

DOCKETING DIVISION

RECEIVED-DOCKETING DIV

CASE #10-176-EL-ATA

2010 DEC -2 PM 2:33

WHEN MY WIFE AND I PURCHASED OUR ALL ELECTRIC HOME IN 1972 ^{PUCB} IT WAS EQUIPPED WITH A DEMAND METER THAT DETERMINED THE RATE FOR kWh USED DURING THE MONTH. WE FOUND THAT THIS METER DETERMINED THE RATE FOR THE WHOLE MONTH BASED ON THE HIGHEST 1/2 HOUR PEAK RATE DURING THAT TIME FOR EVERY BILLING PERIOD.

I HAD TO CHANGE A DEFECTIVE MAIN BREAKER BOX IN THE EIGHTIES AND WHEN THE COMPANY REP CAME TO RESEAL THE METER, I WAS ADVISED THAT I SHOULD NOT HAVE A DEMAND METER BUT A REGULAR METER DUE TO HAVING ELECTRIC HEATING. THE METER WAS CHANGED TO HA.

IN 1996, I WAS INFORMED OF THE PROGRAM OF OPTIONAL HEATING RATE & CONTROLLED WATER HEATING. I HAD THE 80 GAL WATER HEATER & CONTROL INSTALLED AND THE RATE CHANGED TO HB.

IN 1998, I INSTALLED MORE EFFICIENT ELECTRIC HEATING ELEMENTS IN OUR HOME, INCREASED INSULATION, INSTALLED NEW WINDOWS AND DOORS AND IN 2004 WAS QUESTIONED BY FIRST ENERGY ABOUT THE PROPER RATE SCHEDULE DUE THE USAGE PATTERN.

I SUBMITTED THE INFORMATION AND THE RATE
SCHEDULE CONTINUED.

IN 2007, I HAD TO INSTALL A NEW WATER
HEATER. I CONTINUED WITH AN 80 GAL ELECTRIC
WATER HEATER TO COMPLY WITH THE AGREEMENT
WITH FIRST ENERGY I SIGNED IN 1996.

NOW TO SAY IT IS UNFAIR TO HAVE ~~TO~~ ~~LOWER~~
RATE FOR AN ALL ELECTRICAL HOME AFTER COMPLYING
WITH THE FIRST ENERGY'S REQUIREMENTS TO
QUALIFY FOR THE RATING IS QUITE UP-SETTING.

I SUPPOSE IT IS UNFAIR TO ASSUME THAT
FIRST ENERGY WOULD CONTINUE TO HONOR THE
AGREEMENT THEY MADE WITH HOME OWNERS THAT
COMPLY WITH THEIR REQUIREMENTS FOR A PROGRAM
THEY ESTABLISHED. THEY SHOULD BE HELD
TO THEIR AGREEMENT AS WE AGREED WITH THEM.

RESPECTFULLY
Wendell L. Hill

WENDELL L. HILL

4232 ROCKSPRING RD

AVENUE, OH 44266-8734

330-325-9780



Akron Division

1910 West Market Street
Akron, OH 44313
May 9, 1996

Mr. Wendell L. Hill
4232 Rock Spring
Ravenna, OH 44266

Dear Mr. Hill:

I am pleased to inform you about Ohio Edison's new high-efficiency 80-gallon electric water heater program. For a limited time, you can purchase a brand new energy-efficient 80-gallon electric water heater for just \$320, completely installed. Plus, with approved credit, you could finance "INTEREST-FREE" the \$320 on your electric bill.

With the new 80-gallon electric water heater, you qualify for the Power Commander, a discounted electric rate. Your annual savings will be \$298 on the Power Commander rate.

I'm sure you will want to take advantage of the lower electric bills by installing the new 80-gallon electric water heater. Enclosed is information on the water heater program and the Power Commander rate.

To order your 80-gallon electric water heater, please call toll free 1-800-338-4328, Monday through Friday, between the hours of 8 a.m. and 9 p.m.

If you have any questions, please call me at 384-4601 or toll free at 1-800-OEDISON, extension 4601.

Sincerely,

A handwritten signature in dark ink, appearing to read "Julie Babbin".

Julie A. Babbin
Account Representative

eeg
Enclosures

P.S. Do you have any Private Outdoor Lighting needs? Let me know!

OHIO EDISON COMPANY
RESIDENTIAL SERVICE OPTIONAL RATE AGREEMENT

DIVISION

Akre

DATE

4/18/96

OHIO EDISON

ACCOUNTING NO.

2-786-11-010407-1-01

DATE

4/18/96

CHECK ONE:

- ☐ RATE 10B - OPTIONAL CONTROLLED WATER HEATING RATE
☐ RATE 11A - OPTIONAL HEATING RATE
☒ RATE 11B - OPTIONAL HEATING RATE & CONTROLLED WATER HEATING
☐ RATE 14A - CONTROLLED WATER HEATING
☐ RATE 14B - CONTROLLED ADD-ON HEAT PUMP
☐ RATE 14C - CONTROLLED WATER HEATING & ADD-ON RESISTANCE HEATING
☐ RATE 14D - CONTROLLED WATER HEATING & ADD-ON HEAT PUMP
☐ RATE 14E - CONTROLLED WATER HEATING & ADD-ON RESISTANCE HEATING
☐ RATE 15 - CONTROLLED WATER HEATING (APT.)

I understand the conditions as outlined on the back of this form as they apply to each rate.

CONTROLLED WATER HEATING: ☐ NEW HOME ☒ ELECTRIC UPGRADE ☐ CONVERSION ☐ GAS ☐ OIL
☐ EXISTING

LOCATION OF RECEIVER BOX: ☐ NEAR METER BASE ☐ NEAR SERVICE PANEL ☐ OTHER - DESCRIBE: *NEAR SERVICE PANEL*

LOCATION OF SAVINGS CENTER: ☐ NEAR SERVICE PANEL ☐ OTHER - DESCRIBE: *NEAR SERVICE PANEL*

CUSTOMER NAME *Wendell L. Hill* INSTALLED BY *Wendell L. Hill*

ADDRESS *4232 Creek Springs* CITY *Kirkwood* OHIO *63122* ZIP

TELEPHONE: HOME *839 325-9780* BUSINESS

CUSTOMER SIGNATURE *Wendell L. Hill* DATE *6-1-96*

VERIFICATION OF INSTALLATION

OHIO EDISON REPRESENTATIVE *Wendell L. Hill* DATE *6-1-96*

SAVINGS CENTER SERIAL NO. *D-9553597*

1 - ACCOUNTING 2 - MARKETING 3 - METER (CONTROLLED RATES ONLY) 4 - CUST. (CONTROLLED RATES ONLY) 5 - CONTRACTOR (CONTROLLED RATES ONLY)

OHIO EDISON COMPANY
RESIDENTIAL SERVICE OPTIONAL RATE AGREEMENT

CONDITIONS OF RATE OPTIONS

I agree to have installed the necessary wiring and devices as required for the "controlled" rates and to make them accessible as may be required. The Company will bill me on the rate beginning with the next applicable billing cycle after verification of this installation.

Controlled Water Heating Rates - Rates 10B, 11B, 14A, 14D, and 14E require a minimum of 80 gallons of water heater tank capacity.

Rate 11A, 11B - This rate is only available where electricity is the primary source of heat and where at least ninety-five percent of the electrical consumption is within the residence.

Rates 14A, B, C, D, E are not available to customers with whole house load controls.

Rates 14C, 14E require a minimum of 12.5 KW of resistance heating capacity.

Rate 15 requires a minimum of 50 gallons of water heater tank capacity.

ENERGY EFFICIENT WATER HEATER INSTALLATION WORK SHEET

| BRAND | MODEL NO. | SERIAL NO. | ELEMENT WATTAGE | CAPACITY (GALLONS) | AGE | INSTALLED PRICE |
|---|-----------|------------|-----------------|----------------------|-----|------------------|
| NEW Rheem | 81GV80D | RO59661690 | 3000 | 80 | | \$ 320.00 |
| OLD Sentinel | CREFR42D | 291637 | 4500 | 42 | 86 | |
| Low Flow Showerheads <u>0</u> @ \$ <u>0</u> Total \$ <u>0</u> | | | | | | \$ <u>0</u> |
| Additional Labor And Material Required For Installation | | | | | | \$ <u>0</u> |
| Customer Balance To Be Financed \$ <u>320.00</u> | | | | Total Installed Cost | | \$ <u>320.00</u> |
| At \$ <u>10.00</u> per month for <u>32</u> months and | | | | Customer Payment | | \$ <u>0</u> |
| \$ <u>0</u> for 1 month. | | | | Customer Balance Due | | \$ <u>320.00</u> |

DESCRIPTION OF CHARGES FOR ADDITIONAL WORK

Wendell L. Hill
Name (Please Print)

4232 Rock Spring
Address (Please Print)

Ravenna, OH 44266
City (Please Print) Zip

(330) 325-9780
Telephone Number

Wendell L. Hill
Customer Signature

6-19-96
Date

Hagan Heating
Installing Contractor

DO NOT WRITE IN THIS SPACE

Customer Account Number

| | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 2 | - | 1 | 8 | 6 | - | 1 | 1 | - | 0 | 1 | 0 | 4 | 0 | 9 | - | 1 | - | 0 | 1 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|

Distribution: Original to: Ohio Edison

Yellow copy to: Customer

Pink copy to: Installer

OHIO EDISON COMPANY
WATER HEATER PAYMENT AGREEMENT

12/11 *EPF* *Aug 08* *89EG 25C*
X I, Wendell L. Hall, (hereinafter Customer)
promise to pay Ohio Edison Company (hereinafter the Company) for an (80) gallon water heater, serial
number 0596C16290, the funds for which were advanced by the Company.

I understand that said payments will be added as an additional charge to the monthly electric
bill for account number 2-186-11-010409-1-01 and will commence
with the electric bill following installation of said water heater. Payments will be Ten dollars
(\$ 10.00) for 32 months and 5 dollars (\$ 5) for one month
for a total of \$ 320.00. In the event that service is discontinued for any reason for the above
account, or if I should fail to make said payments for two (2) consecutive billing periods, I understand and agree
that any outstanding balance still due and owing for said water heater will become payable immediately upon
demand by the Company.

Customer expressly stated that he/she understands and agrees that said water heater is
being purchased directly from Hagan Heating (hereinafter Seller) and that the Company
MAKES NO WARRANTY, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO ANY EXPRESS OR
IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Customer
further understands and agrees that the ONLY WARRANTIES ARISING FROM THIS TRANSACTION are
those provided by the Seller and the manufacturer of the water heater and that the Company has neither
assumed nor authorized any person to assume for it any other liability in connection with the sale or installation
of the above described water heater.

Customer hereby acknowledges and agrees that by advancing such funds for the
purpose of the water heater described above, the Company HAS NO LIABILITY for any damages, however
incurred, arising from the manufacturer, installation, operation or performance of said water heater and
Customer thereby releases the Company from liability arising from this transaction.

I have read and fully understand all of the terms and conditions of this Agreement and
agree to be bound thereto.

X CUSTOMER SIGNATURE Wendell L. Hall

NAME Wendell L. Hall

DATE 6-19-96

ADDRESS 4232 Rock Spring

CITY Lavenna

STATE Ohio

ZIP 44266

X SOCIAL SECURITY NO. [REDACTED]

APPROVAL NO. 6 1196

White Copy - Customer Accounts Department
Canary Copy - Ohio Edison Division File
Pink Copy - Customer

July 15, 2004

Account No. 110010339577

|||||

Wendell L Hill
4232 Rock Spring Rd
Ravenna, OH 44266-8734

Dear Wendell L Hill,

You receive electric service at this address under one of the special rate options offered by your local FirstEnergy utility company. This rate is available to customers who use electricity to heat their homes and/or water. Based on your usage pattern, this rate may no longer apply to your address.

We want to make sure that your account is on the proper rate schedule. To confirm that you are on the proper rate, please contact us within the next 30 days and let us know if you still are using electricity to heat your home and/or water.

Either return the enclosed postage-paid card or call one of our customer service representatives at the toll-free number for your local utility:

- Ohio Edison: 1-800-633-4766
- Penn Power: 1-800-720-3600
- The Illuminating Company: 1-800-589-3101
- Toledo Edison: 1-800-447-3333

You also can go to our Web site – www.firstenergycorp.com – and click on Customer Care, Online Service Requests and then Update Account. Be sure to fill in all your account information and the Energy Usage section before clicking the Submit button.

If after 30 days you have not contacted us, we will change your rate to reflect the fact that, based on your usage pattern, you no longer use electricity to heat your home and/or water.

If you have any questions concerning your current rate, please contact one of our customer service representatives at the number shown above. Thank you for your cooperation. We look forward to continuing to serve you.

Thank you,

Customer Service Center



WENDELL L HILL
4232 ROCK SPRING RD
RAVENNA OH 44266

April 07, 2005

Service Address: 4232 ROCK SPRING RD
Service City/State/Zip: RAVENNA, OH 44266
Account number: 110010339577

Dear Customer,

To help improve our billing efficiency, we are adjusting our meter reading and billing schedule. As a result, we've changed the dates when your bill is prepared and your payment is due.

The electric account shown above will now be billed on or around the 2nd day of the month - instead of around the 16th of the month, as in the past. The date your payment is due will change accordingly.

Because of this schedule change, your next bill may be based on either more days or fewer days than a regular billing period. After that, your bills will be based on approximately 30 days and will follow the new reading and billing schedule.

If you have any questions concerning your billing schedule or your account, please call us toll-free at 1-800-633-4766 (weekdays, 7:30 a.m. to 7:00 p.m.).

J & J PLUMBING & DRAIN, INC.

Send Payment To:
1696 Gorge Park Blvd.
Stow, OH 44224 (330) 688-1220
(330) 633-6645
(330) 864-1700

Portage City (330) 297-7227
Medina City (330) 723-3277
Gauga City (440) 247-4918
Canton (330) 494-1620

JOB WORK ORDER

30653

| | |
|---------------------------------------|------------------------------|
| DATE OF ORDER 9-11-07 | |
| CUSTOMER'S ORDER NO. | PHONE 330-325-9780 |
| MECHANIC Sc | HELPER |
| STARTING DATE 9/11/07 | |
| BILL TO Wendell Hill | |
| ADDRESS 4232 Rock Spring Rd | |
| CITY RAVENNA, OH. 44266 | |
| JOB NAME AND LOCATION Same | |
| JOB PHONE | |

DESCRIPTION OF WORK

WORK ORDER - Remove 80 GAL. Elect. WATER HEATER, Install NEW RHEEM 80 GAL. Elect. WATER HEATER, Install NEW Fittings and NEW 3/4" copper pipe on TMP.

MFG 06-2007

MODEL 82V80-2

SERIAL RH0607255675

Paid By CK# 1560

\$ 1046.56

| | |
|----------------------------------|------------------|
| TOTAL MATERIALS | |
| TOTAL LABOR | |
| TAX | |
| DATE COMPLETED 9/11/07 | WORK ORDERED BY |
| TOTAL AMOUNT | \$1046.56 |

☐ REFERRED BY:

Signature

Wendell Hill

☒ Total amount due for above work: or

☐ Total billing to be mailed after completion of work

I hereby acknowledge the satisfactory completion of the above described work.