

**Formal Complaint Form**

Marcena Upp  
Customer Name (Please Print)

4801 Imperial Drive  
Customer Address

Toledo, OH 43623  
City State Zip

**Against**

11 00 19 4853 / 4  
Account Number

Customer Service Address (if different from above)

Toledo Edison - First Energy Toledo OH 43608  
Utility Company Name City State Zip

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

See attached sheets  
10 copies + original of the formal  
complaint.

Attachments - 1 copy - 153 pages -

Due to the cost of copying the attachments  
to (10 copies) I have enclosed one copy here and  
can bring to hearing or mail more later if needed.  
I don't own a copier.

Signature

49-245-2922  
Customer Telephone Number

RECEIVED-DOCKETING DIV  
2011 OCT 11 PM 2:18

PUCO

CC: Patrick Hendershott,  
Attorney at Law  
BBB - Akron, OH

This is to certify that the images appearing are an  
accurate and complete reproduction of a case file  
document delivered in the regular course of business.  
Technician AMJ Date Processed OCT-11-2011

### FORMAL COMPLAINT

Marcena Upp: 4801 Imperial Drive, Toledo OH 43623

Account # 11 00 19 4853 1 4

419/245-2922

### OHIO PUBLIC UTILITIES COMMISSION

I am currently a customer of Toledo Edison/First Energy Co. I own my home and reside in it with my disabled minor child, Johannah. My home is located at 4801 Imperial Drive, Toledo, Ohio 43623. The violations, discriminatory and harassing acts and abuses committed by the utility company, Toledo Edison (First Energy) against my disabled child and my family began in late 2008 after a customer service supervisor, Donna, left the department. Donna was instrumental in resolving all my disputes while she was in the department and was extremely conscious of the rights of parents of disabled children who are low income and need plans for paying down their balances.

My complaint covers abuses and violations committed from June of 2008 through current date, September 30, 2011 and continuing. In 2008 and 2009 following the exit of Donna from the department, I began to experience a barrage of harassing notices and visits to my home from the utility company to shut off my service. I was given unnecessary and higher than normal incorrect readings or no readings and readers failed to follow protocol for correct readings that Ms. Donna and I had worked out. In March of 2010 I re-applied and learned I did not qualify for the traditional PIPP payment plan due to being over income and was placed on a plan called PAC, an alternative payment plan that I never understood. This is when I noticed that Edison started sending me estimated bills, failed to get actual reads, denied me any reasonable payment plan for the PIPP and PAC arrearages, and began a concerted practice of harassing me and my children with threats to disconnect my electric at the pole when they were aware I had a medical certificate, was eligible for one or needed an alternative payment plan for the arrearages.

The harassment became so severe the utility went as far as to get a bill collector to call me at my work number and threaten to rip my meter out of the house which eventually happened and a disconnect which lasted nearly a month and resulted in my disabled child becoming so ill she had to reside elsewhere. During the shut off period in July 2011 the utility and its staff ignored my physician's contacts and medical certificates and refused to reconnect service. The utility's staff claimed they did not receive the certificates when they were confirmed received, refused to restore service after receiving two medical certificates and then lied about a claim one of their staffers said was noted on my account that someone tampered with my home's meter and that was why they could not reconnect me. The utility removed my meter without any notice after receiving medical certs, never explained who ordered the meter removed, or was able to tell me

the reason why. They later refused to re-install the meter with no reason given and delayed my reconnection

Eventually I hired an attorney to expose their harassment abuses and violations. With the tactics they have used, Edison has violated state statutory regulations of disconnection notice procedures, delinquent billing procedures, the federal Fair Debt Collection Act and the Electric Customers Bill of Rights pursuant to the PUCO. A timeline of events is attached documenting the utility's blatant and relentless refusal to work with my account and their staff's serious failure to provide me with correct information regarding my service, my account and a reasonable repayment plan to catch up the arrearage that is affordable considering I now face foreclosure of my home and disconnection once again.

To date this company continues to refuse to give me any kind of reasonable repayment plan for the arrearages that as a single mother is affordable and has threatened to disconnect my services. The remedy I seek is a cease and desist order for the harassing collection tactics and threats to shut my service off, a reasonable repayment plan for the PIP and PAC arrearages that is affordable in light of the length of time customer has been on these plans and a correction of my account to reflect the normal usage of service.

#### TIMELINE OF ABUSES

- 2007-2008: Edison gives estimated reads in summer months claiming no access to meter/dogs and gate broken. Customer makes repeated complaints to Donna, Customer Service, and Meter reading department. Some reads close to double and triple normal usage. No changes were made to the household usage including the a/c usage. Readings reflected estimated usage triple what it had been from July to August and December to January (winter season) **Att. A**
- 2008-2009 Higher than normal reads continued with estimated bills. Customer Had gate repaired and make arrangements for order through meter reading department to have readers knock on front door or garage door when overhead open to get actual reads. Donna had customer call in readings. Readers failed to follow the new protocol. At that time deferred actual arrearage was around \$6,000 from PIPP plan, but customer remained eligible for PIPP. Average monthly usage ran from 1,300-1,400 KWH for

a four bedroom, two story home. **Att. B**

6/2008-6/2011 Edison began harassing customer during non winter season. Customers Children reported unmarked cars came to home while customer at work and minor children home from school summer break. First notice pasted On customer's front door on June 4, 2008. This was the first of a barrage Of shut off notices that violate OCR notice regulations as set forth in ORC Section 4901:1-18-06. The notices had no dates on them of when service would shut off nor was the notice dated. Past due amounts were handwritten along with notes that no one responded to their contact. Children of customer reported no one ever knocked on the door, but they Only pasted the notice on the door and ran away. Customer has a working doorbell. Children called mother to let her know if these contacts, but No one ever knocked or rang the bell. **Att. C-E**

October 2009 Customer's lender filed first of three attempts to foreclose her home. customer lost all child support and alimony payments from her ex-husband who was prosecuted for his arrearages, convicted and sent to prison. Customer had to utilize all her available net income to save her home as the case went to court. Customer requested assistance for her account to avoid shut off from Salvation Army. Her PIPP plan was reset.

November 2009 Winter season 2009 Customer had a PIPP arrearage nearing \$3,000. She Utilized several medical certs for her disabled child to keep her service on in winter season by paying the \$175.00. **Att. F**

Customer sought assistance for the arrearage, but could not find any agency with funding. Salvation Army had given her a one time annual assistance. Edison came to home again and harassed customer with notices, but hand wrote on them a 6 month arrearage owed in the amount of \$2,812.02.

**Att. C3**

Customer contacted Edison and explained her financial emergency and Requested a reasonable payment plan to catch up the arrearage. Customer denied any plan. Told she was on a plan, PAC plan, but would be shut Off if arrearage not paid in full.

January 2010 Customer contacted PUCO and Ohio Consumers Council and complained. OCC told customer they tried unsuccessfully to get Edison to give her a Reasonable plan for the arrearage, but they refused. They told customer

This shocked them and she would have to call churches or agencies for The funds or face disconnection. Customer contacted over 17 churches And Salvation Army. None of them had funds. **Att. F**

March 2010

Edison sent more unmarked cars to customers home. Pasted shut off notices on front door again with no dates and hand written balances owed. One notice listed two different past due amounts. Again, no one was home. Children were in school. Neighbor reported seeing the unmarked cars and the reps on her property. **Att. C4-8**

Customer's March 2010 bill showed no disconnect notice, but she was billed for the entire PIPP arrearage balance. Customer made several payments in two week intervals equaling \$600 or more attempting to pay the balance down. **Att. H**

On March 12, 2101 Customer went to EOPA to have her PIPP reset, but was told Edison claimed Customer over income and no longer eligible. EOPA representative again tried unsuccessfully to get Edison to give Customer a reasonable repayment plan for the PIPP arrearage, and was told she could not be given any other plan, she was on PAC plan. EOPA representative said that was for her current bills, not for her arrearage and they needed to give her a plan for the arrearages. Again, she was refused a plan for the arrearage. **Att. I**

Edison continued harassing customer with the door notifications. **Att. C** Edison never provided any personal notice to customer or to her children. Customer's child opened the door on one occasion and a representative never asked for her mother, but told her to call her mother and tell her service would be disconnected at the pole in 24 hours. This is a blatant violation of the Code.

Customer contacted the company upon learning of this action and Was told by a representative no one was scheduled to be at her home or to disconnect her. She was told no disconnect was shown schedule for that day or the next.

April 2010

Concerned about the escalating harassment, the notices on the door and the report that an unidentified man beat on her door and spoke to her disabled daughter threatening to shut off the service,

Customer began to fear for her children's safety and her own. On 4-2-10 She filed an online complaint with the Ohio Attorney General Consumer Office, complained to her City Councilman and to the PUCO by phone.

**Att. J**

Mike, a PUCO representative, indicated he would speak with the utility company, but called back to say he tried to reason with them but had no luck at all. Again, he suggested she contact churches in town. Customer called and visited 10 churches, for the arrearage, of \$3,500, but no church had that amount of assistance. Customer contacted her Congressional Representative, Congresswoman Marcy Kaptur, and filed a complaint. Edison insisted to the Congresswoman that it did not have to give customer

any repayment plan of any kind and could disconnect her service. They told the Congresswoman that the customer's situation of foreclosure of her home had no bearing on their right to disconnect her for non-payment. They insisted PAC was a repayment plan. Customer sought assistance at Consumer Credit Counseling Center to see if they could get the balance into a repayment plan, and was told if they could get the utility to stop harassing customer perhaps they could get such a plan, but the utility told them they would disconnect before CCCC could even get a call out to them and get a plan in place. CCCC told customer their policy requires customer be shut off before they can negotiate with Edison for a payment towards the balance after it goes to collection. They suggested customer hire an attorney.

Customer returned to EOPA and was assisted by EOPA representative Wilma Washington who also tried to get Edison to give customer a Reasonable repayment plan and reset her back on PIPP or PIPP forgive. Ms. Washington was not successful despite numerous attempts to get Supervisory staff on the phone. Ms. Washington advised customer she was eligible for medical certs and should request them to avoid her service being shut off. At this time her PIPP arrearage had risen to over \$4,800. Ms. Washington told customer at the least Edison owed her a transitional period and should have offered her the opportunity to pay off her PIPP arrearages when the winter season ended. She should have been afforded the opportunity to pay her PIPP balance over 12 months, rather than be billed for the entire amount. Then in the second year she should have been afforded the opportunity to pay the full bill for 12 months and then to pay the full monthly amount plus a payment toward the balance

not to exceed \$20 for the third 12 months and the amount of time she was on PIPP to pay off her arrearages. She was on PIPP close to 8 years.

April-July 2010 Customer began paying her current bill through the summer. **Att. K**

October 2010 On October 14, 2010 the Ohio Department of Development notified Customer she was eligible for the graduate PIPP Plus Plan and all she had to do was contact Edison to get on it. This was noted as a PAC Plan moving to a Graduate PIPP Plus Plan. **Att. L**

Customer contacted Edison to see how this worked, but once again was told she could not be placed on this plan as she was on PAC and didn't pay. Customer opted to pay a \$175 one time payment to avoid shut off and offered to pay \$50 a month to catch up the arrearage. Again, this was denied. As an extended repayment plan for her PIPP arrearage and shut off was denied Customer was told she had to pay Edison a lump sum of \$5,000 to keep her service on. Customer was notified by her lender they were filing foreclosure on her that same week.

November 2010 Customer's lender files to foreclosure customer's home on 11/1/10. **Att. M**

With all her earnings going to keep her home from foreclosing customer elected to contact Edison and request the \$175 payment to keep my service from disconnecting in the winter season.

March 2011 On March 1, 2011 Edison once again started up with their harassing Shut off notices on my door and their unmarked cars visited my home. On March 10, 2011 customer contacted Edison again while out of town and let them know my daughter was disabled and needed air movement in the home. She requested again a plan to catch up my PIP arrearage and was denied. She was told I could opt for a medical cert or pay \$175 to keep my service on while arranging for the certification. She paid the \$175. on March 11, 2011. By this billing she noted Edison was charging her a fee of \$12.00 for "field collection", which no one from the company ever attempted to my knowledge. **Att. N**

No one ever knocked on the door or asked customer for any funds which is required prior to shut off.

Customer again filed a phone complaint with the PUCO, but nothing was resolved.

She contacted Ohio Consumers Council and they were unable to get Edison to give her any kind of plan at all after trying to let Edison know they needed to offer something.

June 2011

On June 2, 2011 customer received a very disturbing call on my work number

while I was at work. The female party refused to id herself. When asked if she was a bill collector and for her name, she refused to provide it. Customer then let her know customer would not speak to her without their name and informed her she could not speak with collectors at work. They then stated that customer did not need to know their name.. all she needed to know was that they were a bill collector for Toledo Edison and she needed to pay \$5,500 to Edison by the end of the day on June 4, 2011 or “her meter was going to be ripped out of her home and her service shut off.” She stated she was at customer’s home at that moment. Customer immediately became concerned and afraid for her disabled child that some collector was at the home threatening to shut off the service.

Customer contacted Edison to confirm this collector’s call and reached a Jennifer, ID # C10248, in customer service. Customer reported the call and my concerns to her and she offered to check and see if anyone was scheduled in the field to be at my home that day. She checked and stated no, there was no report to go to her home that day for any reason and no one had ordered any collector to contact customer at work. She assured customer Edison only calls a customer’s work number with a recording per the customer’s request to remind if the account is in disconnect. This caused customer to be more concerned so she made a report to the PUCO and the FTC and contacted her attorney, Patrick Hendershott, who agreed to contact Edison and discuss my concerns with them. **Att. O**

Jennifer told customer she was in disconnect status, but could seek two more medical certs while she sought some funds. she asked her if she had a med cert from her daughter’s physician, Tess Gordon, and she confirmed she did have it on file. She indicated she noted customer’s call on my account.



July 2011

On June 29, 2011 customer received a call from her child letting her know that the power had been disconnected. When customer came home from work she noticed that the meter had been literally ripped and removed from her home. She called and spoke with Supervisor Evelyn and expressed her concerns after visited Dr. Tess Gordon's office for a med cert. she was shut off. She claimed a med cert was returned from this physician but it was incomplete. Jennifer had claimed that Dr. Gordon had returned it when customer spoke with her earlier in June.

On July 1, 2011 customer filed another complaint with the PUCO and Reported Edison shut off her power while she was led to believe a med cert. was approved. Again, no resolution was offered and no one responded to her complaint. **Att. P**

Customer then contacted State Senator Edna Brown's office and asked her staff to look into the violations of Edison, the PUCO's failure to resolve the concerns or call me and the shut off without a plan when she had a disabled child in her home and a medical certification on file.

On Friday July 8, 2011 a second med cert was send to Edison from Dr. Cherilyn Shurtz, customer's child's primary care physician. It was confirmed received by Edison at 3:22 p.m. that same day through the physician's staff. **Att. Q**

No one came to reconnect service the entire weekend! When customer contacted Edison to report this and that her child was very ill, customer asked for a supervisor, but was told none were available. Customer explained it was a serious issue and a Chris stated they had not received the med cert from Dr. Shurtz. Customer again contacted the PUCO and let them know the situation was short of criminal that they claimed they did not receive the certification confirmed by the doctor as received. Her child was so ill she fainted and had to be taken to the hospital and then to the home of her adult sister where she could get air movement and a/c.

On July 11, 2011 customer contacted Dr. Shurtz office and they agreed to fax the certificate again confirmed received by Edison at 11:29 a.m. on that Monday. **Att. R, S**

Yet Yolanda at the company stated customer could not be reconnected without a "new service inspection" and she had to call the City Inspection Department to get an appointment for the City to inspect customer's home for what she called a safety clearance before they could reconnect.

On July 13, 2011 customer contacted Jacara in the Service Department at Edison after trying to reach customer service. She stated she saw a note on my account that they could not reconnect customer due to tampering on her meter. This was such a shock to customer she asked again for a supervisor as no "tampering" had gone on. She told them that the only persons touching the meter were the Edison staff who came to disconnect. Jacara then said to forgive her, those notes were gone on the tampering (after she left the phone to call maintenance). Jacara then stated customer could not be reconnected until the person who ordered her meter removed gave clearance to put it back. Customer asked her what happened to her old meter and she claimed she didn't know. Customer asked her who ordered the meter be ripped out and removed and she claimed she did not know, but would find out. When customer called back, she stated she spoke with the person who she was told ordered the meter removed, but he denied making the order and she didn't have a clue who ordered it removed.

By this time customer's attorney had contacted Edison with a formal complaint and a demand to restore service and give customer a reasonable Plan to catch up the arrearage. Edison had two med certs in their possession, yet allowed customer's child to become extremely critically ill and failed to restore service. **Att. O, R, S**

Service was not restored until July 13, 2011. A lineman brought and installed a new meter but had no idea what happened to the old meter Meter # 0925704. Customer immediately had him read the meter at 90150 and he called his supervisor to confirm it had been installed and customer was reconnected. **Att. T** Again, customer called the PUCO and filed a phone complaint and requested them to forward to her the paperwork for a formal complaint and a hearing.

Respectfully,

  
Marcena M. Upp

Page 1 of 4  
T13

A FirstEnergy Company

[illegible]

## Messages

## \*\*\*\*\*DISCONNECTION NOTICE\*\*\*\*\*

Your electric bill payment is past due. Your service may be disconnected unless payment of \$ 1,136.00 is made by 09/25/2006. If service is disconnected, you will be required to pay a reconnection fee of \$15.00 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 Toledo Edison'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 1-800-447-3333. You may also call this number for information about our medical certification program.

## Charges from Toledo Edison (this billing period)



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

Call Toledo Edison at 1-800-447-3333 with questions on these charges.

## Basic Charges

Customer Number: 0800625769 2190026868 - Standard Residential Pipp - TE-RS514F

Customer Charge	4.75
Delivery Charge	61.75
Transition Charge	51.23
Generation Related Component	97.65
Transmission Related Component	12.33
<b>Total Charges</b>	<b>\$ 227.71</b>

## Details of Adjustments and Payments Information

Date	Reference	Amount
<b>Adjustments:</b>		
08/20/06	Emergency HEAP Credit - HS	-55.00
<b>Total Adjustments</b>		<b>-55.00</b>
<b>Total Payments and Adjustments</b>		<b>-\$55.00</b>

## Percentage of Income Payment Plan - PIPP Summary Information

PIPP Account Balance		Actual Account Balance	
Previous bill was	1,206.00	Previous bill was	4,490.72
Total payments/adjustments	-55.00	Total payments/adjustments	-55.00
Balance at billing	1,151.00	Balance at billing	4,435.72
Current charges	227.71	Current charges	227.71
PIPP Account Balance	1,378.71	Actual Account Balance	4,663.43

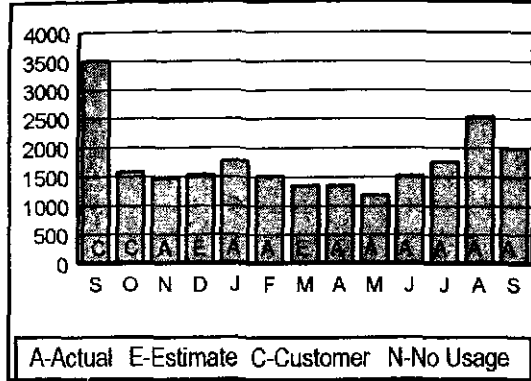
## Meter Reading Information

<b>Standard Residential PIPP</b>	
<b>Meter Number</b>	34535917
Present KWH Reading (Actual)	29,317
Previous KWH Reading (Actual)	27,324
Kilowatt Hours Used	1,993

A2

Usage Information

Usage Comparison



Historical Usage Information

Sep 05	3,513	Mar 06	1,353
Oct 05	1,577	Apr 06	1,353
Nov 05	1,461	May 06	1,180
Dec 05	1,538	Jun 06	1,515
Jan 06	1,771	Jul 06	1,767
Feb 06	1,514	Aug 06	2,534
		Sep 06	1,993

	Sep 05	Sep 06
Average Daily Use (KWH)	110	69
Average Daily Temperature	71	70
Days in Billing Period	32	29
Last 12 Months Use (KWH)		19,556
Average Monthly Use (KWH)		1,630



A3



## \*\*\*\*\* DISCONNECTION NOTICE \*\*\*\*\*

Your electric bill payment is past due. Your service may be disconnected unless payment of \$ 1,360.35 is made by 10/31/2006. If service is disconnected, you will be required to pay a reconnection fee of \$15.00 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 Toledo Edison'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 1-800-447-3333. You may also call this number for information about our medical certification program.

The change in due date on this bill is the result of a change in our meter reading routing. We hope this will not cause you any inconvenience.

## Charges from Toledo Edison this billing period

 When contacting an Alternate Electric Supplier, please provide the customer numbers below.  
Call Toledo Edison at 1-800-447-3333 with questions on these charges.

## Basic Charges

Customer Number: 0800625769 2190026868 - Standard Residential Pipp - TE-RS514F

Customer Charge	6.02
Delivery Charge	54.38
Transition Charge	42.11
Generation Related Component	89.47
Transmission Related Component	11.15
<b>Total Charges</b>	<b>\$ 203.13</b>

## Payments and Adjustments Information

Date	Reference	Amount
<b>Payments:</b>		
09/18/06		-18.36
<b>Total Payments</b>		<b>-18.36</b>
<b>Total Payments and Adjustments</b>		<b>-\$18.36</b>

## Percentage of Income Payment Plan (PIPP) Summary Information

PIPP Account Balance		Actual Account Balance	
Previous bill was	1,378.71	Previous bill was	4,663.43
Total payments/adjustments	-18.36	Total payments/adjustments	-18.36
Balance at billing	1,360.35	Balance at billing	4,645.07
Current charges	203.13	Current charges	203.13
PIPP Account Balance	1,563.48	Actual Account Balance	4,848.20

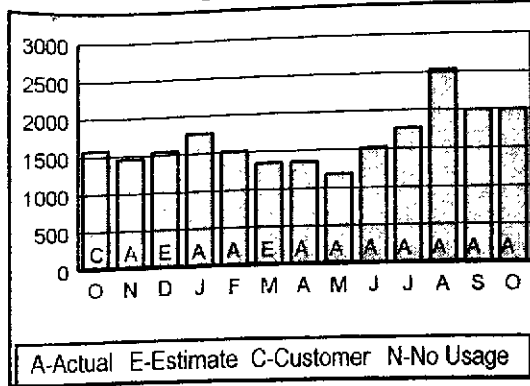
## Meter Reading Information

<b>Standard Residential PIPP</b>	
Meter Number	34535917
Present KWH Reading (Actual)	31,308
Previous KWH Reading (Actual)	29,317
Kilowatt Hours Used	1,991

A5

**Usage Information**

**Usage Comparison**



**Historical Usage Information**

Oct 05	1,577	Apr 06	1,353
Nov 05	1,461	May 06	1,180
Dec 05	1,538	Jun 06	1,515
Jan 06	1,771	Jul 06	1,767
Feb 06	1,514	Aug 06	2,534
Mar 06	1,353	Sep 06	1,993
		Oct 06	1,991

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

Oct 05  
 54  
 64  
 29

Oct 06  
 52  
 58  
 38  
 19,970  
 1,664



A6





**Bill for:** MARCENA UPP  
4801 IMPERIAL DR  
TOLEDO OH 43623

**Billing Period:** Jun 19 to Jul 18, 2007 for 30 days  
**Next Reading Date:** On or about Aug 16, 2007  
**Bill Based On:** Estimated Meter Reading  
 Dog  
 Percentage of Income Payment Plan - PIPP  
 Standard Residential Pipp

PIPP Account Summary		Amount Due
Your previous bill was	457.65	
Total payments/adjustments	0.00	
Balance at billing on July 19, 2007	457.65	457.65
Current Basic Charges		
Percentage of Income Payment Plan - PIPP Amount		230.37
Total Due by Aug 03, 2007 - Please pay this amount		\$688.02

**You are legally responsible for a \$5,832.57 actual account balance.**

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

General Information			
	<b>Bill issued by:</b> Toledo Edison PO Box 3638 Akron OH 44309-3638	 <small>A FirstEnergy Company</small>	Customer Service 1-800-447-3333 24-Hour Emergency/Outage Reporting 1-888-544-4877 Payment Options 1-800-447-3333

Dr. → Hold 8/15  
Dr. Rohrs - call → Fax  
 Nurse → 1-866  
 596-1783

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

**Toledo Edison**  
A FirstEnergy Company

**Return this part with a check or money order  
Payable to Toledo Edison**

**Account Number: 110019485314**

\*\*\*\*\*AUTO\*\*5-DIGIT 43623  
00012558 01 AV 0.312 P3  
MARCENA UPP  
4801 IMPERIAL DR  
TOLEDO OH  
43623-3337

<b>Amount Paid</b>	
<b>Please Pay</b>	<b>\$688.02</b>
<b>Due By</b>	<b>August 03, 2007</b>

TOLEDO EDISON  
PO BOX 3638  
AKRON OH 44309-3638

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 101 102 103 104 105 106 107 108 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126 127 128 129 130 131 132 133 134 135 136 137 138 139 140 141 142 143 144 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 161 162 163 164 165 166 167 168 169 170 171 172 173 174 175 176 177 178 179 180 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196 197 198 199 200 201 202 203 204 205 206 207 208 209 210 211 212 213 214 215 216 217 218 219 220 221 222 223 224 225 226 227 228 229 230 231 232 233 234 235 236 237 238 239 240 241 242 243 244 245 246 247 248 249 250 251 252 253 254 255 256 257 258 259 260 261 262 263 264 265 266 267 268 269 270 271 272 273 274 275 276 277 278 279 280 281 282 283 284 285 286 287 288 289 290 291 292 293 294 295 296 297 298 299 300 301 302 303 304 305 306 307 308 309 310 311 312 313 314 315 316 317 318 319 320 321 322 323 324 325 326 327 328 329 330 331 332 333 334 335 336 337 338 339 340 341 342 343 344 345 346 347 348 349 350 351 352 353 354 355 356 357 358 359 360 361 362 363 364 365 366 367 368 369 370 371 372 373 374 375 376 377 378 379 380 381 382 383 384 385 386 387 388 389 390 391 392 393 394 395 396 397 398 399 400 401 402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418 419 420 421 422 423 424 425 426 427 428 429 430 431 432 433 434 435 436 437 438 439 440 441 442 443 444 445 446 447 448 449 450 451 452 453 454 455 456 457 458 459 460 461 462 463 464 465 466 467 468 469 470 471 472 473 474 475 476 477 478 479 480 481 482 483 484 485 486 487 488 489 490 491 492 493 494 495 496 497 498 499 500 501 502 503 504 505 506 507 508 509 510 511 512 513 514 515 516 517 518 519 520 521 522 523 524 525 526 527 528 529 530 531 532 533 534 535 536 537 538 539 540 541 542 543 544 545 546 547 548 549 550 551 552 553 554 555 556 557 558 559 560 561 562 563 564 565 566 567 568 569 570 571 572 573 574 575 576 577 578 579 580 581 582 583 584 585 586 587 588 589 590 591 592 593 594 595 596 597 598 599 600 601 602 603 604 605 606 607 608 609 610 611 612 613 614 615 616 617 618 619 620 621 622 623 624 625 626 627 628 629 630 631 632 633 634 635 636 637 638 639 640 641 642 643 644 645 646 647 648 649 650 651 652 653 654 655 656 657 658 659 660 661 662 663 664 665 666 667 668 669 670 671 672 673 674 675 676 677 678 679 680 681 682 683 684 685 686 687 688 689 690 691 692 693 694 695 696 697 698 699 700 701 702 703 704 705 706 707 708 709 710 711 712 713 714 715 716 717 718 719 720 721 722 723 724 725 726 727 728 729 730 731 732 733 734 735 736 737 738 739 740 741 742 743 744 745 746 747 748 749 750 751 752 753 754 755 756 757 758 759 760 761 762 763 764 765 766 767 768 769 770 771 772 773 774 775 776 777 778 779 780 781 782 783 784 785 786 787 788 789 790 791 792 793 794 795 796 797 798 799 800 801 802 803 804 805 806 807 808 809 810 811 812 813 814 815 816 817 818 819 820 821 822 823 824 825 826 827 828 829 830 831 832 833 834 835 836 837 838 839 840 841 842 843 844 845 846 847 848 849 850 851 852 853 854 855 856 857 858 859 860 861 862 863 864 865 866 867 868 869 870 871 872 873 874 875 876 877 878 879 880 881 882 883 884 885 886 887 888 889 890 891 892 893 894 895 896 897 898 899 900 901 902 903 904 905 906 907 908 909 910 911 912 913 914 915 916 917 918 919 920 921 922 923 924 925 926 927 928 929 930 931 932 933 934 935 936 937 938 939 940 941 942 943 944 945 946 947 948 949 950 951 952 953 954 955 956 957 958 959 960 961 962 963 964 965 966 967 968 969 970 971 972 973 974 975 976 977 978 979 980 981 982 983 984 985 986 987 988 989 990 991 992 993 994 995 996 997 998 999 1000 1001 1002 1003 1004 1005 1006 1007 1008 1009 1010 1011 1012 1013 1014 1015 1016 1017 1018 1019 1020 1021 1022 1023 1024 1025 1026 1027 1028 1029 1030 1031 1032 1033 1034 1035 1036 1037 1038 1039 104

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**Messages**\*\*\*\*\* **DISCONNECTION NOTICE** \*\*\*\*\*

Your electric bill payment is past due. Your service may be disconnected unless payment of \$ 145.12 is made by 06/04/2007. If service is disconnected, you will be required to pay a reconnection fee of \$15.00 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 Toledo Edison'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 1-800-447-3333. You may also call this number for information about our medical certification program.

**Charges from Toledo Edison this billing period**

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

Call Toledo Edison at 1-800-447-3333 with questions on these charges.

**Basic Charges**

Customer Number: 0800625769 2190026868 - Standard Residential Pipp - TE-RS514F

Customer Charge	4.75
Delivery Charge	33.78
Transition Charge	25.20
Generation Related Component	54.65
Transmission Related Component	6.84

**Total Charges**

**\$ 125.22**

**Detail Payment and Adjustment Information**

Date	Reference	Amount
<b>Payments:</b>		
04/23/07		-217.68
<b>Total Payments</b>		<b>-217.68</b>
<b>Total Payments and Adjustments</b>		<b>-\$217.68</b>

**Percentage of Income Payment Plan - PIPP Summary Information**

PIPP Account Balance		Actual Account Balance	
Previous bill was	362.80	Previous bill was	5,507.35
Total payments/adjustments	-217.68	Total payments/adjustments	-217.68
Balance at billing	145.12	Balance at billing	5,289.67
Current charges	125.22	Current charges	125.22
PIPP Account Balance	270.34	Actual Account Balance	5,414.89

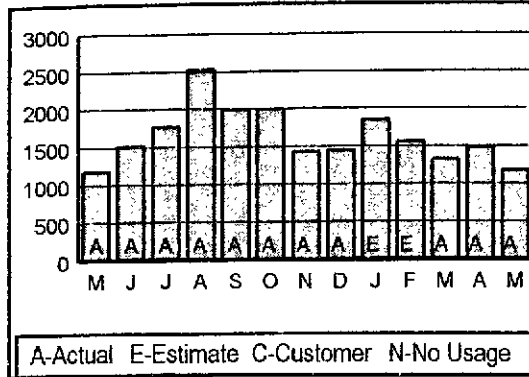
**Water Reading Information****Standard Residential PIPP**

Meter Number	34535917
Present KWH Reading (Actual)	41,595
Previous KWH Reading (Actual)	40,420
Kilowatt Hours Used	1,175

A8

### Usage Information

#### Usage Comparison



#### Historical Usage Information

May 06	1,180	Nov 06	1,437
Jun 06	1,515	Dec 06	1,447
Jul 06	1,767	Jan 07	1,856
Aug 06	2,534	Feb 07	1,562
Sep 06	1,993	Mar 07	1,327
Oct 06	1,991	Apr 07	1,483
		May 07	1,175

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

May 06  
 39  
 58  
 30

May 07  
 39  
 59  
 30  
 20,087  
 1,674





A9

**Bill for:** MARCENA UPP  
4801 IMPERIAL DR  
TOLEDO OH 43623

**Billing Period:** Jul 19 to Aug 17, 2007 for 30 days  
**Next Reading Date:** On or about Sep 17, 2007  
**Bill Based On:** Actual Meter Reading  
 Percentage of Income Payment Plan - PIPP  
 Standard Residential Pipp

PIPP Account Summary		Amount Due
Your previous bill was	688.02	
Total payments/adjustments	0.00	
<b>Balance at billing on August 20, 2007</b>	<b>688.02</b>	
<b>Current Basic Charges</b>		
Percentage of Income Payment Plan - PIPP Amount		169.73
<b>Total Due by Sep 04, 2007 - Please pay this amount</b>		<b>\$857.75</b>

**You are legally responsible for a \$6,002.30 actual account balance.  
\*\*\* PLEASE SEE DISCONNECTION MESSAGE ON PAGE 3. \*\*\***

General Information			
	<b>Bill issued by:</b> Toledo Edison PO Box 3638 Akron OH 44309-3638	 <small>A Public Energy Company</small>	<b>Customer Service</b> 1-800-447-3333 <b>24-Hour Emergency/Outage Reporting</b> 1-888-544-4877 <b>Payment Options</b> 1-800-447-3333

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

**Toledo Edison**  
A FirstEnergy Company

**Return this part with a check or money order  
Payable to Toledo Edison**

Account Number: 110019485314

\*\*\*\*\*AUTO\*\*5-DIGIT 43623  
00011393 01 AV 0.312 P2  
MARCENA UPP  
4801 IMPERIAL DR  
TOLEDO OH  
43623-3337

<b>Amount Paid</b>	
<b>Please Pay</b>	<b>\$857.75</b>
<b>Due By</b>	<b>September 04, 2007</b>

TOLEDO EDISON  
PO BOX 3638  
AKRON OH 44309-3638

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 101 102 103 104 105 106 107 108 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126 127 128 129 130 131 132 133 134 135 136 137 138 139 140 141 142 143 144 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 161 162 163 164 165 166 167 168 169 170 171 172 173 174 175 176 177 178 179 180 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196 197 198 199 200 201 202 203 204 205 206 207 208 209 210 211 212 213 214 215 216 217 218 219 220 221 222 223 224 225 226 227 228 229 230 231 232 233 234 235 236 237 238 239 240 241 242 243 244 245 246 247 248 249 250 251 252 253 254 255 256 257 258 259 260 261 262 263 264 265 266 267 268 269 270 271 272 273 274 275 276 277 278 279 280 281 282 283 284 285 286 287 288 289 290 291 292 293 294 295 296 297 298 299 300 301 302 303 304 305 306 307 308 309 310 311 312 313 314 315 316 317 318 319 320 321 322 323 324 325 326 327 328 329 330 331 332 333 334 335 336 337 338 339 340 341 342 343 344 345 346 347 348 349 350 351 352 353 354 355 356 357 358 359 360 361 362 363 364 365 366 367 368 369 370 371 372 373 374 375 376 377 378 379 380 381 382 383 384 385 386 387 388 389 390 391 392 393 394 395 396 397 398 399 400 401 402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418 419 420 421 422 423 424 425 426 427 428 429 430 431 432 433 434 435 436 437 438 439 440 441 442 443 444 445 446 447 448 449 450 451 452 453 454 455 456 457 458 459 460 461 462 463 464 465 466 467 468 469 470 471 472 473 474 475 476 477 478 479 480 481 482 483 484 485 486 487 488 489 490 491 492 493 494 495 496 497 498 499 500 501 502 503 504 505 506 507 508 509 510 511 512 513 514 515 516 517 518 519 520 521 522 523 524 525 526 527 528 529 530 531 532 533 534 535 536 537 538 539 540 541 542 543 544 545 546 547 548 549 550 551 552 553 554 555 556 557 558 559 560 561 562 563 564 565 566 567 568 569 570 571 572 573 574 575 576 577 578 579 580 581 582 583 584 585 586 587 588 589 590 591 592 593 594 595 596 597 598 599 600 601 602 603 604 605 606 607 608 609 610 611 612 613 614 615 616 617 618 619 620 621 622 623 624 625 626 627 628 629 630 631 632 633 634 635 636 637 638 639 640 641 642 643 644 645 646 647 648 649 650 651 652 653 654 655 656 657 658 659 660 661 662 663 664 665 666 667 668 669 670 671 672 673 674 675 676 677 678 679 680 681 682 683 684 685 686 687 688 689 690 691 692 693 694 695 696 697 698 699 700 701 702 703 704 705 706 707 708 709 710 711 712 713 714 715 716 717 718 719 720 721 722 723 724 725 726 727 728 729 730 731 732 733 734 735 736 737 738 739 740 741 742 743 744 745 746 747 748 749 750 751 752 753 754 755 756 757 758 759 760 761 762 763 764 765 766 767 768 769 770 771 772 773 774 775 776 777 778 779 780 781 782 783 784 785 786 787 788 789 790 791 792 793 794 795 796 797 798 799 800 801 802 803 804 805 806 807 808 809 810 811 812 813 814 815 816 817 818 819 820 821 822 823 824 825 826 827 828 829 830 831 832 833 834 835 836 837 838 839 840 841 842 843 844 845 846 847 848 849 850 851 852 853 854 855 856 857 858 859 860 861 862 863 864 865 866 867 868 869 870 871 872 873 874 875 876 877 878 879 880 881 882 883 884 885 886 887 888 889 890 891 892 893 894 895 896 897 898 899 900 901 902 903 904 905 906 907 908 909 910 911 912 913 914 915 916 917 918 919 920 921 922 923 924 925 926 927 928 929 930 931 932 933 934 935 936 937 938 939 940 941 942 943 944 945 946 947 948 949 950 951 952 953 954 955 956 957 958 959 960 961 962 963 964 965 966 967 968 969 970 971 972 973 974 975 976 977 978 979 980 981 982 983 984 985 986 987 988 989 990 991 992 993 994 995 996 997 998 999 1000 1001 1002 1003 1004 1005 1006 1007 1008 1009 1010 1011 1012 1013 1014 1015 1016 1017 1018 1019 1020 1021 1022 1023 1024 1025 1026 1027 1028 1029 1030 1031 1032 1033 1034 1035 1036 1037 1038 1039 1040 1

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**Messages****\*\*\*\*\* DISCONNECTION NOTICE \*\*\*\*\***

Your electric bill payment is past due. Your service may be disconnected unless payment of \$ 457.65 is made by 08/03/2007. If service is disconnected, you will be required to pay a reconnection fee of \$15.00 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 Toledo Edison'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 1-800-447-3333. You may also call this number for information about our medical certification program.

**Charges from Toledo Edison this billing period**

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

Call Toledo Edison at 1-800-447-3333 with questions on these charges.

**Basic Charges**

Customer Number: 0800625769 2190026868 - Standard Residential Pipp - TE-RS514F

Customer Charge	4.75
Delivery Charge	61.04
Transition Charge	50.37
Generation Related Component	96.47
Transmission Related Component	17.74
<b>Total Charges</b>	<b>\$ 230.37</b>

**Percentage of Income Payment Plan - PIPP Summary Information**

PIPP Account Balance		Actual Account Balance	
Previous bill was	457.65	Previous bill was	5,602.20
Total payments/adjustments	0.00	Total payments/adjustments	0.00
Balance at billing	457.65	Balance at billing	5,602.20
Current charges	230.37	Current charges	230.37
PIPP Account Balance	688.02	Actual Account Balance	5,832.57

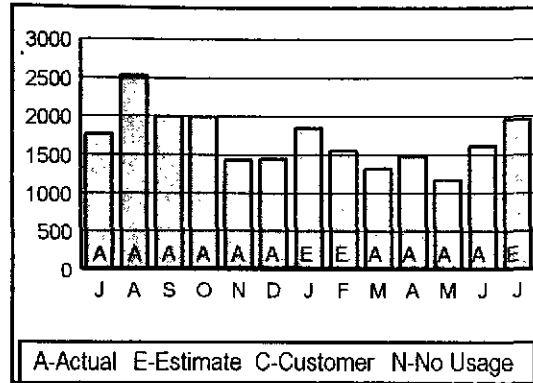
**Meter Reading Information****Standard Residential PIPP**

Meter Number	34535917
Present KWH Reading (Estimate)	45,179
Previous KWH Reading (Actual)	43,214
Kilowatt Hours Used	1,965

A 11

### Usage Information

#### Usage Comparison



#### Historical Usage Information

Jul 06	1,767	Jan 07	1,856
Aug 06	2,534	Feb 07	1,562
Sep 06	1,993	Mar 07	1,327
Oct 06	1,991	Apr 07	1,483
Nov 06	1,437	May 07	1,175
Dec 06	1,447	Jun 07	1,619
		Jul 07	1,965

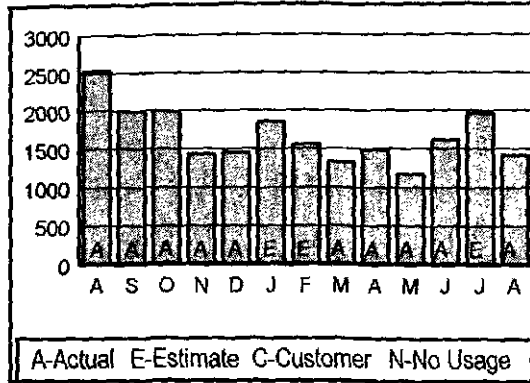
	Jul 06	Jul 07
Average Daily Use (KWH)	61	66
Average Daily Temperature	71	71
Days in Billing Period	29	30
Last 12 Months Use (KWH)		20,389
Average Monthly Use (KWH)		1,699



A 12

Usage Information

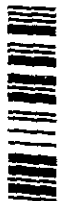
Usage Comparison



Historical Usage Information

Aug 06	2,534	Feb 07	1,562
Sep 06	1,993	Mar 07	1,327
Oct 06	1,991	Apr 07	1,483
Nov 06	1,437	May 07	1,175
Dec 06	1,447	Jun 07	1,619
Jan 07	1,856	Jul 07	1,965
		Aug 07	1,419

	Aug 06	Aug 07
Average Daily Use (KWH)	84	47
Average Daily Temperature	77	73
Days in Billing Period	30	30
Last 12 Months Use (KWH)		19,274
Average Monthly Use (KWH)		1,606



A13





**Messages**\*\*\*\*\* **DISCONNECTION NOTICE** \*\*\*\*\*

Your electric bill payment is past due. Your service may be disconnected unless payment of \$ 688.02 is made by 09/04/2007. If service is disconnected, you will be required to pay a reconnection fee of \$15.00 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 Toledo Edison'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 1-800-447-3333. You may also call this number for information about our medical certification program.

**Charges from Toledo Edison this billing period**

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

Call Toledo Edison at 1-800-447-3333 with questions on these charges.

**Basic Charges**

**Customer Number:** 0800625769 2190026868 - Standard Residential Pipp - TE-RS514F

Customer Charge	4.75
Delivery Charge	45.11
Transition Charge	36.05
Generation Related Component	70.77
Transmission Related Component	13.05
<b>Total Charges</b>	<b>\$ 169.73</b>

**Percentage of Income Payment Plan - PIPP Summary Information**

PIPP Account Balance		Actual Account Balance	
Previous bill was	688.02	Previous bill was	5,832.57
Total payments/adjustments	0.00	Total payments/adjustments	0.00
Balance at billing	688.02	Balance at billing	5,832.57
Current charges	169.73	Current charges	169.73
PIPP Account Balance	857.75	Actual Account Balance	6,002.30

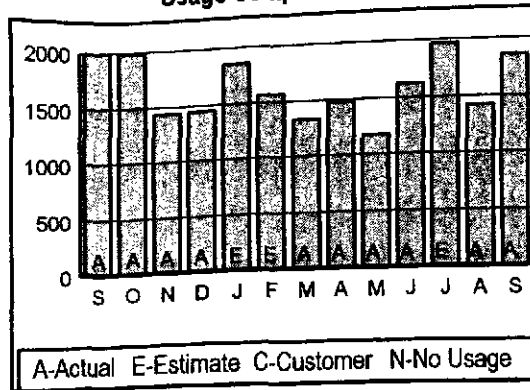
**Meter Reading Information****Standard Residential PIPP**

<b>Meter Number</b>	34535917
Present KWH Reading (Actual)	46,598
Previous KWH Reading (Estimate)	45,179
Kilowatt Hours Used	1,419

A15

**Usage Information**

**Usage Comparison**



**Historical Usage Information**

Sep 06	1,993	Mar 07	1,327
Oct 06	1,991	Apr 07	1,483
Nov 06	1,437	May 07	1,175
Dec 06	1,447	Jun 07	1,619
Jan 07	1,856	Jul 07	1,965
Feb 07	1,562	Aug 07	1,419
		Sep 07	1,854

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

Sep 06  
 69  
 70  
 29



Sep 07  
 60  
 68  
 31  
 19,135  
 1,595



A16

**Billing Period:** Oct 16 to Nov 14, 2007 for 30 days  
**Next Reading Date:** On or about Dec 15, 2007  
**Bill Based On:** Actual Meter Reading  
 Percentage of Income Payment Plan - PIPP  
 Standard Residential Pipp

**You are legally responsible for a \$6,332.52 actual account balance.**

	<b>Bill issued by:</b> Toledo Edison PO Box 3638 Akron OH 44309-3638		Customer Service 24-Hour Emergency/Outage Reporting Payment Options	1-800-447-3333 1-888-544-4877 1-800-447-3333
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See other pages for additional information and telephone numbers.

AKRON OH 44309

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Only one pass can get you into the NFL Playoffs, the Super Bowl, and the Pro Bowl during the Visa Inside Pass NFL promotion. Find out more at [firstenergycorp.com](http://firstenergycorp.com) through December 15, 2007.

### Charges from Toledo Edison this billing period



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

Call Toledo Edison at 1-800-447-3333 with questions on these charges.

### Basic Charges

Customer Number: 0800625769 2190026868 - Standard Residential Pipp - TE-RS514F

Customer Charge	4.75
Delivery Charge	34.78
Transition Charge	26.06
Generation Related Component	56.39
Transmission Related Component	10.28
<b>Total Charges</b>	<b>\$ 132.26</b>

### Total Payments and Adjustments Information

Date	Reference	Amount
<b>Payments:</b>		
11/05/07		-175.00
<b>Total Payments</b>		<b>-175.00</b>
<b>Adjustments:</b>		
11/12/07	HS Deferred Arrears Adjustment	-1,055.71
<b>Total Adjustments</b>		<b>-1,055.71</b>
<b>Total Payments and Adjustments</b>		<b>-\$1,230.71</b>

### Percentage of Income Payment Plan - PIPP Summary Information

PIPP Account Balance		Actual Account Balance	
Previous bill was	1,230.71	Previous bill was	6,375.26
Total payments/adjustments	-1,230.71	Total payments/adjustments	-175.00
Balance at billing	0.00	Balance at billing	6,200.26
Current charges	72.56	Current charges	132.26
PIPP Account Balance	72.56	Actual Account Balance	6,332.52

### Standard Residential PIPP

<b>Meter Number</b>	34535917
Present KWH Reading (Actual)	51,137
Previous KWH Reading (Estimate)	49,919
Kilowatt Hours Used	1,218

A18

## \*\*\*\*\*DISCONNECTION NOTICE\*\*\*\*\*

Your electric bill payment is past due. Your service may be disconnected unless payment of \$ 857.75 is made by 10/03/2007. If service is disconnected, you will be required to pay a reconnection fee of \$15.00 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 Toledo Edison'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 1-800-447-3333. You may also call this number for information about our medical certification program.



When contacting an Alternate Electric Supplier, please provide the customer numbers below.  
Call Toledo Edison at 1-800-447-3333 with questions on these charges.

**Basic Charges**

**Customer Number: 0800625769 2190026868 - Standard Residential Pipp - TE-RS514F**

Customer Charge	4.75
Delivery Charge	57.80
Transition Charge	47.47
Generation Related Component	91.24
Transmission Related Component	16.79
<b>Total Charges</b>	<b>\$ 218.05</b>

PIPP Account Balance		Actual Account Balance	
Previous bill was	857.75	Previous bill was	6,002.30
Total payments/adjustments	0.00	Total payments/adjustments	0.00
Balance at billing	857.75	Balance at billing	6,002.30
Current charges	218.05	Current charges	218.05
<b>PIPP Account Balance</b>	<b>1,075.80</b>	<b>Actual Account Balance</b>	<b>6,220.35</b>

**Standard Residential PIPP**

<b>Meter Number</b>	34535917
Present KWH Reading (Actual)	48,452
Previous KWH Reading (Actual)	46,598
Kilowatt Hours Used	1,854

A19

**Bill for:** MARCENA UPP  
4801 IMPERIAL DR  
TOLEDO OH 43623

**Billing Period:** Dec 16 to Jan 15, 2008 for 31 days  
**Next Reading Date:** On or about Feb 15, 2008  
**Bill Based On:** Actual Meter Reading  
 Percentage of Income Payment Plan - PIPP  
 Standard Residential Pipp

PIPP Account Summary		Amount Due
Your previous bill was	145.12	
Total payments/adjustments	0.00	
<b>Balance at billing on January 16, 2008</b>	<b>145.12</b>	<b>145.12</b>
<b>Current Basic Charges</b>		
Percentage of Income Payment Plan - PIPP Amount		<b>72.56</b>
<b>Total Due by Jan 31, 2008 - Please pay this amount</b>		<b>\$217.68</b>

**You are legally responsible for a \$6,631.51 actual account balance.**  
**\*\*\* PLEASE SEE DISCONNECTION MESSAGE ON PAGE 3. \*\*\***

## General Information



**Bill issued by:**  
Toledo Edison  
PO Box 3638  
Akron OH 44309-3638



Customer Service 1-800-447-3333  
24-Hour Emergency/Outage Reporting 1-888-544-4877  
Payment Options 1-800-447-3333  
**visit us on-line at [www.firstenergycorp.com](http://www.firstenergycorp.com)**

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



**Return this part with a check or money order  
Payable to Toledo Edison**

Account Number: 110019485314

<b>Amount Paid</b>	
<b>Please Pay</b>	<b>\$217.68</b>
<b>Due By</b>	<b>January 31, 2008</b>

TOLEDO EDISON  
PO BOX 3638  
AKRON OH 44309-3638

\*\*\*\*\*AUTO\*\*5-DIGIT 43623  
00012955 01 AV 0.312 P3  
MARCENA UPP  
4801 IMPERIAL DR  
TOLEDO OH  
43623-3337

Age Group	Percentage
18-24	10%
25-34	15%
35-44	20%
45-54	25%
55-64	30%
65-74	35%
75-84	40%
85+	45%

A 20



[illegible]

**Bill for:** MARCENA UPP  
4801 IMPERIAL DR  
TOLEDO OH 43623

**Billing Period:** Jan 16 to Feb 18, 2008 for 34 days  
**Next Reading Date:** On or about Mar 17, 2008  
**Bill Based On:** Actual Meter Reading  
 Percentage of Income Payment Plan - PIPP  
 Standard R

PIPP Account Summary		Amount Due
Your previous bill was	217.68	
Total payments/adjustments	0.00	
Balance at billing on February 19, 2008	217.68	217.68
Current Basic Charges		
Percentage of Income Payment Plan - PIPP Amount		72.56
Total Due by Mar 05, 2008 - Please pay this amount		\$290.24

**You are legally responsible for a \$6,783.72 actual account balance.  
\*\*\* PLEASE SEE DISCONNECTION MESSAGE ON PAGE 3. \*\*\***

General Information			
	<b>Bill issued by:</b> Toledo Edison PO Box 3638 Akron OH 44309-3638	 <small>A FirstEnergy Company</small>	Customer Service 1-800-447-3333 24-Hour Emergency/Outage Reporting 1-888-544-4877 Payment Options 1-800-447-3333 <b>visit us on-line at <a href="http://www.firstenergycorp.com">www.firstenergycorp.com</a></b>

See other pages for additional information and telephone numbers

**Toledo Edison**  
A FirstEnergy Company

**Return this part with a check or money order  
Payable to Toledo Edison**

**Account Number: 110019485314**

```

|||||
*****AUTO**5-DIGIT 43623
00012942 01 AV 0.312 P3
MARCENA UPP
4801 IMPERIAL DR
TOLEDO OH
43623-3337

```

<b>Amount Paid</b>	
<b>Please Pay</b>	<b>\$290.24</b>
<b>Due By</b>	<b>March 05, 2008</b>

TOLEDO EDISON  
PO BOX 3638  
AKRON OH 44309-3638

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 101 102 103 104 105 106 107 108 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126 127 128 129 130 131 132 133 134 135 136 137 138 139 140 141 142 143 144 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 161 162 163 164 165 166 167 168 169 170 171 172 173 174 175 176 177 178 179 180 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196 197 198 199 200 201 202 203 204 205 206 207 208 209 210 211 212 213 214 215 216 217 218 219 220 221 222 223 224 225 226 227 228 229 230 231 232 233 234 235 236 237 238 239 240 241 242 243 244 245 246 247 248 249 250 251 252 253 254 255 256 257 258 259 260 261 262 263 264 265 266 267 268 269 270 271 272 273 274 275 276 277 278 279 280 281 282 283 284 285 286 287 288 289 290 291 292 293 294 295 296 297 298 299 300 301 302 303 304 305 306 307 308 309 310 311 312 313 314 315 316 317 318 319 320 321 322 323 324 325 326 327 328 329 330 331 332 333 334 335 336 337 338 339 340 341 342 343 344 345 346 347 348 349 350 351 352 353 354 355 356 357 358 359 360 361 362 363 364 365 366 367 368 369 370 371 372 373 374 375 376 377 378 379 380 381 382 383 384 385 386 387 388 389 390 391 392 393 394 395 396 397 398 399 400 401 402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418 419 420 421 422 423 424 425 426 427 428 429 430 431 432 433 434 435 436 437 438 439 440 441 442 443 444 445 446 447 448 449 450 451 452 453 454 455 456 457 458 459 460 461 462 463 464 465 466 467 468 469 470 471 472 473 474 475 476 477 478 479 480 481 482 483 484 485 486 487 488 489 490 491 492 493 494 495 496 497 498 499 500 501 502 503 504 505 506 507 508 509 510 511 512 513 514 515 516 517 518 519 520 521 522 523 524 525 526 527 528 529 530 531 532 533 534 535 536 537 538 539 540 541 542 543 544 545 546 547 548 549 550 551 552 553 554 555 556 557 558 559 560 561 562 563 564 565 566 567 568 569 570 571 572 573 574 575 576 577 578 579 580 581 582 583 584 585 586 587 588 589 590 591 592 593 594 595 596 597 598 599 600 601 602 603 604 605 606 607 608 609 610 611 612 613 614 615 616 617 618 619 620 621 622 623 624 625 626 627 628 629 630 631 632 633 634 635 636 637 638 639 640 641 642 643 644 645 646 647 648 649 650 651 652 653 654 655 656 657 658 659 660 661 662 663 664 665 666 667 668 669 670 671 672 673 674 675 676 677 678 679 680 681 682 683 684 685 686 687 688 689 690 691 692 693 694 695 696 697 698 699 700 701 702 703 704 705 706 707 708 709 710 711 712 713 714 715 716 717 718 719 720 721 722 723 724 725 726 727 728 729 730 731 732 733 734 735 736 737 738 739 740 741 742 743 744 745 746 747 748 749 750 751 752 753 754 755 756 757 758 759 760 761 762 763 764 765 766 767 768 769 770 771 772 773 774 775 776 777 778 779 780 781 782 783 784 785 786 787 788 789 790 791 792 793 794 795 796 797 798 799 800 801 802 803 804 805 806 807 808 809 810 811 812 813 814 815 816 817 818 819 820 821 822 823 824 825 826 827 828 829 830 831 832 833 834 835 836 837 838 839 840 841 842 843 844 845 846 847 848 849 850 851 852 853 854 855 856 857 858 859 860 861 862 863 864 865 866 867 868 869 870 871 872 873 874 875 876 877 878 879 880 881 882 883 884 885 886 887 888 889 890 891 892 893 894 895 896 897 898 899 900 901 902 903 904 905 906 907 908 909 910 911 912 913 914 915 916 917 918 919 920 921 922 923 924 925 926 927 928 929 930 931 932 933 934 935 936 937 938 939 940 941 942 943 944 945 946 947 948 949 950 951 952 953 954 955 956 957 958 959 960 961 962 963 964 965 966 967 968 969 970 971 972 973 974 975 976 977 978 979 980 981 982 983 984 985 986 987 988 989 990 991 992 993 994 995 996 997 998 999 1000 1001 1002 1003 1004 1005 1006 1007 1008 1009 1010 1011 1012 1013 1014 1015 1016 1017 1018 1019 1020 1021 1022 1023 1024 1025 1026 1027 1028 1029 1030 1031 1032 1033 1034 1035 1036 1037 1038 1039 104

A21

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## Messages

## \*\*\*\*\* DISCONNECTION NOTICE \*\*\*\*\*

Your electric bill payment is past due. Your service may be disconnected unless payment of \$ 145.12 is made by 01/31/2008. If service is disconnected, you will be required to pay a reconnection fee of \$15.00 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 Toledo Edison'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 1-800-447-3333. You may also call this number for information about our medical certification program.

## Charges from Toledo Edison this billing period



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

Call Toledo Edison at 1-800-447-3333 with questions on these charges.

## Basic Charges

Customer Number: 0800625769 2190026868 - Standard Residential Pipp - TE-RS514F

Customer Charge	4.71
Delivery Charge	40.91
Transition Charge	30.41
Generation Related Component	70.01
Transmission Related Component	11.81

## Total Charges

\$ 158.01

## Percentage of Income Payment Plan - PIPP Summary Information

PIPP Account Balance		Actual Account Balance	
Previous bill was	145.12	Previous bill was	6,473.43
Total payments/adjustments	0.00	Total payments/adjustments	0.00
Balance at billing	145.12	Balance at billing	6,473.43
Current charges	72.56	Current charges	158.01
PIPP Account Balance	217.68	Actual Account Balance	6,631.51

## Meter Reading Information

## Standard Residential PIPP

Meter Number	34535917
Present KWH Reading (Actual)	53,890
Previous KWH Reading (Actual)	52,450
Kilowatt Hours Used	1,440

A22





**Bill for:** MARCENA UPP  
4801 IMPERIAL DR  
TOLEDO OH 43623

**Billing Period:** Feb 19 to Mar 17, 2008 for 28 days  
**Next Reading Date:** On or about Apr 16, 2008  
**Bill Based On:** Actual Meter Reading  
 Percentage of Income Payment Plan - PIPP  
 Standard Residential Pipp

PIPP Account Summary		Amount Due
Your previous bill was	290.24	
Total payments/adjustments	0.00	
Balance at billing on March 18, 2008	290.24	290.24
Current Basic Charges		
Percentage of Income Payment Plan - PIPP Amount		72.56
Total Due by Apr 02, 2008 - Please pay this amount		\$362.80

**You are legally responsible for a \$6,915.81 actual account balance.**

<b>General Information</b>			
	<b>Bill issued by:</b>	 <small>A FirstEnergy Company</small>	Customer Service 1-800-447-3333
	Toledo Edison PO Box 3638 Akron OH 44309-3638		24-Hour Emergency/Outage Reporting 1-888-544-4877 Payment Options 1-800-447-3333
			<b>visit us on-line at <a href="http://www.firstenergycorp.com">www.firstenergycorp.com</a></b>

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

**Toledo Edison**  
A FirstEnergy Company

Return this part with a check or money order  
Payable to Toledo Edison

**Account Number: 110019485314**

\*\*\*\*\*AUTO\*\*5-DIGIT 43623  
00012312 01 AV 0.312 P2  
MARCENA UPP  
4801 IMPERIAL DR  
TOLEDO OH  
43623-3337

<b>Amount Paid</b>	
<b>Please Pay</b>	<b>\$362.80</b>
<b>Due By</b>	<b>April 02, 2008</b>

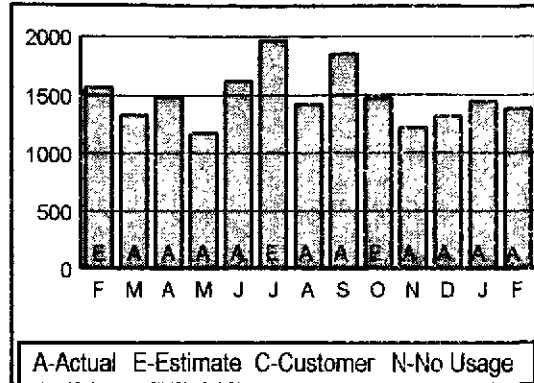
TOLEDO EDISON  
PO BOX 3638  
AKRON OH 44309-3638

Age Group	Not at all	Somewhat	A fair amount	A great deal	Don't know
18-24	10%	20%	30%	40%	0%
25-34	10%	20%	30%	40%	0%
35-44	10%	20%	30%	40%	0%
45-54	10%	20%	30%	40%	0%
55-64	10%	20%	30%	40%	0%
65-74	10%	20%	30%	40%	0%
75+	40%	30%	20%	10%	0%

[illegible]

**Usage Information**

**Usage Comparison**



**Historical Usage Information**

Feb 07	1,562	Aug 07	1,419
Mar 07	1,327	Sep 07	1,854
Apr 07	1,483	Oct 07	1,467
May 07	1,175	Nov 07	1,218
Jun 07	1,619	Dec 07	1,313
Jul 07	1,965	Jan 08	1,440
		Feb 08	1,378

	Feb 07	Feb 08
Average Daily Use (KWH)	50	41
Average Daily Temperature	16	24
Days in Billing Period	31	34
Last 12 Months Use (KWH)		17,658
Average Monthly Use (KWH)		1,472



A24

## Messages

## \*\*\*\*\*DISCONNECTION NOTICE\*\*\*\*\*

Your electric bill payment is past due. Your service may be disconnected unless payment of \$ 217.68 is made by 03/05/2008. If service is disconnected, you will be required to pay a reconnection fee of \$15.00 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 Toledo Edison'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 1-800-447-3333. You may also call this number for information about our medical certification program.

## Charges from Toledo Edison this billing period



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

Call Toledo Edison at 1-800-447-3333 with questions on these charges.

## Basic Charges

Customer Number: 0800625769 2190026868 - Standard Residential Pipp - TE-RS514F

Customer Charge	4.75
Delivery Charge	39.44
Transition Charge	29.21
Generation Related Component	67.37
Transmission Related Component	11.44
<b>Total Charges</b>	<b>\$ 152.21</b>

## Percentage of Income Payment Plan - PIPP Summary Information

PIPP Account Balance		Actual Account Balance	
Previous bill was	217.68	Previous bill was	6,631.51
Total payments/adjustments	0.00	Total payments/adjustments	0.00
Balance at billing	217.68	Balance at billing	6,631.51
Current charges	72.56	Current charges	152.21
PIPP Account Balance	290.24	Actual Account Balance	6,783.72

## Meter Reading Information

## Standard Residential PIPP

Meter Number	34535917
Present KWH Reading (Actual)	55,268
Previous KWH Reading (Actual)	53,890
Kilowatt Hours Used	1,378

A25

**Messages**

## \*\*\*\*\* REMINDER NOTICE \*\*\*\*\*

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

The Earned Income Tax Credit (EITC) is a tax credit for certain lower-income families and individuals. For information – and to determine if you qualify, simply dial 1-800-829-1040 or visit [www.irs.gov/eitc](http://www.irs.gov/eitc) to get a copy of Publication 596.

Harsh winter weather can prohibit meter reading, so you may receive an estimated bill. To help avoid estimated bills, be sure your meter is easily accessible. Please clear a path to it. Or call us for a form to send your reading by mail.

**Charges from Toledo Edison this billing period**

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

Call Toledo Edison at 1-800-447-3333 with questions on these charges.

**Basic Charges**

**Customer Number: 0800625769 2190026868 - Standard Residential Pipp - TE-RS514F**

Customer Charge	4.75
Delivery Charge	34.37
Transition Charge	24.98
Generation Related Component	58.08
Transmission Related Component	9.91
<b>Total Charges</b>	<b>\$ 132.09</b>

**Percentage of Income Payment Plan - PIPP Summary Information**

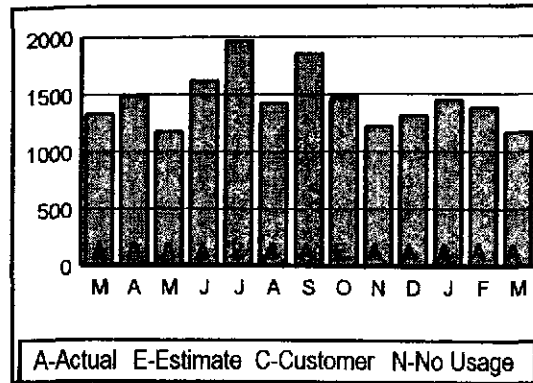
PIPP Account Balance		Actual Account Balance	
Previous bill was	290.24	Previous bill was	6,783.72
Total payments/adjustments	0.00	Total payments/adjustments	0.00
Balance at billing	290.24	Balance at billing	6,783.72
Current charges	72.56	Current charges	132.09
PIPP Account Balance	362.80	Actual Account Balance	6,915.81

**Meter Reading Information**

<b>Standard Residential PIPP</b>	
<b>Meter Number</b>	34535917
Present KWH Reading (Actual)	56,434
Previous KWH Reading (Actual)	55,268
Kilowatt Hours Used	1,166

A26

### Usage Comparison



### Historical Usage Information

Mar 07	1,327	Sep 07	1,854
Apr 07	1,483	Oct 07	1,467
May 07	1,175	Nov 07	1,218
Jun 07	1,619	Dec 07	1,313
Jul 07	1,965	Jan 08	1,440
Aug 07	1,419	Feb 08	1,378
		Mar 08	1,166

	Mar 07	Mar 08
Average Daily Use (KWH)	46	42
Average Daily Temperature	30	28
Days in Billing Period	29	28
Last 12 Months Use (KWH)		17,497
Average Monthly Use (KWH)		1,458





A27

**Bill for:** MARCENA UPP  
4801 IMPERIAL DR  
TOLEDO OH 43623

**Billing Period:** May 16 to Jun 17, 2008 for 33 days  
**Next Reading Date:** On or about Jul 16, 2008  
**Bill Based On:** Actual Meter Reading  
 Percentage of Income Payment Plan - PIPP  
 Standard Residential PIPPO

PIPP Account Summary		Amount Due
Your previous bill was	570.23	
Total payments/adjustments	-435.36	
Balance at billing on June 18, 2008	134.87	134.87
Current Basic Charges		
Percentage of Income Payment Plan - PIPP Amount		192.37
Total Due by Jul 03, 2008 - Please pay this amount		\$327.24

**You are legally responsible for a \$6,955.18 actual account balance.**

General Information			
	<b>Bill issued by:</b> Toledo Edison PO Box 3638 Akron OH 44309-3638		Customer Service 1-800-447-3333 24-Hour Emergency/Outage Reporting 1-888-544-4877 Payment Options 1-800-995-0095 <b>visit us on-line at <a href="http://www.firstenergycorp.com">www.firstenergycorp.com</a></b>

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

**Toledo Edison**  
A FirstEnergy Company

Return this part with a check or money order  
Payable to Toledo Edison

**Account Number: 110019485314**

\*\*\*\*\*AUTO\*\*5-DIGIT 43623  
00010711 01 AV 0.324 P2  
MARCENA UPP  
4801 IMPERIAL DR  
TOLEDO OH  
43623-3337

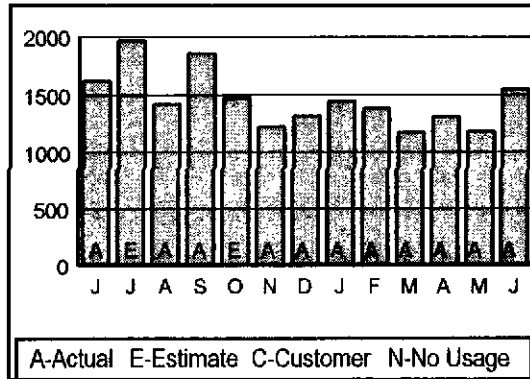
<b>Amount Paid</b>	
<b>Please Pay</b>	<b>\$327.24</b>
<b>Due By</b>	<b>July 03, 2008</b>

TOLEDO EDISON  
PO BOX 3638  
AKRON OH 44309-3638

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Usage Information

Usage Comparison



Historical Usage Information

Jun 07	1,619	Dec 07	1,313
Jul 07	1,965	Jan 08	1,440
Aug 07	1,419	Feb 08	1,378
Sep 07	1,854	Mar 08	1,166
Oct 07	1,467	Apr 08	1,309
Nov 07	1,218	May 08	1,178
		Jun 08	1,549

	Jun 07	Jun 08
Average Daily Use (KWH)	51	47
Average Daily Temperature	69	57
Days in Billing Period	32	33
Last 12 Months Use (KWH)		17,256
Average Monthly Use (KWH)		1,438



A29

07110019485314000000000000000000000000222220007177404





## Messages

## \*\*\*\*\* DISCONNECTION NOTICE \*\*\*\*\*

Your electric bill payment is past due. Your service may be disconnected unless payment of \$ 327.24 is made by 08/01/2008. If service is disconnected, you will be required to pay a reconnection fee of \$15.00 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 Toledo Edison'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 1-800-995-0095. You may also call this number for information about our medical certification program.

Tired of all the clutter and bulky statements in the mail? Eliminate your paper bill -- get your bill online with our eBill Electronic Billing. With eBill, you can access, download and save the last 12 months of statements quickly and easily... and all for FREE! Visit [www.firstenergycorp.com](http://www.firstenergycorp.com) to learn more.

To help improve our billing efficiency, we will soon adjust our meter reading and billing schedule. As a result, there may be a change in the date your bill is prepared and your payment is due. We will mail you a separate notice if your billing date changes significantly.

The Fuel Cost Recovery Rider Charge has increased by \$0.0007528 per kWh effective July 1, 2008. As a result a typical Toledo Edison customer using 1,000 kWh of electricity per month will pay approximately \$0.75 more per month. This rider was approved by the Public Utilities Commission of Ohio to help recover increased fuel costs for 2008.

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

Your account was removed from the Percentage of Income Payment Plan (PIPP) because you didn't re-verify your income this year as required. If you still qualify for PIPP, visit your local Community Action Agency (CAA) to re-establish your eligibility. Call the Ohio Department of Development toll-free at 1-800-282-0880 for the address of the nearest CAA. If you no longer qualify for PIPP, you may still be eligible for a payment plan that can provide matching funds towards your PIPP balance. For more information, please call the number shown on your bill.

## Charges from Toledo Edison this billing period



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

Call Toledo Edison at 1-800-447-3333 with questions on these charges.

## Basic Charges

Customer Number: 0800625769 2190026868 - Standard Residential - TE-RS511F

Customer Charge	4.75
Delivery Charge	52.70
Transition Charge	42.91
Generation Related Component	100.18
Transmission Related Component	21.68
<b>Total Charges</b>	<b>\$ 222.22</b>

## Detail Payment and Adjustment Information

Date	Reference	Amount
<b>Adjustments:</b>		
06/25/08	HS Removed Deferred Arrs (Dr)	6,627.94
06/25/08	HS Removed Deferred Arrs (Cr)	-6,627.94
06/25/08	HS Deferred Arrears Adjustment	6,627.94
<b>Total Adjustments</b>		<b>6,627.94</b>
<b>Total Payments and Adjustments</b>		<b>\$6,627.94</b>

A 32 ✓

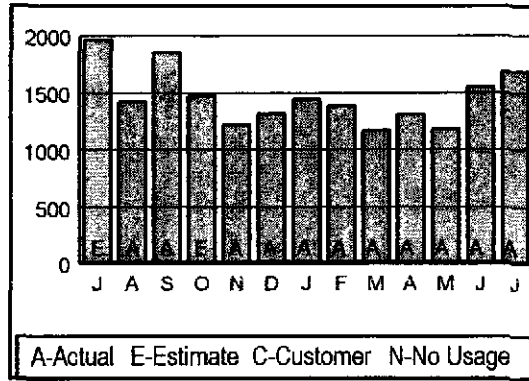
### Meter Reading Information

#### Standard Residential

**Meter Number** 34535917  
**Present KWH Reading (Actual)** 62,157  
**Previous KWH Reading (Actual)** 60,470  
**Kilowatt Hours Used** 1,687

### Usage Information

#### Usage Comparison



#### Historical Usage Information

Jul 07	1,965	Jan 08	1,440
Aug 07	1,419	Feb 08	1,378
Sep 07	1,854	Mar 08	1,166
Oct 07	1,467	Apr 08	1,309
Nov 07	1,218	May 08	1,178
Dec 07	1,313	Jun 08	1,549
		Jul 08	1,687

<b>Average Daily Use (KWH)</b>	Jul 07	66	Jul 08	56
<b>Average Daily Temperature</b>		71		70
<b>Days in Billing Period</b>		30		30
<b>Last 12 Months Use (KWH)</b>				16,978
<b>Average Monthly Use (KWH)</b>				1,415

*Calling  
in  
reads*



A33

### Standard Residential

**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. \*\*\*

Customer Service 1-800-447-3333  
24-Hour Emergency/Outage Reporting 1-888-544-4877  
Payment Options 1-800-995-0095  
**visit us on-line at [www.firstenergycorp.com](http://www.firstenergycorp.com)**

Your current **PRICE TO COMPARE** for generation and transmission from Toledo Edison 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](http://www.PUCO.ohio.gov).

**Standard Residential - 2190026868**

**5.6 cents per kWh**

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

**Return this part with a check or money order  
Payable to Toledo Edison**

Account Number: 110019485314

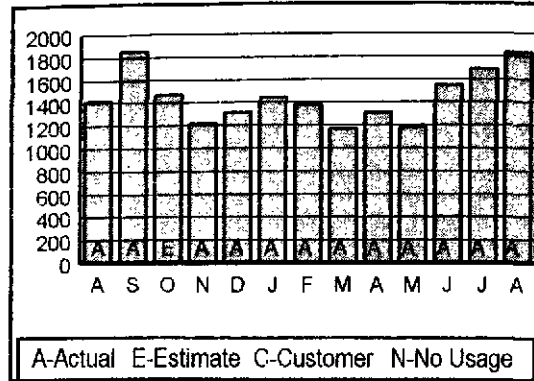
TOLEDO EDISON  
PO BOX 3638  
AKRON OH 44309-3638

A34

[illegible]

### Usage Information

#### Usage Comparison



#### Historical Usage Information

Aug 07	1,419	Feb 08	1,378
Sep 07	1,854	Mar 08	1,166
Oct 07	1,467	Apr 08	1,309
Nov 07	1,218	May 08	1,178
Dec 07	1,313	Jun 08	1,549
Jan 08	1,440	Jul 08	1,687
		Aug 08	1,834

	Aug 07	Aug 08
Average Daily Use (KWH)	47	57
Average Daily Temperature	73	73
Days in Billing Period	30	32
Last 12 Months Use (KWH)		17,393
Average Monthly Use (KWH)		1,449



A35

**Messages**\*\*\*\*\* **DISCONNECTION NOTICE** \*\*\*\*\*

Your electric bill payment is past due. Your service may be disconnected unless payment of \$ 7,177.40 is made by 09/02/2008. If service is disconnected, you will be required to pay a reconnection fee of \$15.00 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 Toledo Edison'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 1-800-995-0095. You may also call this number for information about our medical certification program.

**Charges from Toledo Edison this billing period**

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

Call Toledo Edison at 1-800-447-3333 with questions on these charges.

**Basic Charges**

**Customer Number:** 0800625769 2190026868 - Standard Residential - TE-RS511F

Customer Charge	4.75
Delivery Charge	56.98
Transition Charge	46.77
Generation Related Component	108.51
Transmission Related Component	23.46
	<hr/> 240.47
Late payment charge	3.33
<b>Total Charges</b>	<hr/> <b>\$ 243.80</b>

**Meter Reading Information****Standard Residential**

<b>Meter Number</b>	34535917
Present KWH Reading (Actual)	63,991
Previous KWH Reading (Actual)	62,157
Kilowatt Hours Used	1,834

A36

**Messages**

## \*\*\*\*\*DISCONNECTION NOTICE\*\*\*\*\*

Your electric bill payment is past due. Your service may be disconnected unless payment of \$ 7,421.20 is made by 10/03/2008. If service is disconnected, you will be required to pay a reconnection fee of \$15.00 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 Toledo Edison'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 1-800-995-0095. You may also call this number for information about our medical certification program.

**Charges from Toledo Edison this billing period**

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

Call Toledo Edison at 1-800-447-3333 with questions on these charges.

**Basic Charges**

Customer Number: 0800625769 2190026868 - Standard Residential - TE-RS511F

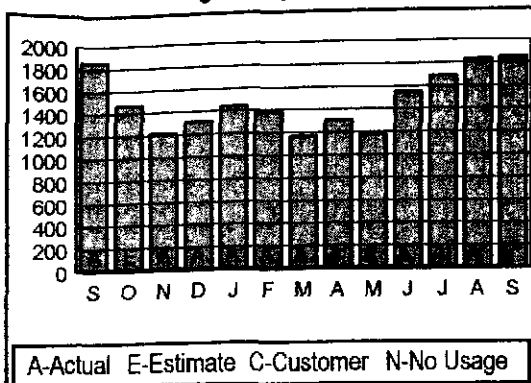
Customer Charge	4.7
Delivery Charge	57.3
Transition Charge	47.1
Generation Related Component	109.2
Transmission Related Component	23.6
	<hr/> 242.1
Late payment charge	6.9
<b>Total Charges</b>	<hr/> <b>\$ 249.0</b>

**Meter Reading Information****Standard Residential**

Meter Number	34535917
Present KWH Reading (Estimate)	65,838
Previous KWH Reading (Actual)	63,991
Kilowatt Hours Used	1,847

A37

### Usage Comparison



### Historical Usage Information

Sep 07	1,854	Mar 08	1,166
Oct 07	1,467	Apr 08	1,309
Nov 07	1,218	May 08	1,178
Dec 07	1,313	Jun 08	1,549
Jan 08	1,440	Jul 08	1,687
Feb 08	1,378	Aug 08	1,834
		Sep 08	1,847

	Sep 07	Sep 08
Average Daily Use (KWH)	60	60
Average Daily Temperature	68	69
Days in Billing Period	31	31
Last 12 Months Use (KWH)		17,386
Average Monthly Use (KWH)		1,449



A 38



Page 1 of 4  
T14

**Bill for:** MARCENA UPP  
4801 IMPERIAL DR  
TOLEDO OH 43623

**Billing Period:** Jan 17 to Feb 17, 2009 for 32 days  
**Next Reading Date:** On or about Mar 17, 2009  
**Bill Based On:** Estimated Meter Reading  
 Dog  
 Arrearage Crediting Plan - Step 7  
 Prorated Bill

### Standard Residential

<b>Your previous bill was</b>	<b>1,423.37</b>	
Total payments/adjustments	0.00	
<b>Balance at billing on February 18, 2009</b>	<b>1,423.37</b>	<b>1,423.37</b>
<b>Current Basic Charges</b>		
Toledo Edison - Consumption		<b>161.79</b>
<b>Total Due by Mar 04, 2009 - Please pay this amount</b>		<b>\$1,585.16</b>

**You are legally responsible for a \$8,213.10 actual account balance.  
\*\*\* PLEASE SEE DISCONNECTION MESSAGE ON PAGE 3. \*\*\***



**Bill issued by:**  
Toledo Edison  
PO Box 3638  
Akron OH 44309-3638



Customer Service 1-800-447-3333  
24-Hour Emergency/Outage Reporting 1-888-544-4877  
Payment Options 1-800-995-0095  
**visit us on-line at [www.firstenergycorp.com](http://www.firstenergycorp.com)**

Your current **PRICE TO COMPARE** for generation and transmission from Toledo Edison 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](http://www.PUCO.ohio.gov).

**Standard Residential - 2190026868**

**5.6 cents per kWh**



Return this part with a check or money order  
Payable to Toledo Edison

**Account Number: 110019485314**

\*\*\*\*\*AUTO\*\*5-DIGIT 43623  
00011548 01 AV 0.324 P2  
MARCENA UPP  
4801 IMPERIAL DR  
TOLEDO OH  
43623-3337

<b>Amount Paid</b>	
<b>Please Pay</b>	<b>\$1,585.16</b>
<b>Due By</b>	<b>March 04, 2009</b>

TOLEDO EDISON  
PO BOX 3638  
AKRON OH 44309-3638

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 101 102 103 104 105 106 107 108 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126 127 128 129 130 131 132 133 134 135 136 137 138 139 140 141 142 143 144 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 161 162 163 164 165 166 167 168 169 170 171 172 173 174 175 176 177 178 179 180 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196 197 198 199 200 201 202 203 204 205 206 207 208 209 210 211 212 213 214 215 216 217 218 219 220 221 222 223 224 225 226 227 228 229 230 231 232 233 234 235 236 237 238 239 240 241 242 243 244 245 246 247 248 249 250 251 252 253 254 255 256 257 258 259 260 261 262 263 264 265 266 267 268 269 270 271 272 273 274 275 276 277 278 279 280 281 282 283 284 285 286 287 288 289 290 291 292 293 294 295 296 297 298 299 300 301 302 303 304 305 306 307 308 309 310 311 312 313 314 315 316 317 318 319 320 321 322 323 324 325 326 327 328 329 330 331 332 333 334 335 336 337 338 339 340 341 342 343 344 345 346 347 348 349 350 351 352 353 354 355 356 357 358 359 360 361 362 363 364 365 366 367 368 369 370 371 372 373 374 375 376 377 378 379 380 381 382 383 384 385 386 387 388 389 390 391 392 393 394 395 396 397 398 399 400 401 402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418 419 420 421 422 423 424 425 426 427 428 429 430 431 432 433 434 435 436 437 438 439 440 441 442 443 444 445 446 447 448 449 450 451 452 453 454 455 456 457 458 459 460 461 462 463 464 465 466 467 468 469 470 471 472 473 474 475 476 477 478 479 480 481 482 483 484 485 486 487 488 489 490 491 492 493 494 495 496 497 498 499 500 501 502 503 504 505 506 507 508 509 510 511 512 513 514 515 516 517 518 519 520 521 522 523 524 525 526 527 528 529 530 531 532 533 534 535 536 537 538 539 540 541 542 543 544 545 546 547 548 549 550 551 552 553 554 555 556 557 558 559 560 561 562 563 564 565 566 567 568 569 570 571 572 573 574 575 576 577 578 579 580 581 582 583 584 585 586 587 588 589 590 591 592 593 594 595 596 597 598 599 600 601 602 603 604 605 606 607 608 609 610 611 612 613 614 615 616 617 618 619 620 621 622 623 624 625 626 627 628 629 630 631 632 633 634 635 636 637 638 639 640 641 642 643 644 645 646 647 648 649 650 651 652 653 654 655 656 657 658 659 660 661 662 663 664 665 666 667 668 669 670 671 672 673 674 675 676 677 678 679 680 681 682 683 684 685 686 687 688 689 690 691 692 693 694 695 696 697 698 699 700 701 702 703 704 705 706 707 708 709 710 711 712 713 714 715 716 717 718 719 720 721 722 723 724 725 726 727 728 729 730 731 732 733 734 735 736 737 738 739 740 741 742 743 744 745 746 747 748 749 750 751 752 753 754 755 756 757 758 759 760 761 762 763 764 765 766 767 768 769 770 771 772 773 774 775 776 777 778 779 780 781 782 783 784 785 786 787 788 789 790 791 792 793 794 795 796 797 798 799 800 801 802 803 804 805 806 807 808 809 810 811 812 813 814 815 816 817 818 819 820 821 822 823 824 825 826 827 828 829 830 831 832 833 834 835 836 837 838 839 840 841 842 843 844 845 846 847 848 849 850 851 852 853 854 855 856 857 858 859 860 861 862 863 864 865 866 867 868 869 870 871 872 873 874 875 876 877 878 879 880 881 882 883 884 885 886 887 888 889 890 891 892 893 894 895 896 897 898 899 900 901 902 903 904 905 906 907 908 909 910 911 912 913 914 915 916 917 918 919 920 921 922 923 924 925 926 927 928 929 930 931 932 933 934 935 936 937 938 939 940 941 942 943 944 945 946 947 948 949 950 951 952 953 954 955 956 957 958 959 960 961 962 963 964 965 966 967 968 969 970 971 972 973 974 975 976 977 978 979 980 981 982 983 984 985 986 987 988 989 990 991 992 993 994 995 996 997 998 999 1000 1001 1002 1003 1004 1005 1006 1007 1008 1009 1010 1011 1012 1013 1014 1015 1016 1017 1018 1019 1020 1021 1022 1023 1024 1025 1026 1027 1028 1029 1030 1031 1032 1033 1034 1035 1036 1037 1038 1039 1040 1

Att. B

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## \*\*\*\*\*DISCONNECTION NOTICE\*\*\*\*\*

Your electric bill payment is past due. Your service may be disconnected unless payment of \$ 1,423.37 is made by 03/04/2009. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 and may be required to pay a security deposit to have power restored. You may be eligible for the Percentage of Income Payment Plan or other extended payment plan. See enclosed information. Failure to pay charges for competitive retail electric service may also result in the cancellation of your contract with the competitive retail electric service provider and return you to Toledo Edison'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 1-800-995-0095. You may also call this number for information about our medical certification program.

On 6/7/07, we filed an Application (Case No. 07-551-EL-AIR) with the Public Utilities Commission of Ohio to increase distribution rates to recover the costs associated with the company's investment since the current rates were established in 1996. The PUCO granted a revenue increase on 1/21/09, effective for usage on or after 1/23/09. This bill also reflects changes to regulatory transition charges (RTC) and transmission rates and an additional charge for increased purchased power expense. Averaging summer and winter rates, the actual total bill increase is approximately 2% or about \$2.54 per month for residential customers using 1,000 kWh. For more information, please call us at 1-800-447-3333.



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

Call Toledo Edison at 1-800-447-3333 with questions on these charges.

#### Basic Charges

Customer Number: 0800625769 2190026868 - Standard Residential - TE-RS511F / RS

Customer Charge	4.14
Distribution Related Component	51.81
Generation Related Component	93.76
Transmission Related Component	12.08

#### Total Charges

\$ 161.79

Arrearage Crediting Plan Account Balance		Actual Account Balance	
Previous bill was	1,423.37	Previous bill was	8,051.31
Total payments/adjustments	0.00	Total payments/adjustments	0.00
Balance at billing	1,423.37	Balance at billing	8,051.31
Current charges	161.79	Current charges	161.79
Arrearage Crediting Plan Account Balance	1,585.16	Actual Account Balance	8,213.10

#### Standard Residential

Meter Number	34535917
Present KWH Reading (Estimate)	71,803
Previous KWH Reading (Estimate)	70,506
Kilowatt Hours Used	1,297

B2

**Billing Period:** Feb 18 to Mar 18, 2009 for 29 days  
**Next Reading Date:** On or about Apr 16, 2009  
**Bill Based On:** Actual Meter Reading  
 Arrearage Crediting Plan - Step 7

### Standard Residential

**You are legally responsible for a \$8,344.94 actual account balance.**  
**\*\*\* PLEASE SEE DISCONNECTION MESSAGE ON PAGE 3. \*\*\***

## CONCLUSION



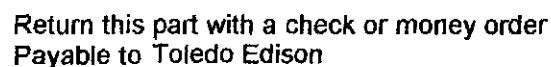
### Price to Compare Message

Your current **PRICE TO COMPARE** for generation and transmission from Toledo Edison 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](http://www.PUCO.ohio.gov).

**Standard Residential - 2190026868**

**5.6 cents per kWh**

See other pages for additional information and telephone numbers.



Account Number: 110019485314

\*\*\*\*\*AUTO\*\*5-DIGIT 43623  
00010000 01 AV 0.324 P2  
MARCENA UPF  
4801 IMPERIAL DR  
TOLEDO OH  
43623-3337

TOLEDO EDISON  
PO BOX 3638  
AKRON OH 44309-3638

**Polymerization of 1,3-butadiene**

B3

[illegible]

## \*\*\*\*\*DISCONNECTION NOTICE\*\*\*\*\*

Your electric bill payment is past due. Your service may be disconnected unless payment of \$ 1,585.16 is made by 04/02/2009. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 and may be required to pay a security deposit to have power restored. You may be eligible for the Percentage of Income Payment Plan or other extended payment plan. See enclosed information. Failure to pay charges for competitive retail electric service may also result in the cancellation of your contract with the competitive retail electric service provider and return you to Toledo Edison'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 1-800-995-0095. You may also call this number for information about our medical certification program.

## Charges from Toledo Edison this billing period



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

Call Toledo Edison at 1-800-447-3333 with questions on these charges.

## Basic Charges

Customer Number: 0800625769 2190026868 - Standard Residential - TE-RS511F / RS

Customer Charge	4.00
Distribution Related Component	43.49
Generation Related Component	75.45
Transmission Related Component	8.90

## Total Charges

\$ 131.84

## Arrearage Crediting Plan - Step 7 Summary Information

Arrearage Crediting Plan Account Balance		Actual Account Balance	
Previous bill was	1,585.16	Previous bill was	8,213.10
Total payments/adjustments	0.00	Total payments/adjustments	0.00
Balance at billing	1,585.16	Balance at billing	8,213.10
Current charges	131.84	Current charges	131.84
Arrearage Crediting Plan Account Balance	1,717.00	Actual Account Balance	8,344.94

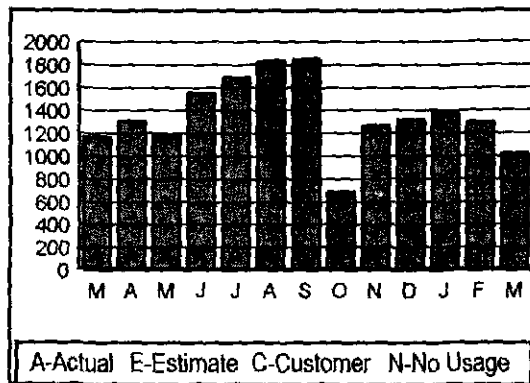
## Meter Reading Information

## Standard Residential

Meter Number	34535917
Present KWH Reading (Actual)	72,823
Previous KWH Reading (Estimate)	71,803
Kilowatt Hours Used	1,020

B4

## Usage Comparison



## Historical Usage Information

Mar 08	1,166	Sep 08	1,847
Apr 08	1,309	Oct 08	689
May 08	1,178	Nov 08	1,266
Jun 08	1,549	Dec 08	1,320
Jul 08	1,687	Jan 09	1,393
Aug 08	1,834	Feb 09	1,297
		Mar 09	1,020

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

Mar 08

42

28

28

Mar 09

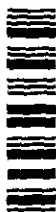
35

33

29

16,389

1,366



B5

Page 1 of 4  
T14



**Bill for:** MARCENA UPP  
4801 IMPERIAL DR  
TOLEDO OH 43623

**Billing Period:** Mar 19 to Apr 16, 2009 for 29 days  
**Next Reading Date:** On or about May 15, 2009  
**Bill Based On:** Actual Meter Reading  
 Arrearage Crediting Plan - Step 7

### Standard Residential

<b>Your previous bill was</b>	<b>1,717.00</b>	
Total payments/adjustments	0.00	
<b>Balance at billing on April 17, 2009</b>	<b>1,717.00</b>	<b>1,717.00</b>
<b>Current Basic Charges</b>		
Toledo Edison - Consumption		138.77
<b>Total Due by May 01, 2009 - Please pay this amount</b>		<b>51,855.77</b>

**You are legally responsible for a \$8,483.71 actual account balance.**  
**\*\*\* PLEASE SEE DISCONNECTION MESSAGE ON PAGE 3. \*\*\***

	<b>Bill issued by:</b> Toledo Edison PO Box 3638 Akron OH 44309-3638		Customer Service 1-800-447-3333 24-Hour Emergency/Outage Reporting 1-888-544-4877 Payment Options 1-800-995-0095 visit us on-line at <a href="http://www.firstenergycorp.com">www.firstenergycorp.com</a>
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Your current **PRICE TO COMPARE** for generation and transmission from Toledo Edison 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](http://www.PUCO.ohio.gov).

**Standard Residential - 2190026868**

**8.4 cents per kWh**

**Toledo Edison**  
A FirstEnergy Company

**Return this part with a check or money order  
Payable to Toledo Edison**

**Account Number: 110019485314**

\*\*\*\*\*AUTO\*\*5-DIGIT 43623  
00007766 01 AV 0.324 P1  
MARCENA UPP  
4801 IMPERIAL DR  
TOLEDO OH  
43623-3337

<b>Amount Paid</b>	
<b>Please Pay</b>	<b>\$1,855.77</b>
<b>Due By</b>	<b>May 01, 2009</b>

TOLEDO EDISON  
PO BOX 3638  
AKRON OH 44309-3638

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 101 102 103 104 105 106 107 108 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126 127 128 129 130 131 132 133 134 135 136 137 138 139 140 141 142 143 144 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 161 162 163 164 165 166 167 168 169 170 171 172 173 174 175 176 177 178 179 180 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196 197 198 199 200 201 202 203 204 205 206 207 208 209 210 211 212 213 214 215 216 217 218 219 220 221 222 223 224 225 226 227 228 229 230 231 232 233 234 235 236 237 238 239 240 241 242 243 244 245 246 247 248 249 250 251 252 253 254 255 256 257 258 259 260 261 262 263 264 265 266 267 268 269 270 271 272 273 274 275 276 277 278 279 280 281 282 283 284 285 286 287 288 289 290 291 292 293 294 295 296 297 298 299 300 301 302 303 304 305 306 307 308 309 310 311 312 313 314 315 316 317 318 319 320 321 322 323 324 325 326 327 328 329 330 331 332 333 334 335 336 337 338 339 340 341 342 343 344 345 346 347 348 349 350 351 352 353 354 355 356 357 358 359 360 361 362 363 364 365 366 367 368 369 370 371 372 373 374 375 376 377 378 379 380 381 382 383 384 385 386 387 388 389 390 391 392 393 394 395 396 397 398 399 400 401 402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418 419 420 421 422 423 424 425 426 427 428 429 430 431 432 433 434 435 436 437 438 439 440 441 442 443 444 445 446 447 448 449 450 451 452 453 454 455 456 457 458 459 460 461 462 463 464 465 466 467 468 469 470 471 472 473 474 475 476 477 478 479 480 481 482 483 484 485 486 487 488 489 490 491 492 493 494 495 496 497 498 499 500 501 502 503 504 505 506 507 508 509 510 511 512 513 514 515 516 517 518 519 520 521 522 523 524 525 526 527 528 529 530 531 532 533 534 535 536 537 538 539 540 541 542 543 544 545 546 547 548 549 550 551 552 553 554 555 556 557 558 559 560 561 562 563 564 565 566 567 568 569 570 571 572 573 574 575 576 577 578 579 580 581 582 583 584 585 586 587 588 589 590 591 592 593 594 595 596 597 598 599 600 601 602 603 604 605 606 607 608 609 610 611 612 613 614 615 616 617 618 619 620 621 622 623 624 625 626 627 628 629 630 631 632 633 634 635 636 637 638 639 640 641 642 643 644 645 646 647 648 649 650 651 652 653 654 655 656 657 658 659 660 661 662 663 664 665 666 667 668 669 670 671 672 673 674 675 676 677 678 679 680 681 682 683 684 685 686 687 688 689 690 691 692 693 694 695 696 697 698 699 700 701 702 703 704 705 706 707 708 709 710 711 712 713 714 715 716 717 718 719 720 721 722 723 724 725 726 727 728 729 730 731 732 733 734 735 736 737 738 739 740 741 742 743 744 745 746 747 748 749 750 751 752 753 754 755 756 757 758 759 760 761 762 763 764 765 766 767 768 769 770 771 772 773 774 775 776 777 778 779 780 781 782 783 784 785 786 787 788 789 790 791 792 793 794 795 796 797 798 799 800 801 802 803 804 805 806 807 808 809 810 811 812 813 814 815 816 817 818 819 820 821 822 823 824 825 826 827 828 829 830 831 832 833 834 835 836 837 838 839 840 841 842 843 844 845 846 847 848 849 850 851 852 853 854 855 856 857 858 859 860 861 862 863 864 865 866 867 868 869 870 871 872 873 874 875 876 877 878 879 880 881 882 883 884 885 886 887 888 889 890 891 892 893 894 895 896 897 898 899 900 901 902 903 904 905 906 907 908 909 910 911 912 913 914 915 916 917 918 919 920 921 922 923 924 925 926 927 928 929 930 931 932 933 934 935 936 937 938 939 940 941 942 943 944 945 946 947 948 949 950 951 952 953 954 955 956 957 958 959 960 961 962 963 964 965 966 967 968 969 970 971 972 973 974 975 976 977 978 979 980 981 982 983 984 985 986 987 988 989 990 991 992 993 994 995 996 997 998 999 1000 1001 1002 1003 1004 1005 1006 1007 1008 1009 1010 1011 1012 1013 1014 1015 1016 1017 1018 1019 1020 1021 1022 1023 1024 1025 1026 1027 1028 1029 1030 1031 1032 1033 1034 1035 1036 1037 1038 1039 1040 1

B6

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## \*\*\*\*\*DISCONNECTION NOTICE\*\*\*\*\*

Your electric bill payment is past due. Your service may be disconnected unless payment of \$ 1,717.00 is made by 05/01/2009. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 and may be required to pay a security deposit to have power restored. You may be eligible for the Percentage of Income Payment Plan or other extended payment plan. See enclosed information. Failure to pay charges for competitive retail electric service may also result in the cancellation of your contract with the competitive retail electric service provider and return you to Toledo Edison'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 1-800-995-0095. You may also call this number for information about our medical certification program.

## Charges from Toledo Edison this billing period



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

Call Toledo Edison at 1-800-447-3333 with questions on these charges.

## Basic Charges

Customer Number: 0800625769 2190026868 - Standard Residential - TE-RS511F / RS

Customer Charge	4.00
Distribution Related Component	47.21
Generation Related Component	78.22
Transmission Related Component	9.34
<b>Total Charges</b>	<b>\$ 138.77</b>

## Arrearage Crediting Plan Account Balance

Previous bill was	1,717.00
Total payments/adjustments	0.00
Balance at billing	1,717.00
Current charges	138.77
Arrearage Crediting Plan Account Balance	1,855.77

## Actual Account Balance

Previous bill was	8,344.94
Total payments/adjustments	0.00
Balance at billing	8,344.94
Current charges	138.77
Actual Account Balance	8,483.71

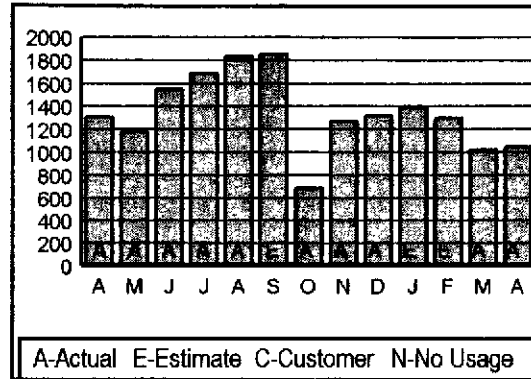
## Standard Residential

Meter Number	34535917
Present KWH Reading (Actual)	73,867
Previous KWH Reading (Actual)	72,823
Kilowatt Hours Used	1,044

B7

Usage Information

Usage Comparison



Historical Usage Information

Apr 08	1,309	Oct 08	689
May 08	1,178	Nov 08	1,266
Jun 08	1,549	Dec 08	1,320
Jul 08	1,687	Jan 09	1,393
Aug 08	1,834	Feb 09	1,297
Sep 08	1,847	Mar 09	1,020
		Apr 09	1,044

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

Apr 08	45	Apr 09	36
	41		42
	29		29
			16,124
			1,344



B8



[illegible]

## \*\*\*\*\*DISCONNECTION NOTICE\*\*\*\*\*

Your electric bill payment is past due. Your service may be disconnected unless payment of \$ 1,855.77 is made by 06/02/2009. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 and may be required to pay a security deposit to have power restored. You may be eligible for the Percentage of Income Payment Plan or other extended payment plan. See enclosed information. Failure to pay charges for competitive retail electric service may also result in the cancellation of your contract with the competitive retail electric service provider and return you to Toledo Edison'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 1-800-995-0095. You may also call this number for information about our medical certification program.

## Charges from Toledo Edison this billing period



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

Call Toledo Edison at 1-800-447-3333 with questions on these charges.

## Basic Charges

Customer Number: 0800625769 2190026868 - Standard Residential - TE-RS511F / RS

Customer Charge	4.00
Distribution Related Component	37.07
Generation Related Component	62.38
Transmission Related Component	7.48
<b>Total Charges</b>	<b>\$ 110.93</b>

## Arrearage Crediting Plan Account Balance

Previous bill was	1,855.77
Total payments/adjustments	0.00
Balance at billing	1,855.77
Current charges	110.93
<b>Arrearage Crediting Plan Account Balance</b>	<b>1,966.70</b>

## Actual Account Balance

Previous bill was	8,483.71
Total payments/adjustments	0.00
Balance at billing	8,483.71
Current charges	110.93
<b>Actual Account Balance</b>	<b>8,594.64</b>

## Standard Residential

Meter Number	34535917
Present KWH Reading (Actual)	74,686
Previous KWH Reading (Actual)	73,867
Kilowatt Hours Used	819

B10

Page 1 of 4  
T14



**Bill for:** MARCENA UPP  
4801 IMPERIAL DR  
TOLEDO OH 43623

**Billing Period:** Jun 18 to Jul 17, 2009 for 30 days  
**Next Reading Date:** On or about Aug 14, 2009  
**Bill Based On:** Estimated Meter Reading  
 Arrearage Crediting Plan - Step 7

## Residential Service

<b>Your previous bill was</b>		2,088.90	
Total payments/adjustments		0.00	
<b>Balance at billing on July 20, 2009</b>		<b>2,088.90</b>	<b>2,088.90</b>
<b>Current Basic Charges</b>			
Toledo Edison - Consumption			127.26
<b>Total Due by Aug 03, 2009 - Please pay this amount</b>			<b>\$2,216.16</b>

**You are legally responsible for a \$8,844.10 actual account balance.**  
**\*\*\* PLEASE SEE DISCONNECTION MESSAGE ON PAGE 3. \*\*\***

	<b>Bill issued by:</b> Toledo Edison PO Box 3638 Akron OH 44309-3638		Customer Service 24-Hour Emergency/Outage Reporting Payment Options	1-800-447-3333 1-888-544-4877 1-800-995-0095
<b>visit us on-line at <a href="http://www.firstenergycorp.com">www.firstenergycorp.com</a></b>				

### Price Is Complete Message

Your current **PRICE TO COMPARE** for generation and transmission from Toledo Edison 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](http://www.PUCO.ohio.gov).

**Residential Service - 2190026868**

**7.73 cents per kWh**

**Toledo Edison**  
A FirstEnergy Company

**Return this part with a check or money order  
Payable to Toledo Edison**

**Account Number: 110019485314**

\*\*\*\*\*AUTO\*\*5-DIGIT 43623  
00010203 01 AV 0.335 P2  
MARCENA UPP  
4801 IMPERIAL DR  
TOLEDO OH  
43623-3337

<b>Amount Paid</b>	
<b>Please Pay</b>	<b>\$2,216.16</b>
<b>Due By</b>	<b>August 03, 2009</b>

TOLEDO EDISON  
PO BOX 3638  
AKRON OH 44309-3638

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 101 102 103 104 105 106 107 108 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126 127 128 129 130 131 132 133 134 135 136 137 138 139 140 141 142 143 144 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 161 162 163 164 165 166 167 168 169 170 171 172 173 174 175 176 177 178 179 180 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196 197 198 199 200 201 202 203 204 205 206 207 208 209 210 211 212 213 214 215 216 217 218 219 220 221 222 223 224 225 226 227 228 229 230 231 232 233 234 235 236 237 238 239 240 241 242 243 244 245 246 247 248 249 250 251 252 253 254 255 256 257 258 259 260 261 262 263 264 265 266 267 268 269 270 271 272 273 274 275 276 277 278 279 280 281 282 283 284 285 286 287 288 289 290 291 292 293 294 295 296 297 298 299 300 301 302 303 304 305 306 307 308 309 310 311 312 313 314 315 316 317 318 319 320 321 322 323 324 325 326 327 328 329 330 331 332 333 334 335 336 337 338 339 340 341 342 343 344 345 346 347 348 349 350 351 352 353 354 355 356 357 358 359 360 361 362 363 364 365 366 367 368 369 370 371 372 373 374 375 376 377 378 379 380 381 382 383 384 385 386 387 388 389 390 391 392 393 394 395 396 397 398 399 400 401 402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418 419 420 421 422 423 424 425 426 427 428 429 430 431 432 433 434 435 436 437 438 439 440 441 442 443 444 445 446 447 448 449 450 451 452 453 454 455 456 457 458 459 460 461 462 463 464 465 466 467 468 469 470 471 472 473 474 475 476 477 478 479 480 481 482 483 484 485 486 487 488 489 490 491 492 493 494 495 496 497 498 499 500 501 502 503 504 505 506 507 508 509 510 511 512 513 514 515 516 517 518 519 520 521 522 523 524 525 526 527 528 529 530 531 532 533 534 535 536 537 538 539 540 541 542 543 544 545 546 547 548 549 550 551 552 553 554 555 556 557 558 559 560 561 562 563 564 565 566 567 568 569 570 571 572 573 574 575 576 577 578 579 580 581 582 583 584 585 586 587 588 589 590 591 592 593 594 595 596 597 598 599 600 601 602 603 604 605 606 607 608 609 610 611 612 613 614 615 616 617 618 619 620 621 622 623 624 625 626 627 628 629 630 631 632 633 634 635 636 637 638 639 640 641 642 643 644 645 646 647 648 649 650 651 652 653 654 655 656 657 658 659 660 661 662 663 664 665 666 667 668 669 670 671 672 673 674 675 676 677 678 679 680 681 682 683 684 685 686 687 688 689 690 691 692 693 694 695 696 697 698 699 700 701 702 703 704 705 706 707 708 709 710 711 712 713 714 715 716 717 718 719 720 721 722 723 724 725 726 727 728 729 730 731 732 733 734 735 736 737 738 739 740 741 742 743 744 745 746 747 748 749 750 751 752 753 754 755 756 757 758 759 760 761 762 763 764 765 766 767 768 769 770 771 772 773 774 775 776 777 778 779 780 781 782 783 784 785 786 787 788 789 790 791 792 793 794 795 796 797 798 799 800 801 802 803 804 805 806 807 808 809 810 811 812 813 814 815 816 817 818 819 820 821 822 823 824 825 826 827 828 829 830 831 832 833 834 835 836 837 838 839 840 841 842 843 844 845 846 847 848 849 850 851 852 853 854 855 856 857 858 859 860 861 862 863 864 865 866 867 868 869 870 871 872 873 874 875 876 877 878 879 880 881 882 883 884 885 886 887 888 889 890 891 892 893 894 895 896 897 898 899 900 901 902 903 904 905 906 907 908 909 910 911 912 913 914 915 916 917 918 919 920 921 922 923 924 925 926 927 928 929 930 931 932 933 934 935 936 937 938 939 940 941 942 943 944 945 946 947 948 949 950 951 952 953 954 955 956 957 958 959 960 961 962 963 964 965 966 967 968 969 970 971 972 973 974 975 976 977 978 979 980 981 982 983 984 985 986 987 988 989 990 991 992 993 994 995 996 997 998 999 1000 1001 1002 1003 1004 1005 1006 1007 1008 1009 1010 1011 1012 1013 1014 1015 1016 1017 1018 1019 1020 1021 1022 1023 1024 1025 1026 1027 1028 1029 1030 1031 1032 1033 1034 1035 1036 1037 1038 1039 104

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## \*\*\*\*\*DISCONNECTION NOTICE\*\*\*\*\*

Your electric bill payment is past due. Your service may be disconnected unless payment of \$ 2,088.90 is made by 08/03/2009. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 and may be required to pay a security deposit to have power restored. You may be eligible for the Percentage of Income Payment Plan or other extended payment plan. See enclosed information. Failure to pay charges for competitive retail electric service may also result in the cancellation of your contract with the competitive retail electric service provider and return you to Toledo Edison'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 1-800-995-0095. You may also call this number for information about our medical certification program.

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

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

## Charges from Toledo Edison this billing period



When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below.  
Call Toledo Edison at 1-800-447-3333 with questions on these charges.

## Basic Charges

Customer Number: 0800625769 2190026868 - Residential Service - TE-RSF

Customer Charge	4.00
Distribution Related Component	45.62
Cost Recovery Charges	0.41
Bypassable Generation and Transmission Related Component	77.23

## Total Charges

\$ 127.26

## Arrearage Crediting Plan - Bill Summary Information

Arrearage Crediting Plan Account Balance		Actual Account Balance	
Previous bill was	2,088.90	Previous bill was	8,716.84
Total payments/adjustments	0.00	Total payments/adjustments	0.00
Balance at billing	2,088.90	Balance at billing	8,716.84
Current charges	127.26	Current charges	127.26
Arrearage Crediting Plan Account Balance	2,216.16	Actual Account Balance	8,844.10

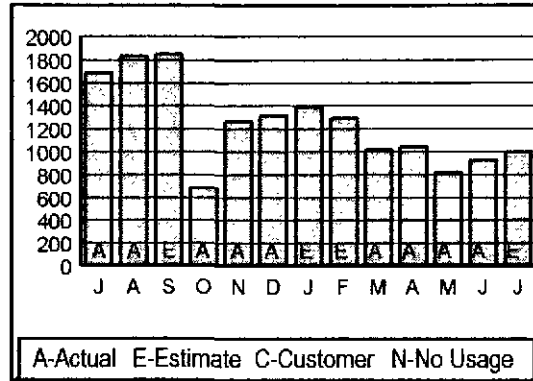
## Residential Service

Meter Number	34535917
Present KWH Reading (Estimate)	76,611
Previous KWH Reading (Actual)	75,612
Kilowatt Hours Used	999

B12

### Usage Information

#### Usage Comparison



#### Historical Usage Information

Jul 08	1,687	Jan 09	1,393
Aug 08	1,834	Feb 09	1,297
Sep 08	1,847	Mar 09	1,020
Oct 08	689	Apr 09	1,044
Nov 08	1,266	May 09	819
Dec 08	1,320	Jun 09	926
		Jul 09	999

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

Jul 08

56

71

30

Jul 09

33

70

30

14,454

1,205



B13

[illegible]

## \*\*\*\*\* REMINDER NOTICE \*\*\*\*\*

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

The Public Utilities Commission of Ohio has approved changes to the Company's Net Energy Metering Rider. Customers with on-site generation fueled by solar, wind, biomass, landfill gas or hydropower, or use a micro turbine or a fuel cell may request net metering as described in this rider, Sheet No. 93 of our tariff. Customers adding generating equipment connected to their home or business wiring must comply with the technical specifications referred to in Sheet No. 76 of our tariff, Interconnection Service. Copies of both of these tariff documents are available from our website at [www.FirstEnergyCorp.com](http://www.FirstEnergyCorp.com) and by calling 1-800-447-3333.

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

## Charges from Toledo Edison this billing period



When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below.  
Call Toledo Edison at 1-800-447-3333 with questions on these charges.

## Basic Charges

Customer Number: 0800625769 2190026868 - Residential Service - TE-RSD

Customer Charge	4.00
Distribution Related Component	49.48
Cost Recovery Charges	1.00
	<u>54.48</u>
Field Collection Charge	12.00
<b>Total Charges</b>	<b>\$ 66.48</b>

## Charges from FirstEnergy Solutions Corp this billing period



Call FirstEnergy Solutions Corp at 1-888-254-6359 with questions on these charges.  
Account Number: 575596 Rate: FES-8243

## Basic Charges

Basic Charge	1,038 KWH x 0.064297 per KWH	66.74
<b>Total Charges</b>		<b>\$ 66.74</b>

## Account Balances by Company

	Previous Balance	Payments/ Adjustments	Current Charges	Please Pay
Toledo Edison	2,741.93	0.00	66.48	2,808.41
FirstEnergy Solutions Corp	70.09	0.00	66.74	136.83
<b>Total</b>	<b>2,812.02</b>	<b>0.00</b>	<b>133.22</b>	<b>2,945.24</b>

## Arrearage Crediting Plan - Step 2 Summary Information

Arrearage Crediting Plan Account Balance		Actual Account Balance	
Previous bill was	2,812.02	Previous bill was	9,439.96
Total payments/adjustments	0.00	Total payments/adjustments	0.00
Balance at billing	2,812.02	Balance at billing	9,439.96
Current charges	133.22	Current charges	133.22
<b>Arrearage Crediting Plan Account Balance</b>	<b>2,945.24</b>	<b>Actual Account Balance</b>	<b>9,573.18</b>

## Meter Reading Information

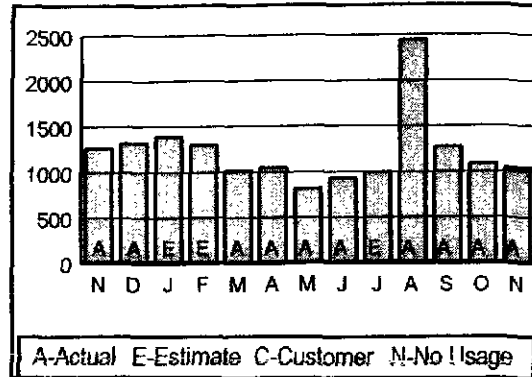
Residential Service  
Meter Number 34535917  
Present KWH Reading (Actual) 82,451

BIS

Previous KWH Reading (Actual) 81,413  
 Kilowatt Hours Used 1,038

### Usage Information

#### Usage Comparison



#### Historical Usage Information

Nov 08	1,266	May 09	819
Dec 08	1,320	Jun 09	926
Jan 09	1,393	Jul 09	999
Feb 09	1,297	Aug 09	2,443
Mar 09	1,020	Sep 09	1,269
Apr 09	1,044	Oct 09	1,090
		Nov 09	1,038

	Nov 08	Nov 09
Average Daily Use (KWH)	40	36
Average Daily Temperature	44	48
Days in Billing Period	32	29
Last 12 Months Use (KWH)		14,658
Average Monthly Use (KWH)		1,222



BLL



## Messages

## \*\*\*\*\* DISCONNECTION NOTICE \*\*\*\*\*

Your electric bill payment is past due. Your service may be disconnected unless payment of \$ 2,685.29 is made by 11/02/2009. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 and may be required to pay a security deposit to have power restored. You may be eligible for the Percentage of Income Payment Plan or other extended payment plan. See enclosed information. Failure to pay charges for competitive retail electric service may also result in the cancellation of your contract with the competitive retail electric service provider and return you to Toledo Edison'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 1-800-995-0095. You may also call this number for information about our medical certification program.

Time to clean off your desk? Go paperless with eBill Electronic Billing and enjoy the convenience of viewing your monthly electric bill online. Don't worry, we will send you an email reminder when your bill is ready. Visit [www.firstenergycorp.com](http://www.firstenergycorp.com) (<http://www.firstenergycorp.com>) to learn more.

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

## Charges from Toledo Edison this billing period



When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below.  
Call Toledo Edison at 1-800-447-3333 with questions on these charges.

## Basic Charges

Customer Number: 0800625769 2190026868 - Residential Service - TE-RSD

Customer Charge	4.00
Distribution Related Component	51.87
Cost Recovery Charges	0.77
<b>Total Charges</b>	<b>\$ 56.64</b>

## Charges from FirstEnergy Solutions Corp this billing period



Call FirstEnergy Solutions Corp at 1-888-254-6359 with questions on these charges.  
Account Number: 575596 Rate: FES-8243

## Basic Charges

Basic Charge	1,090 KWH x 0.064303 per KWH	70.09
<b>Total Charges</b>		<b>\$ 70.09</b>

## Detail Payment and Adjustment Information

Date	Reference	Amount
<b>Adjustments:</b>		
10/15/09	HS Removed Deferred Arrs (Cr)	-6,627.94
10/15/09	HS Removed Deferred Arrs (Dr)	6,627.94
10/15/09	HS Deferred Arrears Adjustment	6,627.94
10/15/09	HS Deferred Arrears Adjustment	-6,627.94
<b>Total Adjustments</b>		<b>0.00</b>
<b>Total Payments and Adjustments</b>		<b>\$0.00</b>

B17

### Account Balances by Company

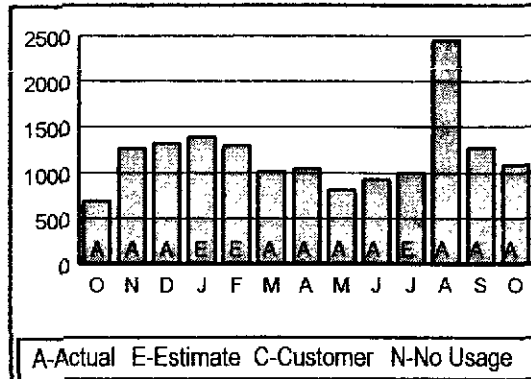
	Previous Balance	Payments/ Adjustments	Current Charges	Please Pay
Toledo Edison	2,685.29	0.00	56.64	2,741.93
FirstEnergy Solutions Corp	0.00	0.00	70.09	70.09
<b>Total</b>	<b>2,685.29</b>	<b>0.00</b>	<b>126.73</b>	<b>2,812.02</b>

### Meter Reading Information

**Residential Service**  
**Meter Number** 34535917  
 Present KWH Reading (Actual) 81,413  
 Previous KWH Reading (Actual) 80,323  
 Kilowatt Hours Used 1,090

### Usage Information

#### Usage Comparison



#### Historical Usage Information

Oct 08	689	Apr 09	1,044
Nov 08	1,266	May 09	819
Dec 08	1,320	Jun 09	926
Jan 09	1,393	Jul 09	999
Feb 09	1,297	Aug 09	2,443
Mar 09	1,020	Sep 09	1,269
		Oct 09	1,090

	Oct 08	Oct 09
Average Daily Use (KWH)	24	38
Average Daily Temperature	59	55
Days in Billing Period	29	29
Last 12 Months Use (KWH)		14,886
Average Monthly Use (KWH)		1,241



B18

**Messages****\*\*\*\*\* REMINDER NOTICE \*\*\*\*\***

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

**Charges from Toledo Edison this billing period**

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

Call Toledo Edison at 1-800-447-3333 with questions on these charges.

**Basic Charges**

Customer Number: 0800625769 2190026868 - Residential Service - TE-RSD

Customer Charge	4.00
Distribution Related Component	49.59
Cost Recovery Charges	-0.17

**Total Charges**

**\$ 53.42**

**Charges from FirstEnergy Solutions Corp this billing period**

Call FirstEnergy Solutions Corp at 1-888-254-6359 with questions on these charges.

Account Number: 575596 Rate: FES-8243

**Basic Charges**

Basic Charge	1,039 KWH	x 0.064302 per KWH	66.81
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**Total Charges**

**\$ 66.81**

**Account Balances by Company**

	Previous Balance	Payments/ Adjustments	Current Charges	Please Pay
Toledo Edison	2,867.98	0.00	53.42	2,921.40
FirstEnergy Solutions Corp	210.32	0.00	66.81	277.13
<b>Total</b>	<b>3,078.30</b>	<b>0.00</b>	<b>120.23</b>	<b>3,198.53</b>

**Arrearage Crediting Plan - Step 4 Summary Information**

Arrearage Crediting Plan Account Balance		Actual Account Balance	
Previous bill was	3,078.30	Previous bill was	9,706.24
Total payments/adjustments	0.00	Total payments/adjustments	0.00
Balance at billing	3,078.30	Balance at billing	9,706.24
Current charges	120.23	Current charges	120.23
Arrearage Crediting Plan Account Balance	3,198.53	Actual Account Balance	9,826.47

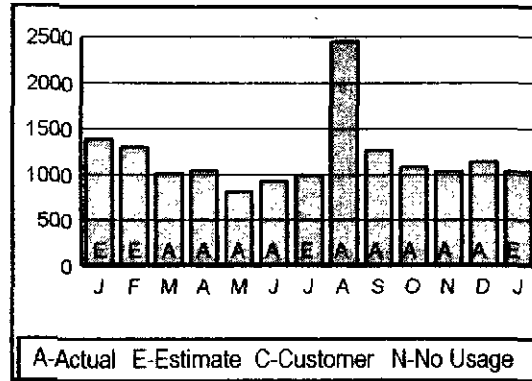
**Meter Reading Information****Residential Service**

Meter Number	34535917
Present KWH Reading (Estimate)	84,633
Previous KWH Reading (Actual)	83,594
Kilowatt Hours Used	1,039

B19

**Usage Information**

**Usage Comparison**



**Historical Usage Information**

Jan 09	1,393	Jul 09	999
Feb 09	1,297	Aug 09	2,443
Mar 09	1,020	Sep 09	1,269
Apr 09	1,044	Oct 09	1,090
May 09	819	Nov 09	1,038
Jun 09	926	Dec 09	1,143
		Jan 10	1,039

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

Jan 09	Jan 10
46	35
21	25
30	30
	14,127
	1,177



B20

# ATTENTION OCCUPANTS!

## ELECTRIC SERVICE TO THESE PREMISES HAS BEEN DISCONNECTED

SHUT-OFF DATE	SHUT-OFF TIME
	6/4/08
CUSTOMER NAME MARCENA UPP	ACCOUNT NO. 110019485314
	with AT pole

SERVICE ADDRESS  
4801 IMPERIAL DR TOLEDO OH 43623

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

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

Please call us toll-free at 1-800-447-3333 for information on how to pay your bill or for agencies that might be able to provide assistance. To ensure same-day restoration, you must contact us before 12:30 p.m. and make a payment or provide proof of payment.

### Amount Past Due

\$ 435.36

### Reconnection Fee

\$ 15.00

### Security Deposit

\$ 0.00

### Total Required For Reconnection

\$ 450.36

\$ 570.00

### Important Information

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

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

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

If you have a complaint in regard to this disconnection notice that can not be resolved after you have called Toledo Edison Company or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.puco.ohio.gov](http://www.puco.ohio.gov). Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.pickocc.org](http://www.pickocc.org).

Toledo Edison

*Catholic Charities*

211

Att-C

# ATTENTION OCCUPANTS!

6+ MONTHS  
IN THE ARREARS  
ARREARS AMT \$  
2812.02

## SERVICE DISCONNECTION NOTICE

Your monthly electric bill has not been paid. The due date listed below is the **FINAL DATE** for paying the amount due in order to prevent your service from being disconnected.

<b>CUSTOMER NAME</b> MARCENA UPP		<b>NOTICE PREP DATE</b> 11/06/2009
<b>SERVICE ADDRESS</b> 4801 IMPERIAL DR TOLEDO OH 43623		
<b>ACCOUNT NO.</b> 110019485314	<b>TOTAL AMOUNT DUE</b> 2,685.29	<b>DUE DATE</b> 11/16/2009

The total amount due does not include charges for nontariffed products or services but may include charges for competitive retail electric service. Failure to pay the nontariffed products or services may result in loss of those products or services. Failure to pay the competitive retail electric may result in cancellation of your contract with the competitive retail electric service provider and return you to the electric distribution utility's standard-offer generation service.

If your service is disconnected, in addition to the amount due, additional charges, including a reconnection fee and/or a security deposit may be charged. Please call us toll-free at 1-800-995-0095 to discuss payment arrangements. Reduced payments can be made and disconnection avoided if you are eligible for an extended payment plan or the Percentage of Income Payment Plan.

### Extended Payment Plan

**A) ONE-SIXTH PLAN** - available year round. If not currently in default on a previous six-month plan, you can arrange to pay the past due amount in equal payments for up to six (6) months. The current bill must also be paid each month.

**B) ONE-THIRD PLAN** - applicable during the winter (November 1 through April 15). Pay one-third (1/3) of the total amount owing each of the winter months. Any governmental assistance for which you qualify will be deducted from your total amount owing before the one-third payment is calculated.

**C) PERCENT-OF-INCOME-PAYMENT PLAN** - If your total household income or below 150% of the Federal Poverty level, you may be eligible for this plan that allows you to pay a percentage of your household income for energy used during the heating season. During the summer, you pay either a percentage of your income or your actual bill, whichever is higher.

**MEDICAL EMERGENCIES** - Inquire about the Company's Medical Certification Program. If a licensed physician determines that disconnection of your electric service would be especially dangerous to the health of a permanent resident of your household, you may postpone the disconnection for a limited time.

You may be eligible for financial assistance under one or more of the following federal, state or local programs:

HOME ENERGY ASSISTANCE PROGRAM  
(HEAP)  
1-800-282-0880

EMERGENCY HEAP FUNDS  
Administered through local  
Community Action Agencies

COUNTY WELFARE DEPARTMENT  
(Emergency Assistance)  
Consult your local directory

If you have a complaint in regard to this disconnection notice that can not be resolved after you have called Toledo Edison Company, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570, (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.puco.ohio.gov](http://www.puco.ohio.gov). Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.pickocc.org](http://www.pickocc.org).

**Toledo Edison**  
A FirstEnergy Company

Q2

NO ACCESS  
YOUR MTR WILL  
BE PULLED OUT @ POLE  
W/O FURTHER NOTICE

## ATTENTION OCCUPANTS!

IT'S YOUR  
RESPONSIBILITY  
2 RE-UP YOUR  
MEDICAL CERTIFICATE

ELECTRIC SERVICE TO THESE PREMISES [REDACTED]

SHUT-OFF DATE	SHUT-OFF TIME	<b>6+ MONTHS IN ARREARS</b>
CUSTOMER NAME MARCENA UPP	ACCOUNT NO. 110019485314	
SERVICE ADDRESS 4801 IMPERIAL DR TOLEDO OH 43623	<b>CUSTOMER IS ON PIPP &amp;/OR PAC</b>	

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

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

Please call us toll-free at 1-800-995-0095 for information on how to pay your bill or for agencies that might be able to provide assistance. To ensure same-day restoration, you must contact us before 12:30 p.m. and make a payment or provide proof of payment.

**Amount Past Due**

\$ 3,042.22

**Reconnection Fee**

\$ 35.00

**Security Deposit**

\$ 0.00

**Total Required For Reconnection**

\$ 3,077.22

**AMOUNT B4 S/O  
\$2881.57**

### Important Information

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

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

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

If you have a complaint in regard to this disconnection notice that can not be resolved after you have called Toledo Edison Company or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.puco.ohio.gov](http://www.puco.ohio.gov). Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.pickocc.org](http://www.pickocc.org).

C3

# ATTENTION OCCUPANTS!

NO ACCESS  
YOUR MTR WILL  
B PULLED/CUT @ POLE  
W/O FURTHER NOTICE

ELECTRIC SERVICE TO THESE PREMISES [REDACTED]

SHUT-OFF DATE

SHUT-OFF TIME

CUSTOMER NAME  
MARCENA UPP

ACCOUNT NO.  
110019485314

SERVICE ADDRESS  
4801 IMPERIAL DR TOLEDO OH 43623

6 MONTHS  
IN ARREARS  
PAYMENT HISTORY

3-15-2010 \$117.56  
3-29-2010 \$169.11  
7-15-2010 \$113.72

CUSTOMER IS ON  
PIPP &/OR PAC

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

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

Please call us toll-free at 1-800-995-0095 for information on how to pay your bill or for agencies that might be able to provide assistance. To ensure same-day restoration, you must contact us before 12:30 p.m. and make a payment or provide proof of payment.

Amount Past Due

\$ 3,500.40

Reconnection Fee

\$ 35.00

Security Deposit

\$ 0.00

Total Required For Reconnection

\$ 3,535.40

AMOUNT B4 S/C  
\$3173.88

## Important Information

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

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

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

If you have a complaint in regard to this disconnection notice that can not be resolved after you have called Toledo Edison Company or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.puco.ohio.gov](http://www.puco.ohio.gov). Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.pickocc.org](http://www.pickocc.org).



**ATTENTION  
OCCUPANTS!**

Will be cut a  
pole/no answer  
dog3

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

SHUT-OFF DATE

SHUT-OFF TIME

CUSTOMER NAME  
MARCENA UPP

ACCOUNT NO.  
110019485314

SERVICE ADDRESS  
4801 IMPERIAL DR TOLEDO OH 43623

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

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

Please call us toll-free at 1-800-447-3333 for information on how to pay your bill or to provide proof of payment. To ensure same-day restoration make your payment no later than 12:30 p.m.

**Amount Past Due**

\$ 857.75

**Reconnection Fee**

Regular Hours: \$15.00

**Security Deposit**

\$0.00

**Total Amount Required For Reconnection**

Regular Hours: \$872.75

**Important Information**

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

Do not attempt to reconnect the electric meter yourself.

An unauthorized reconnection is both dangerous and against the law.

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

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

**Toledo Edison**  
A FirstEnergy Company

C5

# ATTENTION OCCUPANTS!

ALLC  
meter  
cannot get

ELECTRIC SERVICE TO THESE PREMISES [REDACTED]

SHUT-OFF DATE	SHUT-OFF TIME
CUSTOMER NAME MARCENA UPP	ACCOUNT NO. 110019485314

SERVICE ADDRESS  
4801 IMPERIAL DR TOLEDO OH 43623

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

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

Please call us toll-free at 1-800-995-0095 for information on how to pay your bill or for agencies that might be able to provide assistance. To ensure same-day restoration, you must contact us before 12:30 p.m and make a payment or provide proof of payment.

**Amount Past Due**  
\$ 4,846.50  
**Reconnection Fee**  
\$ 35.00  
**Security Deposit**  
\$ 0.00  
**Total Required For Reconnection**  
\$ 4,881.50

## Important Information

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

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

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

If you have a complaint in regard to this disconnection notice that can not be resolved after you have called Toledo Edison Company or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.puco.ohio.gov](http://www.puco.ohio.gov). Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.pickocc.org](http://www.pickocc.org).

**Toledo Edison**  
A FirstEnergy Company

C6

CUSTOMER IS ON  
PIPP &/OR PAC

# ATTENTION OCCUPANTS!

If No response  
Mtr will B CUT @ pole/  
padmount w/o further  
notice - after due date  
NO ACCESS 2 Meter

## SERVICE DISCONNECTION NOTICE

Your monthly electric bill has not been paid. The due date listed below is the **FINAL DATE** for paying the amount due in order to prevent your service from being disconnected.

CUSTOMER NAME MARCENA UPP		6+ MONTHS IN THE ARREARS ARREARS AMT \$ \$ 3011.53	NOTICE PREP DATE 03/10/2010
SERVICE ADDRESS 4801 IMPERIAL DR TOLEDO OH 43623			
ACCOUNT NO. 110019485314	TOTAL AMOUNT DUE 2,803.17	DUE DATE 03/22/2010	

The total amount due does not include charges for nontariffed products or services but may include charges for competitive retail electric service. Failure to pay the nontariffed products or services may result in loss of those products or services. Failure to pay the competitive retail electric may result in cancellation of your contract with the competitive retail electric service provider and return you to the electric distribution utility's standard-offer generation service.

If your service is disconnected, in addition to the amount due, additional charges, including a reconnection fee and/or a security deposit may be charged. Please call us toll-free at 1-800-995-0095 to discuss payment arrangements. Reduced payments can be made and disconnection avoided if you are eligible for an extended payment plan or the Percentage of Income Payment Plan.

### Extended Payment Plan

**A) ONE-SIXTH PLAN** - available year round. If not currently in default on a previous six-month plan, you can arrange to pay the past due amount in equal payments for up to six (6) months. The current bill must also be paid each month.

**B) ONE-THIRD PLAN** - applicable during the winter (November 1 through April 15). Pay one-third (1/3) of the total amount owing each of the winter months. Any governmental assistance for which you qualify will be deducted from your total amount owing before the one-third payment is calculated.

**C) PERCENT-OF-INCOME-PAYMENT PLAN** - If your total household income or below 150% of the Federal Poverty level, you may be eligible for this plan that allows you to pay a percentage of your household income for energy used during the heating season. During the summer, you pay either a percentage of your income or your actual bill, whichever is higher.

**MEDICAL EMERGENCIES** - Inquire about the Company's Medical Certification Program. If a licensed physician determines that disconnection of your electric service would be especially dangerous to the health of a permanent resident of your household, you may postpone the disconnection for a limited time.

You may be eligible for financial assistance under one or more of the following federal, state or local programs:

HOME ENERGY ASSISTANCE PROGRAM  
(HEAP)  
1-800-282-0880

EMERGENCY HEAP FUNDS  
Administered through local  
Community Action Agencies

COUNTY WELFARE DEPARTMENT  
(Emergency Assistance)  
Consult your local directory

If you have a complaint in regard to this disconnection notice that can not be resolved after you have called Toledo Edison Company, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570, (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.puco.ohio.gov](http://www.puco.ohio.gov). Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.pickocc.org](http://www.pickocc.org).

**Toledo Edison**  
A FirstEnergy Company

C7

If No response  
Mtr will B CUT @ pole/  
padmount w/o further  
notice - after due date  
NO ACCESS 2 Meter

## ATTENTION OCCUPANTS!

PMNT HISTORY  
3-1-10 \$208.36  
3-15-10 \$117.96-  
3-29-10 \$169.11  
CURRENT BILL  
\$157.11

### ELECTRIC SERVICE TO THESE PREMISES [REDACTED]

SHUT-OFF DATE	SHUT-OFF TIME	CUSTOMER IS ON PIPP &/OR PAC
CUSTOMER NAME MARCENA UPP	ACCOUNT NO. 110019485314	6+ MONTHS IN ARREARS
SERVICE ADDRESS 4801 IMPERIAL DR TOLEDO OH 43623		
We received no response to our request for payment of your overdue electric bill. As a result, your electric service has been disconnected.		
In order to have service restored, the past due or defaulted payment plan balance and a reconnection charge must be paid. A security deposit may also be required.  Please call us toll-free at 1-800-995-0095 for information on how to pay your bill or for agencies that might be able to provide assistance. To ensure same-day restoration, you must contact us before 12:30 p.m. and make a payment or provide proof of payment.		Amount Past Due \$ 2,724.46 Reconnection Fee \$ 35.00 Security Deposit \$ 0.00 Total Required For Reconnection \$ 2,759.46  HAS BEEN GIVEN A 24 HR NOTICE MAY S/O SERVICE NEXT BUSINESS DAY CALL IN RECPT #ASAP

### Important Information

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

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

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

If you have a complaint in regard to this disconnection notice that can not be resolved after you have called Toledo Edison Company or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.puco.ohio.gov](http://www.puco.ohio.gov). Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.pickocc.org](http://www.pickocc.org).

# ATTENTION OCCUPANTS!

Pay  
3-10  
\$175

## SERVICE DISCONNECTION NOTICE

Your monthly electric bill has not been paid. The due date listed below is the **FINAL DATE** for paying the amount due in order to prevent your service from being disconnected.

**CUSTOMER NAME**

MARCENA UPP

**NOTICE PREP DATE**

03/01/2011

**SERVICE ADDRESS**

4801 IMPERIAL DR TOLEDO OH 43623

**ACCOUNT NO.**

110019485314

**TOTAL AMOUNT DUE**

4,780.77

**DUE DATE**

03/11/2011

The total amount due does not include charges for nontariffed products or services but may include charges for competitive retail electric service. Failure to pay the nontariffed products or services may result in loss of those products or services. Failure to pay the competitive retail electric may result in cancellation of your contract with the competitive retail electric service provider and return you to the electric distribution utility's standard-offer generation service.

If your service is disconnected, in addition to the amount due, additional charges, including a reconnection fee and/or a security deposit may be charged. Please call us toll-free at 1-800-995-0095 to discuss payment arrangements. Reduced payments can be made and disconnection avoided if you are eligible for an extended payment plan or the Percentage of Income Payment Plan Plus.

**Extended Payment Plan**

- ☒ **A) ONE-SIXTH PLAN** - Extended payment plan that requires six equal monthly payments on the arrearages, in addition to full payment of current bills.
- ☒ **B) ONE-NINTH PLAN** - Extended payment plan that requires nine equal monthly payments on the arrearages, in addition to a budget payment plan for the projected monthly bills. The budget portion of the payments may be adjusted periodically.
- ☒ **C) ONE-THIRD PLAN** - Available from November 1 through April 15. Extended payment plan that requires payment of one-third of the balance due each month, which is arrearages plus current bill.
- ☒ **D) PERCENT OF INCOME PAYMENT PLAN PLUS (PIPP Plus)** - Extended payment plan for customers whose household income is at or below 150% of the federal poverty level. PIPP Plus allows you to pay a percentage of your household income instead of the actual amount of your bill.

**MEDICAL EMERGENCIES** - Inquire about the Company's Medical Certification Program. If a licensed physician determines that disconnection of your electric service would be especially dangerous to the health of a permanent resident of your household, you may postpone the disconnection for a limited time.

You may be eligible for financial assistance under one or more of the following federal, state or local programs:

**HOME ENERGY ASSISTANCE PROGRAM**

(HEAP)

1-800-282-0880

**EMERGENCY HEAP FUNDS**

Administered through local  
Community Action Agencies

**COUNTY WELFARE DEPARTMENT**

(Emergency Assistance)

Consult your local directory

If you have a complaint in regard to this disconnection notice that can not be resolved after you have called Toledo Edison Company, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570, (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.puco.ohio.gov](http://www.puco.ohio.gov). Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.pickocc.org](http://www.pickocc.org).

C9

# ATTENTION OCCUPANTS!

## SERVICE DISCONNECTION NOTICE

Your monthly electric bill has not been paid. The due date listed below is the FINAL DATE you can pay the amount owed to prevent your service from being disconnected.

CUSTOMER NAME MARCENA UPP			DATE OF NOTICE 06/03/11	
STREET ADDRESS 4801 IMPERIAL DR		CITY TOLEDO	STATE OH	ZIP CODE
ACCOUNT NO. 110019485314	TOTAL AMOUNT DUE \$5,170.20			DUE DATE 06/06/11

The amount due does not include charges for nontariffed products or services. The amount may include charges from an alternative electric generation supplier. If you don't pay these supplier charges, the supplier may cancel your contract and you could be returned to your utility for generation service. If you don't pay the charges for other nontariffed products or services, you may lose those products or services.

If your service is disconnected, a reconnect fee and/or security deposit may be charged along with the amount due. Please call us immediately to discuss payment arrangements. You may be able to make reduced payments and avoid disconnection if you are eligible for an extended payment plan or the Percentage of Income Payment Plan Plus.

### Extended Payment Plan

**A) ONE-SIXTH PLAN** – Extended payment plan that requires six equal monthly payments on the arrearages, in addition to full payment of current bills.

**B) ONE-NINTH PLAN** – Extended payment plan that requires nine equal monthly payments on the arrearages, in addition to a budget payment plan for the projected monthly bills. The budget portion of the payments may be adjusted periodically.

**C) ONE-THIRD PLAN** – Available from November 1 through April 15. Extended payment plan that requires payment of one-third of the balance due each month, which is arrearages plus current bill.

**D) PERCENTAGE OF INCOME PAYMENT PLAN PLUS (PIPP Plus)** – Extended payment plan for customers whose household income is at or below 150% of the federal poverty level. PIPP Plus allows you to pay a percentage of your household income instead of the actual amount of your bill.

**MEDICAL EMERGENCIES** – You may want to ask about the Company's Medical Certification Program. If a licensed physician determines that disconnection of your electric service would be especially dangerous to the health of a permanent resident of your household, disconnection may be postponed for a limited time.

If you have a complaint in regard to this disconnection notice that can not be resolved after you have called your electric utility company, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570, (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.puco.ohio.gov](http://www.puco.ohio.gov). Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.pick.occ.org](http://www.pick.occ.org).

### First Energy telephone numbers:

Ohio Edison	1-800-686-3421
The Illuminating Company	1-800-686-9901
Toledo Edison	1-800-995-0095

**FirstEnergy**

Ohio Edison · The Illuminating Company · Toledo Edison  
76 South Main Street · Akron, Ohio 44308

## **4901:1-18-06 Disconnection procedures for electric, gas, and natural gas utilities.**

(A) If a residential customer is delinquent, as defined in paragraph (A) of rule 4901:1-18-04 of the Administrative Code, in paying for regulated services, the utility company may, after at least fourteen days' notice, disconnect the customer's service during normal utility company business hours in compliance with all of the following conditions.

(1) No disconnections for nonpayment shall be made after twelve-thirty p.m. on the day preceding a day on which all services necessary for the customer to arrange and the utility company to perform reconnection are not regularly performed.

(2) On the day of disconnection of service, the utility company shall provide the customer with personal notice. If the customer is not at home, the utility company shall provide personal notice to an adult consumer. If neither the customer nor an adult consumer is at home, the utility company shall attach written notice to the premises in a conspicuous location prior to disconnecting service.

(3) Third-party or guarantor notification.

(a) Each utility company shall permit a residential customer to designate a third party to receive notice of the pending disconnection of the customer's service and any other credit notices sent to the customer. If the customer has a guarantor, the guarantor shall receive notice of the pending disconnection of the guaranteed customer's service and any other credit notices sent to the guaranteed customer, pursuant to rule 4901:1-17-03 of the Administrative Code. The utility company shall notify the third party or the guarantor at least fourteen days prior to disconnecting the customer's service.

(b) The utility company shall inform the third party that his/her receipt of such notices does not constitute acceptance of any liability by the third party for payment for service provided to the customer unless the third party has also agreed, in writing, to be a guarantor for the customer.

(c) In compliance with division (E) of section 4933.12 and division (D) of section 4933.121 of the Revised Code, if the utility company plans to disconnect the residential utility service of a customer for the nonpayment of his/her bill, and that customer resides in an Ohio county in which the department of job and family services has provided the utility company with a written request for notification of residential service disconnection prior to the disconnection, then the utility company shall provide, during the period of the fifteenth of November to the fifteenth of April, the appropriate county department of job and family services with a listing, electronically if feasible, of those customers whose service will be disconnected for nonpayment. This information will include at a minimum, the customer's first name, middle initial, last name, service address, and county of residence, and shall be made available to the county department of job and family services simultaneous with the generation of any ten-day disconnection notices being distributed to customers. The county department of job and family services may use this information to assist customers in the payment of delinquent utility bills in an effort to avoid disconnection of service.

(d) Upon the request of a property owner or the agent of a property owner, each utility company shall provide the property owner or the agent of a property owner with at least three days' advance notice when service to his/her property is to be disconnected either at the request of a residential customer who is a tenant or for nonpayment.

Att. D1

(4) Utility company employees or agents of the utility company who disconnect service at the premises may or may not, at the discretion of the utility company, be authorized to make extended payment arrangements. Utility company employees or agents who disconnect service shall be authorized to complete one of the following:

(a) Accept payment in lieu of disconnection.

(b) Dispatch an employee to the premises to accept payment.

(c) Make available to the customer another means to avoid disconnection.

(5) The disconnection notice may be mailed separately or included on the regular monthly bill. If the notice is included on the regular monthly bill, it shall be prominently identified as a disconnection notice. The following information shall be clearly displayed either on the disconnection notice or in documents accompanying the disconnection notice:

(a) The delinquent billing account number, the total amount required to prevent disconnection of the regulated services provided by the utility company and/or any security deposit owed at the time of the notice.

(b) The earliest date when disconnection may occur.

(c) The local or toll-free number and address of the utility company's office for customers to contact about their account.

(d) The following statement:

"If you have a complaint in regard to this disconnection notice that can not be resolved after you have called (name of utility company), or for general utility company information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.puco.ohio.gov](http://www.puco.ohio.gov).

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

(e) A statement that the customer's failure to pay the amount on the disconnection notice at the utility company's office or to one of its authorized agents before the date specified on the disconnection notice may require payment of a security deposit and a charge for reconnection. The statement shall also include the amount of the security deposit and the reconnection charge.

(f) If applicable, a statement that the failure to pay charges for nontariffed products or services may result in the loss of those products and/or services.

(g) An explanation of the payment plans and options available to a customer whose account is delinquent, as provided in this rule and rule [4901:1-18-05](#) of the Administrative Code, and percentage of income payment plan (PIPP), pursuant to rule [4901:1-18-12](#) of the Administrative Code, and, when applicable, rule [4901:1-18-09](#) of the Administrative Code.

D2



(h) If disconnection of service is to occur as a result of nonpayment, a statement that a medical certification program and forms are available from the utility company for customers or consumers where the disconnection of service would be especially dangerous to the health of those persons.

(i) A statement that a listing of the utility company's authorized payment agents is available by calling the utility company's toll-free customer service number.

(B) During the period of November first through April fifteenth, if payment or payment arrangements are not made to prevent disconnection before the disconnection date stated on the fourteen-day disconnection notice, the utility company shall not disconnect service to residential customers for nonpayment unless the utility company completes each of the following:

(1) Makes contact with the customer or other adult consumer at the premises ten days prior to disconnection of service by personal contact, telephone, or hand-delivered written notice. Utility companies may send this notice by regular, U.S. mail; however, such notice must allow three calendar days for mailing. This additional notice shall extend the date of disconnection, as stated on the fourteen-day notice required by paragraph (A) of this rule, by ten additional days.

(2) Informs the customer or adult consumer that sources of federal, state, and local government aid for payment of utility bills and for home weatherization are available at the time the utility company delivers the notice required in paragraph (B)(1) of this rule, and provides sufficient information to allow the customer to further pursue available assistance.

(3) Informs the customer of the right to enter into any of the payment plans set forth in paragraph (B) of rule 4901:1-18-05 of the Administrative Code, or to enroll in PIPP. If the customer does not respond to the notice described in paragraph (B)(1) of this rule, or refuses to accept a payment plan or fails to make the initial payment on a payment plan referenced in this paragraph, the utility company may disconnect service after the ten-day notice expires.

(C) Medical certification

(1) In accordance with the certification requirements of this rule, the utility company shall not disconnect residential service for nonpayment for either of the following situations:

(a) If the disconnection of service would be especially dangerous to the health of any consumer who is a permanent resident of the premises.

(b) When the disconnection of service would make operation of necessary medical or life-supporting equipment impossible or impractical.

(2) The medical condition or the need for medical or life-supporting equipment shall be certified to the utility company by a licensed physician, physician assistant, clinical nurse specialist, certified nurse practitioner, certified nurse-midwife, or local board of health physician.

(3) The utility company shall act in accordance with the following medical certification requirements:

(a) Upon request of any residential consumer, the utility company shall provide a medical certification form to the customer or to any of the health care professionals identified in paragraph (C)(2) of this rule. The utility company shall use the medical certification form provided in the appendix to this rule.

D3

(b) The certification of the medical condition or the need for the medical or life-supporting equipment required by paragraph (C)(1) of this rule shall be in writing and shall include the name of the person to be certified; a statement that the person is a permanent resident of the premises in question; the name, business address, and telephone number of the certifying party; the nature of the medical condition; an explanation of the need for the medical or life-supporting equipment, if applicable; and a signed statement by the certifying party that disconnection of service will be especially dangerous to the health of a permanent resident of the premises.

(c) *Initial certification by the certifying party may be by telephone if written certification is forwarded to the utility company within seven calendar days.*

(d) Certification shall prohibit disconnection of service for thirty calendar days.

(e) If a medical certificate is used to avoid disconnection, the customer shall enter into an extended payment plan prior to the end of the medical certification period or be subject to disconnection. *The initial payment on the plan shall not be due until the end of the certification period.*

(f) If service has been disconnected for nonpayment within twenty-one calendar days prior to the certification of either a special danger to the health of a qualifying resident or the need for medical or life-supporting equipment, the utility company shall restore service to that residence once the certifying party provides the required certification to the utility company and the customer agrees to an extended payment plan.

(g) If certification is provided to the utility company prior to three-thirty p.m., the utility company shall restore the customer's service within the same day. If the certification is received after three-thirty p.m., the utility company shall reconnect service by the earliest time possible on the following business day. Also, if the certification is received after three-thirty p.m. on a day that precedes a day on which all services necessary for the customer to arrange and the utility company to perform reconnection are not regularly performed, the utility company shall make an effort to restore service by the end of that day.

(h) A consumer may renew the certification two additional times (thirty days each) by providing additional certificates to the utility company. The total certification period may not exceed ninety days per household in any twelve-month period.

(4) *The electric utility company shall give notice of availability of medical certification to its residential customers by means of bill inserts or special notices at the beginning of the winter heating period and at the beginning of the summer cooling period. The natural gas utility company shall give notice of the availability of medical certification to its residential customers by means of bill inserts or special notices at the beginning of the winter heating period.*

(D) This provision is to address circumstances where an electric, gas, or natural gas utility company elects to leave the utility service on at a particular service location for the utility company's convenience after receiving a request for disconnection from the customer of record.

(1) If the new resident does not contact the utility company to establish service, the utility company may subsequently disconnect the utility service in accordance with the fraud provisions in paragraph (C) of rule 4901:1-10-20 of the Administrative Code (electric) and paragraph (C) of rule 4901:1-13-09 of the Administrative Code (gas and natural gas).

DY

(2) Under the circumstance where the new resident becomes an applicant for service and is required to pay a deposit to establish financial responsibility, the utility company must advise the applicant of the date that the utility service may be disconnected for nonpayment of the deposit.

(3) Under either circumstance above where the new resident becomes a consumer of the electric, gas, or natural gas service that was left on by the utility company, the consumer will be financially responsible for the utility service consumed from the date of move-in.

(E) Upon request of the customer, the utility company shall provide an opportunity for review of the initial decision to disconnect the service. The utility company shall review the circumstances surrounding the disconnection, escalate the review to an appropriate supervisor if requested, and inform the customer of the decision upon review as soon as possible. At the customer's request, the utility company shall respond in writing.

(F) The utility company when contacted by the commission's staff shall respond to an inquiry concerning a pending disconnection or actual disconnection within two business days. At the request of commission staff, the utility company shall respond in writing. Commission staff will notify the customer of the utility company's response.

(G) The utility company shall include in its tariff its current standard practices and procedures for disconnection, including any applicable collection and reconnect charges. Any utility company proposing changes to its disconnection notice shall submit a copy to commission staff for review.

Replaces: 4901:1-18-05

[Click to view Appendix](#)

Effective: 11/01/2010

R.C. [119.032](#) review dates: 11/30/2013

Promulgated Under: [111.15](#)

Statutory Authority: 4905.04, 4933.122

Rule Amplifies: 4905.06, 4905.22, 4905.261, 4905.30, 4933.17, 4933.12, 4933.121, 4933.122

Prior Effective Dates: 3/22/80, 10/6/82, 12/1/83, 4/21/86, 6/19/88, 12/3/94, 2/4/00, 9/1/04, 4/6/06, 2/11/08

DS

## **4901:1-18-04 Delinquent bills.**

(A) Individually metered residential service accounts will be considered delinquent and subject to the utility company's disconnection procedures for nonpayment if the account meets one of the following criteria:

- (1) The customer has not made full payment or arrangements for payment by the due date, for any given bill containing a previous balance for regulated services provided by the utility company.
- (2) The customer is in default on an extended payment plan.
- (3) The customer fails to make the initial payment on an extended payment plan.

(B) The minimum payment necessary in order to avoid the disconnection procedures shall not be greater than the delinquent amount, i.e., that portion of the bill that represents a previous balance for regulated services provided by the utility company.

Replaces: 4901:1-18-03

Effective: 11/01/2010

R.C. 119.032 review dates: 11/30/2013

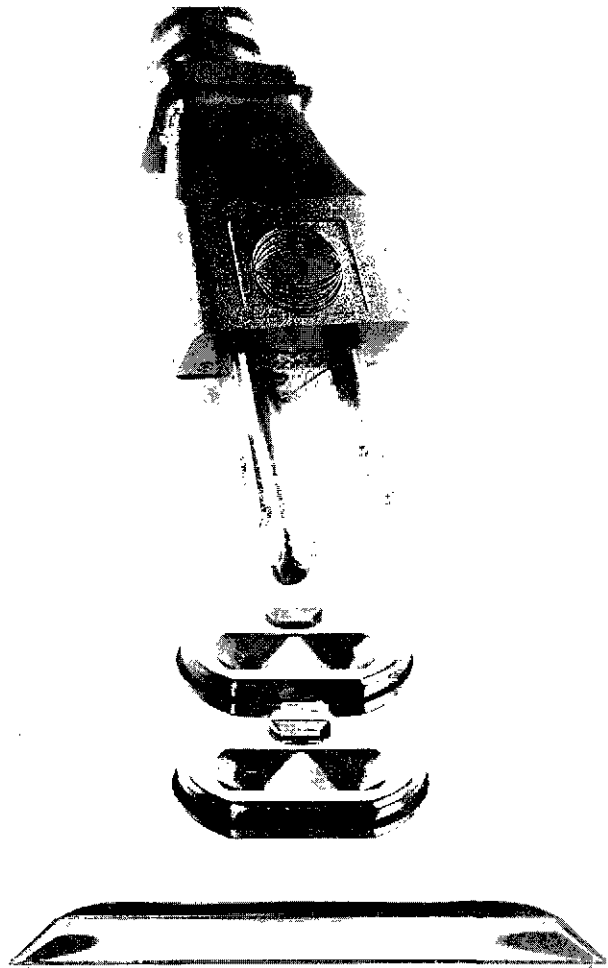
Promulgated Under: 111.15

Statutory Authority: 4905.04

Rule Amplifies: 4905.06, 4905.22, 4933.12, 4933.121, 4933.122

Prior Effective Dates: 9/1/04

D6



AH. E1

If your service with the company is terminated, either by your request or disconnection for nonpayment, the company will apply the deposit plus any interest accrued to the final bill. You will receive a refund of your deposit for any amount that exceeds the amount owed in the final bill.

If you paid a deposit to your electric company and choose to enroll with an alternative electric supplier, the electric company must refund any portion of the deposit which applies to services the company is no longer providing.



There are several options available for customers having trouble paying their electric bill:

If you are unable to pay your bill, contact your electric company to make payment arrangements before the payment is due. The PUCO requires electric companies to offer certain payment plans to residential customers, and each company may offer additional payment options. These payment plans can include the 1/3 Extended Payment Plan, 1/6 Extended payment Plan, Percentage of Income Payment Plan (PIPP), or budget payment plans. Contact your electric company for more information about payment options.

Energy assistance programs are also available for qualifying households to help pay utility bills. A fact sheet is available from the PUCO with details and eligibility requirements for these assistance programs. For more information, call the PUCO at (800) 686-PUCO (7826) or visit the consumer section of [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

If you do not pay your electric bill by the due date, the company will send a 14-day notice before disconnecting your service. This 14-day notice may appear on your bill. To prevent disconnection, you must pay the amount owed by the disconnection date listed on the notice.

If your service has already been disconnected, you must pay the amount owed. If you make the payment before 12:30 p.m., your service will be restored on the same day. If payment is made after 12:30 p.m., service will be reconnected the next business day. You can make your payment by credit card, check, over the phone, or at an authorized agent. Keep in mind that you may also have to pay a security deposit and a reconnection fee before your service is restored.

If you wish to guarantee the reconnection of your service on the same day that you make the payment, you must provide the company with proof of your payment by 12:30 p.m. and notify them that you wish to have your service reconnected that same day.

If a member of your household has a medical condition where the disconnection of electric service would be especially dangerous to health, you may be eligible for a medical certification which would retain or restore service for a period of 30 days. Medical certifications may only be used three times per household in a 12-month period, and must be completed by a certified health care professional.

If you feel there is an error in your bill, contact your electric company first. You can contact the PUCO at (800) 686-PUCO (7826) if you are unable to resolve the dispute with the electric company. However, you should still pay the amount on your bill that is not in dispute. The electric company cannot disconnect service for nonpayment of a billing amount that is in a bona fide dispute, if the customer has registered a

complaint with the PUCO hotline or filed a formal complaint.



Electric companies can disconnect service for nonpayment year-round, including during the winter months. From November 1 through April 15, *electric companies must give you an additional 10-day notice before disconnecting your service.*

Your electric meter measures the amount of electricity you use each month, and is used by the electric company to determine your monthly bill. Employees of the electric company have the right to access to your meter for the purposes of reading, repairing, or testing the meter. When visiting your property, electric company employees must provide you with identification and the reason they are at your property.

Many times, electric companies use estimates based on previous usage to determine monthly customer bills. However, you have the right to request a meter reading to ensure that your electric bill is accurate. Electric companies are required to read meters at least once per year, and customers may request two additional meter readings free of charge per year. *Keep in mind that you can only request a meter reading if your meter has not been read for two previous months, or if you believe that your meter may be malfunctioning.*

The electric company will make a reasonable attempt to obtain an actual meter reading for each billing period. However, you have the choice to read the meter yourself and call in the reading to the electric company. When you terminate your service, you may want to arrange for a final reading to avoid a calculated final bill.

Reading your electric meter is a simple way to ensure your electric bill is accurate. There are four



Page 1 of 1





**Bill for:** MARCENA UPP  
4801 IMPERIAL DR  
TOLEDO OH 43623

**Billing Period:** Dec 17 to Jan 15, 2010 for 30 days  
**Next Reading Date:** On or about Feb 12, 2010  
**Bill Based On:** Estimated Meter Reading  
 No Answer  
 Arrearage Crediting Plan - Step 8

## Residential Service

Amount Due	
Your previous bill was	3,078.30
Total payments/adjustments	0.00
<b>Balance at billing on January 18, 2010</b>	<b>3,078.30</b>
<b>Current Basic Charges</b>	
Toledo Edison	53.42
FirstEnergy Solutions Corp - Consumption	66.81
<b>Total Current Charges</b>	<b>120.23</b>
<b>Total Due by Feb 01, 2010 - Please pay this amount</b>	<b>\$3,198.53</b>

**You are legally responsible for a \$9,826.47 actual account balance.**

	<b>Bill issued by:</b> Toledo Edison PO Box 3638 Akron OH 44309-3638		Customer Service 24-Hour Emergency/Outage Reporting Payment Options	1-800-447-3333 1-888-544-4877 1-800-995-0095
<b>visit us on-line at <a href="http://www.firstenergycorp.com">www.firstenergycorp.com</a></b>				
	<b>Certified Retail Electric Service Provider:</b> FirstEnergy Solutions Corp 341 White Pond Drive Bldg B3 Akron OH 44320-1119		For Information About Your Alternate Electric Supplier	1-888-254-6359

## Place to Compare Messages

Your current **PRICE TO COMPARE** for generation and transmission from Toledo Edison 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](http://www.PUCO.ohio.gov).

**Residential Service - 2190026868**

**6.73 cents per kWh**

**Toledo Edison**  
A FirstEnergy Company

**Return this part with a check or money order  
Payable to Toledo Edison**

Account Number: 110019485314

**Bibliography**

\*\*\*\*\*AUTO\*\*5-DIGIT 43623

00009827 01 AV 0.332

**MARCENA UPP**

4801 IMPERIAL DR

TOLEDO OH

**43623-3337**

<b>Amount Paid</b>	
<b>Please Pay</b>	<b>\$3,198.53</b>
<b>Due By</b>	<b>February 01, 2010</b>

**TOLEDO EDISON**

PO BOX 3638

AKRON OH 44309-3638

**AKRON OH 44389-3630**

Att. Fl

[illegible]

Bill for: MARCENA UPP  
4801 IMPERIAL DR  
TOLEDO OH 43623





7  
11  
00

Billing Period: Jan 16 to Feb 15, 2010 for 31 days  
Next Reading Date: On or about Mar 15, 2010  
Bill Based On: Actual Meter Reading  
Arrearage Crediting Plan - Step 8

Residential Service

Account's Previous Bill and Summary		Amount Due
Your previous bill was	3,198.53	
Total payments/adjustments	-175.00	
<b>Balance at billing on February 16, 2010</b>	<b>3,023.53</b>	<b>3,023.53</b>
<b>Current Basic Charges</b>		
Toledo Edison	89.40	
FirstEnergy Solutions Corp - Consumption	118.96	
<b>Total Current Charges</b>	<b>208.36</b>	<b>208.36</b>
<b>Total Due by Mar 02, 2010 - Please pay this amount</b>		<b>\$3,231.89</b>

You are legally responsible for a \$9,859.83 actual account balance.  
\*\*\* PLEASE SEE DISCONNECTION MESSAGE ON PAGE 3. \*\*\*

General Information			
	<b>Bill issued by:</b> Toledo Edison PO Box 3638 Akron OH 44309-3638	 Customer Service 24-Hour Emergency/Outage Reporting Payment Options visit us on-line at <a href="http://www.firstenergycorp.com">www.firstenergycorp.com</a>	1-800-447-3333 1-888-544-4877 1-800-995-0095
	 <b>Certified Retail Electric Service Provider:</b> FirstEnergy Solutions Corp 341 White Pond Drive Bldg B3 Akron OH 44320-1119	 For Information About Your Alternate Electric Supplier	1-888-254-6359

Price to Compare Message	
Your current <b>PRICE TO COMPARE</b> for generation and transmission from Toledo Edison 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 <a href="http://www.PUCO.ohio.gov">www.PUCO.ohio.gov</a> .	
<b>Residential Service - 2190026868</b>	<b>6.73 cents per kWh</b>

F2

See other pages for additional information and telephone numbers

## \*\*\*\*\*DISCONNECTION NOTICE\*\*\*\*\*

Your electric bill payment is past due. Your service may be disconnected unless payment of \$ 3,011.53 is made by 03/02/2010. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 and may be required to pay a security deposit to have power restored. You may be eligible for the Percentage of Income Payment Plan or other extended payment plan. See enclosed information. Failure to pay charges for competitive retail electric service may also result in the cancellation of your contract with the competitive retail electric service provider and return you to Toledo Edison'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 1-800-995-0095. You may also call this number for information about our medical certification program.

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

The Transmission and Ancillary Service Charge, which recovers transmission costs related to mandates from the Federal Energy Regulatory Commission, has changed effective January 1, 2010. As a result, the amount of a standard residential customer's bill (using 750 kWh/month) will DECREASE by approximately 2.1% or \$1.87 per month.

## Charges from Toledo Edison this billing period



When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below.  
Call Toledo Edison at 1-800-447-3333 with questions on these charges.

## Basic Charges

Customer Number: 0800625769 2190026868 - Residential Service - TE-RSD

Customer Charge	4.00
Distribution Related Component	87.77
Cost Recovery Charges	-2.37
<b>Total Charges</b>	<b>\$ 89.40</b>

## Charges from FirstEnergy Solutions Corp this billing period



Call FirstEnergy Solutions Corp at 1-888-254-6359 with questions on these charges.  
Account Number: 575596 Rate: FES-8243

## Basic Charges

Basic Charge	1,850 KWH x 0.064303 per KWH	118.96
<b>Total Charges</b>		<b>\$ 118.96</b>

## Detail Payment and Adjustment Information

Date	Reference	Amount
Payments:		
01/18/10		-175.00
<b>Total Payments</b>		<b>-175.00</b>
<b>Total Payments and Adjustments</b>		<b>-\$175.00</b>

## Account Balances by Company

	Previous Balance	Payments/ Adjustments	Current Charges	Please Pay
Toledo Edison	2,921.40	0.00	89.40	3,010.80
FirstEnergy Solutions Corp	277.13	-175.00	118.96	221.09
<b>Total</b>	<b>3,198.53</b>	<b>-175.00</b>	<b>208.36</b>	<b>3,231.89</b>

F3

### Arrearage Crediting Plan - Step 8 Summary Information

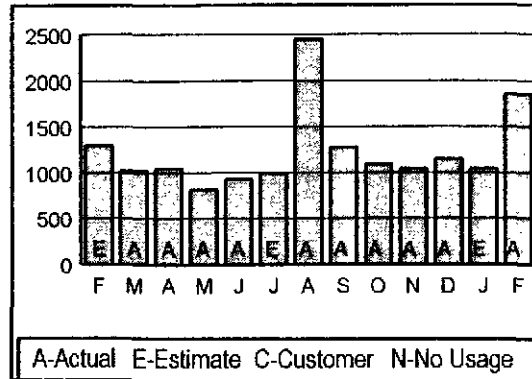
Arrearage Crediting Plan Account Balance		Actual Account Balance	
Previous bill was	3,198.53	Previous bill was	9,826.47
Total payments/adjustments	-175.00	Total payments/adjustments	-175.00
Balance at billing	3,023.53	Balance at billing	9,651.47
Current charges	208.36	Current charges	208.36
Arrearage Crediting Plan Account Balance	3,231.89	Actual Account Balance	9,859.83

### Meter Reading Information

Residential Service	
Meter Number	34535917
Present KWH Reading (Actual)	86,483
Previous KWH Reading (Estimate)	84,633
Kilowatt Hours Used	1,850

### Usage Information

#### Usage Comparison



#### Historical Usage Information

Feb 09	1,297	Aug 09	2,443
Mar 09	1,020	Sep 09	1,269
Apr 09	1,044	Oct 09	1,090
May 09	819	Nov 09	1,038
Jun 09	926	Dec 09	1,143
Jul 09	999	Jan 10	1,039
		Feb 10	1,850

	Feb 09	Feb 10
Average Daily Use (KWH)	41	60
Average Daily Temperature	23	25
Days in Billing Period	32	31
Last 12 Months Use (KWH)		14,680
Average Monthly Use (KWH)		1,223



F4

4901:1-18-06

① \$ 175 - 3/18 Plan

.....

(A) No disconnect notice  
on 6.11

after 14 days -

② 3/21 Notice to disconnect  
on door = no one knocked  
Couldn't get to meter  
No date - Personal notice

Att. F5

PUCO  
TED - Reg 419/249-5374

PAC → Didn't have to  
Match Supplier →  
Supplier → Govt. Aggregation  
Opt. Out → 4.4 Save \$4

\$472.00      Lucy - (H16)  
TED

Dr. call 866-596-1783

PIR - 866/504-7392  
enrollment - 3800

54846      Salvation  
EOPA - 866-504-7392

Respiratory Condition

HEAD | a/c  
| payment → \$200  
| disconnect →  
Income eligible

24'  
PAM - 936-2923

F6


Bill for: MARCENA UPP  
4801 IMPERIAL DR  
TOLEDO OH 43623

Billing Period: Feb 16 to Mar 16, 2010 for 29 days  
Next Reading Date: On or about Apr 14, 2010  
Bill Based On: Actual Meter Reading  
Arrearage Crediting Plan - Step 8

Residential Service

Amount Due		Amount Due
Your previous bill was	3,231.89	
Total payments/adjustments	-326.32	
<b>Balance at billing on March 17, 2010</b>	<b>2,905.57</b>	<b>2,905.57</b>
<b>Current Basic Charges</b>		
Toledo Edison	67.99	
Toledo Edison - Misc. Charges	12.00	
FirstEnergy Solutions Corp - Consumption	89.12	
<b>Total Current Charges</b>	<b>169.11</b>	<b>169.11</b>
<b>Total Due by Mar 31, 2010 - Please pay this amount</b>		<b>\$3,074.68</b>

You are legally responsible for a \$9,702.62 actual account balance.

	<b>Bill issued by:</b> Toledo Edison PO Box 3638 Akron OH 44309-3638		Customer Service 1-800-447-3333 24-Hour Emergency/Outage Reporting 1-888-544-4877 Payment Options 1-800-995-0095 visit us on-line at <a href="http://www.firstenergycorp.com">www.firstenergycorp.com</a>
	<b>Certified Retail Electric Service Provider:</b> FirstEnergy Solutions Corp 341 White Pond Drive Bldg B3 Akron OH 44320-1119		For Information About Your Alternate Electric Supplier 1-888-254-6359

<b>Price to Compare Message</b>	
Your current <b>PRICE TO COMPARE</b> for generation and transmission from Toledo Edison 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 <a href="http://www.PUCO.ohio.gov">www.PUCO.ohio.gov</a> .	
<b>Residential Service - 2190026868</b>	<b>6.73 cents per kWh</b>

Att. G1

## \*\*\*\*\* REMINDER NOTICE \*\*\*\*\*

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

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



When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below.  
Call Toledo Edison at 1-800-447-3333 with questions on these charges.

**Basic Charges**

Customer Number: 0800625769 2190026868 - Residential Service - TE-RSD

Customer Charge	4.00
Distribution Related Component	65.77
Cost Recovery Charges	-1.78
	<hr/> 67.99
Field Collection Charge	12.00
<b>Total Charges</b>	<hr/> <b>\$ 79.99</b>



Call FirstEnergy Solutions Corp at 1-888-254-6359 with questions on these charges.

Account Number: 575596 Rate: FES-8243

**Basic Charges**

Basic Charge	1,386 KWH x 0.064300 per KWH	89.12
<b>Total Charges</b>		<hr/> <b>\$ 89.12</b>

**Detail Payment and Adjustment Information**

Date	Reference	Amount
<b>Payments:</b>		
03/01/10		-208.36
<b>Total Payments</b>		<hr/> <b>-208.36</b>
<b>Adjustments:</b>		
03/15/10	Emergency HEAP Credit	-117.96
<b>Total Adjustments</b>		<hr/> <b>-117.96</b>
<b>Total Payments and Adjustments</b>		<hr/> <b>-\$326.32</b>

**Account Balances by Company**

	Previous Balance	Payments/ Adjustments	Current Charges	Please Pay
Toledo Edison	3,010.80	-224.19	79.99	2,866.60
FirstEnergy Solutions Corp	221.09	-102.13	89.12	208.08
<b>Total</b>	<b>3,231.89</b>	<b>-326.32</b>	<b>169.11</b>	<b>3,074.68</b>

**Arrearage Crediting Plan - Step 3 Summary Information**

Arrearage Crediting Plan Account Balance		Actual Account Balance	
Previous bill was	3,231.89	Previous bill was	9,859.83
Total payments/adjustments	-326.32	Total payments/adjustments	-326.32
Balance at billing	2,905.57	Balance at billing	9,533.51
Current charges	169.11	Current charges	169.11
<b>Arrearage Crediting Plan Account Balance</b>	<b>3,074.68</b>	<b>Actual Account Balance</b>	<b>9,702.62</b>

**Meter Reading Information**

Residential Service

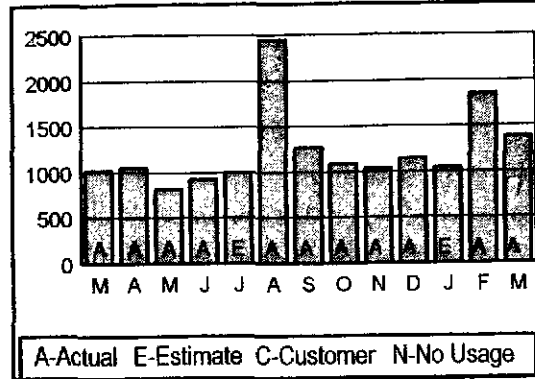
52



**Meter Number** 34535917  
**Present KWH Reading (Actual)** 87,869  
**Previous KWH Reading (Actual)** 86,483  
**Kilowatt Hours Used** 1,386

**Usage Information**

**Usage Comparison**



**Historical Usage Information**

Mar 09	1,020	Sep 09	1,269
Apr 09	1,044	Oct 09	1,090
May 09	819	Nov 09	1,038
Jun 09	926	Dec 09	1,143
Jul 09	999	Jan 10	1,039
Aug 09	2,443	Feb 10	1,850
		Mar 10	1,386

<b>Average Daily Use (KWH)</b>	Mar 09	35	Mar 10	48
<b>Average Daily Temperature</b>		33		35
<b>Days in Billing Period</b>		29		29
<b>Last 12 Months Use (KWH)</b>				15,046
<b>Average Monthly Use (KWH)</b>				1,254



63

## \*\*\*\*\* REMINDER NOTICE \*\*\*\*\*

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

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



When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below.  
Call Toledo Edison at 1-800-447-3333 with questions on these charges.

**Basic Charges**

Customer Number: 0800625769 2190026868 - Residential Service - TE-RSD

Customer Charge	4.00
Distribution Related Component	65.77
Cost Recovery Charges	-1.78
	<u>67.99</u>
Field Collection Charge	12.00
<b>Total Charges</b>	<b>\$ 79.99</b>

**Charges from FirstEnergy Solutions Corp this billing period**

Call FirstEnergy Solutions Corp at 1-888-254-6359 with questions on these charges.

Account Number: 575596 Rate: FES-8243

**Basic Charges**

Basic Charge	1,386 KWH	x 0.064300 per KWH	89.12
<b>Total Charges</b>			<b>\$ 89.12</b>

**Detail Payment and Adjustment Information**

Date	Reference	Amount
<b>Payments:</b>		
03/01/10		-208.36
<b>Total Payments</b>		<b>-208.36</b>
<b>Adjustments:</b>		
03/15/10	Emergency HEAF Credit	-117.96
<b>Total Adjustments</b>		<b>-117.96</b>
<b>Total Payments and Adjustments</b>		<b>-\$326.32</b>

**Account Balances by Company**

	Previous Balance	Payments/ Adjustments	Current Charges	Please Pay
Toledo Edison	3,010.80	-224.19	79.99	2,866.60
FirstEnergy Solutions Corp	221.09	-102.13	89.12	208.08
<b>Total</b>	<b>3,231.89</b>	<b>-326.32</b>	<b>169.11</b>	<b>3,074.68</b>

**Arrearage Crediting Plan - Status Summary Information**

Arrearage Crediting Plan Account Balance		Actual Account Balance	
Previous bill was	3,231.89	Previous bill was	9,859.83
Total payments/adjustments	-326.32	Total payments/adjustments	-326.32
Balance at billing	2,905.57	Balance at billing	9,533.51
Current charges	169.11	Current charges	169.11
<b>Arrearage Crediting Plan Account Balance</b>	<b>3,074.68</b>	<b>Actual Account Balance</b>	<b>9,702.62</b>

Residential Service

G4

Address #940  
1075 Monroe St  
Sylvania OH 43560  
(419) 825-5027

Terminal ID: 040372 Teller: MTCV  
Mar 24, 2010 05:48 PM

- Receipt Number -  
085340013110

Toledo Edison - (4)  
Stub Type : ENERGY

TRANS# 13.1 - STUB# 12 - TW 917  
ACT# : 110019485314  
AMOUNT PAID : \$167.11

- FEES -	
FEES PAID :	\$1.05
- PAYMENT(S) -	
CASH	\$170.36
TOTAL PAID:	\$170.36
TOTAL TENDERED:	\$170.36
CHANGE DUE:	\$0.00

Thank you for your payment  
For more information, call  
1-800-467-1333

Please verify all account information  
is correct before leaving the payment  
location.

Thank you for using CheckFreePay.

Att. H1

WESTERN UNION  
THE CITY GRILL & MARKET # 000003  
TOLEDO, OH

First Energy  
02/27/25 4506 02/26/10 4:53PM 057 003451  
CURRENCY: USD  
07110019485314  
00 CHECK PD \$0.00 CASH PD \$208.36  
01 STATEMENT \$208.36 TOTAL PD \$208.36  
CHANGE DUE \$0.00 FEES \$0.84 EMP01

IF YOU DO NOT HAVE YOUR BILLING STATEMENT, COMPLETE SHaded AREA  
SI USTED NO TIENE LA CUENTA DE CORRIENTE, LLENE LOS DATOS SOLICITADOS EN EL AREA GRIS

Account Number (or cell phone number when required):  
Número de cuenta (o el número del teléfono celular cuando corresponda):  
Billing Name:  
Nombre de quien está la cuenta de cobro:  
Address:  
Dirección:  
Phone ( ):  
Número de Teléfono:

CUSTOMER ACCEPTS ALL POSTED TERMS AND CONDITIONS. SEE REVERSE FOR ALL TERMS AND CONDITIONS.  
EL CLIENTE ACEPTA TODOS LOS TÉRMINOS Y TODAS LAS CONDICIONES QUE SE HAN INDICADO - FAVOR DE LEER LOS TÉRMINOS Y LAS CONDICIONES QUE SE ENCUENTRAN AL REVERSO DE ESTE FORMULARIO.

FOR USE WITH ELECTRONIC CHECK TRANSACTION ONLY:  
SOLAMENTE PARA TRANSACCIONES DE CHEQUE ELECTRÓNICO:  
"I authorize the biller or its agent to convert my check to a draft or an electronic funds transfer and to debit my account for the amount of the transaction."  
Autorizo a la compañía que efectúa el cobro o a sus agentes a convertir mi cheque en giro o en transferencia electrónica de fondos y a debitar de mi cuenta el importe correspondiente a esta transacción.

Antl. Paid \$  
Importe pagado  
Signature X  
Firma  
ELECTRONIC CHECK - A SAFER & MORE SECURE WAY TO PAY  
CHEQUE ELECTRÓNICO - UNA MANERA MÁS CONFIABLE Y MÁS SEGURA DE HACER PAGOS

SRFPSREC1 (REV 06/06)  
CVP2010

CUSTOMER COPY  
COPIA DEL CLIENTE

H2

<b>Organization certifying eligibility:</b> Economic Opportunity Planning Association of Greater Toledo, Inc		<b>Client Name:</b> Upp, Marcena																			
<b>Agency Representative:</b> Wilma W		<b>Client #:</b> 00224112																			
<b>Phone Number:</b> (419) 241-2213		<b>Total Income:</b> \$34,970.04 (Household)																			
		<b>Poverty Ratio:</b> 190.98%																			
<b>Referrals made to:</b> <input type="checkbox"/> HEAP <input type="checkbox"/> PIPP <input type="checkbox"/> E-HEAP <input type="checkbox"/> HWAP <input type="checkbox"/> TEES																					
<b>HWAP STATUS</b>																					
<b>Date Received:</b> <input style="width: 100px;" type="text"/>		<b>Priority Points</b>																			
<b>Categorical Eligibility:</b> <input type="checkbox"/> TANF <input type="checkbox"/> HEAP <input type="checkbox"/> SSI		<table border="1" style="width: 100%; border-collapse: collapse;"><tr><td style="width: 80%;">High Energy Use</td><td style="width: 20%;"></td></tr><tr><td>Fuel Type</td><td></td></tr><tr><td>PIPP/HEAP</td><td></td></tr><tr><td>Elderly</td><td></td></tr><tr><td>Disability</td><td></td></tr><tr><td>Children</td><td></td></tr><tr><td> </td><td></td></tr><tr><td> </td><td></td></tr><tr><td>Total</td><td></td></tr></table>		High Energy Use		Fuel Type		PIPP/HEAP		Elderly		Disability		Children						Total	
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<b>Denied by:</b>																					
<b>Reason for Denial:</b> <input type="checkbox"/> Over Income <input type="checkbox"/> Already Served <input type="checkbox"/> Citizenship <input type="checkbox"/> Other																					
<b>Income Verified by:</b> <input style="width: 300px;" type="text"/>		<b>Date:</b> <input style="width: 100px;" type="text"/>																			

AH. I)

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AH. 11

**Client Comments**

Date / Time	User Name	Comment Type	Comment
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**Application Comments**

Date / Time	User Name	Comment Type	Comment
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12

STATE OF OHIO  
DEPARTMENT OF DEVELOPMENT  
2010 WINTER CRISIS PROGRAM  
**Intent to Pay**

Economic Opportunity Planning Association of Greater Toledo, Inc  
505 Hamilton St  
Toledo, OH 43604-8520  
(419) 241-2213 (phone)

File Number: 00009136  
Date: 3/12/2010

Toledo Edison/First Energy  
6896 Miller Rd , STE 204  
Brecksville, OH 44141-3222

The 2010 Winter Crisis Program, as administered by our agency, has determined the below listed individual eligible for the following assistance.

**Applicant Info:**

**Client Name:** Marcena Upp  
**Client Number:** 00224112  
**Client Address:** 4801 Imperial Dr  
Toledo, OH 43623-3337  
**Client Phone:** (419) 245-2922

**Account Info:**

**Type:** Electric  
**Billing Client Name:** Marcena Upp  
**Billing Client Number:** 00224112  
**Household Size:** 3  
**Account Number:** 110019485314  
**Assistance Amount:** \$117.96  
**PIPP:**

If you have any questions regarding this notice, please contact:  
Economic Opportunity Planning Association of Greater Toledo, Inc  
(419) 241-2213 (phone)

GUIDELINES FOR REFUNDS (REIMBURSEMENTS): Any refund/credit payable to a customer which was initially paid with Emergency HEAP funding must be returned to our agency, and will be forwarded to the State HEAP Office.

Run Date: 3/12/2010

I 3



STATE OF OHIO  
DEPARTMENT OF DEVELOPMENT  
2010 WINTER CRISIS PROGRAM  
**Notice of Determination**

Economic Opportunity Planning Association of Greater Toledo, Inc  
505 Hamilton St  
Toledo, OH 43604-8520

**Marcena Upp**  
**4801 Imperial Dr**  
**Toledo, OH 43623-3337**

Client Number: **00224112**  
File Number: **00009136**  
Date: **3/12/2010**

Your application for assistance dated 3/12/2010 has the following determination.

Energy Source Provider	Source	Account Number	Status	Maximum Amount*	PIPP Status	PIPP Amount
Columbia Gas 200 Civic Center Dr Columbus OH 43215-4138	Main	112495540020003	Eligible	\$57.04	Ineligible	
Toledo Edison/First Energy 76 S Main St Akron OH 44308-1812	Electric	110019485314	Eligible	\$117.96	Ineligible	

You have the right to appeal the above determination in writing within 30 days of this notice, if you believe it to be inaccurate. Your appeal must contain your name, address, social security number, telephone number, reason for appeal, and supporting information with your signature. Please forward your appeal to the above address and to the attention of the Chief Executive Officer. For state appeal process, please refer to posting within intake Offices. If you are unhappy with the quality or the quantity of bulk fuel, it is your responsibility to resolve it with the vendor.

\*Bulk fuel customers will receive a one-time delivery up to the maximum amount indicated above. The only exception is for clients with small tanks of 100 gallons or less; a 30-day line of credit should be established up to the maximum amount indicated above.

If you have any questions regarding this notice, please contact: Economic Opportunity Planning Association of Greater Toledo, Inc at (419) 241-2213.

Staff For This Case: **Wilma W**

14

**TERMS OF AGREEMENT****I agree:**

To pay the appropriate percentage of my household income or the present month's billing whichever is greater, for any electric bill that includes service from April 16 through October 31, and to pay the appropriate percentage of my household income from November 1 through April 15.

To pay the appropriate percentage of my household income for any natural gas throughout the year.

To provide information to update my household income, as required for the annual eligibility determination. If zero PIPP I will provide information to update my household income every 90 days.

To inform the utility companies (gas) or ODOD (electric), if my household income or family size changes from the amount stated on this application.

For utilities to release my name, address, telephone number, consumption data, and total arrearages to agencies that perform weatherization services or provide other energy-related assistance.

**I understand:**

That my PIPP must be re-verified at least once every 12 months. If this does not occur, I understand that the utility company will remove me from the PIPP Plan.

That I must supply proof of income to the utility or ODOD, as required.

That as long as I continue to pay the amount that is billed on the Percentage of Income Payment Plan (PIPP), my service will not be shut-off.

**That I am legally responsible for the entire amount owed for gas and/or electric utility.**

**There are major changes planned to the Percentage of Income Payment Plan (PIPP) beginning November, 2010. Therefore, it is very important that I continue paying my monthly PIPP installments. Failure to do so could result in my household not being able to participate in the PIPP program in the future.**

That, once I stop participating in the PIPP program, companies may use any standard means of collection (such as the garnishment of wages or the placement of a lien on property) to collect arrears that accumulated while enrolled in PIPP.

That there are programs at each utility to assist me with canceling some or all of the account arrearages through good payment behavior.

**Client Name:** Upp, Marcena

**Client Number:** 00224112

**Primary Utility Company:** Columbia Gas

**Payment Amount:**

**Secondary Utility Company:** Toledo Edison/First Energy

**Payment Amount:**

**Customer Signature** \_\_\_\_\_

**Date** \_\_\_\_\_

IS

## Ohio Attorney General Richard Cordray

## FILE A COMPLAINT

## Success

Thank you for filing your complaint. Please print or save this screen for your records.

Your complaint reference number is: **WU100254397**

If you have any additional information, please contact the Ohio Attorney General's Help Center at (800) 282-0515. Please have your complaint reference number ready.

Documentation, such as an estimate, receipt, contract, etc., is important to processing a complaint. Please e-mail any additional documentation you have to [ConsumerWeb@OhioAttorneyGeneral.gov](mailto:ConsumerWeb@OhioAttorneyGeneral.gov) or fax it to (866) 268-2279. Please make sure to reference your complaint number.

You entered the following information:

## Step 1 Information:

This complaint pertains to: Private utility services

## Step 2 Information:

I am filing this complaint as a(n): Individual

Title:

First name: Marcena

MI: M

Last name: Upp

Address line 1: 4801 Imperial Drive

Address line 2:

City: Toledo

State: Ohio

ZIP code: 43623

County: LUCAS

Country: UNITED STATES

E-mail address: [upportillo.upp38@gmail.com](mailto:upportillo.upp38@gmail.com)

Preferred phone number: 419-245-2922

Are you filing this complaint on behalf of a business?

Person or business?

## Step 3 Information:

Company: Toledo Edison  
1001 Delaware  
Toledo, Ohio, 43607  
UNITED STATES  
8004473333 (Daytime)  
[www.firstenergycorp.com](http://www.firstenergycorp.com)

Salesperson first name:

Salesperson last name:

Other contact first name:

Other contact last name:

Have you contacted the business to attempt to resolve the issue?: Yes

Description of your attempt:

## Step 4 Information:

This complaint is about: Utilities; Billing Issues

How were you solicited:

Product or service purchased:

Transaction date:

Purchase price:

Disputed amount:

Payment method:

Did you request this product or service?:

Att. JI

Explain the issue: Utility refuses to give me any kind of payment plan to catch up a past due balance from when I was in foreclosure in summer 2009. PUCO tried to resolve and so did Ohio Consumer's Council. Both agencies said they were shocked that the utility refuses when I qualify for Heap and have a disabled child with two other children in home. I paid \$175 winter one time payment to avoid disconnect, then paid four more payments from Jan-March of my bill so close to \$600. They say I must come up with ~~\$2700~~ more, but place no disconnect notice on my March bill, they pasted one on my door, but this notice is very confusing and has many handwritten figures on it that are not correct showing my payments, but not showing correct dates when I paid them. The notice also doesn't give me 10 days and says they will shut off on 4/2/10 Good Friday, but this gives me no time to even pay what they listed, which I can't, but even if I could, they won't be open for me to get reconnected until Monday if they shut me off Friday. This is unconscionable. Can they actually do all this and refuse to give me a plan?



Document(s) uploaded:

Enter the desired resolution: The utility company needs to afford me a plan of how to pay the past due. 12 months ontime payments and they match my payments was one way I thought they did, but now I don't know what can be done with this. I need electricity for my children and myself. I cook, heat and light my home with it.

J2

**Billing Period:** Mar 17 to Apr 15, 2010 for 30 days  
**Next Reading Date:** On or about May 13, 2010  
**Bill Based On:** Actual Meter Reading  
 Arrearage Crediting Plan - Step 8

Ambridge Credit Plan Account Summary		Amount Due
Your previous bill was	3,074.68	
Total payments/adjustments	-169.11	
<b>Balance at billing on April 16, 2010</b>	<b>2,905.57</b>	<b>2,905.57</b>
<b>Current Basic Charges</b>		
Toledo Edison	70.05	
FirstEnergy Solutions Corp - Consumption	90.60	
<b>Total Current Charges</b>	<b>160.65</b>	<b>160.65</b>
<b>Total Due by Apr 30, 2010 - Please pay this amount</b>		<b>\$3,066.22</b>

General Information			
	<b>Bill issued by:</b> Toledo Edison PO Box 3638 Akron OH 44309-3638		Customer Service 1-800-447-3333 24-Hour Emergency/Outage Reporting 1-888-544-4877 Payment Options 1-800-995-0095 <b>visit us on-line at <a href="http://www.firstenergycorp.com">www.firstenergycorp.com</a></b>
	<b>Certified Retail Electric Service Provider:</b> FirstEnergy Solutions Corp 341 White Pond Drive Bldg B3 Akron OH 44320-1119		For Information About Your Alternate Electric Supplier

Your current **PRICE TO COMPARE** for generation and transmission from Toledo Edison 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](http://www.PUCO.ohio.gov).

**6.69 cents per kWh**

See other pages for additional information and telephone numbers

**Return this part with a check or money order  
Payable to Toledo Edison**

\*\*\*\*\*AUTO\*\*5-DIGIT 43623  
00009887 01 AV 0.332  
MARCENA UPP  
4801 IMPERIAL DR  
TOLEDO OH  
43623-3337

<b>Amount Paid</b>	
<b>Please Pay</b>	<b>\$3,066.22</b>
<b>Due By</b>	<b>April 30, 2010</b>

TOLEDO EDISON  
PO BOX 3638  
AKRON OH 44309-3638

[illegible]

Att. KJ

[illegible]

## Messages

## \*\*\*\*\* DISCONNECTION NOTICE \*\*\*\*\*

Your electric bill payment is past due. Your service may be disconnected unless payment of \$ 2,881.57 is made by 04/30/2010. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 and may be required to pay a security deposit to have power restored. You may be eligible for the Percentage of Income Payment Plan or other extended payment plan. See enclosed information. Failure to pay charges for competitive retail electric service may also result in the cancellation of your contract with the competitive retail electric service provider and return you to Toledo Edison'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 1-800-995-0095. You may also call this number for information about our medical certification program.

Spring's warm weather often produces thunderstorms, which can cause service interruption. If you see a downed power line, immediately call us or your local police or fire department. For your safety, please stay away from downed power lines or anything it is touching.

## Charges from Toledo Edison this billing period



When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below.  
Call Toledo Edison at 1-800-447-3333 with questions on these charges.

## Basic Charges

Customer Number: 0800625769 2190026868 - Residential Service - TE-RSD

Customer Charge	4.00
Distribution Related Component	66.79
Cost Recovery Charges	-0.74
<b>Total Charges</b>	<b>\$ 70.05</b>

## Charges from FirstEnergy Solutions Corp this billing period



Call FirstEnergy Solutions Corp at 1-888-254-6359 with questions on these charges.

Account Number: 575596 Rate: FES-8243

## Basic Charges

Basic Charge	1,409 KWH	x 0.064301 per KWH	90.60
<b>Total Charges</b>			<b>\$ 90.60</b>

## Bill Balance and Adjustment Information

Date	Reference	Amount
Payments:		
03/29/10		-169.11
<b>Total Payments</b>		<b>-169.11</b>
<b>Total Payments and Adjustments</b>		<b>-\$169.11</b>

## Account Balances by Company

	Previous Balance	Payments/ Adjustments	Current Charges	Please Pay
Toledo Edison	2,866.60	-50.15	70.05	2,886.50
FirstEnergy Solutions Corp	208.08	-118.96	90.60	179.72
<b>Total</b>	<b>3,074.68</b>	<b>-169.11</b>	<b>160.65</b>	<b>3,066.22</b>

K2

### Arrearage Crediting Plan - Step 8 Summary Information

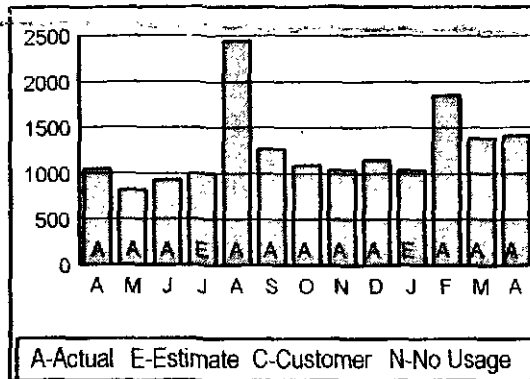
Arrearage Crediting Plan Account Balance		Actual Account Balance	
Previous bill was	3,074.68	Previous bill was	9,702.62
Total payments/adjustments	-169.11	Total payments/adjustments	-169.11
Balance at billing	2,905.57	Balance at billing	9,533.51
Current charges	160.65	Current charges	160.65
Arrearage Crediting Plan Account Balance	3,066.22	Actual Account Balance	9,694.16

### Meter Reading Information

Residential Service	
Meter Number	34535917
Present KWH Reading (Actual)	89,278
Previous KWH Reading (Actual)	87,869
Kilowatt Hours Used	1,409

### Usage Information

#### Usage Comparison



#### Historical Usage Information

Apr 09	1,044	Oct 09	1,090
May 09	819	Nov 09	1,038
Jun 09	926	Dec 09	1,143
Jul 09	999	Jan 10	1,039
Aug 09	2,443	Feb 10	1,850
Sep 09	1,269	Mar 10	1,386
		Apr 10	1,409

	Apr 09	Apr 10
Average Daily Use (KWH)	36	47
Average Daily Temperature	42	50
Days in Billing Period	29	30
Last 12 Months Use (KWH)		15,411
Average Monthly Use (KWH)		1,284



K3

WESTERN UNION  
THE CITY GRILL & MARKET # 000000  
TOLEDO, OH

First Energy  
Z227525 5544 07/14/10 2:07PM 195 003451  
CURRENCY: USD  
07110019485314  
00 CHECK PD \$0.00 CASH PD \$113.72  
01 STATEMENT \$113.72 TOTAL PD \$113.72  
CHANGE DUE \$0.00 FEES \$1.00 EMP04

**IF YOU DO NOT HAVE YOUR BILLING STATEMENT, COMPLETE SHADED AREA**  
**SI USTED NO TIENE LA CUENTA DE CUBRO, LLEVE LOS DATOS SOLICITADOS EN EL AREA GRIS**

Account Number (or cell phone number when required):  
Número de cuenta (o el número del teléfono celular cuando correspondiera):  
Billing Name:  
Nombre de quien está la cuenta de cobro:  
Address:  
Dirección:  
Phone ( ):  
Número de teléfono:  
Signature:  
Firma:

**CUSTOMER ACCEPTS ALL POSTED TERMS AND CONDITIONS - SEE REVERSE FOR ALL TERMS AND CONDITIONS.**  
**EL CLIENTE ACEPTA TODOS LOS TÉRMINOS Y CONDICIONES QUE SE HAN INDICADO - FAVOR DE LEER LOS TÉRMINOS Y LAS CONDICIONES QUE SE ENCUENTRAN AL REVERSO DE ESTE FORMULARIO.**

**FOR USE WITH ELECTRONIC CHECK TRANSACTION ONLY:**  
**SOLAMENTE PARA TRANSACCIONES DE CHEQUE ELECTRONICO:**

I authorize the biller or its agent to convert my check to a draft or an electronic funds transfer and to debit my account for the amount of the transaction.  
Autorizo a la compañía que efectúa el cobro o a sus agentes a convertir mi cheque en giro o en transferencia electrónica de fondos y a debitar de mi cuenta el importe correspondiente a esta transacción.

Antl. Paid \$  
Importe pagado \$  
Signature X  
Firma

**ELECTRONIC CHECK - A SAFER & MORE SECURE WAY TO PAY**  
**CHEQUE ELECTRONICO - UNA MANERA MAS CONFIABLE Y MAS SEGURA DE HACER PAGOS**

SRFP9REC1 (REV 06/06)  
CVP2010

**CUSTOMER COPY**  
**COPIA DEL CLIENTE**

K4







Bill for: MARCENA UPP  
 4801 IMPERIAL DR  
 TOLEDO OH 43623

 Billing Period: May 15 to Jun 15, 2010 for 32 days  
 Next Reading Date: On or about Jul 14, 2010  
 Bill Based On: Estimated Meter Reading  
 Arrearage Crediting Plan - Step 8

Residential Service

Arrearage Crediting Plan Account Summary		Amount Due
Your previous bill was	3,209.88	
Total payments/adjustments	0.00	
Balance at billing on June 16, 2010	3,209.88	3,209.88
<b>Current Basic Charges</b>		
Toledo Edison	50.19	
FirstEnergy Solutions Corp - Consumption	63.53	
<b>Total Current Charges</b>	113.72	113.72
<b>Total Due by Jun 30, 2010 - Please pay this amount</b>		<b>\$3,323.60</b>

You are legally responsible for a \$9,951.54 actual account balance.  
 \*\*\* PLEASE SEE DISCONNECTION MESSAGE ON PAGE 3. \*\*\*

General Information			
	<b>Bill issued by:</b> Toledo Edison PO Box 3638 Akron OH 44309-3638	 Customer Service 1-800-447-3333 24-Hour Emergency/Outage Reporting 1-888-544-4877 Payment Options 1-800-995-0095 visit us on-line at <a href="http://www.firstenergycorp.com">www.firstenergycorp.com</a>	
	<b>Certified Retail Electric Service Provider:</b> FirstEnergy Solutions Corp 341 White Pond Drive Bldg B3 Akron OH 44320-1119	 For Information About Your Alternate Electric Supplier 1-888-254-6359	

Price to Compare Message
Your current <b>PRICE TO COMPARE</b> for generation and transmission from Toledo Edison 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 <a href="http://www.PUCO.ohio.gov">www.PUCO.ohio.gov</a> .
<b>Residential Service - 2190026868</b> <span style="float: right;"><b>7.13 cents per kWh</b></span>

KS

See other pages for additional information and telephone numbers

## Messages

## \*\*\*\*\* DISCONNECTION NOTICE \*\*\*\*\*

Your electric bill payment is past due. Your service may be disconnected unless payment of \$ 3,173.88 is made by 06/30/2010. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 and may be required to pay a security deposit to have power restored. You may be eligible for the Percentage of Income Payment Plan or other extended payment plan. See enclosed information. Failure to pay charges for competitive retail electric service may also result in the cancellation of your contract with the competitive retail electric service provider and return you to Toledo Edison'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 1-800-995-0095. You may also call this number for information about our medical certification program.

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

Customers who paid the company a security deposit and switched to an alternative electric generation supplier are being refunded the generation portion of the security deposit. Customers receiving this refund will have a Security Deposit Refund line item on this bill. Note: If your community formed a governmental aggregation group to buy electricity, an alternative supplier may have been selected for you through that aggregation. If you are receiving the entire amount of your security deposit (plus interest), then the amount of time you were required to provide a security deposit has passed and the company is refunding the amount to you.

## Charges from Toledo Edison this billing period



When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below.  
Call Toledo Edison at 1-800-447-3333 with questions on these charges.

## Basic Charges

Customer Number: 0800625769 2190026868 - Residential Service - TE-RSD

Customer Charge	4.00
Distribution Related Component	45.96
Cost Recovery Charges	0.23

<b>Total Charges</b>	<b>\$ 50.19</b>
----------------------	-----------------



Call FirstEnergy Solutions Corp at 1-888-254-6359 with questions on these charges.

Account Number: 575596 Rate: FES-8243

## Basic Charges

Basic Charge	988 KWH	x 0.064302 per KWH	63.53
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<b>Total Charges</b>	<b>\$ 63.53</b>
----------------------	-----------------

	Previous Balance	Payments/ Adjustments	Current Charges	Please Pay
Toledo Edison	2,956.79	0.00	50.19	3,006.98
FirstEnergy Solutions Corp	253.09	0.00	63.53	316.62
<b>Total</b>	<b>3,209.88</b>	<b>0.00</b>	<b>113.72</b>	<b>3,323.60</b>

KL

### Arrearage Crediting Plan - Step 8 Summary Information

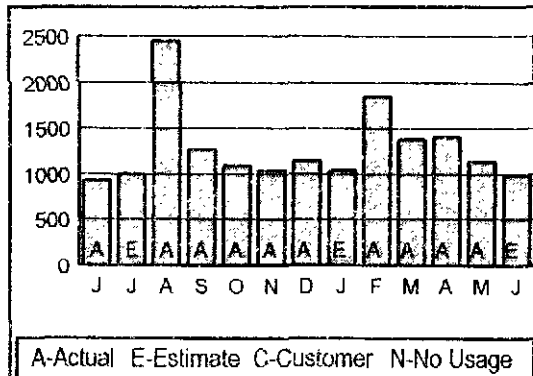
Arrearage Crediting Plan Account Balance		Actual Account Balance	
Previous bill was	3,209.88	Previous bill was	9,837.82
Total payments/adjustments	0.00	Total payments/adjustments	0.00
Balance at billing	3,209.88	Balance at billing	9,837.82
Current charges	113.72	Current charges	113.72
Arrearage Crediting Plan Account Balance	3,323.60	Actual Account Balance	9,951.54

### Meter Reading Information

Residential Service	
Meter Number	34535917
Present KWH Reading (Estimate)	91,407
Previous KWH Reading (Actual)	90,419
Kilowatt Hours Used	988

### Usage Information

#### Usage Comparison



#### Historical Usage Information

Jun 09	526	Dec 09	1,143
Jul 09	999	Jan 10	1,039
Aug 09	2,443	Feb 10	1,850
Sep 09	1,269	Mar 10	1,386
Oct 09	1,090	Apr 10	1,409
Nov 09	1,038	May 10	1,141
		Jun 10	988

	Jun 09	Jun 10
Average Daily Use (KWH)	31	31
Average Daily Temperature	64	69
Days in Billing Period	30	32
Last 12 Months Use (KWH)		15,795
Average Monthly Use (KWH)		1,316



K7



# How to Pay Off Your Electric PIPP Balance

In Ohio, more than 249,000 electric customers are enrolled in the Percentage of Income Payment Plan (PIPP), a program that assists income eligible consumers receive or maintain their utility service. Each year, the Ohio Department of Development (ODOD) asks electric customers enrolled in PIPP to reverify that they are eligible. Customers may reverify or re-enroll by completing a Home Energy Assistance Program (HEAP) application and contacting their local Community Action Agency. Those customers who fail to reverify for PIPP are removed from the program. The Office of the Ohio Consumers' Counsel (OCC), the residential utility consumer advocate, is providing this information to inform customers about a program available to those who are no longer eligible for PIPP.

## PAC Program

Customers of Ohio's electric utilities, American Electric Power, Dayton Power & Light, Duke Energy and FirstEnergy, who are no longer income eligible for PIPP may enroll in the company's PIPP Arrearage Crediting program (PAC). The PAC program assists with the transition from paying a monthly PIPP payment to paying a full monthly electric bill.

## How to Pay Off your Electric PIPP Balance:

- Pay the PIPP Amount for the first 12 months after you leave the PIPP Program.
- Pay your full monthly electric bill for the next 12 months (second year of program).

- Pay your full monthly electric bill plus a payment toward the PIPP balance (not to exceed \$20) during each additional 12 months until your PIPP balance is paid off.
- Once you start paying both your electric bill and the payment toward the PIPP balance, your electric company will match your payment that goes toward the PIPP balance.
- You have the amount of time you were on PIPP plus an additional 24 months to pay off your PIPP balance.

## Who can help

Customers who need assistance with enrolling in the PAC program can contact the OCC toll free at 1-877-PICKOCC (1-877-742-5622). Additional information about utility assistance programs, including the natural gas PIPP crediting forgiveness programs, can be received free of charge by calling the OCC or visiting online at [www.pickocc.org](http://www.pickocc.org).

For more information about assistance programs contact the Office of the Ohio Consumers' Counsel, your residential utility consumer advocate, and request the fact sheets on HEAP and PIPP at 1-877-PICKOCC (1-877-742-5622), or view the fact sheets online at [www.pickocc.org](http://www.pickocc.org).

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*The Office of the Ohio Consumers' Counsel is an equal opportunity employer and provider of services.*

**For additional information from the Office of the Ohio Consumers' Counsel:**

**Call: 1-877-PICKOCC (1-877-742-5622) toll free or (614) 466-8574**  
**Write: 10 West Broad Street, Suite 1800, Columbus, Ohio 43215-3485**  
**E-mail: [occ@occ.state.oh.us](mailto:occ@occ.state.oh.us) • Internet Address: [www.pickocc.org](http://www.pickocc.org)**

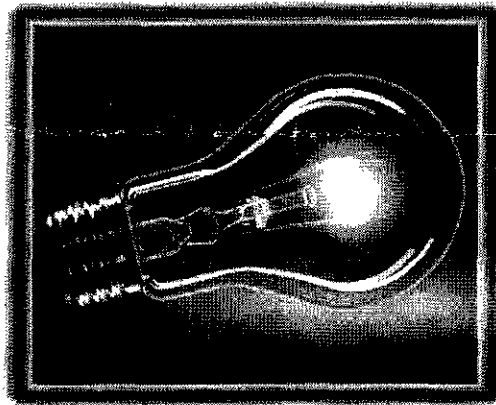
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Att. LI



# The Basics of the Electric PIPP Arrearage Crediting Program

In Ohio, more than 249,000 electric customers are enrolled in the Percentage of Income Payment Plan (PIPP), a program that helps income-eligible consumers receive or maintain their utility service. These customers are asked regularly to verify that they are still eligible to receive assistance. The Office of the Ohio Consumers' Counsel (OCC), the residential utility advocate, is providing this information to help customers better understand the verification process and inform them about a program available to those customers who are no longer eligible for PIPP.



payment to paying monthly electric bills in full.

This program allows customers to:

- Pay their PIPP amount for the first 12 months after leaving the PIPP program.
- Pay their full monthly electric bill for the second 12 months.
- Pay their full monthly electric bill plus a payment toward their PIPP arrearage (not to exceed \$20) during the third 12 months. Once customers begin paying their current bill plus a payment toward their PIPP arrearage, they will receive a credit equal to the arrearage payment.

## Electric PIPP Verification

Each year, the Ohio Department of Development (ODOD) asks electric customers enrolled in PIPP to verify that they are eligible. Those customers who are on 0 percent PIPP must verify every 90 days. Customers may verify or re-enroll by completing a Home Energy Assistance Program (HEAP) application and contacting their local community action agency. Customers who fail to verify for PIPP will be removed from the program.

## PAC Program

Customers of Ohio's electric utilities, such as Ohio Edison, who are no longer income eligible for PIPP may enroll in the company's PIPP Arrearage Crediting program (PAC). The PAC program assists with the transition from paying a monthly PIPP

The amount of time customers stay in the PAC program is determined by the length of time they were on PIPP plus 24 months.

## Income Guidelines

To be eligible for PIPP, customers must meet the following income guidelines (at or below 150 percent of the federal poverty guidelines), as well as apply for all energy assistance programs for which they may be eligible (such as the Home Energy Assistance Program).

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42

continued from other side >>

## Guidelines

Size of household	Total household income	
	for 3 months	for 12 months
1 .....	\$ 4,061.00	\$ 16,245
2 .....	\$ 5,463.50	\$ 21,855
3 .....	\$ 6,866.00	\$ 27,465
4 .....	\$ 8,268.50	\$ 33,075
5 .....	\$ 9,671.00	\$ 38,685
6 .....	\$ 11,073.50	\$ 44,295

\* For households with more than six members, add \$1,402.50 per person for 3 months and \$5,610 per person for 12 months.

## Who can help

Customers who need assistance with enrolling in the PAC program can contact the OCC toll free at 1-877-PICKOCC (1-877-742-5622). Additional information about utility assistance programs, including the natural gas PIPP crediting forgiveness programs, can be received free of charge by calling the OCC or visiting online at [www.pickocc.org](http://www.pickocc.org).

*The Office of the Ohio Consumers' Counsel is an equal opportunity employer and provider of services.*

**For additional information from the Office of the Ohio Consumers' Counsel:**

**Call: 1-877-PICKOCC (1-877-742-5622) toll free or (614) 466-8574**  
**Write: 10 West Broad Street, 18th Floor, Columbus, Ohio 43215-3485**  
**E-mail: [occ@occ.state.oh.us](mailto:occ@occ.state.oh.us) • Internet Address: [www.pickocc.org](http://www.pickocc.org)**

Bill for: MARCENA UPP  
4801 IMPERIAL DR  
TOLEDO OH 43623




Billing Period: Jan 13 to Feb 11, 2011 for 30 days  
Next Reading Date: On or about Mar 11, 2011  
Bill Based On: Estimated Meter Reading  
Arrearage Crediting Plan - Step 8

Residential Service

Arrearage Crediting Plan Account Summary		Amount Due
Your previous bill was	4,840.77	
Total payments/adjustments	0.00	
<b>Balance at billing on February 14, 2011</b>	<b>4,840.77</b>	<b>4,840.77</b>
<b>Current Basic Charges</b>		
Toledo Edison	104.03	
FirstEnergy Solutions Corp - Consumption	136.70	
<b>Total Current Charges</b>	<b>240.73</b>	<b>240.73</b>
<b>Total Due by Feb 28, 2011 - Please pay this amount</b>		<b>\$5,081.50</b>

You are legally responsible for a \$11,709.44 actual account balance.

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

General Information			
	<b>Bill issued by:</b> Toledo Edison PO Box 3638 Akron OH 44309-3638		Customer Service 1-800-447-3333 24-Hour Emergency/Outage Reporting 1-888-544-4877 Payment Options 1-800-995-0095 visit us on-line at <a href="http://www.firstenergycorp.com">www.firstenergycorp.com</a>
	<b>Certified Retail Electric Service Provider:</b> FirstEnergy Solutions Corp 341 White Pond Drive Bldg B3 Akron OH 44320-1119		For Information About Your Alternate Electric Supplier 1-888-254-6359

Price to Compare Message
Your current <b>PRICE TO COMPARE</b> for generation and transmission from Toledo Edison 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 <a href="http://www.PUCO.ohio.gov">www.PUCO.ohio.gov</a> .
<b>Residential Service - 2190026868</b> <span style="float: right;"><b>6.73 cents per kWh</b></span>

Att. NJ

## Messages

## \*\*\*\*\* DISCONNECTION NOTICE \*\*\*\*\*

Your electric bill payment is past due. Your service may be disconnected unless payment of \$ 4,780.77 is made by 02/28/2011. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 and may be required to pay a security deposit to have power restored. You may be eligible for the Percentage of Income Payment Plan Plus 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 Toledo Edison'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 1-800-995-0095. You may also call this number for information about our medical certification program if the disconnection of service would be especially dangerous to the health of a permanent resident.

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

Toledo Edison is committed to providing you with accurate bills -- and obtaining an actual meter reading is the first step. Our company representatives try their best to respect your property and pets, and they count on you to respect our requirement to access the meter on your property. Inability to access the meter on your property will lead to estimated bills and, over time, may result in disconnection. Thank you for your cooperation.

## Charges from Toledo Edison this billing period



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

Call Toledo Edison at 1-800-447-3333 with questions on these charges.

## Basic Charges

Customer Number: 0800625769 2190026868 - Residential Service - TE-RSD

Customer Charge	4.00
Distribution Related Component	101.51
Cost Recovery Charges	-1.48

## Total Charges

\$ 104.03

## Charges from FirstEnergy Solutions Corp this billing period



Call FirstEnergy Solutions Corp at 1-888-254-6359 with questions on these charges.

Account Number: 575596 Rate: FES-8243

## Basic Charges

Basic Charge	2,126 KWH	x 0.064299 per KWH	136.70
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## Total Charges

\$ 136.70

## Account Balances by Company

	Previous Balance	Payments/ Adjustments	Current Charges	Please Pay
Toledo Edison	3,730.41	0.00	104.03	3,834.44
FirstEnergy Solutions Corp	1,110.36	0.00	136.70	1,247.06
Total	4,840.77	0.00	240.73	5,081.50

## Arrearage Crediting Plan - Step 8 Summary Information

Arrearage Crediting Plan Account Balance		Actual Account Balance	
Previous bill was	4,840.77	Previous bill was	11,468.71
Total payments/adjustments	0.00	Total payments/adjustments	0.00
Balance at billing	4,840.77	Balance at billing	11,468.71
Current charges	240.73	Current charges	240.73
Arrearage Crediting Plan Account Balance	5,081.50	Actual Account Balance	11,709.44

## Meter Reading Information

NZ

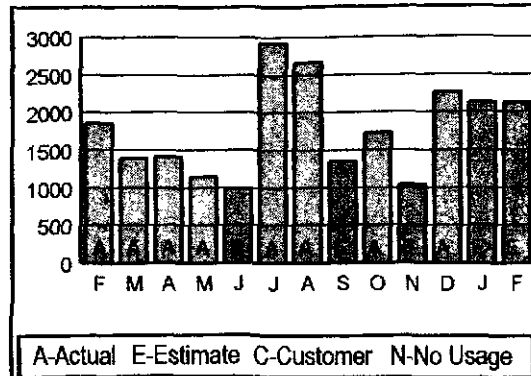


**Residential Service**

**Meter Number** 34535917  
**Present KWH Reading (Estimate)** 7,646  
**Previous KWH Reading (Estimate)** 5,520  
**Kilowatt Hours Used** 2,126

**Usage Information**

**Usage Comparison**



**Historical Usage Information**

Feb 10	1,850	Aug 10	2,663
Mar 10	1,386	Sep 10	1,353
Apr 10	1,409	Oct 10	1,737
May 10	1,141	Nov 10	1,038
Jun 10	988	Dec 10	2,268
Jul 10	2,928	Jan 11	2,126
		Feb 11	2,126

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

Feb 10  
 60  
 25  
 31

Feb 11  
 71  
 19  
 30  
 21,163  
 1,764



113

WESTERN UNION  
THE CITY GRILL & MARKET # 000,000  
TOLEDO, OH

11/25/95 / 252 02/11/97 11:13AM 070 900451  
CURRENT: 050  
0711001285314  
00 CHECK PD \$0.00 CASH PD \$175.00  
01 STATEMENT \$175.00 TOTAL PD \$175.00  
CHARGE DUE \$0.00 WU FEES \$1.00 #01

**WESTERN UNION**  
**CONVENIENCE PAY (SEND RECEIPT)**  
**IF YOU DO NOT HAVE YOUR BILLING STATEMENT COMPLETE SHADED AREA**  
**SI USTED NO TIENE LA CUENTA DE COBRO, LLENE LOS DATOS SOLICITADOS EN EL AREA GRIS**

Account Number (or cell phone number when required):  
Número de cuenta (o el número del teléfono celular cuando corresponda):  
Billing Name  
A nombre de quien está la cuenta de cobro  
Address  
Dirección  
Phone ( )  
Número de teléfono

**CUSTOMER ACCEPTS ALL POSTED TERMS AND CONDITIONS - SEE REVERSE FOR ALL TERMS AND CONDITIONS.**  
**EL CLIENTE ACEPTA TODOS LOS TÉRMINOS Y TODAS LAS CONDICIONES QUE SE HAN INDICADO - FAVOR DE LEER LOS TÉRMINOS Y LAS CONDICIONES QUE SE ENCUENTRAN AL REVERSO DE ESTE FORMULARIO.**

**FOR USE WITH ELECTRONIC CHECK TRANSACTION ONLY.**  
**SOLAMENTE PARA TRANSACCIONES DE CHEQUE ELECTRÓNICO:**  
"I authorize the biller or its agent to convert my check to a draft or an electronic funds transfer and to debit my account for the amount of the transaction."  
Autorizo a la compañía que efectúa el cobro o a sus agentes a convertir mi cheque en giro o en transferencia electrónica de fondos y a debitar de mi cuenta el importe correspondiente a esta transacción.

Amount Paid \$  
Importe pagado  
Signature X  
Firma

**ELECTRONIC CHECK - A SAFER & MORE SECURE WAY TO PAY**  
**CHEQUE ELECTRÓNICO - UNA MANERA MAS CONFIAZLE Y MAS SEGURA DE HACER PAGOS**

SRFPSREC1 (REV 06/06)  
CVP2010

**CUSTOMER COPY**  
**COPIA DEL CLIENTE**

114

Bill for: MARCENA UPP  
4801 IMPERIAL DR  
TOLEDO OH 43623

**Billing Period:** Feb 12 to Mar 14, 2011 for 31 days  
**Next Reading Date:** On or about Apr 12, 2011  
**Bill Based On:** Estimated Meter Reading  
 Arrearage Crediting Plan - Step 8

## Residential Service

Arrerage Crediting Plan Account Summary		Amount Due
Your previous bill was	5,081.50	
Total payments/adjustments	-175.00	
<b>Balance at billing on March 15, 2011</b>	<b>4,906.50</b>	<b>4,906.50</b>
<b>Current Basic Charges</b>		
Toledo Edison	73.65	
Toledo Edison - Misc. Charges	12.00	
FirstEnergy Solutions Corp - Consumption	95.23	
<b>Total Current Charges</b>	<b>180.88</b>	<b>180.88</b>
<b>Total Due by Mar 29, 2011 - Please pay this amount</b>		<b>\$5,087.38</b>

**You are legally responsible for a \$11,715.32 actual account balance.**

### General Information



**Bill Issued by:**  
Toledo Edison  
PO Box 3638  
Akron OH 44309-3638

**Toledo Edison**  
A Eversource Company

Customer Service 1-800-447-3333  
24-Hour Emergency/Outage Reporting 1-888-544-4877  
Payment Options 1-800-995-0095  
**visit us on-line at [www.firstenergycorp.com](http://www.firstenergycorp.com)**



**Certified Retail Electric Service Provider:**

FirstEnergy Solutions Corp  
341 White Pond Drive Bldg B3  
Akron OH 44320-1119

**For Information About  
Your Alternate  
Electric Supplier** 1-888-254-6359

## Price to Compare Message

Your current **PRICE TO COMPARE** for generation and transmission from Toledo Edison 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](http://www.PUCO.ohio.gov).

**Residential Service - 2190026868**

**6.73 cents per kWh**

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



**Return this part with a check or money order**  
**Payable to Toledo Edison**

**Account Number: 110019485314**

Amount Paid	
Please Pay	\$5,087.38
Due By	March 29, 2011

MARCENA UPP  
4801 IMPERIAL DR  
TOLEDO OH  
43623-3337

TOLEDO EDISON  
PO BOX 3638  
AKRON OH 44309-3638

[illegible]

N5

**Messages****\*\*\*\*\* REMINDER NOTICE \*\*\*\*\***

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

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

**Charges from Toledo Edison this billing period**

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

Call Toledo Edison at 1-800-447-3333 with questions on these charges.

**Basic Charges**

Customer Number: 0800625789 2190026868 - Residential Service - TE-RSD

Customer Charge	4.00
Distribution Related Component	70.69
Cost Recovery Charges	-1.04
	<u>73.65</u>
Field Collection Charge	12.00
<b>Total Charges</b>	<b>\$ 85.65</b>



Call FirstEnergy Solutions Corp at 1-888-254-6359 with questions on these charges.

Account Number: 575596 Rate: FES-8243

**Basic Charges**

Basic Charge	1,481 KWH x 0.064301 per KWH	95.23
<b>Total Charges</b>		<b>\$ 95.23</b>

**Detail Payment and Adjustment Information**

Date	Reference	Amount
Payments:		
03/14/11		-175.00
<b>Total Payments</b>		<b>-175.00</b>
<b>Total Payments and Adjustments</b>		<b>-\$175.00</b>

**Account Balances by Company**

	Previous Balance	Payments/ Adjustments	Current Charges	Please Pay
Toledo Edison	3,834.44	0.00	85.65	3,920.09
FirstEnergy Solutions Corp	1,247.06	-175.00	95.23	1,167.29
<b>Total</b>	<b>5,081.50</b>	<b>-175.00</b>	<b>180.88</b>	<b>5,087.38</b>

**Arrearage Crediting Plan - Step 1 Summary Information**

Arrearage Crediting Plan Account Balance		Actual Account Balance	
Previous bill was	5,081.50	Previous bill was	11,709.44
Total payments/adjustments	-175.00	Total payments/adjustments	-175.00
Balance at billing	4,906.50	Balance at billing	11,534.44
Current charges	180.88	Current charges	180.88
<b>Arrearage Crediting Plan Account Balance</b>	<b>5,087.38</b>	<b>Actual Account Balance</b>	<b>11,715.32</b>

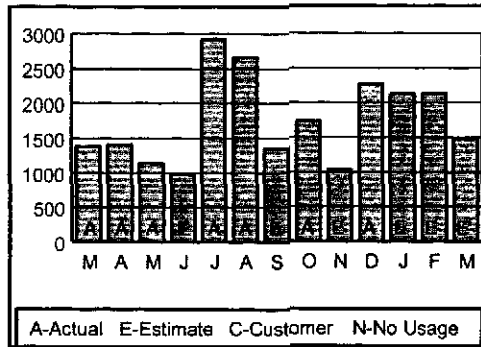
**Meter Reading Information****Residential Service**

<b>Meter Number</b>	34535917
Present KWH Reading (Estimate)	9,127
Previous KWH Reading (Estimate)	7,646
Kilowatt Hours Used	1,481

N6

## Usage Information

## Usage Comparison



## Historical Usage Information

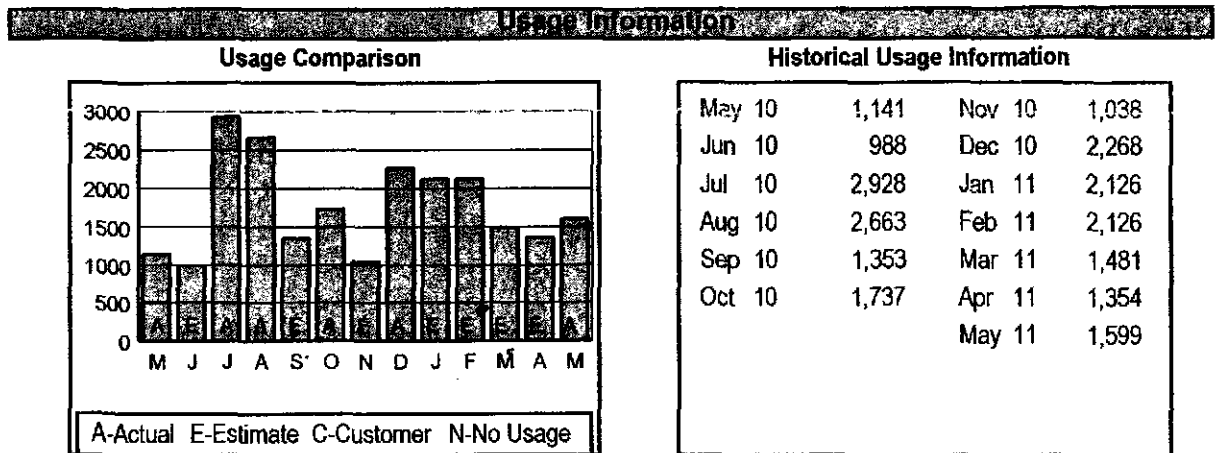
Mar 10	1,386	Sep 10	1,353
Apr 10	1,409	Oct 10	1,737
May 10	1,141	Nov 10	1,038
Jun 10	988	Dec 10	2,268
Jul 10	2,928	Jan 11	2,126
Aug 10	2,663	Feb 11	2,126
		Mar 11	1,481

Average Daily Use (KWH)	Mar 10	Mar 11
Average Daily Temperature	48	48
Days in Billing Period	35	33
Last 12 Months Use (KWH)	29	31
Average Monthly Use (KWH)		21,258
		1,772

N7

Arrearage Crediting Plan - Step 3 Summary Information			
Arrearage Crediting Plan Account Balance		Actual Account Balance	
Previous bill was	5,242.20	Previous bill was	11,870.14
Total payments/adjustments	0.00	Total payments/adjustments	0.00
Balance at billing	5,242.20	Balance at billing	11,870.14
Current charges	182.26	Current charges	182.26
Arrearage Crediting Plan Account Balance	5,424.46	Actual Account Balance	12,052.40

Meter Reading Information	
Residential Service	
Meter Number	34535917
Present KWH Reading (Actual)	12,080
Previous KWH Reading (Estimate)	10,481
Kilowatt Hours Used	1,599



	May 10	May 11
Average Daily Use (KWH)	39	52
Average Daily Temperature	55	53
Days in Billing Period	29	31
Last 12 Months Use (KWH)		21,661
Average Monthly Use (KWH)		1,805

Jennifer - TOL Ed - harassing  
 med. cert. 6/2/11 - call

80904432 - FTC

FTC - 30904533

Andrea -

Att. 01



**PATRICK D. HENDERSHOTT**  
**ATTORNEY AT LAW**

LAW OFFICE OF PATRICK D. HENDERSHOTT, LLC  
P.O. BOX 525  
TOLEDO, OHIO 43697-0525

(419) 241-2222  
FAX (419) 241-2223  
E-MAIL: LITIGATION@HENDERSHOTT.LAW.COM

July 12, 2011

**Sent via fax 1-866-847-8510 and ordinary mail**

Toledo Edison  
PO Box 3638  
Akron, OH 44309

RE: Marcena Upp  
Service for address: 4801 Imperial Drive, Toledo, OH 43623  
Our File No.: 12549/H1

To Whom It May Concern:

Please be advised that the undersigned has been retained by the above referenced client regarding her account with Toledo Edison. She has been receiving harassment calls and notices for her power to be turned off due to the past due amount she allegedly owes. Currently her power is turned off even though she did not receive a notice ahead of time nor was told about the power being turned off. My client has been in contact with multiple people at Toledo Edison in regards to her account. She has been trying to work out a payment plan for the past due amount but was told that she does not qualify for one. She has a disabled minor child who needs the electricity to have fans and the air conditioning for her medical problems and not having power is putting that disabled minor child's health in danger.

My client has provided the necessary medical certificates that proves that the disabled minor child health problems require the electricity to be on. See attached.

On June 3, 2011 at close to 7:00pm a caller called her work phone which has not been given to any bill collector for Toledo Edison nor has she authorized Toledo Edison to use her only contact number for release to a bill collector. They asked her for her name and proceeded to say that someone was out at her home and if she didn't pay Toledo Edison the balance on her account they were disconnecting her service. She then immediately asked who was calling and asked how they know her and how they got her work number because she never released it to any bill collector for Toledo Edison. The person refused to give a name and stated "This is all you need to know...if you don't pay your bill, we are coming out to your house and ripping your electric out of the sockets, bye!" She then became concerned as it was taken as a threat. She immediately contacted Toledo Edison customer service to check out this person actually was out at her home and if Toledo Edison authorized a bill collector to call her that late. She reached a Jennifer who gave her Employee ID number C10248. She checked her account and confirmed that no one made any calls to her work number that day or that week and that she had not contacted them. She also confirmed that no one had ordered a call to be made by any so called bill collector and that her records showed no one was put in the field assigned to go to her home to disconnect. She asked her if she noted that she has a medical certificate on file from her daughter's doctor, Dr. Tess Gordon, for Johannah Portillo, her disabled child so service would not be shut off until she could work out a plan and she confirmed yes, she had that.

She was told they could not give her any of the plans noted on the shut off notice as she didn't qualify for them. She explained that she had been in foreclosure paying a mortgage company nearly all of her net

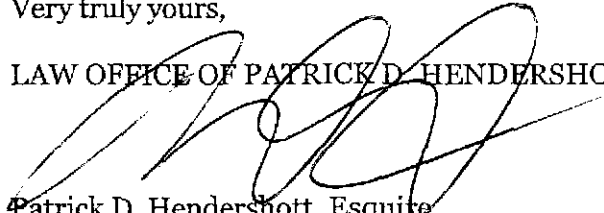
Att. 02

payrolls to keep the home, but they offered no plan to help her spread out the \$5,000 past due they claim she owes. These actions are in clear violation of various laws including but not limited to Ohio Administrative Code §4901:1-18-06.

Please contact my office at 419-241-2222 so we can arrange for her power to be turned back on and for her to enter into a payment plan to become current on her account. I am sure you do not want to continue to place a child's health at risk because this disconnection is especially dangerous to the health of her child who is a permanent resident of the premises.

Very truly yours,

LAW OFFICE OF PATRICK D. HENDERSHOTT, LLC

  
Patrick D. Hendershott, Esquire

PDH/ab  
cc/Client  
Ohio General Consumer Protection  
Public Utilities Commission of Ohio(PUCO)  
Ohio Consumer Counsel  
enclosures

03



6-2-11

Jennifer - harassing call  
report - Med. cent.

FTC - Complaint

30904533

30904432

6-29- Disconnected -  
meter gone - Evelyn med cent.  
sent to Dr. Gordon

6-30 - No power  
Med cent. incomplete  
Send back to Dr.

7-1 - Dr. Gordon - Jo ill - Not  
life threatening.  
MA -  
Please send back -  
Call Dr. Grubb

7-1 - ~~Dr. Gordon~~

7-1 - ~~Edison~~

~~PHCO~~ - Andrea  
Edna Brown



## Public Utilities Commission

John Kasich, Governor  
Todd A. Snitchler, Chairman

Commissioners  
Paul A. Centolella  
Cheryl Roberto  
Steven D. Lesser  
Andre T. Porter

July 26, 2011

Marcena Upp  
4801 Imperial Dr  
Toledo, OH 43623

CASE ID: MUPP102708WF

Dear Ms. Upp:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) regarding The Toledo Edison Company (TE). I reviewed the issue you raised and my findings are below.

In your complaint and the subsequent letter received from your attorney, you stated there were issues regarding disconnection, medical certification and with payment arrangements not being extended to you. According to TE's records, a medical certification form was sent to the doctor on July 6, 2011 and received back on July 12, 2011. Upon receipt of the form, your service was reconnected July 13 and the service will remain on until the end of the thirty-day extension granted as part of the medical certification (August 12, 2011).

In the last 12 months, you received a 14-day disconnection notice on 10 of your 12 bills (all but the December and March bills). The additional 10-day notice is only required during the winter heating season of November 1 through April 15.

Your work telephone number was added to your account on March 10, 2010, when the local community action office (CAC) called the company while you were in the CAC offices. That telephone number was listed on page 2 of your bill near your account number from March 12, 2010 through May 16, 2011 and the number was removed from your account on June 2, 2011 before your June bill was issued. Company records note your call to TE at 6:02 PM on June 2, regarding the call you had received earlier.

The company shows that you had been enrolled on the Percentage of Income Payment Plan (PIPP), and that you were removed from the plan on June 17, 2008, after not reverifying your income for PIPP eligibility. Reverification must be done annually, but the last verification of your income for PIPP had been in September 2006. In October 2008, you chose to participate in the PIPP Arrearage Crediting Plan (PAC) that was available for customers whose income exceeded the guidelines for the PIPP program but who had a remaining balance from when they were on PIPP.

At this point, TE shows your total account balance to be \$12,383.12, of which \$5755.18 is past due on your current payment plan (PAC). The remaining \$6627.94 is part of the deferred PAC arrearage. The \$5755.12 needs to be paid to bring the PAC plan up to date. Once the PAC plan is current, the company would match your payments, which will help reduce your remaining

Att. P1

balance.

I have enclosed the formal complaint packet with the form if you wish to proceed with this option to address your concerns relating to the medical certification.

I hope you find this information helpful. Should you have further questions regarding this issue or any other utility-related matter, please call the PUCO Consumer Hotline at 1-800-686-PUCO (7826). For more information regarding the PUCO, visit us on the web at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

Sincerely,

A handwritten signature in black ink, appearing to read 'Mariner Taft', with a stylized flourish at the end.

Mariner Taft  
Customer Service Investigator  
Service Monitoring and Enforcement Department

Enclosure

\* \* \* Communication Result Report ( Jul. 8. 2011 6:02PM ) \* \* \*

11

Date/Time: Jul. 8, 2011 6:01PM

File No.	Mode	Destination	Pg(s)	Result	Page Not Sent
1818	Memory TX	18668478510	P. 1	OK	

## Reason for error

- E. 1) Hang up or line fail  
E. 3) No answer  
E. 5) Exceeded max. E-mail size

- E. 2) Busy  
E. 4) No facsimile connection

Fax Server 0/18/2011 3:40:09 PM PAGE 2/002 Fax Server

**MEDICAL CERTIFICATION OF ILLNESS ON**  
**FORM NO. 100-102, 4-1-81**  
**Z1-B09000-100**

67271 CUYA REG TE

## INTRODUCTION

[illegible]

Att. Q1

**PEDIATRICARE ASSOCIATES**

FRANCIS J. ROGALSKI, M.D.  
ROBERT W. MILLS, M.D.  
SHARON A. HEIL, M.D.  
DENISE A. PADANILAM, M.D.  
AMY M. CEDARGREN, M.D.  
BRUCE A. PASCH, M.D.  
ANGELA A. BELOW, M.D.

3400 Meijer Dr.  
Toledo, OH 43617  
(419) 841-6202  
(419) 841-6338 FAX



**TO:** Maceda Upp

**FROM:** Mac Ann

**FAX:** 419.245.2468

**PAGES:** 3

**PHONE:** 419.245.2922

**DATE:** 7-11-11

**RE:** First Energy

412-249-5315

A.H.R.

**CONFIDENTIALITY NOTICE**

This message may contain confidential information and is intended for the individual or entity identified above. If the reader of this message is not the intended recipient, you are hereby notified that distribution, copying, dissemination, or other use of this document is prohibited. If you have received this transmission in error, please notify us immediately by telephone at (419) 841-6202 and destroy this facsimile. Thank you.



**PEDIATRICARE ASSOCIATES**

FRANCIS J. ROGALSKI, M.D.  
ROBERT W. MILLS, M.D.  
SHARON A. HEIL, M.D.  
DENISE A. PADANILAM, M.D.  
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ANGELA A. BELOW, M.D.

3400 Meijer Dr.  
Toledo, OH 43617  
(419) 841-6202  
(419) 841-6338 FAX



**TO:** Mylenea Upf

**FROM:** May Arnd

**FAX:** 4192452668

**PAGES:** 3

**PHONE:** \_\_\_\_\_

**DATE:** 7-12-71

**RE:** latest confirmation / to new #

Good Luck!! I'm not including the form again - confirmation  
sheet #3 pgs ... cover, confirmation & form.

Thanks,

May Arnd

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Att \$1

\* \* \* Communication Result Report ( Jul. 12. 2011 11:27AM ) \* \* \*

13  
23

Date/Time: Jul. 12. 2011 11:25AM

File	No. Mode	Destination	Pg(s)	Result	Page Not Sent
2164	Memory TX	14122495315	P. 3	OK	

## Reason for error

E. 1) Hang up or line fail  
 E. 3) No answer  
 E. 5) Exceeded max. E-mail size

E. 2) Busy  
 E. 4) No facsimile connection

**PEDIATRICARE ASSOCIATES**

FRANCIS J. ROGALSKI, M.D.  
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 SHARON A. BURT, M.D.  
 DENISE A. PADANILAM, M.D.  
 AMY M. CEDAROREN, M.D.  
 BRUCE A. PASCH, M.D.  
 ANGELA A. REIGW, M.D.

2000 Madison Dr.  
 Toledo, OH 43617  
 (419) 641-8902  
 (419) 641-8324 FAX



TO: First Energy

FROM: Max, Inc.

FAX: 419-495-5315

PAGES: 3

PHONE:

DATE: 7/12/11

RE: Medical Information of Max, Inc.

Please note this form was faxed to the correct fax # 606-840-8510  
 back on Fri. July 8, 11. For Max, Max, Inc. 11/11, form was NEVER received.  
 If there are any problems please call me @ 419-641-8902 x124.

Max, Inc.

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A.H. BR



**PEDIATRICARE ASSOCIATES**

FRANCIS J. ROGALSKI, M.D.  
ROBERT W. MILLS, M.D.  
SHARON A. HEIL, M.D.  
DENISE A. PADANILAM, M.D.  
AMY M. CEDARGREN, M.D.  
BRUCE A. PASCH, M.D.  
ANGELA A. BELOW, M.D.

3400 Meijer Dr.  
Toledo, OH 43617  
(419) 841-6202  
(419) 841-6338 FAX

**TO:** First Energy**FROM:** Mary Ann**FAX:** 419 249 5315**PAGES:** 3**PHONE:****DATE:** 7-12-11**RE:** Medical Certification of Illness OH

Please note this form was faxed to the correct fax # 866-846-8510 back on Fri. July 8, 11. Per Mom, Marcella Uff, form was NEVER received. If there are any problems, please call MC @ 419 841 6202 x124.

Mary Ann

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83

6/29/11 ~~May 13~~

Supervisor

John -

Supervisor Evelyn

Form → Med. cert

1-866-596-1783

7/12/11 T10 Edison

Supr. not available

Med Cert - not read

Chris - Never read

Not sure where

PUCO <sup>got # from</sup> - Report  
Case ID # MUPP102708  
Mariner WF

Taft →  
Cherie =

Laura Henry D

W/A

7/12/11 - Yolanda  
outage - Call new

concern up inspection  
7/13/11 - John Edison

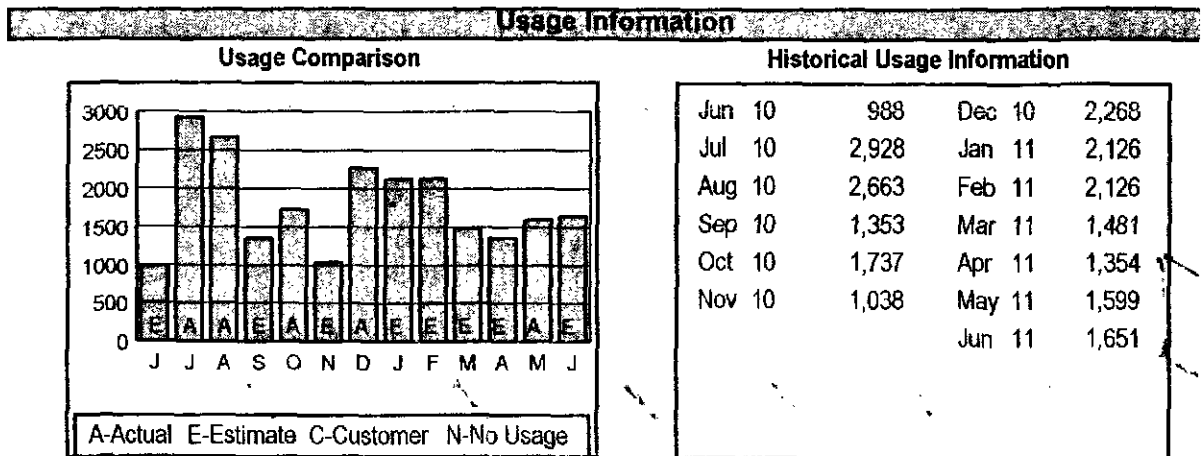
Jacobs - Breakers  
Service Dept. →

Bill Tampering



Arrearage Crediting Plan - Step 8 Summary Information			
Arrearage Crediting Plan Account Balance		Actual Account Balance	
Previous bill was	5,424.46	Previous bill was	12,052.40
Total payments/adjustments	0.00	Total payments/adjustments	0.00
Balance at billing	5,424.46	Balance at billing	12,052.40
Current charges	205.48	Current charges	205.48
Arrearage Crediting Plan Account Balance	5,629.94	Actual Account Balance	12,257.88

Meter Reading Information	
Residential Service	
Meter Number	34535917
Present KWH Reading (Estimate)	13,731
Previous KWH Reading (Actual)	12,080
Kilowatt Hours Used	1,651



	Jun 10	Jun 11
Average Daily Use (KWH)	31	52
Average Daily Temperature	69	66
Days in Billing Period	32	32
Last 12 Months Use (KWH)		22,324
Average Monthly Use (KWH)		1,860

12<sup>00</sup>  
~~7/13~~ Resolution Specialist  
 Stephanie  
 Edison No Supv  
 7/13 Becky - Resolvt  
 Call PECO - Dan Anderson Supv  
 Calling PECO (SL)

## Messages

## \*\*\*\*\* DISCONNECTION NOTICE \*\*\*\*\*

Your electric bill payment is past due. Your service may be disconnected unless payment of \$ 5,352.46 is made by 06/29/2011. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 and may be required to pay a security deposit to have power restored. You may be eligible for the Percentage of Income Payment Plan Plus 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 Toledo Edison'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 1-800-995-0095. You may also call this number for information about our medical certification program if the disconnection of service would be especially dangerous to the health of a permanent resident.

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

The Public Utilities Commission of Ohio in Case No. 09-1949-EL-POR approved a DSE2 charge of 0.2008 cents per kWh. The DSE2 charge will be implemented, effective May 18, 2011, to reflect costs associated with government mandated energy efficiency and peak demand reduction programs. A residential customer using 750 kWh of electricity will see an increase of \$1.51 per month.

## Charges from Toledo Edison this billing period



When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below.  
Call Toledo Edison at 1-800-447-3333 with questions on these charges.

## Basic Charges

Customer Number: 0800625769 2190026868 - Residential Service - TE-RSD

Customer Charge	4.00
Distribution Related Component	80.71
Cost Recovery Charges	2.61
	<u>87.32</u>

Field Collection Charge	12.00
-------------------------	-------

<b>Total Charges</b>	<b>\$ 99.32</b>
----------------------	-----------------

## Charges from FirstEnergy Solutions Corp this billing period



Call FirstEnergy Solutions Corp at 1-888-254-6359 with questions on these charges.

Account Number: 575596 Rate: FES-8243

## Basic Charges

Basic Charge	1,651 KWH	x 0.064300 per KWH	106.16
--------------	-----------	--------------------	--------

<b>Total Charges</b>	<b>\$ 106.16</b>
----------------------	------------------

## Account Balances by Company

	Previous Balance	Payments/ Adjustments	Current Charges	Please Pay
Toledo Edison	4,067.29	0.00	99.32	4,166.61
FirstEnergy Solutions Corp	1,357.17	0.00	106.16	1,463.33
<b>Total</b>	<b>5,424.46</b>	<b>0.00</b>	<b>205.48</b>	<b>5,629.94</b>

57





## Public Utilities Commission

John Kasich, Governor  
Todd A. Snitchler, Chairman

**Commissioners**  
Paul A. Centolella  
Cheryl Roberto  
Steven D. Lesser  
Andre T. Porter

July 22, 2011

Marcena Upp  
4801 Imperial Drive  
Toledo, OH 43623

CASE ID: MUPP01071175

Dear Ms. Upp:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Enclosed is the necessary information for filing a formal complaint.

Please note that all filings must be made on 8-1/2 by 11 inch paper. You must provide one original and 10 copies of the complaint.

If you have any questions about this or any other regulated utility-related matter, please contact the PUCO Consumer Hotline at 1-800-686-PUCO (7826). For more information regarding the PUCO, visit us on the web at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

Sincerely,

Elizabeth Blackmer  
Public Utilities Administrator  
Service Monitoring and Enforcement Department

Enclosure

AH U.