

FILE

Ohio

Public Utilities
Commission

13-0099-EL-CSS

12

Case Number

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

Formal Complaint Form

Billy Jones
Customer Name (Please Print)

982 DELAWARE
Customer Address

TOLEDO OH 43610
City State Zip

Against

110 075 978 004
Account Number

TOLEDO EDISON
Utility Company Name

Customer Service Address (if different from above)

City State Zip

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

copy of light Bill from 4-27-12 to 10-29-12

RECEIVED-DOCKETING DIV

2013 JAN -4 PM 12:11

PUCO

Billy Jones
Signature

419 491 4513
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 195 Date Processed JAN 04 2013



Public Utilities Commission

John Kasich, Governor
Todd A. Snitchler, Chairman

Commissioners
Cheryl Roberto
Steven D. Lesser
Andre T. Porter
Lynn Slaby

October 29, 2012

Billy Jones
982 W Delaware
Toledo, OH 43610

CASE ID: MASH050912W9

Dear Mr. Jones:

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 you stated that TE placed you on a payment plan in October 2011. Your initial payment was \$151.00 and thereafter you were to pay \$118.00 plus a budget amount. You stated you paid \$148.00 in November 2011, then \$145.00 every month with the exception of April 2012 and September 2012. You stated that you paid more into the plan than you should have. You stated you paid \$1,500.00 into a \$1,315.09 plan. On October 18, 2011, you paid \$139.00 to avoid disconnection.

I contacted TE on your behalf. TE reports that you entered into a payment plan in November 2011, which required you to pay nine monthly installments of \$118.00, plus your monthly budget amount which at that time was \$27.00.

The April 2012 payment of \$145.00 wasn't received until May 4, 2012. Due to the late payment, your account incurred a late charge of \$2.18. All of your payments have been late since April and, therefore, late fees were assessed. A total of \$46.12 in late fees has been charged to your account.

Attached is a spreadsheet detailing your billed amounts and payments from May 2011, through October 19, 2012. You have completed the nine-month payment plan. As of October 19, 2012, you owe \$63.08 to bring your account current. Your account is scheduled to be billed again today- October 29, 2012.

If you believe there are payments that you have made that are not accounted for on this spreadsheet, please contact TE. I have also enclosed a formal complaint packet per your request.

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.

Sincerely,


Cindi Mack
Customer Service Investigator
Service Monitoring and Enforcement Department

Enclosure

Billing Period: Sep 28 to Oct 28, 2012 for 29 days
Bill For: BILLY JONES
982 W DELAWARE AVE
TOLEDO OH 43610

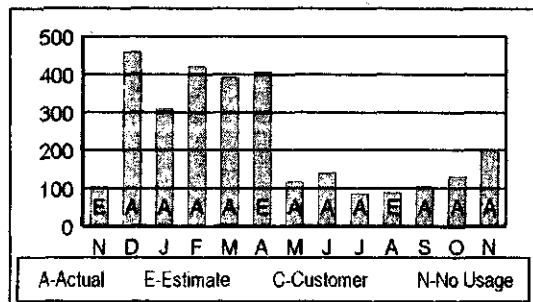
October 29, 2012
Account Number: 110 075 978 004
Amount Due: \$98.69
Due Date: November 12, 2012

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-447-3333. For Payment Options, call 1-800-995-0095. Pay your bill online at www.firstenergycorp.com
Bill issued by: Toledo Edison, PO Box 3638, Akron OH 44309-3638

Messages	Account Summary	Amount Due
<p>*** DISCONNECTION NOTICE ***</p> <p>Your electric bill payment is past due. Your service may be disconnected unless payment of \$83.08 is made by 11/12/2012. 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 of \$43.00 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 nonratified products or services but may include charges for competitive retail electric service. Failure to pay charges for other nonratified 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.</p> <p>To avoid a 1.50% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date.</p> <p>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.</p> <p>Residential Service - 2780023213 - 5.82 cents per KWH</p> <p>Your next meter reading is scheduled for Nov 29, 2012.</p>	<p>Previous Balance 335.0</p> <p>Payments/Adjustments -284.0</p> <p>Balance at Billing on Oct 28, 2012 51.0</p> <p>Toledo Edison - Payment Plan Amount 33.0</p> <p>Toledo Edison - Misc. Charges 12.0</p> <p>Late Payment Charges 2.0</p> <p>Total Current Charges 47.0</p> <p>Amount Due by Nov 12, 2012 \$98.0</p> <p>Your actual account balance is \$93.58.</p> <p>Usage Information for Meter Number S59042911</p> <p>Oct 26, 2012 KWH Reading (Actual) 3.62</p> <p>Sep 28, 2012 KWH Reading (Actual) 3.42</p> <p>KWH used 20</p> <p>Charges From Toledo Edison</p> <p>Customer Number: 0800612166 2780023213</p> <p>Rate: Residential Service TE-RSF</p> <p>Customer Charge 4.0</p> <p>Distribution Related Component 10.6</p> <p>Cost Recovery Charges 1.5</p> <p>Bypassable Generation and Transmission Related Component 11.7</p> <p>Current Consumption Bill Charges 27.8</p> <p>Late payment charge 2.8</p> <p>Field Collection Charge 12.0</p> <p>Total Charges \$ 42.5</p> <p>Detail Payment and Adjustment Information</p> <p>10/09/12 Payment -145.0</p> <p>10/19/12 Payment -139.0</p> <p>Total Payments and Adjustments -284.0</p> <p>Equal Payment Plan (EPP) Summary</p> <p>Actual Charges Billed During 1 EPP Months 27.8</p> <p>EPP Amount During 1 EPP Months 33.0</p> <p>Difference Between Actual Charges and EPP Amount -5.1</p>	

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

Usage History			
Nov 11	103	May 12	117
Dec 11	459	Jun 12	141
Jan 12	310	Jul 12	85
Feb 12	420	Aug 12	88
Mar 12	392	Sep 12	106
Apr 12	405	Oct 12	130
		Nov 12	201



Comparisons	Last Year	This Year
Average Daily Use (KWH)	3	7
Average Daily Temperature	55	54
Days in Billing Period	32	29
Last 12 Months Use (KWH)		2,854
Average Monthly Use (KWH)		238

Billing Period: Aug 29 to Sep 27, 2012 for 30 days

 Bill For: BILLY JONES
 982 W DELAWARE AVE
 TOLEDO OH 43610

September 28, 2012

Account Number: 110 075 978 004

Amount Due: \$335.08

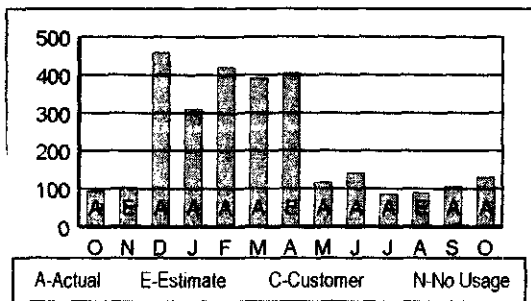
Due Date: October 12, 2012

 To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-447-3333. For Payment Options, call 1-800-995-0095. Pay your bill online at www.firstenergycorp.com
 Bill issued by: Toledo Edison, PO Box 3638, Akron OH 44309-3638

Messages	Account Summary	Amount Due
*** DISCONNECTION NOTICE ***	Previous Balance	298.45
Your electric bill payment is past due. Your service may be disconnected unless payment of \$283.97 is made by 10/12/2012. 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 of \$43.00 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.	Payments/Adjustments	0.00
To avoid a 1.50% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date.	Balance at Billing on Sep 28, 2012	298.45
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 .	Toledo Edison - Payment Plan Amount	35.00
Residential Service - 2780023213 - 5.98 cents per KWH	Toledo Edison - Payment Plan Balance	-2.48
Your next meter reading is scheduled for Oct 29, 2012.	Late Payment Charges	4.11
	Total Current Charges	36.63
	Amount Due by Oct 12, 2012	\$335.08
	Your actual account balance is \$335.08.	
	Usage Information for Meter Number S59042911	
	Sep 27, 2012 KWH Reading (Actual)	3,428
	Aug 29, 2012 KWH Reading (Actual)	3,298
	KWH used	130
	Charges From Toledo Edison	
	Customer Number: 0800612166 2780023213	
	Rate: Residential Service TE-RSF	
	Customer Charge	4.00
	Distribution Related Component	6.91
	Cost Recovery Charges	0.99
	Bypassable Generation and Transmission Related Component	7.78
	Current Consumption Bill Charges	19.68
	Late payment charge	4.11
	Total Charges	\$ 23.79
	Equal Payment Plan (EPP) Summary	
	Actual Charges Billed During 11 EPP Months	376.52
	EPP Amount During 11 EPP Months	379.00
	Difference Between Actual Charges and EPP Amount	-2.48
	Consumption Installment Plan	
	Installment Date	12/14/2011
	Installment Amount	1,068.37
	Paid to date	1,000.48
	Balance Sep 28, 2012	67.89

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

Usage History			
Oct 11	94	Apr 12	405
Nov 11	103	May 12	117
Dec 11	459	Jun 12	141
Jan 12	310	Jul 12	85
Feb 12	420	Aug 12	88
Mar 12	392	Sep 12	106
		Oct 12	130



Comparisons	Last Year	This Year
Average Daily Use (KWH)	3	4
Average Daily Temperature	65	64
Days in Billing Period	29	30
Last 12 Months Use (KWH)		2,756
Average Monthly Use (KWH)		230

Handwritten calculations:

$$\begin{array}{r}
 335.08 \\
 145.00 \\
 \hline
 190.08 \\
 138.00 \\
 \hline
 52.00
 \end{array}$$

Handwritten calculations:

$$\begin{array}{r}
 6094 - 2700 \\
 4246 \\
 5675 \\
 5529 \\
 \hline
 1546
 \end{array}$$

$$\begin{array}{r}
 6100 \\
 2700 \\
 \hline
 3400
 \end{array}$$

Billing Period: Jul 28 to Aug 28, 2012 for 32 days
Bill For: BILLY JONES
982 W DELAWARE AVE
TOLEDO OH 43610

August 29, 2012
Account Number: 110 075 978 004
Amount Due: \$298.45
Due Date: September 12, 2012

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-447-3333. For Payment Options, call 1-800-995-0095. Pay your bill online at www.firstenergycorp.com
Bill issued by: Toledo Edison, PO Box 3638, Akron OH 44309-3638

Messages

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

Your electric bill payment is past due. Your service may be disconnected unless payment of \$241.59 is made by 09/12/2012. 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 of \$43.00 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.

To avoid a 150% 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 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 FUCO web site at www.FUCO.ohio.gov.

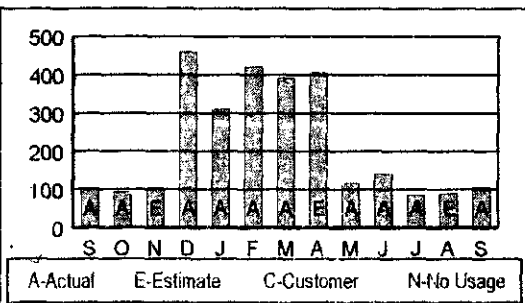
Residential Service - 2780023213 - 6.77 cents per KWH

Your next meter reading is scheduled for Sep 28, 2012.

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

Usage History

Sep 11	104	Mar 12	392
Oct 11	94	Apr 12	405
Nov 11	103	May 12	117
Dec 11	459	Jun 12	141
Jan 12	310	Jul 12	85
Feb 12	420	Aug 12	88
		Sep 12	106



Average Daily Use (KWH)	Aug 11	Aug 12
Average Daily Temperature	73	71
Days in Billing Period	29	32
Last 12 Months Use (KWH)		2,720
Average Monthly Use (KWH)		227

Account Summary

Amount Due

Previous Balance	386.59
Payments/Adjustments	-145.00
Balance at Billing on Aug 29, 2012	241.59
Toledo Edison - Payment Plan Amount	35.00
Toledo Edison - Misc. Charges	12.00
Consumption Inst Plan Amount	6.37
Late Payment Charges	3.49
Total Current Charges	56.86
Amount Due by Sep 12, 2012	\$298.45

Your actual account balance is \$311.29.

Usage Information for Meter Number S59042911

Aug 28, 2012 KWH Reading (Actual)	3,298
Jul 28, 2012 KWH Reading (Estimate)	3,192
KWH used	106

Charges From Toledo Edison

Customer Number: 0800612166 2780023213	
Rate: Residential Service TE-RSF	
Customer Charge	4.00
Distribution Related Component	5.64
Cost Recovery Charges	0.81
Bypassable Generation and Transmission Related Component	7.18
Current Consumption Bill Charges	17.63
Late payment charge	3.49
Field Collection Charge	12.00
Total Charges	\$33.12

Detail Payment and Adjustment Information

08/14/12 Payment	-145.00
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Equal Payment Plan (EPP) Summary

Actual Charges Billed During 10 EPP Months	356.84
EPP Amount During 10 EPP Months	344.00
Difference Between Actual Charges and EPP Amount	12.84

Consumption Installment Plan

Installment Date	12/14/2011
Installment Amount	1,068.37
Paid to date	998.00
Balance Aug 29, 2012	70.37

Call Mike Ashford

10-11-11 PLAW START

Charge

4-27-12 \$2075
5-30-12 \$2357
6-28-12 \$1817
7-30-12 \$1869
8-30-12 \$3312

[Signature]

Billing Period: Jun 28 to Jul 27, 2012 for 30 days
 Bill For: BILLY JONES
 982 W DELAWARE AVE
 TOLEDO OH 43610

July 30, 2012

Account Number: 110 075 978 004

Amount Due: \$386.69

Due Date: August 13, 2012

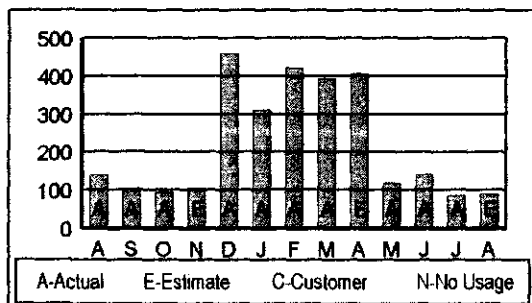
 To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-447-3333. For Payment Options, call 1-800-995-0095. Pay your bill online at www.firstenergycorp.com
 Bill issued by: Toledo Edison, PO Box 3638, Akron OH 44309-3638

Messages	Account Summary	Amount Due
*** DISCONNECTION NOTICE *** Your electric bill payment is past due. Your service may be disconnected unless payment of \$230.22 is made by 08/13/2012. 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 of \$44.00 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 nonratified products or services but may include charges for competitive retail electric service. Failure to pay charges for other nonratified 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. 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 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 . Residential Service - 2780023213 - 6.78 cents per KWH Your next meter reading is scheduled for Aug 28, 2012.	Previous Balance 375.22 Payments/Adjustments -145.00 Balance at Billing on Jul 30, 2012 230.22 Toledo Edison - Payment Plan Amount 35.00 Consumption Inst. Plan Amount 118.00 Late Payment Charges 3.37 Total Current Charges 156.37 Amount Due by Aug 13, 2012 \$386.59 Your actual account balance is \$423.17. Usage Information for Meter Number 559042911 Jul 27, 2012 KWH Reading (Estimate) 3,192 Jun 28, 2012 KWH Reading (Actual) 3,104 KWH used 88 Charges From Toledo Edison Customer Number: 0800612166 2780023213 Rate: Residential Service TE-RSF Customer Charge 4.00 Distribution Related Component 4.66 Cost Recovery Charges 0.69 Bypassable Generation and Transmission Related Component 5.97 Current Consumption Bill Charges 15.32 Late payment charge 3.37 Total Charges \$ 18.69 Detail Payment and Adjustment Information 07/14/12 Payment -145.00 Equal Payment Plan (EPP) Summary Actual Charges Billed During 9 EPP Months 339.21 EPP Amount During 9 EPP Months 309.00 Difference Between Actual Charges and EPP Amount 30.21 Consumption Installment Plan Installment Date 12/14/2011 Installment Amount 1,068.37 Paid to date 853.00 Balance Jul 30, 2012 215.37	

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

Usage History

Aug 11	138	Feb 12	420
Sep 11	104	Mar 12	392
Oct 11	94	Apr 12	405
Nov 11	103	May 12	117
Dec 11	459	Jun 12	141
Jan 12	310	Jul 12	85
		Aug 12	88



Average Daily Use (KWH)	Jul 11	Jul 12
Average Daily Temperature	5	3
Days in Billing Period	77	78
Last 12 Months Use (KWH)	30	30
Average Monthly Use (KWH)		2,718
		227

423.17
 215.00
 215.37
 70.37
 70.00
 70.37
 30.00
 297.00
 LATE
 230.22

Billing Period: May 30 to Jun 27, 2012 for 29 days
 Bill For: BILLY JONES
 982 W DELAWARE AVE
 TOLEDO OH 43610

June 28, 2012

Account Number: 110 075 978 004

Amount Due: \$375.22

Due Date: July 12, 2012

 To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-447-3333. For Payment Options, call 1-800-995-0095. Pay your bill online at www.firstenergycorp.com
 Bill issued by: Toledo Edison, PO Box 3638, Akron OH 44309-3638

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

Your electric bill payment is past due. Your service may be disconnected unless payment of \$201.24 is made by 07/12/2012. 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 of \$46.00 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 nonratified products or services but may include charges for competitive retail electric service. Failure to pay charges for other nonratified 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.

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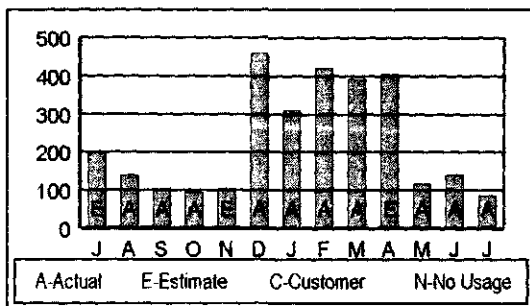
Residential Service - 2780023213 - 6.73 cents per KWH

Your next meter reading is scheduled for Jul 27, 2012.

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

Usage History

Jul 11	203	Jan 12	310
Aug 11	138	Feb 12	420
Sep 11	104	Mar 12	392
Oct 11	94	Apr 12	406
Nov 11	103	May 12	117
Dec 11	459	Jun 12	141
		Jul 12	85



Average Daily Use (KWH)	Jun 11	Jun 12
Average Daily Temperature	70	69
Days in Billing Period	32	29
Last 12 Months Use (KWH)		2,768
Average Monthly Use (KWH)		231

Account Summary
Amount Due

Previous Balance	346.24
Payments/Adjustments	-145.00
Balance at Billing on Jun 28, 2012	201.24
Toledo Edison - Payment Plan Amount	53.00
Consumption Inst. Plan Amount	118.00
Late Payment Charges	2.98
Total Current Charges	173.98
Amount Due by Jul 12, 2012	\$375.22

Your actual account balance is \$549.48.

Usage Information for Meter Number 559042911

Jun 27, 2012 KWH Reading (Actual)	3,104
May 30, 2012 KWH Reading (Actual)	3,019
KWH used	85

Charges From Toledo Edison

Customer Number: 0800612166 2780023213	
Rate: Residential Service TE-RSF	
Customer Charge	4.00
Distribution Related Component	4.50
Cost Recovery Charges	0.97
Bypassable Generation and Transmission Related Component	5.72
Current Consumption Bill Charges	15.19
Late payment charge	2.98
Total Charges	\$ 18.17

Detail Payment and Adjustment Information

05/30/12 Payment	-145.00
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Equal Payment Plan (EPP) Summary

Actual Charges Billed During 8 EPP Months	323.89
EPP Amount During 8 EPP Months	274.00
Difference Between Actual Charges and EPP Amount	49.89

Consumption Installment Plan

Installment Date	12/14/2011
Installment Amount	1,068.37
Paid to date	708.00
Balance Jun 28, 2012	360.37

Billing Period: Apr 27 to May 29, 2012 for 33 days
Bill For: BILLY JONES
982 W DELAWARE AVE
TOLEDO OH 43610

May 30, 2012

Account Number: 110 075 978 004

Amount Due: \$348.24

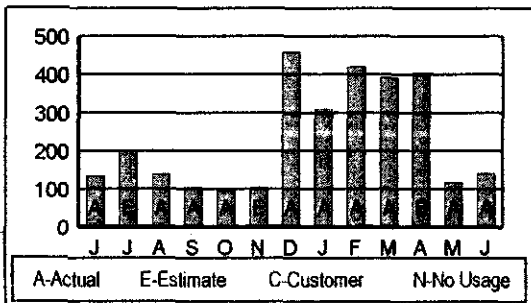
Due Date: June 13, 2012

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

Messages	Account Summary	Amount Due
<p>*** DISCONNECTION NOTICE ***</p> <p>Your electric bill payment is past due. Your service may be disconnected unless payment of \$172.67 is made by 06/13/2012. 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 of \$46.00 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.</p> <p>If you have a complaint in regard to this disconnection notice that can not be resolved after you have called Toledo Edison, or for general utility company information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at http://www.puco.ohio.gov. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service).</p> <p>The Ohio consumer counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at http://www.pickocc.org.</p>	<p>Previous Balance 318.18</p> <p>Payments/Adjustments 2 -145.00</p> <p>Balance at Billing on May 30, 2012 173.18</p> <p>Toledo Edison - Payment Plan Amount 145 53.00</p> <p>Toledo Edison - Misc. Charges -0.51</p> <p>Consumption Inst. Plan Amount 18.00</p> <p>Late Payment Charges 2.57</p> <p>Total Current Charges 173.06</p> <p>Amount Due by Jun 13, 2012 \$348.24</p> <p>Your actual account balance is \$676.31.</p> <p>Usage Information for Meter Number S58042911</p> <p>May 29, 2012 KWH Reading (Actual) 3,019</p> <p>Apr 27, 2012 KWH Reading (Actual) 2,878</p> <p>KWH used 141</p> <p>Charges From Toledo Edison</p> <p>Customer Number: 0800612166 2780023213</p> <p>Rate: Residential Service TE-RSF</p> <p>Customer Charge 4.00</p> <p>Distribution Related Component 7.41</p> <p>Cost Recovery Charges 1.40</p> <p>Bypassable Generation and Transmission Related Component 8.70</p> <p>Current Consumption Bill Charges 21.51</p> <p>Late payment charge 2.57</p> <p>Manual credit adjustment 0.51</p> <p>Total Charges \$23.57</p> <p>Detail Payment and Adjustment Information</p> <p>05/04/12 Payment -145.00</p> <p>Equal Payment Plan (EPP) Summary</p> <p>Actual Charges Billed During 7 EPP Months 308.70</p> <p>EPP Amount During 7 EPP Months 221.00</p> <p>Difference Between Actual Charges and EPP Amount 87.70</p> <p>Consumption Installment Plan</p> <p>Installment Date 12/14/2011</p> <p>Installment Amount 1,068.37</p> <p>Paid to date 590.51</p> <p>Balance May 30, 2012 477.86</p>	

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

Usage History			
Jun 11	133	Dec 11	459
Jul 11	203	Jan 12	310
Aug 11	138	Feb 12	420
Sep 11	104	Mar 12	392
Oct 11	94	Apr 12	405
Nov 11	103	May 12	117
		Jun 12	141



Average Daily Use (KWH)	May 11	May 12
Average Daily Temperature	61	62
Days in Billing Period	21	33
Last 12 Months Use (KWH)		2,886
Average Monthly Use (KWH)		241

Billing Period: Mar 28 to Apr 26, 2012 for 30 days
Bill For: BILLY JONES
982 W DELAWARE AVE
TOLEDO OH 43610

April 27, 2012
Account Number: 110 075 978 004
Amount Due: \$318.18
Due Date: May 11, 2012

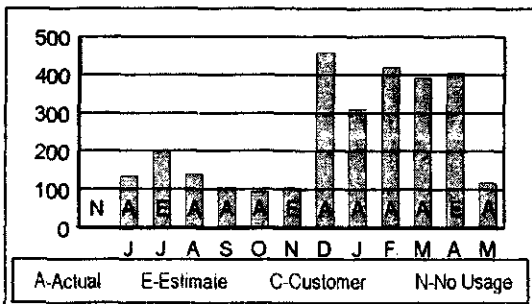
To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-447-3333. For Payment Options, call 1-800-995-0095. Pay your bill online at www.firstenergycorp.com
Bill issued by: Toledo Edison, PO Box 3638, Akron OH 44309-3638

Messages	Account Summary	Amount Due
*** DISCONNECTION NOTICE *** Your electric bill payment is past due. Your service may be disconnected unless payment of \$145.00 is made by 05/11/2012. 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 of \$49.00 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. If you have a complaint in regard to this disconnection notice that can not be resolved after you have called Toledo Edison, or for general utility company information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at http://www.puco.ohio.gov . Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Ohio consumer counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at http://www.pickocc.org	Previous Balance Payments/Adjustments Balance at Billing on Apr 27, 2012 Toledo Edison - Payment Plan Amount Consumption Inst. Plan Amount Late Payment Charges Total Current Charges Amount Due by May 11, 2012 Your actual account balance is \$797.74. Usage Information for Meter Number S59042811 Apr 26, 2012 KWH Reading (Actual) Mar 28, 2012 KWH Reading (Estimate) KWH used Charges From Toledo Edison Customer Number: 0800612166 2780023213 Rate: Residential Service TE-RSF Customer Charge Distribution Related Component Cost Recovery Charges Bypassable Generation and Transmission Related Component Current Consumption Bill Charges Late payment charge Total Charges Equal Payment Plan (EPP) Summary Actual Charges Billed During 6 EPP Months EPP Amount During 6 EPP Months Difference Between Actual Charges and EPP Amount Consumption Installment Plan Installment Date Installment Amount Paid to date Balance Apr 27, 2012	145.00 0.00 145.00 53.00 118.00 2.18 173.18 \$318.18 \$797.74. S59042811 2,878 2,761 117 Charges From Toledo Edison 4.00 6.16 1.15 7.26 18.57 2.18 \$ 20.75 Equal Payment Plan (EPP) Summary 287.19 168.00 119.19 Consumption Installment Plan 12/14/2011 1,068.37 472.00 596.37

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

Usage History

Jun 11	133	Dec 11	459
Jul 11	203	Jan 12	310
Aug 11	138	Feb 12	420
Sep 11	104	Mar 12	392
Oct 11	94	Apr 12	405
Nov 11	103	May 12	117



Average Daily Use (KWH) 4
Average Daily Temperature 50
Days in Billing Period 30
Last 12 Months Use (KWH) 2,878
Average Monthly Use (KWH) 240

5-8-12
NO HELP SHAWA
5-3-12
talk 797
776
21.00
614-466

Billy Jones

Account

Number : 110075978004

982 W Delaware Ave

Toledo Oh 43610

Bill Date	Bill Amt.	Payments	Late Fees	Bal. Trsf.	Acct. Bal.	Comments
05/27/11	18.22				18.22	
06/28/11	29.59		0.27		48.08	
07/28/11	21.97		0.72		70.77	
08/26/11	17.61	70.77	1.05		18.66	
09/26/11	15.96			1,315.09	1349.71	From acct. # 110075976651
10/26/11	16.85	148.57	1.38		1219.37	
11/29/11	60.94	151.00			1129.31	
12/27/11	42.46	135.00			1036.77	
01/25/12	56.78	135.00			958.55	
02/27/12	53.15	145.00			866.70	
03/28/12	55.29	145.00			776.99	
04/27/12	18.57		2.18		797.74	
05/04/12		145.00			652.74	
05/24/12		0.51			652.23	Credit due to DCR Rider
05/29/12	21.51		2.57		676.31	
05/30/12		145.00			531.31	
06/27/12	15.19		2.98		549.48	
07/14/12		145.00			404.48	
07/28/12	15.32		3.37		423.17	
08/14/12		145.00			278.17	
08/14/12			12.00		290.17	Field ch tech showed to d/c
08/28/12	17.63		3.49		311.29	
09/27/12	19.68		4.11		335.08	
10/09/12		145.00			190.08	
10/18/12			12.00		202.08	Field ch tech showed to d/c
10/19/12		139.00			63.08	
Totals	496.72	1,794.85	46.12	1,315.09	63.08	

11-1-12

I Receive your Comments about
Toledo Edison acc 110075978004 you ask me
to prod that I am being discrimination
agent. I don't have that power you due. You
are the one that can look at other people light
Bill, not me. I have talk to some of the poor
people in my Neighbor because they light
were cut off in the last of oct for any past
due Bill. because they are ~~for~~ profile the
Black Neighbor as you know they can't
cut power in Black Neighbor for the winter
month. Now many white neighbor light
were cut off for past due in late oct gives
none. that discrimination. What they will say
is that there credit is bad should have to
have good credit to be part of a neighbor
if you want to due your job and not just
collect a pay check you would find out about
this complaint and not put this letter in
the trash. I due have a problem with the \$12.00
I were charge twice. on 8-14-12 they call field ok
you call it late fee. plus \$34 LATE fee how can you
charge some one \$15. for a total amount of \$190.00
that is fraud. Did they charge Everybody
(in the neighborhood) \$12.00 ~~that~~ that part of your job
to find that out.

on my 10-29-12 Bill there were \$12.00 field ch
and \$2.00 late Fee Charge. Now this is discrimination
because, I am be Charge a fee just for them to
make sure that they Bal the Budget so I
would not be correct about they Charge me
over Charger. take away the \$24.00 Fee and
there would be a over Charge. \$1500 late
fee for \$190.00 Bill is fraud.

4-27-12 Bill 5-30-12 - 6-28-12 7-30-12 8-29-12
9-28-12 - 10-29-12 all of these Bill have
Disconnection Notice, they wake until
oct-12-12 to cut of my light and the Bill
were \$190.00 not \$950.00 Dollars to me
that discrimination.

ACC 110075978004
Billy Jones
982 Delaware
Tele ch 4360
419 4914513