

**BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO**

GWENDOLYN TANDY

Complainant,

v.

THE CLEVELAND ELECTRIC
ILLUMINATING COMPANY,

Respondent.

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Case No. 12-2102-EL-CSS

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

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1 **Direct Testimony of**
2 **Deborah Reinhart**

3 **I. INTRODUCTION**

4 **Q1. Please state your name and by whom and in what capacity you are employed.**

5 A. My name is Deborah Reinhart. I am employed by FirstEnergy Service Company
6 (“Service Company”) as Customer Compliance Lead. Service Company provides
7 corporate support, including customer service, to FirstEnergy Corp.’s regulated
8 subsidiaries. In Ohio, those subsidiaries are The Cleveland Electric Illuminating
9 Company (“CEI” or “Company”), Ohio Edison Company, and The Toledo Edison
10 Company.

11 **Q2. Please describe your current job responsibilities.**

12 A. I am responsible for supervising the Customer Compliance department’s investigations
13 conducted in response to informal complaints made by customers with the Public Utilities
14 Commission of Ohio (the “Commission”). These complaints involve a wide array of
15 customer service issues, including complaints regarding high bills, payment disputes,
16 problems that arise during move-ins of new customers, service disconnections, and other
17 related matters. If a customer files a formal complaint with the Commission, Customer
18 Compliance may be called upon to assist with those complaints as well. Customer
19 Compliance is also responsible for providing assistance to company personnel related to
20 implementing the Commission’s rules and internal operating procedures regarding
21 customer service matters. In that capacity, we review the materials used to train our
22 customer service personnel regarding billing, customer accounting, and call center
23 procedures so that they remain in compliance with those rules and internal guidelines.

1 **Q3. Please describe your educational background and work experience.**

2 A. I have worked at either Service Company or the Pennsylvania Power Company (“Penn
3 Power”) in a customer service capacity for the last 36 years. I have held my current title
4 since 2011. I previously served as a Business Analyst for six years in the Customer
5 Compliance department. Prior to that, for approximately three years, I was responsible
6 for credit and collections functions in the eastern region of Ohio Edison Company and
7 also supervised meter readers for Penn Power. Prior to that, I supervised the customer
8 contact center for Penn Power for four years, before which I worked as a call taker and
9 customer service representative for commercial accounts. I also have completed
10 coursework in a business administration program at Pennsylvania State University.

11 **Q4. Have you previously testified at the Commission?**

12 A. Yes. More recently, I testified in *Brock v. Ohio Edison Company*, Case No. 11-6085-EL-
13 CSS. I also testified in *Wielicki v. CEI*, Case No. 10-2329-EL-CSS.

14 **Q5. What records does Customer Compliance typically review and rely on in conducting**
15 **its investigations?**

16 A. There are several types of records Customer Compliance typically reviews, which are
17 readily accessible via CEI’s internal database. First, we review copies of the bills sent to
18 the customer. Second, we review CEI’s customer contact log notes. CEI’s contact center
19 representatives are trained to create an entry in a customer’s contact log every time the
20 customer contacts the utility, whether by phone, e-mail, fax, letter, or via our website.
21 The contact log thus reflects any action taken by contact center representatives, such as
22 updates to a customer’s phone number or other information. These logs are easily
23 accessible by customer name, account number, business partner number, or address.

1 Third, we review the customer's billing, utilization, and payment history. That
2 information is available in CEI's internal database as well.

3 **Q6. What is the purpose of your testimony?**

4 A. The purpose of my testimony is to respond to the allegations in the July 17, 2012
5 complaint ("the Complaint"), and the November 8, 2012 amended complaint ("the
6 Amended Complaint") as clarified by the November 27, 2012 Entry ("the Entry"), in this
7 case.

8 **Q7. Please summarize your testimony.**

9 A. Any bill that CEI issued, or amount that CEI either charged or transferred to Ms.
10 Gwendolyn Tandy, was accurately calculated and is the result of service consumed on
11 accounts for which she was and is responsible. In short, CEI did not: (i) incorrectly bill
12 Ms. Tandy; (ii) incorrectly apply Ms. Tandy's payments; or (iii) provide unjust or
13 unreasonable service to Ms. Tandy.

14 **II. CEI'S ACCOUNTS AND RECORDS**

15 **Q8. Do you have knowledge of the history of Ms. Tandy's various accounts with CEI?**

16 A. Yes. I am familiar with the accounts and records pertaining to and referenced in Ms.
17 Tandy's complaint and have personal knowledge of CEI's practices of acquiring and
18 maintaining this information. This case concerns the following accounts, both in Ms.
19 Tandy's name, which for convenience I will refer to as follows:

20 Account A: Ending 0079, 1439 Sulzer Ave., Euclid, Ohio 44113

21 Account B: Ending 7153, 1441 Sulzer Ave., Euclid, Ohio 44113

22 As described above, CEI maintains numerous types of information regarding each
23 customer's account, including meter readings, billing and payment history, dates of
24 initiation and disconnection of service, and communications to and from customers. All

1 such information is recorded at or near the time by a person with knowledge, or from
2 information transmitted by a person with knowledge, and all such information is recorded
3 and maintained in the course of CEI's regularly conducted business activity. It is CEI's
4 regular practice in the course of its business activity to record and keep the sorts of
5 information I relied upon in preparing this testimony.

6 **III. PIPP PLUS ENROLLMENT STATUS AS OF FEBRUARY 2012**

7 **Q9. Could you please explain the electric Percentage of Income Payment ("PIPP")**
8 **program?**

9 A. The electric PIPP program was set forth in detail in the Ohio Development Services
10 Agency's ("ODSA") rules. An accurate and complete layperson's explanation can be
11 found in the "Energy Assistance Resource Guide" ("Resource Guide"), which is
12 published each winter-heating season by the Commission and the ODSA (formerly the
13 Ohio Department of Development). I have attached the 2008–09 version of the Resource
14 Guide as Attachment A. In summary, however, the electric PIPP program was a payment
15 arrangement for eligible, low-income electric customers that required electric utilities to
16 accept payments based on a percentage of a customer's household income instead of the
17 monthly amount due.

18 **Q10. Have there been changes to the electric PIPP program?**

19 A. Yes, there have been. In November 2010, electric PIPP was replaced with electric
20 Percentage of Income Payment Plan Plus ("PIPP Plus").

21 **Q11. What is the difference between PIPP and PIPP Plus programs?**

22 A. The electric PIPP Plus program is set forth in detail in the ODSA's rules (Ch. 122:5-3,
23 Ohio Adm. Code). I refer to Attachment B, which is the 2010–11 version of the
24 Resource Guide, for an accurate and complete layperson's explanation of the PIPP Plus

1 program. But in summary, two of the major differences between the two programs are
2 (1) the arrearage-reduction incentive program of PIPP Plus, which was not available
3 under the PIPP program; and (2) that PIPP Plus requires payment of the installment
4 amount year-round—including in non-heating seasons (i.e., April 15–November 1)—
5 whereas under PIPP, the customer paid the greater of either the installment amount or the
6 bill amount during the non-heating season.

7 **Q12. Ms. Tandy alleges that she was reinstated in PIPP on both February 5 and 15, 2012**
8 **Complaint at 1–2.**

9
10 **Was Ms. Tandy enrolled in either PIPP or PIPP Plus at any time in February 2012?**

11 A. No, she was not. For Account A, Ms. Tandy was enrolled in PIPP Plus until February 1,
12 2012.

13 **Q13. Does CEI have any record of Ms. Tandy’s reinstatement in PIPP Plus on either**
14 **February 5 or 15, 2012?**

15 A. No, it does not.

16 **Q14. Does CEI have any record of Ms. Tandy’s reinstatement in PIPP Plus at any time in**
17 **February 2012?**

18 A. No, it does not.

19 **Q15. Do you agree with Ms. Tandy’s allegation that her “PIPP payment went from**
20 **\$43.00 – 29.00 [sic]”? Complaint at 5; see *id.* at 4.**

21 A. Yes, assuming that Ms. Tandy is referring to a reduction in her required PIPP Plus
22 payment *prior to* her February 1, 2012 removal from the PIPP Plus program. In
23 November 2011, on Account A, Ms. Tandy’s PIPP Plus payment was reduced from \$43
24 per month to \$29 per month.

1 **IV. FEBRUARY 17, 2012 BALANCE TRANSFER**

2 **Q16. Ms. Tandy raises a number of allegations concerning a balance transfer that**
3 **occurred in February 2012. Can you please explain this transfer?**

4 A. Yes. On February 17, 2012, CEI transferred a balance of \$269.08 from Account B to
5 Account A, both of which were in Ms. Tandy's name. The balance pertained to service
6 consumed from September 9, 2010, to July 5, 2011. The service provided under these
7 two accounts was for like service.

8 **Q17. Was Ms. Tandy responsible for this balance?**

9 A. Yes; as stated, Account B had been established in Ms. Tandy's name.

10 **Q18. Do you agree with Ms. Tandy's allegation that her tenant, Mr. Tinsely McCreary, is**
11 **responsible for this balance?**

12 A. No, I do not. Ms. Tandy established this account in her name on September 8, 2010. She
13 did not contact CEI to terminate service in February 2011, when she allegedly rented the
14 property to Mr. McCreary. So, Ms. Tandy remained the customer of record. Later, on
15 June 23, 2011, Ms. Tandy contacted CEI regarding the termination of service, and CEI
16 accordingly sent a 10-day notice advising the tenant that service would be disconnected
17 unless he contacted CEI to apply for service. The tenant never applied for service,
18 therefore Account B was closed on July 5, 2011. The final bill for this account totaled
19 \$383.28. The unpaid supplier charges of \$114.20 were transferred to her CRES provider,
20 and the remaining balance due to CEI (\$269.08) was transferred to Ms. Tandy's active
21 account (Account A) on February 17, 2012.

22 **Q19. Ms. Tandy makes several other allegations related to this time period. For example,**
23 **she alleges that she had a \$12.29 credit on February 1, 2012. Is this correct?**

24 A. If Ms. Tandy is referring to her *account balance* for Account A, no it is not correct. The
25 amount due on her February 1, 2012 bill for Account A was \$172.81. But it is true that

Ms. Tandy received a \$12.29 deferred arrearage credit on February 1, 2012, as a result of the PIPP Plus incentive program.

Q20. Ms. Tandy asserts that her March 2, 2012 balance was \$443.98. Is that correct?

A. No. Ms. Tandy's March 2, 2012 account balance was \$450.12. And her balance as of the March 5, 2012 bill was \$459.21.

Q21. Ms. Tandy appears to assert that she was told that the transfer from 1441 Sulzer Ave. (Account B) was "written off" her Account A. Do you agree?

A. No, I do not. Ms. Tandy was never told that the \$269.08 amount was written off *Account A*. The transferred balance, \$269.08, was written off *Account B*, i.e., the account the balance was transferred *from*. I have attached a Detailed Statement of Account for Account B that shows the write-off as Attachment C to this testimony.

V. JUNE 28, 2012 SUMMARY OF STATEMENT

Q22. Ms. Tandy alleges that the June 28, 2012 Summary of Statement is "misleading." Complaint at 1. What is that document?

A. The June 28, 2012 Summary of Statement, which is a summary of Account A from June 28, 2011, to June 28, 2012, shows (1) her account balance as of June 28, 2011; (2) the total CEI and supplier billings during the 12-month period beginning on June 28, 2011; (3) the total payments CEI received for this account during this period; (4) the total adjustments CEI made to this account during this period, including the types of adjustments in the "Type Key" section; and (5) her account balance as of June 28, 2012.

Q23. Do you agree with Ms. Tandy that this document is misleading?

A. No, I do not. It accurately summarizes the beginning and ending balances of Account A, as well as total billings, payments, and adjustments for the stated period.

VI. ACCURACY OF CEI BILLINGS FROM DECEMBER 2010 TO NOVEMBER 2012

Q24. Do you agree with Ms. Tandy's allegation that CEI has "added her PIPP payments together rather than subtracting" them for 18 months for Account A? Complaint at 1; Entry at 2.

A. No, I do not. CEI has only "added her PIPP payments" to her account when she failed to pay them. In other words, if Ms. Tandy fails to make her PIPP Plus payment in a given month, the amount of the missed PIPP Plus payment will be "added" to her balance due. Likewise, if she makes a payment, the amount will be subtracted from her balance due. Ms. Tandy cannot expect that her monthly amount due will always and only be her PIPP Plus amount irrespective of whether she makes her PIPP Plus payments or not. Her amount due will be higher if she fails to make her PIPP Plus payments.

Q25. Do you agree with Ms. Tandy's allegation that her February 1, 2012 bill amount of \$172.81 is incorrect? Entry at 2.

A. No, I do not. As I explained above, \$172.81 was Ms. Tandy's PIPP Plus program balance due as a result of her nonpayment of PIPP Plus amounts. This amount accurately reflects all previous metering, billing, and payment activity.

Q26. Ms. Tandy "requests copies of her bill with the date her payments were received during the period December 2010 to December 2011." Entry at 2. Can CEI provide a copy of the requested bills?

A. Yes, it can. Attachment D is a copy of all bills issued by CEI to Ms. Tandy for service consumed on Account A, from December 2010 to November 2012; Attachment E is a Detailed Statement of Account for Account A for January 2011 to December 2012 that includes an accounting of all payments CEI received for this account.

VII. JULY 29, 2012 STATEMENT OF STATEMENT

Q27. Ms. Tandy alleges that the "statement of account provided by Cleveland Electric Illuminating Company (CEI) dated July 29, 2012, shows a zero balance whereas the bill dated July 20, 2012, shows a previous balance of \$423.82 with current charges

1 **due of \$439.88.” Entry at 1. She also alleges that her PIPP Plus “payment due was**
2 **timely and, therefore, no late charge should have been assessed.” *Id.* at 1-2.**

3
4 **What is this “statement of account” to which Ms. Tandy refers?**

5 A. The July 29, 2012 Statement of Statement, which is a summary of Account B, pertains to
6 service received under Ms. Tandy’s name at 1441 Sulzer Ave. It accurately summarizes
7 the beginning and ending balances, as well as total billings, payments, and adjustments
8 for the stated period.

9 **Q28. Does the July 29, 2012 statement of account show a zero balance as of that date?**

10 A. Yes, it does, but the statement relates to Account B, not Account A. This statement
11 shows that as of July 29, 2012, the account balance for Account B was zero. This zero
12 balance was the result of the February 17, 2012 transfer discussed earlier in my testimony
13 from this Account B to Account A.

14 **Q29. Does Ms. Tandy’s bill for Account A due July 20, 2012, show a “previous balance of**
15 **\$423.82 with current charges due of \$439.88”?**

16 A. Yes, it does, but this bill is for Account A, and pertains to service received on a *different*
17 account than that described in the July 29, 2012 statement. The bill due July 20, 2012,
18 pertains to service received on Account A, while the July 29, 2012 statement of account
19 pertains to service received Account B.

20 **Q30. Do you agree with Ms. Tandy that her PIPP Plus payments were timely, and**
21 **therefore “no late charge should have been assessed”? Entry at 1-2.**

22 A. To the extent that Ms. Tandy is referring to Account A, no I do not. First, as discussed
23 above, Ms. Tandy was dropped from the PIPP Plus program on February 1, 2012, and
24 was not subsequently reenrolled. Consequently, her entire account balance became due
25 since she was no longer participating in the PIPP Plus program. In other words, while
26 Ms. Tandy continued to make payments that appear to be consistent with her *previous*

1 *and no longer applicable* PIPP Plus payment amount, she did not make payments
2 consistent with the *current* amount due. As a result of her underpayments, late payment
3 charges were assessed on Account A.

4 **Q31. What is Ms. Tandy's current account balance for Account A?**

5 A. As of January 8, 2013, Ms. Tandy's account balance is \$364.78.

6 **VIII. MS. TANDY'S DEMAND FOR DAMAGES**

7 **Q32. "Ms. Tandy requests \$2,116.79 plus interest for [various] 'infraction[s].'" Entry at**
8 **2. Are you aware of any basis on which CEI could be said to owe Ms. Tandy**
9 **\$2,116.79 or any amount for that matter?**

10 A. No, I am not.

11 **Q33. Ms. Tandy also demands a "refund [of] \$5,015.79, and for pain and suffering related**
12 **to the incorrect billings, fraud and theft, and disconnection notices, \$1,000 per**
13 **month." Entry at 2. Are you aware of any basis for which CEI could be said to owe**
14 **Ms. Tandy any of these amounts?**

15 A. No, I am not.

16 **IX. CONCLUSION**

17 **Q34. Does this conclude your testimony?**

18 A. Yes, it does.

CERTIFICATE OF SERVICE

I hereby certify that a copy of the Direct Testimony of Deborah Reinhart was served by
U.S. mail to the following person on this 8th day of January, 2013:

Gwendolyn Tandy
1439 Sulzer Avenue
Euclid, Ohio 44132







/s/ Gregory L. Williams
One of the Attorneys of
The Cleveland Electric Illuminating
Company

ATTACHMENT A



Energy Assistance Resource Guide

Q & A

-  PIPP Questions and Answers
-  Winter Reconnect Order
-  Energy Assistance Programs
-  Payment Plans
-  Reconnect Procedures
-  Disconnect Procedures

2008 - 2009

ENERGY ASSISTANCE RESOURCE GUIDE

Questions & Answers

The Staff of the Service Monitoring and Enforcement Department (SMED) and the Office of Community Services (OCS) of the Ohio Department of Development compiled this list of the most commonly asked questions about *Energy Assistance*. Our intention is that the Staff's answers to these questions serve as a guide, which addresses the concerns that have caused the most confusion about the Percentage of Income Payment Plan (PIPP) and other energy assistance programs.

Please feel free to contact the SMED or OCS if you have any questions which are not addressed.

Public Utilities Commission of Ohio
Service Monitoring & Enforcement Department
180 E. Broad Street
Columbus, Ohio 43215-3793
Toll Free No. 1-800-686-7826 (PUCO)
Columbus Area No. 614-466-3292

Ohio Department of Development
Office of Community Services
77 S. High Street
Columbus, Ohio 43216-1001
Toll Free No. 1-800-282-0880
Columbus Area No. 614-466-6207

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GENERAL PIPP INFORMATION

1. What is PIPP?

PIPP is an extended payment arrangement that requires regulated gas and electric companies to accept payments based on a percentage of the household income for those customers who are at or below 150% of the federal poverty level.

If a customer qualifies for PIPP, he or she can pay 10% of the household's current gross monthly income to the utility company which provides the primary source of heat and 5% of the household's current gross monthly income to the company which provides the secondary (typically electricity) source of heat. A customer served by a combination utility company (CG&E) or with only one heating source (e.g., an all electric home) pays 15% of monthly income to that utility company.

However, if a customer is at or below 50% of the Federal Poverty Level (see income eligibility chart in question 3) the customer will pay three (3) percent instead of five (5) percent for the secondary source of heat. If such a customer is served by a combination utility company or has only one heating source, the customer pays thirteen (13) percent of the gross monthly income to that utility company.

As a result of Senate Bill 3, the Electric Restructuring Act of 1999, the Ohio Department of Development Office of Community Services, became responsible for the administration of PIPP for electric customers statewide. Therefore, certain questions in this book reflect procedural changes instituted by ODOD/OCS to streamline electric PIPP and better integrate it with the energy assistance programs.

A PIPP customer is also required to apply for all energy assistance and weatherization programs for which he/she is eligible. PIPP customers must apply for the regular Home Energy Assistance Program (HEAP) and the Home Weatherization Assistance Program (HWAP).

2. Define Primary and secondary heating sources

Rule 4901:1-18-01Administrative Code.

- (A) "Primary source of heat" means that energy which is the heat source for the *central heating system* of the residence or, if the residence is not centrally heated, that energy which makes up the bulk of the energy used for space heating.

- (B) "Secondary source of heat" means that energy which is the source for space heating other than that provided by the central heating system of the residence or, if the residence is not centrally heated, that energy which does not make up the bulk of the energy used for space heating or, if the residence is centrally heated using some other form of energy, the energy required to operate equipment needed for the proper functioning of the central heating system.

Examples

If a customer has a gas furnace with an electric thermostat or blower, the primary source of heat would be gas and the secondary source of heat would be electric.

If a customer has both gas space heaters and electric space heaters, but the gas heaters are used to heat the largest portion of the residence, the primary source of heat would be gas and the secondary source of heat would be electric.

If the customer has both a regulated (gas or electric) source of heat and an unregulated source of heat (wood, propane, electric co-op, etc.), the customer is still eligible for PIPP for the regulated utility. The percentage to be paid to the regulated utility is determined by which source is primary.

***The primary source of heat is that fuel source for which the customer receives his or her regular Home Energy Assistance Program credit or voucher.

3. How does one qualify for PIPP?

In order to qualify for PIPP, a customer must:

- (A) receive his or her primary or secondary heat source from a company regulated by the PUCO;
- (B) apply for all energy assistance programs for which he or she is eligible; and
- (C) have a total household income which is at or below 150% of the federal poverty level

PIPP INCOME GUIDELINES
150% Federal Poverty Level
2008-2009

<u>SIZE OF HOUSEHOLD</u>	<u>INCOME LIMIT - 3 MONTHS</u>	<u>INCOME LIMIT YEARLY</u>
1- Person	\$ 3,900	\$ 15,600
2- Persons	\$ 5,250	\$ 21,000
3- Persons	\$ 6,600	\$ 26,400
4- Persons	\$ 7,950	\$ 31,800
5- Persons	\$ 9,300	\$ 37,200
6- Persons	\$ 10,650	\$ 42,600

Households with more than six members add \$1,350/qtr. or \$5,400/yr. for each additional member.

3% ELECTRIC PIPP
50% Federal Poverty Level

2008-2009

<u>SIZE OF HOUSEHOLD</u>	<u>INCOME LIMIT - 3 MONTHS</u>	<u>INCOME LIMIT YEARLY</u>
1- Person	\$ 1,300	\$ 5,200
2- Persons	\$ 1,750	\$ 7,000
3- Persons	\$ 2,200	\$ 8,800
4- Persons	\$ 2,650	\$ 10,600
5- Persons	\$ 3,100	\$ 12,400
6- Persons	\$ 3,550	\$ 14,200

Households with more than six members add \$450/qtr. or \$1,800/yr. for each additional member.

Emergency and Regular HEAP Income Guidelines
175% Federal Poverty Level
2008-2009

<u>SIZE OF HOUSEHOLD</u>	<u>INCOME LIMIT - 3 MONTHS</u>	<u>INCOME LIMIT YEARLY</u>
1- Person	\$ 4,550	\$ 18,200
2- Persons	\$ 6,125	\$ 24,500
3- Persons	\$ 7,700	\$ 30,800
4- Persons	\$ 9,275	\$ 37,100
5- Persons	\$ 10,850	\$ 43,400
6- Persons	\$ 12,425	\$ 49,700

Households with more than six members add \$1,575/qtr. or \$6,300/yr. for each additional member.

4. How does a customer sign up for PIPP?

Customers may sign up for PIPP by going to their local Community Action Agency (CAA) or they can apply through the energy assistance programs application. The customer must also apply for all energy assistance programs for which he or she is eligible. For the mail-in application process, companies may also require that every adult member of the household sign a statement affirming that the information on the application is true and giving the company permission to verify the information provided. **Any household who declares zero income is required to reverify their income every 90 days. This must be done by returning to the Community Action Agency.**

5. When does an electric customer pay the percentage of income amount and when does the customer pay his or her current bill?

The customer must pay the specified percentage of his or her income during the heating season (November 1st through April 15th). During the non-heating season (April 16th through October 31st), the customer pays the percentage of his or her income or the current bill, whichever is more. If even a single day of the billing cycle (meter read to meter read) falls within the heating season, the customer pays the PIPP payment.

For example: A customer who is on PIPP for \$55.00 pays the following:

<u>Service Dates</u>	
<u>From</u>	<u>To</u>
4/14/08	5/16/08

Current charges:
\$107.64

**The customer should
pay the plan amount:
\$55.00**

<u>Service Dates</u>	
<u>From</u>	<u>To</u>
5/16/08	6/18/08

Current charges:
\$75.32

**The customer should
pay the current bill:
\$75.32**

<u>Service Dates</u>	
<u>From</u>	<u>To</u>
10/3/08	11/3/08

Current charges:
\$61.27

**The customer should
pay the plan amount:
\$55.00**

6. When does a natural gas customer pay the percentage of income amount?

PIPP customers who use natural gas as their primary heating source will pay their ten percent PIPP payment year-round

7. Three percent PIPP

Customers at or below 50% of the federal poverty level will pay three percent of their monthly household income for electric. Three percent PIPP only applies during the winter heating season. During the summer, the customer pays their current bill amount or PIPP amount whichever is greater. All DP&L PIPP customers pay three percent.

8. Three percent PIPP for CEI and Toledo Edison Customers.

Cleveland Electric Illuminating (CEI) and Toledo Edison are exempt from three percent PIPP. All PIPP customers in these respective service territories receive rate discounts automatically.

9. May the utility company charge a PIPP customer a security deposit?

Per the Universal Service Fund agreement, Electric utilities are **not** permitted to charge PIPP customers a security deposit. Natural gas companies are permitted to charge security deposits on PIPP accounts. In most cases, the security deposit will be added to the customer's total account balance.

10. May companies request security deposits before allowing a customer to enroll on PIPP? (Gas companies only)

If the service has not been disconnected, the utility company cannot deny a customer's application for PIPP due to lack of a security deposit, but the company may add a security deposit to the customer's arrearages. The company may not disconnect service due to non-payment of a security deposit as long as the customer remains current on PIPP.

11. **If a PIPP customer transfers his or her service to a new residence, may the company request a security deposit? (Gas companies only)**

The company may add a security deposit to the arrearage when the customer moves, but it cannot refuse to provide service to the customer at the new address for lack of payment of a security deposit.

12. **How much may a former PIPP customer (who is still income eligible for PIPP) with an arrearage be required to pay to get service at a new address if the most recent PIPP account has been finalized?**

If the former customer did not pay the percentage amount while the service was off, these payments may be required as well as any defaulted PIPP payments from when the customer was receiving service. The company shall take into account any good faith efforts the customers made in paying on the account while not receiving service from the company. The customer may be required to pay the defaulted PIPP amount or the \$175.00 during the winter heating season if applicable.

13. **If a customer is on another type of payment plan other than PIPP, is he or she still eligible for PIPP?**

Yes, if the customer meets the eligibility requirements of PIPP, he or she may enroll on PIPP at any time. The customer will not be required to complete the terms of the previous payment arrangement to go on PIPP.

14. **How can a customer get off the percentage of income payment plan?**

A customer may request to be removed from the plan at any time. The company may require that this request be in writing. Customers who request to go off PIPP are not eligible for the arrearage crediting program unless the company agrees to place the customer on plan. Customers are eligible for the Commission-ordered one-sixth payment or one-third plan *or may negotiate an extended payment plan with the utility company.*

15. **May the company sue the customer for his or her arrearages?**

Yes, the arrearages are a legal debt. The company may use any standard means of collection after a judgment such as the garnishment of wages or the placing of a lien on the customer's property. The company may also turn the debt over to a collection agency. The company may *not* disconnect service to collect the arrearage as long as the customer remains current on the plan. Beginning 9/1/00, electric PIPP arrearages are owed to the Universal Service Fund (USF), administered by ODOD.

- 16. If a customer overpays his or her PIPP one month, will it be credited to the next month's payment?**

No, any amount paid over and beyond the PIPP amount will be used to lower the customer's arrearages.

- 17. What if a PIPP customer pays off the arrearage and develops a credit on his or her account?**

If the customer wants to continue on the plan, he or she must continue to make the required PIPP payments. If the customer doesn't want to make the required payments, he or she may request to be taken off the plan. The company may require the request be put in writing. However, a company may not disconnect a customer's service for non-payment if the customer owes no money, whether or not the customer is on PIPP.

- 18. What does a customer have to pay to avoid disconnection or have service restored when the account balance is less than the PIPP default?**

To avoid disconnection and remain on PIPP the customer would be required to pay the PIPP default amount. If the customer no longer wants to be on PIPP, they can pay the total account balance and be removed from PIPP. The customer can elect to re-enroll on PIPP at any time as long as they are still eligible for the plan. If the service has been disconnected, the customer can pay the total account balance, a security deposit (if required), and any tariffed reconnection charge, the company would be required to reconnect service.

- 19. If a PIPP customer's account is paid in full but the customer is behind on PIPP, can the company refuse to transfer service until the PIPP default is paid?**

No, there are two situations where this can happen. First, if the customer's PIPP payments were more than the consumption, an account credit might result and remain even if the customer is in default on the plan. Second, an Energy Assistance payment applied to an account might exceed the total account balance, causing a credit that remains although the customer has defaulted on the plan.

- 20. Does a customer have to go on PIPP for both gas and electric service if the customer needs the plan for only one of them?**

No, a customer may go on the plan with either or both utilities. It is the customer's decision to choose to go on the plan for one service and not the other.

21. **Are gas and electric companies regulated by the PUCO the only companies required to offer PIPP?**

Yes, only companies regulated by the Commission are required to offer the plan. Non-regulated utilities may offer the plan, but they are not required by law to do so.

22. **Are PIPP customers allowed to choose a gas or electric marketer under the customer choice program?**

No, PIPP customers can not choose a marketer on an individual basis. PIPP accounts for Columbia Gas of Ohio, Cincinnati Gas and Electric and Dominion East Ohio are aggregated and bid out as a class to achieve maximum savings. Customers will see lower bills, which may reduce their total arrearages.

23. **What happens if a customer who was with a marketer wants to enroll in PIPP?**

When the CAC enrolls a customer in PIPP **and** notifies the Electric Distribution Utility (EDU) of the enrollment; the EDU will then notify the marketer of the change. However, it is strongly advised that the customer also notify the marketer of the change. The change will take place at the next regularly scheduled meter read date after the EDU enrolls the customer in PIPP.

Note: The marketer may bill for any outstanding balance owed at the time the customer was enrolled on PIPP.

APPLICATION PROCESS

In order for a person to qualify for the Percentage of Income Plan (PIPP), he or she must 1) be a customer of a regulated gas or electric utility, 2) be income eligible, and 3) apply for all public energy assistance for which the household is eligible.

24. **What is the difference between a customer and a consumer?**

A *customer* is any person who enters a contractual agreement with the company to receive electric or gas service. A *consumer* is any person who is the ultimate user of electric or gas service. In other words, a customer has the account in his or her name.

25. **May the company require that the customer (PIPP applicant) also be the household member with income?**

No, provided the customer (PIPP applicant) is a household member, he or she need not provide a source of income to the household.

26. May a PIPP customer have more than one account?

Yes, a customer may have an account at a different location; however, only one account may be a PIPP account. The PIPP account must be at the primary residence.

27. What happens if a PIPP customer is charged with fraud from a former account?

The customer must pay the fraudulent charges prior to re-enrolling on PIPP at another residence.

28. When two meters of the same type (i.e., two gas and/or two electric) are situated at one household/family dwelling, how should the utility company determine the PIPP payment (e.g., a duplex unit that has been converted into a single family dwelling)?

The Company should combine the usage from both like meters and determine the customer's PIPP payment based on the gross monthly income. It is the customer's responsibility to inform the utility company of any changes in the number of households at the premise.

29. What if the service is not in the applicant's name?

If the service is not in the applicant's name, the applicant is ineligible for PIPP. The applicant must first become a customer before he or she can go on PIPP, however, the applicant can still apply for energy assistance.

30. When a customer with an account balance moves out, how much must a consumer who lived with that person pay to obtain or to maintain service and get on PIPP?

At most, such a consumer may be asked to pay a security deposit unless the applicant for service (consumer) can avoid payment of a security deposit by means outlined in the Ohio Administrative Code.

The consumer is almost never responsible for the customer's bill. However, if the applicant for service owes the utility company money for consumption in his or her name, the applicant may be required to pay that bill.

31. What criteria are used to define income?

Companies are required to use the same guidelines as those used to determine eligibility for energy assistance. Income is defined as the gross income of the household. Food stamps and cash payments for food stamps are not considered as income when determining either the eligibility for or the amount of payment on PIPP. Any questions regarding unusual situations should be brought to the attention of the Investigation and Audit Division of the PUCO at 1-800-686-7826 or the Ohio Department of Development at 1-800-282-0880. (Please see Energy Assistance income guidelines in Appendix B.)

32. Is a minor's income included in household income?

The income of a dependent minor under 18 years of age is **not** counted if it is earned income and the minor is neither the head of household nor the spouse. (Please see new Energy Assistance income guidelines in Appendix B.)

33. Are Pell Grants and other educational grants counted as part of the household income?

If a member of the household receives an educational grant, only that portion of the grant that is more than the cost of tuition and books is considered income. Educational loans are not considered income.

34. How long does someone have to be at or below 150% of the federal poverty level to qualify for PIPP?

There are only two tests used to determine eligibility.

- First, if the customer's household income for the past three months annualized (multiplied by 4) is at or below 150% of the poverty level, the customer is eligible.
- Second, if the customer is over-income using the first test, then the actual gross income for the past 12 months is used. If this income is less than 150% of the poverty level, the customer is eligible for the plan. ***See question 3 for income eligibility chart.**

35. What information should be provided to verify income?

- (A) **EMPLOYMENT INCOME VERIFICATION**--The company or Office of Community Services may require check stubs for the last three months or a letter from the employer stating the amount of income for the last three months. If the customer uses the one year test to verify income, he or she will have to get information for the entire year.
- (B) **UNEMPLOYMENT COMPENSATION VERIFICATION**--The Ohio Department of Job and Family Services (ODJFS) provides recipients with a determination form which states the benefit amount and the maximum number of weeks the individual can expect benefits. If the recipient has lost his or her determination form, ODJFS can provide a duplicate.
- (C) **PUBLIC ASSISTANCE VERIFICATION**--Companies and Office of Community Services will accept the cash issuance history from Public Assistance recipients (i.e., OWF, DA) as verification of the amount of their entitlement.
- (D) **SUPPLEMENTAL SECURITY INCOME (SSI), SOCIAL SECURITY DISABILITY INCOME (SSDI), PENSIONS' AND SOCIAL SECURITY VERIFICATION**--A copy of the most recent check or bank statement can be used to prove the amount of the benefit. This has to be handled on a case-by-case basis.

- (E) **SELF-EMPLOYMENT INCOME VERIFICATION**--If persons who are self-employed owe taxes, the IRS requires that they file quarterly estimates. OCS will accept the most recent tax form. Copies of this filing can be used to determine income. For those who are not required to file an estimated return, the company should accept the customer's personal records and an affidavit.

36. What if the household income is zero?

A customer whose household has no income is still eligible for PIPP. Zero income customers must reverify their income every 90 days. The customer should be able to explain why he or she is not on an entitlement program or, if the customer expects to receive benefits on such a program, when the benefits are due. The companies must offer the plan to these customers.

The company may not require the customer to apply for any assistance program other than those which provide regular, periodic public energy assistance.

37. Who is responsible for the 90-day reverification of zero income PIPP customers?

Electric PIPP customers who are on zero income must reverify their income once every 90-days through their local community action agency. Gas companies may not demand that a customer go to the community action agency for verification unless they have established specific reverification procedures with The Office of Community Services. **Otherwise, gas companies must establish their own internal company policies to reverify zero PIPP customers every 90-days.**

38. If a customer, who is currently on PIPP, reverifies their income and is found to be zero income, how much is that customer required to pay?

A customer who is currently on PIPP and becomes zero income must cure any PIPP default before being placed on zero income.

39. How much is someone with zero income required to pay on PIPP?

Gas customers who are verified as zero income are not required to pay anything for as long as they remain at zero income. Electric customers who are verified as zero income are not required to pay anything during the winter months, however during the summer months they must pay the current bill or PIPP amount, whichever is higher. All zero income PIPP customers must reverify their income every 90 days.

40. How should income be calculated when someone living in the unit pays rent to the customer?

Persons sharing a common kitchen and/or bath must be included as part of the household size and their income must be considered part of the household gross income.

41. May Winter Crisis Program payments be applied as a PIPP payment?

Yes, Winter Crisis Program payments may be applied toward the current PIPP payment and used to cure any default on the plan. Regular HEAP payments may not be applied as monthly PIPP payments. Summer crisis payments may be applied toward the default; however the customer must be able to cure any remaining default balance.

42. What types of assistance must a customer apply for in order to go on PIPP?

The customer must apply for those public energy assistance programs provided on a regular basis. Companies may not require a customer to apply for an assistance program which is not currently accepting applications. Agencies administering Winter Crisis Program send the applications to OCS. Therefore, anyone enrolling in PIPP at community action will automatically receive a Regular Home Energy Assistance Program benefit.

43. Does a customer have to apply for weatherization programs?

Yes, some providers throughout the state are ready and willing to provide this service to PIPP customers. Therefore, if a PIPP customer is contacted by an Ohio Department of Development affiliated provider or utility sponsored provider, that customer is required to sign-up for the solicited weatherization service. However, due to the backlog that continues in some areas the Commission only requires that those contacted be required to sign-up for available weatherization programs.

44. May the company remove a customer from the plan if the customer fails to prove that he or she applied for all available regular public energy assistance?

Yes, however, the customer must be reinstated on the plan when he or she either applies for available public energy assistance or proves he or she has applied for available public energy assistance. If there is no public energy assistance available when the customer is removed from the plan, obviously the customer cannot apply for it. In this case, the customer should be reinstated on the plan when the customer assures the company that he or she will apply for all regular public energy assistance when it becomes available.

45. May a customer who is receiving service go on the plan during the non-heating season?

Yes, an eligible applicant may go on PIPP at any time provided he or she can make the first required payment. During the summer, gas customers must make their first PIPP payment to go on PIPP and or cure any defaulted amount to be reinstated on the plan. Electric customers may be required to pay all the past due charges to go on PIPP during the summer, however the company may agree to a lesser amount.

46. Does the customer have to make the first PIPP payment to go on the plan?

Yes, the first payment is usually due when the customer goes on the plan unless the customer owes no money to the company at the time of application. Natural gas customers would pay the percentage amount.

For electric customers, the first payment amount varies depending upon the income, the time of year and the billing period. During the heating season (November 1 through April 15), the electric customer pays the percentage amount.

47. Is there a need for a notary on the initial percentage of income application?

The company may request that the customer send a notarized application. This decision is at the company's discretion.

48. Does a community action agency have to verify an applicant's income?

All electric PIPP customers are reverified through the local Community Action Agency. Gas companies may not demand that a customer go to the community action agency for verification unless they have established specific reverification procedures with The Ohio Department of Development, Office of Community Services.

49. Can the company require a customer to apply for Energy Assistance, Temporary Assistance for Needy Families (TANF) or Ohio Works First (OWF)?

No, the company may only advise a customer of these public assistance programs.

50. When must a customer reverify the household income?

Any time there is a change in household income, the customer must reverify their income. If there is no change in household income, customers are required to reverify once every twelve months. When a customer goes to community action to seek emergency energy assistance, his or her income will be reported to the company by the community action agency or the Office of Community Services.

51. What is required for PIPP reverification?

Most PIPP accounts should be reverified electronically with data derived from OCS (ODOD). If a gas company does not receive information pertaining to a PIPP customer through the electronic process, the Office of Community Services recommends the company provide OCS with a file containing all pertinent customer account information, once per year. OCS discourages companies from asking customers to go to community action when the emergency assistance program is not operating. Certain customers may be required to reverify more often than every twelve months (e.g., a customer with no income).

- 52. If a customer disagrees with the PIPP payment generated as a result of electronic verification executed by OCS (ODOD), how can the customer appeal the newly generated PIPP payment amount?**

For the most part, PIPP payments are generated electronically through OCS, however, when gas utility companies notify PIPP customers of a change in their PIPP payment, they (the utility companies) are required to give customers thirty (30) calendar days to appeal the newly established PIPP payment amount. Customers must then prove to the utility, within thirty days, that the new PIPP payment is incorrect. Customers must use any of the allowed forms of income verification (**see question 34**) to dispute the newly established payment. If customers provide acceptable documentation that would refute the utility generated PIPP payment, utility companies must change the PIPP payment amount based on the information submitted by the customer. Customers are responsible for notifying utility companies of any change in their income.

- 53. What happens if a PIPP customer does not reverify his or her income when they are notified?**

It is imperative that PIPP customers reverify when it is time to do so. Customers who do not reverify their income when requested to do so will be removed from the plan. Once the company drops the customer from PIPP, it may request the total account balance or offer a payment arrangement to avoid proceeding with disconnection. If service is disconnected, customers will be required to reverify their income and cure any PIPP default prior to re-enrollment on PIPP. If the customer is no longer eligible for PIPP, any PIPP default must be cured prior to enrollment in the arrearage crediting program.

- 54. How are PIPP payments determined if the customer is not electronically reverified through the Office of Community Services (i.e., at the local community action agency, or utility company)?**

After it is determined that the customer is PIPP eligible (using the three or twelve month test) PIPP payments are to be determined based on the income earned by the customer's household during the previous thirty (30) day period. Income averaging over a three or twelve month period is not permitted at this juncture.

- 55. What does a PIPP customer who has had his or her service disconnected because he or she didn't reverify have to do to restore service and get back on the plan?**

Such a customer has to reverify his or her eligibility for PIPP (through the community action agency or natural gas company, whichever is applicable), and may be required to pay a reconnection charge. Natural gas customers may be required to pay a security deposit.

Also, depending on how long service was off, the customer may have to make any payments he or she did not make while service was off. These payments equal the percentage payments because there is no current bill. If the customer had defaulted before disconnection, this default may also have to be paid.

56. What if the household income changes?

The customer must report income changes to the natural gas company within 30 days. If the household income decreases, this will lower the amount of the percentage payments. If the household income increases, the customer's percentage payments will increase. For electric PIPP customers OCS will rely on information from an energy assistance application, be that Regular HEAP, or crisis assistance, winter or summer. Electric and gas companies must accept the income as reported by OCS.

57. What if the household's income rises above 150% of the poverty level?

If the household's income rises above 150% of the poverty level, the customer becomes ineligible for PIPP. The Arrearage Crediting Program is available to PIPP customers who are no longer income eligible for PIPP. After income verification from a Community Action Agency, customers should contact their utility company to sign up for the Arrearage Crediting Program.

***See questions 93 through 101 for more information on the Arrearage Crediting Programs.**

DISCONNECTION AND RECONNECTION

58. If a customer who has never been on PIPP is disconnected, how much would he or she have to pay to have service reconnected and to sign up for PIPP?

During the winter heating season, the customer would be required to pay no more than \$175, (plus no more than \$20 reconnection fee, if applicable) to sign up for PIPP. During the non-heating season, if the customer were on another payment plan such as 1/6, or a budget plan, the company may require the customer to cure the default amount. If the customer were not on a payment plan, the company could ask for the total amount due. Also, the customer may be required to pay a security deposit (natural gas customers only) and any tariffed reconnect fee.

59. If a customer defaults on PIPP, how much would he or she have to pay to avoid shut-off?

The customer can maintain service under these circumstances by making up any payments he or she has missed since entering into the plan.

60. If a customer defaults on PIPP and is disconnected, how much will he or she have to pay to have service reconnected?

The company may require the customer to make any missed PIPP payments, pay a security deposit (natural gas customers only), and, if tariffed, pay a reconnection charge. During the winter heating season, this payment will guarantee the customer service for at least the next thirty days. However,

depending upon each situation, the customer may receive another bill within that thirty day period.

61. **Does the company have to tell the customer somewhere on the bill or disconnection notice the amount due on PIPP?**

Yes, the PIPP amount will be shown somewhere on the bill. This may or may not be the spot for the balance due. However, the company must state on the disconnection notice the minimum amount required to avoid disconnection.

62. **If a customer misses a PIPP payment, is the company allowed to shut service off without further notice?**

No, the company must give the required notice of disconnection prior to terminating service. Proper notification is a 14-day notice which may be shown on the bill and an additional separate 10-day notice during the winter months (Nov. 1 through April 15). The company may begin the notice process the day after the payment was due (provided there is a 30-day account arrearage).

63. **Can the 14-day notice of disconnection be included on a PIPP customer's bill?**

Yes, but only if the customer has already missed one payment on the plan. If the customer is current on PIPP, the company may not include a disconnection notice on the bill.

64. **What is the earliest date a company may terminate service after the customer has defaulted on PIPP?**

The earliest date a company may terminate service after a customer has defaulted during the *non-heating* season is 15 days after the payment was due. This is *only* if the 14-day notice of termination is sent to the customer the *day after* default. Otherwise, the service may be shut-off 14 days after the notice is sent, whenever this is.

During the *heating season*, the company must give the 14-day notice as described above *and* an additional 10-day notice. Therefore, the earliest service could be shut-off for non-payment during the heating season is 26 days after payment was due. This is true only if the company began giving notice the day after the customer defaulted and gave the 10-day notice the day after the 14-day notice expired.

65. **Can a company discontinue service for non-payment if life-support equipment is in operation?**

Yes. When service is maintained due to the operation of life-support, the customer must enter into an extended payment plan and make payment in accordance with the extended payment arrangement to avoid an interruption of service.

- 66. What if life-support equipment is not in operation, but termination of service would be especially dangerous to the health of someone in the household?**

If a licensed physician, physician assistant, clinical nurse specialist, certified nurse practitioner, certified nurse-mid wife or local board of health physician calls, writes or faxes the company and confirms to the company that the denial of service would be especially dangerous to the health of someone living in the household (within 21 days after the termination of service), the company *must* restore service or cancel the termination order. The condition must be certified in writing by the physician, physician assistant, clinical nurse specialist, certified nurse practitioner, certified nurse-mid wife or local board of health physician within seven days. The company's role is *not* to question the doctor's medical opinion.

- 67. How often can a medical certificate be used?**

The total certification period is not to exceed ninety days in any twelve month period. Medical certificates are valid for 30 days each. (Refer to Appendix H-Section C.)

NOTE: If a medical certification is used to avoid disconnection, the customer must 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.

MASTER METERED ACCOUNTS

- 68. What accounts are considered master metered?**

An account is master metered if two or more residential or commercial premises share a common gas and/or electric meter.

- 69. If the consumer is income-eligible for PIPP but lives in a master-metered residence, is he or she eligible for PIPP?**

No, the consumer is not eligible for PIPP for the main heating source if it is master-metered; however, the consumer *may* still be eligible for PIPP for the secondary heating source.

- 70. Are master-metered accounts eligible for HEAP/EHEAP assistance?**

Yes, if the household is responsible for paying utility cost separately from their rent costs, they are eligible for an energy assistance benefit.

- 71. Who is responsible for the bill if the residence is master metered?**

All new service after March 21, 1986 for a master-metered account must be in the name of the landlord or property owner.

72. **Is the customer eligible for PIPP or another payment plan if the bill is for a master-metered account?**

No, master-metered accounts are not eligible for PIPP. Only residential accounts are eligible. Master-metered accounts are not considered residential. Further, the utility companies are not required to make payment arrangements with customers of master-metered premises.

NOTE: Master-metered accounts are eligible for Weatherization Assistance.

73. **Is the company required to issue a disconnect notice to the tenants of a master-metered premise?**

Yes, the utility company must provide a 10-day notice to the tenants prior to disconnect. The company must make a good faith effort to provide this notice to each unit of a multi-unit dwelling and also to post it in a conspicuous place.

74. **What should the tenant who have received such a notice or whose service has been disconnected do?**

A tenant who has received such a notice or whose service has been disconnected should immediately contact the utility company for further information or the legal aid association at 1-800-589-5888 for information about tenants' rights and landlord/tenant provisions.

SPECIAL RECONNECTION ORDER PROCEDURES FOR THE WINTER OF 2008-2009

75. **What is the Winter Reconnect Order?**

The Winter Reconnect Order (WRO) is issued by the Public Utilities Commission of Ohio (PUCO) on an annual basis. The WRO allows customers to pay less than what they actually owe to avoid disconnection or reconnect service. Customers may pay a maximum of \$175 to have their service restored or maintained.

76. **Who offers the Winter Reconnect Order?**

All regulated gas and electric companies must offer the Winter Reconnect Order.

77. **When can the Winter Reconnect Order be used?**

The Winter Reconnect Order may be used **once** from Monday, October 20, 2008 through Wednesday, April 15, 2009.

78. **When is the Winter Reconnect Order applied?**

The Winter Reconnect Order allows customers to pay less than what they owe to avoid disconnection or maintain service. Therefore, the WRO is invoked only

when customers pay less than the amount actually owed to prevent a disconnection or reconnect their service.

Example: If a customer receives a disconnection notice in the amount of \$120.00 and the customer receives assistance through an agency for \$120.00, the WRO should not be applied because the agency payment covered the amount needed to avoid disconnection. The customer could invoke the WRO using his/her own funds at a later time.

79. Who is eligible to use the Winter Reconnect Order?

There is no income eligibility requirement to use the Winter Reconnect Order. Any residential customer who is served by a regulated utility company may use the Winter Reconnect Order to maintain or restore their service one time during the winter heating period.

80. How much is a customer required to pay with the Winter Reconnect Order?

Customers are required to pay no more than \$175 to maintain service under the reconnection order. If the customer's service has already been disconnected, the customer must pay the \$175 and a tariffed reconnection fee of no more than \$20 may be required to restore service.

81. What is a tariffed reconnection charge?

A tariffed charge is one which has been approved by and is on file with the Public Utilities Commission of Ohio (PUCO). The Winter Reconnect Order procedures do not allow companies to charge more than they otherwise are allowed in their tariff as a reconnection charge. Any company that doesn't have a tariffed reconnection charge may not assess one.

82. If the company's tariffed reconnection charge is more than \$20, what happens to the difference between the \$20 paid and the tariffed amount?

The company can bill the difference between the \$20 and the tariffed reconnection charge on the customer's next monthly bill or the company may bill the entire tariffed reconnect fee on the customer's next monthly bill.

83. How does a customer sign up for the Winter Reconnect Order?

There is no sign up required. If a customer's service has been disconnected for non-payment or is being threatened with disconnection, they may pay the required \$175 (plus any applicable reconnection charge not to exceed \$20) to the utility company and follow the company's procedures to have service restored. **NOTE:** If paying at an authorized agent, the customer will need to call the company with the receipt number to report the payment. Some companies may require that the customer notify them that the Winter Reconnect Order is being used.

84. What are the reconnection requirements under the Winter Reconnect Order for finaled accounts?

The reconnection procedures are prescribed in Appendix I. The utility companies shall reconnect service the same day when the required amount is paid before 12:30 p.m., if the required payment is made after 12:30 p.m. the service will be restored within 24-hours or by close of the following regular company working day.

85. Can the \$175 payment be made by an agency?

Yes, If a customer is at or below 175% of the federal poverty guideline, they are eligible to use the Emergency Home Energy Assistance Program funds to pay the \$175 or any other agency providing energy assistance (i.e., Salvation Army).

86. What if the customer owes more than \$175 to the utility company?

When a \$175 payment is made, the remaining balance should be rolled back into arrears. The next billing cycle, the customer shall begin paying their PIPP amount or agreed upon payment plan amount.

87. What type of payment plans are available for customers who use the WRO?

Customers who use the Winter Reconnect Order are required to enroll on a payment plan. Regulated utility companies are required to offer the one-sixth payment plan year round. The one-third payment plan is offered from November 1 through April 15. **NOTE: The customer or an ODOD sponsored Community Action Agency must contact the utility company to enroll the customer in a payment plan.**

- **Per Rule 4901:1-18-04 the utility companies must offer:**
- A plan that requires either six equal monthly payments on the arrearages in addition to full payment of current bills; or
- A plan that requires payment of one-third of the balance due each month (arrearages plus current bill).

88. What happens if a customer uses the Winter Reconnect Order using their own money and later goes to an agency for assistance?

If a customer pays the \$175 with their own funds and later (during the winter) goes to an agency for assistance, the customer **must** be able to pay the difference between the total amount owed and \$175 that the agency is willing to pledge to avoid disconnection.

89. **Can the utility company require a security deposit before reconnecting service?**

Yes, however, the total amount the company may require a customer to pay, including the security deposit, may not exceed the Winter Reconnect Order amount for reconnection. *Per the USF Rider Agreement, electric utilities are not permitted to charge security deposits on PIPP accounts.

90. **Will the Winter Reconnect Order procedures apply when the customer has had service disconnected at a different address, even if the disconnection was sometime ago?**

Yes, regardless of when or at which address the customer has had his or her service turned off voluntarily or disconnected for non-payment, the Winter Reconnect Order apply.

91. **Do customers who have defaulted on PIPP have to pay more to restore or maintain their service than those customers who were not on a payment plan at the time of their disconnection of service?**

No, again this year all customers pay the same maximum amount to restore or maintain their service. The maximum amount is \$175 plus a tariffed reconnection charge of up to \$20.00.

92. **What if both gas and electric services are off?**

If both services are off or in danger of being disconnected, the most a customer may be required to pay to get both services on again is \$175, plus a tariffed reconnection charge of up to \$20 for each service. If the companies cannot agree on how much of the \$175 each should receive, the amount is based on the ratio of the total account balance less the current bill that the customer owes each company.

For example:

If the customer owes the gas company \$2,050 and the electric company \$1,225, the portion each company would receive would be determined as follows:

G	=	amount owed to gas	=	\$2,050
E	=	amount owed to electric	=	<u>\$1,225</u>
T	=	total amount owed	=	<u>\$3,275</u>

To figure the percentage (P) of the \$175 that should be paid to the gas company:

$$\frac{G}{T} = P \quad \text{or} \quad \frac{2,050}{3,275} = P$$
$$(A) = P (62.6\%)$$

In this case, the gas company receives 62.6% of the \$175. The dollar amount would be \$175 x 62.6% or \$109.55.

To figure the percentage (P) of the \$175 that should be paid to the electric company:

$$\frac{E}{T} = P \quad \text{or} \quad \frac{1,225}{3,275} = P$$
$$1 - \frac{1,225}{3,275} = P (38\%)$$

Thus, in this situation, the electric utility receives 37.4% of the \$175. The dollar amount would be \$175 x 37.4% or \$65.45.

93. **Is a customer who is eligible for PIPP, but not on the plan at the time his or her service was disconnected, required to make the first PIPP payment in addition to the amount required by the Commission's Winter Reconnect Order?**

No, the amount required by the Commission's Winter Reconnect Order is considered to be the customer's first payment on the plan. When next month's bill comes due, the customer must make his or her first PIPP payment.

94. **Can a customer establish new service using the Winter Reconnect Order?**

Yes, customers who are requesting new service with no previous balance may establish new service upon payment of \$175, in lieu of paying the required security deposit. The company may add the remaining balance of the required security deposit to the customer's next bill. **NOTE: Customers who are enrolled in PIPP will not be charged a security deposit.**

95. **Can a customer transfer service using the Winter Reconnect Order?**

Yes, a customer who request service at a new address and has an outstanding balance can transfer service upon payment of \$175. The customer **must** contact the company to enter into a payment arrangement on the balance.

96. **Can customers who have committed an act of fraud use the WRO?**

Customers who have had their gas and/or electric service disconnected for a fraudulent practice shall have that service reconnected upon the payment for the amount of service obtained fraudulently; plus any tariffed investigation fee; plus any defaulted amount not to exceed \$175.00; plus a reconnection fee not to exceed \$20.00 or the company's tariff amount, whichever is less. **Fraudulent practices include returned checks and all associated fees.**

PIPP BALANCED PAYMENT PLAN

97. PIPP Balanced Payment Plan

The balanced payment plan is only offered by **electric and combination utility** companies. This plan is very similar to regular budget payment plans most utility companies offer.

- The benefit of this plan is to give customers the option of budgeting their monthly electric bill.
- This payment option is based on Winter PIPP payments and summer actual usage for a year.
- Cleveland Electric Illuminating and Toledo Edison are exempt from this program.

FOR EXAMPLE: If Mr. Jones had a PIPP payment of \$50.00 and summer bills based on his actual usage as listed below, his PIPP Balance Payment Plan would be \$65.00.

<u>Calendar Month</u>	<u>PIPP Payment or Actual Bill</u>
January	\$ 50 - PIPP
February	50 - PIPP
March	50 - PIPP
April	50 - PIPP
May	80 - Actual Bill
June	80 - Actual Bill
July	80 - Actual Bill
August	80 - Actual Bill
September	80 - Actual Bill
October	80 - Actual Bill
November	50 - PIPP
December	50 - PIPP
Total	\$ 780/12 = \$65/month

Any developed credits will be applied to the arrears; deficits will be recovered through mutually agreed upon payment arrangements made by the customer and the company.

STANDARD ARREARAGE CREDITING PROGRAMS

98. Income Ineligible Arrearage Crediting Program

Income ineligible arrearage crediting allows customers who are no longer eligible for PIPP, the opportunity to receive assistance from the utility company on their remaining PIPP balance. The basic rules of arrearage crediting are as follows:

- Customers must first be income ineligible for PIPP.

- After ineligibility has been established, customers pay their regular PIPP amount for twelve additional months.
- Beginning with the thirteenth month, former PIPP customers start paying the regular bill for the next twelve months.
- After the aforementioned two year period has expired, customers must pay the current bill plus an extra amount towards the arrearage (arrearage payment) not to exceed \$20 a month per utility.
- The arrearage payment schedule is based upon the length of time that the customer was on PIPP plus twenty-four months.
- Once the customer starts paying the current bill and arrearage payment, he/she will receive an arrearage credit equal to the arrearage payments.
- Utility companies have up to six months to apply these credits.
- Utility companies are required to inform and educate their former PIPP customers of the arrearage crediting rules.

EXAMPLE:

If you were on PIPP for three years, you will have three years, or thirty-six months plus twenty-four months, to pay off your PIPP arrearage. If you accumulated \$2,100 in arrearages over that three year period, you would divide \$2,100 by thirty-six months, plus twenty-four (for a total of sixty months), which would equal \$35. However, the maximum arrearage payment allowed is \$20, therefore, you would pay your current bill plus \$20 each month. (Please see chart on next page.)

NOTE: At the discretion of the utility company, a customer may opt to begin the income ineligible arrearage crediting program at the second or third phase.

The following is a chart representing the Income Ineligible Arrearage Crediting Program:

1st Year of PIPP Ineligibility

January	February	March	April
PIPP¹	PIPP	PIPP	PIPP
May	June	July	August
PIPP	PIPP	PIPP	PIPP
September	October	November	December
PIPP	PIPP	PIPP	PIPP

¹PIPP: Customer required to make PIPP payment only.

2nd Year of PIPP Ineligibility

January CB ²	February CB	March CB	April CB
May CB	June CB	July CB	August CB
September CB	October CB	November CB	December CB

²**CB:** Customer required to pay current bill (CB) only.

3rd Year of PIPP Ineligibility

January CB+AP ³	February CB+AP	March CB+AP	April CB+AP
May CB+AP	June CB+AP	July CB+AP	August CB+AP
September CB+AP	October CB+AP	November CB+AP	December CB+AP

³**CB+AP:** Customer required to pay current bill (CB) plus arrearage payment (AP). Arrearage payment not to exceed \$20.

99. What happens if a customer who was on zero income PIPP becomes income ineligible for PIPP?

The customer is eligible to go on the arrearage crediting program beginning at zero PIPP for the first year, however this is strongly discouraged because the customer will continue to accrue arrearages. PUCO recommends that the company and the customer negotiate an agreeable amount for the first twelve months following ineligibility. The customer should move to the second phase of the program beginning with the thirteenth month.

100. What happens when a customer who was on the (Income Ineligible) Arrearage Crediting Program becomes eligible for PIPP again?

Customers may re-enroll in PIPP at any time they meet the income guidelines. However, the customer must cure any default amount prior to re-enrollment on PIPP. During the winter, customers may use the WRO to cure the default amount.

101. What happens if a customer who is still eligible for PIPP moves to a location where they are no longer responsible for their utility bill?

The customer is not eligible for the income ineligible arrearage crediting program; however, the utility company is required to make a payment arrangement with the customer to pay the arrearages.

102. Income Ineligible Arrearage Crediting at CEI and Toledo Edison for Existing Customers.

- Beginning in the first month following the loss of PIPP eligibility, the customer shall pay the regular monthly bill instead of the PIPP payment for the next twelve months.
- Beginning in the thirteenth month following the customer's timely payment of twelve regular monthly bills, including any late payment fees, the customer shall continue to pay the regular monthly bill. No less than once every billing period, the customer's arrearage balance will be reduced by an amount equal to the payment of the regular monthly bill.
- As long as a customer pays the regular monthly bill, including any late payment fees, the Companies shall credit an amount equal to the regular monthly bill towards the customer's arrearages.

103. Income Ineligible Arrearage Crediting for CEI and TE customers that have moved outside of these service territories.

- These customers will be required to arrange a payment schedule to pay the accumulated arrearages. The monthly payment shall be the total accumulated arrearages divided by the number of months the customer was eligible for the PIPP program (not to exceed \$20).
- Beginning in the thirteenth month following the former customer's timely payment of twelve payments towards the arrearages, with each monthly payment, the Companies shall credit the former customer's arrearage balance with an additional monthly payment amount.

104. Income Ineligible Arrearage Crediting at Dayton Power and Light and Vectren (Fresh Start Program)

The Fresh Start Program is designed to assist customers who no longer qualify or desire to participate in the Percentage of Income Payment Plan (PIPP). Under this program, a former PIPP customer may be relieved of an account balance that accrued while the customer participated on PIPP. Once a customer enrolls in Fresh Start, the customer's account balance or PIPP arrears amount is frozen and the customer will be billed only for current monthly billed charges. If the Fresh Start customer pays current billed charges on time and in full for the next 12 months, the previous account balance or PIPP arrears is forgiven and removed from the customer's account.

How the Program Works:

- A PIPP customer who no longer qualifies to participate in PIPP is eligible to enroll in Fresh Start.
- The customer enrolls in Fresh Start by contacting the Customer Service Center.
- Upon enrollment, the customer's PIPP arrearage amount is temporarily removed from the customer's bill and the customer is billed only for current monthly charges.
- The customer is required to pay 12 months of current monthly charges on time and in full. The customer may establish a payment plan whereby the customer makes those twelve months' payments over a period of up to 36 months, depending on the customer's circumstances.
- Once the customer successfully completes those payments, either within the 12 months or pursuant to a payment arrangement, the PIPP arrearage is permanently forgiven and permanently removed from the customer's account.
- If a customer on Fresh Start has services finalized and ceases to be a customer of that company, they are responsible for the entire final bill. This will include the frozen PIPP arrears.
- When the account is finalized, the frozen amount will be applied back to the account within 30 days.
- A customer can return to the program once the missed fresh start payments have been made. If the account was disconnected due to non-pay, a deposit and reconnection charge (\$35 at the meter, \$50 at the curb) will be assessed in addition to the missed fresh start payments.

PAYMENT INCENTIVE ARREARAGE CREDITING PROGRAMS

105. Payment Incentive- Arrearage Crediting at Dayton Power & Light (DP&L) and Vectren.

DP&L'S and Vectren arrearage crediting system differs from all of the other programs described above.

- Their system allows for matching credit for income eligible customers while they are still participating in the PIPP program.
- Customers are required to make timely payments to receive the credit.
- New DP&L or Vectren PIPP customers must be on the plan for one year before receiving their first credit.
- Credits are based on a formula developed by the Company and approved by the PUCO.
- DP&L and Vectren customers who leave DP&L or Vectren territory are not eligible for crediting.

106. Payment Incentive -Arrearage Crediting Program Columbia Gas, Dominion East Ohio and Vectren Customers (Only)

Current PIPP customers who pay their monthly PIPP amount on time and in full each month will have to opportunity to receive forgiveness on their PIPP arrearages.

How the Program Works:

- If a customer pays the monthly PIPP payment amount on time and in full for twelve consecutive months, the company will credit the customer's account balance by 33% of the customer's balance as of the start of that 12-month period.
- If the customer pays their scheduled PIPP payment in full and on time for a second consecutive 12 months, the company will credit the customer's account for 50% of balance at the end of the 24th month.
- If the customer pays their scheduled PIPP payment for a third consecutive 12 months, the company will credit the customer's account for the amount outstanding as of the 36th month.
- Once a customer completes the 36 month cycle, if the customer continues to make complete and timely payments for additional consecutive twelve month periods, the company will credit the customer's account for 100% of the amount outstanding.
- The customer's failure to make the PIPP payment on time and in full in any month would cause the 36-month arrearage crediting process to begin anew, but would not eliminate any crediting that occurred in a prior period.
- If a PIPP customer moves from one premise to another (within the same service territory), his/her payment history will transfer to the new address. This allows the customer to receive the credits if the payments continue on time and in full.

APPENDIX A

DESCRIPTION OF ENERGY ASSISTANCE PROGRAMS

Regular HEAP

The Home Energy Assistance Program (HEAP) is a federally funded program administered by the Ohio Department of Development, Office of Community Service (OCS). It is designed to help eligible low-income Ohioans meet the high costs of home heating. HEAP provides a one-time payment for PUCO regulated utility customers for the winter heating season.

The total household income of an applicant must be at or below 175 percent. **See income guidelines question 3.**

Emergency HEAP

A special component of the HEAP is the Emergency Home Energy Assistance Program (E-HEAP). The E-HEAP is administered by the local delegate agencies. Which in most cases are the local community action agencies (CAAs). The Emergency Program provides assistance once per heating season to eligible households that are disconnected, threatened with disconnection, or have less than a ten day supply of bulk fuel. Those households serviced by a PUCO-regulated utility must sign up for a Commission ordered payment plan (PIPP, 1/3, 1/6 or budget plan) in order to receive emergency benefits. Bulk fuel users must certify in writing that they have less than a ten-day supply of bulk fuel in order to be eligible. Emergency HEAP can also help pay for heating system repairs in certain cases.

Households whose gross income is at or below 175 percent of the federal poverty guidelines are eligible for the Emergency Program. **See income guidelines question 3.**

Home Weatherization Assistance Plan

Ohio's Home Weatherization Assistance Program is a federally funded low-income residential energy efficiency program. The program reduces low-income households' energy use, thus creating more affordable housing for those in most need. Services include attic, wall and basement insulation; blower door guided air leakage reduction; heating system repairs or replacements; and health and safety testing and inspections. All measures are provided based on an on-site energy audit and on cost effective guidelines developed using the NEAT computerized energy audit. Individualized client education is an important component of the program.

Households at or below 150 percent of the federal poverty guidelines or households participating in Home Energy Assistance Program, Temporary Assistance for Needy Families, or Supplemental Security Income qualify for this no cost program.

APPENDIX B

ENERGY ASSISTANCE GUIDELINES FOR THE DETERMINATION OF INCOME

Total household income is defined as the total annual income before taxes from all household members, except earned income of dependent minors under 18 years of age. Head of household and spouse may never be considered minors. Gross household income includes wages, interest, dividends, annuities and pensions. Additional sources of countable income include, but are not limited to the following:

- Social Security Disability (SSDI)
- Supplemental Security Income (SSI)
- Social Security
- Railroad Pensions
- Retirement and/or Company Pensions
- Veteran's Pensions
- Veteran's Compensation
- Company Disability and Black Lung
- Strike Benefits
- OWB/TANF/DA
- Alimony/Spousal Support
- Unemployment Benefits
- Worker's Compensation
- Unearned income paid to or on behalf of minors
- Cash gifts
 - 1) *If financial assistance is given directly to the applicant and therefore can be spent at the applicant's discretion, that is a cash gift and is counted as income;*
 - 2) *If a third party provides financial assistance to an applicant by paying a creditor directly, i.e., sending a rent payment to a landlord on the applicant's behalf, that will not be counted as income.*
- Lump Sum Distributions (prorated when payment is designated for a set period of time)
- Active Military Pay
- Estate and Trust Settlements (excluding attorney fees)
- Capital Gains - (Example: proceeds from sale of property, home and stock)
- Utility Allowances (as discretionary income)
- Immigrant Relocation Allowance
- Adoption Assistance
- Child Support Received
- Garnished Wages

The following types of income are **EXCLUDED**:

- Food Stamps/Cash Payment for food stamps
- Assets from bank withdrawals
- Tax refunds and rebates
- Handicapped Income-self-sufficiency programs (e.g., work expenses for the blind)
- Loans from individuals or institutions requiring repayment of either principal or principal and interest
- Funds/training stipends designated for specific purposes (i.e., educational grants for tuition and books)
- Work Allowances (i.e., LEAP)
- Transportation allowances (i.e., Workforce Development Act (WIA))

- Title V Wages-Older Americans' Act (Public Law 100-175, i.e., Green Thumb Foster Grandparents program)
- Medicare payments
- Stipend for foster care
- Agent Orange compensation/benefits
- Vista or other Americorp stipends
- Health Insurance Premiums (dental, vision and health insurance, supplemental health insurance)
- Prevention, Retention, Contingency (PRC) assistance to attempt to divert families from long term financial dependency.
- Title III DREAP
- Documented Child Support Paid
- Military allowances for subsistence; housing, family separation, etc.
- Title III DREAP



APPENDIX C

DEFINITION OF TERMS

Total Account Balance - The full amount of the customer's bill, which includes all charges that the customer currently owes the company. If the customer remains current on PIPP, at no time shall the total account balance become due. If the customer becomes ineligible for PIPP, he/she would be eligible for the arrearage-crediting program. Also referred to as PIPP arrears or account arrears.

PIPP Default - The amount the customer is past due on the PIPP plan. (E.g., customer's PIPP amount is \$50.00 per month and the customer has not paid for three months, the PIPP default is \$150.00). Also referred to as total PIPP balance due.

PIPP Arrears - The full amount that the customer owes to the company. The customer is not obligated for the amount as long as they stay current on PIPP. (E.g., customer owes the company \$850.00, prior to going on PIPP, the customer makes his/her first PIPP payment of \$50.00 the remaining \$800.00 is the arrears). Each month, the customer's arrears will grow depending on the shortfall of the current bill verses the PIPP amount. Also referred to as total account balance and/or account arrears.

Total Balance Due - Utility companies may use this term interchangeably, as the total account balance or the total balance due to keep service on. (E.g., a customer's total balance could be \$5,000; however the total balance due to keep service on could be \$200).

These definitions are to be used as a guide to help you understand the terms that are used interchangeably by utility companies when discussing account information. In all cases, please ask the company representative to explain the term that is being used to discuss the customer's account.

APPENDIX D

ELECTRIC COMPANIES RECONNECTION CHARGES (Subject to Change Upon Commission Approval)

Cleveland Electric Illuminating	\$ 9.00	at meter
	13.50	if paying personnel at premises to avoid disconnection.
Columbus Southern Power Company	\$ 11.30	at meter
	\$ 60.00	at pole
	\$ 80.00	after hours at meter
	\$ 180.00	after hours at pole
	\$ 105.00	Sundays at meter
	\$ 230.00	Sundays at pole
Dayton Power & Light (Electric)	\$ 20.00	at meter
	\$ 48.75	at pole
Duke Energy Ohio	\$ 25.00	at meter
	\$ 65.00	at pole
	\$ 38.00	both electric and gas
Ohio Edison	\$ 20.00	
	\$ 30.00	after hours
Ohio Power	\$ 36.00	
	\$ 92.00	after hours
Toledo Edison	\$ 15.00	at meter
	\$ 6.70	if paying personnel at premises to avoid disconnection.

APPENDIX E

GAS COMPANIES RECONNECTION CHARGES (Subject to Change Upon Commission Approval)

Arlington Gas	\$	21.00	
Brainard Gas	\$	25.00	
Columbia Gas	\$	19.00	
	\$	27.00	after hours
Constitution Gas	\$	0.00	
Dominion East Ohio Gas	\$	20.00	
Duke Energy Ohio	\$	17.00	due payment problems
	\$	38.00	both gas and electric
	\$	15.00	if paying personnel at premises
Eastern Natural Gas	\$	30.00	
	\$	35.00	after hours
Foraker Gas Company	\$	25.00	
Gasco Distribution Systems Inc.	\$	19.00	
	\$	27.00	after hours
Glenwood Energy of Oxford	\$	40.00	
Northeast Ohio Natural Gas	\$	35.00	
Northern Industrial Energy Development, Inc.	\$	25.00	
Ohio Cumberland Gas	\$	5.00	
Ohio Gas Company	\$	20.00	
	\$	30.00	after hours
Ohio Valley Gas	\$	50.00	
Orwell Natural Gas	\$	10.00	
Paramount Natural Gas	\$	19.00	
	\$	27.00	after hours
Piedmont Gas Company	\$	0.00	
Pike Natural Gas	\$	30.00	
Sheldon Gas Co.	\$	25.00	

APPENDIX E

GAS COMPANIES RECONNECTION CHARGES (Subject to Change Upon Commission Approval)

Southeastern Natural Gas	\$	30.00	
Suburban Natural Gas	\$	20.00	
Swickard Gas Co.	\$	21.00	
Vectren	\$	40.00	at meter
	\$	50.00	at stop valve
Verona Natural Gas	\$	25.00	
Waterville Gas & Oil	\$	25.00	
West Milgrove	\$	15.00	



APPENDIX F

4901:1-17-03 Establishment of credit

(A) Each utility may require an applicant for residential service to satisfactorily establish financial responsibility. If the applicant has previously been a customer of that utility, the utility may require the residential applicant to establish financial responsibility pursuant to paragraph (C) of rule 4901:1-17-04 of the Administrative Code. An applicant's financial responsibility will be deemed established if the applicant meets one of the following criteria:

- (1) The applicant is the owner of the premises to be served or of other real estate within the territory served by the utility and has demonstrated financial responsibility.
- (2) The applicant demonstrates that he/she is a satisfactory credit risk by means that may be quickly and inexpensively checked by the utility. In determining whether the applicant is a financially responsible person, the public utility may request from the applicant and shall consider information including, but not limited to, the following: name of employer, place of employment, position held, length of service, letters of reference, and names of credit cards possessed by the applicant.
- (3) The applicant demonstrates that he/she has had the same class and a similar type of utility service within a period of twenty-four consecutive months preceding the date of application, unless utility records indicate that the applicant's service was disconnected for nonpayment during the last twelve consecutive months of service, or the applicant had received two consecutive bills with past due balances during that twelve-month period and provided further that the financial responsibility of the applicant is not otherwise impaired.

When an applicant requests a copy of his/her payment history to satisfy paragraph (A)(3) of this rule, each utility shall provide a customer, at his/her request, written information reflecting the customer's payment history. The utility shall provide this information within five business days of this request.

- (4) The applicant makes a cash deposit to secure payment of bills for the utility's service as prescribed in rule 4901:1-17-05 of the Administrative Code.
- (5) The applicant furnishes a creditworthy guarantor to secure payment of bills in an amount sufficient for a sixty-day supply for the service requested. If a third party agrees to be a guarantor for a utility customer, he or she shall meet the criteria as defined in paragraph (A) of this rule or otherwise be creditworthy.
 - (a) Telecommunications service providers shall further comply with the provisions set forth in rule 4901:1-5-14 of the Administrative Code.
 - (b) For all utilities, including telecommunications service providers, the guarantor shall sign a written guarantor agreement that shall include, at a minimum, the information shown in the appendix to this rule. The company shall provide the guarantor with a copy of the signed

agreement and shall keep the original on file during the term of the guaranty.

- (c) For all utilities, including telecommunications providers, the company shall send all disconnection notifications for the guaranteed customer also to the guarantor, unless the guarantor affirmatively waives that right.
- (d) For all utilities, including telecommunication providers, the company shall send a notice to the guarantor when the guaranteed customer requests a transfer of service to a new location. The transfer of service notice shall display all of the following information:
 - (i) The name of the guaranteed customer.
 - (ii) The address of the current guaranteed customer service location.
 - (iii) A statement that the transfer of service to the new location may affect the guarantor's liability.
 - (iv) A statement that, if the guarantor does not want to continue the guaranty at the new service location, the guarantor must provide thirty days' written notice to the company to end the guaranty.
- (B) The establishment of credit under the provisions of these rules, or the reestablishment of credit under the provisions of rule 4901:1-17-04 of the Administrative Code, shall not relieve the applicant or customer from compliance with the regulations of the utility regarding advance payments and payment of bills by the due date, and shall not modify any regulations of the utility as to the discontinuance of service for nonpayment.
- (C) Upon default by a customer who has furnished a guarantor as provided in paragraph (A)(5) of this rule, the utility may pursue collection actions against the defaulting customer and the guarantor in the appropriate court, or if the guarantor is a customer of the same utility, that utility may transfer the defaulting customer's bill to the guarantor's. The defaulted amount transferred to the guarantor's bill shall not be greater than the amount billed to the customer for sixty days of service or two monthly bills. After thirty days from the transfer, the utility may make the guarantor subject to disconnection procedures, if the amount transferred still remains unpaid.
- (D) An applicant who owes an unpaid bill for previous residential service, whether the bill is owed as a result of service provided to that applicant or is owed under a guarantor agreement, shall not have satisfactorily established or reestablished his/her financial responsibility as long as the bill remains unpaid.

APPENDIX G

4901:1-18-04 Extended payment plans and responsibilities

- (A) Upon contact by a customer whose account is delinquent or who desires to avoid a delinquency, the company shall inform the customer that it will make extensions or other extended payment plans appropriate for both the customer and the company. The company may require the customer to demonstrate an inability to pay. If the customer proposes payment terms, the company may exercise discretion in the acceptance of the payment terms based upon the account balance, the length of time that the balance has been outstanding, the customer's recent payment history, the reasons why payment has not been made, and any other relevant factors concerning the circumstances of the customer, including health, age, and family circumstances. If the customer fails to propose payment terms acceptable to the company, the company shall then advise the customer of the availability of one of the extended payment plans as set forth in paragraphs (A)(1) and (A)(2) of this rule and of the availability of the extended payment plan set forth in paragraph (B) of this rule for a customer whose income qualifies him/her for such a plan. A customer who is in default on an extended payment plan other than one set forth in paragraphs (A)(1), (A)(2), or (B) of this rule is eligible for an extended payment plan as set forth in paragraphs (A)(1), (A)(2), and (B) of this rule provided he/she meets the qualifications for those plans. A customer who is in default on one of the extended payment plans set forth in paragraph (A)(1) or (A)(2) of this rule is eligible for the extended payment plan set forth in paragraph (B) of this rule provided he/she meets the qualifications for that plan.

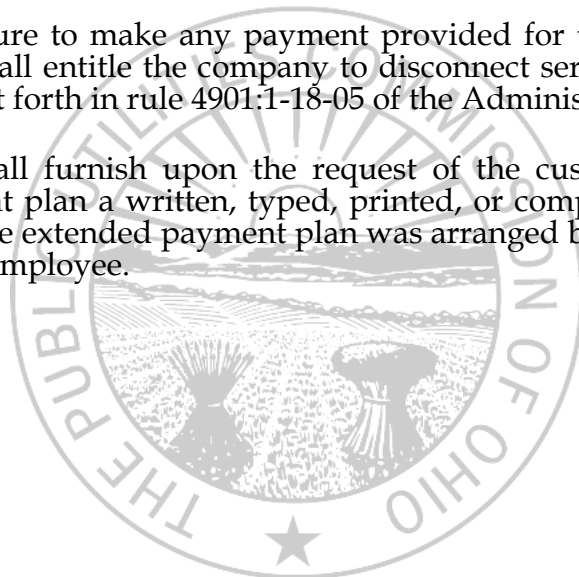
If a customer informs the company of a medical problem, the company shall inform the customer of the medical certification program as provided in paragraph (C) of rule 4901:1-18-05 of the Administrative Code.

Each company shall offer the customer at least one of the following extended payment plans:

- (1) A plan that requires six equal monthly payments on the arrearages in addition to full payment of current bills.
 - (2) A plan that requires payment of one-third of the balance due each month (arrearages plus current bill). This plan shall be offered during the winter heating season as required by paragraph (B)(3) of rule 4901:1-18-05 of the Administrative Code.
- (B) No company shall disconnect the service of any residential customer for nonpayment or refuse to reconnect, because of an arrearage, the service of a residential customer who has requested to transfer his/her service from one address to another as long as that customer meets each of the following qualifications:
- (1) The customer has a household income for the past three months, which if annualized, would equal one hundred fifty per cent of the federal poverty level or less or, if the household income for the past three months annualized is more than one hundred fifty per cent of the federal poverty level, the customer has a household income for the past twelve months equal to one hundred fifty per cent of the federal poverty level or less.

- (2) For usage during any billing period all or part of which is within the winter period as defined by paragraph (B) of rule 4901:1-18-05 of the Administrative Code, the customer pays at least one of the following amounts:
- (a) Ten per cent of his/her monthly household income to the jurisdictional company that provides the customer with his/her primary source of heat and pays at least five per cent of his/her monthly household income to the jurisdictional company that provides the customer a secondary source of heat.
 - (b) Fifteen per cent of his/her monthly household income to the jurisdictional company that provides both primary and secondary source of heat.
 - (c) Fifteen per cent of his/her monthly household income to the jurisdictional electric company that provides the totality of energy used for heating purposes to his/her residence.
 - (d) Ten per cent of his/her monthly household income to the jurisdictional company that provides the primary source of heat when a non-jurisdictional utility company or other person provides the secondary source of heat.
 - (e) Five per cent of his/her monthly household income to the jurisdictional company that provides the secondary source of heat when a non-jurisdictional utility company or other person provides the primary source of heat.
- (3) For usage during any billing period, no part of which is within the winter period as defined by paragraph (B) of rule 4901:1-18-05 of the Administrative Code, the customer pays that percentage of his/her income required by paragraph (B)(2) of this rule or the current bill for actual non-winter usage, whichever is greater.
- (4) The customer applies for all public energy assistance for which he/she is eligible.
- (5) The customer applies for all weatherization programs for which he/she is eligible.
- (6) The customer provides proof to the jurisdictional company or the Ohio department of development, whichever is appropriate, no less often than once in every twelve months that he/she meets the household income requirements of paragraph (B)(1) of this rule. For customers determined to have zero income under paragraph (B)(1) of this rule, the jurisdictional company may require the customer to verify the household income no more than once every ninety days.
- (7) The customer signs a waiver permitting the affected jurisdictional company to receive information from any public agency or private agency providing income or energy assistance and from any employer whether public or private.

- (C) For purposes of paragraphs (B)(1) and (B)(2) of this rule, any money provided to the jurisdictional company from the regular home energy assistance program (HEAP), or similar program, on behalf of the customer as energy assistance shall not be considered as household income or counted as part of the monies paid by the customer to meet the percentage of income requirement. Any money provided to the jurisdictional company on an irregular or on an emergency basis by a public or private agency for the purpose of paying utility bills shall not be considered as household income. These monies shall first be applied to the customer's current monthly payment obligation as determined in accordance with paragraph (B)(2) of this rule, with any money in excess of the amount necessary to satisfy the current monthly payment obligation being applied to either the amount the customer is in default on an extended payment plan or, if no such default exists, then to the customer's arrearages.
- (D) The company shall provide an optional uniform payment plan (budget plan) on an annual basis for any customer who is not in default on a previously agreed upon extended payment plan. Arrearages need not be included in the optional uniform payment plan (budget plan).
- (E) A customer's failure to make any payment provided for under paragraph (A) or (B) of this rule shall entitle the company to disconnect service in accordance with the procedures set forth in rule 4901:1-18-05 of the Administrative Code.
- (F) The company shall furnish upon the request of the customer entering into an extended payment plan a written, typed, printed, or computer-generated copy of the plan and, if the extended payment plan was arranged by a company employee, the name of that employee.



APPENDIX H

4901:1-18-05 Disconnection procedures for natural gas and electric companies.

- (A) If a residential customer is delinquent in paying for regulated services provided by the distribution utility, the company may, after proper and reasonable notice of pending disconnection of service (not less than fourteen days), disconnect the customer's service during normal 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 company to perform reconnection are not regularly performed.
 - (2) On the day of disconnection of service, the company shall provide the customer with personal notice. If the customer is not at home, the company shall provide personal notice to an adult consumer. If neither the customer nor an adult consumer is at home, the company shall attach written notice to the premises in a conspicuous location prior to disconnecting service.
 - (3) Third-party or guarantor notification.
 - (a) Each company shall permit a residential customer to designate a third party to receive notice of the pending disconnection of the customer's service or of 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 or of any other credit notices sent to the guaranteed customer, except where the guarantor has affirmatively waived the right to receive notices pursuant to rule 4901:1-17-03 of the Administrative Code. The company shall notify the third party or the guarantor at least fourteen days prior to disconnecting the customer's service.
 - (b) The 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 company plans to disconnect the residential utility service of a customer for the nonpayment of his/her bill, and that customer resides in a county in which the department of job and family services has provided the company with a written request for prior notification of residential service disconnection, then the company shall provide the appropriate county department of job and family services with a listing of those customers whose service will be disconnected for nonpayment at least twenty-four hours before the action is taken.
 - (d) Upon the request of a property owner or the agent of a property owner, each 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.

- (4) Employees or agents who disconnect service at the premises may or may not, at the discretion of the company, be authorized to make extended payment arrangements. 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 following information shall be either clearly displayed on the disconnection notice or included in documents accompanying the disconnection notice:
 - (a) The billing account number, the total amount required to prevent disconnection of the regulated services provided by the distribution utility and 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 company's office for customers to contact about their account.
 - (d) A statement that the commission staff is available to render assistance with unresolved complaints, the current address, local or toll-free number and the TDD/TTY number of the commission's public interest center, and the commission's website.
 - (e) A statement that the customer's failure to pay the amount required at the company's office or to one of its authorized agents by the date specified in the notice may result in a security deposit and a charge for reconnection being required. 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 non-tariffed and/or non-regulated 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 4901:1-18-04 of the Administrative Code, and, when applicable, rule 4901:1-18-10 of the Administrative Code.
 - (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 company.
 - (i) A statement that a listing of the company's authorized payment agents is available by calling the company's toll-free customer service number.

- (B) The company shall not disconnect service to residential customers for nonpayment during the period of November first through April fifteenth unless, in addition to the other requirements of this rule, the 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.
 - (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 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 a payment plan as set forth in paragraph (A)(2) of rule 4901:1-18-04 of the Administrative Code, unless the customer qualifies for the payment plan set forth in paragraph (B) of rule 4901:1-18-04 of the Administrative Code, in which event the company shall inform the customer of the availability of both plans. The company may require reasonable verification of the customer's household income, including but not necessarily limited to verification by the local agency providing governmental aid in paying utility bills. 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 company may disconnect service after the ten-day notice expires.
- (C) Medical Certification
- (1) The company shall not disconnect service for nonpayment if the disconnection of service would be especially dangerous to health. The health condition must be certified in accordance with this rule.
 - (2) When the disconnection of service would make operation of necessary medical or life-supporting equipment impossible or impractical, the company shall not disconnect service for nonpayment, if the customer establishes an inability to pay the amount due in full and enters into and makes payments in accordance with an extended payment plan. The necessary medical or life-supporting equipment must be certified in accordance with this rule.
 - (3) The electric distribution 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 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.
 - (4) The company shall provide application forms for health care professionals or local board of health physicians for certification upon request of any residential consumer.
 - (5) Any consumer who is a permanent resident of the premises where the service is rendered may qualify for certification.

- (6) The condition shall be certified to the company by a licensed physician, physician assistant, clinical nurse specialist, certified nurse practitioner, certified nurse-midwife, or local board of health physician.
- (a) The certification required by paragraphs (C)(1) and (C)(2) 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 condition, and a signed statement by the certifying party that disconnection of service will be especially dangerous to health.
 - (b) Initial certification by the certifying party may be by telephone if written certification is forwarded to the company within seven days.
 - (c) In the event service has been disconnected within twenty-one days prior to certification of special danger to health for a qualifying resident, service shall be restored to that residence if proper certification is made in accordance with the foregoing provisions and the customer agrees to an extended payment plan.
 - (d) Certification shall prohibit disconnection of service for thirty days. Certification may be renewed two additional times (thirty days each) by a licensed physician, physician assistant, clinical nurse specialist, certified nurse practitioner, certified nurse-midwife, or local board of health physician by providing an additional certificate to the company. The total certification period is not to exceed ninety days per household in any twelve-month period.
 - (e) Upon renewal of certification, company personnel shall personally contact the customer and advise the customer of the governmental assistance programs that may be available. In the event that the best efforts of the company fail to result in personal contact, the company shall provide assistance information by mail.
 - (f) 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.
- (D) Upon request of the customer, the company shall provide an opportunity for review of the initial decision to disconnect the service. The 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 company shall respond in writing.
- (E) The company when contacted by the commission's Investigation and Audit Division shall respond to an inquiry concerning a pending disconnection or actual disconnection within two business days. At the request of commission staff, the company shall respond in writing. Commission staff will notify the customer of the company's response.

- (F) The company shall include in its tariff its current standard practices and procedures for disconnection, including the applicable collection and reconnect charges. The company shall submit a sample disconnection notice for approval.



APPENDIX I

4901:1-18-06 Reconnection of service

Reconnection of service that has been terminated for nonpayment shall be made pursuant to the following provisions:

- (A) Upon payment or proof of payment, including any reconnection charge, of the amount owed for the service that was previously disconnected or of an amount sufficient to cure the default on any extended payment plan described in rule 4901:1-18-04 of the Administrative Code, including any reconnection charge, reinstatement of service shall be made by the close of the following regular company working day. The amount sufficient to cure the default includes all amounts which would have been due and owing under the terms of the applicable extended payment plan, absent default, on the date on which service is reconnected.
- (B) If service is discontinued and the customer wishes to guarantee the reinstatement of service the same day on which payment is rendered, the following conditions must be met:
 - (1) The customer must make payment in the company's business office, or provide proof of payment, and notify the company no later than twelve-thirty p.m. that reinstatement of service is requested the same day;
 - (2) The company may require that the customer sign an agreement in the company's business office to pay the company's incurred cost for reinstatement of service if such occurs after normal company business hours. This fee shall be collected at the time of payment or rendered with the customer's next monthly billing, at the company's discretion.
- (C) If payment is made to a company employee whose original purpose was to disconnect the service and who is authorized to accept such payment, to a company employee dispatched to the premises to accept payment pursuant to paragraph (A)(5)(b) of rule 4901:1-18-05 of the Administrative Code, or where a means to avoid disconnection pursuant to paragraph (A)(5)(c) of rule 4901:1-18-05 of the Administrative Code has been made available to and accepted by the customer, service which otherwise would have been terminated shall remain intact, and no reconnection charge shall be assessed. However, a reasonable collection charge, as set forth in applicable company tariffs, may be charged.
- (D) If a guarantor is required in order to reestablish service, the guarantor must sign an acknowledgment or willingness to accept the responsibility for payment of the customer's bill in case of the customer's default.



**The Public Utilities Commission of Ohio
180 East Broad Street
Columbus, Ohio 43215-3793**

**Governor
Ted Strickland**

**Chairman
Alan R. Schriber**

**Commissioners
Ronda Hartman Fergus
Valerie A. Lemmie
Paul A. Centolella
Cheryl Roberto**

ATTACHMENT B

Energy Assistance Resource Guide

Q & A

- PIPP Plus
- Graduate PIPP Plus
- Winter Reconnect Order
- Energy Assistance Programs
- Payment Plans
- Disconnect and Reconnect Procedures

2010 – 2011

ENERGY ASSISTANCE RESOURCE GUIDE

Questions & Answers

The Staff of the Service Monitoring and Enforcement Department (SMED) of the Public Utilities Commission of Ohio (PUCO) and the Office of Community Services (OCS) of the Ohio Department of Development (Development) compiled this list of the most commonly asked questions about Energy Assistance programs available to income-eligible Ohioans served by a PUCO regulated gas or electric utility.

Please feel free to contact SMED or OCS if you have any questions which are not addressed.

Public Utilities Commission of Ohio
Service Monitoring & Enforcement Department
180 East Broad Street
Columbus, Ohio 43215-3793
Toll Free No. 1-800-686-7826 (PUCO)
Columbus Area No. 614-466-3292

Ohio Department of Development
Office of Community Services
77 South High Street
Columbus, Ohio 43216-1001
Toll Free No. 1-800-282-0880
Columbus Area No. 614-466-6207

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GENERAL PIPP PLUS INFORMATION

1. What is PIPP Plus?

PIPP Plus is an extended payment arrangement that requires regulated gas and electric companies to accept payments based on a percentage of the household income for those customers who are at or below 150% of the federal poverty income guidelines.

- If a gas customer qualifies for PIPP Plus, he or she would pay 6% of the household's current gross monthly income to the gas company or a minimum of ten dollars, whichever is greater, year-round.
- If electricity is not the primary heat source, a customer pays 6% of the household's current gross monthly income to the electric company or a minimum of ten dollars, whichever is greater, year-round.
- The customer of an all-electric household pays 10% of the household's monthly income or a minimum of ten dollars, whichever is greater, year-round.
- A customer served by Duke who has a gas heating account and an electric baseload account would pay 12% (6% gas, 6% electric) of the monthly household income or \$10 per utility whichever is greater, year-round.
- A customer served by Duke Energy with an all electric home will pay 10% of the monthly household income or \$10, whichever is greater, year-round.

As a result of Senate Bill 3, the Electric Restructuring Act of 1999, the Ohio Department of Development, Office of Community Services, administers PIPP Plus for electric customers statewide. In PUCO case number 08-723-AU-ORD, the PIPP Plus gas rules were created. Development created electric PIPP Plus rules in Chapter 122:5-3, Ohio Administrative Code (O.A.C.). This booklet reflects procedural changes instituted by the PUCO and ODOD to implement the new rules and better integrate them with federally funded energy assistance programs.

A PIPP Plus customer is also required to apply for all public energy assistance and weatherization programs for which he/she is eligible. PIPP Plus customers must apply for the regular Home Energy Assistance Program (HEAP) and the Home Weatherization Assistance Program (HWAP). In addition, electric PIPP

Plus customers must accept all energy efficiency and assistance programs as a condition for continuing eligibility in the PIPP Plus program.

2. Heating sources

Rule 122:5-3-01, O.A.C.

- (A) “Electrically heated” residence means a residence for which the primary source of heating is an electric appliance such as an electric furnace, heat pump, or electric baseboard heater.
- (B) Electric “baseload” means a residence for which electricity is not the primary source of heat.

Rule 4901:1-18-13(A)(1), O.A.C.

Gas PIPP Plus is only available to customers who heat with natural gas. (The Duke Energy Ohio hybrid plan is an exception to this statement.)

Examples

If a customer has a gas furnace with an electric thermostat or blower, the primary source of heat would be gas and the electric service is considered baseload. The customer would pay a monthly installment based on 6% of the household income for gas service and a monthly installment based on 6% of the household income for electric service.

If a customer has both natural gas space heaters and electric space heaters, but the natural gas heaters are used to heat the largest portion of the residence, the primary source of heat would be gas. The customer would pay a monthly installment based on 6% of the household income for gas service and a monthly installment based on 6% of the household income for electric service.

A customer has an unregulated source of heat (fuel oil, propane, wood, electric co-op) and a regulated source of heat which is used to heat the largest portion of the residence. This customer receives regular HEAP benefits for the regulated source of heat. In that instance, the customer is eligible for PIPP Plus for the regulated utility. The customer would pay a monthly installment based on 6% of the household income, or a minimum of \$10, whichever is greater for the regulated source of heat.

PIPP PLUS INCOME GUIDELINES
150% Federal Poverty Income Guidelines 2010-2011

<u>SIZE OF HOUSEHOLD</u>	<u>INCOME LIMIT - 3 MONTHS</u>	<u>INCOME LIMIT YEARLY</u>
1- Person	\$ 4,061.25	\$ 16,245
2- Persons	\$ 5,463.75	\$ 21,885
3- Persons	\$ 6,886.25	\$ 27,465
4- Persons	\$ 8,268.75	\$ 33,075
5- Persons	\$ 9,671.25	\$ 38,685
6- Persons	\$ 11,073.75	\$ 44,295

Households with more than six members add \$1,402/qtr. or \$5,610/yr. for each additional member.

Emergency and Regular HEAP Income Guidelines
200% Federal Poverty Income Guidelines 2010-2011

<u>SIZE OF HOUSEHOLD</u>	<u>INCOME LIMIT - 3 MONTHS</u>	<u>INCOME LIMIT YEARLY</u>
1- Person	\$ 5,415	\$ 21,660
2- Persons	\$ 7,285	\$ 29,140
3- Persons	\$ 9,155	\$ 36,620
4- Persons	\$ 11,025	\$ 44,100
5- Persons	\$ 12,895	\$ 51,580
6- Persons	\$ 14,765	\$ 59,060

Households with more than six members add \$1,575/qtr. or \$7,480/yr. for each additional member.

3. How does one qualify for PIPP Plus?

In order to qualify for PIPP Plus, a customer must:

- (A) receive his or her gas heat or electric service from a company regulated by the PUCO;
- (B) apply for all energy assistance and weatherization programs for which he or she is eligible; and
- (C) have a total household income which is at or below 150% of the federal poverty income guidelines.

4. How does a customer sign up for PIPP Plus?

Customers may sign up for PIPP Plus by going to their local HEAP Provider or they can apply through the energy assistance programs application. The customer must also apply for all energy assistance and weatherization programs for which he or she is eligible. For the mail-in application process, companies may also require that every adult member of the household sign a statement affirming that the information on the application is true and giving the company permission to verify the information provided.

5. What is the percentage of income amount paid by a natural gas customer?

PIPP Plus customers who use natural gas to heat the largest portion of their residence will pay their 6% PIPP Plus payment year-round.

6. What is the percentage of income amount paid by an electric customer?

PIPP Plus customers who use electric as baseload will pay their 6% PIPP Plus payment year-round. PIPP Plus customers who use electric as their primary heating source will pay 10% year-round.

7. What are the benefits of PIPP Plus?

- PIPP Plus customers will receive arrearage reduction for on-time and in-full payments.
- Customers will earn 1/24th credit on the arrearage.
- PIPP Plus customer bills will be adjusted for the difference between the required installment payment and the current month's utility charges.
- No deposit or late fees will be applied to the account.

8. What happens if the PIPP Plus installment is not received by the due date?

If the installment payment is not received by the due date, the customer is not eligible to receive the incentive credit (the difference between the required installment payment and the current month's utility charges). Also, the customer will not receive the 1/24th credit for the month.

9. Will the utility company change the due date for the customer?

No, the utility company is not obligated to change the due date for a customer; however, some utility companies **may be** willing to adjust the due date for a few days in very limited circumstances so customers can meet their payment obligations and receive credits.

10. May the utility company charge a PIPP Plus customer a security deposit?

Utilities are **not** permitted to charge PIPP Plus customers a security deposit. Any deposit paid by a customer prior to enrolling in PIPP Plus shall be credited to the customer's outstanding arrearage.

11. How much may a former PIPP Plus customer be required to pay after service is disconnected for non-payment?

The PIPP Plus default amount up to the amount of the arrears and a reconnection fee.

12. **How much may a former PIPP Plus customer (who is still income eligible for PIPP Plus) with an arrearage be required to pay to get service at a new address if the most recent PIPP Plus account has been finalized?**

Gas: If the former gas customer did not pay the monthly PIPP Plus installment amount while the service was off, these PIPP Plus payments will be required as well as any defaulted PIPP Plus payments up to the amount of the arrears. (Duke will follow the gas rule.)

Electric: For the former electric customer to be re-enrolled in electric PIPP Plus, the customer must pay any defaulted amounts through the date the customer was **dropped from PIPP Plus and any current monthly charges after being dropped from PIPP Plus until the account was finalized.**

The customer may utilize the Winter Reconnect Order from October 18, 2010 through April 15, 2011. The customer will be required to reverify his or her income if the last reverification is more than twelve months old.

13. **If a customer is on another type of payment plan other than PIPP Plus, is he or she still eligible for PIPP Plus?**

Yes, if the customer meets the eligibility requirements of PIPP Plus, he or she may enroll on PIPP Plus at any time. The customer will not be required to complete the terms of the previous payment arrangement to go on PIPP Plus.

14. **What happens when a customer elects to remove his or her account from PIPP Plus?**

The customer has three options:

1. A PIPP Plus customer who is current on his or her monthly installment and wishes to participate in Graduate PIPP Plus rather than continue in the PIPP Plus program, must contact the company or the HEAP Program to begin Graduate PIPP Plus.
2. The customer may enter into one of the other payment plans with his or her utility to pay off any arrears.
3. If the customer does not join Graduate PIPP Plus but remains a customer of the utility company and later wishes to re-enroll in PIPP Plus, he/she must do the following:

- a. Pay the difference between payments already made and the original PIPP Plus installment amount for the time period not on PIPP Plus.
- b. Reverify income if the last reverification was more than 12 months ago.

15. May the company pursue collections from the PIPP Plus customer for his or her arrearages?

Yes, the arrearages are a legal debt. The company may use any standard means of collection after a judgment is obtained from a court, such as the garnishment of wages or the placing of a lien on the customer's property. The company may also turn the debt over to a collection agency. The company may *not* disconnect service to collect the arrearage as long as the customer remains current on the PIPP Plus plan.

16. If a customer overpays his or her PIPP Plus installment one month, will it be credited to the next month's payment?

Electric: Yes, any overpayments of installments are applied to future installments once any missed installments have been paid. **(Duke will follow the electric practice.)**

Gas: No, any overpayments of installments are used to offset the arrearage balance.

17. What if a PIPP Plus customer pays off the arrearage and develops a credit on his or her account?

If the customer wants to continue on the plan, he or she must continue to make the required PIPP Plus payments. If the customer doesn't want to make the required payments, he or she may request to be taken off the plan. If the customer wants to return to PIPP Plus after the credit balance is gone, during the 2010-2011 winter heating season, the customer can re-join PIPP Plus for the first PIPP Plus payment and any remaining balance will be rolled to the arrears through the use of the Winter Reconnect Order. The company may require the request be put in writing. However, a company may not disconnect a customer's service for non-payment if the customer owes no money, whether or not the customer is on PIPP Plus.

18. What does a customer have to pay to avoid disconnection or have service restored when the account balance is less than the PIPP Plus default?

To remain on PIPP Plus and avoid disconnection, the customer would be required to pay the PIPP Plus default amount.

If the customer no longer wants to be on PIPP Plus but wants to avoid disconnection, he/she can pay the total account balance and be removed from PIPP Plus or the customer can bring the PIPP Plus installments current and request to be moved to Graduate PIPP Plus.

If the service has been disconnected and the customer wants to re-join PIPP Plus, the customer must pay the PIPP Plus default.

If the service has been disconnected and the customer does not want to remain on PIPP Plus, the customer must pay the total account balance, a security deposit (if required), and any tariffed reconnection charge prior to reconnection.

The customer can elect to re-enroll on PIPP Plus at any time as long as he/she is still income eligible for the plan. If the customer wants to return to PIPP Plus, during the 2010-2011 winter heating season, the customer can re-join PIPP Plus for the first PIPP Plus payment and any remaining balance will be rolled to the arrears through the use of the Winter Reconnect Order. However, if there are no arrears, the customer must make up any missed installments that would have been owed if he/she were still participating in PIPP Plus, (less the payments made by the customer during that same time period).

19. If a PIPP Plus customer's account is paid in full but the customer is behind on PIPP Plus, can the company refuse to transfer service until the PIPP Plus default is paid?

If the customer's PIPP Plus payments were more than the consumption, an account credit might result and remain even if the customer is in default on the plan. This customer should be encouraged to go on a budget plan as PIPP Plus may not be the best plan to assist this customer.

20. **Does a customer have to go on PIPP Plus for both gas and electric service if the customer needs the plan for only one of them?**

No, a customer may go on the plan for either or both utilities. It is the customer's decision to choose to go on the plan for one service and not the other.

21. **Are gas and electric companies regulated by the PUCO the only companies required to offer PIPP Plus?**

Yes, only companies regulated by the Commission are required to offer the plan. Non-regulated utilities may offer the plan, but they are not required by law to do so. (Some small gas companies may continue to offer the old PIPP Plan. **See Appendix C for details**).

22. **Are PIPP Plus customers allowed to choose a gas or electric marketer under the customer choice program?**

No, PIPP Plus customers can not choose a marketer on an individual basis. PIPP Plus accounts for Columbia Gas of Ohio, Dominion East Ohio, Duke Energy and Vectren are aggregated and bid out as a class to achieve maximum savings. Customers will see lower bills, which may reduce their total arrearages.

23. **What happens if a customer who is with a marketer wants to enroll in PIPP Plus?**

When the HEAP Provider enrolls a customer in PIPP Plus **and** notifies the electric distribution utility (EDU) or the local distribution company (LDC) of the enrollment, the utility will then notify the marketer of the change. However, it is strongly advised that the customer also notify the marketer of the change. The change will take place within one or two billing cycles after the EDU/LDC enrolls the customer in PIPP Plus.

Note: The marketer may charge a cancellation fee if allowed per contract.

APPLICATION PROCESS

In order for a person to qualify for the Percentage of Income Plan Plus (PIPP), he or she must 1) be a customer of a regulated gas or electric utility, 2) be income eligible, and 3) apply for all public energy and weatherization assistance programs for which the household is eligible.

24. What is the difference between a customer and a consumer?

A *customer* is any person who enters a contractual agreement with the company to receive electric or gas service. A *consumer* is any person who is the ultimate user of electric or gas service. In other words, a customer has the account in his or her name.

25. May the company require that the customer (PIPP Plus applicant) also be the household member with income?

No, provided the customer (PIPP Plus applicant) is a household member, he or she need not provide a source of income to the household.

26. May a PIPP Plus customer have more than one account?

Yes, a customer may have an account at a different location; however, only one account may be a PIPP Plus account. The PIPP Plus account must be at the primary residence.

27. What happens if a PIPP Plus customer is determined to be fraudulently enrolled in PIPP Plus?

The utility company will terminate a customer's participation in PIPP Plus when it is determined that the PIPP Plus customer was fraudulently enrolled in the program. The customer will be required to pay the utility the actual bill for energy consumed during the period in which the customer was fraudulently enrolled. In addition, the customer will be prohibited from re-enrolling in PIPP Plus or Graduate PIPP Plus for twenty-four months. The arrearage credits which accrued to the customer's account will be reversed.

28. What happens if a PIPP Plus customer is charged with tampering?

The customer must pay the tampering charges which may include damages, fees, and unauthorized usage prior to re-enrolling on PIPP Plus. The arrearage credits which accrued to the customer's account will be reversed.

29. What happens if a PIPP Plus customer commits fraud (e.g. bad check)?

The customer must pay all fees and charges resulting from the fraudulent act. The arrearage credits which accrued to the customer's account will be reversed.

30. When two meters of the same type (i.e., two gas and/or two electric) are situated at one household/family dwelling, how should the utility company determine the PIPP Plus payment (e.g., a duplex unit that has been converted into a single family dwelling)?

The Company should combine the usage from both like meters and determine the customer's PIPP Plus payment based on the gross monthly income. It is the customer's responsibility to inform the utility company of any changes in the number of households at the premise.

31. What if the utility service is not in the PIPP Plus applicant's name?

If the service is not in the applicant's name, the applicant is ineligible for PIPP Plus. The applicant must first become a customer before he or she can go on PIPP Plus; however, the applicant can still apply for energy assistance.

32. When a customer with an account balance moves out, how much must a consumer who lived with that person pay to obtain or to maintain service and get on PIPP Plus?

The consumer will be asked to provide proof that the customer has left the residence in order for the consumer to establish service in his/her name. The consumer is almost never responsible for the customer's bill if the household has changed. The consumer will need to apply for PIPP Plus at the HEAP Provider who will then determine if the consumer is income eligible. However, if the applicant for service owes the utility company money for a previous PIPP Plus account, the applicant will be required to pay the missed PIPP Plus installments up to the amount of the previous balance.

33. What criteria are used to define income?

Companies are required to use the same poverty income guidelines as those used to determine eligibility for energy assistance. Income is defined as the gross income of the household. Food stamps and cash payments for food stamps are not considered as income when determining either the eligibility for or the amount of payment on PIPP Plus. Any questions regarding unusual situations should be brought to the attention of the Investigation and Audit Division of the PUCO at 1-800-686-7826 or the Ohio Department of Development at 1-800-282-0880. **(Please see Energy Assistance income guidelines in Appendix B.)**

34. Is a minor's income included in household income?

The income of a dependent minor under 18 years of age is **not** counted if it is earned income and the minor is neither the head of household nor the spouse. **(Please see Energy Assistance income guidelines in Appendix B.)**

35. Are Pell Grants and other educational grants counted as part of the household income?

If a member of the household receives an educational grant, only that portion of the grant that is more than the cost of tuition and books is considered income. Educational loans are not considered income.

36. How long does someone have to be at or below 150% of the federal poverty income guidelines to qualify for PIPP Plus?

There are only two tests used to determine eligibility.

- First, if the customer's household income for the past three months annualized (multiplied by 4) is at or below 150% of the federal poverty income guidelines, the customer is eligible.
- Second, if the customer is over-income using the first test, then the actual gross income for the past 12 months is used. If this income is less than 150% of the federal poverty income guidelines, the customer is eligible for the plan.
***See question 3 for income eligibility chart.**

37. What information should be provided to verify income?

- (A) **EMPLOYMENT INCOME VERIFICATION**--The company or Office of Community Services may require check stubs for the last three months or a letter from the employer stating the amount of income for the last three months. If the customer uses the one year test to verify income, he or she will have to provide information for the past twelve months.
- (B) **UNEMPLOYMENT COMPENSATION VERIFICATION**--The Ohio Department of Job and Family Services (ODJFS) provides recipients with a determination form which states the benefit amount and the maximum number of weeks the individual can expect benefits. If the recipient has lost his or her determination form, ODJFS can provide a duplicate.
- (C) **PUBLIC ASSISTANCE VERIFICATION**--Companies and Office of Community Services will accept the cash issuance history from Public Assistance recipients (i.e., OWF, DA) as verification of the amount of their entitlement.
- (D) **SUPPLEMENTAL SECURITY INCOME (SSI), SOCIAL SECURITY DISABILITY INCOME (SSDI), PENSIONS AND SOCIAL SECURITY VERIFICATION**—The OCS will accept an award letter from the Social Security Administration, the annual statement from the client's Pension Fund, or, a copy of the most recent check or bank statement as verification.
- (E) **SELF-EMPLOYMENT INCOME VERIFICATION**--If persons who are self-employed owe taxes, the IRS requires that they file quarterly estimates. OCS will accept the most recent IRS tax form including proper schedules or the most recent quarterly estimate.

38. What is the minimum amount that a customer can pay on PIPP Plus?

A PIPP Plus customer must pay at least \$10 per month or 6% of the household income per utility for gas and/or electric. All electric homes will pay 10% of household income. (See questions 5 and 6.)

39. What if the household income is zero?

A customer whose household has no countable income is still eligible for PIPP Plus. A zero-income customer must be able to explain why he or she is not on an entitlement program or, if the customer expects to receive benefits on such a

program, when the benefits are due. The customer must be able to document how the household has existed.

40. What must a zero-income PIPP Plus customer pay?

Electric: A customer who is determined zero income must pay a \$10 minimum monthly installment, or he/she can elect to waive the minimum payment for up to 180 days. A customer is eligible for the waiver once every five years. During the period that the installments are waived, the PIPP Plus customer cannot earn arrearage credits. **(Duke follows the electric rule.)**

Gas: A customer who is determined zero income must pay a \$10 minimum installment. No waiver is available for gas PIPP Plus customers.

41. How often must zero-income PIPP Plus customers reverify their income?

Electric: Zero-income waiver customers must reverify their income at the end of the 180 -day waiver period. If the customer elects not to use the waiver, he/she must reverify the household income annually or when his/her income or household size changes.

Gas: Zero-income customers must reverify their household income annually or when their income or household size changes.

42. How much does a current PIPP Plus customer who is in default and is found to have zero income have to pay to enroll on zero-income PIPP Plus?

A customer who is currently on PIPP Plus and is reverified at zero income must cure any PIPP Plus default. The customer will then begin paying \$10 per month minimum installment. An electric PIPP Plus customer may apply for a waiver for 180 days, one time every five years. **(Duke customers may also apply for the waiver.)**

43. How should income be calculated when someone living in the unit pays rent to the customer?

Persons sharing a common kitchen and/or bath must be included as part of the household size and their income must be considered part of the household gross income.

44. May Winter Crisis Program payments be applied as a PIPP Plus installment?

Yes, 2010-2011 Winter Crisis Program payments may be applied toward the current PIPP Plus payment and used to cure any default on the plan. Regular HEAP payments may not be applied as monthly PIPP Plus payments. Summer Crisis Program payments may be applied toward the default; however, the customer must be able to cure any remaining default balance. Energy Assistance credits (Winter, Summer and Regular HEAP payments) will not be eligible for arrearage credits.

45. What types of assistance must a customer apply for in order to go on PIPP Plus?

The customer must apply for and accept assistance from those public energy assistance and weatherization programs provided on a regular basis through the Office of Community Services.

46. Does a customer have to apply for weatherization programs?

Yes, customers must apply for and accept assistance from all weatherization programs for which he/she is eligible.

47. Can a customer be removed from PIPP Plus if the customer refuses weatherization services?

Yes

48. When can a customer enroll on PIPP Plus?

Customers who meet the income guidelines may enroll on PIPP Plus for gas and/or electric at any time.

49. Does the customer have to make the first PIPP Plus payment to go on the plan?

The customer will be asked to make the first installment payment at the time of enrollment. If the first installment payment is not made by the next billing date,

the customer will be required to make two installment payments with the next bill to remain on the program.

50. Does a HEAP Provider have to verify an applicant's income?

All electric and large gas PIPP Plus customers are reverified through the local HEAP Provider. Gas companies may not demand that a customer go to the HEAP Provider for verification unless they have established specific reverification procedures with OCS.

51. Can the company require a customer to apply for Temporary Assistance for Needy Families (TANF) or Ohio Works First (OWF)?

No, the company may only advise a customer of these public assistance programs. However, customers are required to apply for all public energy and weatherization assistance.

52. When must a customer reverify the household income?

Any time there is a change in household income or size, the customer must reverify his/her income. If there is no change in household income or size, customers are required to reverify once every twelve months. When a customer goes to community action to seek emergency energy assistance, his or her income will be reported to the company by the HEAP Provider or the OCS.

53. What is required for PIPP Plus reverification?

Customers must provide proof of income for everyone living in the household. Examples of documents that provide proof of income are: payroll stubs, statements from employers, public assistance payment history, benefit letters from social security, worker's compensation, unemployment compensation, tax forms/schedule, etc. **(See Appendix B)**

54. **If a customer disagrees with the PIPP Plus installment amount generated as a result of electronic verification executed by OCS (Development), how can the customer appeal the newly generated PIPP Plus installment amount?**

For the most part, PIPP Plus installment amounts are generated electronically through OCS. If a customer disagrees with the calculated amount of the PIPP Plus installment, the customer needs to appeal this decision within 30 days to OCS. The customer may be required to provide additional documentation to support his/her dispute.

55. **What is the reverification date (same as PIPP annual verification date for electric)?**

The reverification date is the actual date on which the customer completed documentation of household income. Reverification must occur no more than 12 months from the previous reverification date. Since the customer is required to reverify any change in household size and income, the customer's reverification date may change from year to year.

56. **What happens if a PIPP Plus customer does not reverify his or her income on the reverification date?**

A PIPP Plus customer must reverify his/her income on the reverification date which is printed on the bill. A customer has a 60-day grace period to reverify income before being removed from the program.

A customer who does not reverify his/her income when requested to do so, will be removed from the plan. Once the company removes the customer from PIPP Plus, it may request the total account balance or offer a payment arrangement to avoid proceeding with disconnection. The customer will be responsible for the entire monthly bill during the time the customer is not on PIPP Plus, but still has utility service. If service is disconnected, the customer will be required to reverify his/her income, cure any PIPP Plus default prior to re-enrollment on PIPP Plus, and pay full bills during the time period not enrolled on the program. If the customer is no longer eligible for PIPP Plus, any PIPP Plus default must be cured prior to enrollment in Graduate PIPP Plus.

57. What is a PIPP Plus Anniversary Date?

The PIPP Plus anniversary date is the date by which a **gas** PIPP Plus customer must make up any missed PIPP Plus installments in order to continue on PIPP Plus.

Gas and electric companies and Duke will review the 1/24th arrearage credit calculation on this date. If the customer has made the past 12 installments ontime the arrearage will not be recalculated.

58. How will the customer be aware of his/her PIPP Plus Anniversary Date?

Gas companies are required to place the anniversary date on the customer's bill.

59. What happens if the gas customer can not pay his/her missed installments by the anniversary date?

Customers will have one billing cycle to make up the missed installments before being removed from the program. Once removed from the program, the customer will be required to pay the full current bill.

60. How does a former gas PIPP Plus customer get re-enrolled on the program after being dropped for not paying missed installments at the anniversary date?

The customer must make up the missed installments after the one billing cycle grace period to re-enroll in PIPP Plus. Additionally, the customer must pay the full bills for the time period he/she was not enrolled in PIPP Plus.

61. Does the customer have to go to the HEAP Provider at the anniversary date?

No, the customer is not required to return to the HEAP Provider at the anniversary date unless he/she is in default on PIPP Plus and is seeking assistance to cure the missed installments.

62. **If a customer makes multiple payments in one billing cycle equal to the amount of the PIPP Plus installment, will the customer receive an arrearage credit?**

Yes, as long as the total of all payments made during the billing cycle equal the PIPP Plus installment and is paid by the due date.

63. **When an active customer leaves PIPP Plus (and doesn't move from the service address) and there is a credit on the account, do the credit dollars go to the account or the PIPP Plus fund?**

Gas: If the active customer is leaving PIPP Plus due to being *over-income* or is *still income eligible*, the credit will be applied to the PIPP Plus rider.

Electric: The credit will be refunded to the customer.

64. **If an income eligible customer who is current on the PIPP Plus installments, leaves PIPP Plus, maintains service and chooses to re-enroll at a later time, what must be paid to re-enroll?**

Gas: The customer must pay the difference between the amount of PIPP Plus installments and customer payments before re-joining PIPP Plus.

Electric: If the customer is current with the utility company he/she can re-join at any time with payment of the first PIPP Plus installment.

65. **What if the household income or size changes?**

The customer must report income changes to the local HEAP provider or OCS within 30 days. If the household income decreases, this will lower the PIPP Plus installment amount. If the household income increases, the customer's PIPP Plus installment amount will increase. Electric and gas companies must accept the income as reported by OCS.

66. **What if the household's income rises above 150% of the poverty income guidelines?**

If the household's income rises above 150% of the poverty income guidelines, the customer becomes ineligible for PIPP Plus. Graduate PIPP Plus is available to

customers who are no longer income eligible for PIPP Plus. The customer will be automatically enrolled in Graduate PIPP Plus as of the actual reverification date or 30 days from the PIPP Plus drop date (as sent to the utility by OCS). The customer must be current to join Graduate PIPP Plus; therefore, the customer has one billing cycle to make up missed PIPP Plus payments (the grace period). The customer's eligibility begins no later than the end of the grace period. **(See Graduate PIPP Plus Section).**

67. Is a customer automatically enrolled in graduate PIPP Plus when determined over-income?

Yes, after income verification a customer would be automatically enrolled in Graduate PIPP Plus via the nightly file sent from OCS to the utility company. The customer will have one billing cycle to make up any missed PIPP Plus installments; otherwise he/she will be removed from the Graduate PIPP Plus program.

68. Does a customer have to be income ineligible for PIPP Plus to enroll in Graduate PIPP Plus?

No, a customer may elect to participate in Graduate PIPP Plus rather than continue on PIPP Plus, if he/she is current on his/her PIPP Plus installments. The customer must contact the utility company to enroll.

DISCONNECTION AND RECONNECTION

69. If a customer who has never been on PIPP Plus is *disconnected*, how much would he or she have to pay to have service reconnected and to sign up for PIPP Plus?

During the non-heating season, if the customer is on another payment plan such as 1/6th, 1/9th, or a budget plan, the company may require the customer to cure the default amount and pay any tariffed reconnect fee. If the customer was not on a payment plan, the company could ask for the total amount due and any tariffed reconnect fee. The customer can then enroll in PIPP Plus.

During the heating season the customer may be eligible to reconnect service under the Winter Reconnection Order. (See **Special Reconnection Procedures**.)

70. If a customer defaults on PIPP Plus, how much would he or she have to pay to avoid shut-off?

The customer can maintain service by paying the defaulted PIPP Plus installments.

71. If a customer defaults on PIPP Plus and is disconnected for non-payment, how much will he or she have to pay to have service reconnected?

The company may require the customer to pay:

- The missed PIPP Plus installments (default amount);
 - **Gas and Duke:** The amount of PIPP Plus installment payments that were owed during the period the customer was without service up to the amount of the arrears as well as reconnection and/or installation fees.
 - **Electric:** The missed PIPP Plus installments (default amount) and reconnect fee.
 - The company will require the customer to reverify income at the HEAP Provider if more than 12 months have passed since the last reverification.

72. **If a PIPP Plus customer has been dropped for failure to reverify and still has active service, what must he/she pay to be reenrolled in PIPP Plus?**

Gas: Any missed PIPP Plus installments owed prior to being dropped and full bills for the months the customer received service but was not on PIPP Plus. In addition, the customer must reverify his/her income at the HEAP Provider. **(Duke will follow gas practice.)**

Electric: Any missed PIPP Plus installments owed prior to being dropped and installment amounts for the months the customer received service but was not on PIPP Plus, (less the payments made by the customer during that same time period). In addition, the customer must reverify his/her income at the HEAP Provider.

73. **Is the PIPP Plus amount due shown on the bill or disconnection notice?**

Yes, the PIPP Plus amount will be shown on the bill. Also, the company must state on the disconnection notice the minimum amount required to avoid disconnection.

74. **If a customer misses a PIPP Plus payment, is the company allowed to shut service off without further notice?**

No, the company must give the required notice of disconnection prior to terminating service. Proper notification is a 14-day notice which may be shown on the bill and an additional 10-day notice during the winter months (Nov. 1 through April 15). The 10-day notice may be provided by U.S. mail, a telephone call, letter, or notice left at the residence. If the customer has selected electronic communication with the company, the customer would receive all notices electronically. The company may begin the notice process the day after the payment was due (provided there is a 30-day account arrearage).

75. **Can the 14-day notice of disconnection be included on a PIPP Plus customer's bill?**

Yes

76. What is the earliest date a company may terminate service after the customer has defaulted on PIPP Plus?

During the *non-heating season*, the earliest date a company may terminate service is the date stated on the 14-day disconnection notice unless payment or payment arrangements are made before this date.

During the *heating season*, the company must give a 14-day notice *and* an additional 10-day notice. The earliest date a company may terminate service is the date stated on the 10-day notice. Utility companies may send the 10-day notice by regular U.S. mail; however the companies must allow three calendar days for mailing. If the customer has selected the electronic bill option, the notices will be delivered electronically to the customer.

77. What are the reconnection requirements?

If the service has been disconnected for **10 business days or less**:

- (1) The customer must provide proof of payment to the utility no later than 12:30 p.m. in order to guarantee reconnection of service the same day.
- (2) If payment is not received by 12:30 p.m., the utility company will reconnect service by the close of the following regular utility company working day.
- (3) Customers may request reconnection of service after normal business hours, if the company offers such service. The Company may require the customer to pay the approved tariff rate for this service prior to reconnection.

If the service has been disconnected for **more than 10 business days**, regardless of the time of day the customer payment is made:

- (1) The company may treat the customer as a new customer.
- (2) Gas service will be reconnected within **five** business days.
- (3) Electric service will be reconnected within **three** business days.
- (4) The utility company may assess a reconnection charge and a security deposit (Non-PIPP Plus account) to reestablish service.

MEDICAL CERTIFICATES

78. When can a medical certificate be used?

If a residential customer or consumer who is a permanent resident in the household is facing a situation where disconnection of service would be especially dangerous to his/her health, a medical certificate may be used to maintain service for 30 days, for a maximum of three times within a 12-month period. PIPP Plus customers will not be eligible for any arrearage crediting for the months the customer uses the medical certificate.

79. How can a customer obtain a medical certificate?

If a licensed physician, physician assistant, clinical nurse specialist, certified nurse practitioner, certified nurse mid-wife or local board of health physician calls, writes or faxes the company and confirms to the company that the denial of service would be especially dangerous to the health of someone living in the household (within 21 days after the termination of service), the company *must* restore service or cancel the termination order. The condition must be certified in writing by the physician, physician assistant, clinical nurse specialist, certified nurse practitioner, certified nurse mid-wife or local board of health physician within seven days. The company's role is *not* to question the doctor's medical opinion.

80. How quickly must a customer's service be reconnected after presenting the medical certificate to the utility company?

If certification is provided to the utility company prior to 3:30 p.m., the utility company shall restore the customer's service the same day. If certification is received after 3:30 p.m., the company shall reconnect service by the earliest time possible on the following business day. If the certification is received after 3:30 p.m. on a day that precedes a non-business day, the utility company shall make an effort to restore service by the end of the day.

81. How often can a medical certificate be used?

The total certification period is not to exceed 90 days in any 12 month period. Medical certificates are valid for 30 days each, for a maximum of three times.

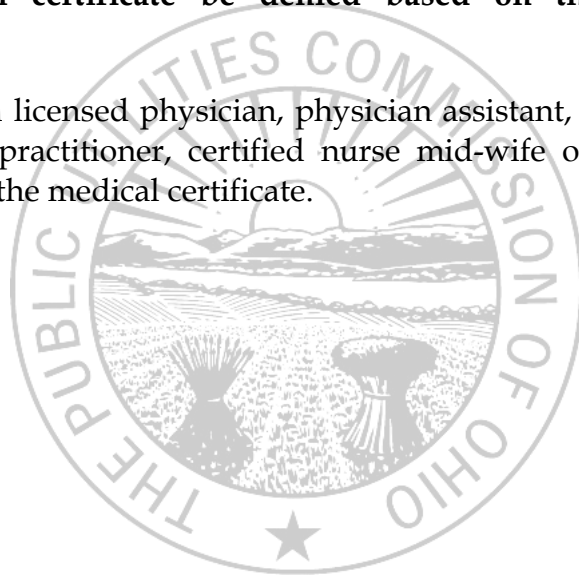
NOTE: If a medical certification is used to avoid disconnection, the customer must enter into an extended payment plan prior to the end of the medical certification period or be subject to disconnection. The initial payment on the plan shall not be due until the end of the certification period. **Gas PIPP Plus customers must make-up these missed installments at the Anniversary Date.**

- 82. Can a company discontinue service for non-payment if life-support equipment is in operation?**

Yes, unless the customer uses a medical certificate.

- 83. Can a medical certificate be denied based on the customer's medical condition?**

No, as long as a licensed physician, physician assistant, clinical nurse specialist, certified nurse practitioner, certified nurse mid-wife or local board of health physician signs the medical certificate.



MASTER METERED ACCOUNTS

84. What accounts are considered master metered?

An account is master metered if two or more residential premises share a common gas and/or electric meter.

85. If the consumer is income-eligible for PIPP Plus but lives in a master-metered residence, is he or she eligible for PIPP Plus?

No, the consumer is not eligible for PIPP Plus for the main heating source if it is master-metered; however, the consumer *may* still be eligible for PIPP Plus for the secondary heating source.

86. Are master-metered accounts eligible for HEAP/EHEAP assistance?

Yes, if the household is responsible for paying utility costs separately from his/her rent costs, he/she is eligible for an energy assistance benefit.

NOTE: Master-metered accounts are eligible for Weatherization Assistance.

87. Who is responsible for the bill if the residence is master metered?

All new service after March 21, 1986 for a master-metered account must be in the name of the landlord or property owner.

88. Is the company required to issue a disconnect notice to the tenants of a master-metered premise?

Yes, the utility company must provide a 10-day notice to the tenants prior to disconnect. The company must make a good faith effort to provide this notice to each unit of a multi-unit dwelling and also to post it in a conspicuous place.

89. What should the tenant do who has received such a notice or whose service has been disconnected?

A tenant who has received such a notice or whose service has been disconnected should immediately contact the utility company for further information or Ohio State Legal Services at 1-800-589-5888 for information about tenants' rights and landlord/tenant provisions.



SPECIAL RECONNECTION ORDER PROCEDURES FOR THE WINTER OF 2010-2011

90. What is the Winter Reconnect Order?

The Winter Reconnect Order (WRO) is issued by the PUCO. The WRO allows a customer to pay less than what he/she actually owes to avoid disconnection or reconnect service. A customer may pay a maximum of \$175.00 to maintain service. If the customer's service has already been disconnected, the customer must pay the \$175.00 and a tariffed reconnection fee of no more than \$36 may be required to restore service.

91. Who offers the Winter Reconnect Order?

All regulated gas and electric companies must offer the Winter Reconnect Order.

92. When can the Winter Reconnect Order be used?

The Winter Reconnect Order may be used **once** from Monday, October 18, 2010 through Friday, April 15, 2011.

93. When is the Winter Reconnect Order applied?

The Winter Reconnect Order allows customers to pay less than what they owe to avoid disconnection or maintain service. Therefore, the WRO is invoked only when customers pay less than the amount actually owed to prevent a disconnection or reconnect their service.

Example: If a customer receives a disconnection notice in the amount of \$120.00 and the customer receives assistance through an agency for \$120.00, the WRO should **not** be applied because the agency payment covered the amount needed to avoid disconnection. The customer could invoke the WRO using his/her own funds at a later time.

94. Who is eligible to use the Winter Reconnect Order?

There is no income eligibility requirement to use the Winter Reconnect Order. Any residential customer who is served by a regulated utility company may use

the Winter Reconnect Order to maintain or restore his/her service one time during the winter heating period.

95. How much is a customer required to pay with the Winter Reconnect Order?

Customers are required to pay no more than \$175 to maintain service under the reconnection order. If the customer's service has already been disconnected, the customer must pay the \$175 and a tariffed reconnection fee of no more than \$36 may be required to restore service.

96. What is a tariffed reconnection charge?

A tariffed charge is one which has been approved by and is on file with the Public Utilities Commission of Ohio (PUCO). The Winter Reconnect Order procedures do not allow companies to charge more than they otherwise are allowed in their tariff as a reconnection charge. Any company that doesn't have a tariffed reconnection charge may not assess one.

97. If the company's tariffed reconnection charge is more than \$36, what happens to the difference between the \$36 paid and the tariffed amount?

The company can bill the difference between the \$36 and the tariffed reconnection charge on the customer's next monthly bill or the company may bill the entire tariffed reconnect fee on the customer's next monthly bill.

98. How does a customer sign up for the Winter Reconnect Order?

There is no sign up required. If a customer's service has been disconnected for non-payment or is being threatened with disconnection, he/she may pay the required \$175 (plus any applicable reconnection charge not to exceed \$36) to the utility company and follow the company's procedures to have service restored. **NOTE:** If paying at an authorized agent, the customer will need to call the company with the receipt number to report the payment. Some companies may require that the customer notify them that the Winter Reconnect Order is being used.

99. **Is the utility company required to reconnect service the same day under the Winter Reconnect Order?**

See question 77 for Reconnection procedures.

100. **Can the \$175 payment be made by an agency?**

Yes, If a customer is at or below 200% of the federal poverty income guidelines, they are eligible to use the Emergency Home Energy Assistance Program funds to pay the \$175 or the funds of any other agency providing energy assistance (i.e., Salvation Army).

101. **What if the customer owes more than \$175 to the utility company?**

When a \$175 payment is made, the remaining balance should be rolled back into the arrears. With the next bill, the customer shall begin paying his/her PIPP Plus installment amount or agreed upon payment plan amount.

102. **What type of payment plans are available for customers who use the WRO?**

Customers who use the Winter Reconnect Order are required to enroll on a payment plan. Regulated utility companies are required to offer the one-sixth and one-ninth payment plans year round. The one-third payment plan is offered from November 1 through April 15.

- **One-Sixth Payment Plan**-A plan that requires either six equal monthly payments on the arrearages in addition to full payment of current bills; **or**
- **One-Ninth Payment Plan**-A plan that requires nine equal monthly payments on the arrearages in addition to a budget payment plan (established by the utility company); **or**
- **One-Third Payment Plan**-A plan that requires payment of one-third of the balance due each month (arrearages plus current bill).

NOTE: The customer or the HEAP Provider must contact the utility company to enroll the customer in a payment plan.

- 103. What happens if a customer uses the Winter Reconnect Order using his/her own money and later goes to an agency for assistance?**

If a customer pays the \$175 with his/her own funds and later (during the winter) goes to an agency for assistance, the customer **must** be able to pay the difference between the total amount owed and the \$175 that the agency is willing to pledge to avoid disconnection.

- 104. Can the utility company require a security deposit before reconnecting service?**

Yes, for non PIPP Plus customers. However, the total amount the company may require a customer to pay, including the security deposit, may not exceed the Winter Reconnect Order amount for reconnection.

- 105. Will the Winter Reconnect Order procedures apply when the customer has had service disconnected at a different address, even if the disconnection was sometime ago?**

Yes, regardless of when or at which address the customer has had his or her service turned off voluntarily or disconnected for non-payment, the Winter Reconnect Order apply.

- 106. Do customers who have defaulted on PIPP Plus have to pay more to restore or maintain their service than those customers who were not on a payment plan at the time of their disconnection of service?**

No, all customers pay the same maximum amount to restore or maintain their service. The maximum amount is \$175.00 plus a tariffed reconnection charge of up to \$36.00.

- 107. What if both gas and electric services are off?**

If both services are off or in danger of being disconnected, the most a customer may be required to pay to get both services on again is \$175, plus a tariffed reconnection charge of up to \$36 for each service. If the companies cannot agree on how much of the \$175 each should receive, the amount is based on the ratio of the total account balance less the current bill that the customer owes each

company. OCEAN will calculate the split for customers who are eligible for energy assistance.

For example:

If the customer owes the gas company \$2,050 and the electric company \$1,225, the portion each company would receive would be determined as follows:

G	=	amount owed to gas	=	\$2,050
E	=	amount owed to electric	=	<u>\$1,225</u>
T	=	total amount owed	=	\$3,275

To figure the percentage (P) of the \$175 that should be paid to the gas company:

$$\frac{G}{T} = P \quad \text{or} \quad \frac{2,050}{3,275} = P$$
$$= P (63\%)$$

In this case, the gas company receives 63% of the \$175. The dollar amount would be \$175 x 63% or \$110.25.

To figure the percentage (P) of the \$175 that should be paid to the electric company:

$$\frac{E}{T} = P \quad \text{or} \quad \frac{1,225}{3,275} = P$$
$$= P (37\%)$$

Thus, in this situation, the electric utility receives 37% of the \$175. The dollar amount would be \$175 x 37% or \$64.75.

- 108. Is a customer who is eligible for PIPP Plus, but not on the plan at the time his or her service was disconnected, required to make the first PIPP Plus payment in addition to the amount required by the Commission's Winter Reconnect Order?**

No, the amount required by the Commission's Winter Reconnect Order is considered to be the customer's first payment on the plan. When next month's bill comes due, the customer must make his or her first PIPP Plus installment payment.

109. Can a customer with no previous balance establish new service using the Winter Reconnect Order?

Yes, customers who are requesting new service with no previous balance may establish new service upon payment of \$175, in lieu of paying the required security deposit. The company may add the remaining balance of the required security deposit to the customer's next bill. **NOTE: Customers who are enrolled in PIPP Plus will not be charged a security deposit.**

110. Can a customer transfer service using the Winter Reconnect Order?

Yes, a customer who requests service at a new address and has an outstanding balance can transfer service upon payment of \$175.00. The customer **must** contact the company to enter into a payment arrangement on the balance. If the customer is on PIPP Plus, the balance will be rolled into the arrears.

111. Can a customer with multiple residential accounts use the Winter Reconnect Order?

Customers with multiple residential accounts who wish to utilize the winter reconnection order to maintain or reconnect service may do so only at the property where the customer resides.

112. Can customers who have committed an act of fraud use the WRO?

Customers who have had their gas and/or electric service disconnected for a fraudulent practice shall have that service reconnected upon the payment for the amount of service obtained fraudulently; plus any tariffed investigation fee; plus any defaulted amount not to exceed \$175.00; plus a reconnection fee not to exceed \$36.00 or the company's tariff amount, whichever is less. **Fraudulent practices include returned checks and all associated fees.**

GRADUATE PIPP PLUS

113. What is Graduate PIPP Plus?

Graduate PIPP Plus allows customers who are no longer eligible to participate in PIPP Plus as a result of an increase in the household income or a change in the household size to continue to receive a reduction in their outstanding arrearages in return for making timely payments. PIPP Plus customers who choose to no longer participate in PIPP Plus can join Graduate PIPP Plus. PIPP Plus customers must be current to join Graduate PIPP Plus. Graduate PIPP Plus is a 12-month payment plan.

114. How much is a Graduate PIPP Plus customer required to pay?

Payment is based on the customer's most recent PIPP Plus installment plus a budget plan amount (established by the utility company) divided by two. This is called the transition installment amount (TIA).

Gas and Duke ONLY:

Example: \$ 30 (PIPP Plus installment)
 \$ 110 (Budget Plan Amount)
 \$ 140/2 = \$70 (Monthly Graduate PIPP Plus installment (TIA))

Electric – Customers may choose one of the three payments options:

(1) TIA: \$ 30 (PIPP Plus installment)
 \$ 110 (Budget Plan Amount)
 \$ 140/2=\$70 (Monthly Graduate PIPP Plus installment (TIA))

(2) Current bill

(3) Budget bill

115. What are the benefits of Graduate PIPP Plus?

- Graduate PIPP Plus customers will receive arrearage reduction for on-time and in-full payments.
- Customer will earn 1/12th credit on the arrearage.

- Graduate PIPP Plus customer bills will be adjusted for the difference between the required installment payment and the current month's utility charges.
- For electric customers, this is the transition installment amount (TIA) and is 1 of 3 payment options. (See question 114).
- No deposit or late fees will be applied to the account.

116. How does a customer enroll on Graduate PIPP Plus?

A customer is who is no longer eligible for PIPP Plus due to a change in income or household size will automatically be enrolled on Graduate PIPP Plus at the time of reverification. A customer must be current on all PIPP Plus payments to qualify for Graduate PIPP Plus. The customer has one billing cycle to make up any missed PIPP Plus installments.

117. Can a customer voluntarily elect to enroll in Graduate PIPP plus?

Yes. A customer may elect to terminate participation in PIPP Plus and enroll in Graduate PIPP Plus if he/she is current on his/her PIPP Plus installments.

118. What is the maximum amount of time a customer can remain on Graduate PIPP Plus?

Graduate PIPP Plus is offered for a period of 12 months that begins when the customer is dropped from PIPP Plus.

- 119. What happens when a customer who was on Graduate PIPP Plus becomes eligible for PIPP Plus again?**

A customer may re-enroll in PIPP Plus at any time he/she meets the income guidelines. However, the customer must cure any Graduate PIPP Plus default amount prior to re-enrollment on PIPP Plus.

- 120. Is a customer still eligible for Graduate PIPP Plus if he/she moves outside of the company's service territory?**

No. In order to be eligible for Graduate PIPP Plus, the customer must remain a customer of the same utility in which he/she was enrolled in PIPP Plus. (See question 127 for Electric and Duke Post PIPP Plus option.)

- 121. Can a customer who has been removed from Graduate PIPP Plus for non-payment get reinstated if all missed Graduate PIPP Plus payments are made up by the customer?**

Yes. However, the Graduate PIPP Plus opportunity ends 12 months from the date of the customer's initial enrollment on Graduate PIPP Plus.

- 122. Can a Graduate PIPP Plus customer choose a marketer?**

No.

- 123. Can a customer join Graduate PIPP Plus if he/she was without service prior to November 1, 2009?**

No, the customer must have been an active PIPP customer sometime after November 1, 2009.

- 124. How will *income eligible* PIPP customers who are currently on an arrearage crediting program be treated on November 1, 2010?**

Gas PIPP customers who have successfully completed month 24 or beyond as of November 2010 will have their total arrears credited. All other PIPP payment incentive arrearage credit customers will be transferred to the new PIPP Plus program as of their November 2010 billing cycle.

125. How will *income ineligible* arrearage crediting programs be treated on November 1, 2010?

Gas: Dominion East Ohio's PIPP Repayment Plan (PRP) and Columbia Gas of Ohio's Income Ineligible PIPP (IIPP) customers who have successfully completed month 24 or beyond as of November 2010 will have their total arrears credited and will be billed as a regular customer going forward. All other PRP and IIPP customers will be transferred to the new Graduate PIPP Plus program as of their November 2010 billing cycle.

Electric: PIPP customers on the current arrearage crediting programs have 90 days to elect to enroll in Graduate PIPP Plus or remain on the existing arrearage crediting program. These customers have three options:

- (1) Graduate PIPP Plus (Transition Installment Amount)
- (2) Budget payment amount
- (3) Electric service charges, as billed

Duke Energy: Duke gas and electric customers will automatically be transferred to the Graduate PIPP Plus (TIA).

126. What happens if a customer who is still eligible for PIPP Plus moves to a location where they are no longer responsible for their utility bill?

The customer may be eligible for Post PIPP Plus (See question 127).

127. What is Post PIPP Plus?

Post PIPP Plus gives customers a way to pay off any remaining utility debt through arrearage crediting. Post PIPP Plus is available only for former electric and Duke PIPP Plus customers who are no longer customers of the utility. Post PIPP Plus is only available in the 12 months immediately after a PIPP Plus account is closed.

128. How much does a PIPP Post Plus customer pay to the former utility company?

The customer enters into a payment plan to pay at least $1/60^{\text{th}}$ of the finalized account arrears for 12 months. For each payment made, the utility will credit $1/12^{\text{th}}$ of the customer's arrears.

For example: A customer whose total arrearage is \$2400 would be required to make a minimum payment of \$40 each month ($1/60^{\text{th}}$ payment equals $\$2400/60=\40). Arrearage credit adjustment on outstanding debt is \$200 ($1/12^{\text{th}}$ arrearage credit equals $\$2400/12=\200). At the end of 12 months, the outstanding debt will be credited.



APPENDIX A

DESCRIPTION OF ENERGY ASSISTANCE PROGRAMS

Regular HEAP

The Home Energy Assistance Program (HEAP) is a federally funded program administered by the Ohio Department of Development, Office of Community Service (OCS). It is designed to help eligible low-income Ohioans meet the high costs of home heating. HEAP provides a one-time energy assistance payment during the winter heating season as a credit applied to the household's energy bill.

The total household income of an applicant must be at or below 200% of the federal poverty guidelines. **See income guidelines question 3.**

Winter Crisis Program

A special component of the HEAP is the Winter Crisis Program (WCP). The WCP is administered by the local delegate agencies, which in most cases are the local community action agencies. The WCP provides assistance once per heating season to eligible households that are disconnected, threatened with disconnection, or have less than a ten day supply of bulk fuel. Those households serviced by a PUCO-regulated utility must sign up for a Commission ordered payment plan (PIPP Plus, 1/3, 1/6, 1/9, or budget plan) in order to receive emergency benefits. Bulk fuel users must certify in writing that they have less than a ten-day supply of bulk fuel in order to be eligible. WCP can also help pay for heating system repairs in certain cases.

Households whose gross income is at or below 200% of the federal poverty income guidelines are eligible for the Emergency Program. **See income guidelines question 3.**

Home Weatherization Assistance Program

Ohio's Home Weatherization Assistance Program (HWAP) is a federally funded low-income residential energy efficiency program. The HWAP program reduces low-income households' energy use, thus creating more affordable housing for those in most need. HWAP services may include attic, wall, and basement insulation; blower door guided air leakage reduction; heating system repairs or replacements; and health and safety testing and inspections. All measures are provided based on an on-site energy audit and cost effective guidelines developed using the National Energy Audit Tool (NEAT) energy audit software program. Individualized client education is an important component of the HWAP program.

Households at or below 150% of the federal poverty income guidelines or households participating in Home Energy Assistance Program, Temporary Assistance for Needy Families, or Supplemental Security Income qualify for this no cost program.



APPENDIX B

ENERGY ASSISTANCE GUIDELINES FOR THE DETERMINATION OF INCOME

Total household income is defined as the total annual income before taxes from all household members, except earned income of dependent minors under 18 years of age. Head of household and spouse may never be considered minors. Gross household income includes wages, interest, dividends, annuities, and pensions. Additional sources of countable income include, but are not limited to the following:

- Social Security Disability (SSDI)
- Supplemental Security Income (SSI)
- Social Security
- Railroad Pensions
- Retirement and/or Company Pensions
- Veteran's Pensions
- Veteran's Compensation
- Company Disability and Black Lung
- Strike Benefits
- Ohio Works First/Temporary Assistance for Needy Families/Disability Assistance
- Alimony/Spousal Support
- Unemployment Benefits
- Worker's Compensation
- Unearned income paid to or on behalf of minors
- Cash gifts
 - 1) *If financial assistance is given directly to the applicant and therefore can be spent at the applicant's discretion, that is a cash gift and is counted as income;*
 - 2) *If a third party provides financial assistance to an applicant by paying a creditor directly, i.e., sending a rent payment to a landlord on the applicant's behalf, that will not be counted as income.*
- Lump Sum Distributions (prorated when payment is designated for a set period of time)
- Active Military Base Pay
- Estate and Trust Settlements (excluding attorney fees)
- Capital Gains - (Example: proceeds from sale of property, home and stock)
- Utility Allowances (as discretionary income)
- Immigrant Relocation Allowance
- Adoption Assistance
- Child Support Received
- Garnished Wages

APPENDIX B

ENERGY ASSISTANCE GUIDELINES FOR THE DETERMINATION OF INCOME

The following types of income are **EXCLUDED**:

- Food Stamps/Cash Payment for food stamps
- Assets from bank withdrawals
- Tax refunds and rebates
- Handicapped Income-self-sufficiency programs (e.g., work expenses for the blind)
- Loans from individuals or institutions requiring repayment of either principal or principal and interest
- Funds/training stipends designated for specific purposes (i.e., educational grants for tuition and books)
- Work Allowances (i.e., Learning Earning And Parenting)
- Transportation allowances (i.e., Workforce Development Act (WIA))
- Title V Wages-Older Americans' Act
- Foster Grandparents program
- Medicare payments
- Stipend for foster care
- Agent Orange compensation/benefits
- Vista or other Americorp stipends
- Health Insurance Premiums (dental, vision and health insurance, supplemental health insurance)
- Prevention, Retention, Contingency (PRC) assistance to attempt to divert families from long term financial dependency.
- Title III Disaster Relief Emergency Assistance Program
- Documented Child Support Paid
- Military allowances for subsistence; housing, family separation, etc.

APPENDIX C

SMALL GAS COMPANIES PIPP

	Grandfathered PIPP (10% of monthly household income)	PIPP Plus 6% monthly household income	Will accept new Enrollees	Re-enroll on Grandfathered PIPP	Alternative Arrearage Credit Program
Arlington Natural Gas	Yes	No	No	No	No
Brainard Gas Company	Yes	No	No	No	No
Eastern Natural Gas	No	Yes	Yes	No	Yes
Glenwood Energy of Oxford*	No	Yes	Yes	No	Yes
Northeast Ohio Natural Company	No	Yes	Yes	No	Yes
Ohio Cumberland Gas	Yes	No	No	No	No
Ohio Gas Company	No	Yes	Yes	No	Yes
Ohio Valley Gas**	No	Yes	Yes	Yes	Yes
Orwell Natural Gas Company	Yes	No	No	No	No
Piedmont Gas Company	Yes	No	No	No	No
Pike Natural Gas	No	Yes	Yes	No	Yes
Sheldon Gas Company	Yes	No	No	No	No
Southeastern Natural Gas	No	Yes	Yes	No	Yes
Waterville Gas and Oil Company	Yes	No	No	No	No

APPENDIX D

DEFINITION OF TERMS

Anniversary Date -

Gas: The calendar date by which the PIPP Plus customer must be current on his/her installment payments to remain on the PIPP Plus program for the next year. The customer will have one billing cycle to make up any missed installment payments to remain on the program. Additionally, the customer's 1/24th credit will be recalculated at this time. The amount will not change if the customer has made on-time and in-full payments the previous 12 months. This date will be on the monthly utility bill.

Electric and Duke: The customer's 1/24th credit will be recalculated at this time. The amount will not change if the customer has made on-time and in-full payments the previous 12 months.

PIPP Plus Annual Verification Date - The calendar date at or about 12 months from the customer's most recent reverification date.

PIPP Plus Default - The amount the customer owes in missed monthly PIPP Plus installments. (E.g., customer's PIPP amount is \$50.00 per month and the customer has not paid for two months, the PIPP default is \$100.00). Also referred to as total PIPP Plus balance due.

PIPP Plus Arrears - The customer's arrearage as of the customer's PIPP Plus enrollment date. This amount will increase or decrease depending on the customer's future on-time payments. The customer is not obligated for the amount as long as he/she remains current on PIPP Plus. (E.g., customer owes the company \$850.00, prior to going on PIPP Plus, the customer makes his/her first PIPP Plus payment of \$50.00 the remaining \$800.00 is the PIPP Plus arrears).

Reverification Date - The actual date the PIPP Plus customer documented his/her household income and household size to continue participation in the PIPP Plus or Graduate PIPP Plus program. This date may change whenever the customer goes to the HEAP Provider for reverification. This could be more than once a year. This date will be on the customer's utility bill.

Total Account Balance - The full amount of the customer's bill, which includes all charges that the customer currently owes the company. If the customer remains current on PIPP Plus, at no time shall the total account balance become due. If the customer becomes ineligible for PIPP, due to a change in income or household size, he/she would then be eligible for the Graduate PIPP Plus program.

Total Balance Due - Utility companies may use this term interchangeably, as the total account balance or the total balance due to keep service on. (E.g., a customer's total balance could be \$5,000; however, the total balance due to keep service on could be \$200).

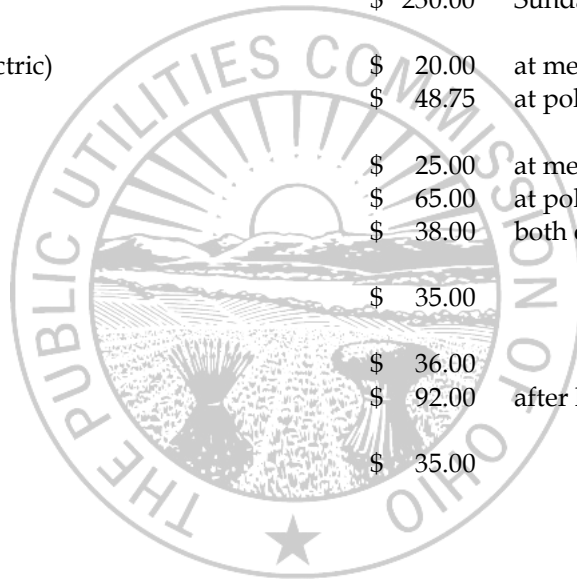
These definitions are to be used as a guide to help you understand the terms that are used interchangeably by utility companies when discussing account information. In all cases, please ask the company representative to explain the term that is being used to discuss the customer's account.



APPENDIX E

ELECTRIC COMPANIES RECONNECTION CHARGES (Subject to Change Upon Commission Approval)

Cleveland Electric Illuminating	\$ 35.00	at meter
Columbus Southern Power Company	\$ 11.30	at meter
	\$ 60.00	at pole
	\$ 80.00	after hours at meter
	\$ 180.00	after hours at pole
	\$ 105.00	Sundays at meter
	\$ 230.00	Sundays at pole
Dayton Power & Light (Electric)	\$ 20.00	at meter
	\$ 48.75	at pole
Duke Energy Ohio	\$ 25.00	at meter
	\$ 65.00	at pole
	\$ 38.00	both electric and gas
Ohio Edison	\$ 35.00	
Ohio Power	\$ 36.00	
	\$ 92.00	after hours
Toledo Edison	\$ 35.00	



APPENDIX F

GAS COMPANIES RECONNECTION CHARGES (Subject to Change Upon Commission Approval)

Arlington Gas	\$ 21.00	
Brainard Gas	\$ 25.00	
Columbia Gas	\$ 52.00	
Constitution Gas	\$ 0.00	
Dominion East Ohio Gas	\$ 33.00	
Duke Energy Ohio	\$ 17.00	due payment problems
	\$ 38.00	both gas and electric
	\$ 15.00	if paying personnel at premises
Eastern Natural Gas	\$ 30.00	
	\$ 35.00	after hours
Foraker Gas Company	\$ 25.00	
Gasco Distribution Systems Inc.	\$ 19.00	
	\$ 27.00	after hours
Glenwood Energy of Oxford	\$ 40.00	
Northeast Ohio Natural Gas	\$ 35.00	
Northern Industrial Energy Development, Inc.	\$ 25.00	
Ohio Cumberland Gas	\$ 20.00	
Ohio Gas Company	\$ 20.00	
	\$ 30.00	after hours
Ohio Valley Gas	\$ 50.00	
Orwell Natural Gas	\$ 30.00	
Paramount Natural Gas	\$ 19.00	
	\$ 27.00	after hours
Piedmont Gas Company	\$ 0.00	
Pike Natural Gas	\$ 30.00	
Sheldon Gas Co.	\$ 25.00	

APPENDIX F

GAS COMPANIES RECONNECTION CHARGES (Subject to Change Upon Commission Approval)

Southeastern Natural Gas	\$ 30.00
Suburban Natural Gas	\$ 20.00
Swickard Gas Co.	\$ 21.00
Vectren	\$ 60.00
Verona Natural Gas	\$ 25.00
Waterville Gas & Oil	\$ 50.00





**The Public Utilities Commission of Ohio
180 East Broad Street
Columbus, Ohio 43215-3793**

**Governor
Ted Strickland**

**Chairman
Alan R. Schriber**

**Commissioners
Paul A. Centolella
Valerie A. Lemmie
Steven D. Lesser
Cheryl Roberto**

ATTACHMENT C

ATTACHMENT D

Definitions

Actual Reading - A reading we take from your electric meter.

Bypassable Generation and Transmission Related Component -

Charges associated with the costs for purchased power and to deliver the power through the transmission system. These are the charges that a customer would avoid for that billing period if the customer switched to a Certified Retail Electric Service provider.

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Customer Charge - The fixed monthly charge for basic distribution which partially covers costs for billing, meter reading, equipment, and service line maintenance.

Distribution Related Component - A charge (including taxes) for moving electricity over electric distribution lines to your home or business. Formerly, Delivery Charge.

Due Date - The date the bill must be paid by to avoid a late payment charge.

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Late Payment Charge - A late charge added to the overdue amount if you do not pay your bill by the due date.

Price to Compare (PTC) - A certified retail electric service provider's price for generation and transmission must be lower than your price to compare for you to save money with that provider.

Residential Distribution Credit - A credit for customers billed on a qualifying rate (as of 4/30/09), applied to all usage over 500 kWh during the winter billing period.

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Write: The Illuminating Company, 76 S. Main St., A-RPC, Akron, OH 44308-1890

Call Customer Services: **1-800-589-3101**
(Monday - Friday, 8:00 a.m. - 6:00 p.m.)

Visit our Web site: www.firstenergycorp.com

You may be asked to provide:

Your phone number: 1-216-261-2146

Your account number: 11 00 46 5800 7 9

Your premise number: 1580009813

For Your Protection

All of our employees wear Photo I.D. badges.

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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.

Energy Assistance: Contact HEAP at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8:00 a.m. and 5:00 p.m.

ELECTRONIC CHECK CONVERSION - When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. Funds may be withdrawn from your account as soon as the same day we receive your payment and your check will not be returned from your financial institution. If you have questions about this program, or if you do not wish to participate, call 1-866-283-8081.

Our representatives can answer your questions, describe the charges on your bill, explain how to make sure your bill is correct, and provide information on rate schedules and energy efficiency. To learn more about The Illuminating Company's customer services, visit our Web site at www.firstenergycorp.com.

Messages

***** 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.

Best wishes for a joyous holiday season from all of us at The Illuminating Company.

Charges from The Illuminating Company this billing period

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

Call The Illuminating Company at 1-800-589-3101 with questions on these charges.

Basic Charges

Customer Number: 0800885662 1580009813 - Residential Service - CE-RSF

Customer Charge	4.00
Distribution Related Component	10.73
Transition Charge	0.48
Cost Recovery Charges	1.14
Bypassable Generation and Transmission Related Component	18.12

Total Charges **\$ 34.47**

Detail Payment and Adjustment Information

Date	Reference	Amount
Adjustments:		
11/20/10	Info Only: HS Obligation Credit	59.35
11/20/10	HS Deferred Arrears Adjustment	-59.35
Total Adjustments		-59.35
Total Payments and Adjustments		-\$59.35

Account Balance Information

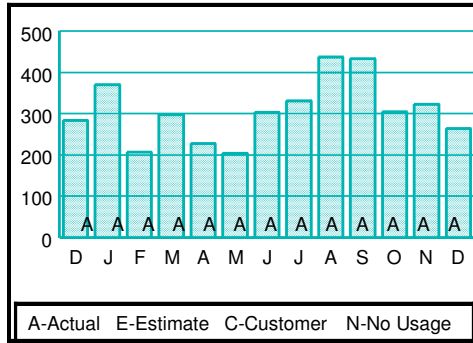
PIPP Plus Account Balance		Actual Account Balance	
Previous bill was	102.35	Previous bill was	78.06
Total payments/adjustments	-59.35	Total payments/adjustments	0.00
Balance at billing	43.00	On-time balance reduction	
Current charges	43.00	1/24th Arrearage Credit	0.00
PIPP Plus Account Balance	86.00	Current bill arrearage credit	0.00
		Balance at billing	78.06
		Current charges	34.47
		Actual Account Balance	112.53

Meter Reading Information**Residential Service**

Meter Number	692429
Present KWH Reading (Actual)	3,598
Previous KWH Reading (Actual)	3,334
Kilowatt Hours Used	264

Usage Information

Usage Comparison



Historical Usage Information

Dec 09	283	Jun 10	303
Jan 10	370	Jul 10	331
Feb 10	207	Aug 10	437
Mar 10	297	Sep 10	433
Apr 10	228	Oct 10	304
May 10	204	Nov 10	323
		Dec 10	264

	Dec 09	Dec 10
Average Daily Use (KWH)	10	9
Average Daily Temperature	47	43
Days in Billing Period	29	29
Last 12 Months Use (KWH)		3,701
Average Monthly Use (KWH)		308

Definitions

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Your premise number: 1580009813

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Messages

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

Your electric bill payment is past due. Your service may be disconnected unless payment of \$ 86.00 is made by 01/19/2011. 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 The Illuminating Company's standard-offer generation service. The amount due does not include charges for nontariffed products or services but may include charges for competitive retail electric service. Failure to pay charges for other nontariffed products or services may result in loss of those products or services. This provision is applicable only on accounts issued a consolidated bill for electric service. The due date on this notice does not change the due date of any previous notice sent to you for a past due amount. If you have questions, or if you want a list of our authorized payment agent locations, please call us at 1-800-686-9901. You may also call this number for information about our medical certification program if the disconnection of service would be especially dangerous to the health of a permanent resident.

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

Charges from The Illuminating Company this billing period



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Basic Charges

Customer Number: 0800885662 1580009813 - Residential Service - CE-RSF

Customer Charge	4.00
Distribution Related Component	16.35
Transition Charge	1.22
Cost Recovery Charges	1.42
Bypassable Generation and Transmission Related Component	26.14
Total Charges	\$ 49.13

Account Balance Information

PIPP Plus Account Balance		Actual Account Balance	
Previous bill was	86.00	Previous bill was	112.53
Total payments/adjustments	0.00	Total payments/adjustments	0.00
Balance at billing	86.00	On-time balance reduction	
Current charges	43.00	1/24th Arrearage Credit	0.00
PIPP Plus Account Balance	129.00	Current bill arrearage credit	0.00
		Balance at billing	112.53
		Current charges	49.13
		Actual Account Balance	161.66

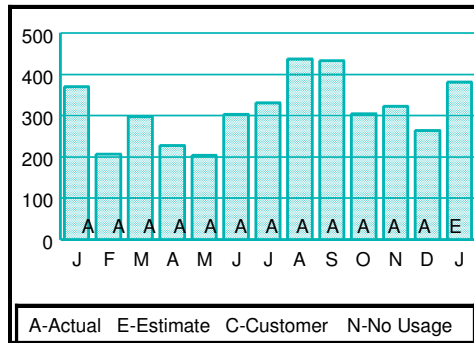
Meter Reading Information

Residential Service

Meter Number	692429
Present KWH Reading (Estimate)	3,979
Previous KWH Reading (Actual)	3,598
Kilowatt Hours Used	381

Usage Information

Usage Comparison



Historical Usage Information

Jan 10	370	Jul 10	331
Feb 10	207	Aug 10	437
Mar 10	297	Sep 10	433
Apr 10	228	Oct 10	304
May 10	204	Nov 10	323
Jun 10	303	Dec 10	264
		Jan 11	381

	Jan 10	Jan 11
Average Daily Use (KWH)	11	11
Average Daily Temperature	29	26
Days in Billing Period	33	34
Last 12 Months Use (KWH)		3,712
Average Monthly Use (KWH)		309

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Messages

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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.

The Illuminating Company 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 The Illuminating Company this billing period



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

Call The Illuminating Company at 1-800-589-3101 with questions on these charges.

Basic Charges

Customer Number: 0800885662 1580009813 - Residential Service - CE-RSF

Customer Charge	4.00
Distribution Related Component	7.55
Cost Recovery Charges	-0.14
Bypassable Generation and Transmission Related Component	11.22
Total Charges	\$ 22.63

Account Balance Information

PIPP Plus Account Balance		Actual Account Balance	
Previous bill was	129.00	Previous bill was	161.66
Total payments/adjustments	0.00	Total payments/adjustments	0.00
Balance at billing	129.00	On-time balance reduction	
Current charges	43.00	1/24th Arrearage Credit	0.00
PIPP Plus Account Balance	172.00	Current bill arrearage credit	0.00
		Balance at billing	161.66
		Current charges	22.63
		Actual Account Balance	184.29

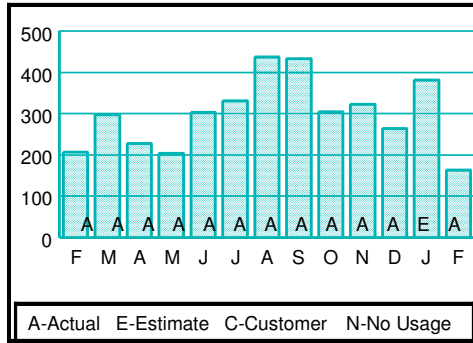
Meter Reading Information

Residential Service

Meter Number	692429
Present KWH Reading (Actual)	4,143
Previous KWH Reading (Estimate)	3,979
Kilowatt Hours Used	164

Usage Information

Usage Comparison



Historical Usage Information

Feb 10	207	Aug 10	437
Mar 10	297	Sep 10	433
Apr 10	228	Oct 10	304
May 10	204	Nov 10	323
Jun 10	303	Dec 10	264
Jul 10	331	Jan 11	381
		Feb 11	164

	Feb 10	Feb 11
Average Daily Use (KWH)	7	6
Average Daily Temperature	28	22
Days in Billing Period	28	28
Last 12 Months Use (KWH)		3,669
Average Monthly Use (KWH)		306



April 05, 2011

Account Number: 11 00 46 5800 7 9

Page 1 of 3
107



Bill for: GWENDOLYN C TANDY
1439 SULZER AVE DUP
EUCLID OH 44132

Billing Period: Mar 04 to Apr 04, 2011 for 32 days
Next Reading Date: On or about May 03, 2011
Bill Based On: Actual Meter Reading
Percentage of Income Payment Plan Plus (PIPP Plus)
Residential Service

PIPP Plus Account Summary		Amount Due
Your previous bill was	-12.29	-12.29
Total payments/adjustments	0.00	
Balance at billing on April 05, 2011	-12.29	
Current Basic Charges		
PIPP Plus Amount		43.00
Total Due by Apr 19, 2011 - Please pay this amount		\$30.71

You are legally responsible for a \$26.89 actual account balance.

If you pay your PIPP Plus payment on-time and in-full this month, you will receive a credit of \$0.51 applied to your account balance.

General Information			
	Bill issued by:		Customer Service 1-800-589-3101
	The Illuminating Company		24-Hour Emergency/Outage Reporting 1-888-544-4877
	PO Box 3638		Payment Options 1-800-686-9901
	Akron OH 44309-3638		visit us on-line at www.firstenergycorp.com

See other pages for additional information and telephone numbers



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

Account Number: 110046580079

Amount Paid	
Please Pay	\$30.71
Due By	April 19, 2011

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH
44132-2725

THE ILLUMINATING COMPANY
PO BOX 3638
AKRON OH 44309-3638

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Our representatives can answer your questions, describe the charges on your bill, explain how to make sure your bill is correct, and provide information on rate schedules and energy efficiency. To learn more about The Illuminating Company's customer services, visit our Web site at www.firstenergycorp.com.

Messages

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 The Illuminating Company this billing period

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

Call The Illuminating Company at 1-800-589-3101 with questions on these charges.

Basic Charges

Customer Number: 0800885662 1580009813 - Residential Service - CE-RSF

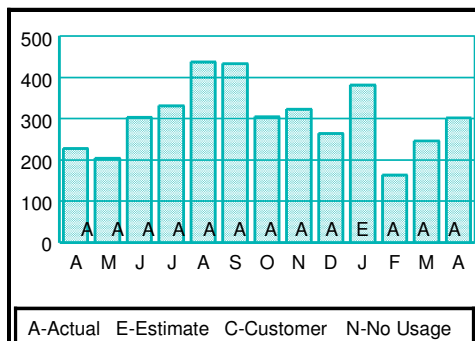
Customer Charge	4.00
Distribution Related Component	14.68
Cost Recovery Charges	-0.16
Bypassable Generation and Transmission Related Component	20.66
Total Charges	\$ 39.18

Account Balance Information

PIPP Plus Account Balance		Actual Account Balance	
Previous bill was	-12.29	Previous bill was	-12.11
Total payments/adjustments	0.00	Total payments/adjustments	0.00
Balance at billing	-12.29	On-time balance reduction	
Current charges	43.00	1/24th Arrearage Credit	-0.18
PIPP Plus Account Balance	30.71	Current bill arrearage credit	0.00
		Balance at billing	-12.29
		Current charges	39.18
		Actual Account Balance	26.89

Meter Reading Information**Residential Service**

Meter Number	692429
Present KWH Reading (Actual)	4,691
Previous KWH Reading (Actual)	4,389
Kilowatt Hours Used	302

Usage Information**Usage Comparison****Historical Usage Information**

Apr 10	228	Oct 10	304
May 10	204	Nov 10	323
Jun 10	303	Dec 10	264
Jul 10	331	Jan 11	381
Aug 10	437	Feb 11	164
Sep 10	433	Mar 11	246
		Apr 11	302

	Apr 10	Apr 11
Average Daily Use (KWH)	7	9
Average Daily Temperature	48	37
Days in Billing Period	31	32
Last 12 Months Use (KWH)		3,692
Average Monthly Use (KWH)		308



May 05, 2011

Account Number: 11 00 46 5800 7 9

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107



Bill for: GWENDOLYN C TANDY
1439 SULZER AVE DUP
EUCLID OH 44132

Billing Period: Apr 05 to May 04, 2011 for 30 days
Next Reading Date: On or about Jun 02, 2011
Bill Based On: Estimated Meter Reading
Percentage of Income Payment Plan Plus (PIPP Plus)
Residential Service

PIPP Plus Account Summary		Amount Due
Your previous bill was	30.71	-12.29
Total payments/adjustments	-43.00	
Balance at billing on May 05, 2011	-12.29	
Current Basic Charges		
PIPP Plus Amount		43.00
Total Due by May 19, 2011 - Please pay this amount		\$30.71

You are legally responsible for a \$13.09 actual account balance.

If you pay your PIPP Plus payment on-time and in-full this month, you will receive a credit of \$0.51 applied to your account balance.

General Information			
	Bill issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638		Customer Service 1-800-589-3101
			24-Hour Emergency/Outage Reporting 1-888-544-4877
			Payment Options 1-800-686-9901
			visit us on-line at www.firstenergycorp.com

See other pages for additional information and telephone numbers



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

Account Number: 110046580079

Amount Paid	
Please Pay	\$30.71
Due By	May 19, 2011

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH
44132-2725

THE ILLUMINATING COMPANY
PO BOX 3638
AKRON OH 44309-3638

0411004658007900000000000000000000000000000043000000030713

Definitions

Actual Reading - A reading we take from your electric meter.

Bypassable Generation and Transmission Related Component -

Charges associated with the costs for purchased power and to deliver the power through the transmission system. These are the charges that a customer would avoid for that billing period if the customer switched to a Certified Retail Electric Service provider.

Cost Recovery Charges - Charges paid by all customers to recover previously incurred costs.

Customer Charge - The fixed monthly charge for basic distribution which partially covers costs for billing, meter reading, equipment, and service line maintenance.

Distribution Related Component - A charge (including taxes) for moving electricity over electric distribution lines to your home or business. Formerly, Delivery Charge.

Due Date - The date the bill must be paid by to avoid a late payment charge.

Economic Development Component - Charges paid by all customers to recover costs related to economic development support.

Estimated Reading - On the months we do not read your meter, we calculate your bill based on your past electrical use. If you

would like to read your own meter to avoid estimated bills, call us for meter reading cards or access our Web site listed below.

Kilowatt (KW) - 1,000 watts of electricity.

Kilowatt-hour (kWh) - The unit of measure for the electricity you use over time. For example, you use one kilowatt-hour of electricity to light a 100-watt light bulb for ten hours.

Late Payment Charge - A late charge added to the overdue amount if you do not pay your bill by the due date.

Price to Compare (PTC) - A certified retail electric service provider's price for generation and transmission must be lower than your price to compare for you to save money with that provider.

Residential Distribution Credit - A credit for customers billed on a qualifying rate (as of 4/30/09), applied to all usage over 500 kWh during the winter billing period.

Residential Generation Credit - A credit for customers billed on a qualifying rate (as of 4/30/09), applied to all billing period usage during the winter billing period.

Transition Charge - This charge provides for the recovery of a portion of the investment made in the electric system prior to deregulation and costs incurred related to the transition to full electric generation competition.

Important Information**Questions or Complaints**

To receive information about your **Illuminating Company** bill, various charges, rate schedules or for a written explanation of the Price to Compare:

Write: The Illuminating Company, 76 S. Main St., A-RPC, Akron, OH 44308-1890

Call Customer Services: **1-800-589-3101**
(Monday - Friday, 8:00 a.m. - 6:00 p.m.)

Visit our Web site: www.firstenergycorp.com

You may be asked to provide:

Your phone number: 1-216-261-2146

Your account number: 11 00 46 5800 7 9

Your premise number: 1580009813

We welcome the opportunity to work with you and will try to answer your questions. If your complaint is not resolved after you have called your electric supplier and/or The Illuminating Company, or for general utility information, residential and business customers may call the Public Utilities Commission of Ohio 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.

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.

For Your Protection

All of our employees wear Photo I.D. badges.

Always ask for an employee's I.D. before letting anyone in your home. If you are still not sure, please call.

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Messages

For your safety, if your service has been disconnected, do not attempt to reconnect it. While this is illegal and could result in prosecution, removing a meter base or touching any of the wires can also cause death or serious injury through arcs of electricity, explosions or fire. Meters are only to be accessed by authorized utility personnel.

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.

An important message to dog owners - to ensure that our meter readers' visits to your home are safe and productive, please keep your dog secured in an area away from the path to your meter.

All of our employees wear photo I.D. badges. Always ask for an employee's I.D. before letting anyone in your home. If you are still not sure, please call the company.

Charges from The Illuminating Company this billing period



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

Call The Illuminating Company at 1-800-589-3101 with questions on these charges.

Basic Charges

Customer Number: 0800885662 1580009813 - Residential Service - CE-RSF

Customer Charge	4.00
Distribution Related Component	10.16
Cost Recovery Charges	0.32
Bypassable Generation and Transmission Related Component	14.72

Total Charges \$ 29.20

Detail Payment and Adjustment Information

Date	Reference	Amount
Payments:		
05/04/11		-43.00
Total Payments		<u>-43.00</u>
Total Payments and Adjustments		-43.00

Account Balance Information

PIPP Plus Account Balance		Actual Account Balance	
Previous bill was	30.71	Previous bill was	26.89
Total payments/adjustments	-43.00	Total payments/adjustments	-43.00
Balance at billing	-12.29	On-time balance reduction	
Current charges	43.00	1/24th Arrearage Credit	0.00
PIPP Plus Account Balance	30.71	Current bill arrearage credit	0.00
		Balance at billing	-16.11
		Current charges	29.20
		Actual Account Balance	13.09

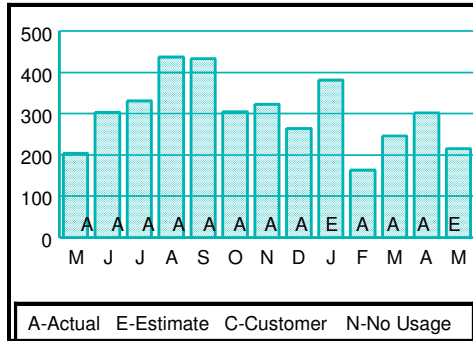
Meter Reading Information

Residential Service

Meter Number	692429
Present KWH Reading (Estimate)	4,906
Previous KWH Reading (Actual)	4,691
Kilowatt Hours Used	215

Usage Information

Usage Comparison



Historical Usage Information

May 10	204	Nov 10	323
Jun 10	303	Dec 10	264
Jul 10	331	Jan 11	381
Aug 10	437	Feb 11	164
Sep 10	433	Mar 11	246
Oct 10	304	Apr 11	302
		May 11	215

	May 10	May 11
Average Daily Use (KWH)	7	7
Average Daily Temperature	56	51
Days in Billing Period	28	30
Last 12 Months Use (KWH)		3,703
Average Monthly Use (KWH)		309

Definitions

Actual Reading - A reading we take from your electric meter.

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Late Payment Charge - A late charge added to the overdue amount if you do not pay your bill by the due date.

Price to Compare (PTC) - A certified retail electric service provider's price for generation and transmission must be lower than your price to compare for you to save money with that provider.

Residential Distribution Credit - A credit for customers billed on a qualifying rate (as of 4/30/09), applied to all usage over 500 kWh during the winter billing period.

Residential Generation Credit - A credit for customers billed on a qualifying rate (as of 4/30/09), applied to all billing period usage during the winter billing period.

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(Monday - Friday, 8:00 a.m. - 6:00 p.m.)

Visit our Web site: www.firstenergycorp.com

You may be asked to provide:

Your phone number: 1-216-261-2146

Your account number: 11 00 46 5800 7 9

Your premise number: 1580009813

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We welcome the opportunity to work with you and will try to answer your questions. If your complaint is not resolved after you have called your electric supplier and/or The Illuminating Company, or for general utility information, residential and business customers may call the Public Utilities Commission of Ohio 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.

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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.

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. 09-1947-EL-POR approved a DSE2 charge of 0.2070 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 \$1.55 per month.

Charges from The Illuminating Company this billing period



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

Call The Illuminating Company at 1-800-589-3101 with questions on these charges.

Basic Charges

Customer Number: 0800885662 1580009813 - Residential Service - CE-RSF

Customer Charge	4.00
Distribution Related Component	15.41
Cost Recovery Charges	0.60
Bypassable Generation and Transmission Related Component	21.63
Total Charges	\$ 41.64

Account Balance Information

PIPP Plus Account Balance		Actual Account Balance	
Previous bill was	30.71	Previous bill was	13.09
Total payments/adjustments	0.00	Total payments/adjustments	0.00
Balance at billing	30.71	On-time balance reduction	
Current charges	43.00	1/24th Arrearage Credit	0.00
PIPP Plus Account Balance	73.71	Current bill arrearage credit	0.00
		Balance at billing	13.09
		Current charges	41.64
		Actual Account Balance	54.73

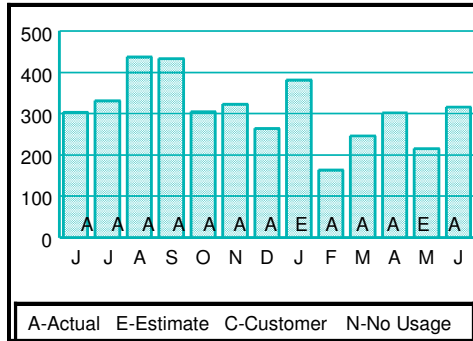
Meter Reading Information

Residential Service

Meter Number	692429
Present KWH Reading (Actual)	5,221
Previous KWH Reading (Estimate)	4,906
Kilowatt Hours Used	315

Usage Information

Usage Comparison



Historical Usage Information

Jun 10	303	Dec 10	264
Jul 10	331	Jan 11	381
Aug 10	437	Feb 11	164
Sep 10	433	Mar 11	246
Oct 10	304	Apr 11	302
Nov 10	323	May 11	215
		Jun 11	315

	Jun 10	Jun 11
Average Daily Use (KWH)	10	11
Average Daily Temperature	65	63
Days in Billing Period	31	30
Last 12 Months Use (KWH)		3,715
Average Monthly Use (KWH)		310

Definitions

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Your account number: 11 00 46 5800 7 9

Your premise number: 1580009813

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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.

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.

In case number 10-388-EL-SSO, the Public Utilities Commission approved the company's Electric Security Plan (ESP). Effective June 1, 2011, customers taking generation service from the company will begin to receive new prices for generation and market-based transmission, which were determined through a competitive bid process that procured generation from 6/1/11 to 5/31/14. A discount off this generation price has been applied to PIPP Plus customers. Other pricing changes approved in the company's ESP, include charges associated with Non-Market-Based Services, Economic Development and Generation Cost Reconciliation. As a result of these changes, a residential customer taking generation service from the utility using 750 kWh a month should see a decrease of approximately \$5.40 per month beginning June 1, 2011.

As a result of the move to PJM Interconnection (a regional transmission organization), effective June 1, 2011, the supplier tariff has been revised to reflect any changes in law and regulations. For a copy of the affected tariffs, please visit the company website or call the customer service number listed on the bill.

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.

Charges from The Illuminating Company this billing period

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

Call The Illuminating Company at 1-800-589-3101 with questions on these charges.

Basic Charges

Customer Number: 0800885662 1580009813 - Residential Service - CE-RSF

Customer Charge	4.00
Distribution Related Component	14.01
Cost Recovery Charges	1.73
Bypassable Generation and Transmission Related Component	23.28

Total Charges	\$ 43.02
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Detail Payment and Adjustment Information

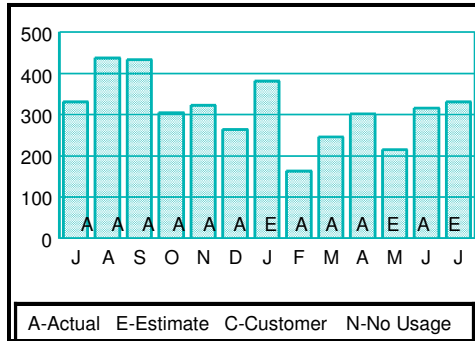
Date	Reference	Amount
Payments:		
06/08/11		-43.00
Total Payments		-43.00
Total Payments and Adjustments		-\$43.00

Account Balance Information

PIPP Plus Account Balance		Actual Account Balance	
Previous bill was	73.71	Previous bill was	54.73
Total payments/adjustments	-43.00	Total payments/adjustments	-43.00
Balance at billing	30.71	On-time balance reduction	
Current charges	43.00	1/24th Arrearage Credit	0.00
PIPP Plus Account Balance	73.71	Current bill arrearage credit	0.00
		Balance at billing	11.73
		Current charges	43.02
		Actual Account Balance	54.75

Meter Reading Information**Residential Service**

Meter Number	692429
Present KWH Reading (Estimate)	5,552
Previous KWH Reading (Actual)	5,221
Kilowatt Hours Used	331

Usage Information**Usage Comparison****Historical Usage Information**

Jul 10	331	Jan 11	381
Aug 10	437	Feb 11	164
Sep 10	433	Mar 11	246
Oct 10	304	Apr 11	302
Nov 10	323	May 11	215
Dec 10	264	Jun 11	315
		Jul 11	331

	Jul 10	Jul 11
Average Daily Use (KWH)	12	12
Average Daily Temperature	72	70
Days in Billing Period	28	28
Last 12 Months Use (KWH)		3,715
Average Monthly Use (KWH)		310

Definitions

Actual Reading - A reading we take from your electric meter.

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Charges associated with the costs for purchased power and to deliver the power through the transmission system. These are the charges that a customer would avoid for that billing period if the customer switched to a Certified Retail Electric Service provider.

Cost Recovery Charges - Charges paid by all customers to recover previously incurred costs.

Customer Charge - The fixed monthly charge for basic distribution which partially covers costs for billing, meter reading, equipment, and service line maintenance.

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Kilowatt-hour (kWh) - The unit of measure for the electricity you use over time. For example, you use one kilowatt-hour of electricity to light a 100-watt light bulb for ten hours.

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Visit our Web site: www.firstenergycorp.com

You may be asked to provide:

Your phone number: 1-216-261-2146

Your account number: 11 00 46 5800 7 9

Your premise number: 1580009813

We welcome the opportunity to work with you and will try to answer your questions. If your complaint is not resolved after you have called your electric supplier and/or The Illuminating Company, or for general utility information, residential and business customers may call the Public Utilities Commission of Ohio 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.

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.

Energy Assistance: Contact HEAP at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8:00 a.m. and 5:00 p.m.

For Your Protection

All of our employees wear Photo I.D. badges.

Always ask for an employee's I.D. before letting anyone in your home. If you are still not sure, please call.

ELECTRONIC CHECK CONVERSION - When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. Funds may be withdrawn from your account as soon as the same day we receive your payment and your check will not be returned from your financial institution. If you have questions about this program, or if you do not wish to participate, call 1-866-283-8081.

Our representatives can answer your questions, describe the charges on your bill, explain how to make sure your bill is correct, and provide information on rate schedules and energy efficiency. To learn more about The Illuminating Company's customer services, visit our Web site at www.firstenergycorp.com.

Messages

***** 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.

There's still time to get your central air conditioning system running at peak performance this summer! Schedule a tune up and receive a \$25 rebate or purchase a new high-efficiency system and receive up to \$600 as part of the HVAC Program.

Charges from The Illuminating Company this billing period



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

Call The Illuminating Company at 1-800-589-3101 with questions on these charges.

Basic Charges

Customer Number: 0800885662 1580009813 - Residential Service - CE-RSF

Customer Charge	4.00
Distribution Related Component	11.09
Cost Recovery Charges	1.07
Bypassable Generation and Transmission Related Component	18.18
Total Charges	\$ 34.34

Account Balance Information

PIPP Plus Account Balance		Actual Account Balance	
Previous bill was	73.71	Previous bill was	54.75
Total payments/adjustments	0.00	Total payments/adjustments	0.00
Balance at billing	73.71	On-time balance reduction	
Current charges	43.00	1/24th Arrearage Credit	0.00
PIPP Plus Account Balance	116.71	Current bill arrearage credit	0.00
		Balance at billing	54.75
		Current charges	34.34
		Actual Account Balance	89.09

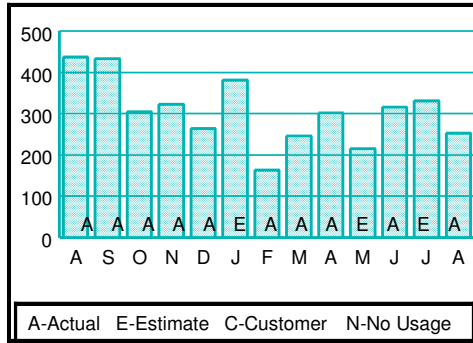
Meter Reading Information

Residential Service

Meter Number	692429
Present KWH Reading (Actual)	5,805
Previous KWH Reading (Estimate)	5,552
Kilowatt Hours Used	253

Usage Information

Usage Comparison



Historical Usage Information

Aug 10	437	Feb 11	164
Sep 10	433	Mar 11	246
Oct 10	304	Apr 11	302
Nov 10	323	May 11	215
Dec 10	264	Jun 11	315
Jan 11	381	Jul 11	331
		Aug 11	253

	Aug 10	Aug 11
Average Daily Use (KWH)	13	8
Average Daily Temperature	76	77
Days in Billing Period	33	32
Last 12 Months Use (KWH)		3,531
Average Monthly Use (KWH)		294

Definitions

Actual Reading - A reading we take from your electric meter.

Bypassable Generation and Transmission Related Component -

Charges associated with the costs for purchased power and to deliver the power through the transmission system. These are the charges that a customer would avoid for that billing period if the customer switched to a Certified Retail Electric Service provider.

Cost Recovery Charges - Charges paid by all customers to recover previously incurred costs.

Customer Charge - The fixed monthly charge for basic distribution which partially covers costs for billing, meter reading, equipment, and service line maintenance.

Distribution Related Component - A charge (including taxes) for moving electricity over electric distribution lines to your home or business. Formerly, Delivery Charge.

Due Date - The date the bill must be paid by to avoid a late payment charge.

Economic Development Component - Charges paid by all customers to recover costs related to economic development support.

Estimated Reading - On the months we do not read your meter, we calculate your bill based on your past electrical use. If you

would like to read your own meter to avoid estimated bills, call us for meter reading cards or access our Web site listed below.

Kilowatt (KW) - 1,000 watts of electricity.

Kilowatt-hour (kWh) - The unit of measure for the electricity you use over time. For example, you use one kilowatt-hour of electricity to light a 100-watt light bulb for ten hours.

Late Payment Charge - A late charge added to the overdue amount if you do not pay your bill by the due date.

Price to Compare (PTC) - A certified retail electric service provider's price for generation and transmission must be lower than your price to compare for you to save money with that provider.

Residential Distribution Credit - A credit for customers billed on a qualifying rate (as of 4/30/09), applied to all usage over 500 kWh during the winter billing period.

Residential Generation Credit - A credit for customers billed on a qualifying rate (as of 4/30/09), applied to all billing period usage during the winter billing period.

Transition Charge - This charge provides for the recovery of a portion of the investment made in the electric system prior to deregulation and costs incurred related to the transition to full electric generation competition.

Important Information**Questions or Complaints**

To receive information about your **Illuminating Company** bill, various charges, rate schedules or for a written explanation of the Price to Compare:

Write: The Illuminating Company, 76 S. Main St., A-RPC, Akron, OH 44308-1890

Call Customer Services: **1-800-589-3101**
(Monday - Friday, 8:00 a.m. - 6:00 p.m.)

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Your account number: 11 00 46 5800 7 9

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ELECTRONIC CHECK CONVERSION - When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. Funds may be withdrawn from your account as soon as the same day we receive your payment and your check will not be returned from your financial institution. If you have questions about this program, or if you do not wish to participate, call 1-866-283-8081.

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Charges from The Illuminating Company this billing period

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

Call The Illuminating Company at 1-800-589-3101 with questions on these charges.

Basic Charges

Customer Number: 0800885662 1580009813 - Residential Service - CE-RSF

Customer Charge	4.00
Distribution Related Component	18.31
Cost Recovery Charges	1.80
Bypassable Generation and Transmission Related Component	30.10
Total Charges	\$ 54.21

Account Balance Information**PIPP Plus Account Balance**

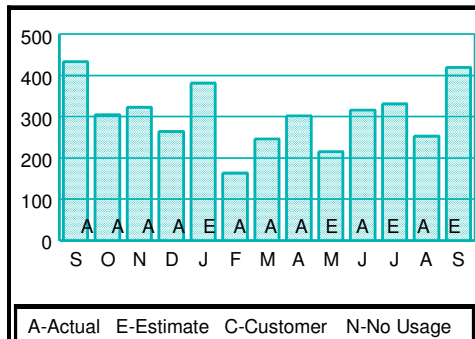
Previous bill was	116.71
Total payments/adjustments	0.00
Balance at billing	116.71
Current charges	43.00
PIPP Plus Account Balance	159.71

Actual Account Balance

Previous bill was	89.09
Total payments/adjustments	0.00
On-time balance reduction	
1/24th Arrearage Credit	0.00
Current bill arrearage credit	0.00
Balance at billing	89.09
Current charges	54.21
Actual Account Balance	143.30

Meter Reading Information**Residential Service**

Meter Number	692429
Present KWH Reading (Estimate)	6,224
Previous KWH Reading (Actual)	5,805
Kilowatt Hours Used	419

Usage Information**Usage Comparison****Historical Usage Information**

Sep 10	433	Mar 11	246
Oct 10	304	Apr 11	302
Nov 10	323	May 11	215
Dec 10	264	Jun 11	315
Jan 11	381	Jul 11	331
Feb 11	164	Aug 11	253
		Sep 11	419

	Aug 10	Aug 11
Average Daily Use (KWH)	14	14
Average Daily Temperature	75	71
Days in Billing Period	30	29
Last 12 Months Use (KWH)		3,517
Average Monthly Use (KWH)		293

Definitions**Bypassable Generation and Transmission Related Component -**

Charges associated with the costs for purchased power and to deliver the power through the transmission system. These are the charges that a customer would avoid for that billing period if the customer switched to a Certified Retail Electric Service provider.

Cost Recovery Charges - Charges paid by all customers to recover previously incurred costs.

Customer Charge - The fixed monthly charge for basic distribution which partially covers costs for billing, meter reading, equipment, and service line maintenance.

Distribution Related Component - A charge (including taxes) for moving electricity over electric distribution lines to your home or business. Formerly, Delivery Charge.

Economic Development Component - Charges paid by all customers to recover costs related to economic development support.

Estimated Reading - On the months we do not read your meter, we calculate your bill based on your past electrical use. If you would like to read your own meter to avoid estimated bills, call us for meter reading cards or access our Web site listed below.

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Kilowatt-hour (kWh) - The unit of measure for the electricity you use over time. For example, you use one kilowatt-hour of electricity to light a 100-watt light bulb for ten hours.

Late Payment Charge - A late charge added to the overdue amount if you do not pay your bill by the due date.

Price to Compare (PTC) - A certified retail electric service provider's price for generation and transmission must be lower than your price to compare for you to save money with that provider.

Residential Distribution Credit - A distribution credit for a qualifying rate applied to all usage over 500 kWh during the winter billing period.

Residential Generation Credit - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

Residential Non-Standard Credit - A generation credit for a qualifying rate applied to all usage over 500 kWh during the winter billing period.

Transition Charge - This charge provides for the recovery of a portion of the investment made in the electric system prior to deregulation and costs incurred related to the transition to full electric generation competition.

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Our representatives can answer your questions, describe the charges on your bill, explain how to make sure your bill is correct, and provide information on rate schedules and energy efficiency. To learn more about The Illuminating Company's customer services, visit our Web site at www.firstenergycorp.com.

Messages

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

Your electric bill payment is past due. Your service may be disconnected unless payment of \$ 100.30 is made by 10/19/2011. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 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 The Illuminating Company's standard-offer generation service. The amount due does not include charges for nontariffed products or services but may include charges for competitive retail electric service. Failure to pay charges for other nontariffed products or services may result in loss of those products or services. This provision is applicable only on accounts issued a consolidated bill for electric service. The due date on this notice does not change the due date of any previous notice sent to you for a past due amount. If you have questions, or if you want a list of our authorized payment agent locations, please call us at 1-800-686-9901. You may also call this number for information about our medical certification program if the disconnection of service would be especially dangerous to the health of a permanent resident.

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.

Effective September 2011, a Residential Electric Heating Recovery Rider (RER) was applied to your bill. The RER is designed to recover the costs associated with providing rate credits to certain electric heating customers, including the Residential Generation Credit (RGC). This rider, which is initially set at approximately one-half of a cent per kWh, was approved by the Public Utilities Commission of Ohio in August 2011, and will be included in the "Cost Recovery Charges" line item on your bill. As a result of lower generation rates going into effect for the winter period, for a residential customer using 750 kWh per month bills will decrease by \$2.82, or three percent, even after the addition of the RER.

Charges from The Illuminating Company this billing period



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

Call The Illuminating Company at 1-800-589-3101 with questions on these charges.

Basic Charges

Customer Number: 0800885662 1580009813 - Residential Service - CE-RSF

Customer Charge	4.00
Distribution Related Component	0.39
Cost Recovery Charges	0.07
Bypassable Generation and Transmission Related Component	0.38

Total Charges	\$ 4.84
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Detail Payment and Adjustment Information

Date	Reference	Amount
Payments:		
09/19/11		-43.00
Total Payments		-43.00
Total Payments and Adjustments		-\$43.00

Account Balance Information

PIPP Plus Account Balance		Actual Account Balance	
Previous bill was	159.71	Previous bill was	143.30
Total payments/adjustments	-43.00	Total payments/adjustments	-43.00
Balance at billing	116.71	On-time balance reduction	
Current charges	43.00	1/24th Arrearage Credit	0.00
PIPP Plus Account Balance	159.71	Current bill arrearage credit	0.00
		Balance at billing	100.30
		Current charges	4.84
		Actual Account Balance	105.14

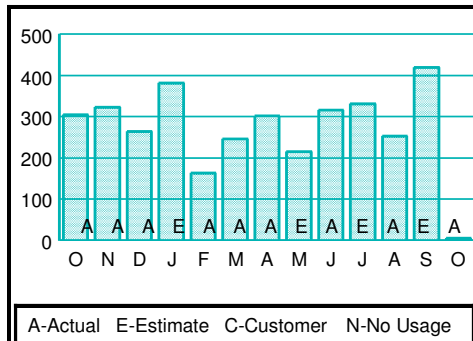
Meter Reading Information

Residential Service

Meter Number	692429
Present KWH Reading (Actual)	6,230
Previous KWH Reading (Estimate)	6,224
Kilowatt Hours Used	6

Usage Information

Usage Comparison



Historical Usage Information

Oct 10	304	Apr 11	302
Nov 10	323	May 11	215
Dec 10	264	Jun 11	315
Jan 11	381	Jul 11	331
Feb 11	164	Aug 11	253
Mar 11	246	Sep 11	419
		Oct 11	6

	Sep 10	Sep 11
Average Daily Use (KWH)	10	0
Average Daily Temperature	65	65
Days in Billing Period	29	30
Last 12 Months Use (KWH)		3,219
Average Monthly Use (KWH)		268



November 02, 2011

Account Number: 11 00 46 5800 7 9

Page 1 of 4
107

Bill for: GWENDOLYN C TANDY
1439 SULZER AVE DUP
EUCLID OH 44132

Billing Period: Oct 01 to Nov 01, 2011 for 32 days
Next Reading Date: On or about Nov 30, 2011
Bill Based On: Actual Meter Reading
Percentage of Income Payment Plan Plus (PIPP Plus)
Residential Service



PIPP Plus Account Summary		Amount Due
Your previous bill was	159.71	159.71
Total payments/adjustments	0.00	
Balance at billing on November 02, 2011	159.71	
Current Basic Charges		
PIPP Plus Amount		43.00
Total Due by Nov 16, 2011 - Please pay this amount		\$202.71

You are legally responsible for a \$164.51 actual account balance.

Please remember, you must reverify your income by February 02, 2012 to remain on PIPP Plus.

If you pay your PIPP Plus payment on-time and in-full this month, you will receive a credit of \$16.88 applied to your account balance.

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

General Information			
	Bill issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638		Customer Service 1-800-589-3101
			24-Hour Emergency/Outage Reporting 1-888-544-4877
			Payment Options 1-800-686-9901
			visit us on-line at www.firstenergycorp.com

See other pages for additional information and telephone numbers



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

Account Number: 110046580079

Amount Paid	
Please Pay	\$202.71
Due By	November 16, 2011

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH
44132-2725

THE ILLUMINATING COMPANY
PO BOX 3638
AKRON OH 44309-3638

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Definitions**Bypassable Generation and Transmission Related Component -**

Charges associated with the costs for purchased power and to deliver the power through the transmission system. These are the charges that a customer would avoid for that billing period if the customer switched to a Certified Retail Electric Service provider.

Cost Recovery Charges - Charges paid by all customers to recover previously incurred costs.

Customer Charge - The fixed monthly charge for basic distribution which partially covers costs for billing, meter reading, equipment, and service line maintenance.

Distribution Related Component - A charge (including taxes) for moving electricity over electric distribution lines to your home or business. Formerly, Delivery Charge.

Economic Development Component - Charges paid by all customers to recover costs related to economic development support.

Estimated Reading - On the months we do not read your meter, we calculate your bill based on your past electrical use. If you would like to read your own meter to avoid estimated bills, call us for meter reading cards or access our Web site listed below.

Kilowatt (KW) - 1,000 watts of electricity.

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Messages

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Your electric bill payment is past due. Your service may be disconnected unless payment of \$ 105.14 is made by 11/16/2011. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 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 The Illuminating Company's standard-offer generation service. The amount due does not include charges for nontariffed products or services but may include charges for competitive retail electric service. Failure to pay charges for other nontariffed products or services may result in loss of those products or services. This provision is applicable only on accounts issued a consolidated bill for electric service. The due date on this notice does not change the due date of any previous notice sent to you for a past due amount. If you have questions, or if you want a list of our authorized payment agent locations, please call us at 1-800-686-9901. You may also call this number for information about our medical certification program if the disconnection of service would be especially dangerous to the health of a permanent resident.

Increasing your home's energy efficiency can help you save energy and money. Schedule a home energy audit today to learn how your home measures up in terms of air leakage, insulation, and heating and cooling system operations. Call 1-888-243-6808 to schedule an appointment.

Charges from The Illuminating Company this billing period



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

Call The Illuminating Company at 1-800-589-3101 with questions on these charges.

Basic Charges

Customer Number: 0800885662 1580009813 - Residential Service - CE-RSF

Customer Charge	4.00
Distribution Related Component	20.59
Cost Recovery Charges	4.75
By-passable Generation and Transmission Related Component	30.03
Total Charges	\$ 59.37

Account Balance Information

PIPP Plus Account Balance		Actual Account Balance	
Previous bill was	159.71	Previous bill was	105.14
Total payments/adjustments	0.00	Total payments/adjustments	0.00
Balance at billing	159.71	On-time balance reduction	
Current charges	43.00	1/24th Arrearage Credit	0.00
PIPP Plus Account Balance	202.71	Current bill arrearage credit	0.00
		Balance at billing	105.14
		Current charges	59.37
		Actual Account Balance	164.51

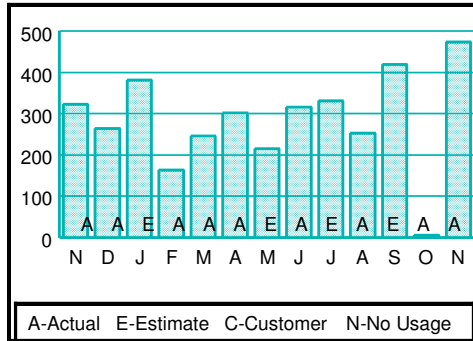
Meter Reading Information

Residential Service

Meter Number	692429
Present KWH Reading (Actual)	6,704
Previous KWH Reading (Actual)	6,230
Kilowatt Hours Used	474

Usage Information

Usage Comparison



Historical Usage Information

Nov 10	323	May 11	215
Dec 10	264	Jun 11	315
Jan 11	381	Jul 11	331
Feb 11	164	Aug 11	253
Mar 11	246	Sep 11	419
Apr 11	302	Oct 11	6
		Nov 11	474

	Nov 10	Nov 11
Average Daily Use (KWH)	10	15
Average Daily Temperature	53	53
Days in Billing Period	32	32
Last 12 Months Use (KWH)		3,370
Average Monthly Use (KWH)		281

Definitions**Bypassable Generation and Transmission Related Component -**

Charges associated with the costs for purchased power and to deliver the power through the transmission system. These are the charges that a customer would avoid for that billing period if the customer switched to a Certified Retail Electric Service provider.

Cost Recovery Charges - Charges paid by all customers to recover previously incurred costs.

Customer Charge - The fixed monthly charge for basic distribution which partially covers costs for billing, meter reading, equipment, and service line maintenance.

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Late Payment Charge - A late charge added to the overdue amount if you do not pay your bill by the due date.

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Residential Distribution Credit - A distribution credit for a qualifying rate applied to all usage over 500 kWh during the winter billing period.

Residential Generation Credit - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

Residential Non-Standard Credit - A generation credit for a qualifying rate applied to all usage over 500 kWh during the winter billing period.

Transition Charge - This charge provides for the recovery of a portion of the investment made in the electric system prior to deregulation and costs incurred related to the transition to full electric generation competition.

Important Information**Questions or Complaints**

To receive information about your **Illuminating Company** bill, various charges, rate schedules or for a written explanation of the Price to Compare:

Write: The Illuminating Company, 76 S. Main St., A-RPC, Akron, OH 44308-1890

Call Customer Services: **1-800-589-3101**
(Monday - Friday, 8:00 a.m. - 6:00 p.m.)

Visit our Web site: www.firstenergycorp.com

You may be asked to provide:

Your phone number: 1-216-261-2146

Your account number: 11 00 46 5800 7 9

Your premise number: 1580009813

For Your Protection

All of our employees wear Photo I.D. badges.

Always ask for an employee's I.D. before letting anyone in your home. If you are still not sure, please call.

We welcome the opportunity to work with you and will try to answer your questions. If your complaint is not resolved after you have called your electric supplier and/or The Illuminating Company, or for general utility information, residential and business customers may call the Public Utilities Commission of Ohio 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.

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.

Energy Assistance: Contact HEAP at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8:00 a.m. and 5:00 p.m.

ELECTRONIC CHECK CONVERSION - When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. Funds may be withdrawn from your account as soon as the same day we receive your payment and your check will not be returned from your financial institution. If you have questions about this program, or if you do not wish to participate, call 1-866-283-8081.

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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.

Best wishes for a joyous holiday season from all of us at The Illuminating Company.

Reduce your heating costs this winter with the Easy Cool Rewards program. Participants receive a new Honeywell programmable thermostat (a \$250 value) that can help you save energy and money. Participants must have central air conditioning to be eligible. Call 1-888-243-0992 to learn more, or visit www.energysaveOhio.com.

Save Money! Find out which appliances are energy savers and abusers in your house with the Kill A Watt Electricity Monitor. Point and click your way to savings by visiting FirstEnergy's online store at efi.org/firstenergy. First-time customers ordering online will save 10% on their initial order by entering promo code FE-10 during checkout.

Charges from The Illuminating Company this billing period

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

Call The Illuminating Company at 1-800-589-3101 with questions on these charges.

Basic Charges

Customer Number: 0800885662 1580009813 - Residential Service - CE-RSF

Customer Charge	4.00
Distribution Related Component	19.64
Cost Recovery Charges	4.53
Bypassable Generation and Transmission Related Component	28.65
Total Charges	\$ 56.82

Detail Payment and Adjustment Information

Date	Reference	Amount
Adjustments:		
11/04/11	Emergency HEAP Credit - HS	-57.90
Total Adjustments		-57.90
Total Payments and Adjustments		-\$57.90

Account Balance Information

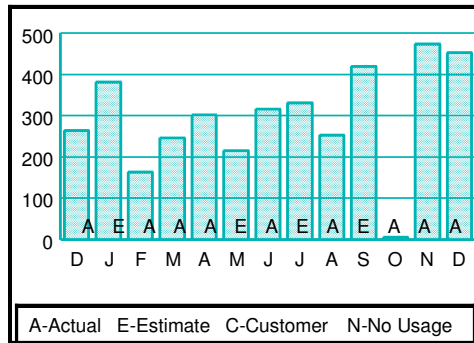
PIPP Plus Account Balance		Actual Account Balance	
Previous bill was	202.71	Previous bill was	164.51
Total payments/adjustments	-57.90	Total payments/adjustments	-57.90
Balance at billing	144.81	On-time balance reduction	
Current charges	29.00	1/24th Arrearage Credit	0.00
PIPP Plus Account Balance	173.81	Current bill arrearage credit	0.00
		Balance at billing	106.61
		Current charges	56.82
		Actual Account Balance	163.43

Meter Reading Information**Residential Service**

Meter Number	692429
Present KWH Reading (Actual)	7,156
Previous KWH Reading (Actual)	6,704
Kilowatt Hours Used	452

Usage Information

Usage Comparison



Historical Usage Information

Dec 10	264	Jun 11	315
Jan 11	381	Jul 11	331
Feb 11	164	Aug 11	253
Mar 11	246	Sep 11	419
Apr 11	302	Oct 11	6
May 11	215	Nov 11	474
		Dec 11	452

	Nov 10	Nov 11
Average Daily Use (KWH)	9	16
Average Daily Temperature	43	48
Days in Billing Period	29	28
Last 12 Months Use (KWH)		3,558
Average Monthly Use (KWH)		297

Definitions**Bypassable Generation and Transmission Related Component -**

Charges associated with the costs for purchased power and to deliver the power through the transmission system. These are the charges that a customer would avoid for that billing period if the customer switched to a Certified Retail Electric Service provider.

Cost Recovery Charges - Charges paid by all customers to recover previously incurred costs.

Customer Charge - The fixed monthly charge for basic distribution which partially covers costs for billing, meter reading, equipment, and service line maintenance.

Distribution Related Component - A charge (including taxes) for moving electricity over electric distribution lines to your home or business. Formerly, Delivery Charge.

Economic Development Component - Charges paid by all customers to recover costs related to economic development support.

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Late Payment Charge - A late charge added to the overdue amount if you do not pay your bill by the due date.

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Our representatives can answer your questions, describe the charges on your bill, explain how to make sure your bill is correct, and provide information on rate schedules and energy efficiency. To learn more about The Illuminating Company's customer services, visit our Web site at www.firstenergycorp.com.

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

Your electric bill payment is past due. Your service may be disconnected unless payment of \$ 132.52 is made by 01/17/2012. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 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 The Illuminating Company's standard-offer generation service. The amount due does not include charges for nontariffed products or services but may include charges for competitive retail electric service. Failure to pay charges for other nontariffed products or services may result in loss of those products or services. This provision is applicable only on accounts issued a consolidated bill for electric service. The due date on this notice does not change the due date of any previous notice sent to you for a past due amount. If you have questions, or if you want a list of our authorized payment agent locations, please call us at 1-800-686-9901. You may also call this number for information about our medical certification program if the disconnection of service would be especially dangerous to the health of a permanent resident.

Reduce your heating costs this winter with the Easy Cool Rewards program. Participants receive a new Honeywell programmable thermostat (a \$250 value) that can help you save energy and money. Participants must have central air conditioning to be eligible. Call 1-888-243-0992 to learn more, or visit www.energysaveOhio.com.

Introducing the Laundry Room Repair Plan, which provides protection for washer and dryer repairs of up to \$400 per incident for only \$8.95 per month. Get the repairs you need with no deductibles or hidden charges. Call 800-620-4498 to sign up!

Charges from The Illuminating Company this billing period

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

Call The Illuminating Company at 1-800-589-3101 with questions on these charges.

Basic Charges

Customer Number: 0800885662 1580009813 - Residential Service - CE-RSF

Customer Charge	4.00
Distribution Related Component	22.77
Cost Recovery Charges	5.01
Bypassable Generation and Transmission Related Component	31.70
Total Charges	\$ 63.48

Detail Payment and Adjustment Information

Date	Reference	Amount
Payments:		
12/05/11		-29.00
Total Payments		-29.00
Total Payments and Adjustments		-\$29.00

Account Balance Information

PIPP Plus Account Balance		Actual Account Balance	
Previous bill was	173.81	Previous bill was	163.43
Total payments/adjustments	-29.00	Total payments/adjustments	-29.00
Balance at billing	144.81	On-time balance reduction	
Current charges	29.00	1/24th Arrearage Credit	0.00
PIPP Plus Account Balance	173.81	Current bill arrearage credit	-1.91
		Balance at billing	132.52
		Current charges	63.48
		Actual Account Balance	196.00

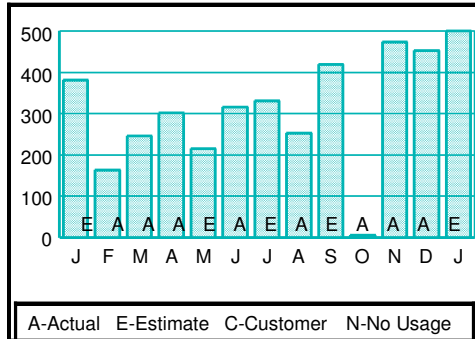
Meter Reading Information**Residential Service**

Meter Number 692429

Present KWH Reading (Estimate)	7,656
Previous KWH Reading (Actual)	7,156
Kilowatt Hours Used	500

Usage Information

Usage Comparison



Historical Usage Information

Jan 11	381	Jul 11	331
Feb 11	164	Aug 11	253
Mar 11	246	Sep 11	419
Apr 11	302	Oct 11	6
May 11	215	Nov 11	474
Jun 11	315	Dec 11	452
		Jan 12	500

	Dec 10	Dec 11
Average Daily Use (KWH)	11	16
Average Daily Temperature	27	37
Days in Billing Period	34	31
Last 12 Months Use (KWH)		3,677
Average Monthly Use (KWH)		306

Definitions**Bypassable Generation and Transmission Related Component -**

Charges associated with the costs for purchased power and to deliver the power through the transmission system. These are the charges that a customer would avoid for that billing period if the customer switched to a Certified Retail Electric Service provider.

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Customer Charge - The fixed monthly charge for basic distribution which partially covers costs for billing, meter reading, equipment, and service line maintenance.

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

Your electric bill payment is past due. Your service may be disconnected unless payment of \$ 131.52 is made by 02/15/2012. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 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 The Illuminating Company's standard-offer generation service. The amount due does not include charges for nontariffed products or services but may include charges for competitive retail electric service. Failure to pay charges for other nontariffed products or services may result in loss of those products or services. This provision is applicable only on accounts issued a consolidated bill for electric service. The due date on this notice does not change the due date of any previous notice sent to you for a past due amount. If you have questions, or if you want a list of our authorized payment agent locations, please call us at 1-800-686-9901. You may also call this number for information about our medical certification program if the disconnection of service would be especially dangerous to the health of a permanent resident.

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.

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

Charges from The Illuminating Company this billing period

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

Call The Illuminating Company at 1-800-589-3101 with questions on these charges.

Basic Charges

Customer Number: 0800885662 1580009813 - Residential Service - CE-RSF

Customer Charge	4.00
Distribution Related Component	6.07
Cost Recovery Charges	1.50
Bypassable Generation and Transmission Related Component	8.34
Total Charges	\$ 19.91

Detail Payment and Adjustment Information

Date	Reference	Amount
Payments:		
01/05/12		-30.00
Total Payments		-30.00
Total Payments and Adjustments		-\$30.00

Account Balance Information

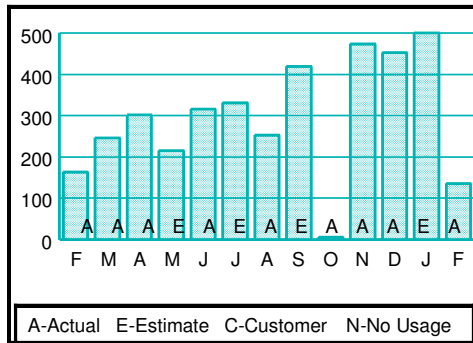
PIPP Plus Account Balance		Actual Account Balance	
Previous bill was	173.81	Previous bill was	196.00
Total payments/adjustments	-30.00	Total payments/adjustments	-30.00
Balance at billing	143.81	On-time balance reduction	
Current charges	29.00	1/24th Arrearage Credit	0.00
PIPP Plus Account Balance	172.81	Current bill arrearage credit	-34.48
		Balance at billing	131.52
		Current charges	19.91
		Actual Account Balance	151.43

Meter Reading Information**Residential Service**

Meter Number	692429
Present KWH Reading (Actual)	7,792
Previous KWH Reading (Estimate)	7,656
Kilowatt Hours Used	136

Usage Information

Usage Comparison



Historical Usage Information

Feb 11	164	Aug 11	253
Mar 11	246	Sep 11	419
Apr 11	302	Oct 11	6
May 11	215	Nov 11	474
Jun 11	315	Dec 11	452
Jul 11	331	Jan 12	500
		Feb 12	136

	Jan 11	Jan 12
Average Daily Use (KWH)	6	4
Average Daily Temperature	22	32
Days in Billing Period	28	32
Last 12 Months Use (KWH)		3,649
Average Monthly Use (KWH)		304

[illegible]

Definitions**Bypassable Generation and Transmission Related Component -**

Charges associated with the costs for purchased power and to deliver the power through the transmission system. These are the charges that a customer would avoid for that billing period if the customer switched to a Certified Retail Electric Service provider.

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Messages

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Charges from The Illuminating Company this billing period



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Call The Illuminating Company at 1-800-589-3101 with questions on these charges.

Basic Charges

Customer Number: 0800885662 1580009813 - Residential Service - CE-RSF

Customer Charge	4.00
Distribution Related Component	9.46
Cost Recovery Charges	2.33
Bypassable Generation and Transmission Related Component	13.82
Total Charges	\$ 29.61

Detail Payment and Adjustment Information

Date	Reference	Amount
Adjustments:		
02/17/12	Trans fr 110072427153 / 1441 SULZER AVE DUP	269.08
02/01/12	HS Removed Deferred Arrs (Cr)	-12.29
02/01/12	HS Removed Deferred Arrs (Dr)	12.29
02/20/12	HS Deferred Arrears Adjustment	-12.29
Total Adjustments		256.79
Total Payments and Adjustments		\$256.79

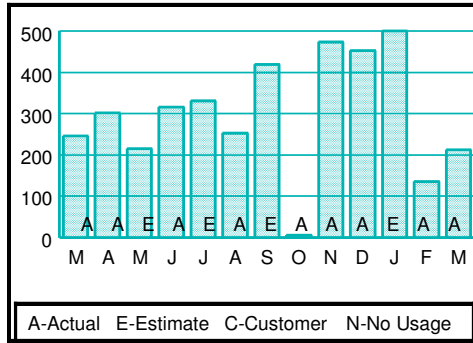
Meter Reading Information

Residential Service

Meter Number	692429
Present KWH Reading (Actual)	8,004
Previous KWH Reading (Actual)	7,792
Kilowatt Hours Used	212

Usage Information

Usage Comparison



Historical Usage Information

Mar 11	246	Sep 11	419
Apr 11	302	Oct 11	6
May 11	215	Nov 11	474
Jun 11	315	Dec 11	452
Jul 11	331	Jan 12	500
Aug 11	253	Feb 12	136
		Mar 12	212

	Mar 11	Mar 12
Average Daily Use (KWH)	8	7
Average Daily Temperature	29	35
Days in Billing Period	30	31
Last 12 Months Use (KWH)		3,615
Average Monthly Use (KWH)		301

Billing Period: Mar 03 to Apr 03, 2012 for 32 days
Bill For: GWENDOLYN C TANDY
 1439 SULZER AVE DUP
 EUCLID OH 44132

April 04, 2012
Account Number: 110 046 580 079

Amount Due: \$443.99

Due Date: April 18, 2012

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-589-3101. For Payment Options, call 1-800-686-9901. Pay your bill online at www.firstenergycorp.com

Bill issued by: The Illuminating Company, PO Box 3638, Akron OH 44309-3638

Messages

Your electric bill payment is past due. **Your service may be disconnected unless payment of \$391.12 is made by 04/18/2012.**

If service is disconnected, you will be required to pay a reconnection fee of of \$35.00 and may be required to pay a security deposit of \$52.00 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 The Illuminating Company'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 1-800-686-9901. 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 The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an **"Apples to Apples"** comparison of available competitive electric supplier offers, visit the PUCO web site at www.PUCO.ohio.gov.

Residential Service - 1580009813 - 6.51 cents per KWH

Your next meter reading is scheduled for May 03, 2012.

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

Usage History

Apr 11	302	Oct 11	6
May 11	215	Nov 11	474
Jun 11	315	Dec 11	452
Jul 11	331	Jan 12	500
Aug 11	253	Feb 12	136
Sep 11	419	Mar 12	212
		Apr 12	302

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

Average Daily Use (KWH)

Apr 11

Apr 12

9

9

Average Daily Temperature

38

53

Days in Billing Period

32

32

Last 12 Months Use (KWH)

3,615

Average Monthly Use (KWH)

301

Account Summary

Amount Due

Previous Balance

459.21

Payments/Adjustments

-59.00

Balance at Billing on Apr 04, 2012

400.21

The Illuminating Company - Consumption

40.55

Late Payment Charges

3.23

Total Current Charges

43.78

Amount Due by Apr 18, 2012

\$443.99

Usage Information for Meter Number 692429

Apr 03, 2012 KWH Reading (Estimate)

8,306

Mar 03, 2012 KWH Reading (Actual)

8,004

KWH used

302

Charges From The Illuminating Company

Customer Number: 0800885662 1580009813

Rate: Residential Service CE-RSF

Customer Charge

4.00

Distribution Related Component

13.58

Cost Recovery Charges

3.31

Bypassable Generation and Transmission Related Component

19.66

Current Consumption Bill Charges

40.55

Late payment charge

3.23

Total Charges

\$ 43.78

Detail Payment and Adjustment Information

03/07/12 Payment

-59.00

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

76 South Main Street
Akron, OH 44308-1890

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

Account Number: 110 046 580 079

Amount	Paid	
Amount	Due	\$443.99
Due Date	Apr 18, 2012	

THE ILLUMINATING COMPANY
PO BOX 3638
AKRON OH 44309-3638

[illegible]

Messages (Continued)

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 they are touching.

Your new, redesigned bill provides the information you need in a format that's easier to read and understand. For more information, please call 1-800-589-3101.

Explanation of Terms

Bypassable Generation and Transmission Related Component - Charges for purchasing power and delivering it through the transmission system. These charges are avoided when switching to a Certified Retail Electric Service provider.

Cost Recovery Charges - Charges to recover previously incurred costs.

Customer Charge - Monthly charge that offsets costs for billing, meter reading, equipment, and service line maintenance.

Distribution Related Component - Charge for moving electricity over distribution lines to a service location.

Economic Development Component - Charges related to economic development support.

Estimated Reading - On the months we do not read a meter, we calculate the bill based on past electrical usage.

KWH (Kilowatt Hour) - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

Late Payment Charge - A charge added to the bill on balances owed after the Due Date.

Price to Compare (PTC) - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

Residential Distribution Credit - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

Residential Generation Credit - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

Residential Non-Standard Credit - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

Important Information

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

Call Customer Service at 1-800-589-3101 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

Call Payment Options at 1-800-686-9901 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

Visit our web site at <http://www.firstenergycorp.com>

Write to us at The Illuminating Company, 76 S. Main St., A-RPC, Akron, OH 44308-1890.

For customers who have a hearing or speech impairment and use a text telephone, call the TTY (Teletype) at 1-800-750-0750.

We welcome the opportunity to work with you and will try to answer your questions. If your complaint is not resolved after you have called your electric utility, or for general utility 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).

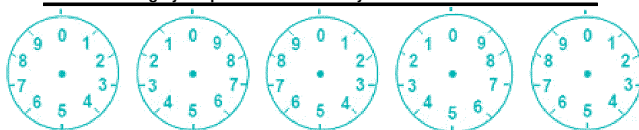
The Ohio consumers' counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from eight a.m. to five p.m. weekdays, or at <http://www.pickocc.org>.

For Energy Assistance: Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1577) Monday - Friday between 8:00 a.m. and 5:00 p.m.

For your protection, all of our employees wear Photo I.D. badges.

Electronic Check Conversion - Your check authorizes us either to make a one-time electronic funds transfer (EFT) from your account or process as a check. If you have questions about this program, or do not wish to participate, call 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at www.firstenergycorp.com/aboutyourbill or by calling 1-800-589-3101. Have the date you took the reading available.

Provide reading by telephone or on-line only: DO NOT MAIL

Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:

Billing Period: Apr 04 to May 02, 2012 for 29 days
Bill For: GWENDOLYN C TANDY
 1439 SULZER AVE DUP
 EUCLID OH 44132

May 03, 2012
Account Number: 110 046 580 079

Amount Due: \$425.59

Due Date: May 17, 2012

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-589-3101. For Payment Options, call 1-800-686-9901. Pay your bill online at www.firstenergycorp.com

Bill issued by: The Illuminating Company, 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 \$404.90 is made by 05/17/2012.

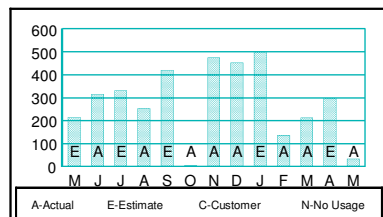
If a service is disconnected, you will be required to pay a reconnection fee of \$35.00 and may be required to pay a security deposit of \$33.00 to have power restored. You may be eligible for the Percentage of Income Payment Plan plus or other extended payment plan. See enclosed information. Failure 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 The Illuminating Company'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 1-800-686-9901. 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 The Illuminating Company, 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.pickoc.org>.

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

Usage History

May	11	215	Nov	11	474
Jun	11	315	Dec	11	452
Jul	11	331	Jan	12	500
Aug	11	253	Feb	12	136
Sep	11	419	Mar	12	212
Oct	11	6	Apr	12	302
			May	12	35



	May 11	May 12
Average Daily Use (KWH)	7	7
Average Daily Temperature	51	49
Days in Billing Period	30	29
Last 12 Months Use (KWH)		3,435
Average Monthly Use (KWH)		286

Account Summary

Previous Balance	443.99
Payments/Adjustments	-30.00
Balance at Billing on May 03, 2012	413.99
The Illuminating Company - Consumption	8.22
Late Payment Charges	3.38
Total Current Charges	11.60

May 17, 2012

Usage Information for Meter Number 692429	
May 02, 2012 KWH Reading (Actual)	8,341
Apr 04, 2012 KWH Reading (Estimate)	8,306
KWH used	35

Charges From The Illuminating Company

Customer Number: 080085662 1580009813	
Rate: Residential Service CE-RSF	
Customer Charge	4.00
Distribution Related Component	1.60
Cost Recovery Charges	0.39
Bypassable Generation and Transmission Related Component	2.23
Current Consumption Bill Charges	8.22
Late payment charge	3.38
Total Charges	\$ 11.60

Detail Payment and Adjustment Information

04/09/12	Payment	-30.00
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Return this part with a check or money order payable to The Illuminating Company



76 South Main Street
Akron, OH 44308-1890

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

Account Number: 110 046 580 079

Amount	Paid	
Amount	Due	\$425.59
Due Date	May 17, 2012	

THE ILLUMINATING COMPANY
PO BOX 3638
AKRON OH 44309-3638

[illegible]

Messages (Continued)

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 The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an "Apples to Apples" comparison of available competitive electric supplier offers, visit the PUCO web site at www.PUCO.ohio.gov.

Residential Service - 1580009813 - 6.37 cents per KWH

Your next meter reading is scheduled for Jun 05, 2012.

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.

For your safety, if your service has been disconnected, do not attempt to reconnect it. While this is illegal and could result in prosecution, removing a meter base or touching any of the wires can also cause death or serious injury through arcs of electricity, explosions or fire. Meters are only to be accessed by authorized utility personnel.

An important message to dog owners -- to ensure that our meter readers' visits to your home are safe and productive, please keep your dog secured in an area away from the path to your meter.

All of our employees wear photo ID badges. Always ask for an employee's I.D. before letting anyone in your home. If you are still not sure, please call the company.

Explanation of Terms

Bypassable Generation and Transmission Related Component - Charges for purchasing power and delivering it through the transmission system. These charges are avoided when switching to a Certified Retail Electric Service provider.

Cost Recovery Charges - Charges to recover previously incurred costs.

Customer Charge - Monthly charge that offsets costs for billing, meter reading, equipment, and service line maintenance.

Distribution Related Component - Charge for moving electricity over distribution lines to a service location.

Economic Development Component - Charges related to economic development support.

Estimated Reading - On the months we do not read a meter, we calculate the bill based on past electrical usage.

KWH (Kilowatt Hour) - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

Late Payment Charge - A charge added to the bill on balances owed after the Due Date.

Price to Compare (PTC) - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

Residential Distribution Credit - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

Residential Generation Credit - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

Residential Non-Standard Credit - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

Important Information

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

Call Customer Service at 1-800-589-3101 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

Call Payment Options at 1-800-686-9901 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

Visit our web site at <http://www.firstenergycorp.com>

Write to us at The Illuminating Company, 76 S. Main St., A-RPC, Akron, OH 44308-1890.

For customers who have a hearing or speech impairment and use a text telephone, call the TTY (Teletype) at 1-800-750-0750.

We welcome the opportunity to work with you and will try to answer your questions. If your complaint is not resolved after you have called your electric utility, or for general utility 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).

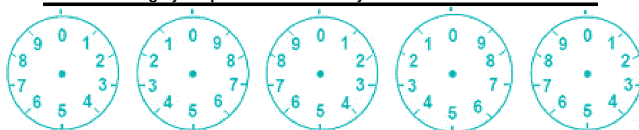
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For Energy Assistance: Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1577) Monday - Friday between 8:00 a.m. and 5:00 p.m.

For your protection, all of our employees wear Photo I.D. badges.

Electronic Check Conversion - Your check authorizes us either to make a one-time electronic funds transfer (EFT) from your account or process as a check. If you have questions about this program, or do not wish to participate, call 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at www.firstenergycorp.com/aboutyourbill or by calling 1-800-589-3101. Have the date you took the reading available.

Provide reading by telephone or on-line only: DO NOT MAIL

Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:

Billing Period: May 03 to Jun 04, 2012 for 33 days
Bill For: GWENDOLYN C TANDY
1439 SULZER AVE DUP
EUCLID OH 44132

June 05, 2012

Account Number: 110 046 580 079

Amount Due: \$423.82

Due Date: June 19, 2012

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-589-3101. For Payment Options, call 1-800-686-9901. Pay your bill online at www.firstenergycorp.com

Bill issued by: The Illuminating Company, 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 \$386.50 is made by 06/19/2012.

If a 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 \$51.00 to have power restored. You may be eligible for the Percentage of Income Payment Plan or other extended payment plan. See enclosed information. Failure to pay charges for competitive retail electric service may also result in the cancellation of your contract with the competitive retail electric service provider and return you to The Illuminating Company's standard-offer generation service. The amount due does not include charges for 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 1-800-686-9901. 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.

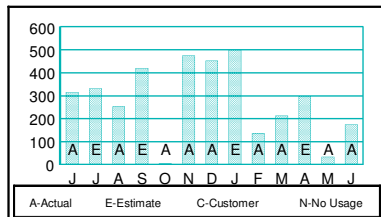
If you have a complaint in regard to this disconnection notice that can not be resolved after you have called The Illuminating Company, or for general utility company information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (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.pickoc.org>.

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

Usage History

Jun 11	315	Dec 11	452
Jul 11	331	Jan 12	500
Aug 11	253	Feb 12	136
Sep 11	419	Mar 12	212
Oct 11	6	Apr 12	302
Nov 11	474	May 12	35
		Jun 12	175



	Jun 11	Jun 12
Average Daily Use (KWH)	11	5
Average Daily Temperature	63	61
Days in Billing Period	30	30
Last 12 Months Use (KWH)		3,295
Average Monthly Use (KWH)		275

Account Summary

Previous Balance	425.59
Payments/Adjustments	-30.00
Balance at Billing on Jun 05, 2012	395.59
The Illuminating Company - Consumption	25.12
Late Payment Charges	3.11
Total Current Charges	28.23

Amount Due by Jun 19, 2012	\$423.82
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Usage Information for Meter Number 692429

Jun 04, 2012 KWH Reading (Actual)	8,516
May 03, 2012 KWH Reading (Actual)	8,341
KWH used	175

Charges From The Illuminating Company

Customer Number: 080085662 1580009813	
Rate: Residential Service CE-RSF	
Customer Charge	4.00
Distribution Related Component	7.89
Cost Recovery Charges	1.94
Bypassable Generation and Transmission Related Component	11.29
Current Consumption Bill Charges	25.12
Late payment charge	3.11
Total Charges	\$ 28.23

Detail Payment and Adjustment Information

05/08/12	Payment	-30.00
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Return this part with a check or money order payable to The Illuminating Company



76 South Main Street
Akron, OH 44308-1890

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

Account Number: 110 046 580 079

Amount Paid	
Amount Due	\$423.82
Due Date	Jun 19, 2012

THE ILLUMINATING COMPANY
PO BOX 3638
AKRON OH 44309-3638

[illegible]

Messages (Continued)

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 The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an "Apples to Apples" comparison of available competitive electric supplier offers, visit the PUCO web site at www.PUCO.ohio.gov.

Residential Service - 1580009813 - 6.45 cents per KWH

Your next meter reading is scheduled for Jul 05, 2012.

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.

Explanation of Terms

Bypassable Generation and Transmission Related Component - Charges for purchasing power and delivering it through the transmission system. These charges are avoided when switching to a Certified Retail Electric Service provider.

Cost Recovery Charges - Charges to recover previously incurred costs.

Customer Charge - Monthly charge that offsets costs for billing, meter reading, equipment, and service line maintenance.

Distribution Related Component - Charge for moving electricity over distribution lines to a service location.

Economic Development Component - Charges related to economic development support.

Estimated Reading - On the months we do not read a meter, we calculate the bill based on past electrical usage.

KWH (Kilowatt Hour) - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

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Important Information

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Call Payment Options at 1-800-686-9901 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

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Write to us at The Illuminating Company, 76 S. Main St., A-RPC, Akron, OH 44308-1890.

For customers who have a hearing or speech impairment and use a text telephone, call the TTY (Teletype) at 1-800-750-0750.

We welcome the opportunity to work with you and will try to answer your questions. If your complaint is not resolved after you have called your electric utility, or for general utility 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).

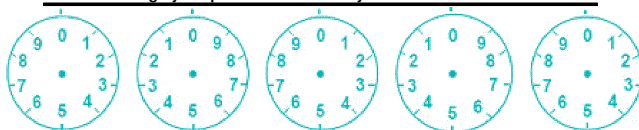
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For your protection, all of our employees wear Photo I.D. badges.

Electronic Check Conversion - Your check authorizes us either to make a one-time electronic funds transfer (EFT) from your account or process as a check. If you have questions about this program, or do not wish to participate, call 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at www.firstenergycorp.com/aboutyourbill or by calling 1-800-589-3101. Have the date you took the reading available.

Provide reading by telephone or on-line only: DO NOT MAIL

Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:

Billing Period: Jun 05 to Jul 05, 2012 for 31 days
Bill For: GWENDOLYN C TANDY
 1439 SULZER AVE DUP
 EUCLID OH 44132

July 06, 2012
Account Number: 110 046 580 079

Amount Due: \$439.88

Due Date: July 20, 2012

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-589-3101. For Payment Options, call 1-800-686-9901. Pay your bill online at www.firstenergycorp.com

Bill issued by: The Illuminating Company, 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 \$384.73 is made by 07/20/2012.

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 \$48.00 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 The Illuminating Company'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 1-800-688-9901. 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 The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an **"Apples to Apples"** comparison of available competitive electric supplier offers, visit the PUCO web site at www.PUCO.ohio.gov.

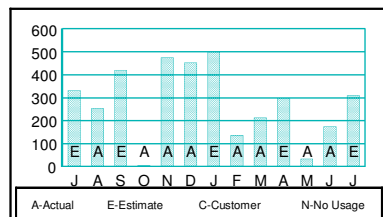
Residential Service - 1580009813 - 6.99 cents per KWH

Your next meter reading is scheduled for Aug 03, 2012

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

Usage History

Jul 11	331	Jan 12	500
Aug 11	253	Feb 12	136
Sep 11	419	Mar 12	212
Oct 11	6	Apr 12	302
Nov 11	474	May 12	35
Dec 11	452	Jun 12	175
		Jul 12	310



	Jul 11	Jul 12
Average Daily Use (KWH)	12	10
Average Daily Temperature	70	73
Days in Billing Period	28	31
Last 12 Months Use (KWH)		3,274
Average Monthly Use (KWH)		273

Account Summary

Amount Due

Previous Balance	423.82
Payments/Adjustments	-30.00
Balance at Billing on Jul 06, 2012	393.82
The Illuminating Company - Consumption	42.98
Late Payment Charges	3.08
Total Current Charges	46.06

Amount Due by Jul 20, 2012	\$439.88
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Usage Information for Meter Number 692429

Jul 05, 2012 KWH Reading (Estimate)	8,826
Jun 05, 2012 KWH Reading (Actual)	8,516
KWH used	310

Charges From The Illuminating Company

Customer Number: 080085662 1580009813	
Rate: Residential Service CE-RSF	
Customer Charge	4.00
Distribution Related Component	13.77
Cost Recovery Charges	3.53
Bypassable Generation and Transmission Related Component	21.68
Current Consumption Bill Charges	42.98
Late payment charge	3.08
Total Charges	\$ 46.06

Detail Payment and Adjustment Information

06/07/12	Payment	-30.00
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Return this part with a check or money order payable to The Illuminating Company



76 South Main Street
Akron, OH 44308-1890

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

Account Number: 110 046 580 079

Amount	Paid	
Amount	Due	\$439.88
Due Date		Jul 20, 2012

THE ILLUMINATING COMPANY
PO BOX 3638
AKRON OH 44309-3638

0411004658007900000000000000000000000000000046060000439881

Messages (Continued)

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.

Explanation of Terms

Bypassable Generation and Transmission Related Component - Charges for purchasing power and delivering it through the transmission system. These charges are avoided when switching to a Certified Retail Electric Service provider.

Cost Recovery Charges - Charges to recover previously incurred costs.

Customer Charge - Monthly charge that offsets costs for billing, meter reading, equipment, and service line maintenance.

Distribution Related Component - Charge for moving electricity over distribution lines to a service location.

Economic Development Component - Charges related to economic development support.

Estimated Reading - On the months we do not read a meter, we calculate the bill based on past electrical usage.

KWH (Kilowatt Hour) - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

Late Payment Charge - A charge added to the bill on balances owed after the Due Date.

Price to Compare (PTC) - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

Residential Distribution Credit - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

Residential Generation Credit - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

Residential Non-Standard Credit - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

Important Information

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

Call Customer Service at 1-800-589-3101 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

Call Payment Options at 1-800-686-9901 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

Visit our web site at <http://www.firstenergycorp.com>

Write to us at The Illuminating Company, 76 S. Main St., A-RPC, Akron, OH 44308-1890.

For customers who have a hearing or speech impairment and use a text telephone, call the TTY (Teletype) at 1-800-750-0750.

We welcome the opportunity to work with you and will try to answer your questions. If your complaint is not resolved after you have called your electric utility, or for general utility 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).

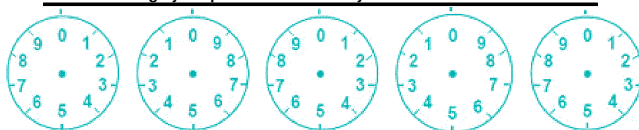
The Ohio consumers' counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from eight a.m. to five p.m. weekdays, or at <http://www.pickocc.org>.

For Energy Assistance: Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1577) Monday - Friday between 8:00 a.m. and 5:00 p.m.

For your protection, all of our employees wear Photo I.D. badges.

Electronic Check Conversion - Your check authorizes us either to make a one-time electronic funds transfer (EFT) from your account or process as a check. If you have questions about this program, or do not wish to participate, call 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at www.firstenergycorp.com/aboutyourbill or by calling 1-800-589-3101. Have the date you took the reading available.

Provide reading by telephone or on-line only: DO NOT MAIL

Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:

Billing Period: Jul 06 to Aug 06, 2012 for 32 days
Bill For: GWENDOLYN C TANDY
 1439 SULZER AVE DUP
 EUCLID OH 44132

August 07, 2012
Account Number: 110 046 580 079

Amount Due: \$464.04

Due Date: August 21, 2012

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-589-3101. For Payment Options, call 1-800-686-9901. Pay your bill online at www.firstenergycorp.com

Bill issued by: The Illuminating Company, 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 \$400.79 is made by 08/21/2012.**

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 \$48.00 to have power restored. You may be eligible for the Percentage of Income Payment Plan or other extended payment plan. See enclosed information. Failure to pay charges for competitive retail electric service may also result in the cancellation of your contract with the competitive retail electric service provider and return you to The Illuminating Company's standard-offer generation service. The amount due does not include charges for 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 1-800-686-9901. 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 The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an "Apples to Apples" comparison of available competitive electric supplier offers, visit the PUCO web site at www.PUCO.ohio.gov.

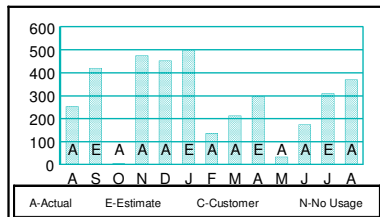
Residential Service - 1580009813 - 7.04 cents per KWH

Your next meter reading is scheduled for Sep 05, 2012.

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

Usage History

Aug 11	253	Feb 12	136
Sep 11	419	Mar 12	212
Oct 11	6	Apr 12	302
Nov 11	474	May 12	35
Dec 11	452	Jun 12	175
Jan 12	500	Jul 12	310
		Aug 12	370



	Aug 11	Aug 12
Average Daily Use (KWH)	8	12
Average Daily Temperature	77	78
Days in Billing Period	32	32
Last 12 Months Use (KWH)		3,391
Average Monthly Use (KWH)		283

Account Summary

Previous Balance	439.88
Payments/Adjustments	-30.00
Balance at Billing on Aug 07, 2012	409.88
The Illuminating Company - Consumption	50.83
Late Payment Charges	3.33
Total Current Charges	54.16

Amount Due by Aug 21, 2012

Usage Information for Meter Number 692429

Aug 06, 2012 KWH Reading (Actual)	9,196
Jul 06, 2012 KWH Reading (Estimate)	8,826
KWH used	370

Charges From The Illuminating Company

Customer Number: 080085662 158009813	
Rate: Residential Service CE-RSF	
Customer Charge	4.00
Distribution Related Component	16.92
Cost Recovery Charges	3.87
Bypassable Generation and Transmission Related Component	26.04
Current Consumption Bill Charges	50.83
Late payment charge	3.33
Total Charges	\$ 54.16

Detail Payment and Adjustment Information

07/09/12	Payment	-30.00
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Return this part with a check or money order payable to The Illuminating Company



76 South Main Street
Akron, OH 44308-1890

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

Account Number: 110 046 580 079

Amount Paid	
Amount Due	\$464.04
Due Date	Aug 21, 2012

THE ILLUMINATING COMPANY
PO BOX 3638
AKRON OH 44309-3638

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Messages (Continued)

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 1-800-589-3101 or register on our website at firstenergycorp.com to provide an actual reading and receive an adjusted bill.

Explanation of Terms

Bypassable Generation and Transmission Related Component - Charges for purchasing power and delivering it through the transmission system. These charges are avoided when switching to a Certified Retail Electric Service provider.

Cost Recovery Charges - Charges to recover previously incurred costs.

Customer Charge - Monthly charge that offsets costs for billing, meter reading, equipment, and service line maintenance.

Distribution Related Component - Charge for moving electricity over distribution lines to a service location.

Economic Development Component - Charges related to economic development support.

Estimated Reading - On the months we do not read a meter, we calculate the bill based on past electrical usage.

KWH (Kilowatt Hour) - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

Late Payment Charge - A charge added to the bill on balances owed after the Due Date.

Price to Compare (PTC) - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

Residential Distribution Credit - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

Residential Generation Credit - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

Residential Non-Standard Credit - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

Important Information

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

Call Customer Service at 1-800-589-3101 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

Call Payment Options at 1-800-686-9901 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

Visit our web site at <http://www.firstenergycorp.com>

Write to us at The Illuminating Company, 76 S. Main St., A-RPC, Akron, OH 44308-1890.

For customers who have a hearing or speech impairment and use a text telephone, call the TTY (Teletype) at 1-800-750-0750.

We welcome the opportunity to work with you and will try to answer your questions. If your complaint is not resolved after you have called your electric utility, or for general utility 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 consumers' 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>.

For Energy Assistance: Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1577) Monday - Friday between 8:00 a.m. and 5:00 p.m.

For your protection, all of our employees wear Photo I.D. badges.

Electronic Check Conversion - Your check authorizes us either to make a one-time electronic funds transfer (EFT) from your account or process as a check. If you have questions about this program, or do not wish to participate, call 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at www.firstenergycorp.com/aboutyourbill or by calling 1-800-589-3101. Have the date you took the reading available.

Provide reading by telephone or on-line only: DO NOT MAIL

Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:

Billing Period: Aug 07 to Sep 06, 2012 for 31 days
Bill For: GWENDOLYN C TANDY
 1439 SULZER AVE DUP
 EUCLID OH 44132

September 07, 2012
Account Number: 110 046 580 079

Amount Due: \$431.67

Due Date: September 21, 2012

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-589-3101. For Payment Options, call 1-800-686-9901. Pay your bill online at www.firstenergycorp.com

Bill issued by: The Illuminating Company, 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 \$394.95 is made by 09/21/2012.** 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 The Illuminating Company'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 1-800-688-9901. 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 The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an **"Apples to Apples"** comparison of available competitive electric supplier offers, visit the PUCO web site at www.PUCO.ohio.gov.

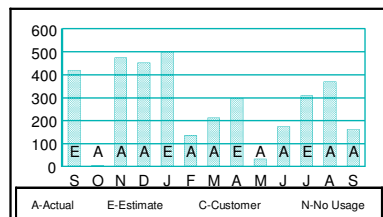
Residential Service - 1580009813 - 6.86 cents per KWH

Your next meter reading is scheduled for Oct 05, 2012

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

Usage History

Sep 11	419	Mar 12	212
Oct 11	6	Apr 12	302
Nov 11	474	May 12	35
Dec 11	452	Jun 12	175
Jan 12	500	Jul 12	310
Feb 12	136	Aug 12	370
		Sep 12	163



	Sep 11	Sep 12
Average Daily Use (KWH)	14	5
Average Daily Temperature	71	71
Days in Billing Period	29	31
Last 12 Months Use (KWH)		3,135
Average Monthly Use (KWH)		261

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



76 South Main Street
Akron, OH 44308-1890

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

Account Number: 110 046 580 079

Amount	Paid	
Amount	Due	\$431.67
Due Date	Sep 21, 2012	

THE ILLUMINATING COMPANY
PO BOX 3638
AKRON OH 44309-3638

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Messages (Continued)

Explanation of Terms

Bypassable Generation and Transmission Related Component - Charges for purchasing power and delivering it through the transmission system. These charges are avoided when switching to a Certified Retail Electric Service provider.

Cost Recovery Charges - Charges to recover previously incurred costs.

Customer Charge - Monthly charge that offsets costs for billing, meter reading, equipment, and service line maintenance.

Distribution Related Component - Charge for moving electricity over distribution lines to a service location.

Economic Development Component - Charges related to economic development support.

Estimated Reading - On the months we do not read a meter, we calculate the bill based on past electrical usage.

KWH (Kilowatt Hour) - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

Late Payment Charge - A charge added to the bill on balances owed after the Due Date.

Price to Compare (PTC) - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

Residential Distribution Credit - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

Residential Generation Credit - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

Residential Non-Standard Credit - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

Important Information

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

Call Customer Service at 1-800-589-3101 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

Call Payment Options at 1-800-686-9901 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

Visit our web site at <http://www.firstenergycorp.com>

Write to us at The Illuminating Company, 76 S. Main St., A-RPC, Akron, OH 44308-1890.

For customers who have a hearing or speech impairment and use a text telephone, call the TTY (Teletype) at 1-800-750-0750.

We welcome the opportunity to work with you and will try to answer your questions. If your complaint is not resolved after you have called your electric utility, or for general utility 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).

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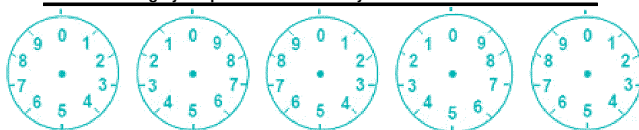
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For your protection, all of our employees wear Photo I.D. badges.

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To provide a customer meter reading, use the dials provided and enter the reading on-line at www.firstenergycorp.com/aboutyourbill or by calling 1-800-589-3101. Have the date you took the reading available.

Provide reading by telephone or on-line only: DO NOT MAIL



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:

Billing Period: Sep 07 to Oct 05, 2012 for 29 days
Bill For: GWENDOLYN C TANDY
1439 SULZER AVE DUP
EUCLED OH 44132

October 08, 2012
Account Number: 110 046 580 079

Amount Due: \$423.87

Due Date: October 22, 2012

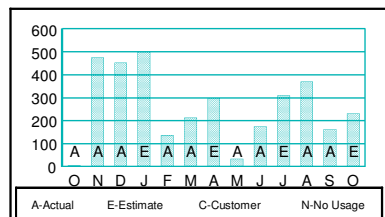
To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-589-3101. For Payment Options, call 1-800-686-9901. Pay your bill online at www.firstenergycorp.com

Bill issued by: The Illuminating Company, PO Box 3638, Akron OH 44309-3638

Messages	Account Summary	Amount Due
** 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.	Previous Balance	431.67
	Payments/Adjustments	-39.09
	Balance at Billing on Oct 08, 2012	392.58
	The Illuminating Company - Consumption	31.29
To avoid a 1.50% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date.	Amount Due by Oct 22, 2012	\$423.87
	Usage Information for Meter Number 692429	
Your current PRICE TO COMPARE for generation and transmission from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an "Apples to Apples" comparison of available competitive electric supplier offers, visit the PUCO web site at www.PUCO.ohio.gov .	Oct 05, 2012 KWH Reading (Estimate)	9,590
	Sep 07, 2012 KWH Reading (Actual)	9,359
	KWH used	231
	Charges From The Illuminating Company	
Residential Service - 1580009813 - 6.12 cents per KWH	Customer Number: 0800858662 1580009813	
Your next meter reading is scheduled for Nov 05, 2012.	Rate: Residential Service CE-RSF	
	Customer Charge	4.00
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.	Distribution Related Component	10.74
	Cost Recovery Charges	2.41
	Bypassable Generation and Transmission Related Component	14.14
	Current Consumption Bill Charges	31.29
	Detail Payment and Adjustment Information	
	09/07/12 Payment	-30.00
	09/24/12 HS Deferred Arrears Adjustment	-9.09
	Total Payments and Adjustments	-39.09

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

Usage History				
Oct	11	6	Apr	12 302
Nov	11	474	May	12 35
Dec	11	452	Jun	12 175
Jan	12	500	Jul	12 310
Feb	12	136	Aug	12 370
Mar	12	212	Sep	12 163
			Oct	12 231



Comparisons	Last Year	This Year
Average Daily Use (KWH)	0	8
Average Daily Temperature	65	60
Days in Billing Period	30	25
Last 12 Months Use (KWH)		3,360
Average Monthly Use (KWH)		280

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

76 South Main Street
Akron, OH 44308-1890

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

Account Number: 110 046 580 079

Amount	Paid	
Amount	Due	\$423.87
Due Date	Oct 22, 2012	

THE ILLUMINATING COMPANY
PO BOX 3638
AKRON OH 44309-3638

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Messages (Continued)

Explanation of Terms

Bypassable Generation and Transmission Related Component - Charges for purchasing power and delivering it through the transmission system. These charges are avoided when switching to a Certified Retail Electric Service provider.

Cost Recovery Charges - Charges to recover previously incurred costs.

Customer Charge - Monthly charge that offsets costs for billing, meter reading, equipment, and service line maintenance.

Distribution Related Component - Charge for moving electricity over distribution lines to a service location.

Economic Development Component - Charges related to economic development support.

Estimated Reading - On the months we do not read a meter, we calculate the bill based on past electrical usage.

KWH (Kilowatt Hour) - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

Late Payment Charge - A charge added to the bill on balances owed after the Due Date.

Price to Compare (PTC) - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

Residential Distribution Credit - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

Residential Generation Credit - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

Residential Non-Standard Credit - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

Important Information

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

Call Customer Service at 1-800-589-3101 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

Call Payment Options at 1-800-686-9901 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

Visit our web site at <http://www.firstenergycorp.com>

Write to us at The Illuminating Company, 76 S. Main St., A-RPC, Akron, OH 44308-1890.

For customers who have a hearing or speech impairment and use a text telephone, call the TTY (Teletype) at 1-800-750-0750.

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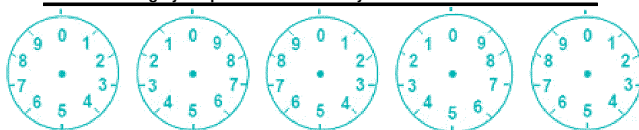
For Energy Assistance: Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1577) Monday - Friday between 8:00 a.m. and 5:00 p.m.

For your protection, all of our employees wear Photo I.D. badges.

Electronic Check Conversion - Your check authorizes us either to make a one-time electronic funds transfer (EFT) from your account or process as a check. If you have questions about this program, or do not wish to participate, call 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at www.firstenergycorp.com/aboutyourbill or by calling 1-800-589-3101. Have the date you took the reading available.

Provide reading by telephone or on-line only: DO NOT MAIL



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If you have a DIGITAL METER write the numbers here:



Bill Based On: Actual Meter Reading

Page 1 of 2
107

November 07, 2012

Account Number: 110 046 580 079

Billing Period: Oct 06 to Nov 06, 2012 for 32 days

Bill For: GWENDOLYN C TANDY
1439 SULZER AVE DUP
EUCLID OH 44132

Amount Due: \$423.62

Due Date: November 21, 2012

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-589-3101. For Payment Options, call 1-800-686-9901. Pay your bill online at www.firstenergycorp.com

Bill issued by: The Illuminating Company, PO Box 3638, Akron OH 44309-3638

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.

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 The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an **"Apples to Apples"** comparison of available competitive electric supplier offers, visit the PUCO web site at www.PUCO.ohio.gov.

Residential Service - 1580009813 - 5.95 cents per KWH

Your next meter reading is scheduled for Dec 05, 2012.

Previous Balance

423.87

Payments/Adjustments

-30.00

Balance at Billing on Nov 07, 2012

393.87

The Illuminating Company - Consumption

29.75

Amount Due by Nov 21, 2012

\$423.62

Usage Information for Meter Number 692429

Nov 06, 2012 KWH Reading (Actual)

9,811

Oct 06, 2012 KWH Reading (Estimate)

9,590

KWH used

221

Charges From The Illuminating Company

Customer Number: 080085662 1580009813

Rate: Residential Service CE-RSF

Customer Charge

4.00

Distribution Related Component

10.30

Cost Recovery Charges

2.31

Bypassable Generation and Transmission Related Component

13.14

Current Consumption Bill Charges

29.75

Detail Payment and Adjustment Information

10/10/12 Payment

-30.00

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

Usage History

Nov 11	474	May 12	35
Dec 11	452	Jun 12	175
Jan 12	500	Jul 12	310
Feb 12	136	Aug 12	370
Mar 12	212	Sep 12	163
Apr 12	302	Oct 12	231
		Nov 12	221

Month	Usage (KWH)	Type
Nov	474	Actual
Dec	452	Actual
Jan	500	Actual
Feb	136	Actual
Mar	212	Actual
Apr	302	Actual
May	35	Actual
Jun	175	Actual
Jul	310	Actual
Aug	370	Actual
Sep	163	Actual
Oct	231	Actual
Nov	221	Actual

Comparisons

Last Year

This Year

Average Daily Use (KWH)	15	7
Average Daily Temperature	53	50
Days in Billing Period	32	32
Last 12 Months Use (KWH)		3,107
Average Monthly Use (KWH)		259

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



76 South Main Street
Akron, OH 44308-1890

Account Number: 110 046 580 079

Amount	Paid	
Amount	Due	\$423.62
Due Date	Nov 21, 2012	

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

THE ILLUMINATING COMPANY
PO BOX 3638
AKRON OH 44309-3638

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Messages (Continued)

Explanation of Terms

Bypassable Generation and Transmission Related Component - Charges for purchasing power and delivering it through the transmission system. These charges are avoided when switching to a Certified Retail Electric Service provider.

Cost Recovery Charges - Charges to recover previously incurred costs.

Customer Charge - Monthly charge that offsets costs for billing, meter reading, equipment, and service line maintenance.

Distribution Related Component - Charge for moving electricity over distribution lines to a service location.

Economic Development Component - Charges related to economic development support.

Estimated Reading - On the months we do not read a meter, we calculate the bill based on past electrical usage.

KWH (Kilowatt Hour) - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

Late Payment Charge - A charge added to the bill on balances owed after the Due Date.

Price to Compare (PTC) - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

Residential Distribution Credit - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

Residential Generation Credit - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

Residential Non-Standard Credit - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

Important Information

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

Call Customer Service at 1-800-589-3101 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

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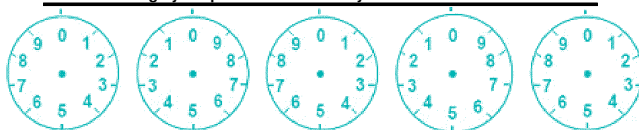
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Provide reading by telephone or on-line only: DO NOT MAIL



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a DIGITAL METER write the numbers here:

Billing Period: Nov 07 to Dec 06, 2012 for 30 days
Bill For: GWENDOLYN C TANDY
1439 SULZER AVE DUP
EUCLID OH 44132

December 07, 2012
Account Number: 110 046 580 079

Amount Due: \$397.59

Due Date: December 21, 2012

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-589-3101. For Payment Options, call 1-800-686-9901. Pay your bill online at www.firstenergycorp.com

Bill issued by: The Illuminating Company, 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 \$363.62 is made by 12/21/2012.** 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 or other extended payment plan. See enclosed information. Failure to pay charges for competitive retail electric service may also result in the cancellation of your contract with the competitive retail electric service provider and return you to The Illuminating Company's standard-offer generation service. The amount due does not include charges for 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 1-800-686-9901. 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.

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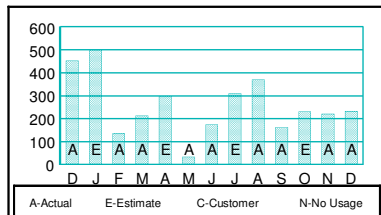
Residential Service - 1580009813 - 5.95 cents per KWH

Your next meter reading is scheduled to occur on or about Jan 08, 2013.

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

Usage History

Dec 11	452	Jun 12	175
Jan 12	500	Jul 12	310
Feb 12	136	Aug 12	370
Mar 12	212	Sep 12	163
Apr 12	302	Oct 12	231
May 12	35	Nov 12	221
		Dec 12	233



Comparisons	Last Year	This Year
Average Daily Use (KWH)	16	8
Average Daily Temperature	48	42
Days in Billing Period	28	30
Last 12 Months Use (KWH)		2,888
Average Monthly Use (KWH)		241

Account Summary

Amount Due

Previous Balance	423.62
Payments/Adjustments	-60.00
Balance at Billing on Dec 07, 2012	363.62
The Illuminating Company - Consumption	31.16
Late Payment Charges	2.81
Total Current Charges	33.97
Amount Due by Dec 21, 2012	\$397.59

Usage Information for Meter Number 692429

Dec 06, 2012 KWH Reading (Actual)	44
Nov 07, 2012 KWH Reading (Actual)	9,811
KWH used	233

Charges From The Illuminating Company

Customer Number: 080085662 158009813	
Rate: Residential Service CE-RSF	
Customer Charge	4.00
Distribution Related Component	10.87
Cost Recovery Charges	2.43
Bypassable Generation and Transmission Related Component	13.86
Current Consumption Bill Charges	31.16
Late payment charge	2.81
Total Charges	\$ 33.07

Detail Payment and Adjustment Information

11/14/12	Payment	-60.00
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Return this part with a check or money order payable to The Illuminating Company



76 South Main Street
Akron, OH 44308-1890

Account Number: 110 046 580 079

Amount	Paid	
Amount	Due	\$397.59
Due Date	Dec 21, 2012	

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

THE ILLUMINATING COMPANY
PO BOX 3638
AKRON OH 44309-3638

[illegible]

Messages (Continued)

Under State law, the amount you are being billed includes: (1) Kilowatt-hour taxes that have been in effect since 2001 and are currently at \$13.43 and (2) Assessments to assist in the support of the operations of the PUCO and the office of the consumers' counsel that have been in effect since 1912 and 1977, respectively.

As a result of extensive damage to our electrical system resulting from Hurricane Sandy, many of our meter readers were reassigned from their routes and schedules to assist with the restoration process. Consequently, your bill may be based on an estimated meter reading, and we apologize for this inconvenience. Although extended outages are not factored into our estimates, your bill will automatically be adjusted to reflect your actual usage when the next actual meter reading is obtained by our Company. If you prefer, you may call us at 1-800-589-3101 and say "meter reading," or visit www.firstenergycorp.com/aboutyourbill to provide an actual reading and possibly receive an adjusted bill. We thank you for your patience and understanding and will continue to work with you to address this and other issues related to the recent storms.

Best wishes for a joyous holiday season from all of us at The Illuminating Company.

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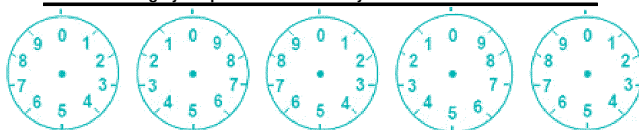
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ATTACHMENT E

Entry Date	Read Date	Cons Type	Meter Reading	Cons Usage	Nbr Days	Daily Average	Read Type	FE Billing Amt	Supplier Billing Amt	Total Billing Amt	Budget Billing Amt	Due Date	Payment Amt	Adj Amt	Adj Type	Account Balance
03/28/11														-32.41	REV	-43.00
Reversal of 03/03/2011 bill.																
03/28/11														-1.52	HSAC	-44.52
03/28/11	03/03/11	KWH	4,389	246	30	8	Act	32.41		32.41		04/11/11				-12.11
04/04/11	04/04/11	KWH	4,691	302	32	9	Act	39.18		39.18		04/19/11				27.07
04/04/11														-0.18	HSAC	26.89
05/04/11													-43.00			-16.11
05/04/11	05/04/11	KWH	4,906	215	30	7	Est	29.20		29.20		05/19/11				13.09
06/04/11	06/03/11	KWH	5,221	315	30	11	Act	41.64		41.64		06/20/11				54.73
06/08/11													-43.00			11.73
07/02/11	07/01/11	KWH	5,552	331	28	12	Est	43.02		43.02		07/19/11				54.75
08/02/11	08/02/11	KWH	5,805	253	32	8	Act	34.34		34.34		08/17/11				89.09
08/31/11	08/31/11	KWH	6,224	419	29	14	Est	54.21		54.21		09/15/11				143.30
09/19/11													-43.00			100.30
10/04/11	09/30/11	KWH	6,230	6	30		Act	4.84		4.84		10/19/11				105.14
11/01/11	11/01/11	KWH	6,704	474	32	15	Act	59.37		59.37		11/16/11				164.51
11/04/11													-57.90			106.61
11/29/11	11/29/11	KWH	7,156	452	28	16	Act	56.82		56.82		12/14/11				163.43
12/05/11													-29.00			134.43
12/31/11	12/30/11	KWH	7,656	500	31	16	Est	63.48		63.48		01/17/12				197.91
12/31/11														-1.91	HSAC	196.00
01/05/12													-30.00			166.00
01/31/12	01/31/12	KWH	7,792	136	32	4	Act	19.91		19.91		02/15/12				185.91
01/31/12														-34.48	HSAC	151.43
02/17/12														269.08	TRAN	420.51
Transfer From Account 110072427153																
03/03/12	03/02/12	KWH	8,004	212	31	7	Act	29.61		29.61		03/19/12				450.12
03/07/12													-29.00			421.12
03/07/12													-30.00			391.12
04/03/12	04/03/12	KWH	8,306	302	32	9	Est	40.55		40.55		04/18/12		3.23	LPC	434.90
04/09/12													-30.00			404.90
05/02/12	05/02/12	KWH	8,341	35	29	1	Act	8.22		8.22		05/17/12		3.38	LPC	416.50
05/08/12													-30.00			386.50
06/04/12	06/04/12	KWH	8,516	175	33	5	Act	25.12		25.12		06/19/12		3.11	LPC	414.73
06/07/12													-30.00			384.73
07/05/12	07/05/12	KWH	8,826	310	31	10	Est	42.98		42.98		07/20/12		3.08	LPC	430.79
07/09/12													-30.00			400.79
08/06/12	08/06/12	KWH	9,196	370	32	12	Act	50.83		50.83		08/21/12		3.33	LPC	454.95
08/07/12													-30.00			424.95
08/08/12													-30.00			394.95
09/06/12	09/06/12	KWH	9,359	163	31	5	Act	24.40		24.40		09/21/12		3.23	LPC	422.58
09/07/12													-30.00			392.58

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This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

1/8/2013 4:03:21 PM

in

Case No(s). 12-2102-EL-CSS

Summary: Testimony of Deborah Reinhart on behalf of the Company electronically filed by Mr. Gregory L. Williams on behalf of The Cleveland Electric Illuminating Co.