FILE

56

CEI EXHIBIT A

BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO

PETER J. WIELICKI,	)	
	)	
Complainant,	)	
	)	
v.	)	**Case No. 10-2329-EL-CSS**
	)	
THE CLEVELAND ELECTRIC ILLUMINATING COMPANY,	)	
	)	
Respondent.	)	

DIRECT TESTIMONY OF
DEBORAH REINHART
ON BEHALF OF
THE CLEVELAND ELECTRIC ILLUMINATING COMPANY

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I. INTRODUCTION

Q1. Please state your name and occupation.

A1. My name is Deborah Reinhart. I am employed by FirstEnergy Service Company ("Service Company") as a Senior Business Analyst.

Q2. Please describe your current job responsibilities.

A2. I am responsible for conducting investigations in order to respond to informal complaints made by customers with either the Commission or the Office of the Ohio Consumers' Counsel. These complaints involve a wide array of customer-service issues, including complaints regarding high bills, payment disputes, problems that arise during move-ins of new customers, and other related matters. I estimate that I work on approximately one thousand customer complaints each year. I also am responsible for providing assistance to company personnel related to implementing the Commission's rules and internal operating procedures regarding customer service matters. In that capacity, I review the materials used to train our customer service personnel regarding billing, customer accounting and call center procedures so that they remain in compliance with those rules and internal guidelines.

Q3. Please describe your educational background and work experience.

A3. I have worked at either the Service Company or the Pennsylvania Power Company ("Penn Power") in a customer service capacity for the last 36 years. I have held my current title since 2005. Prior to that, for approximately three years, I was responsible for credit and collections functions in the eastern region of Ohio Edison Company and also supervised meter readers for Penn Power. Prior to that, I supervised the customer contact center for Penn Power for four years, before which I worked as a call taker and customer service representative for commercial accounts. I also have completed coursework in a business administration program at Pennsylvania State University.

Q4. What records do you typically review and rely on in conducting those investigations?

A4. There are several types of records I typically review, which are readily accessible to me in CEI's internal database. First, I review copies of the actual bills to the customer. Second, I review CEI's customer contact log notes. Specifically, CEI's representatives are trained to create an entry in a customer's contact log every time the customer contacts the utility, whether by phone, e-mail, fax, letter or via our website. The contact log thus reflects any action taken by contact center representatives while on the phone with the customer, such as updates to a customer's phone number or other information. These logs are easily accessible by customer name, account number, business partner number or address. Third, I review the customer's billing, usage and payment history. All of that information is available to me on an internal database.

Q5. Are you familiar with Complainant's allegations in this case?

A5. Yes. Complainant alleges that "[a]t some point prior to or in 2007" he experienced a spike in his electric bill. Complainant evidently refers to his bill dated August 16, 2006, which was in the amount of $354.59 ("August 2006 Bill"). Complainant further alleges that at some subsequent point, he made an agreement with a representative of CEI to pay only $172.86 of the August 2006 Bill. He further alleges that he sent a check in that amount dated August 18, 2007, which contained a restrictive endorsement on the back.

Q6. Have you investigated Complainant's claims?

A6. Yes. As discussed more fully below, I have reviewed CEI's records regarding Complainant's historical billing, usage and payment information, which are records generated in the ordinary course of CEI's business and of the type I usually review in conducting my investigations of customer complaints. I began investigating Complainant's dispute in connection with an informal complaint he submitted to the Commission in the summer of 2010. I also have reviewed Complainant's Complaint and CEI's Answer.

Q7. What is the purpose of your testimony?

A7. The purpose of my testimony is to discuss CEI's records regarding Complainant's historical billing, usage and payment information. I also discuss CEI's customer contact records, which reflect the nature of phone calls between CEI and Complainant during the time period in question. Finally, I express my conclusion that, based on a comprehensive review of CEI's records, there is no evidence of any "agreement" to accept partial payment from Complainant for the August 2006 Bill.

II. CEI'S RECORDS REGARDING COMPLAINANT'S HISTORICAL BILLING AND USAGE

Q8. Please describe the records you reviewed regarding Complainant's historical billing, usage and payment information.

A8. As part of my investigation into Complainant's allegations, I reviewed copies of CEI's bills to Complainant from January 2006 through the present. Copies of the bills from July 2006 through August 2007 are attached collectively to my testimony as CEI Exhibit B. I also reviewed Complainant's billing, usage and payment history compiled from those bills and our records of Complainant's payments, and based on that information, I created a chart that reflects, among other things, the dollar amount of each monthly bill since August 2006, as well as all of Complainant's payments since that time. That chart is attached to my testimony as CEI Exhibit C.

Q9. Please explain the columns on the chart that is CEI Exhibit C.

A9. The "Enter Date" column includes both the date of the monthly bill and the date of payments. "Read Date" refers to the date of the meter reading associated with that bill. "Dis Bill" refers to the charges associated with the distribution portion of the monthly bill. "Tot Bill" refers to the total amount of each monthly bill. "Due Date" is the due date of the monthly bill. "Pay Amt" reflects every payment received and processed by CEI. The date of the payment is reflected in the "Enter Date" column that corresponds to the payment. "Adj Amt" refers to the amount of any adjustments to each monthly bill, and "Adj Type" refers to the type of adjustment. In this case, the adjustments typically were the addition of late payment charges, which are denoted "LPC." "Balance" reflects the cumulative balance on Complainant's account.

Q10. Please explain Complainant's payment history as reflected on CEI Exhibit C.

A10. Throughout the first several months of 2006, Complainant paid his bills in full and generally on time. However, beginning with the August 2006 Bill, Complainant fell behind in his payments. Specifically, although the August 2006 Bill was for $354.59, Complainant paid only $109.00 of that bill. Complainant did not initially pay anything toward the subsequent bills sent in September, October and November 2006, and those bills became past due. Although Complainant made a payment of $409.26 on December 6, 2006, this was not sufficient to cover the total balance that remained on his account. Since January 2007, Complainant generally has paid his current bills on time. However, because of the account deficiency dating to the August 2006 Bill, late payment charges have been assessed to Complainant's account each month since then. As a courtesy, the then-accumulated balance of the late payment charges as of February 2007 was reversed ($18.08). However, those charges have continued to accrue on Complainant's account since then because of his unpaid balance.

Q11. CEI Exhibit C indicates that an "installment plan" was activated on Complainant's account on August 4, 2010 and was deactivated on January 21, 2011. What was the purpose of this installment plan?

A11. On August 3, 2010, Complainant received the disconnection notice that is attached to his Complaint. In response, he contacted CEI and arranged for an installment payment plan to address the outstanding balance on his account. As a result, Complainant's service was not disconnected.

Q12. Was the August 2006 Bill based on an actual meter read?

A12. Yes. As reflected on the bill dated August 16, 2006, which is included in CEI Exhibit B, that bill was based on an actual meter read.

Q13. Did you review the customer contact notes reflecting communications between Complainant and CEI?

A13. Yes. Those notes are attached to my testimony as CEI Exhibit D. They reflect that beginning in January 2007, Complainant disputed the application of late payment charges to his account. In response to these inquiries, a billing statement reflecting the amounts of Complainant's monthly bills and his payments was sent to him.

Q14. Has CEI received any written correspondence from Complainant regarding his dispute?

A14. Yes. The customer contact notes reflect that CEI received correspondence dated January 18, 2007, June 7, 2007, August 19, 2007 and September 5, 2007. Copies of the correspondence dated January 18, 2007 and August 19, 2007 are attached to my testimony as CEI Exhibit E. CEI has been unable to locate copies of the correspondence dated June 7, 2007 and September 5, 2007, likely because of the amount of time that has passed since then. However, the customer contact notes, attached as CEI Exhibit D, reflect the nature of that correspondence, which appears to be very similar to the January and August 2007 letters.

Q15. Did CEI ever issue disconnection notices to Complainant based on his ongoing outstanding account balance?

A15. Yes. As reflected in the customer contact notes, and based on Complainant's outstanding account balance, a disconnection notice was included in the bills sent to Complainant for every month beginning in September 2007 through August 2010. Complainant also received automated collection calls regarding that outstanding balance during that time.

III. LACK OF EVIDENCE OF ANY "AGREEMENT" FOR PARTIAL PAYMENT

Q16. Complainant alleges that CEI agreed to accept a partial payment of $172.86 to discharge the August 2006 Bill, which was for $354.59. Do you see any evidence of such an agreement?

A16. No. Contact center personnel—and particularly contact center managers—are trained to report the substance of any communication with a customer on the customer contact log. In this case, the agreement that Complainant alleges certainly is something that would have been noted on the customer contact log had it occurred. The customer contact log here, however, does not reflect anything regarding such an agreement. Moreover, whenever an adjustment is agreed upon with a customer, a telememo is created to instruct billing personnel to add the credit. That telememo is automatically registered on the customer contact log. And again, no such notification appears on the log. Based on this, I conclude that there was no agreement to accept partial payment of the August 2006 Bill or any other bill.

Q17. Can you explain why Complainant sent a check in the amount of $172.86 to CEI in August 2007?

A17. Yes. As I explain above, I do not believe this check was sent in connection with any "agreement" with CEI. Rather, the bill dated August 17, 2007 reflected total charges in the amount of $172.86 (not including late payment charges). I believe the check dated August 19, 2007 simply was a typical monthly payment made by Complainant in connection with that bill.

Q18. Does CEI consider restrictive endorsements on checks sent by customers to be effective?

A18. No. Acceptance of a restrictive endorsement used by a customer to unilaterally force a purported "settlement" of a bill on CEI is inconsistent with CEI's billing policies and procedures. CEI receives literally hundreds of thousands of checks from customers each month. Due to this substantial volume, CEI necessarily utilizes an automated system to process incoming payments. Forcing CEI to bear the burden of restrictive endorsements would require a costly and unnecessary overhaul of this automated system. Simply put, it would be highly impractical, costly and unduly burdensome to require CEI to inspect the back of every single incoming check, interpret the scope of any restrictive endorsements located there, and set aside restrictively endorsed checks for additional specific investigation and follow-up with the customer. Moreover, the inevitable delays that would result from this extended process would be inconsistent with the Commission's rules requiring the prompt (or "immediate") crediting of customer payments to their corresponding accounts.

Q19. Does this conclude your testimony?

A19. Yes.

CERTIFICATE OF SERVICE

I hereby certify that a copy of the foregoing was sent by first class mail, postage prepaid, and e-mail to the following person this 24th day of March, 2011:

Peter J. Wielicki
3314 Fortune Avenue
Parma, OH 44134
wielicki@att.net

An Attorney for Respondent
The Cleveland Electric Illuminating Company

COI-1456724v1

CEI Exhibit B

The Illuminating Company
A FirstEnergy Company

July 17, 2006

Account Number: 11 00 25 5100 1 4

Bill for: PETE WIELICKI
3314 FORTUNE AVE
PARMA OH 44134

Billing Period: Jun 15 to Jul 14, 2006 for 30 days
Next Reading Date: On or about Aug 15, 2006
Bill Based On: Actual Meter Reading

Standard Residential

Account Summary		Amount Due
Your previous bill was	136.07	
Total payments/adjustments	-136.07	
Balance at billing on July 17, 2006	0.00	0.00
Current Basic Charges		
The Illuminating Company - Consumption		141.78
Total Due by Aug 01, 2006 - Please pay this amount		$141.78

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

General Information

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
	Payment Options	1-800-686-9901

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.

Standard Residential — 5.6 cents per kWh

See other pages for additional information and telephone numbers

The Illuminating Company
A FirstEnergy Company

Changes to your name or address?
Write them on the back

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

Account Number: 110025510014

Amount Paid	
Please Pay	$141.78
Due By	August 01, 2006

PETE WIELICKI
3314 FORTUNE AVE
PARMA OH
44134-2247

THE ILLUMINATING COMPANY
PO BOX 3638
AKRON OH 44309-3638

[4430963638]

04110025510014000000000000000000000014178000014178 1

Invoice Number: 90430957321

Definitions

Actual Reading - A reading we take from your electric meter.
Customer Charge - The fixed monthly charge for basic distribution which partially covers costs for billing, meter reading, equipment, and service line maintenance.
Delivery Charge - Charge for moving electricity over electric distribution lines to your home or business.
Due Date - The date the bill must be paid by to avoid a late payment charge.
Estimated Reading - On the months we do not read your meter, we calculate your bill based on your past electrical use. If you would like to read your own meter to avoid estimated bills, call us for meter reading cards or access the Web site listed below.
Generation Credit For Shopping - The credit you receive on your bill when you choose an alternate electric supplier.
Generation-Related Component - Charges associated with the production of electricity.
Kilovolt Amperes (KVA) - Volts times amperes divided by 1000. Actual measured power used for circuit sizing.
Kilowatt (KW) - 1,000 watts of electricity.
Kilowatt-hour (kWh) - The unit of measure for the electricity you use over time. For example, you use one kilowatt-hour of electricity to light a 100-watt light bulb for ten hours.
Late Payment Charge - A late charge added to the overdue amount if you do not pay your bill by the due date.
Price to Compare (PTC) - The PTC for generation and transmission is an estimate based on an average for your rate category. Your PTC may be higher or lower depending on your usage and seasonal rate variances. PTC will appear monthly on your electric bill.
Transition Charge - This charge provides for the recovery of a portion of the investment made in the electric system prior to deregulation and costs incurred related to the transition to full electric generation competition.
Transmission-Related Component - The amount the utility or supplier charges for operating and maintaining the electric transmission system.

Important Information

Questions or Complaints

To receive information about your 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 Service: 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: 1-216-398-4443
Your account number: 11 00 25 5100 1 4
Your premise number: 1220070083

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" (PUCO) toll free at 1-800-686-7826, or for TDD/TTY toll free at 1-800-686-1570, from 8:00 a.m. to 5:00 p.m. weekdays, or visit www.PUCO.ohio.gov.

"The Ohio Consumers' Counsel" (OCC), represents residential utility customers in matters before the PUCO. The OCC can be contacted toll free at 1-877-742-5622 from 8:00 a.m. to 5:00 p.m. weekdays, or visit www.pickocc.org.

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 1-866-283-8001.

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.

PLEASE WRITE CHANGES TO YOUR NAME OR ADDRESS IN THE SPACE BELOW:

Messages

Please make sure your home's address is clearly visible from the street so that our employees and other emergency service providers - such as police, fire and rescue personnel - can better locate your home during emergencies or service calls.

Pursuant to Ohio Law, the Universal Service Fund rider rate has been adjusted effective with this bill.

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

Charges from The Illuminating Company this billing period

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: 0801269114 1220070013 - Standard Residential - CE-RS50F

Customer Charge	4.75
Delivery Charge	44.65
Transition Charge	25.71
Generation Related Component.	58.31
Transmission Related Component	8.36
Total Charges	$ 141.78

Detail Payment and Adjustment Information

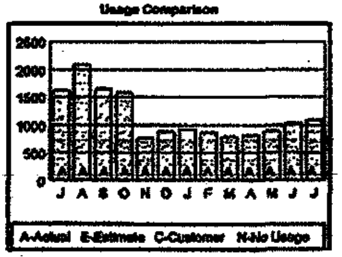
	Date	Reference	Amount
Payments:			
	06/28/06		-136.07
Total Payments			-136.07
Total Payments and Adjustments			-$136.07

Meter Reading Information

Standard Residential	
Meter Number	969520
Present KWH Reading (Actual)	10,058
Previous KWH Reading (Actual)	8,962
Kilowatt Hours Used	1,096

Usage Information

Usage Comparison



Historical Usage Information

Jul	05	1,628	Jan	06	930
Aug	05	2,098	Feb	06	874
Sep	05	1,658	Mar	06	790
Oct	05	1,584	Apr	06	818
Nov	05	765	May	06	896
Dec	05	867	Jun	06	1,041
			Jul	06	1,096

	Jul 05	Jul 06
Average Daily Use (KWH)	56	36
Average Daily Temperature	74	70
Days in Billing Period	29	30
Last 12 Months Use (KWH)		13,435
Average Monthly Use (KWH)		1,120

the Illuminating Company
A FirstEnergy Company

August 16, 2006

Account Number: 11 00 25 5100 1 4

113

Bill for: PETE WIELICKI
3314 FORTUNE AVE
PARMA OH 44134

Billing Period: Jul 15 to Aug 15, 2006 for 32 days
Next Reading Date: On or about Sep 14, 2006
Bill Based On: Actual Meter Reading

Standard Residential

Account Summary		Amount Due
Your previous bill was	141.78	
Total payments/adjustments	-141.78	
Balance at billing on August 16, 2006	0.00	0.00
Current Basic Charges		
The Illuminating Company - Consumption		354.59
Total Due by Aug 31, 2006 - Please pay this amount.		$354.59

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

General Information

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
	Payment Options	1-800-686-9901

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.

Standard Residential 5.6 cents per kWh

See other pages for additional information and telephone numbers.

the Illuminating Company
A FirstEnergy Company

Changes to your name or address?
Write them on the back.

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

Account Number: 110025510014

Amount Paid	
Please Pay	$354.59
Due By	August 31, 2006

PETE WIELICKI
3314 FORTUNE AVE
PARMA OH
44134-2247

THE ILLUMINATING COMPANY
PO BOX 3638
AKRON OH 44309-3638

[44309363838]

041100255100140000000000000000000000035459000035459 5

Invoice Number: 90480976891

Definitions

Actual Reading - A reading we take from your electric meter.
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Transmission-Related Component - The amount the utility or supplier charges for operating and maintaining the electric transmission system.

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Call Customer Services 1-800-589-3101
(Monday - Friday, 7:30 a.m. - 7:30 p.m.)
Visit our Web site: www.firstenergycorp.com
You may be asked to provide:
Your phone number: 1-216-398-4643
Your account number: 11 00 25 5100 1 4
Your premise number: 1220076013

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" (PUCO) toll free at 1-800-686-7826, or for TDD/TTY toll free at 1-800-686-1570, from 8:00 a.m. to 5:00 p.m. weekdays, or visit www.PUCO.ohio.gov.

"The Ohio Consumers' Counsel" (OCC), represents residential utility customers in matters before the PUCO. The OCC can be contacted toll free at 1-877-742-5622 from 8:00 a.m. to 5:00 p.m. weekdays, or visit www.pickocc.org.

Energy Assistance: Contact HEAP at [illegible] (TDD/TTY [illegible]) 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 [illegible].

Our representatives can answer your questions, describe the charges on your bill, explain how to make sure your bill is current, 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.

PLEASE WRITE CHANGES TO YOUR NAME OR ADDRESS IN THE SPACE BELOW.

Message

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.

Charges from The Illuminating Company this billing period

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: 0801289114 1220070013 - Standard Residential - CE-RS50F

Customer Charge	4.75
Delivery Charge	111.39
Transition Charge	71.62
Generation Related Component	145.99
Transmission Related Component	20.93
Total Charges	$ 354.69

Detail Payment and Adjustment Information

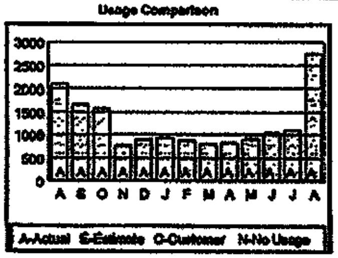
Date	Reference	Amount	
Payments:			
08/02/06		-141.78	
Total Payments			-141.78
Total Payments and Adjustments			-$141.78

Meter Reading Information

Standard Residential	
Meter Number	989620
Present KWH Reading (Actual)	12,818
Previous KWH Reading (Actual)	10,068
Kilowatt Hours Used	2,750

Usage Information

Usage Comparison



Historical Usage Information

Aug 05	2,096	Feb 06	874
Sep 05	1,658	Mar 06	799
Oct 05	1,584	Apr 06	819
Nov 05	765	May 06	896
Dec 05	867	Jun 06	1,041
Jan 06	930	Jul 06	1,086
		Aug 06	2,750

	Aug 05	Aug 06
Average Daily Use (KWH)	64	86
Average Daily Temperature	75	75
Days in Billing Period	33	32
Last 12 Months Use (KWH)		14,087
Average Monthly Use (KWH)		1,174

The Illuminating Company
A FirstEnergy Company

September 15, 2006

Account Number: 11 00 25 5100 1 4

113

Bill for: PETE WIELICKI
3314 FORTUNE AVE
PARMA OH 44134

Billing Period: Aug 16 to Sep 14, 2006 for 30 days
Next Reading Date: On or about Oct 13, 2006
Bill Based On: Actual Meter Reading

Standard Residential

Account Summary		Amount Due
Your previous bill was	354.59	
Total payments/adjustments	-109.00	
Balance at billing on September 15, 2006	245.59	245.59
Current Basic Charges		
The Illuminating Company - Consumption		163.67
Total Due by Oct 02, 2006 - Please pay this amount		$409.26

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. ***

General Information

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
	Payment Options	1-800-686-9901

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.

Standard Residential — 5.6 cents per kWh

See other pages for additional information and telephone numbers.

The Illuminating Company
A FirstEnergy Company

Changes to your mailing address?
Please write them on the back.
Notes on the front won't be detected.

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

Account Number: 110025510014

Amount Paid	
Please Pay	$409.26
Due By	October 02, 2006

PETE WIELICKI
3314 FORTUNE AVE
PARMA OH
44134-2247

THE ILLUMINATING COMPANY
PO BOX 3638
AKRON OH 44309-3638

[44309363838]

0411002551001400000000000000000000000163670000409267

Invoice Number: 90810949349

Definitions

Actual Reading - A reading we take from your electric meter.
Customer Charge - The fixed monthly charge for basic distribution which partially covers costs for billing, meter reading, equipment, and service line maintenance.
Delivery Charge - Charge for moving electricity over electric distribution lines to your home or business.
Due Date - The date the bill must be paid by to avoid a late payment charge.
Estimated Reading - On the months we do not read your meter, we calculate your bill based on your past electrical use. If you would like to read your own meter to avoid estimated bills, call us for meter reading cards or access the Web site listed below.
Generation Credit For Shopping - The credit you receive on your bill when you choose an alternate electric supplier.
Generation-Related Component - Charges associated with the production of electricity.
Kilovolt Amperes (KVA) - Volts times amperes divided by 1000. Actual measured power used for circuit sizing.
Kilowatt (KW) - 1,000 watts of electricity.
Kilowatt-hour (kWh) - The unit of measure for the electricity you use over time. For example, you use one kilowatt-hour of electricity to light a 100-watt light bulb for ten hours.
Late Payment Charge - A late charge added to the overdue amount if you do not pay your bill by the due date.
Price to Compare (PTC) - The PTC for generation and transmission is an estimate based on an average for your rate category. Your PTC may be higher or lower depending on your usage and seasonal rate variation. PTC will appear monthly on your electric bill.
Transition Charge - This charge provides for the recovery of a portion of the investment made in the electric system prior to deregulation and costs incurred related to the transition to full electric generation competition.
Transmission-Related Component - The amount the utility or supplier charges for operating and maintaining the electric transmission system.

Important Information

Questions or Complaints

To receive information about your 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 Service: 1-800-589-3101
(Monday - Friday, 7:30 a.m. - 7:30 p.m.)
Visit our Web site: www.firstenergycorp.com
You may be asked to provide:
Your phone number: [illegible]
Your account number: 11 00 25 5100 1 4
Your premise number: [illegible]

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" (PUCO) toll free at 1-800-686-7826, or for TDD/TTY toll free at 1-800-686-1570, from 8:00 a.m. to 5:30 p.m. weekdays, or visit www.PUCO.ohio.gov.

"The Ohio Consumers' Counsel" (OCC), represents residential utility customers in matters before the PUCO. The OCC can be contacted toll free at 1-877-742-5622 from 8:00 a.m. to 5:00 p.m. weekdays, or visit www.pickocc.org.

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 1-866-283-3881.

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.

PLEASE WRITE CHANGES TO YOUR MAILING ADDRESS IN THE SPACE BELOW:

Messages

DISCONNECTION NOTICE

Your electric bill payment is past due. Your service may be disconnected unless payment of $ 245.59 is made by 09/29/2006. 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 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 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 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: 0801269114 1220070013 - Standard Residential - CE-RS50F

Customer Charge	4.75
Delivery Charge	51.51
Transition Charge	38.43
Generation Related Component	67.32
Transmission Related Component	9.66
Total Charges	$ 163.67

Detail Payment and Adjustment Information

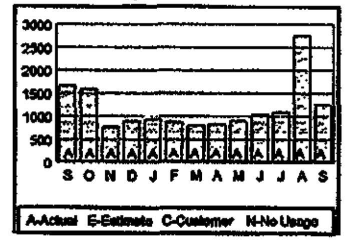
Date	Reference	Amount	
Payments:			
08/25/06		-109.00	
Total Payments			-109.00
Total Payments and Adjustments			-$109.00

Meter Reading Information

Standard Residential	
Meter Number	989820
Present KWH Reading (Actual)	14,075
Previous KWH Reading (Actual)	12,818
Kilowatt Hours Used	1,257

Usage Information

Usage Comparison



Historical Usage Information

Sep 05	1,656	Mar 06	799
Oct 05	1,584	Apr 06	819
Nov 05	765	May 06	806
Dec 05	867	Jun 06	1,041
Jan 06	930	Jul 06	1,086
Feb 06	874	Aug 06	2,750
		Sep 06	1,257

	Sep 05	Sep 06
Average Daily Use (KWH)	57	42
Average Daily Temperature	73	68
Days in Billing Period	29	30
Last 12 Months Use (KWH)		13,689
Average Monthly Use (KWH)		1,141

The Illuminating Company
A FirstEnergy Company

October 13, 2006

Account Number: 11 00 25 5100 1 4

Bill for: PETE WIELICKI
3314 FORTUNE AVE
PARMA OH 44134

Billing Period: Sep 15 to Oct 12, 2006 for 28 days
Next Reading Date: On or about Nov 14, 2006
Bill Based On: Actual Meter Reading

Standard Residential

Account Summary		Amount Due
Your previous bill was	409.26	
Total payments/adjustments	0.00	
Balance at billing on October 13, 2006	409.26	409.26
Current Basic Charges		
The Illuminating Company - Consumption	85.82	
Late Payment Charges	6.14	
Total Current Charges	91.96	91.96
Total Due by Oct 30, 2006 - Please pay this amount		$501.22

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. ***

General Information

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
	Payment Options	1-800-686-9901

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.

Standard Residential 5.6 cents per kWh

See other pages for additional information and telephone numbers

The Illuminating Company
A FirstEnergy Company

Changes to your mailing address?
Please write them on the back.
Notes on the front won't be detected.

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

Account Number: 110025510014

Amount Paid	
Please Pay	$501.22
Due By	October 30, 2006

PETE WIELICKI
3314 FORTUNE AVE
PARMA OH
44134-2247

THE ILLUMINATING COMPANY
PO BOX 3638
AKRON OH 44309-3638

|44303634369|

0411002551001400000000000000000000000091960000501222

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.
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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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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: 1-216-398-4843
Your account number: 11 00 25 5100 1 4
Your premise number: 1220070043

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" (PUCO) toll free at 1-800-686-7826, or for TDD/TTY toll free at 1-800-686-1570, from 8:00 a.m. to 5:00 p.m. weekdays, or visit 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 1-866-283-4083.

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.

PLEASE WRITE CHANGES TO YOUR MAILING ADDRESS IN THE SPACE BELOW.

Messages

***************DISCONNECTION NOTICE***************

Your electric bill payment is past due. Your service may be disconnected unless payment of $ 400.26 is made by 10/27/2006. 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 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 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 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: 0801269114 1220070813 - Standard Residential - CE-RS50F

Customer Charge	4.75
Delivery Charge	26.53
Transition Charge	13.16
Generation Related Component	36.17
Transmission Related Component	5.22
	85.82
Late payment charge	6.14
Total Charges	$ 91.96

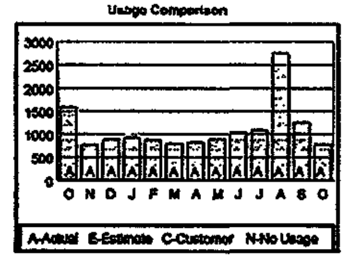
Meter Reading Information

Standard Residential

Meter Number	959620
Present KWH Reading (Actual)	14,852
Previous KWH Reading (Actual)	14,075
Kilowatt Hours Used	777

Usage Information

Usage Comparison



Historical Usage Information

Oct 05	1,584	Apr 06	819
Nov 05	765	May 06	896
Dec 05	887	Jun 06	1,041
Jan 06	930	Jul 06	1,086
Feb 06	874	Aug 06	2,750
Mar 06	799	Sep 06	1,257
		Oct 06	777

	Oct 05	Oct 06
Average Daily Use (KWH)	34	28
Average Daily Temperature	64	59
Days in Billing Period	46	28
Last 12 Months Use (KWH)		12,881
Average Monthly Use (KWH)		1,073

The Illuminating Company

November 14, 2006

Account Number: 11 00 25 5100 1 4

Bill for: PETE WIELICKI
3314 FORTUNE AVE
PARMA OH 44134

Billing Period: Oct 13 to Nov 13, 2006 for 32 days
Next Reading Date: On or about Dec 14, 2006
Bill Based On: Actual Meter Reading

Standard Residential

Account Summary		Amount Due
Your previous bill was	501.22	
Total payments/adjustments	0.00	
Balance at billing on November 14, 2006	501.22	501.22
Current Basic Charges		
The Illuminating Company - Consumption	99.17	
Late Payment Charges	7.43	
Total Current Charges	106.60	106.60
Total Due by Nov 29, 2006 - Please pay this amount		$607.82

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. ***

General Information

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
	Payment Options	1-800-686-9901

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.

Standard Residential 5.6 cents per kWh

See other pages for additional information and telephone numbers.

The Illuminating Company

Changes to your mailing address? Please write them on the back. Notes on the front won't be detected.

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

Account Number: 110025510014

Amount Paid	
Please Pay	$607.82
Due By	November 29, 2006

PETE WIELICKI
3314 FORTUNE AVE
PARMA OH
44134-2247

THE ILLUMINATING COMPANY
PO BOX 3638
AKRON OH 44309-3638

]443093638[369]

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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.
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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.
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Visit our Web site: www.firstenergycorp.com
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Your phone number: 1-216-398-4843
Your account number: 11 00 25 5100 1 4
Your premise number: 1220070013

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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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PLEASE WRITE CHANGES TO YOUR MAILING ADDRESS IN THE SPACE BELOW.

Message

***************DISCONNECTION NOTICE***************

Your electric bill payment is past due. Your service may be disconnected unless payment of $ 501.22 is made by 11/28/2006. If service is disconnected, you will be required to pay a reconnection fee of 39.00 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 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 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: 0801269114 1229670013 - Standard Residential - CE-RS58F

Customer Charge	4.75
Delivery Charge	30.62
Transition Charge	15.96
Generation Related Component	41.82
Transmission Related Component	8.03
	98.17
Late payment charge	7.43
Total Charges	$ 105.60

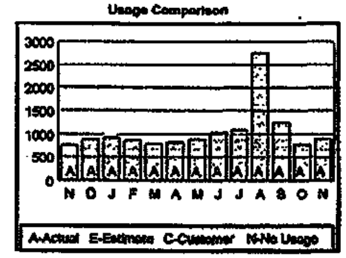
Meter Reading Information

Standard Residential

Meter Number	989620
Present KWH Reading (Actual)	15,754
Previous KWH Reading (Actual)	14,852
Kilowatt Hours Used	902

Usage Information

Usage Comparison



Historical Usage Information

Nov 05	765	May 06	896
Dec 05	887	Jun 06	1,041
Jan 06	930	Jul 06	1,086
Feb 06	874	Aug 06	2,750
Mar 06	799	Sep 06	1,257
Apr 06	819	Oct 06	777
		Nov 06	902

	Nov 05	Nov 06
Average Daily Use (KWH)	26	28
Average Daily Temperature	50	45
Days in Billing Period	29	32
Last 12 Months Use (KWH)		13,016
Average Monthly Use (KWH)		1,085

The Illuminating Company
A FirstEnergy Company

December 15, 2006

Account Number: 11 00 25 5100 1 4

I13

Bill for: PETE WIELICKI
3314 FORTUNE AVE
PARMA OH 44134

Billing Period: Nov 14 to Dec 14, 2006 for 31 days
Next Reading Date: On or about Jan 15, 2007
Bill Based On: Actual Meter Reading

Standard Residential

Account Summary		Amount Due
Your previous bill was	607.82	
Total payments/adjustments	-409.26	
Balance at billing on December 15, 2006	198.56	198.56
Current Basic Charges		
The Illuminating Company - Consumption	102.14	
Late Payment Charges	2.98	
Total Current Charges	105.12	105.12
Total Due by Jan 02, 2007 - Please pay this amount		$303.68

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. ***

General Information			
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
	Payment Options	1-800-686-9901

Price to Compare Message

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Standard Residential 5.6 cents per kWh

See other pages for additional information and telephone numbers

The Illuminating Company
A FirstEnergy Company

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

Account Number: 110025510014

Amount Paid	
Please Pay	$303.68
Due By	January 02, 2007

PETE WIELICKI
3314 FORTUNE AVE
PARMA OH
44134-2247

THE ILLUMINATING COMPANY
PO BOX 3638
AKRON OH 44309-3638

0411002551001400000000000000000000000105120000303681

Invoice Number: 90881007311

Definitions

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(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: [illegible]
Your account number: 11 00 25 5100 1 4
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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" (PUCO) toll free at 1-800-686-7826, or for TDD/TTY toll free at 1-800-686-1570, from 8:00 a.m. to 5:00 p.m. weekdays, or visit 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 1-800-[illegible].

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.

Message

******************DISCONNECTION NOTICE******************

Your electric bill payment is past due. Your service may be disconnected unless payment of $ 196.56 is made by 12/20/2006. 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 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 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 1-800-589-3101. You may also call this number for information about our medical certification program.

Charges from The Illuminating Company this billing period

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: 0801200114 1220070013 - Standard Residential - CE-RS50F

Customer Charge	4.75
Delivery Charge	31.53
Transition Charge	16.57
Generation Related Component	43.08
Transmission Related Component	6.21
	102.14
Late payment charge	2.98
Total Charges	$ 105.12

Detail Payment and Adjustment Information

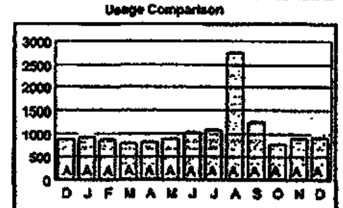
Date	Reference	Amount	
Payments:			
12/06/06		-409.26	
Total Payments			-409.26
Total Payments and Adjustments			-$409.26

Meter Reading Information

Standard Residential	
Meter Number	969620
Present KWH Reading (Actual)	16,684
Previous KWH Reading (Actual)	15,754
Kilowatt Hours Used	930

Usage Information

Usage Comparison



A-Actual S-Estimate C-Customer N-No Usage

Historical Usage Information

Dec 05	867	Jun 06	1,041
Jan 06	930	Jul 06	1,086
Feb 06	874	Aug 06	2,750
Mar 06	799	Sep 06	1,257
Apr 06	819	Oct 06	777
May 06	896	Nov 06	902
		Dec 06	930

	Dec 05	Dec 06
Average Daily Use (KWH)	30	30
Average Daily Temperature	30	40
Days in Billing Period	30	31
Last 12 Months Use (KWH)		13,081
Average Monthly Use (KWH)		1,098

The Illuminating Company
A FirstEnergy Company

January 16, 2007

Account Number: 11 00 25 5100 1 4

Bill for: PETE WIELICKI
3314 FORTUNE AVE
PARMA OH 44134

Billing Period: Dec 15 to Jan 15, 2007 for 32 days
Next Reading Date: On or about Feb 14, 2007
Bill Based On: Actual Meter Reading

Standard Residential

Account Summary		Amount Due
Your previous bill was	303.68	
Total payments/adjustments	-198.56	
Balance at billing on January 16, 2007	105.12	105.12
Current Basic Charges		
The Illuminating Company - Consumption	109.03	
Late Payment Charges	1.53	
Total Current Charges	110.56	110.56
Total Due by Jan 31, 2007 - Please pay this amount		$215.68

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. ***

General Information

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
	Payment Options	1-800-686-9901

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.

Standard Residential 5.6 cents per kWh

See other pages for additional information and telephone numbers.

The Illuminating Company
A FirstEnergy Company

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

Account Number: 110025510014

Amount Paid	
Please Pay	$215.68
Due By	January 31, 2007

THE ILLUMINATING COMPANY
PO BOX 3638
AKRON OH 44309-3638

PETE WIELICKI
3314 FORTUNE AVE
PARMA OH
44134-2247

1440004363091

04110025510014000000000000000000000011056000021568 7

Definitions

Actual Reading - A reading we take from your electric meter.
Customer Charge - The fixed monthly charge for basic distribution which partially covers costs for billing, meter reading, equipment, and service line maintenance.
Delivery Charge - Charge for moving electricity over electric distribution lines to your home or business.
Due Date - The date the bill must be paid by to avoid a late payment charge.
Estimated Reading - On the months we do not read your meter, we calculate your bill based on your past electrical use. If you would like to read your own meter to avoid estimated bills, call us for meter reading cards or access the Web site listed below.
Generation Credit For Shopping - The credit you receive on your bill when you choose an alternate electric supplier.
Generation-Related Component - Charges associated with the production of electricity.
Kilovolt Amperes (KVA) - Volts times amperes divided by 1000. Actual measured power used for circuit sizing.
Kilowatt (KW) - 1,000 watts of electricity.
Kilowatt-hour (kWh) - The unit of measure for the electricity you use over time. For example, you use one kilowatt-hour of electricity to light a 100-watt light bulb for ten hours.
Late Payment Charge - A late charge added to the overdue amount if you do not pay your bill by the due date.
Price to Compare (PTC) - The PTC for generation and transmission is an estimate based on an average for your rate category. Your PTC may be higher or lower depending on your usage and seasonal rate variances. PTC will appear monthly on your electric bill.
Transition Charge - This charge provides for the recovery of a portion of the investment made in the electric system prior to deregulation and costs incurred related to the transition to full electric generation competition.
Transmission-Related Component - The amount the utility or supplier charges for operating and maintaining the electric transmission system.

Important Information

Questions or Complaints

To receive information about your 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 Service: 1-800-589-3101
(Monday - Friday, 7:00 a.m. - 7:00 p.m.)
Visit our Web site: www.firstenergycorp.com
You may be asked to provide:
Your phone number: [illegible]
Your account number: 11 00 25 5100 1 4
Your premise number: [illegible]

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.

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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

******************DISCONNECTION NOTICE******************

Your electric bill payment is past due. Your service may be disconnected unless payment of $ 105.12 is made by 01/30/2007. If service is disconnected, you will be required to pay a reconnection fee of 39.00 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 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 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: 0801289114 1220070013 - Standard Residential - CE-RS50F

Customer Charge	4.75
Delivery Charge	33.76
Transition Charge	17.08
Generation Related Component	45.92
Transmission Related Component	8.52
	109.03
Late payment charge	1.53
Total Charges	$ 110.56

Detail Payment and Adjustment Information

Date	Reference	Amount	
Payments:			
12/29/06		-198.66	
Total Payments			-198.66
Total Payments and Adjustments			-$198.66

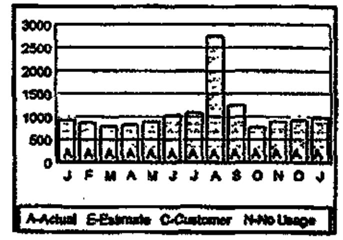
Meter Reading Information

Standard Residential

Meter Number	969620
Present KWH Reading (Actual)	17,677
Previous KWH Reading (Actual)	16,684
Kilowatt Hours Used	993

Usage Information

Usage Comparison



Historical Usage Information

Jan 06	930	Jul 06	1,086
Feb 06	874	Aug 06	2,750
Mar 06	790	Sep 06	1,257
Apr 06	819	Oct 06	777
May 06	886	Nov 06	902
Jun 06	1,041	Dec 06	930
		Jan 07	993

	Jan 06	Jan 07
Average Daily Use (KWH)	29	31
Average Daily Temperature	35	40
Days in Billing Period	32	32
Last 12 Months Use (KWH)		13,124
Average Monthly Use (KWH)		1,094

The Illuminating Company

February 16, 2007

Account Number: 11 00 25 5100 1 4

113

Bill for: PETE WIELICKI
3314 FORTUNE AVE
PARMA OH 44134

Billing Period: Jan 16 to Feb 15, 2007 for 31 days
Next Reading Date: On or about Mar 16, 2007
Bill Based On: Actual Meter Reading

Standard Residential

Account Summary		Amount Due
Your previous bill was	215.68	
Total payments/adjustments	-127.11	
Balance at billing on February 16, 2007	88.57	88.57
Current Basic Charges		
The Illuminating Company - Consumption	104.00	
Late Payment Charge	1.33	
Total Current Charges	105.33	105.33
Total Due by Mar 05, 2007 - Please pay this amount		$193.90

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. ***

General Information

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
	Payment Options	1-800-686-9901

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.

Standard Residential — 5.6 cents per kWh

See other pages for additional information and telephone numbers

The Illuminating Company

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

Account Number: 110025510014

Amount Paid	
Please Pay	$193.90
Due By	March 05, 2007

THE ILLUMINATING COMPANY
PO BOX 3638
AKRON OH 44309-3638

PETE WIELICKI
3314 FORTUNE AVE
PARMA OH
44134-2247

[illegible]

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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.
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Due Date - The date the bill must be paid by to avoid a late payment charge.
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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.
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Transmission-Related Component - The amount the utility or supplier charges for operating and maintaining the electric transmission system.

Important Information

Questions or Complaints

To receive information about your Illuminating Company bill, various charges, rate schedules or for a written explanation of the Price to Compare:
Write: The Illuminating Company, 76 S. Main St., A-RPC, Akron, OH 44308-1890
Call Customer Service: 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-[illegible]
Your account number: 11 00 25 5100 1 4
Your premise number: [illegible]

For Your Protection

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Message

DISCONNECTION NOTICE

Your electric bill payment is past due. Your service may be disconnected unless payment of $ 88.57 is made by 03/05/2007. 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 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 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 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: 0801280114 1220070013 - Standard Residential - CE-RS60F

Customer Charge	4.75
Delivery Charge	32.20
Transition Charge	16.93
Generation Related Component	43.81
Transmission Related Component	6.31
	104.00
Late payment charge	1.33
Total Charges	$ 105.33

Detail Payment and Adjustment Information

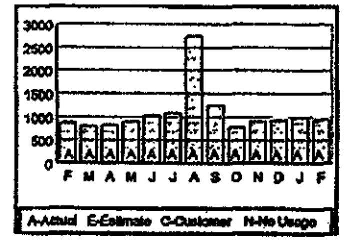
Date	Reference	Amount	
Payments:			
02/01/07		-109.03	
Total Payments			-109.03
Adjustments:			
02/08/07	Reverse Late Payment Chg	-18.08	
Total Adjustments			-18.08
Total Payments and Adjustments			-$127.11

Meter Reading Information

Standard Residential	
Meter Number	969820
Present KWH Reading (Actual)	18,623
Previous KWH Reading (Actual)	17,677
Kilowatt Hours Used	946

Usage Information

Usage Comparison



Historical Usage Information

Feb 06	874	Aug 06	2,750
Mar 06	799	Sep 06	1,257
Apr 06	819	Oct 06	777
May 06	895	Nov 06	902
Jun 06	1,041	Dec 06	930
Jul 06	1,066	Jan 07	993
		Feb 07	946

	Feb 06	Feb 07
Average Daily Use (KWH)	29	31
Average Daily Temperature	34	18
Days In Billing Period	30	31
Last 12 Months Use (KWH)		13,196
Average Monthly Use (KWH)		1,100

The Illuminating Company

March 19, 2007

Account Number: 11 00 25 5100 1 4

Bill for: PETE WIELICKI
3314 FORTUNE AVE
PARMA OH 44134

Billing Period: Feb 16 to Mar 16, 2007 for 29 days
Next Reading Date: On or about Apr 17, 2007
Bill Based On: Actual Meter Reading

Standard Residential

Account Summary		Amount Due
Your previous bill was	193.90	
Total payments/adjustments	-104.00	
Balance at billing on March 19, 2007	89.90	$89.90
Current Basic Charges		
The Illuminating Company - Consumption	88.72	
Late Payment Charges	1.35	
Total Current Charges	90.07	90.07
Total Due by Apr 03, 2007 - Please pay this amount		$179.97

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. ***

General Information

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
	Payment Options	1-800-686-9901

Price to Compare Message

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Standard Residential — 5.6 cents per kWh

- - - See other pages for additional information and telephone numbers - - -

The Illuminating Company

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

Account Number: 110025510014

Amount Paid	
Please Pay	$179.97
Due By	April 03, 2007

PETE WIELICKI
3314 FORTUNE AVE
PARMA OH
44134-2247

THE ILLUMINATING COMPANY
PO BOX 3638
AKRON OH 44309-3638

[44309363838]

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Definitions

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Important Information

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(Monday - Friday, 7:30 a.m. - 7:30 p.m.)
Visit our Web site: www.firstenergycorp.com
You may be asked to provide:
Your phone number: [illegible]
Your account number: 11 00 25 5100 1 4
Your premise number: 1220070013

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Message

******************DISCONNECTION NOTICE******************

Your electric bill payment is past due. Your service may be disconnected unless payment of $ 69.90 is made by 04/03/2007. 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 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 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 1-800-589-0801. You may also call this number for information about our medical certification program.

Charges from The Illuminating Company this billing period

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: 0801269114 1220070013 - Standard Residential - CE-RS50F

Customer Charge	4.75
Delivery Charge	27.91
Transition Charge	13.73
Generation Related Component	37.35
Transmission Related Component	5.38
	88.72
Late payment charge	1.35
Total Charges	$ 90.07

Detail Payment and Adjustment Information

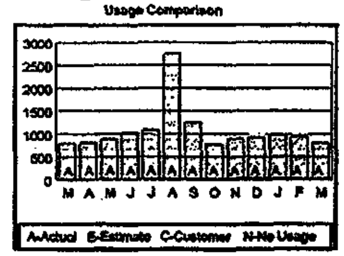
Date	Reference	Amount	
Payments:			
03/08/07		-104.00	
Total Payments			-104.00
Total Payments and Adjustments			-$104.00

Meter Reading Information

Standard Residential	
Meter Number	989820
Present KWH Reading (Actual)	19,426
Previous KWH Reading (Actual)	18,623
Kilowatt Hours Used	803

Usage Information

Usage Comparison



Historical Usage Information

Mar 06	799	Sep 06	1,257
Apr 06	819	Oct 06	777
May 06	866	Nov 06	902
Jun 06	1,041	Dec 06	930
Jul 06	1,086	Jan 07	993
Aug 06	2,750	Feb 07	946
		Mar 07	803

	Mar 06	Mar 07
Average Daily Use (KWH)	29	28
Average Daily Temperature	34	30
Days In Billing Period	28	29
Last 12 Months Use (KWH)		13,200
Average Monthly Use (KWH)		1,100

The Illuminating Company

April 18, 2007

Account Number: 11 00 25 5100 1 4

Bill for: PETE WIELICKI
3314 FORTUNE AVE
PARMA OH 44134

Billing Period: Mar 17 to Apr 17, 2007 for 32 days
Next Reading Date: On or about May 16, 2007
Bill Based On: Actual Meter Reading

Standard Residential

Account Summary		Amount Due
Your previous bill was	179.97	
Total payments/adjustments	-88.72	
Balance at billing on April 18, 2007	91.25	91.25
Current Basic Charges		
The Illuminating Company - Consumption	95.22	
Late Payment Charges	1.35	
Total Current Charges	96.57	96.57
Total Due by May 03, 2007 - Please pay this amount		$187.82

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. ***

General Information

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
	Payment Options	1-800-686-9901

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.

Standard Residential - 1228070013 5.8 cents per kWh

See other pages for additional information and telephone numbers

The Illuminating Company

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

Account Number: 110025510014

Amount Paid	
Please Pay	$187.82
Due By	May 03, 2007

PETE WIELICKI
3314 FORTUNE AVE
PARMA OH
44134-2247

THE ILLUMINATING COMPANY
PO BOX 3638
AKRON OH 44309-3638

[443093638369]

04110025510014000000000000000000000000965700001878 26

Invoice Number: 80481180859

Definitions

Actual Reading - A reading we take from your electric meter.
Customer Charge - The fixed monthly charge for home distribution which partially covers costs for billing, meter reading, equipment, and service line maintenance.
Delivery Charge - Charge for moving electricity over electric distribution lines to your home or business.
Due Date - The date the bill must be paid by to avoid a late payment charge.
Estimated Reading - On the months we do not read your meter, we calculate your bill based on your past electrical use. If you would like to read your own meter to avoid estimated bills, call us for meter reading cards or access the Web site listed below.
Generation Credit For Shopping - The credit you receive on your bill when you choose an alternate electric supplier.
Generation-Related Component - Charges associated with the production of electricity.
Kilovolt Amperes (KVA) - Volts times amperes divided by 1000. Actual measured power used for circuit sizing.
Kilowatt (KW) - 1,000 watts of electricity.
Kilowatt-hour (KWh) - The unit of measure for the electricity you use over time. For example, you use one kilowatt-hour of electricity to light a 100-watt light bulb for ten hours.
Late Payment Charge - A late charge added to the overdue amount if you do not pay your bill by the due date.
Price to Compare (PTC) - The PTC for generation and transmission is an estimate based on an average for your rate category. Your PTC may be higher or lower depending on your usage and seasonal rate variances. PTC will appear monthly on your electric bill.
Transition Charge - This charge provides for the recovery of a portion of the investment made in the electric system prior to deregulation and costs incurred related to the transition to full electric generation competition.
Transmission-Related Component - The amount the utility or supplier charges for operating and maintaining the electric transmission system.

Important Information

Questions or Complaints

To receive information about your 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 Service: 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: 1-216-398-4848
Your account number: 11 00 25 5100 1 4
Your premise number: 1228070013

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" (PUCO) toll free at 1-800-686-7826, or for TDD/TTY toll free at 1-800-686-1570, from 8:00 a.m. to 5:00 p.m. weekdays, or visit www.PUCO.ohio.gov.

"The Ohio Consumers' Counsel" (OCC), represents residential utility customers in matters before the PUCO. The OCC can be contacted toll free at 1-877-742-5622 from 8:00 a.m. to 5:00 p.m. weekdays, or visit www.pickocc.org.

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.

Messages

***************DISCONNECTION NOTICE***************

Your electric bill payment is past due. Your service may be disconnected unless payment of $ 91.25 is made by 05/03/2007. 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 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 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 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: 0801269114 1220070013 - Standard Residential - CE-RS50F

Customer Charge	4.75
Delivery Charge	29.61
Transition Charge	15.09
Generation Related Component	40.10
Transmission Related Component	5.77
	95.22
Late payment charge	1.35
Total Charges	$ 96.57

Detail Payment and Adjustment Information

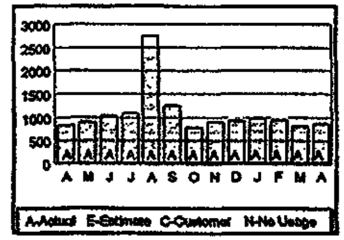
Date	Reference	Amount	
Payments:			
03/27/07		-88.72	
Total Payments			-88.72
Total Payments and Adjustments			-$88.72

Meter Reading Information

Standard Residential	
Meter Number	969620
Present KWH Reading (Actual)	20,290
Previous KWH Reading (Actual)	19,426
Kilowatt Hours Used	864

Usage Information

Usage Comparison



Historical Usage Information

Apr 06	819	Oct 06	777
May 06	896	Nov 06	902
Jun 06	1,041	Dec 06	930
Jul 06	1,086	Jan 07	993
Aug 06	2,750	Feb 07	946
Sep 06	1,257	Mar 07	803
		Apr 07	864

	Apr 06	Apr 07
Average Daily Use (KWH)	28	27
Average Daily Temperature	42	44
Days in Billing Period	29	32
Last 12 Months Use (KWH)		13,245
Average Monthly Use (KWH)		1,104

The Illuminating Company
A FirstEnergy Company

May 16, 2007

Account Number: 11 00 25 5100 1 4

I13

Bill for: PETE WIELICKI
3314 FORTUNE AVE
PARMA OH 44134

Billing Period: Apr 18 to May 15, 2007 for 28 days
Next Reading Date: On or about Jun 15, 2007
Bill Based On: Actual Meter Reading

Standard Residential

Account Summary		Amount Due
Your previous bill was	187.82	
Total payments/adjustments	-95.22	
Balance at billing on May 16, 2007	92.60	92.60
Current Basic Charges		
The Illuminating Company - Consumption	77.06	
Late Payment Charges	1.39	
Total Current Charges	78.45	78.45
Total Due by May 31, 2007 - Please pay this amount		$171.05

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. ***

General Information

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
Payment Options		1-800-686-9901

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.

Standard Residential - 1220070013 — 5.8 cents per kWh

See other pages for additional information and telephone numbers

The Illuminating Company
A FirstEnergy Company

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

Account Number: 110025510014

Amount Paid	
Please Pay	$171.05
Due By	May 31, 2007

THE ILLUMINATING COMPANY
PO BOX 3638
AKRON OH 44309-3638

PETE WIELICKI
3314 FORTUNE AVE
PARMA OH
44134-2247

|4430936383|

0411002551001400000000000000000000000784500000171058

Invoice Number: 80401213700

Definitions

Actual Reading - A reading we take from your electric meter.
Customer Charge - The fixed monthly charge for basic distribution which partially covers costs for billing, meter reading, equipment, and service line maintenance.
Delivery Charge - Charge for moving electricity over electric distribution lines to your home or business.
Due Date - The date the bill must be paid by to avoid a late payment charge.
Estimated Reading - On the months we do not read your meter, we calculate your bill based on your past electrical use. If you would like to read your own meter to avoid estimated bills, call us for meter reading cards or access the Web site listed below.
Generation Credit For Shopping - The credit you receive on your bill when you choose an alternate electric supplier.
Generation-Related Component - Charges associated with the production of electricity.
Kilovolt Ampere (KVA) - Volts times amperes divided by 1000. Actual measured power used for circuit sizing.
Kilowatt (KW) - 1,000 watts of electricity.
Kilowatt-hour (kWh) - The unit of measure for the electricity you use over time. For example, you use one kilowatt-hour of electricity to light a 100-watt light bulb for ten hours.
Late Payment Charge - A late charge added to the overdue amount if you do not pay your bill by the due date.
Price to Compare (PTC) - The PTC for generation and transmission is an estimate based on an average for your rate category. Your PTC may be higher or lower depending on your usage and seasonal rate variances. PTC will appear monthly on your electric bill.
Transition Charge - This charge provides for the recovery of a portion of the investment made in the electric system prior to deregulation and costs incurred related to the transition to full electric generation competition.
Transmission-Related Component - The amount the utility or supplier charges for operating and maintaining the electric transmission system.

Important Information

Questions or Complaints

To receive information about your Illuminating Company bill, to discuss 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 Service: 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-[illegible]
Your account number: 11 00 25 5100 1 4
Your premise number: 1220070013

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" (PUCO) toll free at 1-800-686-7826, or for TDD/TTY toll free at 1-800-686-1570, from 8:00 a.m. to 5:00 p.m. weekdays, or visit www.PUCO.ohio.gov.

"The Ohio Consumers' Counsel" (OCC), represents residential utility customers in matters before the PUCO. The OCC can be contacted toll free at 1-877-742-5622 from 8:00 a.m. to 5:00 p.m. weekdays, or visit www.pickocc.org.

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-[illegible].

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.

PETE WIELICKI | Account Number: 11 00 25 5100 1 4 | Page 3 of 4
Invoice Number: 90401213700 | 113

Messages

***************DISCONNECTION NOTICE***************

Your electric bill payment is past due. Your service may be disconnected unless payment of $ 92.60 is made by 05/31/2007. 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 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 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 1-800-886-9801. You may also call this number for information about our medical certification program.

Charges from The Illuminating Company this billing period

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: 0801269114 1220070013 - Standard Residential - CE-RS30F

Customer Charge	4.75
Delivery Charge	23.93
Transition Charge	11.29
Generation Related Component	32.42
Transmission Related Component	4.67
	77.06
Late payment charge	1.39
Total Charges	$ 78.45

Detail Payment and Adjustment Information

Date	Reference	Amount	
Payments:			
05/01/07		-95.22	
Total Payments			-95.22
Total Payments and Adjustments			-$95.22

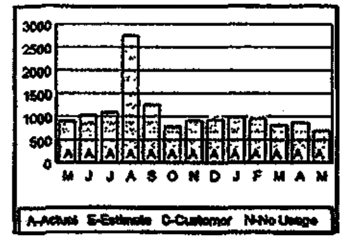
Meter Reading Information

Standard Residential	
Meter Number	999820
Present KWH Reading (Actual)	20,984
Previous KWH Reading (Actual)	20,290
Kilowatt Hours Used	694

Account Number: 11 00 25 5100 1 4 | Page 4 of 4
Invoice Number: 90401213700

Usage Information

Usage Comparison



Historical Usage Information

May 06	898	Nov 06	902
Jun 06	1,041	Dec 06	930
Jul 06	1,066	Jan 07	993
Aug 06	2,750	Feb 07	946
Sep 06	1,257	Mar 07	803
Oct 06	777	Apr 07	864
		May 07	694

	May 06	May 07
Average Daily Use (KWH)	27	25
Average Daily Temperature	56	56
Days in Billing Period	33	28
Last 12 Months Use (KWH)		13,043
Average Monthly Use (KWH)		1,087

The Illuminating Company
A FirstEnergy Company

June 15, 2007

Account Number: 11 00 25 5100 1 4

Bill for: PETE WIELICKI
3314 FORTUNE AVE
PARMA OH 44134

Billing Period: May 16 to Jun 14, 2007 for 30 days
Next Reading Date: On or about Jul 17, 2007
Bill Based On: Actual Meter Reading

Standard Residential

Account Summary		Amount Due
Your previous bill was	171.05	
Total payments/adjustments	-77.06	
Balance at billing on June 15, 2007	93.99	93.99
Current Basic Charges		
The Illuminating Company - Consumption	152.85	
Late Payment Charges	1.41	
Total Current Charges	154.26	154.26
Total Due by Jul 02, 2007 - Please pay this amount		$248.25

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. ***

General Information

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
	Payment Options	1-800-686-9901

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.

Standard Residential - 1220070013 — 5.6 cents per kWh

See other pages for additional information and telephone numbers

The Illuminating Company
A FirstEnergy Company

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

Account Number: 110025510014

Amount Paid	
Please Pay	$248.25
Due By	July 02, 2007

THE ILLUMINATING COMPANY
PO BOX 3638
AKRON OH 44309-3638

PETE WIELICKI
3314 FORTUNE AVE
PARMA OH
44134-2247

[illegible]

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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.
Delivery Charge - Charge for moving electricity over electric distribution lines to your home or business.
Due Date - The date the bill must be paid by to avoid a late payment charge.
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Generation-Related Component - Charges associated with the production of electricity.
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Important Information

Questions or Complaints

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Call Customer Service: 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: [illegible]
Your account number: 11 00 25 5100 1 4
Your premise number: 1220070013

For Your Protection

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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" (PUCO) toll free at 1-800-686-7826, or for TDD/TTY toll free at 1-800-686-1570, from 8:00 a.m. to 5:00 p.m. weekdays, or visit www.PUCO.ohio.gov.

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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.

Message

***************DISCONNECTION NOTICE***************

Your electric bill payment is past due. Your service may be disconnected unless payment of $ 93.99 is made by 07/02/2007. 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 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 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 1-800-636-6001. You may also call this number for information about our medical certification program.

Charges from The Illuminating Company this billing period

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: 08012891141220070013 - Standard Residential - CE-RS50F

Customer Charge	4.75
Delivery Charge	48.34
Transition Charge	28.06
Generation Related Component	62.79
Transmission Related Component	9.01
	152.85
Late payment charge	1.41
Total Charges	$ 154.26

Detail Payment and Adjustment Information

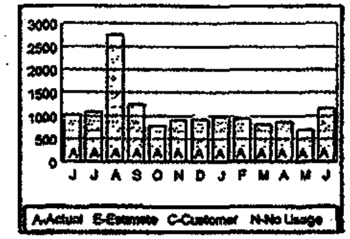
Date	Reference	Amount	
Payments:			
05/31/07		-77.06	
Total Payments			-77.06
Total Payments and Adjustments			-77.06

Meter Reading Information

Standard Residential	
Meter Number	989820
Present KWH Reading (Actual)	22,165
Previous KWH Reading (Actual)	20,994
Kilowatt Hours Used	1,171

Usage Information

Usage Comparison



Historical Usage Information

Jun 06	1,041	Dec 06	930
Jul 06	1,086	Jan 07	993
Aug 06	2,750	Feb 07	946
Sep 06	1,257	Mar 07	803
Oct 06	777	Apr 07	864
Nov 06	902	May 07	694
		Jun 07	1,171

	Jun 06	Jun 07
Average Daily Use (KWH)	36	39
Average Daily Temperature	62	66
Days In Billing Period	29	30
Last 12 Months Use (KWH)		13,173
Average Monthly Use (KWH)		1,098

The Illuminating Company
A FirstEnergy Company

July 18, 2007

Account Number: 11 00 25 5100 1 4

113

Bill for: PETE WIELICKI
3314 FORTUNE AVE
PARMA OH 44134

Billing Period: Jun 15 to Jul 17, 2007 for 33 days
Next Reading Date: On or about Aug 16, 2007
Bill Based On: Actual Meter Reading

Standard Residential

Account Summary		Amount Due
Your previous bill was	248.25	
Total payments/adjustments	-152.85	
Balance at billing on July 18, 2007	95.40	95.40
Current Basic Charges		
The Illuminating Company - Consumption	187.88	
Late Payment Charges	1.43	
Total Current Charges	189.31	189.31
Total Due by Aug 02, 2007 - Please pay this amount		$284.71

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. ***

General Information

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
	Payment Options	1-800-686-9901

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.

Standard Residential - 1220070013 — 5.6 cents per kWh

See other pages for additional information and telephone numbers

The Illuminating Company
A FirstEnergy Company

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

Account Number: 110025510014

Amount Paid	
Please Pay	$284.71
Due By	August 02, 2007

PETE WIELICKI
3314 FORTUNE AVE
PARMA OH
44134-2247

THE ILLUMINATING COMPANY
PO BOX 3638
AKRON OH 44309-3638

]443093638[

0411002551001400000000000000000000000189310000284713

Invoice Number: 90731216686

Definitions

Actual Reading - A reading we take from your electric meter.
Customer Charge - The fixed monthly charge for basic distribution which partially covers costs for billing, meter reading, equipment, and service line maintenance.
Delivery Charge - Charge for moving electricity over electric distribution lines to your home or business.
Due Date - The date the bill must be paid by to avoid a late payment charge.
Estimated Reading - On the months we do not read your meter, we calculate your bill based on your past electrical use. If you would like to read your own meter to avoid estimated bills, call us for meter reading cards or access the Web site listed below.
Generation Credit For Shopping - The credit you receive on your bill when you choose an alternate electric supplier.
Generation-Related Component - Charges associated with the production of electricity.
Kilovolt Amperes (KVA) - Volts times amperes divided by 1000. Actual measured power used for circuit sizing.
Kilowatt (KW) - 1,000 watts of electricity.
Kilowatt-hour (kWh) - The unit of measure for the electricity you use over time. For example, you use one kilowatt-hour of electricity to light a 100-watt light bulb for ten hours.
Late Payment Charge - A late charge added to the overdue amount if you do not pay your bill by the due date.
Price to Compare (PTC) - The PTC for generation and transmission is an estimate based on an average for your rate category. Your PTC may be higher or lower depending on your usage and seasonal rate variances. PTC will appear monthly on your electric bill.
Transition Charge - This charge provides for the recovery of a portion of the investment made in the electric system prior to deregulation and costs incurred related to the transition to full electric generation competition.
Transmission-Related Component - The amount the utility or supplier charges for operating and maintaining the electric transmission system.

Important Information

Questions or Complaints

To receive information about your 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 Service: 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: 1-216-398-4843
Your account number: 11 00 25 5100 1 4
Your premise number: 1220070013

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" (PUCO) toll free at 1-800-686-7826, or for TDD/TTY toll free at 1-800-686-1570, from 8:00 a.m. to 5:00 p.m. weekdays, or visit www.PUCO.ohio.gov.

"The Ohio Consumers' Counsel" (OCC), represents residential utility customers in matters before the PUCO. The OCC can be contacted toll free at 1-877-742-5622 from 8:00 a.m. to 5:00 p.m. weekdays, or visit www.pickocc.org.

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 1-866-283-3081.

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.

PETE WIELICKI | Account Number: 11 00 25 5100 1 4 | Page 3 of 4
Invoice Number: 90731216698 | 113

Messages

***************DISCONNECTION NOTICE***************

Your electric bill payment is past due. Your service may be disconnected unless payment of $ 95.40 is made by 08/02/2007. 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 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 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 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: 0801269114 1220070013 - Standard Residential - CE-RS50F

Customer Charge	4.75
Delivery Charge	58.61
Transition Charge	35.17
Generation Related Component	76.38
Transmission Related Component	12.97
	187.88
Late payment charge	1.43
Total Charges	$ 189.31

Detail Payment and Adjustment Information

Date	Reference	Amount	
Payments:			
07/02/07		-152.85	
Total Payments			-152.85
Total Payments and Adjustments			-$152.85

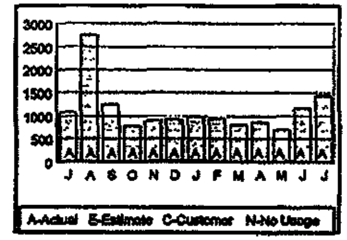
Meter Reading Information

Standard Residential	
Meter Number	969020
Present KWH Reading (Actual)	23,584
Previous KWH Reading (Actual)	22,155
Kilowatt Hours Used	1,429

Account Number: 11 00 25 5100 1 4 | Page 4 of 4
Invoice Number: 90731216698

Usage Information

Usage Comparison



Historical Usage Information

Jul 06	1,066	Jan 07	893
Aug 06	2,750	Feb 07	946
Sep 06	1,257	Mar 07	803
Oct 06	777	Apr 07	864
Nov 06	902	May 07	694
Dec 06	930	Jun 07	1,171
		Jul 07	1,429

	Jul 06	Jul 07
Average Daily Use (KWH)	36	43
Average Daily Temperature	70	71
Days in Billing Period	30	33
Last 12 Months Use (KWH)		13,516
Average Monthly Use (KWH)		1,126

The Illuminating Company
A FirstEnergy Company

August 17, 2007

Account Number: 11 00 25 5100 1 4

H3

Bill for: PETE WIELICKI
3314 FORTUNE AVE
PARMA OH 44134

Billing Period: Jul 18 to Aug 16, 2007 for 30 days
Next Reading Date: On or about Sep 17, 2007
Bill Based On: Actual Meter Reading

Standard Residential

Account Summary		Amount Due
Your previous bill was	284.71	
Total payments/adjustments	-187.88	
Balance at billing on August 17, 2007	96.83	96.83
Current Basic Charges		
The Illuminating Company - Consumption	172.86	
Late Payment Charges	1.45	
Total Current Charges	174.31	174.31
Total Due by Sep 04, 2007 - Please pay this amount		$271.14

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. ***

General Information

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
	Payment Options	1-800-686-0801

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.

Standard Residential - 1220870013 — 5.8 cents per kWh

See other pages for additional information and telephone numbers.

The Illuminating Company
A FirstEnergy Company

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

Account Number: 110025510014

Amount Paid	
Please Pay	$271.14
Due By	September 04, 2007

PETE WIELICKI
3314 FORTUNE AVE
PARMA OH
44134-2247

THE ILLUMINATING COMPANY
PO BOX 3638
AKRON OH 44309-3638

[44095636389]

0411002551001400000000000000000000001743100002711470

Invoice Number: 90301300459

Definitions

Actual Reading - A reading we take from your electric meter.
Customer Charge - The fixed monthly charge for base distribution which partially covers costs for billing, meter reading, equipment, and service line maintenance.
Delivery Charge - Charge for moving electricity over electric distribution lines to your home or business.
Due Date - The date the bill must be paid by to avoid a late payment charge.
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Generation Credit For Shopping - The credit you receive on your bill when you choose an alternate electric supplier.
Generation-Related Component - Charges associated with the production of electricity.
Kilovolt Ampere (KVA) - Volts times amperes divided by 1000. Actual measured power used for circuit sizing.
Kilowatt (KW) - 1,000 watts of electricity.
Kilowatt-hour (KWh) - The unit of measure for the electricity you use over time. For example, you use one kilowatt-hour of electricity to light a 100-watt light bulb for ten hours.
Late Payment Charge - A late charge added to the overdue amount if you do not pay your bill by the due date.
Price to Compare (PTC) - The PTC for generation and transmission is an estimate based on an average for your rate category. Your PTC may be higher or lower depending on your usage and seasonal rate variations. PTC will appear monthly on your electric bill.
Transition Charge - This charge provides for the recovery of a portion of the investment made in the electric system prior to deregulation and costs incurred related to the transition to full electric generation competition.
Transmission-Related Component - The amount the utility or supplier charges for operating and maintaining the electric transmission system.

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Call Customer Service: 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-[illegible]
Your account number: 11 00 25 5100 1 4
Your premise number: 1220870013

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" (PUCO) toll free at 1-800-686-7826, or for TDD/TTY toll free at 1-800-686-1570, from 8:00 a.m. to 5:00 p.m. weekdays, or visit www.PUCO.ohio.gov.

"The Ohio Consumers' Counsel" (OCC), represents residential utility customers in matters before the PUCO. The OCC can be contacted toll free at 1-877-742-5622 from 8:00 a.m. to 5:00 p.m. weekdays, or visit www.pickocc.org.

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-[illegible].

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

***************DISCONNECTION NOTICE***************

Your electric bill payment is past due. Your service may be disconnected unless payment of $ 96.83 is made by 09/04/2007. If service is disconnected, you will be required to pay a reconnection fee of 39.00 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 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 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: 08012890114 1220070013 - Standard Residential - CE-RS50F

Customer Charge	4.75
Delivery Charge	53.95
Transition Charge	31.97
Generation Related Component	70.28
Transmission Related Component	11.91
	172.86
Late payment charge	1.45
Total Charges	$ 174.31

Detail Payment and Adjustment Information

Date	Reference	Amount	
Payments:			
07/25/07		-187.88	
Total Payments			-187.88
Total Payments and Adjustments			-$187.88

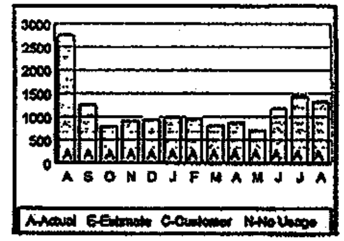
Meter Reading Information

Standard Residential

Meter Number	989820
Present KWH Reading (Actual)	24,897
Previous KWH Reading (Actual)	23,584
Kilowatt Hours Used	1,313

Usage Information

Usage Comparison



Historical Usage Information

Aug 06	2,750	Feb 07	946
Sep 06	1,257	Mar 07	803
Oct 06	777	Apr 07	864
Nov 06	902	May 07	694
Dec 06	930	Jun 07	1,171
Jan 07	993	Jul 07	1,429
		Aug 07	1,313

	Aug 06	Aug 07
Average Daily Use (KWH)	86	44
Average Daily Temperature	75	72
Days in Billing Period	32	30
Last 12 Months Use (KWH)		12,079
Average Monthly Use (KWH)		1,007

CEI Exhibit C

Wielicki v. CEI, No. 10-2329-EL-CSS
Billing and Payment History

Enter Date	Read Date	Dis Bill	Supp Bill	IP Amt	Misc Charge	Tot Bill	PIPP Plus	Due Date	Pay Amt	Adj Amt	Adj Type	Amount Due	Supplier Balance	PIPP Plus Balance	Balance
8/16/2006	8/15/2006	354.59				354.59		8/31/2006							354.59
8/25/2006									109.00						245.59
9/15/2006	9/14/2006	163.67				163.67		10/2/2006							409.26
10/12/2006	10/13/2006	85.82				85.82		10/30/2006		6.14	LPC				501.22
11/14/2006	11/13/2006	99.17				99.17		11/29/2006		7.43	LPC				607.82
12/6/2006									409.26						198.56
12/15/2006	12/14/2006	102.14				102.14		1/2/2007		2.98	LPC				303.68
12/29/2006									198.56						105.12
1/16/2007	1/15/2007	109.03				109.03		1/31/2007		1.53	LPC				215.68
2/1/2007									109.03						106.65
2/8/2007										-18.08	LPC				88.57
2/16/2007	2/15/2007	104.00				104.00		3/5/2007		1.33	LPC				193.90
3/9/2007									104.00						89.90
3/19/2007	3/16/2007	88.72				88.72		4/3/2007		1.35	LPC				179.97
3/27/2007									88.72						91.25
4/18/2007	4/17/2007	95.22				95.22		5/3/2007		1.35	LPC				187.82
5/1/2007									95.22						92.60
5/16/2007	5/15/2007	77.06				77.06		5/31/2007		1.39	LPC				171.05
5/31/2007									77.06						93.99
6/15/2007	6/14/2007	152.85				152.85		7/2/2007		1.41	LPC				248.25
7/2/2007									152.85						95.40
7/18/2007	7/17/2007	187.88				187.88		8/2/2007		1.43	LPC				284.71
7/25/2007									187.88						96.83
8/17/2007	8/16/2007	172.86				172.86		9/4/2007		1.45	LPC				271.14
8/23/2007									172.86						98.28
9/17/2007	9/14/2007	150.61				150.61		10/2/2207		1.47	LPC				250.36
9/27/2007									150.61						99.75

Enter Date	Read Date	Dis Bill	Supp Bill	IP Amt	Misc Charge	Tot Bill	PIPP Plus	Due Date	Pay Amt	Adj Amt	Adj Type	Amount Due	Supplier Balance	PIPP Plus Balance	Balance
10/17/2007	10/16/2007	102.23				102.23		11/1/2007		1.50	LPC				203.48
11/7/2007									102.23						101.25
11/15/2007	11/14/2007	74.79				74.79		11/30/2007		1.52	LPC				177.56
11/20/2007									74.79						102.77
12/17/2007	12/14/2007	78.03				78.03		1/2/2008		1.52	LPC				182.32
12/27/2007									78.03						104.29
1/16/2008	1/15/2008	86.86				86.86		1/31/2008		1.54	LPC				192.69
1/30/2008									86.86						105.83
2/19/2008	2/18/2008	86.08				86.08		3/5/2008		1.56	LPC				193.47
2/27/2008									86.08						107.39
3/18/2008	3/17/2008	79.84				79.84		4/2/2008		1.59	LPC				188.82
3/31/2008									79.87						108.95
4/16/2008	4/15/2008	85.37				85.37		5/1/2008		1.61	LPC				195.93
4/28/2008									85.37						110.56
5/15/2008	5/14/2008	69.38				69.38		5/30/2008		1.63	LPC				181.57
5/21/2008									69.38						112.19
6/16/2008	6/13/2008	121.12				121.12		7/1/2008		1.66	LPC				234.97
6/24/2008									121.12						113.85
7/16/2008	7/15/2008	143.06				143.06		7/30/2008		1.71	LPC				258.62
7/29/2008									143.06-						115.56
8/14/2008	8/14/2008	157.74				157.74		8/29/2008		1.73	LPC				275.03
8/26/2008									159.47-						115.56
9/16/2008	9/16/2008	138.73				138.73		10/1/2008		1.73	LPC				256.02
9/24/2008									138.73-						117.29
10/16/2008	10/16/2008	68.69				68.69		10/31/2008		1.76	LPC				187.74
10/21/2008									68.69-						119.05
11/13/2008	11/13/2008	78.69				78.69		12/1/2008		1.76	LPC				199.50
11/20/2008									78.69-						120.81

Enter Date	Read Date	Dis Bill	Supp Bill	IP Amt	Misc Charge	Tot Bill	PIPP Plus	Due Date	Pay Amt	Adj Amt	Adj Type	Amount Due	Supplier Balance	PIPP Plus Balance	Balance
12/13/2008	12/12/2008	112.82				112.82		12/29/2008		1.79	LPC				235.42
12/19/2008									112.82-						122.60
1/15/2009	1/15/2009	93.14				93.14		1/30/2009		1.81	LPC				217.55
1/20/2009									93.14-						124.41
2/14/2009	2/13/2009	140.12				140.12		3/2/2009		1.84	LPC				266.37
2/20/2009									140.12-						126.25
3/9/2009										0.58	ADJ				126.83
3/16/2009	3/16/2009	180.28				180.28		3/31/2009		1.89	LPC				309.00
3/25/2009									180.28-						128.72
4/15/2009	4/15/2009	136.99				136.99		4/30/2009		1.92	LPC				267.63
4/21/2009									136.99-						130.64
5/16/2009	5/15/2009	109.81				109.81		6/1/2009		1.96	LPC				242.41
5/29/2009									109.81-						132.60
6/16/2009	6/16/2009	121.04				121.04		7/1/2009		1.96	LPC				255.60
6/24/2009									121.04-						134.56
7/16/2009	Supplier Switch CLEVELAND ELECTRIC CO to FIRSTENERGY SOLUTIONS on 07/16/2009.														
7/16/2009	7/16/2009	125.17				125.17		7/31/2009		1.99	LPC				261.72
7/28/2009									125.17-						136.55
8/13/2009	8/13/2009	87.63	114.96			202.59		8/28/2009		2.02	LPC				341.16
8/19/2009									202.59-						138.57
9/14/2009	9/14/2009	71.40	79.36			150.76		9/29/2009		2.08	LPC				291.41
9/21/2009									150.76-						140.65
10/14/2009	10/14/2009	46.86	45.80			92.66		10/29/2009		2.11	LPC				235.42
10/22/2009									92.66-						142.76
11/11/2009	11/11/2009	36.32	37.38			73.70		11/30/2009		2.11	LPC				218.57
11/20/2009									73.70-						144.87
12/12/2009	12/11/2009	41.16	41.80			82.96		12/28/2009		2.14	LPC				229.97
12/29/2009									82.96-						147.01
1/14/2010	1/14/2010	53.24	52.55			105.79		1/29/2010		2.2	LPC				255.00
1/22/2010									105.79-						149.21
2/13/2010	2/12/2010	45.24	45.87			91.11		3/1/2010		2.21	LPC				242.53
2/24/2010									91.11-						151.42
3/15/2010	3/15/2010	66.47	65.55			132.02		3/30/2010		2.24	LPC				285.68
4/13/2010	4/13/2010	41.71	42.21			83.92		4/28/2010		4.22	LPC				373.82

Enter Date	Read Date	Dis Bill	Supp Bill	IP Amt	Misc Charge	Tot Bill	PIPP Plus	Due Date	Pay Amt	Adj Amt	Adj Type	Amount Due	Supplier Balance	PIPP Plus Balance	Balance
4/26/2010									83.92-						289.90
5/13/2010	5/13/2010	43.71	43.46			87.17		5/28/2010		4.22	LPC				381.29
5/25/2010									87.17-						294.12
6/10/2010	6/10/2010	61.38	65.81			127.19		6/25/2010		4.35	LPC				425.66
6/17/2010									127.19-						298.47
7/13/2010	7/13/2010	72.39	96.32			168.71		7/28/2010		4.41	LPC				471.59
7/21/2010									168.71-						302.88
8/4/2010	Installment plan created														
8/12/2010	8/11/2010	73.39	98.72	50.00	12.00	234.11		8/26/2010		4.48	LPC	238.59			491.47
8/16/2010									63.59			175.00			427.88
8/17/2010	Emergency HEAP credit								175.00			0.00			252.88
9/13/2010	9/10/2010	72.82	87.03	50.00		209.85		9/27/2010		5.21	LPC	215.06			417.94
10/1/2010									215.06						202.88
1/12/2010	10/11/2010	58.53	57.11	50.00		165.64		10/26/2010				165.64			318.52
10/21/2010									165.64			0.00			152.88
11/10/2010	11/9/2010	40.22	41.43	50.00		131.65		11/24/2010				131.65			234.53
11/17/2010									131.65			0.00			102.88
12/13/2010	12/10/2010	71.73	70.53	50.00		192.26		12/27/2010				192.26			245.14
12/22/2010									192.26			0.00			52.88
1/12/2011	1/11/2011	72.83	75.61	50.00		198.44		1/26/2011				198.44			201.32
1/21/2011	Installment plan deactivated														201.32
1/21/2011	Amount deferred for PIPP Plus / Illuminating Company leaving supplier balance									-125.71			75.61	0.00	201.32
1/24/2011	Initial payment for PIPP Plus								86.00				75.61	-86.00	115.32
2/11/2011	2/10/2011	59.45	68.63			128.08	172.00	2/25/2011					144.24	86.00	243.40
2/22/2011									86.00				144.24	0.00	157.40
2/27/2011	Write Off - Transferred to FirstEnergy Solutions									144.24	WO		0.00	0.00	13.16
3/14/2011	3/11/2011	132.77				132.77	86.00	3/28/2011		1.65-	Arrearage Credit			86.00	144.28
3/17/2011									86.00					0.00	58.28

CEI Exhibit D

Partner	801269114	PETE WIELICKI / 3314 FORTUNE AVE / PARMA OH 44134			
Date	**Time**	**Class**	**Action**	**Cont Account**	**User**
	Contact Text				
03/21/2011	11:54	General Complaint	PUC/BPU Complaint-Verbal	110025510014	Tara A Burton
	cust contacted puco. cust disputes high billings. pls advs				
03/15/2011	15:59	CIC Contacts	General Inquiry	110025510014	Tanishia L Bickley
	PETE WIELICKI called in for his usage from 8/05 2098				
02/16/2011	11:39	CIC Contacts	ALERT! Sensitive Account	110025510014	Christine R Robinson
	i called peter wielicki today regarding his Better Business Bureau complaint explained that usage from august and september 2005 is in line with usage from august and september 2006...we also discussed a check he said he mailed to us in august 2007 for 172.86 he said the check was a restricltively endorsement check and if we cashed the check we considered his acct pd in full...i advised him i would need to investigate the restrictively endorsed check and call him bk....i spoke with deborah reinhart she adv pete has filed a formal PUCO complaint and legal will need to resolve the issue...i called pete wielicki bk and advised him since he filed a formal PUCO complaint our legal dept have to resolve the issue				
02/15/2011	10:26	CIC Contacts	How much Owed/ Was Payment Received	110025510014	Jeanette M Thompson
	PETE WIELICKI PIPL , WITH ALT SUPPLIER ON BILL, NOTICE , AL T SUPPLIER, PIPL AMT PY, 90 DYS, ODOD WILL MAKE WHOLE WITH SUPPLIER , WILL NOT COLLECT ON THE FIELD FOR ALT SUPPLIER. E XPLAINED FIRST TWO MTHS 86.00 TO PY. SHOWS ALREADY PYD THE 1 PYMT 86.00, AN JUST PY THE PIPL TILL WAIVES OFF				
02/15/2011	09:17	General	Account Balance Inquiry	110025510014	INTV IVR
02/02/2011	11:08	Dunning -Auto Dial	Listened to entire msg-correct househol	110025510014	CS General Purpose Batc
	Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
01/25/2011	08:09	PIPP / PAC	Reverification		BATCH
01/22/2011	01:01	Form Letters	Ohio Outbound Drop Letter	110025510014	CCSBILL95
01/21/2011	15:00	Deregulation	Notification For End Of Supply (Current	110025510014	John C Love
01/21/2011	15:00	PIPP / PAC	Enrolled Into Program		BATCH
01/13/2011	16:33	CIC Contacts	General Inquiry	110025510014	Jean A Kirell
	ph PETE WIELICKI verified info explained $4.00 customer charge. He also was concerned he did not get his $175 heap credit this summer. I advised was applied to acct on 8/17/2010, is reflected on page three of bill issued on 9/13/2010.				

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|          |
|          |
-----------------------------------------------------------------------------------------------------------
|09/22/2010|17:55|CIC Contacts        |Explanation of Charges                   |110025510014 |Cindy Hanna
|          |CALLED TO PETE WIELICKI TO PAY 215.06 BY
|          |09/27/2010, HE WILL CALL ME IF HE STILL SHOWS
|          |PAST DUE ON NEXT BILL, X 6021 CINDY HANNA
-----------------------------------------------------------------------------------------------------------
|09/22/2010|13:34|CIC Contacts        |Dunning Explanation                      |110025510014 |Cindy Hanna
|          |EXPLAINED TO PETE WIELICKI THAT LATE FEES ARE BECAUSE HE IS
|          |ON A PYMT PLAN THAT WAS CREATED ON 8/4/ FOR 302.88. HE IS QU
|          |ESTIONING DISC NOTICE ON ACCT, I SEE 98.72 PAST DUE, HIS BIL
|          |L IN AUGUST WAS 238.59, HE PAID 63.59 & HEAP PAID 175.00. SO
|          |ME HOW, THIS DID NOT CLEAR THE 98.72 FE CHARGES, WILL TALK T
|          |O MONICA KEYS AND CALL PETE WIELICKI BACK AT 2163984843
-----------------------------------------------------------------------------------------------------------
|09/22/2010|13:31|Contract Account    |Create Dunning Lock                      |110025510014 |Cindy Hanna
|          |Created dunning lock until 10/22/2010
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|09/22/2010|13:19|General             |Account Balance Inquiry                  |110025510014 |INTV IVR
|09/11/2010|19:03|Form Letters        |Disconnection Notice - OH Residential    |110025510014 |CCSBILL95
|08/17/2010|14:11|Contract Account    |Account Maintenance                      |110025510014 |Carmen Y Barner
|          |Summer COOLING Option per CLEVELAND HOUSING NETWORK (CHN) CAA, 175.00
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|08/16/2010|11:26|Credit & Collections|Ready Pay Create                         |110025510014 |Nathan M Edmunds
|          |No 13231603 - $63.59 08/17/2010 PETE WIELICKI PAID 63.59.  assistance
|          |will be paying balance.
-----------------------------------------------------------------------------------------------------------
|08/06/2010|15:09|General Complaint   |PUC/BPU Complaint-Verbal                 |110025510014 |Deborah L Reinhart
|          |Customer contacted PUCO regarding balance from 2006.  Also contacted OCC
|          |in July Provided details of balance, bills from 2006/2007 and account
|          |statement for past 2 years.
-----------------------------------------------------------------------------------------------------------
|08/04/2010|09:03|Installment Plan    |6 Month Payment - IP                     |110025510014 |Belinda A Prince
|07/22/2010|12:49|General Complaint   |PUC/BPU Complaint-Verbal                 |110025510014 |Deborah L Reinhart
|          |Customer contacted OCC disputing amount due - states wasn't given proper
|          |credit back in 2007.
|          |Records show that we received a letter from Mr. Wielicki 1/18/07 asking
|          |for documentation of why he was receiving late fees. A billing statement
|          |was sent to him at that time which included the bill amounts and payment
|          |received.
|          |
|          |On 6/7/07 we received another letter from the customer stating that he
|          |did not think he was behind. We attempted to call him but could not
|          |reach him and a 2 year account statement was sent along with a letter
|          |asking him to call to discuss.
|          |
|          |On 6/23/07, a representative attempted to review the account with Mr.
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Wielicki who advised the rep to contact our lawyer because he was not going to pay.

On 9/6/07, we received a letter as he was still disputing the amount due. A letter was sent to the customer along with an account statement.

Mr. Wielicki has provided no documentation showing he was not credited for any payments that he has made.

It appears Mr. Wielicki first bacame past due starting with his bill of $354.59 due 8/31/06. On the bill invoice from 1/16/07 to 2/16/07 the customer had a previous balance of $88.57. It appears that starting with that bill he only paid the current charges going forward and never addressed the $88.57 balance. In addition, late payment charges have been accumulating.

07/13/2010	19:55	Form Letters	Disconnection Notice - OH Residential	110025510014	CCSBILL95
06/23/2010	12:09	Dunning -Auto Dial	Listened to entire msg-correct househol	110025510014	CS General Purpose Batc
	Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
06/10/2010	20:02	Form Letters	Disconnection Notice - OH Residential	110025510014	CCSBILL98
05/26/2010	11:51	Dunning -Auto Dial	AMD Detected-Message left by Vendor	110025510014	CS General Purpose Batc
	Phone attempt 05 - AMD Detected - Left Message				
05/13/2010	20:12	Form Letters	Disconnection Notice - OH Residential	110025510014	CCSBILL98
04/13/2010	20:42	Form Letters	Disconnection Notice - OH Residential	110025510014	CCSBILL96
03/15/2010	20:14	Form Letters	Disconnection Notice - OH Residential	110025510014	CCSBILL98
02/13/2010	21:56	Form Letters	Disconnection Notice - OH Residential	110025510014	CCSBILL98
01/14/2010	20:13	Form Letters	Disconnection Notice - OH Residential	110025510014	CCSBILL98
12/12/2009	18:34	Form Letters	Disconnection Notice - OH Residential	110025510014	CCSBILL98
11/11/2009	19:58	Form Letters	Disconnection Notice - OH Residential	110025510014	CCSBILL99
10/14/2009	20:56	Form Letters	Disconnection Notice - OH Residential	110025510014	CCSBILL99
09/14/2009	20:33	Form Letters	Disconnection Notice - OH Residential	110025510014	CCSBILL95
08/13/2009	20:42	Form Letters	Disconnection Notice - OH Residential	110025510014	CCSBILL98
07/21/2009	16:39	Deregulation	Data Change Request (Accepted)	110025510014	CS General Purpose Batc
	RATE CATEGORY CHANGED				
07/16/2009	20:09	Form Letters	Disconnection Notice - OH Residential	110025510014	CCSBILL96
07/02/2009	18:02	Form Letters	Ohio Enroll Letter	110025510014	CCSBILL95
07/02/2009	12:53	Deregulation	Enrollment Request (Accepted)	110025510014	CS General Purpose Batc
06/16/2009	20:32	Form Letters	Disconnection Notice - OH Residential	110025510014	CCSBILL96
06/01/2009	18:12	Master Data Change	Installation Changed		Scott W Ebert
	OH Rate Case-Rate Catg Conv - Direct inquiries to Cust Acctg				
05/16/2009	19:31	Form Letters	Disconnection Notice - OH Residential	110025510014	CCSBILL96
04/15/2009	20:19	Form Letters	Disconnection Notice - OH Residential	110025510014	CCSBILL96
04/07/2009	13:31	Dunning -Auto Dial	Listened to entire msg-correct househol	110025510014	CS General Purpose Batc

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|          |Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed                          |
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|03/16/2009|20:05|Form Letters        |Disconnection Notice - OH Residential  |110025510014 |CCSBILL96                 |
|02/14/2009|18:40|Form Letters        |Disconnection Notice - OH Residential  |110025510014 |CCSBILL96                 |
|01/15/2009|19:36|Form Letters        |Disconnection Notice - OH Residential  |110025510014 |CCSBILL97                 |
|12/13/2008|18:32|Form Letters        |Disconnection Notice - OH Residential  |110025510014 |CCSBILL96                 |
|11/13/2008|20:38|Form Letters        |Disconnection Notice - OH Residential  |110025510014 |CCSBILL96                 |
|10/16/2008|21:32|Form Letters        |Disconnection Notice - OH Residential  |110025510014 |CCSBILL96                 |
|09/16/2008|20:04|Form Letters        |Disconnection Notice - OH Residential  |110025510014 |CCSBILL96                 |
|08/25/2008|10:32|Dunning -Auto Dial  |AMD Detected-Message left by Vendor    |110025510014 |CS General Purpose Batc   |
|          |Phone attempt 05 - AMD Detected - Left Message                                                         |
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|08/14/2008|19:49|Form Letters        |Disconnection Notice - OH Residential  |110025510014 |CCSBILL96                 |
|07/24/2008|10:33|Dunning -Auto Dial  |AMD Detected-Message left by Vendor    |110025510014 |CS General Purpose Batc   |
|          |Phone attempt 05 - AMD Detected - Left Message                                                         |
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|07/15/2008|21:31|Form Letters        |Disconnection Notice - OH Residential  |110025510014 |CCSBILL96                 |
|06/24/2008|10:34|Dunning -Auto Dial  |AMD Detected-Message left by Vendor    |110025510014 |CS General Purpose Batc   |
|          |Phone attempt 05 - AMD Detected - Left Message                                                         |
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|06/14/2008|19:33|Form Letters        |Disconnection Notice - OH Residential  |110025510014 |CCSBILL96                 |
|05/14/2008|22:19|Form Letters        |Disconnection Notice - OH Residential  |110025510014 |CCSBILL97                 |
|04/24/2008|10:35|Dunning -Auto Dial  |AMD Detected-Message left by Vendor    |110025510014 |CS General Purpose Batc   |
|          |Phone attempt 05 - AMD Detected - Left Message                                                         |
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|04/15/2008|20:07|Form Letters        |Disconnection Notice - OH Residential  |110025510014 |CCSBILL96                 |
|03/25/2008|13:02|Dunning -Auto Dial  |AMD Detected-Message left by Vendor    |110025510014 |CS General Purpose Batc   |
|          |Unsuccessful phone attempt 05 - AMD Detected - Left Message                                            |
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|03/17/2008|20:04|Form Letters        |Disconnection Notice - OH Residential  |110025510014 |CCSBILL97                 |
|02/26/2008|13:07|Dunning -Auto Dial  |AMD Detected-Message left by Vendor    |110025510014 |CS General Purpose Batc   |
|          |Unsuccessful phone attempt 05 - AMD Detected - Left Message                                            |
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|02/18/2008|20:36|Form Letters        |Disconnection Notice - OH Residential  |110025510014 |CCSBILL97                 |
|01/23/2008|15:35|Dunning -Auto Dial  |AMD Detected-Message left by Vendor    |110025510014 |CS General Purpose Batc   |
|          |Unsuccessful phone attempt 05 - AMD Detected - Left Message                                            |
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|01/15/2008|19:51|Form Letters        |Disconnection Notice - OH Residential  |110025510014 |CCSBILL96                 |
|12/15/2007|20:24|Form Letters        |Disconnection Notice - OH Residential  |110025510014 |CCSBILL97                 |
|11/14/2007|20:53|Form Letters        |Disconnection Notice - OH Residential  |110025510014 |CCSBILL97                 |
|10/16/2007|21:03|Form Letters        |Disconnection Notice - OH Residential  |110025510014 |CCSBILL2                  |
|09/27/2007|10:21|Dunning -Auto Dial  |Listened to entire msg-correct househol|110025510014 |CS General Purpose Batc   |
|          |Unsuccessful phone attempt 01 - Listened to Entire Message -                                           |
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|09/25/2007|10:33|Dunning -Auto Dial  |AMD Detected-Message left by Vendor    |110025510014 |CS General Purpose Batc   |
|          |Unsuccessful phone attempt 05 - AMD Detected - Left Message                                            |
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|09/15/2007|20:34|Form Letters        |Disconnection Notice - OH Residential  |110025510014 |CCSBILL2                  |
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|09/06/2007|13:49|Form Letters        |Customer Correspondence Recd - More Inf|110025510014 |Marjory M Dawson          |
|          |Enter date of corresp - 09/05/2007  We received your correspondence                                        |
|          |regarding... - a two year balance statement                                                                  |
-------------------------------------------------------------------------------------------------------------------------
|09/06/2007|13:48|Form Letters        |Customer Information Request           |110025510014 |Marjory M Dawson          |
|          |Concerning your recent inquiry, we are enclosing? - a two                                                    |
|          |year balance statement  received another bp letter in mail,                                                  |
|          |bp states :  he has disputed the balance on prev statements                                                  |
|          |several times before pursuant to the Federal Fair Credit                                                     |
|          |Billing Act.  He continues to dispute this amount on the                                                     |
|          |basis that FE cashed checks that contained PAID IN FULL                                                      |
|          |endorsed on them" i discussed w/ J Kirkwood, she said send                                                   |
|          |a 2 year  balance statement and a correspondence received                                                    |
|          |letter and let bp review,,,,he needs to provide us w/more                                                    |
|          |infor regarding a missing payment or something..filing                                                       |
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|08/16/2007|21:46|Form Letters        |Disconnection Notice - OH Residential  |110025510014 |CCSBILL2                  |
|07/17/2007|22:06|Form Letters        |Disconnection Notice - OH Residential  |110025510014 |CCSBILL2                  |
|06/23/2007|11:39|CIC Contacts        |ALERT!  Sensitive Account              |110025510014 |Eugenia T Gibson          |
|          |TRIED TO SPEAK TO MR. WIELICKI REGARDING ACCT HE ADV ME TO C                                                 |
|          |ONTACT OUR LAWYER BECAUSE HE WILL NOT PAY--PER MAIL HE SENT                                                  |
|          |A COPY OF $77.06 CHECK WHICH SAID PAID IN FULL AND HAD A RES                                                 |
|          |TRICTIVE ENDORSEMENT THAT DOES NOT SHOW SIGNED---COULD NOT H                                                 |
|          |ELP BP---DISCO ON ACCT---GG                                                                                  |
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|06/14/2007|21:08|Form Letters        |Disconnection Notice - OH Residential  |110025510014 |CCSBILL2                  |
|06/07/2007|13:09|Form Letters        |Unable to Contact BP About Correspond  |110025510014 |Marjory M Dawson          |
|06/07/2007|13:04|Billing             |Balance Statement Prepared             |110025510014 |Marjory M Dawson          |
|          |received letter in database, bp does not think that he is behind, he has                                    |
|          |called in about his account balance, we have sent him balance statements                                    |
|          |and even waived his late fees, i tried to call bp to explain he has been                                     |
|          |behind for quite some time but his line was busy, so i will send him a 2                                     |
|          |year back office statement and a more information letter needed                                             |
|          |requesting him to call in to discuss<(>,,<)>,filing letter                                                   |
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|05/24/2007|09:51|Dunning -Auto Dial  |AMD Detected-Message left by Vendor    |110025510014 |CS General Purpose Batc   |
|          |Unsuccessful phone attempt 05 - AMD Detected - Left Message                                                  |
-------------------------------------------------------------------------------------------------------------------------
|05/15/2007|21:03|Form Letters        |Disconnection Notice - OH Residential  |110025510014 |CCSBILL2                  |
|04/26/2007|13:14|Dunning -Auto Dial  |AMD Detected-Message left by Vendor    |110025510014 |CS General Purpose Batc   |
|          |Unsuccessful phone attempt 05 - AMD Detected - Left Message                                                  |
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|04/17/2007|21:31|Form Letters        |Disconnection Notice - OH Residential  |110025510014 |CCSBILL2                  |
|03/17/2007|20:16|Form Letters        |Disconnection Notice - OH Residential  |110025510014 |CCSBILL2                  |
|02/15/2007|21:13|Form Letters        |Disconnection Notice - OH Residential  |110025510014 |CCSBILL2                  |
|02/08/2007|08:18|Credit & Collections|Reverse Late Payment Charge            |110025510014 |Marjory M Dawson          |
|          |waived late charges on account per note received in mail                                                     |
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|01/29/2007|13:15|CIC Contacts       |General Inquiry                   |110025510014 |Shana D McCarthy     |
|          |PETE WIELICKI  called to see why we called - i adv. needs                                        |
|          |to go to CAA to reverify w/ PIPP                                                                 |
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|01/29/2007|13:14|Master Data Change  |Personal Data Changed             |             |Shana D McCarthy     |
|          |changed phone from (216)351-4883 and (216)398-4843 per PETE WIELICKI                             |
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|01/25/2007|16:13|Credit & Collections|Invalid Phone Number              |110025510014 |C4409                |
|          |call back                                                                                        |
-------------------------------------------------------------------------------------------------------------
|01/23/2007|14:51|Form Letters        |Call Me Letter                    |110025510014 |Marjory M Dawson     |
|          |Enter premise number - 1220070013  Enter address of premise - 3314                               |
|          |Fortune Ave, Parma, Ohio 44134 ** received bp letter in database, bp                             |
|          |states he was on the pipp program, paid 109.00 and has never received a                          |
|          |bill showing he was on pipp, he would like this investigated and any                             |
|          |excess he has paid refunded to him...i called bp to discuss and let him                          |
|          |know he is not on pipp any longer that he was taken off per his request                          |
|          |(per notes on the account) i called bp phone and got bp's mother who                             |
|          |lives next door, then i called premise phone and got no answer,i will                            |
|          |send a call me letter<(>,,<)>,IF bp calls in please explain to                                   |
|          |him..filing information                                                                          |
-------------------------------------------------------------------------------------------------------------
|01/18/2007|14:15|Billing             |Balance Statement Prepared        |110025510014 |Robert M Doyne       |
|          |received letter through correspondence asking for documentation why late                         |
|          |fees are being charged,  i sent billing statement to show account                                |
|          |running late since 8/06, rdoyne                                                                  |
-------------------------------------------------------------------------------------------------------------
|01/15/2007|20:48|Form Letters        |Disconnection Notice - OH Residential |110025510014 |CCSBILL2         |
|12/14/2006|21:10|Form Letters        |Disconnection Notice - OH Residential |110025510014 |CCSBILL2         |
|11/13/2006|22:58|Form Letters        |Disconnection Notice - OH Residential |110025510014 |CCSBILL2         |
|10/12/2006|22:04|Form Letters        |Disconnection Notice - OH Residential |110025510014 |CCSBILL2         |
|09/14/2006|22:05|Form Letters        |Disconnection Notice - OH Residential |110025510014 |CCSBILL2         |
|01/04/2006|12:18|PIPP / PAC          |Removed From Program              |110025510014 |Joanne M Majoros     |
|          |per t.memo request                                                                               |
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|12/23/2005|16:45|Employee Correspond.|Telememo Employee Correspondence  |             |Workflow General Purpos |
|          |remove from pipp                                                                                 |
-------------------------------------------------------------------------------------------------------------
|12/23/2005|16:39|CIC Contacts        |General Inquiry                   |110025510014 |Carmen Y Barner      |
|          |peter wielicki req rmvl from pipp,,expl his pipp amt of $97                                      |
|          |have been more than his actual charges,,cbarner                                                  |
-------------------------------------------------------------------------------------------------------------
|12/23/2005|16:34|General             |Account Balance Inquiry           |110025510014 |INTV IVR             |
|07/27/2005|14:03|CIC Contacts        |General Inquiry                   |110025510014 |18711                |
|          |pete wielicki phn ? why taken off fes - because of pipp---                                       |
|          |cms                                                                                              |
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|07/23/2005|01:02|Form Letters        |Ohio Outbound Drop Letter         |110025510014 |CCSBILL1             |
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07/22/2005	18:40	Deregulation	Notification For End Of Supply (Current	110025510014	Michele K Figueroa
07/22/2005	18:40	PIPP / PAC	Enrolled Into Program		Michele K Figueroa
02/10/2005	18:06	Form Letters	Ohio Enroll Letter	110025510014	CCSBILL1
02/10/2005	08:07	Deregulation	Supplier Change Request (Accepted)	110025510014	CS General Purpose Batc
06/28/2004	16:39	Deregulation	Data Change Request (Accepted)	110025510014	CS General Purpose Batc
	MSG CODE CHANGED				
06/24/2004	16:24	Deregulation	Data Change Request (Rejected)	110025510014	CS General Purpose Batc
	Invalid MSG Code				
01/20/2003	11:24	General	General Inquiry		DATALOAD02
	JMC000 UPDATED PH # PER RESP CARD KLA				
11/19/2002	21:52	General	General Inquiry		DATALOAD02
	EDI ENROLLED WITH DOM. PREVIOUS SUPPLIER WAS CEI				

CEI Exhibit E

January 28, 2007

The Illuminating Company
76 S. Main St., A-RPC
Akron, Ohio 44308-1890

Attn: Dispute Resolution Manager

Re: Account # 11 00 25 5100 1 4

Gentlemen:

This correspondence concerns the January 16, 2007 bill. On this bill appears late charges in the amount of $1.53 and previous late charges in the amount of $16.55. Pursuant to the Federal Fair Credit Billing Act I dispute the application of these charges. As required please investigate this matter and credit my account these charges. I have enclosed my check #3314 in the amount of $109.03 as payment in full on this account to date. Be advised that this check contains a restrictive endorsement.

Should you have any questions feel free to contact me at the address listed below.

Sincerely,

Pete J. Wielicki

Pete J. Wielicki
3314 Fortune Ave.
Parma, Ohio 44134

August 19, 2007

The Illuminating Co.
76 S. Main St., A-RPC
Akron, Ohio 44308-1890

Attn: Customer Service Manager

Re: Account #11 00 25 5100 1 4

Gentlemen:

This correspondence concerns the statement dated August 17, 2007. I have disputed the balance from previous statements several times before pursuant to the Federal Fair Credit Billing Act. I continue to dispute this amount on the basis that your company negotiated checks that contained "paid in full" restrictive endorsements.

Kindly correct your records to reflect this credit.

Attached find my check #3528 in the amount of $172.86 which is offered as complete accord and satisfaction for this statement.

Should you have any questions, feel free to contact me in writing only at the address listed below.

Sincerely,

Pete J. Wielicki

Pete J. Wielicki
3314 Fortune Ave.
Parma, Ohio 44134