Distribution Related Component
 13.26

 Transition Charge
 1.20

 Cost Recovery Charges
 1.53

 Bypassable Generation and Transmission Related Component
 22.11

Total Charges \$42.10

| Date | Reference | Amount | |
|--------------------------------|-----------|--------|----------|
| Payments: | | | |
| 08/24/09 | | -93.00 | • |
| Total Payments | | _ | -93.00 |
| Total Payments and Adjustments | | | -\$93.00 |

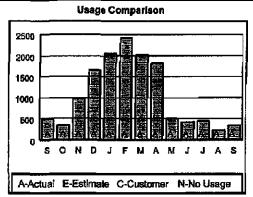
| | | | Actual | Charges | E ₽P | Amount |
|----------------------|------------------|---------------|--------|---------|-------------|---------|
| Billing Period | # Days | Due Date | Dist | Supply | Dist | Supply |
| 07/21/09 08/17/09 | 28 | 09/01/09 | 28.99 | 0.00 | 93.00 | 0.00 |
| 08/18/09 09/17/09 | 31 | 10/02/09 | 42.10 | 0.00 | 93.00 | 0.00 |
| Totais | | | 7 | 1.09 | 18 | 6.00 |
| Difference Between A | ckral Charges ar | id EPP Amount | | | | -114.91 |
| Unpaid EPP Amount | | | | | | 93.00 |
| | 9 | | | | | -21.91 |

Your actual account balance with The Illuminating Company is -21.91.

Medic Reading Information Residential Service

Meter Number2816869Present KWH Reading (Actual)25,201Previous KWH Reading (Actual)24,867Kilowalt Hours Used334

Usancih (omalie)



| | HI | storicai Usage i | пжетп | natior |) |
|-----|----|------------------|-------|------------|-------|
| Sep | 08 | 485 | Mar | 09 | 2,031 |
| Oct | 08 | 344 | Арг | 09 | 1,816 |
| Nov | 08 | 972 | May | 09 | 505 |
| Dec | 08 | 1,658 | Jun | 09 | 412 |
| Jan | 09 | 2,044 | Jul | 09 | 441 |
| Feb | 09 | 2,415 | Aug | 09 | 221 |
| | | | Sep | 09 | 334 |
| | | | | | |
| | | | | | |
| | | | | | |

| | Sep 08 | Sep 09 |
|--|--------|--------|
| Average Daily Use (KWH) Average Daily Temperature Days in Billing Period | 14 | 11 |
| Average Daily Temperature | 68 | 68 |
| Days in Billing Period | 34 | 31 |
| Last 12 Months Use (KWH) | | 13,193 |
| Average Monthly Use (KWH) | | 1,099 |



Bill for: ¶

1133 W 9TH ST APT 113 **CLEVELAND OH 44113**

Billing Period: Jul 21 to Aug 17, 2009 for 28 days Next Reading Date: On or about Sep 17, 2009

Bill Based On: Actual Meter Reading Equal Payment Plan

eB⊪

Pecklential Service

| 1 COOLOGINAL COLVING | | |
|--|---------|------------------|
| ्रा विश्व करणे करणे हैं के किस के इस के किस के | | ese eAmount dub |
| Your previous bill was | 141.72 | |
| Total payments/adjustments | -141.72 | |
| Balance at billing on August 18, 2009 | 0.00 | 44CH-1312 H 0.00 |
| Current Basic Charges | | |
| The Illuminating Company - Payment Plan Amount | | 93.00 |
| Total owed by Sep 01, 2009 | | \$93.00 |
| As an Automatic Credit Card Payment customer - Total charges of \$93.00 | | |
| will automatically be charged to your card account. | | _ |
| | | |

To svoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

To pay your account in full you owe \$28.99.



Bill issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638



Customer Service

24-Hour Emergency/Outage Reporting Payment Options

1-800-589-3101 1-888-544-4877 1-800-686-9901

visit us on-line at www.firstenergycorp.com

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Your current PRICE TO COMPARE for generation and transmission from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an "Apples to Apples" comparison of available competitive electric supplier offers, visit the PUCO web site at www.PUCO.ohio.gov.

Residential Service - 1650098433

6.94 cents per kWh



Account Number: 110059446713

Automatic Credit Card Payment Customer \$93.00 will be charged to your card account - DO NOT PAY

1133 W 9TH ST APT 113 CLEVELAND OH 44113

THE ILLUMINATING COMPANY PO BOX 3638

AKRON OH 44309-3638

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Definitions

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

Bypassable Generation and Transmission Related Component Charges associated with the costs for purchased power and to
deliver the power through the transmission system. These are the
charges that a customer would avoid for that billing period if the
customer switched to a Certified Retail Electric Service provider.

Cost Recovery Charges - Charges paid by all customers to recover
previously incurred costs.

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

Distribution Related Component - A charge (including taxes) for moving electricity over electric distribution lines to your home or business. Formerly, Delivery Charge.

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

Economic Development Component - Charges paid by all customers to recover costs related to economic development support. 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 our Web site listed below. 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) - A certified retail electric service provider's price for generation and transmission must be lower than your price to compare for you to save money with that provider. Residential Distribution Credit - A credit for customers billed on a qualifying rate (as of 4/30/09), applied to all usage over 500 kWh during the winter billing period. 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.

Important Information

Questions or Complaints

To receive information about your lituralinating 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, 8:00 a.m. - 6:00 p.m.) Visit our Web site: www.firstenergycorp.com

You may be asked to provide:

Your phone number:

Your account number: 11 00 59 4467 1 3 Your premise number: 1650098433

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 call 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 www.pickocc.org.

Energy Assistance: Contact HEAP at 1-800-282-0880 (FDD/FTY 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.

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116

Invalce Number: 90621881383



An important message to dog owners - to ensure that our meter readers' visits to your home are safe and productive, please keep your dog secured in an area away from the path to your meter.

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When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below. Call The Illuminating Company at 1-800-589-3101 with questions on these charges.

Basic Charges

| Customer Number: 0803677391 1650098433 - Residential Service - CE-RSF | |
|---|----------|
| Customer Charge | 4.00 |
| Distribution Related Component | 8.62 |
| Transition Charge | 0.03 |
| Cost Recovery Charges | 1.01 |
| Bypassable Generation and Transmission Related Component | 15.33 |
| Total Charges | \$ 28.99 |

| Participal Association of the Control of the Contro | កម្មានក្រុម្នាស់ប្រទាំងស្ថានក្រុមក្រុមក្រុ | |
|--|--|-----------|
| Date | Reference | Amount |
| Payments: | | |
| 07/27/09 | | -141.72 |
| Total Payments | | 141.72_ |
| Total Payments and Adjustments | | -\$141.72 |

| | | | Actual | Charges | EPP Amount | |
|-------------------------------------|-----------------|-----------------------------|----------------------|----------------|---------------|----------------|
| Billing Period 07/21/09 08/17/09 | # Days 28 | Due Date 09/01/09 | Dist 28.99 | Supply 0.00 | Dist 93.00 | Supply 0.00 |
| Fotals | | | 21 | 3.99 | 9: | 3.00 |
| Ifference Between Ac | tual Charges en | d EPP Amount | | | | -64.01 |
| Inpaid EPP Amount | | | | | | 93.00 |
| EPP Account Balance | | | | | | 28.99 |

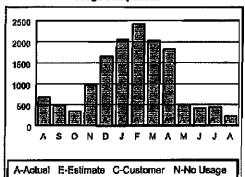
Your actual account balance with The Illuminating Company is 28.99.

Residential Service

| Meter Number | 2816869 |
|-------------------------------|---------|
| Present KWH Reading (Actual) | 24,867 |
| Previous KWH Reading (Actual) | 24,646 |
| Kilowatt Hours Used | 221 |

Account Number: 11 00 59 4467 1 3 Page 4 of 4 invoice Number: 90621881383

The same Usede Mojonallo) as the same Assissment Usage Comparison 2500



| Aug | 08 | 676 | Feb | 09 | 2,415 |
|-----|----|-------|-----|----|-------|
| Sep | 08 | 485 | Mar | 09 | 2,031 |
| Oct | 08 | 344 | Apr | 09 | 1,816 |
| Nov | 08 | 972 | May | 09 | 505 |
| Dec | 08 | 1,658 | Jun | 09 | 412 |
| Jan | 09 | 2,044 | Jul | 09 | 441 |
| | | | Aug | 08 | 221 |

| | Aug 08 | Aug 09 |
|---------------------------|--------|--------|
| Average Daily Use (KWH) | 21 | В |
| Average Dally Temperature | 72 | 73 |
| Days in Billing Period | 32 | 28 |
| Last 12 Months Use (KWH) | | 13,344 |
| Average Monthly Use (KWH) | | 1,112 |



Bill for: 🖣

1133 W 9TH ST APT 113 **CLEVELAND OH 44113**

Billing Period: Bill Based On:

Jun 19 to Jul 20, 2009 for 32 days Next Reading Date: On or about Aug 18, 2009

Actual Meter Reading Equal Payment Plan Annual Review

eBill

Residential Service

| Your previous bili was | 153.00 | Tive |
|---|---------|------|
| Total payments/adjustments | -153.00 | |
| Balance at billing on July 21, 2008 | 0.00 | 0.0 |
| Current Basic Charges | | |
| The Illuminating Company - Payment Plan Amount | 153.00 | m. |
| The Illuminating Company - Payment Plan Balance | -11.28 | |
| Total Current Charges | 141.72 | 417 |
| Total owed by Aug 04, 2009 | \$1 | 41.7 |
| As an Automatic Credit Card Payment customer - Total charges of \$141 | .72 | |

will automatically be charged to your card account.

To pay your account in full you owe \$141.72.

*** PLEASE SEE MESSAGE ABOUT YOUR EQUAL PAYMENT PLAN ON PAGE 3. ***

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.



Bill issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638

Emmeting Company

Customer Service 24-Hour Emergency/Outage Reporting Payment Options

1-800-589-3101 1-888-544-4877 1-800-586-9901

visit us on-line at www.firstenergycorp.com

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Your current PRICE TO COMPARE for generation and transmission from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an "Apples to Apples" comparison of available competitive electric supplier offers, visit the PUCO web site at www.PUCO.ohio.gov.

Residential Service - 1650098433

6.93 cents per kWh



Account Number: 110059446713

Automatic Credit Card Payment Customer \$141.72 will be charged to your card account - DO NOT PAY

1133 W 9TH ST APT 113 CLEVELAND OH 44113

THE ILLUMINATING COMPANY PQ BOX 3638 AKRON OH 44309-3638

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Invoice Number: 90511881516

Definitions

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

Bypassable Generation and Transmission Related Component Charges associated with the costs for purchased power and to
deliver the power through the transmission system. These are the
charges that a customer would avoid for that billing period if the
customer switched to a Certified Retail Electric Service provider.

Cost Recovery Charges - Charges paid by all customers to recover
previously incurred costs.

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

Distribution Related Component - A charge (including taxes) for moving electricity over electric distribution lines to your home or business. Formerly, Delivery Charge.

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

Economic Development Component - Charges paid by all customers to recover costs related to economic development support.

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 our Web site listed below. 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 builb 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) - A certified retail electric service provider's price for generation and transmission must be lower than your price to compare for you to save money with that provider. Residential Distribution Credit - A credit for customers billed on a qualifying rate (as of 4/30/09), applied to all usage over 500 kWh during the winter billing period. 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.

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, 8:00 a.m. - 6:00 p.m.) Visit our Web site: www.firstenergycorp.com

You may be asked to provide:

Your phone number:

Your account number: 11 00 59 4467 1 3 Your premise number: 1650098433

For Your Protection

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

Always ask for an employee's LD. 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 call 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 www.pickscc.org.

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

ELECTRONIC CRECK 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.

This is your last bill of the current budget season. The Amount Due on this bill is the amount that will bring your account balance to zero before the new budget season begins.

The Maria de Company of the Company

Starting next month, your Equal Payment Plan amount due will be \$93.00. During the budget season, this amount will be reviewed quarterly and adjusted if necessary.

For your safety and the safety of our crews, when using a generator tollow the manufacturer's installation and operation instructions. Never connect a generator directly to your electrical system without an isolation device installed by an electrician. Otherwise, a fire could start or an employee restoring your power could be seriously injured. We suggest plugging lights/appliances in the outlets on the generator unit.

For a brochure describing your customer rights and obligations, please call our Customer Service phone number

Customer Number: 0803877391 1650098433 - Residential Service - CE-RSF

When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below.

Call The Illuminating Company at 1-800-589-3101 with questions on these charges.

Basic Charges

Customer Charge 4.00
Distribution Related Component 17.06
Transition Charge 2.31

Cost Recovery Charges 2.02

Bypassable Generation and Transmission Related Component 30.57

Total Charges \$55.96

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|-----------------------------|---------------------------------|-----------|
| Date | Reference | Amount |
| Payments: | | |
| 06/24/09 | | -153.00 |
| Total Payments | | |
| Total Payments and Adjustme | ents | -\$153.00 |

| | | | Actual | Charges | EPP | Amount |
|-------------------|--------|----------|--------|---------|--------|--------|
| Billing Period | # Days | Due Date | Dist | Supply | Dist | Supply |
| 07/19/08 08/19/08 | 32 | 09/03/08 | 81.66 | 0.00 | 55.00 | 00.0 |
| 08/20/08 08/22/08 | 34 | 10/07/08 | 60.90 | 0.00 | 55.00 | 0.00 |
| 09/23/08 10/21/08 | 29 | 11/05/08 | 38.04 | 0.00 | 55.00 | 0.00 |
| 10/22/08 11/18/08 | 28 | 12/03/08 | 76.95 | 0.00 | 76.00 | 0.00 |
| 11/19/08 12/16/08 | 28 | 12/31/08 | 108.04 | 0.00 | 76.00 | 0.00 |
| 12/17/08 01/16/09 | 31 | 02/02/09 | 128.95 | 0.00 | 76.00 | 0.00 |
| 01/17/09 02/18/09 | 33 | 03/05/09 | 153.60 | 0.00 | 76.00 | 0.00 |
| 02/19/09 03/18/09 | 28 | 04/02/09 | 127.98 | 0.00 | 76.00 | 0.00 |
| 03/19/09 04/20/09 | 33 | 05/05/09 | 129.29 | 0.00 | 76.00 | 0.00 |
| 04/21/09 05/19/09 | 29 | 06/03/09 | 56.97 | 0.00 | 153.00 | 0.00 |
| 05/20/09 06/18/09 | 30 | 07/06/09 | 52.18 | 0.00 | 153.00 | 0.00 |
| 08/19/09 07/20/09 | 32 | 08/04/09 | 55.96 | 0.00 | 153.00 | 0.00 |
| Totals | | | 1,068 | 3.72 | 1,084 | 0.00 |

Difference Between Actual Charges and EPP Amount -11.28
Unpaid EPP Amount 153.00
EPP Account Balance 141.72

Account Number: 11 00 59 4467 1 3 Page 4 of 4

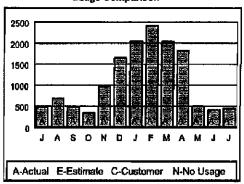
Invoice Number: 90511881516

Metales and Inclinion in the control of the control

Residential Service

Meter Number2816869Present KWH Reading (Actual)24,646Previous KWH Reading (Actual)24,205Kilowatt Hours Used441

Usage Comparison



Historical Usage Information

L'ANGLINOUS ALL CARLOS CONTRACTOR CONTRACTOR CONTRACTOR CONTRACTOR CONTRACTOR CONTRACTOR CONTRACTOR CONTRACTOR

| Jul | 08 | 484 | Jan | 09 | 2,044 |
|-----|----|-------|-----|----|-------|
| Aug | 80 | 676 | Feb | 09 | 2,415 |
| Sep | 80 | 485 | Mar | 09 | 2,031 |
| Oct | 80 | 344 | Арг | 09 | 1,816 |
| Nov | 80 | 972 | May | 09 | 505 |
| Dec | 80 | 1,658 | Jun | 09 | 412 |
| | | | Jul | 09 | 441 |
| | | | | | |
| | | | | | |
| | | | | | |

| | Jul 08 |
|---------------------------|---------------|
| Average Daily Use (KWH) | 16 |
| Average Daily Temperature | 71 |
| Days in Billing Period | 30 |
| Last 12 Months Use (KWH) | |
| Average Monthly Use (KWH) | |

| Jul 09 | |
|--------|--|
| 14 | |
| 70 | |
| 32 | |
| 13,799 | |
| 1,150 | |
| | |



Bill for:

1133 W 9TH ST APT 113 **CLEVELAND OH 44113**

Billing Period:

May 20 to Jun 18, 2009 for 30 days

Next Reading Date: On or about Jul 20, 2009 Bill Based On:

Actual Meter Reading Equal Payment Plan

eBill

Residential Service

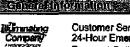
| 1 toolarius est lise | | THE RESERVE OF THE PERSON OF T |
|--|---------|--|
| 1124 Reput Republication | | A VIOLONIA STREET |
| Your previous bill was | 153.00 | |
| Total payments/adjustments | -153.00 | |
| Balance at billing on June 19, 2009 | 0.00 | ###################################### |
| Current Basic Charges | | |
| The Illuminating Company - Payment Plan Amount | | 753.00 |
| Total owed by Jul 06, 2009 | | \$153.00 |
| As an Automatic Credit Card Payment customer - Total charges of \$153.00 | | |
| will automatically be charged to your card account. | | |
| | | |

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

To pay your account in full you owe \$238.76.



Bill issued by: The illuminating Company PO Box 3638 Akron OH 44309-3638



Customer Service

1-800-589-3101 24-Hour Emergency/Outage Reporting **Payment Options**

1-888-544-4877 1-800-686-9901

visit us on-line at www.firstenergycorp.com

#Pricate Compara Nessage

Your current PRICE TO COMPARE for generation and transmission from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an "Apples to Apples" comparison of available competitive electric supplier offers, visit the PUCO web site at www.PUCO.ohio.gov.

Residential Service - 1650096433

6.92 cents per kWh



Account Number: 110059446713

Automatic Credit Card Payment Customer \$153.00 will be charged to your card account - DO NOT PAY

1133 W 9TH ST APT 113 CLEVELAND OH 44113

THE ILLUMINATING COMPANY PO BOX 3638 AKRON OH 44309-3638

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Definitions

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

Bypassable Generation and Transmission Related Component Charges associated with the costs for purchased power and to
deliver the power through the transmission system. These are the
charges that a customer would avoid for that billing period if the
customer switched to a Certified Retail Electric Service provider.
Cost Recovery Charges - Charges paid by all customers to recover
previously incurred costs.

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

Distribution Related Component - A charge (including taxes) for moving electricity over electric distribution lines to your home or business. Formerly, Delivery Charge.

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

Economic Development Component - Charges paid by all customers to recover costs related to economic development support.

Estimated Reading - On the months we do not read your meter, we calculate your bill based on your past electrical use. If you

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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, 8:00 a.m. - 6:00 p.m.) Visit our Web site: www.firstenergycorp.com

You may be asked to provide:

Your phone number;

Your account number: 11 00 59 4467 13 Your premise number: 1650098433

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 call 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 www.pickocc.org.

Energy Assistance: Contact HEAP at 1-800-282-0880 (TDD/TTY I-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 Hluminating Company's customer services, visit our Web site at www.firstenergycorp.com.

Pursuant to Ohio law, it is illegal for your electric meter and associated equipment to be tampered with to obtain unauthorized use of electricity. As specified in the Ohio Revised Code, persons found guilty of stealing electricity or tampering may be subject to jell sentences up to five years and fines up to \$10,000. Meter tampering is dangerous and could result in serious personal injury or damage to property. Ohio Law requires this message.

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When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below. Call The Illuminating Company at 1-809-589-3161 with questions on these charges.

Basic Charges

Customer Number: 0803677391 1650098433 - Residential Service - CE-RS30F / RS **Customer Charge** 4.00 Distribution Related Component 15.84 Transition Charge 6.05 Cost Recovery Charges 2.01 Bypassable Generation and Transmission Related Component 24.28 **Total Charges** \$ 52.18

| Per Jevalla Service de la la Carte de la C | ក្រសួនក្រុងសម្រាប់ ក្រសួន គឺស្រួតក្ | Harrier and the second second |
|--|-------------------------------------|-------------------------------|
| Date | Reference | Amount |
| Payments: | | |
| 05/26/09 | | -153.00 |
| Total Payments | | 153.00_ |
| Total Payments and Adjustments | | -\$153.00 |

| | | | Actual | Charges | EPP | Amount |
|------------------|--------|----------|--------|---------|---------------|--------|
| Xilling Period | # Days | Due Date | Dist | Supply | Dist | Supply |
| 7/19/08 08/19/08 | 32 | 09/03/08 | 81.66 | 0.00 | 55.00 | 0.00 |
| 8/20/08 09/22/08 | 34 | 10/07/08 | 60.90 | 0.00 | 55.00 | 0.00 |
| 9/23/08 10/21/08 | 29 | 11/05/08 | 38.04 | 0.00 | 55.00 | 0.00 |
| 0/22/08 11/18/08 | 28 | 12/03/08 | 76.95 | 0.00 | 76.00 | 0.00 |
| 1/19/08 12/16/08 | 28 | 12/31/08 | 108.04 | 0.00 | 76 .00 | 0.00 |
| 2/17/08 01/16/09 | 31 | 02/02/09 | 126.95 | 0.00 | 76. 00 | 0.00 |
| 1/17/09 02/18/09 | 33 | 03/05/09 | 153.80 | 0.00 | 76.00 | 0.00 |
| 2/19/09 03/18/09 | 28 | 04/02/09 | 127.98 | 0.00 | 76.00 | 0.00 |
| 3/19/09 04/20/09 | 33 | 05/05/09 | 129.29 | 0.00 | 76.00 | 0.00 |
| 4/21/09 05/19/09 | 29 | 06/03/09 | 56.97 | 0.00 | 153.00 | 0.00 |
| 6/20/09 06/18/09 | 30 | 07/06/09 | 52.18 | 0.00 | 153.00 | 0.00 |
| otals | | | 1.012 | 2.76 | 92 | 7.00 |

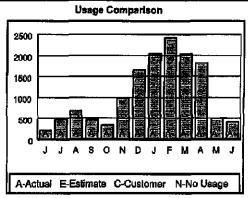
| Difference Between Actual Charges and EPP Amount | 85.76 |
|--|--------|
| Unpaid EPP Amount | 153.00 |
| EPP Account Balance | 238.76 |

Your actual account balance with The Illuminating Company is 238.76.

| | ADDER COUNTY | 32(0)-1(0)4(0)103-2-2-2-2-2-2-2-2-2-2-2-2-2-2-2-2-2-2-2 | |
|--------------------------------|--------------|---|---------|
| Residential Service | | | |
| Meter Number | 2816869 | Meter Number | 2816869 |
| Present KWH Reading (Estimate) | 23,957 | Present KWH Reading (Actual) | 24,205 |
| Previous KWH Reading (Actual) | 23,793 | Previous KWH Reading (Estimate) | 23,957 |
| Kilowatt Hours Used | 164 | Kilowatt Hours Used | 248 |

Account Number: 11 00 59 4487 1 3 Page 4 of 4 Invoice Number: 90471861022

Jun 09 14 65 30 13,842 1,154



| | Hist | orical Usage | Inforn | ration | 1 |
|-----|------|--------------|--------|--------|-------|
| Jun | 08 | 218 | Dec | 08 | 1,658 |
| Jui | 80 | 484 | Jan | 09 | 2,044 |
| Aug | 80 | 676 | Feb | 09 | 2,415 |
| Sep | 80 | 485 | Mar | 09 | 2,031 |
| Oct | 08 | 344 | Apr | 09 | 1,816 |
| Nov | 08 | 972 | May | 09 | 505 |
| | | | Jun | 09 | 412 |
| | | | | | |
| | | | | | |
| | | | | | |

| | Jun 08 | |
|---------------------------|--------|--|
| Average Daily Use (KWH) | 24 | |
| Average Dally Temperature | 72 | |
| Days in Billing Period | 9 | |
| Last 12 Months Use (KWH) | | |
| Average Monthly Use (KWH) | | |



Account Number: 11 00 59 4467 1 3

CLEVELAND OH 44113

Page 1 of 4 116

Bill for: 1133 W 9TH ST APT 113

Billing Period:

Apr 21 to May 19, 2009 for 29 days

Next Reading Date: On or about Jun 18, 2009 Bill Based On:

Actual Meter Reading Equal Payment Plan

e8ill

Res Act All Electric

| 1 122 1 1-12 - 1-14-14 | | |
|--|--------|--|
| Pala And Contention of the | | |
| Your previous bill was | 76.00 | |
| Total payments/adjustments | -76.00 | 10 Maria 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| Balance at billing on May 20, 2009 | 0.00 | 0,00 |
| Current Basic Charges | | |
| The Huminating Company - Payment Plan Amount | | 153,00 |
| Total owed by Jun 03, 2009 | | \$153.00 |
| As an Automatic Credit Card Payment customer - Total charges of \$153.00 | | |
| will automatically be charged to your card account. | | |
| | | |
| | | |

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

Bill Issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638

Illumnating Company

Customer Service 24-Hour Emergency/Outage Reporting

1-800-589-3101 1-888-544-4877 1-800-686-9901

Payment Options

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visit us on-line at www.firstenergycorp.com

EEE Price to 6 cm pare de les sacre

Your current PRICE TO COMPARE for generation and transmission from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an "Apples to Apples" comparison of available competitive electric supplier offers, visit the PUCO web site at www.PUCO.chlo.gov.

Res Apt All Electric - 1650098433

1.6 cents per kWh

Signature and the result of th



Account Number: 110059446713

Automatic Credit Card Payment Customer \$153.00 will be charged to your card account - DO NOT PAY

THE ILLUMINATING COMPANY PO BOX 3638 AKRON OH 44309-3638

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1133 W 9TH ST APT 113 CLEVELAND OH 44113

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.

Distribution Related Component - A charge (including taxes) for moving electricity over electric distribution lines to your home or business. Formerly, Delivery Charge.

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. 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) - An alternative supplier's price for generation and transmission must be lower than your price to compare for you to save money with that supplier. Residential Distribution Credit - A credit for customers billed on a qualifying rate (as of 4/30/09), applied to all usagae over 500 kWh during the winter billing period. 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

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Write: The Illuminating Company, 76 S. Main St., A-RPC,

Akron, OH 44308-1890

Call Customer Services: 1-800-589-3101 (Monday - Friday, 8:00 a.m. - 6:00 p.m.) Visit our Web site: www.firstenergycorp.com

You may be asked to provide:

Your phone number:

Your account number: 11 00 59 4467 1 3 Your premise number: 1650098433

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 call the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free), or for TDD/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 www.pickocc.org.

Energy Assistance: Contact HEAP at 1-800-282-0880 (TDD/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.

For your safety, if your service has been disconnected, do not attempt to reconnect it. While this is illegal and could result in prosecution, removing a meter base or touching any of the wires can also cause death or serious injury through arcs of electricity, explosions or fire. Meters are only to be accessed by authorized utility personnel. To have your service reconnected, please call us to make the necessary arrangements.

If termination of service would be especially dangerous to your health or the health of someone in your household, please contact our office regarding certification of the related medical condition by a licensed physician, physician's assistant, clinical nurse specialist, certified nurse practitioner, certified nurse-midwife or local board of health physician so that service can be maintained.

Grace strong (see huminaling tropp any and a billing part of

When contacting an Alternate Electric Supplier, please provide the customer numbers below. Call The Illuminating Company at 1-800-589-3101 with questions on these charges.

Basic Charges

| Customer Number: 0803677391 1650098433 - Res Apt All Electric - CE-RS30F / RS | |
|---|---------|
| Customer Charge | 4.18 |
| Distribution Related Component | 19.48 |
| Transition Charge | 11.18 |
| Generation Related Component | 19.14 |
| Transmission Related Component | 3.04 |
| Residential Distribution Credit | -0.05 |
| Total Charges | 3 56.97 |

| Date | Reference | Amount |
|--------------------------------|-----------|----------|
| Payments: | | |
| 04/27/09 | | -76.00 |
| Total Payments | | 76.90_ |
| Total Payments and Adjustments | | -\$76.00 |

| | | | Actual | Charges | EPP. | Amount |
|-------------------|--------|----------|--------|---------|--------|--------|
| Billing Period | # Days | Due Date | Dist | Supply | Dist | Supply |
| 7/19/08 08/19/08 | 32 | 09/03/08 | B1.66 | 0.00 | 55.00 | 0.00 |
| 8/20/08 09/22/08 | 34 | 10/07/08 | 60.90 | 0.00 | 55.00 | 0.00 |
| 9/23/08 10/21/08 | 29 | 11/05/08 | 38.04 | 0.00 | 55.00 | 0.00 |
| 10/22/08 11/18/08 | 28 | 12/03/08 | 78.95 | 0.05 | 76.00 | 0.00 |
| 11/19/08 12/16/08 | 28 | 12/31/08 | 108.04 | 0.00 | 76.00 | 0.00 |
| 12/17/08 01/16/09 | 31 | 02/02/09 | 126.95 | 0.00 | 76.00 | 0,00 |
| 71/17/09 02/18/09 | 33 | 03/05/09 | 153.80 | 0.00 | 76.00 | 0.00 |
| 02/19/09 03/18/09 | 28 | 04/02/09 | 127.98 | 0.00 | 76.00 | 0,00 |
| 3/19/09 04/20/09 | 33 | 05/05/09 | 129.29 | 0.00 | 76.00 | 0,00 |
| XI/21/09 05/19/09 | 29 | 06/03/09 | 56.97 | 0.00 | 153.00 | 0.00 |
| fotals | | | 960 | 0.58 | 774 | 4.00 |

| | على المنظم ا |
|--|--|
| Difference Between Actual Charges and EPP Amount | 186.58 |
| Unpaid EPP Amount | 153.00 |
| EPP Account Balance | 339.58 |

Your actual account balance with The Illuminating Company is 339.58.

A STATE OF THE STA

Account Number: 11 00 59 4467 1 3 Page 4 of 4

Invoice Number: 90381848110

Present KWH Reading (Actual) 23,793 Previous KWH Reading (Actual) 23,288 Kllowatt Hours Used 505

| Usa | age Comparison | | Histo | rical Usag | s Informatios | n |
|------------|----------------|-----|-------|------------|---------------|-------|
| 2500 | Tors . | Jun | 08 | 218 | Dec 08 | 1,658 |
| 2000 | | Jul | 08 | 484 | Jan 09 | 2,044 |
| | | Aug | 08 | 676 | Feb 09 | 2,415 |
| 1500 | | Sep | 08 | 485 | Mar 09 | 2,031 |
| 1000 | | Oct | 08 | 344 | Apr 09 | 1,816 |
| 500 N (22) | | Nov | 08 | 972 | May 09 | 505 |

A-Actual E-Estimate C-Customer N-No Usage

J J A S O N D J F M A M

Historical Usage Information Jun 08 218 Dec 08 1,658 Jul 08 484 Jan 09 2,044 Aug 08 676 Feb 09 2,415 2,031 Sep 08 485 Mar 09 Oct 08 344 Apr 09 1,816 BO vol 972 May 09 505

Average Daily Use (KWH) Average Dally Temperature Days in Billing Period Last 12 Months Use (KWH) Average Monthly Use (KWH) May 09 17 57 29 13,648 1,137



Bill for: (

1133 W 9TH ST APT 113 CLEVELAND OH 44113

Billing Period: Next Reading Date: On or about May 19, 2009

Mar 19 to Apr 20, 2009 for 33 days

Bill Based On:

Actuel Meter Reading Equal Payment Plan

Budget Review eBill

Res Apt All Electric

| Your previous bill was | 76.00 | Consideration and the con- |
|--|--------|----------------------------|
| Total payments/adjustments | -76.00 | TE TO THE PROPERTY OF |
| Balance at billing on April 21, 2009 | 0.00 | . Q.00 |
| Current Basic Charges | | |
| The Illuminating Company - Payment Plan Amount | | 76,00 |
| Total owed by May 05, 2009 | | \$76.00 |
| As an Automatic Credit Card Payment customer - Total charges of \$76 | .00 | |
| will automatically be charged to your card account. | | |

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

*** PLEASE SEE MESSAGE ABOUT A CHANGE IN YOUR EPP AMOUNT ON PAGE 3, ***

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Bill Issued by: The Huminating Company PO Box 3638 Akron OH 44309-3638

Dimmeting

Customer Service 24-Hour Emergency/Outage Reporting **Payment Options**

1-800-589-3101 1-888-544-4877 1-800-686-9901

visit us on-line at www.firstenergycorp.com

Your current PRICE TO COMPARE for generation and transmission from The Wuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an "Apples to Apples" comparison of available competitive electric supplier offers, visit the PUCO web site at www.PUCO.ohio.gov.

Res Apt All Electric - 1650098433

1.6 cents per kWh

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Account Number: 110059446713

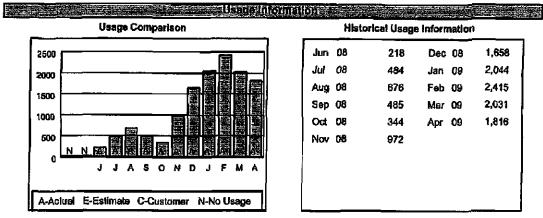
Automatic Credit Card Payment Customer \$76.00 will be charged to your card account - DO NOT PAY

1133 W 9TH ST APT 113 CLEVELAND OH 44113

THE ILLUMINATING COMPANY PO BOX 3638 AKRON OH 44309-3638

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Account Number: 11 00 59 4467 1 3 Page 4 of 4 invoice Number: 90781707018



| Jun | | rical Usage 218 | Dec | | 1.658 |
|------------|----|--------------------|-----|----|-------|
| Jul Jul | - | 484 | Jan | | 2,044 |
| Aug | 80 | 676 | Feb | 09 | 2,415 |
| Sep | 80 | 485 | Mer | 09 | 2,031 |
| Oct | 08 | 344 | Apr | 09 | 1,816 |
| Nov | 08 | 972 | | | |

Average Dally Use (KWH) Average Daily Temperature Days in Billing Period Last 11 Months Use (KWH) Average Monthly Use (KWH) Арг 09 55 43 33 13,143 1,195

EXHIBIT H ELECTRIC BILLS WATER STREET UNIT 416 (679 SF)



| Water Street Suite 416 (679 Square Feet) Last day of Billing Period Type of Type of Billing Period Number of Days Rwh Hours Used (1) Kilowatt Roll (1) Price Per Kwh Hours Used (1) 2010.03.18 \$121.09 Actual 29 5.66 1,116 \$0.109 2010.02.17 \$185.99 Actual 33 5.35 1,738 \$0.107 2010.01.15 \$194.00 Actual 30 5.19 1,030 \$0.188 NOTES: (1) Price per kWh calculated by dividing current amount of bill by Kilowatt hours used. (2) The March and February statements were on the "Equal Payment Plan". Spreadsheet based on actual usage. (3) We have requested two years of bills and will send after we have received them from CEI. (4) Small unit - attached to show actual electric usage of very small unit in all-electric residential unit. | SUMMARY O | F BILLS FROM | M ILLUMIN | SUMMARY OF BILLS FROM ILLUMINATING COMPANY | X | | |
|--|-------------------------------|------------------|-----------------|--|-------------------|------------------------|------------------|
| Water Street Suite 416 (679 Square Feet)Last day of Billing PeriodType of ActualNumber of Days in Billing PeriodPrice Per KilowattKilowatt Prival2010.03.18\$121.09Actual295.661,1162010.02.17\$185.99Actual335.351,7382010.01.15\$194.00Actual305.191,030NOTES:(1) Price per kWh calculated by dividing current amount of bill by Kilowatt hours used.(2) The March and February statements were on the "Equal Payment Plan". Spreadsheet based on a classed two years of bills and will send after we have received them from CEI.(3) We have requested two years of bills and will send after we have received them from CEI.(4) Small unit - attached to show actual electric usage of very small unit in all-electric residential unit in all-electric usage of very small unit in all-electric residential unit in all-electric usage of very small unit in all-electric residential unit in all-electric usage of very small unit in all-electric residential unit in all all-electric usage of very small unit in all all all all all all all all all al | (Prepared Apri | 11 7, 2010) | | | | | |
| Last day of Billing Period Type of Billing Period Number of Days Price Per KWh Kilowatt Priod Price Per Colous Used 2010.03.18 \$121.09 Actual 29 5.66 1,116 1,738 2010.02.17 \$185.99 Actual 30 5.19 1,030 1,738 NOTES: NOTES: Actual 30 5.19 1,030 1,030 (1) Price per kWh calculated by dividing current amount of bill by Kilowatt hours used. 20 The March and February statements were on the "Equal Payment Plan". Spreadsheet based on a bill send after we have received them from CEI. (3) We have requested two years of bills and will send after we have received them from CEI. (4) Small unit - attached to show actual electric usage of very small unit in all-electric residential unit. | Water Street St | uite 416 (679 Sc | juare Feet) | | | | |
| 2010.03.18 \$121.09 Actual 29 5.66 1,116 2010.02.17 \$185.99 Actual 33 5.35 1,738 1,738 2010.01.15 \$194.00 Actual 30 5.19 1,030 1,030 | Last day of Billing Period | Current Bill | Type of Reading | Number of Days in Billing Period | Price Per kWh | Kilowatt Hours Used | Price per kWh |
| 2010.02.17 \$185.99 Actual 33 5.35 1,738 2010.01.15 \$194.00 Actual 30 5.19 1,030 NOTES: (1) Price per kWh calculated by dividing current amount of bill by Kilowatt hours used. (2) The March and February statements were on the "Equal Payment Plan". Spreadsheet based on a (3) We have requested two years of bills and will send after we have received them from CEI. (4) Small unit - attached to show actual electric usage of very small unit in all-electric residential unit and the content of the co | 2010.03.18 | \$121.09 | Actual | 29 | 5.66 | 1,116 | \$0.109 |
| NOTES: (1) Price per kWh calculated by dividing current amount of bill by Kilowatt hours used. (2) The March and February statements were on the "Equal Payment Plan". Spreadsheet based on a 3) We have requested two years of bills and will send after we have received them from CEI. (4) Small unit - attached to show actual electric usage of very small unit in all-electric residential unit. | 2010.02.17 | \$185.99 | Actual | 33 | 5.35 | 1,738 | \$0.107 |
| NOTES: (1) Price per kWh calculated by dividing current amount of bill by Kilowatt hours used. (2) The March and February statements were on the "Equal Payment Plan". Spreadsheet based on a (3) We have requested two years of bills and will send after we have received them from CEI. (4) Small unit - attached to show actual electric usage of very small unit in all-electric residential unit. | 2010.01.15 | \$194.00 | Actual | 30 | 5.19 | 1,030 | \$0.188 |
| Price per kWh calculated by dividing current amount of bill by Kilowatt hours used. The March and February statements were on the "Equal Payment Plan". Spreadsheet based on a We have requested two years of bills and will send after we have received them from CEI. Small unit - attached to show actual electric usage of very small unit in all-electric residential unit. | NOTES: | | | | | | |
| (2) The March and February statements were on the "Equal Payment Plan". Spreadsheet based on a(3) We have requested two years of bills and will send after we have received them from CEI.(4) Small unit - attached to show actual electric usage of very small unit in all-electric residential unit. | (1) Price per kW | 7h calculated by | | rent amount of bill b | y Kilowatt ho | urs used. | |
| (3) We have requested two years of bills and will send after we have received them from CEI. (4) Small unit - attached to show actual electric usage of very small unit in all-electric residential uniteractions. | (2) The March a | nd February star | tements were | on the "Equal Paym | ent Plan". Sp | readsheet based | on actual usage. |
| (4) Small unit - attached to show actual electric usage of very small unit in all-electric residential united to the statement of the statemen | (3) We have req | uested two year | s of bills and | will send after we ha | tve received t | hem from CEI. | |
| | (4) Small unit - | attached to show | v actual elect | ric usage of very sma | all unit in all-e | electric resident | ial unit. |



Bill for: JOHN G BOCKSTAEL 1133 W 9TH ST APT 416 CLEVELAND OH 44113

Billing Period:

Feb 18 to Mar 18, 2010 for 29 days

Next Reading Date: On or about Apr 16, 2010 Bill Based On:

Actual Mater Reading Equal Payment Plan

Residential Service

| EPP Account Summary | | Amount Due |
|--|---------------|------------|
| Your previous bill was | 107.00 | |
| Total payments/adjustments | -107.00 | |
| Balance at billing on March 19, 2010 | D. 0 0 | 0.00 |
| Current Basic Charges | - | • |
| The Illuminating Company - Payment Plan Amount | | 107.00 |
| Total Due by Apr 02, 2010 - Please pay this amount | | \$107.00 |
| | | , |

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date. To pay your account in full you owe \$200.08.

General information

Bill Issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638

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Customer Service 24-Hour Emergency/Outage Reporting Payment Options

1-800-589-3101 1-888-544-4877 1-800-686-9901

visit us on-line at www.firstenergycorp.com

Price to Compare Message

Your current PRICE TO COMPARE for generation and transmission from The Illuminating Company is listed below, For you to save, a supplier's price must be lower. To obtain an "Applies to Applies" comparison of available competitive electric supplier offers, visit the PUCO web site at www.PUCO.ohio.gov. Your price to compare includes a credit of 1,90 cents for every kwh over 500 during the non-summer periods.

Residential Service - 1610898517

5.66 cents per kWh

10 145+ 481

See other pages for additional information and telephone numbers

Return this part with a check or money order Payable to The Illuminating Company

Account Number: 110058228369

Amount Paid Please Pay \$107.00 Due By April 02, 2010

THE ILLUMINATING COMPANY PO BOX 3638

AKRON OH 44309-3638 أعلى أرار أرابي أوران المسابل والمسابل المسابل المسابل

<u>։ Որկակության գումաբությանին կրարհիրվոր հակակական</u> **********AUTO**5-DIGIT 44113 00011517 01 AV JOHN G BOCKSTAEL 1133 W 9TH ST APT 416 CLEVELAND OH 44113-1098

04119058228369000000000000000000107000000107001

Messages

The Earned Income Tax Credit (EITC) is a tax credit for certain lower-income families and individuals. For information and to determine if you qualify, simply dial 1-800-829-1040 or visit www.irs.gov/individuals.

In response to the Public Utilities Commission of Ohio's March 3, 2010 order, effective March 17, 2010, qualifying residential customers will receive an additional 4.2 centrikllowatt-hour (kWh) credit on all usage during the non-summer bitting periods (Sept. - May), which is in addition to the existing 1.9 cent/kWh credit for all usage over 500 kWh each billing period during the non-summer billing periods. The new Residential Generation Credit will appear as a separate line item on your bill and is designed to provide bill impacts commensurate with rates that were in effect in December 2008. The utility will continue to provide this new credit even if you switch to an atternative generation supplier. The credit does not affect your Price to Compare. If you recently received a higher-than-expected bill and would like to make installment payments, please call us at 1-800-720-3600 to discuss available payment options.

Charges from The illuminating Company this billing period

When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below. Call The Illuminating Company at 1-800-569-3101 with questions on these charges.

Basic Charges

Customer Number: 0801530883 f610098517 - Residential Service - CE-RSF

| Customer Charge | 4.80 |
|--|--------|
| Distribution Related Component | 54,30 |
| Transition Charge | 9,28 |
| Cost Recovery Charges | 4.08 |
| Bypassable Generation and Transmission Related Component | 63,13 |
| Residential Distribution Credit | -10.47 |
| Residential Generation Credit | -3.23 |

Total Charges \$ 121.09

| | Detail Payment and Adjustment Information | · · · · · · · · · · · · · · · · · · · | entert is | |
|------------------------|---|---------------------------------------|-----------|-------|
| Date | Reference | Amount | | |
| Payments: 03/01/10 | | -107.00 | | • |
| Total Payments | · | | 10 | 17.00 |
| Total Payments and Adj | ustments | | -\$10 | 7.00 |

| • | | | Actua | Charges | EPP | Amount |
|---|--------------------|----------------------------------|---------------------------------|-------------------------------|---------------------------------|-------------------------------|
| Billing Period 01/46/10 02/17/10 02/18/10 03/18/10 | # Days 33 29 | Due Date 03/04/10 04/02/10 | Dist 185.99 121.09 | Supply 0.00 0.00 | Dist 107.00 107.00 | Supply 0,00 0.00 |
| Totals | | | 307 | 7.08 | 214 | 4.00 |
| Difference Between Av | clual Charges a | nd EPP Amount | | | | 93.0 |
| Unpaid EPP Amount | | | | | | 107.0 |
| EPP Account Balance | ê | | | | | 200.0 |

Your actual account balance with The Illuminating Company is 200.08.

| | Meter Reading Informati | on- ; | 50.0 |
|-------------------------------|-------------------------|-----------|----------------|
| Residential Service | | | ************ |
| Meter Number | 2816788 | | |
| Present KWH Reading (Actual) | 42,093 | | |
| Previous KWH Reading (Actual) | 40,977 | | |
| Kilowatt Hours Used | 1,116 | Exhibit H | - Page 4 of 12 |

Usage Information

Usage Comparison 2000 1800 1500 1400 1200 1000 800 600 400 200 MAMJJASONDJFM

A-Actual E-Estimate C-Customer N-No Usage

Historical Usage Information Mar 09 1,081 Sep 09 885 Apr 09 **87**1 Oct 09 780 May 09 675 Nov 09 933 Jun 09 696 Dec 09 1,256 Jul 09 781 Jan 10 1,842 Aug 09 748 Feb 10 1,738 Mar 10 1,116

| | Mar 09 | Mar 10 |
|---------------------------|--------|--------|
| Average Dally Use (KWH) | - 39 | 38 |
| Average Daily Temperature | 34 | 37 |
| Days in Billing Period | 28 | 29 |
| Last 12 Months Use (KWH) | | 12,321 |
| Average Monthly Use (KWH) | | 1,027 |



BIII for: JOHN G BOCKSTAEL 1133 W 9TH ST APT 416 **CLEVELAND OH 44113**

Billing Period:

Jan 16 to Feb 17, 2010 for 33 days

Bill Based On:

Next Reading Date: On or about Mar 17, 2010 **Actual Meter Reading**

Equal Payment Plan

Residential Service

| • | | |
|--|---------|-----------------------|
| EPP Account Summary | 4" | Amount Due |
| Your previous bill was | 194.75 | and the second second |
| Total payments/adjustments | -194.75 | |
| Balance at billing on February 18, 2010 | 0.00 | 0.00 |
| Current Basic Charges The Illuminating Company - Payment Plan Amount | | 107.00 |
| Total Due by Mar 04, 2010 - Please pay this amount | | \$107.00 |
| | | |

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date. To pay your account in full you owe \$185.99.

General Information

Bill Issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638



Customer Service

24-Hour Emergency/Outage Reporting Payment Options

1-800-589-3101 1-888-544-4877 1-800-686-9901

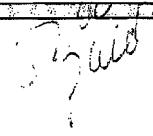
visit us on-line at www.firstenergycorp.com

Price to Compare Message

Your current PRICE TO COMPARE for generation and transmission from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an "Apples to Apples" comparison of available compelitive electric supplier offers, visit the PUCO wab site at www.PUCO.ohlo.gov.

Residential Service - 1610098517

5.35 cents per kWh



See other pages for additional information and telephone numbers



Ոսլինը։[համուլ|ում բովինը կգրիոսես | հեվաներության դի| հերմանանակիրը կրմ ***********AUTO##5-DIGIT 44113 80010147 01 AV 0.332 JOHN G BOCKSTAEL 1133 W 9TH ST APT 416 CLEVELAND OH 44113-109B

Return this part with a check or money order Payable to The Illuminating Company

Account Number: 110058228369

| Amount Paid | |
|-------------|----------------|
| Please Pay | \$107.00 |
| Due By | March 04, 2010 |

THE ILLUMINATING COMPANY PO BOX 3638 AKRON OH 44309-3638 ابهاران بالبياد المائيس الماليس الطبيط المارية المارية

Definitions

Actual Reading - A reading we take from your electric meter. Bypassable Generation and Transmission Related Component - Diarges associated with the costs for purchased power and to teliver the power through the transmission system. These are the charges that a customer would avoid for that billing period if the xistomer switched to a Certified Relatil Electric Service provider. Loat Recovery Charges - Charges paid by all customers to recover xeviously incurred costs.

Customer Charge - The fixed monthly charge for basic statistion which partially covers custs for billing, meter eading, equipment, and service line maintenance.

Histributton Related Component - A charge (including taxes) for noving electricity over electric distribution lines to your home or nusiness. Formerly, Delivery Charge.

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

Economic Development Component - Charges paid by all customers to recover costs related to economic development support. 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 our Web site listed below. 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) - A certified retail electric service provider's price for generation and transmission must be lower than your price to compare for you to save money with that provider Residential Distribution Credit - A credit for customers billed on a qualifying rate (as of 4/30/09), applied to all usage over 500 kWh during the winter billing period. 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.

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, 8:00 a.m. - 6:00 p.m.) Visit our Web site: www.firstenergycorp.com

You may be asked to provide:

Your phone number: 1-216-633-7127 Your account number: 11 00 58 2263 6 9

Your premise number: 1610098517
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 call the Public Utilities Commission of Ohio for assistance at 1-800-685-7826 (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 1-877-742-5822 (toll 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 (TDD/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 sheek 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, cell 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.



\$ 185.99

Messages

The Earned Income Tax Credit (EITC) is a tax credit for certain lower-income families and individuals. For information and to determine if you qualify, simply dial 1-800-829-1040 or visit www.irs.gov/individuals.

The Transmission and Ancillary Service Charge, which recovers transmission costs related to mandates from the Federal Energy Regulatory Commission, has changed effective January 1, 2010. As a result, the amount of a standard residential customer's bill (using 750 kWh/month) will DECREASE by approximately 1.4% or \$1.37 per month.

Charges from The Illuminating Company this billing period

When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below. Call The Illuminating Company at 1-800-589-3101 with questions on these charges.

Basic Charges

Customer Number: 0801530883 1610098517 - Residential Service - CE-RSF **Customer Charge** 4.00 Distribution Related Component 87.98 Transition Charge 15.70 Cost Recovery Charges 6,35 Bypassable Generation and Transmission Related Component 93.01 Residential Distribution Credit -21.05 **Total Charges**

| Detail Pay | ment and Adjustment Info | imation |
|--------------------------------|--------------------------|----------------|
| Date | Reference | Amount |
| Payments: 02/01/10 | | -194.75 |
| Total Payments | | <u>-194.75</u> |
| Total Payments and Adjustments | | -\$194.75 |

| | | | Actual Charges | | EPP Amount | |
|--|-----------------|----------------------|-----------------------|-----------------------|-----------------------|----------------|
| Billing Period 01/16/10 02/17/10 | # Days 33 | Due Date 03/04/10 | Diat 185.99 | Supply 0.00 | Dist 107.00 | Supply 0.00 |
| Totals . | | | 184 | 5.99 | 10 | 7.00 |
| Difference Between A | clual Charges a | nd EPP Amount | | | | 78.9 |
| Unpaid EPP Amount | | | | | | 107.00 |
| EPP Account Balance | 6 | | | | | 185.9 |

Your actual account balance with The Illuminating Company is 185,99.

Meter Reading Information

Residential Bervice **Meter Number** 2816788 Present KWH Reading (Actual) 40,977 39,239 Previous KWH Reading (Actual) Kilowall Hours Used 1,738

Account Number: 11 00 58 2283 6 9 Page 4 of 4 Invoice Number: 90322077918

Usage Information Usage Comparison 2000 1800 1600 1400 1200 1000 800 600 460 200 JASONDJ A-Actual E-Estimate C-Customer N-No Usage

| | - 1100 | orical Usag | | ICQUID | L J |
|-----|-----------|-------------|-----|--------|-------|
| Feb | 09 | 1,814 | Aug | 09 | 748 |
| Mar | 09 | 1,081 | Sep | 09 | 885 |
| Apr | 09 | 871 | Oct | 09 | 780 |
| May | 09 | 675 | Nov | 09 | 933 |
| Jun | 09 | 696 | Dec | 09 | 1,256 |
| Jul | 09 | 781 | Jan | 10 | 1,842 |
| | | | Feb | 10 | 1,738 |

| | Feb 09 | Feb 10 |
|---------------------------|--------|--------|
| Average Dally Use (KWH) | 55 | 53 |
| Average Daily Temperature | . 25 | 28 |
| Days in Billing Period | 33 | 33 |
| Last 12 Months Use (KWH) | | 12,286 |
| Average Monthly Use (KWH) | | 1,024 |





Billing Period:

Bill Based On:

January 18, 2010

Dec 17 to Jan 15, 20,10/for 30 days

Next Reading Date: On or about Fab. 16, 2010 Actual Meter Reading

Bill for: JOHN G BOCKSTAEL 1133 W 9TH ST APT 416 CLEVELAND OH 44113

11376962 Residential Service

| • 1.07 ti | | |
|--|--|---------------|
| Account Summary | An and the state of | Amount Due |
| Your previous bill was . | 133.49 | |
| Total payments/adjustments | | |
| Balance at billing on January 18, 2010 | 0.00 | 0.00 |
| Current Basic Charges | | |
| The Illuminating Company - Consumption | 192.77 | |
| Late Payment Charges | 1.98 | |
| Total Current Charges | 194.75 | 19475 |
| Total Due by Feb 01, 2010 - Please pay this amount | | \$194.75 |
| | | - Fig. 2 (18) |

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

| _ | |
|---|--|
| | |

Bill issued by: The liturninating Company PO Box 3638 Akron OH 44309-3638

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Ennaing

Customer Service 24-Hour Emergency/Outage Reporting Payment Options

General Information

1-800-589-3101 1-888-544-4877 1-800-686-9901

visit us on-line at www.firstenergycorp.com

Price to Compare Message

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Residential Service - 1610098517

5.19 cents per kWh

The other pages for additional information and telephone numbers



**********AUTO**5-DIGIT 44113 00011611 01 AV 0.332JOHN G BOCKSTAEL 1133 W 97H ST APT 416 CLEVELAND OH 44113-1098

Return this part with a check or money order Payable to The Illuminating Company

Account Number: 110058228369

| Amount Paid | |
|-------------|-------------------|
| Please Pay | \$194.75 |
| Due By | February 01, 2010 |

THE ILLUMINATING COMPANY PO BOX 3638 AKRON OH 44309-3638 la la la la de la lla della della della della della della della la della della della della della della della d

Definitions

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'ou may be asked to provide:

four phone number: 1-216-633-7127 four account number: 11 00 58 2283 6 9 four premise number: 1610098617

For Your Protection

If you are still not sure, please call.

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Energy Assistance: Contact HEAP at 1-800-282-0880 (TDD/TTY 1-800-886-1557) Monday - Friday between 8:00 a.m. and 5:00 p.m.

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



Invoice Number: 90452045044

Charges from The Illuminating Company this billing period

When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below. Call The Illuminating Company at 1-800-589-3101 with questions on these charges.

Basic Charges

Customer Number: 0801530883 1610096517 - Residential Service - CE-RSF

| Customer Charge | 4.00 |
|--|--------|
| Distribution Related Component | 93.95 |
| Transition Charge | 16.79 |
| Cost Recovery Charges | 5.32 |
| Bypassable Generation and Transmission Related Component | 95.52 |
| Residential Distribution Credit | -22.81 |
| | 192.77 |

Late payment charge

Total Charges

1.98

\$ 194.75

| د چاھوان | بساء و | Detail F | ayment and | Adjusti | nent inf | ormatic | M |
|-------------|--------|----------|------------|---------|----------|---------|---|
| | | | | | | | |

Date Amount Reference

Payments: Ŏ1/11/18

Total Payments Total Payments and Adjustments -133,49

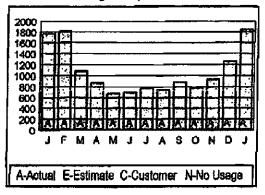
-133,49 -\$133,49

Meter Reading information

and for the first that the second section is a second section of Residential Service 5.19 Meter Number 2816788 Present KWH Reading (Actual) 39,239 Previous KWH Reading (Actual) 37,397 \$ 95.59 Kilowatt Hours Used

Usage Information

Usage Comparison



| His | torical | Usage | Information | |
|-----|---------|-------|-------------|--|
|-----|---------|-------|-------------|--|

| Jan | 09 | 1 <u>,765</u> ! | Jul | 09 | 781 |
|-----|------------|-----------------|-----|-----------|------------|
| Feb | 09 | 1,814 | Aug | 09 | 748 |
| Mar | 09 | 1,081 | Sep | 09 | 685 |
| Арг | 09 | 871 | Oct | 09 | 780 |
| May | 0 9 | 675 | Nov | 09 | 933 |
| Jun | 09 | 696 | Dec | 09 | 1,256 |
| | | | Jan | 10 | 1.842 |
| | | | | | |
| | | | | | j |
| | | | | | ľ |

| | Jan 09 | Jan 10 |
|---------------------------|--------|--------|
| Average Daily Use (KWH) | 57 | 61* |
| Average Daily Temperature | 25 | 26 ′ |
| Days in Billing Period | 31 | 30 • |
| Last 12 Months Use (KWH) | | 12,362 |
| Average Monthly Use (KWH) | | 1.030 |