

February 13, 2013

The Public Utilities Commission of Ohio  
Docketing Division, 13<sup>th</sup> Floor  
180 East Broad Street  
Columbus, OH 43215-3793

Dear Sir or Madam:

***Re:   Renewal Application for FirstEnergy Solutions Corp.  
Original Case No. 00-1742-EL-CRS***

Attached is updated information for the FES contact person for Commission Staff use in investigating customer complaints (A-6).

If the Commission has any questions regarding this submission, please contact me at (330) 315-6966 or via email at [fesmarketpolicies@fes.com](mailto:fesmarketpolicies@fes.com) and [bgorman@fes.com](mailto:bgorman@fes.com).

Respectfully submitted,



Bradley J. Gorman  
FirstEnergy Solutions

Enclosures

**A-5 Contact person for regulatory or emergency matters**

Name \_\_\_\_\_  
Title \_\_\_\_\_  
Business address \_\_\_\_\_  
Telephone # \_\_\_\_\_ Fax # \_\_\_\_\_  
E-mail address (if any) \_\_\_\_\_

**A-6 Contact person for Commission Staff use in investigating customer complaints**

Name Steve Reifsnyder  
Title Manager, FES Contact Center  
Business address 341 White Pond Dr, A-WAC-B2, Akron, OH 44320  
Telephone # (330) 436-1551 Fax # (330) 315-9447  
E-mail address (if any) sreifsnyder@firstenergycorp.com

**A-7 Applicant's address and toll-free number for customer service and complaints**

Customer Service address \_\_\_\_\_  
Toll-free Telephone # \_\_\_\_\_ Fax # \_\_\_\_\_  
E-mail address (if any) \_\_\_\_\_

**A-8 Applicant's federal employer identification number # \_\_\_\_\_**

**A-9 Applicant's form of ownership (check one)**

- |  |  |
|--|--|
| <input type="checkbox"/> Sole Proprietorship                 | <input type="checkbox"/> Partnership                     |
| <input type="checkbox"/> Limited Liability Partnership (LLP) | <input type="checkbox"/> Limited Liability Company (LLC) |
| <input type="checkbox"/> Corporation                         | <input type="checkbox"/> Other _____                     |

**A-10 (Check all that apply) Identify each electric distribution utility certified territory in which the applicant intends to provide service, including identification of each customer class that the applicant intends to serve, for example, residential, small commercial, mercantile commercial, and industrial. (A mercantile customer, as defined in (A) (19) of Section 4928.01 of the Revised Code, is a commercial customer who consumes more than 700,000 kWh/year or is part of a national account in one or more states).**

- |  |                                      |                                     |                                     |                                     |
|--|--------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| <input type="checkbox"/> FirstEnergy                     | <input type="checkbox"/> Residential | <input type="checkbox"/> Commercial | <input type="checkbox"/> Mercantile | <input type="checkbox"/> Industrial |
| <input type="checkbox"/> Ohio Edison                     | <input type="checkbox"/> Residential | <input type="checkbox"/> Commercial | <input type="checkbox"/> Mercantile | <input type="checkbox"/> Industrial |
| <input type="checkbox"/> Toledo Edison                   | <input type="checkbox"/> Residential | <input type="checkbox"/> Commercial | <input type="checkbox"/> Mercantile | <input type="checkbox"/> Industrial |
| <input type="checkbox"/> Cleveland Electric Illuminating | <input type="checkbox"/> Residential | <input type="checkbox"/> Commercial | <input type="checkbox"/> Mercantile | <input type="checkbox"/> Industrial |
| <input type="checkbox"/> Cincinnati Gas & Electric       | <input type="checkbox"/> Residential | <input type="checkbox"/> Commercial | <input type="checkbox"/> Mercantile | <input type="checkbox"/> Industrial |
| <input type="checkbox"/> Monongahela Power               | <input type="checkbox"/> Residential | <input type="checkbox"/> Commercial | <input type="checkbox"/> Mercantile | <input type="checkbox"/> Industrial |
| <input type="checkbox"/> American Electric Power         | <input type="checkbox"/> Residential | <input type="checkbox"/> Commercial | <input type="checkbox"/> Mercantile | <input type="checkbox"/> Industrial |
| <input type="checkbox"/> Ohio Power                      | <input type="checkbox"/> Residential | <input type="checkbox"/> Commercial | <input type="checkbox"/> Mercantile | <input type="checkbox"/> Industrial |

**This foregoing document was electronically filed with the Public Utilities**

**Commission of Ohio Docketing Information System on**

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**in**

**Case No(s). 00-1742-EL-CRS**

Summary: Amended Application with updated contact information for the customer complaint contact electronically filed by Mr. Bradley J. Gorman on behalf of FirstEnergy Solutions