

FILE

12-2582-EL-CSS

6

**Ohio**

**Public Utilities  
Commission**

PBR0081412K  
Case Number

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

**Formal Complaint Form**

Paul Brown  
Customer Name (Please Print)

2211 5<sup>th</sup> Ave  
Customer Address

Youngstown OH 44504  
City State Zip

**Against**

110 015 080 069  
Account Number

Ohio Edison  
Utility Company Name

Customer Service Address (if different from above)

City State Zip

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

My Complaint is The billing of \$1335.57  
for the month of June 2012.

RECEIVED-DOCKETING DIV  
2012 SEP 24 AM 9:00  
PUCO

Paul Brown  
Signature

330 747-4990, Cell 330 651 3883  
Customer Telephone Number

This is to certify that the images appearing are an  
accurate and complete reproduction of a case file  
document delivered in the regular course of business.

Technician ADP Date Processed SEP 24 2012

Paul Brown  
2211 5<sup>th</sup> ave.  
Youngstown, OH 44504  
9-17-2012  
Case ID:PBRO081412kJ

Dear Mrs. Jones:

This is the start of my formal complaint. My phone number is (330) 747-4990, Cell (330) 651-3883. The service address is in this letter heading; Ohio Edison account number: 110-015-080-069. I am a customer of, and filing a complaint against the Ohio Edison company of the state of Ohio.

The facts of this case as I know them: I thought that my March 2012 bill was high, it was \$1099.53. I contacted Ohio Edison, complained about the billing, was asked to read the meter. Customer service agreed with the reading given, then adjusted my bill (see attached). Four months of estimated bills followed. Then, my June became \$1355.57. (see attached).





The Commission should resolve to dissolve my June 2012 billing and issue a bill more in line with my historical billings.

As far as my being able show in my complaint that this utility violated the law, discriminated against me, gave me inadequate service etc. is bias to all layman who lack the legal tools, or the

necessary financial ability to pay for such tools. My case is about common sense with the intuitive understanding that something abnormal happen to my meter during the period between March and June 2012, or this utility has a flawed Estimation process.

Sincerely, Paul Brown

PS: On 9-13-2012 an Ohio Edison Technician changed my electric meter for examination.

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## View My Bill

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You will need Adobe® Acrobat® Reader to view your bill online or to view the bill inserts. To download the software, click the Acrobat icon at the right.



Having difficulty printing your bill? [Click here for help.](#)

**Name** PAUL BROWN  
**Address** 2211 5TH AVE  
YOUNGSTOWN OH 44504

**Account Number**

110015080069

Date	Billing Period	Bill amount	Meter Read Type	Bill
07/25/2012	06/22 - 07/20, 2012	\$1,355.57	Actual	<a href="#">View Bill</a>
06/22/2012	05/19 - 06/21, 2012	\$141.90	Estimated	<a href="#">View Bill</a>
05/21/2012	04/21 - 05/18, 2012	\$145.33	Estimated	<a href="#">View Bill</a>
04/23/2012	03/21 - 04/20, 2012	\$202.93	Estimated	<a href="#">View Bill</a>
04/02/2012	02/18 - 03/20, 2012	\$254.42	Estimated	<a href="#">View Bill</a>
03/22/2012	02/18 - 03/20, 2012	\$1,099.53	Actual	<a href="#">View Bill</a>
02/20/2012	01/18 - 02/17, 2012	\$263.25	Actual	<a href="#">View Bill</a>
01/18/2012	12/17, 2011 - 01/17, 2012	\$371.46	Estimated	<a href="#">View Bill</a>
12/19/2011	11/17 - 12/16, 2011	\$272.93	Actual	<a href="#">View Bill</a>
11/17/2011	10/18 - 11/16, 2011	\$306.20	Estimated	<a href="#">View Bill</a>
10/18/2011	09/20 - 10/17, 2011	\$136.69	Actual	<a href="#">View Bill</a>
09/20/2011	08/18 - 09/19, 2011	\$125.58	Estimated	<a href="#">View Bill</a>
08/19/2011	07/21 - 08/17, 2011	\$117.95	Actual	<a href="#">View Bill</a>

Last Modified: March 30, 2012

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For your convenience, we provide up to twenty-four (24) months of bill payment information. Print this page for your records

**Name** PAUL BROWN

**Address** 2211 5TH AVE  
YOUNGSTOWN OH 44504

[Print this page](#)

Date Received	Payment amount	Payment method	Payment status
07/05/2012	-\$141.90	Agent Payment	Paid
06/05/2012	-\$145.33	Agent Payment	Paid
05/07/2012	-\$202.93	Agent Payment	Paid
04/03/2012	-\$254.42	Agent Payment	Paid
03/13/2012	-\$263.25	Agent Payment	Paid
02/09/2012	-\$298.53	Agent Payment	Paid
01/18/2012	-\$72.93	Agent Payment	Paid
01/13/2012	-\$200.00	Agent Payment	Paid
12/09/2011	-\$169.20	Agent Payment	Paid
11/17/2011	-\$137.00	Agent Payment	Paid
10/12/2011	-\$125.58	Agent Payment	Paid
09/13/2011	-\$117.95	Agent Payment	Paid
08/08/2011	-\$173.20	Agent Payment	Paid
07/07/2011	-\$113.76	Agent Payment	Paid
06/07/2011	-\$135.04	Agent Payment	Paid
05/03/2011	-\$163.24	Agent Payment	Paid
03/10/2011	-\$11.60	Agent Payment	Paid
01/07/2011	-\$197.24	Agent Payment	Paid
12/10/2010	-\$151.86	Agent Payment	Paid
11/09/2010	-\$74.66	Agent Payment	Paid
10/19/2010	-\$164.97	Agent Payment	Paid

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**Billing Period:** Jun 22 to Jul 20, 2012 for 29 days  
**Bill For:** PAUL BROWN  
2211 5TH AVE  
YOUNGSTOWN OH 44504

July 25, 2012

**Account Number: 110 015 080 069**

**Amount Due: \$1,355.57**

**Due Date: August 08, 2012**

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-633-4766. For Payment Options, call 1-800-686-3421. Pay your bill online at [www.firstenergycorp.com](http://www.firstenergycorp.com)  
**Bill issued by:** Ohio Edison, PO Box 3637, Akron OH 44309-3637

**Messages**  
To avoid a 1.50% Late Payment Charge being added to your bill, please pay the **Amount Due** by the Due Date.

Your current **PRICE TO COMPARE** for generation and transmission from Ohio 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 - 0001007803 - 6.87 cents per KWH**

Your next meter reading is scheduled for Aug 21, 2012.

Tree branches and shrubs -- and insects that nest in vegetation -- can make it difficult and, at times, unsafe for our employees to read your meter. Please be sure your meter is easily accessible by clearing the path to it and the area around it.

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.

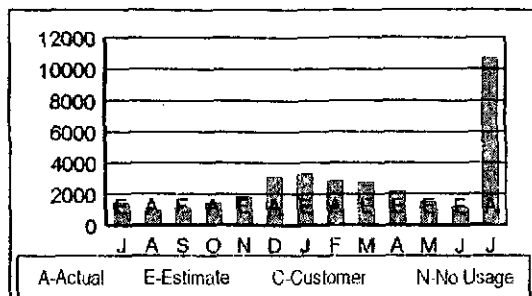
For a brochure describing your customer rights and obligations, please call our Customer Service phone number.

Due to recent weather conditions, your bill may have been based on an estimated meter reading. When the next read is obtained by our Company, the bill will automatically be adjusted. However, you may call our Customer Contact Center at 1-800-633-4766 or register on our website at [firstenergycorp.com](http://firstenergycorp.com) to provide an actual reading and receive an adjusted bill.

**Additional messages, if any, can be found on back.**

**Usage History**

Jul 11	1,419	Jan 12	3,282
Aug 11	946	Feb 12	2,857
Sep 11	1,115	Mar 12	2,756
Oct 11	1,386	Apr 12	2,154
Nov 11	1,793	May 12	1,470
Dec 11	3,076	Jun 12	1,178
		Jul 12	10,735



	Jul 11	Jul 12
Average Daily Use (KWH)	43	370
Average Daily Temperature	71	74
Days in Billing Period	33	29
Last 12 Months Use (KWH)		32,748
Average Monthly Use (KWH)		2,729

Account Summary	Amount Due
Previous Balance	141.90
Payments/Adjustments	-141.90
<b>Balance at Billing on Jul 25, 2012</b>	<b>0.00</b>

Ohio Edison	662.03
FirstEnergy Solutions Corp - Consumption	693.54
<b>Total Current Charges</b>	<b>1,355.57</b>

<b>Amount Due by Aug 08, 2012</b>	<b>\$1,355.57</b>
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**Usage Information for Meter Number 637078931**

Jul 20, 2012 KWH Reading (Actual)	8,730
Jun 22, 2012 KWH Reading (Estimate)	97,995
KWH used	10,735

**Charges From Ohio Edison**

Customer Number: 0802556543 0001007803	
Rate: Residential Service OE-RSD	
Customer Charge	4.00
Distribution Related Component	510.03
Cost Recovery Charges	148.00
<b>Current Consumption Bill Charges</b>	<b>662.03</b>

**Charges From FirstEnergy Solutions Corp**

341 White Pond Drive Bldg B3, Akron Oh 44320-1119	
Customer Service: 1-888-254-6359	
Account Number: 235937 Rate: FES-G940	
Please note: Your Certified Retail Electric Service Provider has changed your supply rate.	
Basic Charge: 10,735 KWH x 0.064606 per KWH	693.54
<b>Total FirstEnergy Solutions Corp Charges</b>	<b>\$ 693.54</b>

**Detail Payment and Adjustment Information**

07/05/12 Payment	-141.90
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**Account Balances by Company**

	Previous Balance	Payments/Adjustments	Current Charges	Amount Due
Ohio Edison	67.07	-67.07	662.03	662.03
FirstEnergy Solutions Corp	74.83	-74.83	693.54	693.54
<b>Total</b>	<b>141.90</b>	<b>-141.90</b>	<b>1,355.57</b>	<b>1,355.57</b>

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