

FILE

10F5



Public Utilities Commission

12-2102-EL-GSS

Case Number

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

Gwendolyn Tand Formal Complaint Form

110-046-586-079 ACH

Customer Name (Please Print)

1439+1441 Sulzer Ave

Customer Address

Euclid OH. 44132

City State Zip

110-46-580-079 (1439)

Account Number

110072427153 (1441)

Customer Service Address (if different from above)

Against ACH

ACH

Illuminating Co

Utility Company Name

City

State

Zip

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

On Feb 17 2012 the Illuminating Co added a transfer from 1441 to 1439 of \$269.08. The transfer was not warranted. because I had already paid it, I paid \$288.32

May 5, 2011 statement \$161.21 Paid

April 6, 2011 \$ 43.00 Paid

April 20, 2011 118.21 Paid

\$161.21

28.92 adj

July 5, 2011 Stat. 98.19 payment

\$218.32

Also there was a write off From July 29, 2011 to July 29 2012 of \$383.28 ACH end. 7153. for 1441 Sulzer

Gwendolyn Tand

Signature

Customer Telephone Number

2013 FEB 14 PM 12:17

RECEIVED DOCKETING DIV

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business  
Date Processed FEB 14 2013  
Technician

All the evidence is provided

1045

1. Statement for 1441 Sulzer  
Ac# 1100 72 42 7153, from  
Oct 4, 2010 Aug 2011.

2. The write off of \$383.28  
for 1441

3. The Illuminating Co. Statements  
for 1439 - Sept 8, 2009 to Sept 7, 2012

4. The March 19 statement 2012 1439  
Feb 1, \$12.29 Credit

Feb 17, 2012 - Transfer from 1441 Sulzer  
of \$269.08. According to the  
State the Illuminating Co provided  
I had a credit of \$229.29 on  
March 28, 2011. That's disappeared.

5 I beleive I'm owed a refund of  
\$229.26 plus interest

+ 435.43 Statement Feb. 13, 2013

\$654.69 I'm also intitled to \$200.00 for a

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 1580009832 - Residential Service - CE-RSF

Customer Charge	4.00
Distribution Related Component	-0.79
Transition Charge	-2.21
Cost Recovery Charges	0.01
Bypassable Generation and Transmission Related Component	0.28
<b>Total Charges</b>	<b>\$ 1.29</b>

### Detail Payment and Adjustment Information

Date	Reference	Amount
<b>Adjustments:</b>		
11/29/10	HS Removed Deferred Arrs (Cr)	-28.92
11/29/10	HS Removed Deferred Arrs (Dr)	28.92
11/21/10	HS Deferred Arrears Adjustment	-26.60
<b>Total Adjustments</b>		<b>-26.60</b>
<b>Total Payments and Adjustments</b>		<b>-\$26.60</b>

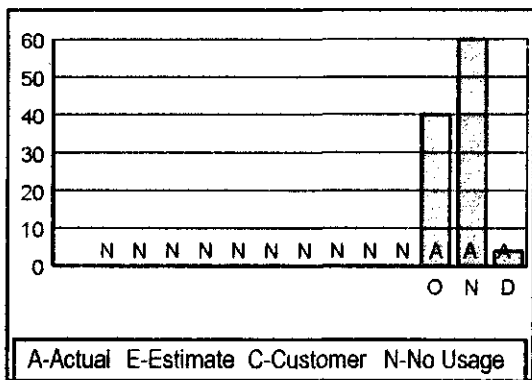
### Meter Reading Information

#### Residential Service

Meter Number	2048280
Present KWH Reading (Actual)	69,482
Previous KWH Reading (Actual)	69,478
Kilowatt Hours Used	4

### Usage Information

#### Usage Comparison



#### Historical Usage Information

Oct 10	40
Nov 10	60
Dec 10	4

Average Daily Use (KWH)  
Average Daily Temperature  
Days in Billing Period  
Last 3 Months Use (KWH)  
Average Monthly Use (KWH)

Dec 10  
0  
43  
29  
104  
35

**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, 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 1580009832 - Residential Service - CE-RSF**

Customer Charge	4.00
Distribution Related Component	-0.64
Transition Charge	-2.19
Cost Recovery Charges	0.02
Bypassable Generation and Transmission Related Component	0.48
	1.67
Late payment charge	0.02
<b>Total Charges</b>	<b>\$ 1.69</b>

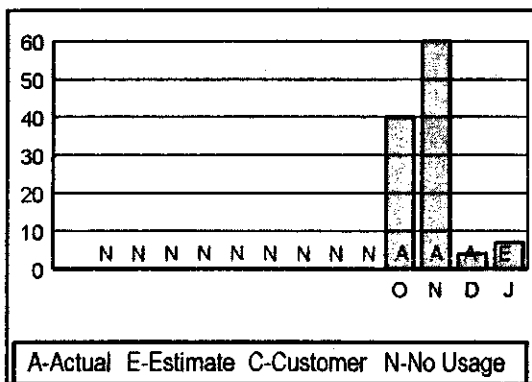
**Meter Reading Information**

**Residential Service**

Meter Number 2048280  
Present KWH Reading (Estimate) 69,489  
Previous KWH Reading (Actual) 69,482  
Kilowatt Hours Used 7

**Usage Information**

**Usage Comparison**



**Historical Usage Information**

Oct 10	40
Nov 10	60
Dec 10	4
Jan 11	7

Average Daily Use (KWH)  
Average Daily Temperature  
Days in Billing Period  
Last 4 Months Use (KWH)  
Average Monthly Use (KWH)

Jan 11  
0  
26  
34  
111  
28

**Fraud + Theft**  
**\$69.00 + 43.00**

Bill for: GWENDOLYN C TANDY  
1441 SULZER AVE DUP  
EUCLID OH 44132

**Owed \$44.29**  
**\$43.00**

**Billing Period:** Nov 03 to Dec 01, 2010 for 29 days  
**Next Reading Date:** On or about Jan 03, 2011  
**Bill Based On:** Actual Meter Reading

Residential Service

**\$12.29**

Account Summary		Amount Due
Your previous bill was	69.60	626.60 CR
Total payments/adjustments	-26.60	-1.29
Balance at billing on December 02, 2010	43.00	43.00
Current Basic Charges		2531 CR
The Illuminating Company - Consumption	\$12.52 Credit	1.29
Total Due by Dec 16, 2010 - Please pay this amount		\$44.29

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

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 \$11.27; 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.

### 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](http://www.firstenergycorp.com)

### Price to Compare Message

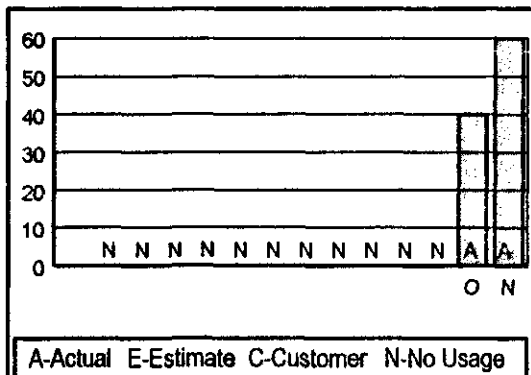
Your current **PRICE TO COMPARE** for generation and transmission from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an "Apples to Apples" comparison of available competitive electric supplier offers, visit the PUCO web site at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

Residential Service - 1580009832

7.00 cents per kWh

**where did \$69.60 come from \$20.00 Inflation**

### Usage Comparison



### Historical Usage Information

Oct 10	40
Nov 10	60
Paid \$26.60	
- 14.08	
\$12.52 Credit	

Average Daily Use (KWH)  
Average Daily Temperature  
Days in Billing Period  
Last 2 Months Use (KWH)  
Average Monthly Use (KWH)

Nov 10  
2  
54  
32  
100  
50

### Messages

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

### Charges from 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 1580009832 - Residential Service - CE-RSF

Customer Charge	4.00
Distribution Related Component	1.68
Transition Charge	-1.63
Cost Recovery Charges	0.26
Bypassable Generation and Transmission Related Component	4.12
<b>Total Charges</b>	<b>\$ 8.43</b>

### Account Balance Information

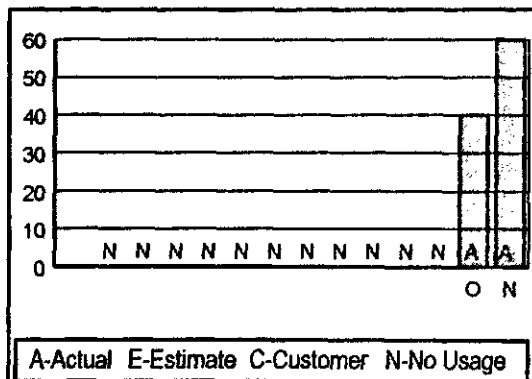
PIPP Plus Account Balance	Actual Account Balance
Previous bill was 26.60	Previous bill was <del>12.29</del> 5.65
Total payments/adjustments 0.00	Total payments/adjustments 0.00
Balance at billing <u>\$8.43 Not due</u> 26.60 CR	On-time balance reduction
Current charges 43.00	1/24th Arrearage Credit 0.00
PIPP Plus Account Balance 69.60	Current bill arrearage credit 0.00
	Balance at billing 5.65
	Current charges 8.43
	Actual Account Balance 14.08

### Meter Reading Information

Residential Service		Previous \$5.205
Meter Number 2048280		Current <u>8.43</u>
Present KWH Reading (Actual) 69,478		\$ 14.08 Actual
Previous KWH Reading (Actual) 69,418		
Kilowatt Hours Used 60		

### Usage Information

#### Usage Comparison



#### Historical Usage Information

Oct 10	40
Nov 10	60
Paid \$26.60	
- 14.08	
\$ 12.52 Credit	

Average Daily Use (KWH)  
Average Daily Temperature  
Days in Billing Period  
Last 2 Months Use (KWH)  
Average Monthly Use (KWH)

Nov 10  
2  
54  
32  
100  
50

Page 1 of 3  
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**Billing Period:** Dec 02 to Jan 04, 2011 for 34 days  
**Next Reading Date:** On or about Feb 01, 2011  
**Bill Based On:** Estimated Meter Reading

**Bill for:** GWENDOLYN C TANDY  
1441 SULZER AVE DUPONT  
EUCLID OH 44132

\$10.83 Cr

## Estimate

## Residential Service

Account Summary		Amount Due
Your previous bill was	\$ 12.52 Credit	44.29
Total payments/adjustments	1.69 Total	0.00
Balance at billing on January 05, 2011		44.29
Current Basic Charges	\$ 10.83 credit	
The Illuminating Company - Consumption		1.67
Late Payment Charges		0.02
Total Current Charges		1.69
Total Due by Jan 19, 2011 - Please pay this amount		\$45.98

**To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.**

## 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](http://www.firstenergycorp.com)

### Price to Compare Message

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](http://www.PUCO.ohio.gov).

**Residential Service - 1580909832**

**6.86 cents per kWh**

Due Jan. 19, 2010 \$1.69

Next meter reading Feb 1, 2011

I never applied for PIPP for 1441

Category	Actual (A)	Estimate (E)	No Usage (N)
O	1	0	10
N	1	0	10
D	1	0	10
J	1	0	10

A-Actual E-Estimate C-Customer N-No Usage

**Average Daily Use (KWH)**  
**Average Daily Temperature**  
**Days in Billing Period**  
**Last 4 Months Use (KWH)**  
**Average Monthly Use (KWH)**

Jan 11  
0  
26  
34  
111  
28



Bill Based On: Actual Meter Reading

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Billing Period: Jan 09 to Feb 07, 2013 for 30 days

Bill For: GWENDOLYN C TANDY  
1439 SULZER AVE DUP  
EUCLED OH 44132

→ February 08, 2013

Account Number: 110 046 580 079

Amount Due: \$425.43

Due Date: February 22, 2013

10F 5

\$200.00

Fraud & Theft

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](http://www.firstenergycorp.com)

Bill issued by: The Illuminating Company, PO Box 3638, Akron OH 44309-3638

Infractions

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

Your electric bill payment is past due. Your service may be disconnected unless payment of \$372.33 is made by 02/22/2013. 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 \$39.00 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.

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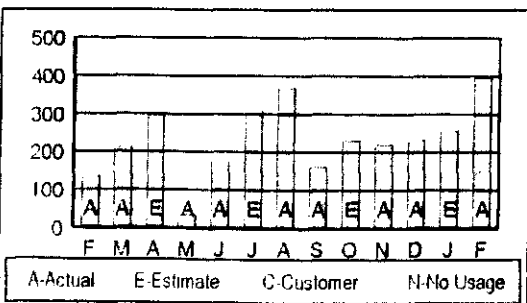
Residential Service - 1580009813 - 8.05 cents per KWH

Your next meter reading is scheduled to occur on or about Mar 07, 2013.

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

### Usage History

Feb 12	136	Aug 12	370
Mar 12	212	Sep 12	163
Apr 12	302	Oct 12	231
May 12	35	Nov 12	221
Jun 12	175	Dec 12	233
Jul 12	310	Jan 13	256
		Feb 13	397



Comparisons	Last Year	This Year
Average Daily Use (KWH)	4	13
Average Daily Temperature	33	29
Days in Billing Period	32	30
Last 12 Months Use (KWH)		2,905
Average Monthly Use (KWH)		242

Account Summary	Amount Due
Previous Balance	372.33
Payments/Adjustments	0.00
Balance at Billing on Feb 08, 2013	372.33
The Illuminating Company - Consumption	50.16
Late Payment Charges	2.94
Total Current Charges	53.10
Amount Due by Feb 22, 2013	\$425.43
Usage Information for Meter Number 692429	
Feb 07, 2013 KWH Reading (Actual)	697
Jan 09, 2013 KWH Reading (Estimate)	300
KWH used	397
Charges From The Illuminating Company	
Customer Number 0800885662 1580009813	
Rate: Residential Service CE-RSF	
Customer Charge	4.00
Distribution Related Component	17.85
Cost Recovery Charges	4.31
Bypassable Generation and Transmission Related Component	24.00
Current Consumption Bill Charges	50.16
Late payment charge	2.94
Total Charges	\$53.10

Account for 1439 Sulzer is still reflecting a balance that's been paid twice! \$425.43

383.28 write off  
Bal 372.33 Not Acknow.  
10.95 credit

\$53.10  
- 10.95  
\$43.05 Total Due

\$800.00 worth of Infractions

Feb 13, 2013 1439 Sulzer



Bill Based On: Actual Meter Reading

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Billing Period: Jan 09 to Feb 07, 2013 for 30 days  
Bill For: GWENDOLYN C TANDY  
1439 SULZER AVE DUP  
EUCLEID OH 44132

→ February 08, 2013  
Account Number: 110 046 580 079  
Amount Due: \$425.43  
Due Date: February 22, 2013

\$200.00  
Fraud & Theft

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](http://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 \$372.33 is made by 02/22/2013. 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 \$39.00 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.

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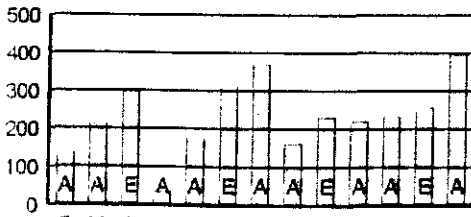
Residential Service - 1580009813 - 6.05 cents per KWH

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Usage History

Feb 12	136	Aug 12	370
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Jun 12	175	Dec 12	233
Jul 12	310	Jan 13	256
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A-Actual E-Estimate C-Customer N-No Usage

Comparisons	Last Year	This Year
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Account Summary

Amount Due

Previous Balance	372.33
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Balance at Billing on Feb 08, 2013	372.33
The Illuminating Company - Consumption	50.16
Late Payment Charges	2.94
Total Current Charges	53.10
Amount Due by Feb 22, 2013	\$425.43

Usage Information for Meter Number 692429

Feb 07, 2013 KWH Reading (Actual)	697
Jan 09, 2013 KWH Reading (Estimate)	300
KWH used	397

Charges From The Illuminating Company

Customer Number 0800885662 1580009813	
Rate: Residential Service CE-RSF	
Customer Charge	4.00
Distribution Related Component	17.85
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Feb 13, 2013 1439 Sulzer



Bill Based On: Actual Meter Reading

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Billing Period: Jan 09 to Feb 07, 2013 for 30 days  
Bill For: GWENDOLYN C TANDY  
1439 SULZER AVE DUP  
EUCLID OH 44132

February 08, 2013  
Account Number: 110 046 580 079  
Amount Due: \$425.43  
Due Date: February 22, 2013

\$200.00  
Fraud & Theft

Due Feb 08, 2013 Not Paid

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](http://www.firstenergycorp.com)

Bill issued by: The Illuminating Company, PO Box 3638, Akron OH 44309-3638

Infractions

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\$200.00  
200.00  
200.00

Usage Information for Meter Number 692429

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Jan 09, 2013 KWH Reading (Estimate)	300
KWH used	397

Charges From The Illuminating Company

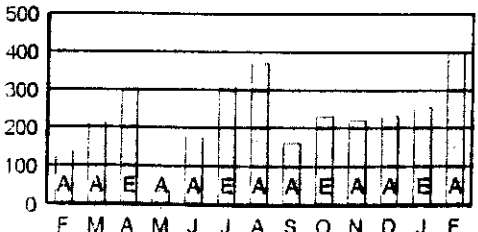
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\$53.10  
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Comparisons	Last Year	This Year
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Feb 13, 2013 1439 Sulzer



Bill Based On: Actual Meter Reading

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Billing Period: Jan 09 to Feb 07, 2013 for 30 days  
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1439 SULZER AVE DUP  
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Messages

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

Your electric bill payment is past due. Your service may be disconnected unless payment of \$372.33 is made by 02/22/2013. 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 \$39.00 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.

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](http://www.PUCO.ohio.gov).

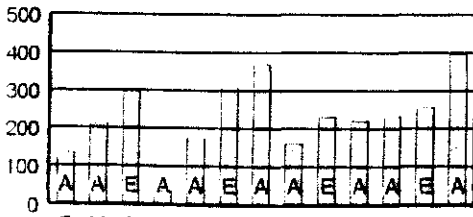
Residential Service - 1580009813 - 6.05 cents per KWH

Your next meter reading is scheduled to occur on or about Mar 07, 2013.

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

Usage History

Feb 12	136	Aug 12	370
Mar 12	212	Sep 12	163
Apr 12	302	Oct 12	231
May 12	35	Nov 12	221
Jun 12	175	Dec 12	233
Jul 12	310	Jan 13	256
		Feb 13	397



Comparisons	Last Year	This Year
Average Daily Use (KWH)	4	13
Average Daily Temperature	33	29
Days in Billing Period	32	30
Last 12 Months Use (KWH)		2,905
Average Monthly Use (KWH)		242

Account Summary

Amount Due

Previous Balance	372.33
Payments/Adjustments	0.00
<b>Balance at Billing on Feb 08, 2013</b>	<b>372.33</b>
The Illuminating Company - Consumption	50.16
Late Payment Charges	2.94
<b>Total Current Charges</b>	<b>53.10</b>
<b>Amount Due by Feb 22, 2013</b>	<b>\$425.43</b>
<b>Usage Information for Meter Number 692429</b>	
Feb 07 2013 KWH Reading (Actual)	697
Jan 09 2013 KWH Reading (Estimate)	300
KWH used	397
<b>Charges From The Illuminating Company</b>	
Customer Number 0800885662 1580009813	
Rate: Residential Service CE-RSF	
Customer Charge	4.00
Distribution Related Component	17.85
Cost Recovery Charges	4.31
Bypassable Generation and Transmission Related Component	24.00
<b>Current Consumption Bill Charges</b>	<b>50.16</b>
Late payment charge	2.94
<b>Total Charges</b>	<b>\$ 53.10</b>

\$200.00  
200.00  
200.00

Infractions

Account for 1439 Sulzer is still reflecting a balance that's been paid twice! \$425.43

383.28 write off  
Bal 372.33 Not Acknow.  
10.95 credit

\$53.10  
- 10.95  
\$43.05 Total Due

\$800.00 worth of Infractions



Bill Based On: Actual Meter Reading

Page 1 of 2  
107Billing Period: Jan 09 to Feb 07, 2013 for 30 days  
Bill For: GWENDOLYN C TANDY  
1439 SULZER AVE DUP  
EUCLID OH 44132February 08, 2013  
Account Number: 110 046 580 079  
Amount Due: \$425.43  
Due Date: February 22, 20131-OF-5  
\$200.00  
Fraud & Theft

One Feb 02, 2012 Not late

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](http://www.firstenergycorp.com)  
Bill issued by: The Illuminating Company, PO Box 3638, Akron OH 44309-3638

Infractons

## Messages

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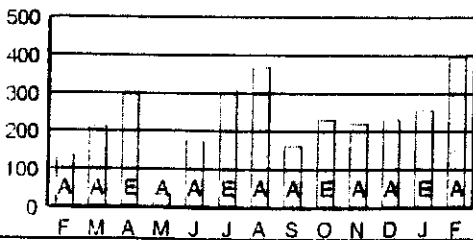
Residential Service - 1580009813 - 6.05 cents per KWH

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10.95 credit

\$53.10  
- 10.95  
\$43.05 Total Due

\$800.00 worth of Infractons

Feb 13, 2013 1439 Sulzer



Bill Based On: Actual Meter Reading

Page 1 of 2  
107

Billing Period: Jan 09 to Feb 07, 2013 for 30 days  
Bill For: GWENDOLYN C TANDY  
1439 SULZER AVE DUP  
EUCLED OH 44132

→ February 08, 2013  
Account Number: 110 046 580 079  
Amount Due: \$425.43  
Due Date: February 22, 2013

\$200.00  
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Messages

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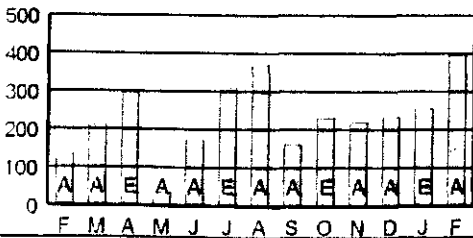
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Late Payment Charges	2.94
<b>Total Current Charges</b>	<b>53.10</b>
<b>Amount Due by Feb 22, 2013</b>	<b>\$425.43</b>
<b>Usage Information for Meter Number 692429</b>	
Feb 07, 2013 KWH Reading (Actual)	697
Jan 09, 2013 KWH Reading (Estimate)	300
KWH used	397
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Customer Number 0800885662 1580009813	
Rate: Residential Service CE-RSF	
Customer Charge	4.00
Distribution Related Component	17.85
Cost Recovery Charges	4.31
Bypassable Generation and Transmission Related Component	24.00
<b>Current Consumption Bill Charges</b>	<b>50.16</b>
Late payment charge	2.94
<b>Total Charges</b>	<b>\$53.10</b>

Account for 1439 Sulzer is still reflecting a balance that's been paid twice! \$425.43

383.28 write off  
Bal 372.33 Not Acknow.  
10.95 credit

\$53.10  
- 10.95  
\$43.05 Total Due

\$800.00 worth of In fractions

October 04, 2010

Account Number: 11 00 72 4271 5 3

Page 1 of 4  
107

Bill for: GWENDOLYN C TANDY  
1441 SULZER AVE DUP  
EUCLID OH 44132



\$5.65 over

**Billing Period:** Sep 09 to Oct 01, 2010 for 23 days  
**Next Reading Date:** On or about Nov 01, 2010  
**Bill Based On:** Initial Bill  
Actual Meter Reading  
Percentage of Income Payment Plan - PIPP  
Residential Service

1441

PIPP Account Summary		Amount Due
Balance at billing on October 04, 2010	0.00	
Current Basic Charges		
Percentage of Income Payment Plan - PIPP Amount		26.60
<b>Total Due by Oct 15, 2010 - Please pay this amount</b>		<b>\$26.60</b>

You are legally responsible for a \$5.65 actual account balance.

General Information			
	<b>Bill issued by:</b> 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 <a href="http://www.firstenergycorp.com">www.firstenergycorp.com</a>

Due 10/15 Current Actual Bill \$5.85  
8.43  
14.28  
Nov 18  
As of Sept 9, to Oct 1,  
I had a zero past due

**Residential Service**

**Meter Number** 2048280  
**Present KWH Reading (Actual)** 69,418  
**Previous KWH Reading (Estimate)** 69,378  
**Kilowatt Hours Used** 40

## Messages

The Illuminating Company welcomes you as a customer. We look forward to serving you.

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.

The Percentage of Income Payment Plan (PIPP) is changing on November 1, 2010. The updated program, called PIPP Plus, will become a year-round program and will offer incentives for making payments on time and impose penalties for missing payments. For more information about the changes, please read the PIPP Plus insert that accompanies this month's bill.

As a result of Case No. 10-1134-EL-ATA, the Public Utilities Commission of Ohio approved an increase of the Deferred Transmission Cost Recover Rider (DTC) effective September 17, 2010. This increase is intended to fully recover, by the end of 2010, the balance from the previously approved 2005 Transmission deferral. This change results in an increase to the average monthly total bill of less than 1%.

## 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 1580009832 - Residential Service - CE-RSF

Customer Charge	3.07
Distribution Related Component	1.03
Transition Charge	-1.32
Cost Recovery Charges	0.20
Bypassable Generation and Transmission Related Component	2.67
<b>Total Charges</b>	<b>\$ 5.65</b>

## Percentage of Income Payment Plan - PIPP Summary Information

PIPP Account Balance		Actual Account Balance	
Previous bill was	0.00	Previous bill was	0.00
Total payments/adjustments	0.00	Total payments/adjustments	0.00
Balance at billing	0.00	Balance at billing	0.00
Current charges	26.60	Current charges	5.65
PIPP Account Balance	26.60	Actual Account Balance	5.65

## Meter Reading Information

### Residential Service

Meter Number	2048280
Present KWH Reading (Actual)	69,418
Previous KWH Reading (Estimate)	69,378
Kilowatt Hours Used	40

Bill for: GWENDOLYN C TANDY  
 1441 SULZER AVE DUP  
 EUCLID OH 44132

\$8.43  
 \$26.60  
 Canceled PIPP Plus  
 Nov 5, 2010

Billing Period: Oct 02 to Nov 02, 2010 for 32 days  
 Next Reading Date: On or about Dec 01, 2010  
 Bill Based On: Actual Meter Reading  
 Percentage of Income Payment Plan Plus (PIPP Plus)  
 Residential Service

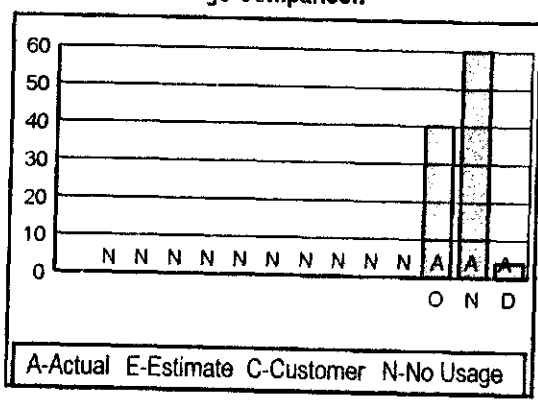
PIPP Plus Account Summary		Amount Due
Your previous bill was	- 26.60	Credit
Total payments/adjustments	0.00	
Balance at billing on November 03, 2010	26.60	26.60
Current Basic Charges		
PIPP Plus Amount	Added PIPP PLUS of \$43.00	to 26.60
Total Due by Nov 17, 2010 - Please pay this amount		\$69.60

You are legally responsible for a \$14.08 actual account balance.

If you pay your PIPP Plus payment on-time and in-full this month, you will receive a credit of \$0.24 applied to your account balance.

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

\$26.60 \$35.03 1-800-589-3101  
 8.43  
 \$35.03 1441 Owe \$26.60  
 721 348 606  
 owe \$35.03



Month	Usage (KWH)
Oct 10	40
Nov 10	60
Dec 10	4

Average Daily Use (KWH)  
 Average Daily Temperature  
 Days in Billing Period  
 Last 3 Months Use (KWH)  
 Average Monthly Use (KWH)

Dec 10  
 0  
 43  
 29  
 104  
 35

July 27, 2012  
July 29, 2012 \$383.28 adjustment  
left me with 0 zero balance

July 29, 2012

GWENDOLYN C TANDY  
1439 SULZER AVE  
EUCLID OH 44132

This acct is for 1441 Sulzer Ave  
Euclid, OH 44132  
Account Number: 110072427153

Dear GWENDOLYN C TANDY:

Enclosed is a statement of your account from 07/29/2011 to 07/29/2012.

### Summary Of Statement

Beginning Balance of Statement	375.19
Total of First Energy Billings	3.52
Total of Suppliers Billings	4.57
Total Billings	8.09
Total Payments	0.00
Total Adjustments	-383.28
Ending Balance of Statement	0.00

July 29, 2012

### Adjustment Type Key

REV Debit or Credit amount Removed from the Account  
TRAN Transfer of Credit/Debit from One Account to Another Account  
WO Write Off

Sincerely,

The Cleveland Electric Illuminating Company  
A FirstEnergy Company

Act

Post amount in correct 16.11.11  
Added 114 amount to current amount

July 2012 Zero bal...  
Jan-Sept 12: \$ paid in \$363.96  
Disputed Transfer 28.08 Act# 110072427153  
Disputed March 33-12 The transfer from 1441 Sulzer to 1439  
Sulzer 33-12 33.14 Credit as of March 3, 2012  
Not warranted. Because I had  
already paid it \$26.60 12-1-10  
\$284.00 43.00 April 6, 2011  
28.92 June 7, 11 118.21 April 20, 2011  
\$314.92 98.19 June 13, 2011  
286.00



**Public Utilities  
Commission**

12-2102-E1-GSS

Case Number

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

Gwendolyn Tandy Formal Complaint Form

110-046-586-079 AcH

Customer Name (Please Print)

1439 & 1441 Sulzer Ave

Customer Address

Euclid OH. 44132

City State Zip

110-46-586-079 (1439)

Account Number

110072427153 (1441)

Customer Service Address (if different from above)

Against AcH

AcH

Illuminating Co

Utility Company Name

City

State Zip

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

On Feb 17 2012 the Illuminating Co added a transfer from 1441 to 1439 of \$269.08. The transfer was not warranted. because I had already paid it, I paid \$288.32

May 5, 2011 statement \$161.21 Paid

April 6, 2011 \$ 43.00 Paid

April 20, 2011 118.21 Paid

\$161.21

28.92 adj

July 5, 2011 Stat. 98.19 payment

\$218.32

Also there was a write off From July 29, 2011 to July 29, 2012 of \$383.38 AcH end. 7153. for 1441 Sulzer

Gwendolyn Tandy

Signature

Customer Telephone Number

All the evidence is provided

1. Statement for 1441 Sulzer  
Acct 1100 72 42 7153, from  
Oct 4, 2010 Aug 2011.

2. The write off of \$383.28  
for 1441

3. The Illuminating Co. Statements  
for 1439 - Sept 8, 2009 to Sept 7, 2012

4. The March 19, statement 2012 1439  
Feb 1, \$12.29 Credit  
Feb 17, 2012 - Transfer from 1441 Sulzer  
of \$269.08. According to the  
State the Illuminating Co provided  
I had a credit of \$229.29 on  
March 28, 2011. That \$ disappeared.

5 I beleive I'm owed a refund of  
\$229.26 plus interest

+ 435.43 Statement Feb. 13, 2013  
\$664.69 I'm also intitled to \$200.00 for a

$$\begin{array}{r} 2439-31912 \\ + 2961 \\ \hline 25400 \end{array}$$

\$70.19 Credit  
 \$130.48 CR  
 50.90 144.12  
 \$189.38

(\$187.39 cred. A  
 383.20 write  
 576.66 off

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

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

 When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below.  
**Call The Illuminating Company at 1-800-589-3101 with questions on these charges.**

Customer Number: 0800885662 1580009813 - Residential Service - CE-RSF	221.01	
Customer Charge	112.29	4.00
Distribution Related Component	12.29	9.46
Cost Recovery Charges	24.58	2.33
Bypassable Generation and Transmission Related Component	12.29	13.82
<b>Total Charges</b>	<b>245.80</b>	<b>\$ 29.61</b>

Aug 3, 2011 I had a

Date	Reference	Amount
Adjustments:	No date or explanation	\$56.90
02/17/12	Trans fr 110072427153 / 1441 SULZER AVE DUP	269.08
02/01/12	HS Removed Deferred Aris (Cr)	-12.29
02/01/12	HS Removed Deferred Aris (Dr)	12.29
02/20/12	HS* Deferred Arrears Adjustment	-12.29
Total Adjustments	payment \$30. - Zero Bal	256.79
Total Payments and Adjustments		\$256.79

Residential Service			
Meter Number	692429	Feb 29.61 Bal	
Present KWH Reading (Actual)	8,004		
Previous KWH Reading (Actual)	7,792		
Kilowatt Hours Used	212		
		30.00 Paid	

due March 19, 02 \$29.61 Total Current

Feb 17, Transfer \$269.08  
Feb 20 HS Deferral 12.29 Credit  
Feb 1-12 \$12.29 HS Removal  
2-1-21 Removal  
Total adjustment \$256.79

There is no  
account Balance  
A demand of \$ 256.79 Mr. Order  
attach

January 5, 2012  
D. 00 payments  
9.91 owed 75.12  
0.09 CL 12.29  
12.29  
12.29  
24.58  
- 20.09  
\$ 44.59 CL  
Ach 7/53  
Feb 17, 2012  
\$ 269.08 1441  
\$ 44.59 Cred. 4  
43 78 Estimated  
R 1.81 Credit  
April 4, 12 \$ 459.21  
May owe \$ 11.80  
owed 1.81  
\$ 9.99

[illegible]

Jan  
Feb  
March  
April

May  
June  
July  
Aug 8, 09  
Sept 8, 09

61.26 Paid Sept 8, 09  
32.49

61.26  
Amount  
Paid

1434

Gwendolyn Tandy 110046580079

Enter Date	Read Date	Mtr Read	kWh	Read Type	Tot Bill	PIPP	Amount Due	Due Date	Pay Amt	Adj Amt	Adj Type	Balance
9/8/2009	9/4/2009	9005	251	Est	32.49	36.00	36.00	9/22/2009	61.26			61.26
10/7/2009	10/6/2009	9388	383	Act	47.28		47.28	10/21/2009	47.28	11-16-09		0
11/6/2009	11/5/2009	9614	226	Act	27.91	36.00	83.28	11/20/2009	47.28			0
11/16/2009												75.19
12/7/2009	12/4/2009	9897	283	Act	34.76	36.00	72.00	12/21/2009				27.91
1/5/2010												62.67
1/7/2010	1/6/2010	267	370	Act	45.82	36.00	36.00	1/21/2010	72.00	1-5-10		9.33
2/4/2010	2/3/2010	474	207	Act	26.66	36.00	72.00	2/18/2010				36.49
3/8/2010	3/5/2010	771	297	Act	37.89	36.00	108.00	3/22/2010				63.15
3/17/2010												101.04
4/6/2010	4/5/2010	999	228	Act	29.30	36.00	108.00	4/20/2010	36.00			65.04
5/4/2010	5/3/2010	1203	204	Act	26.39	36.00	108.00	5/18/2010	36.00			94.34
6/4/2010	6/3/2010	1506	303	Act	38.91	36.00	110.91	6/18/2010	72.00			15.64
7/2/2010	7/1/2010	1837	331	Act	43.62	36.00	82.53	7/16/2010	36.00			59.26
8/4/2010	8/3/2010	2274	437	Act	56.96	36.00	103.49	8/18/2010	36.00			80.22
8/17/2010												44.22
8/21/2010	Emergency HEAP											
9/3/2010	9/2/2010	2707	433	Act	56.32	36.00	20.32	9/17/2010				-2.95
10/4/2010	10/1/2010	3011	304	Act	39.03	36.00	59.35	10/18/2010				36.08
11/2/2010	11/2/2010	3,334	323	Act	41.98	43.00	102.35	11/17/2010				78.06
	Amount added to deferred arrears due to PIPP Plus				1.04		-59.35					78.06
12/1/2010	12/1/2010	3,598	264	Act	34.47	43.00	86.00	12/16/2010				112.53
1/4/2011	1/4/2011	3,979	381	Est	49.13	43.00	129.00	1/19/2011				161.66
2/1/2011	2/1/2011	4,143	164	Act	22.63	43.00	172.00	2/16/2011				184.29
2/10/2011							0					146.48
2/24/2011	Emergency HEAP											0
3/7/2011												43.50
3/28/2011												44.52

Estimate  
New 16  
Nov 16

Dec 11  
2011

1434

4452  
43.00  
\$ 1.52

8229.29 credit

1434

4452  
43.00  
\$ 1.52



Billing Period: Jan 09 to Feb 07, 2013 for 30 days

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

February 08, 2013

Account Number: 110 046 580 079

Amount Due: \$425.43

Due Date: February 22, 2013

*Due Feb 22, 2012 Not late*

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](http://www.firstenergycorp.com)

Bill issued by: The Illuminating Company, PO Box 3638, Akron OH 44309-3638

Messages	Account Summary	Amount Due
<p><b>*** DISCONNECTION NOTICE ***</b></p> <p>Your electric bill payment is past due. <b>Your service may be disconnected unless payment of \$372.33 is made by 02/22/2013.</b> 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 \$39.00 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.</p> <p>To avoid a 1.50% Late Payment Charge being added to your bill, please pay the <b>Amount Due</b> by the Due Date.</p> <p>Your current <b>PRICE TO COMPARE</b> 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 <a href="http://www.PUCO.ohio.gov">www.PUCO.ohio.gov</a>.</p> <p><b>Residential Service - 1580009813 - 6.05 cents per KWH</b></p> <p>Your next meter reading is scheduled to occur on or about Mar 07, 2013.</p>	<p>Previous Balance 372.33</p> <p>Payments/Adjustments 0.00</p> <p><b>Balance at Billing on Feb 08, 2013 372.33</b></p> <p>The Illuminating Company - Consumption 50.16</p> <p>Late Payment Charges 2.94</p> <p><b>Total Current Charges 53.10</b></p> <p><b>Amount Due by Feb 22, 2013 \$425.43</b></p> <p><b>Usage Information for Meter Number 082428</b></p> <p>Feb 07, 2013 KWH Reading (Actual) 697</p> <p>Jan 09, 2013 KWH Reading (Estimate) 300</p> <p>KWH used 397</p> <p><b>Charges From The Illuminating Company</b></p> <p>Customer Number: 0800885662 1580009813</p> <p>Rate: Residential Service CE-RSF</p> <p>Customer Charge 4.00</p> <p>Distribution Related Component 17.85</p> <p>Cost Recovery Charges 4.31</p> <p>Bypassable Generation and Transmission Related Component 24.00</p> <p><b>Current Consumption Bill Charges 50.16</b></p> <p>Late payment charge 2.94</p> <p><b>Total Charges \$53.10</b></p>	

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

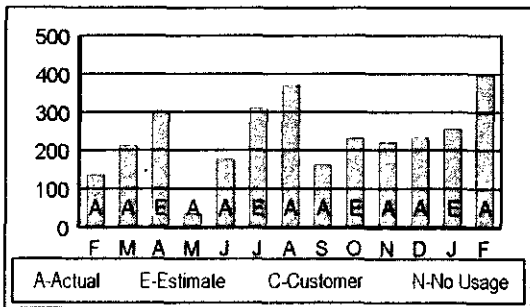
Your current **PRICE TO COMPARE** for generation and transmission from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an "Apples to Apples" comparison of available competitive electric supplier offers, visit the PUCO web site at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

**Residential Service - 1580009813 - 6.05 cents per KWH**

Your next meter reading is scheduled to occur on or about Mar 07, 2013.

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

Usage History			
Feb 12	136	Aug 12	370
Mar 12	212	Sep 12	163
Apr 12	302	Oct 12	231
May 12	35	Nov 12	221
Jun 12	175	Dec 12	233
Jul 12	310	Jan 13	256
		Feb 13	397



Comparisons	Last Year	This Year
Average Daily Use (KWH)	4	13
Average Daily Temperature	33	29
Days in Billing Period	32	30
Last 12 Months Use (KWH)		2,905
Average Monthly Use (KWH)		242

*Feb 8, 2013*

*\$425.43*  
*383.28*  
*142.15*

*copy 2*

*\$383.28 (write off)*  
*Bal 372.33 (Not Acknow)*  
*10.95 credit*

*\$53.10*  
*- 10.95*  
*\$43.05 Total Due*

*Twelve mths later write off not acknowledged.*  
*gg*

ISSUING AGENT

**Huntington**

received June 17, 2011  
75-53  
919

**MoneyGram**  
Money Orders

INTERNATIONAL MONEY ORDER

1462176079

6/13/11

Date

The Illuminating Co.

TO THE ORDER OF/  
A LA ORDEN DE

PAY/  
PAGAR

98 DOLS 19 CTS  
COPY-NOT-NEGOTIABLE  
Purchaser's Receipt/ Retain For Your Records

FEE \$

REMITTER

ADDRESS/  
DIRECCION

Gwendolyn Tandy  
1441 Sulzer

ISSUER/DRAWER:  
MONEYGRAM PAYMENT SYSTEMS, INC.

98.19  
28.92  
\$ 127.11

1441 6/13/11

1441 1007242753

Final Bill For Gwer  
\$143.63 1441

Due June 26 2011 plus a \$28.92 Credit

ISSUING AGENT

**Huntington**

**MoneyGram**  
Money Orders

INTERNATIONAL MONEY ORDER

1441 This was supposed to be

75-53  
919

1439

1462175353

Date

May 25, 2011

TO THE ORDER OF/  
A LA ORDEN DE

PAY/  
PAGAR

45 DOLS 44 CTS  
COPY-NOT-NEGOTIABLE  
Purchaser's Receipt/ Retain For Your Records

FEE \$

REMITTER

ADDRESS/  
DIRECCION

Gwendolyn Tandy  
1439 Sulzer Ave Euclid OH

ISSUER/DRAWER:  
MONEYGRAM PAYMENT SYSTEMS, INC.

45.44/xx

copy payments 1441

# 1441-1007242753

\$43.00 received 4/6

Bill for: GWENDOLYN C TANDY  
1441 SULZER AVE DUP  
EUCLID OH 44132

**\$10.83 Cr.**

Billing Period: Dec 02 to Jan 04, 2011 for 34 days

Next Reading Date: On or about Feb 01, 2011

Bill Based On: Estimated Meter Reading

**Estimate**

**Dec 2, 2010 to Jan 4, 2011** Residential Service

Account Summary		Amount Due
Your previous bill was	\$12.52 Credit	44.29
Total payments/adjustments	1.69 Total	0.00
Balance at billing on January 05, 2011		44.29
Current Basic Charges	\$10.83 Credit	
The Illuminating Company - Consumption		1.67
Late Payment Charges		0.02
Total Current Charges		1.69
Total Due by Jan 19, 2011 - Please pay this amount		\$45.98

Zero previous bill  
Infrastructure  
Where did this  
come from  
I owe \$1.69/mo

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

**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](http://www.firstenergycorp.com)

**Price to Compare Message**

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](http://www.PUCO.ohio.gov).

Residential Service - 1580009832

6.86 cents per kWh

Due Jan. 19, 2010 \$1.69  
Next meter reading Feb 1, 2011  
I never applied for PIPP for 1441

0	N	N	N	N	N	N	N	N	N	A	A	A	E
										O	N	D	J

A-Actual E-Estimate C-Customer N-No Usage

Average Daily Use (KWH)  
Average Daily Temperature  
Days in Billing Period  
Last 4 Months Use (KWH)  
Average Monthly Use (KWH)

Jan 11  
0  
26  
34  
111  
28

~~November 3, 2011 \$57.90 winter~~  
~~Crisis payment and \$57.90~~  
~~was my total current charges~~

**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, 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 1580009832 - Residential Service - CE-RSF**

Customer Charge	4.00
Distribution Related Component	-0.64
Transition Charge	-2.19
Cost Recovery Charges	0.02
Bypassable Generation and Transmission Related Component	0.48
	1.67
Late payment charge	0.02
<b>Total Charges</b>	<b>\$ 1.69</b>

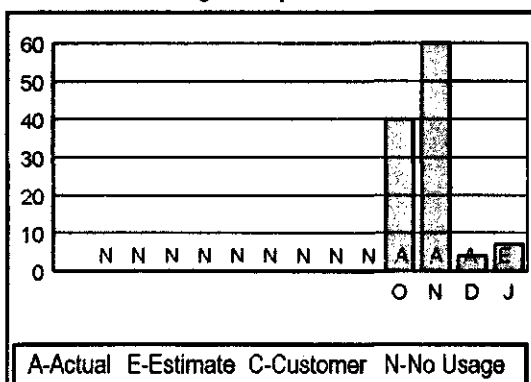
**Meter Reading Information**

**Residential Service**

<b>Meter Number</b>	2048280
Present KWH Reading (Estimate)	69,489
Previous KWH Reading (Actual)	69,482
Kilowatt Hours Used	7

**Usage Information**

**Usage Comparison**



**Historical Usage Information**

Oct 10	40
Nov 10	60
Dec 10	4
Jan 11	7

Average Daily Use (KWH)  
Average Daily Temperature  
Days in Billing Period  
Last 4 Months Use (KWH)  
Average Monthly Use (KWH)

Jan 11  
0  
26  
34  
111  
28

Feb - 3 1 5011  
Bill for: GWENDOLYN C TANDY  
1441 SULZER AVE DUP  
EUCLID OH 44132 **\$10.83 CR**

Billing Period: Jan 05 to Feb 01, 2011 for 28 days  
Next Reading Date: On or about Mar 02, 2011  
Bill Based On: Actual Meter Reading

Residential Service

Account Summary		Amount Due
Your previous bill was	45.98	<b>\$1.69 Previous</b>
Total payments/adjustments	0.00	
Balance at billing on February 03, 2011	45.98	45.98
Current Basic Charges		
The Illuminating Company - Consumption	50.83	
Late Payment Charges	0.04	
Total Current Charges	50.87	50.87
Total Due by Feb 17, 2011 - Please pay this amount		<b>\$96.85</b>

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

**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](http://www.firstenergycorp.com)

**Price to Compare Message**

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](http://www.PUCO.ohio.gov).

Residential Service - 1580009832

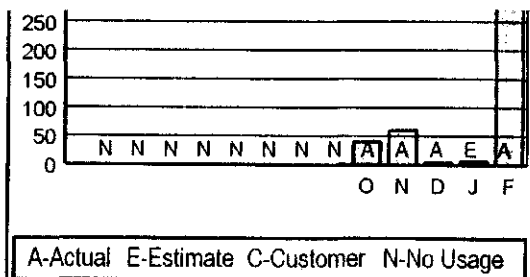
6.84 cents per kWh

I owed

Feb 1 - March 1, 11

Tinsley owed

See other pages for additional information and telephone numbers



Dec 10	4
Jan 11	7
Feb 11	400

Average Daily Use (KWH)  
Average Daily Temperature  
Days in Billing Period  
Last 5 Months Use (KWH)  
Average Monthly Use (KWH)

**\$50.87**  
**+ 2.98**  
**\$53.85**

Feb 11  
14  
22  
28  
511  
102

**\$45.98**  
**43.00**  
**2.98**

Where is Feb, March, April, May + June

**Messages**

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

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

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

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.

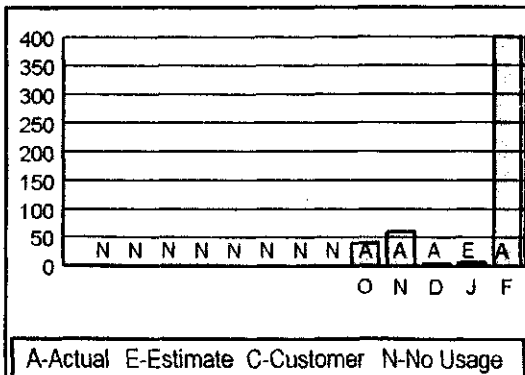
Call The Illuminating Company at 1-800-589-3101 with questions on these charges.

**Basic Charges**

Customer Number: 0800885662 1580009832 - Residential Service - CE-RSF <i>450.87</i>	
Customer Charge	4.00
Distribution Related Component	19.79
Cost Recovery Charges	-0.33
Bypassable Generation and Transmission Related Component	27.37
	<u>50.83</u>
Late payment charge	0.04
<b>Total Charges</b>	<b>\$ 50.87</b>

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

Meter Number	2048280
Present KWH Reading (Actual)	69,889
Previous KWH Reading (Estimate)	69,489
Kilowatt Hours Used	400

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

Oct 10	40
Nov 10	60
Dec 10	4
Jan 11	7
Feb 11	400

Average Daily Use (KWH)  
 Average Daily Temperature  
 Days in Billing Period  
 Last 5 Months Use (KWH)  
 Average Monthly Use (KWH)

*\$50.87*  
*+ 2.98*  
*\$53.85*

Feb 11  
 14  
 22  
 28  
 511  
 102

*\$45.98*  
*43.00*  
*2.98*

*Where is Feb, March, April, May, June*

Bill for: GWENDOLYN C TANDY  
1441 SULZER AVE DUP  
EUCLID OH 44132

Billing Period: Feb 02 to Mar 03, 2011 for 30 days  
Next Reading Date: On or about Apr 01, 2011  
Bill Based On: Actual Meter Reading

Residential Service

Account Summary		Amount Due
Your previous bill was	96.85	40.84
Total payments/adjustments	0.00	41.23
Balance at billing on March 04, 2011	96.85	96.85
Current Basic Charges		81.21
The Illuminating Company - Consumption	40.42	
Late Payment Charges	0.81	
Total Current Charges	41.23	41.23
Total Due by Mar 18, 2011 - Please pay this amount		\$138.08

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

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

**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](http://www.firstenergycorp.com)

**Price to Compare Message**

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](http://www.PUCO.ohio.gov).

Residential Service - 1580009832

6.84 cents per kWh

See other pages for additional information and telephone numbers

841.23  
50.87  
41.23  
93.19

29.04  
138.08  
F owed \$96.85

18  
Feb 16, 2011 - \$20.61  
March 3 - \$20.61  
\$20.61 TS owes \$20.61  
2/41.23  
4  
12  
23

**The Illuminating Company**  
A FirstEnergy Company

1441  
\$256.29

\* Bill for: GWENDOLYN C TANDY  
1441 SULZER AVE DUP  
EUCLID OH 44132

April 6, 2011  
paid \$4300

April 16, 11 \$4300

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

Total Owed paid 4-24-2011

Residential Service T.J. you owe \$118.12

Account Summary		Amount Due
Your previous bill was	32.91	138.08
Total payments/adjustments		0.00
Balance at billing on April 06, 2011	April 6, 11 \$4300	138.08
Current Basic Charges		
The Illuminating Company - Consumption		116.80
Late Payment Charges		1.41
Total Current Charges	April 20, 11 Paid \$118.21	118.21
Total Due by Apr 20, 2011 - Please pay this amount		5256.29



43.79  
40.42  
34.11

134.11  
Paid April 20, 2011

\$118.21 To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

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

43.06  
Total Payment in April 2011

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 <a href="http://www.firstenergycorp.com">www.firstenergycorp.com</a>

Price to Compare Message	
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 <a href="http://www.PUCO.ohio.gov">www.PUCO.ohio.gov</a> .	
Residential Service - 1580009832	6.84 cents per kWh

\$118.21 Rec'd April 20  
From \$256.29

Meter Reading	
Meter Number	2048280
Present KWH Reading (Actual)	71,140
Previous KWH Reading (Actual)	70,202
Kilowatt Hours Used	938

Previous bill 46.85  
256.29  
134.11  
Total 118.21

*\$256.29 Fraud Theft*  
**the Illuminating Company**  
 A FirstEnergy Company  
 May 05, 2011  
 153

Account Number: 11 00 72 4271 53

Page 1 of 4  
107

Bill for: GWENDOLYN C TANDY  
 1441 SULZER AVE DUP  
 EUCLID OH 44132

*Credit \$150.70*

*No bal Zero Illuminating Co has \$256.29 Previous Bill that's Fraud & Theft*

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

Residential Service *Zero Premium*

Account Summary			Amount Due
Your previous bill was	<i>April 6, \$43.00</i>	256.29	<i>\$10.51</i>
Total payments/adjustments		-161.21	
Balance at billing on May 05, 2011	<i>April 30 + 118.21</i>	95.08	<i>95.08</i>
Current Basic Charges	<i>\$161.21</i>		
The Illuminating Company - Consumption	<i>-10.51</i>	9.73	<i>\$176.67</i>
Late Payment Charges		0.78	
Total Current Charges	<i>15.076</i>	10.51	<i>owed 10.51</i>
Total Due by May 19, 2011 - Please pay this amount			<i>\$105.59</i>

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

*\*\*\* PLEASE SEE DISCONNECTION MESSAGE ON PAGE 3. \*\*\**  
*(B10.51 total charges Total Due)*

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 <a href="http://www.firstenergycorp.com">www.firstenergycorp.com</a>

Price to Compare Message	
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 <a href="http://www.PUCO.ohio.gov">www.PUCO.ohio.gov</a> .	
Residential Service - 1580009832	6.85 cents per kWh

*F 062 4-10.51*  
*pay \$45.44 May June*  
*\$50.15 T.S. \$10.51*  
*55.59 8/10.59*  
*112.15 45.44*  
*45.44 60.15*

See other pages for additional information and telephone numbers

*April 5 - May 4, 2011*  
 Late payment charge *10.51*  
 Total Charges *95.08*  
*10.51*  
*95.08*

Detail Payment and Adjustment Information			
Date	Reference	Amount	
Payments: April 6, 2011	<i>\$43.00</i>	<i>\$43.00</i>	
04/20/11	<i>201 + 118.21</i>	<i>2195.08</i>	
04/06/11	<i>8161.21</i>	<i>8161.21</i>	
Total Payments		<i>8161.21</i>	
Total Payments and Adjustments		<i>8161.21</i>	

Meter Reading Information	
Residential Service	
Meter Number	2048280
Next KWH Reading (Estimate)	71 105

*I owe \$48. May*

*April 6, 2011*  
*\$43.00*  
*118.21*  
*\$161.21*

Apr 17 20 2011  
\$118.21 paid

## Messages

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

Your electric bill payment is past due. Your service may be disconnected unless payment of \$ 109.16 is made by 04/20/2011. 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.

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 1580009832 - Residential Service - CE-RSF

Customer Charge		4.00
Distribution Related Component	March \$15.26	49.13
Cost Recovery Charges	March \$21.42	-0.52
Bypassable Generation and Transmission Related Component		64.19
		116.80

Late payment charge

Total Charges

\$118.21 Paid April 20 2011  
Fraud & Theft Paid in full 4-20-11

1.41

\$118.21

Paid in full

## Meter Reading Information

## Residential Service

## Meter Number

2048280

Present KWH Reading (Actual)

71,140

Previous KWH Reading (Actual)

70,202

Kilowatt Hours Used

938

— Past \$70,202  
69,889

71,140 April  
70,202 March  
938

Apr 17 2011  
\$118.21 Paid  
270.97

Fraud & Theft PD 283  
June 07, 2011

Account Number: 11 00 72 4271 5 3

Page 1 of 7  
107

**The Illuminating Company**  
A FirstEnergy Company

\$150.70 CE  
28.92  
\$179.62 Total CE

Bill for: GWENDOLYN C TANDY  
1441 SULZER AVE DUP  
EUCLID OH 44132

June 13, 2011

Billing Period: May 05 to Jun 03, 2011 for 30 days  
Next Reading Date: On or about Jul 01, 2011  
Bill Based On: Actual Meter Reading

May 25, 11 \$45.44



\$98.19 Paid  
- \$1.27 owed  
\$179.62  
\$16.92 Credit

Residential Service

Account Summary			Amount Due
Your previous bill was	June 3, 11 \$28.92	105.59	81.27 - Theft
Total payments/adjustments	6-13-11 98.19	-28.92	28.92
Balance at billing on June 07, 2011		76.67	76.67
Current Basic Charges			53.38
The Illuminating Company - Consumption	\$126.11	206.32	100¢
Late Payment Charges	\$81.27	0.93	
Total Current Charges	\$44.84	207.25	207.25
Total Due by Jun 21, 2011 - Please pay this amount			\$283.92

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

Im disputing the by payable \$112. - 44.84 owed.  
\*\*\* PLEASE SEE DISCONNECTION MESSAGE ON PAGE 3. - \$45.44 Paid

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 <a href="http://www.firstenergycorp.com">www.firstenergycorp.com</a>

Price to Compare Message	
Your current <b>PRICE TO COMPARE</b> 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 <a href="http://www.PUCO.ohio.gov">www.PUCO.ohio.gov</a> .	
Residential Service - 1580009832	6.91 cents per kWh

Handwritten calculations:  
\$115.21  
45.00  
100.21  
118.06  
Missing \$80.14  
0.93  
\$207.25

Detail Payment and Adjustment Information		
Date	Reference	Amount
Adjustments: 06/07/11	June 7, 11	28.92
	HS Deferred Arrears Adjustment	
Total Adjustments	June 17, 2011	98.19
Total Payments and Adjustments	\$127.11	-28.92
		-28.92

Meter Reading Information	
Residential Service	
Meter Number	2048280
Present KWH Reading (Actual)	72,823
Previous KWH Reading (Estimate)	71,195
Kilowatt Hours Used	1,628
Payment May 25, 11 \$45.44	
June 118.06	
118.06	

heft + Fraud  
Actual



June

Messages

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

Your electric bill payment is past due. Your service may be disconnected unless payment of \$ 76.67 is made by 06/21/2011. 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, 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 1580009832 - Residential Service - CE-RSF

Customer Charge	4.00
Distribution Related Component	86.83
Cost Recovery Charges	3.03
Bypassable Generation and Transmission Related Component	112.46
Payment <del>845.00</del> Missing <del>118.00</del> Missing <del>118.00</del> Missing	206.32
Late payment charge	0.93
Total Charges	\$ 207.25

\$118.  
118.  
28.92  
98.19  
117.11  
118.00  
237.11  
207.25  
29.86  
28.92  
\$ 58.78

Detail Payment and Adjustment Information

Date	Reference	Amount
Adjustments:	June 7, 11	28.92
06/07/11	HS Deferred Arrears Adjustment	-28.92
Total Adjustments	June 17, 2011	-28.92
Total Payments and Adjustments	June 3, 2011	-28.92

Meter Reading Information

Residential Service  
Meter Number 2048280  
Present KWH Reading (Actual) 72,823  
Previous KWH Reading (Estimate) 71,195  
Kilowatt Hours Used 1,628

Payment May 25, 11  
\$4544  
118.00  
163.65

Theft + Fraud  
Actual

**Billing Period:** Jul 02 to Jul 05, 2011 for 4 days  
**Bill Based On:** Estimated Meter Reading

**Bill for:** GWENDOLYN C TANDY  
1441 SULZER AVE DUP  
my EUCLID OH 44132

11/01/2011 Final Bill

HOW CAN I ELECTRIC SERVICES CHANGE MY





Account Summary		Amount Due
Your previous bill was	375.19	\$8.09
Total payments/adjustments	0.00	
Balance at billing on August 03, 2011	375.19	375.19
<b>Current Basic Charges</b>		
The Illuminating Company	3.52	
FirstEnergy Solutions Corp - Consumption	4.57	
<b>Total Current Charges</b>	8.09	8.09
<b>Total Due by Aug 17, 2011 - Please pay this amount</b>		<b>\$383.28</b>

200.00  
Write OF 200  
39.38  
8.09  

---

437.47

## General Information

General Information			
	<b>Bill issued by:</b> 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 <b>visit us on-line at <a href="http://www.firstenergycorp.com">www.firstenergycorp.com</a></b>
	<b>Certified Retail Electric Service Provider:</b> FirstEnergy Solutions Corp 341 White Pond Drive Bldg B3 Akron OH 44320-1119		For Information About Your Alternate Electric Supplier  1-888-254-6359

## Price to Compare Message

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](http://www.PUCO.ohio.gov).

**Residential Service - 1580009832**

**7.63 cents per kWh**

Final B171 Total B18.26 Credit  
3.52

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

**the  
Illuminating  
Company**  
A FirstEnergy Company

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

**Account Number: 110072427153**

Amount Paid	
Please Pay	\$383.28
Due By	August 17, 2011

1	Thrift & Fraud
8	200
1	\$600.00

1. The first part of the document is a header section containing the title "THE HISTORY OF THE UNITED STATES OF AMERICA" and the author "BY JAMES M. SMITH, LL.D." followed by the publisher information "NEW YORK: PUBLISHED BY J. B. LIPPINCOTT & CO., 15 N. 2ND ST. 1884."

\*\*\*\*\*AUTO\*\*5-DIGIT 44132

00018378 01 AV 0.337

**GWENDOLYN C TANDY**

1439 SULZER AVE

EUCALID OH

44132-2725

**THE ILLUMINATING COMPANY**

PO BOX 3638

AKRON OH 44309-3638

041100724271530000000000000000000000000809000038328P

August

GWENDOLYN C TANDY

Account Number: 11 00 72 4271 53  
Invoice Number: 90482517917Page 3 of 4  
107**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.

Payments made on or after September 16, 2011, for your supplier charges should be mailed to FirstEnergy Solutions Corp, 341 WHITE POND DRIVE BLDG B3, AKRON, OH 44320-1119. Payments received after this date will be applied to the amount owed to 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 1580009832 - Residential Service - CE-RSD

Customer Charge	0.53
Distribution Related Component	2.74
Cost Recovery Charges	0.25

<b>Total Charges</b>	<b>\$ 3.52</b>
----------------------	----------------

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

Call FirstEnergy Solutions Corp at 1-888-254-6359 with questions on these charges.  
Account Number: 131143056 Rate: FES-G950

**Basic Charges**

Basic Charge	63 KWH x 0.072540 per KWH	4.57
--------------	---------------------------	------

<b>Total Charges</b>	<b>\$ 4.57</b>
----------------------	----------------

**Account Balances by Company**

	Previous Balance	Payments/ Adjustments	Current Charges	Please Pay
The Illuminating Company	265.56	0.00	3.52	269.08
FirstEnergy Solutions Corp	109.63	0.00	4.57	114.20
<b>Total</b>	<b>375.19</b>	<b>0.00</b>	<b>8.09</b>	<b>383.28</b>

Write off

**Meter Reading Information**

<b>Residential Service</b>	
<b>Meter Number</b>	2048280
Present KWH Reading (Estimate)	74,428
Previous KWH Reading (Estimate)	74,365
Kilowatt Hours Used	63

8.09

*Due Feb 15, 2012*  
Bill for: GWENDOLYN C TANDY  
1439 SULZER AVE DUP  
EUCLID OH 44132  
*200-Infrastruct*

Billing Period: Dec 31 to Jan 31, 2012 for 32 days  
Next Reading Date: On or about Mar 01, 2012  
Bill Based On: Actual Meter Reading  
Percentage of Income Payment Plan Plus (PIPP Plus)  
Residential Service

*Feb 2, 2012 \$869.19 CE 12/5/12*  
*209.00 Paid 1-25-12*  
*\$88.19 CE*

PIPP Plus Account Summary		Amount Due
Your previous bill was	<i>No date of reciet</i>	173.81
Total payments/adjustments		-30.00
Balance at billing on February 01, 2012		143.81
Current Basic Charges		
PIPP Plus Amount	<i>Add my PIPP</i>	<i>29.00</i>
Total Due by Feb 15, 2012 - Please pay this amount	<i>CEBRI</i>	<i>\$70.19</i>
		<i>\$172.81</i>

You are legally responsible for a \$151.43 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.

\*\*\* 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](http://www.firstenergycorp.com)

*\$88.19 Cred. + AS OF Feb 1, 2012 \$143.61*  
*30.00 2-5-12*  
*\$118.19 Paid*  
*+ 12.29 Feb 20, 12*  
*\$130.48 CE*

*Actual 151.43*

**Attach M.O.** *GWENDOLYN C TANDY* Account Number: 11 00 46 5800 / 9 Page 3 of 4  
*1441 Sulzer Bal \$256.00* Invoice Number: 90632659192 107  
*March 5 2012*

**Messages:**

**DISCONNECTION NOTICE**

Your electric bill payment is past due. Your service may be disconnected unless payment of \$ 163.72 is made by 03/19/2012. 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 \$53.00 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.

*Write off credit = \$570.66*  
 The Earned Income Tax Credit (EITC) is a tax credit for certain lower-income families and individuals. For information and to determine if you qualify, simply dial 1-800-829-1040 or visit [www.irs.gov/individuals](http://www.irs.gov/individuals).

**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**

*The transfer was already paid...*  
 Customer Number: 0800885662 1580009813 - Residential Service - CE-RSF  
 Customer Charge *12.29* 4.00  
 Distribution Related Component *12.29* 9.46  
 Cost Recovery Charges *12.29* 2.33  
 Bypassable Generation and Transmission Related Component *24.58* 13.82  
 Total Charges *Aug 3, 2011 I had a \$56.90 credit* *Sept Tinsley's Name* \$29.61

**Detail Payment and Adjustment Information:**

Date	Reference	Amount
Adjustments:	<i>No date or explanation</i>	
02/17/12	Trans fr 110072427153 / 1441 SULZER AVE DUP	<i>\$56.90</i> 269.08
02/01/12	HS Removed Deferred Aris (Cr)	-12.29
02/01/12	HS Removed Deferred Aris (Dr)	12.29
02/20/12	HS Deferred Arrears Adjustment	-12.29
Total Adjustments		
Total Payments and Adjustments		<i>payment \$30. - Zero Bal</i> 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

*due March 19, 12 \$29.61 Total Current*

*Feb 17, Transfer \$269.08*  
*Feb 20 HS Defered 12.29 Credit*  
*Feb 1-12 \$12.29 HS Removal*  
*2-1-21 Removal*  
*Total Adjustment \$956.79*

There is no account Balance  
 A demand of \$256.79 M.O. order attach  
 The transfer wasn't warranted

*Trans for*  
*Feb 17, 12 \$269.08*  
*\$29.39 - 3-19-12*  
*+ 29.61*  
*\$54.00*  
*\$70.19 Credit*  
*\$130.48 CR*  
*50.90 1441*  
*\$187.38*  
*(\$187.38 credit July 29)*  
*383.20 write*  
*\$570.66 off*

*January 5, 2012*  
*\$30.00 payment*  
*-19.91 owed 7B-12*  
*20.09 CR*  
*12.29*  
*12.29*  
*24.58*  
*-20.09*  
*\$44.99 CR*  
*ACH 7153*  
*Feb 17, 2012*  
*\$269.08 1441*  
*\$44.59 credit*  
*43.78 Estimated*  
*R 1.81 Credit*  
*April 4, 12 \$459.21*  
*May owe \$11.60*  
*1.81*  
*owed \$9.79*

ISSUING AGENT



MoneyGram  
Money Orders

INTERNATIONAL MONEY ORDER

75-53  
919

Date

1462112501

43.00  
Apr 21, 2011

TO THE ORDER OF/  
A LA ORDEN DE

The Illuminating Co.

PAY/  
PAGAR

COPY-NOT-NEGOTIABLE

Purchaser's Receipt/ Retain For Your Records

FEE \$

REMITTER

ADDRESS/  
DIRECCION

Gwendolyn Tandy  
1441 Sulzer, Euclid OH

ISSUER/DRAWER:  
MONEYGRAM PAYMENT SYSTEMS, INC.

AC# 10072427153

TJ payee

\$ 118.21/xx

ISSUING AGENT



MoneyGram  
Money Orders

INTERNATIONAL MONEY ORDER

75-53  
919

Date

1462175353

May 25, 2011

TO THE ORDER OF/  
A LA ORDEN DE

Illuminating Company

PAY/  
PAGAR

COPY-NOT-NEGOTIABLE

Purchaser's Receipt/ Retain For Your Records

FEE \$

REMITTER

ADDRESS/  
DIRECCION

Gwendolyn Tandy  
1439 Sulzer Ave. Euclid OH

ISSUER/DRAWER:  
MONEYGRAM PAYMENT SYSTEMS, INC.

AC# 1441-10072427153

\$ 45.44/xx

ISSUING AGENT



MoneyGram  
Money Orders

INTERNATIONAL MONEY ORDER

75-53  
919

Date

1462176079

6/13/11

TO THE ORDER OF/  
A LA ORDEN DE

The Illuminating Co.

PAY/  
PAGAR

COPY-NOT-NEGOTIABLE

Purchaser's Receipt/ Retain For Your Records

FEE \$

REMITTER

ADDRESS/  
DIRECCION

Gwendolyn Tandy  
1441 Sulzer, Euclid OH

ISSUER/DRAWER:  
MONEYGRAM PAYMENT SYSTEMS, INC.

441

7153 last 4 digits

\$ 98.19

\$ 96.85

\$118.19 CR

due Feb 15, 2012

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

200. Infrastr

Billing Period: Dec 31 to Jan 31, 2012 for 32 days

Next Reading Date: On or about Mar 01, 2012

Bill Based On: Actual Meter Reading

Percentage of Income Payment Plan Plus (PIPP Plus)

Residential Service

Feb 2, 2012 \$69.19 CR 12/5/12

30.00 Paid 12-5-12

\$88.19 CR

**PIPP Plus Account Summary**



		Amount Due
Your previous bill was	173.81	99.19
Total payments/adjustments	-30.00	
Balance at billing on February 01, 2012	143.81	-29.00 143.81
Current Basic Charges		
PIPP Plus Amount		29.00
Total Due by Feb 15, 2012 - Please pay this amount		\$172.81

You are legally responsible for a \$151.43 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.

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

**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 <a href="http://www.firstenergycorp.com">www.firstenergycorp.com</a>	

\$88.19 Cred. + AS OF Feb 1, 2012 \$143.01

30.00 2-5-12

+ 19.91

\$118.19 Paid

\$163.52

+ 12.29 Feb 20, 12

Actual 151.43

\$130.48 CR

Jan 17, 2012

GWENDOLYN C TANDY

Account Number: 11 00 46 5800 7 9  
Invoice Number: 90802495810

Page 3 of 4  
107

Dec 1, 2011, Zero bal 2 Dec 1, 2011

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](http://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  $\$63.48 - 30.91 = \$33.07$  Estimate \$63.48

Detail Payment and Adjustment Information

Date	Reference	Amount
Payments:		
12/05/11	$\$63.48$	
	$- 1.08$	
	$62.40$	
	$- 29.00$	
	$+ 1.91$	
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
Total payments/adjustments	-29.00
Balance at billing	144.81
Current charges	29.00
PIPP Plus Account Balance	173.81
Previous bill was	824.19
Total payments/adjustments	-29.00
On-time balance reduction	
1/24th Arrearage Credit	0.00
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

Jan 2012 \$24.19

Jan 12 Payments  
\$63.48 T.C.  
-29.00 12-5-11  
34.48  
+19.91 T.C. 9/5/12  
\$54.39  
+30.00 1-5-12  
\$24.39  
-12.29 2-1-12  
\$12.10 2-20-12  
Cred. + 19.00 12-29  
12.10  
19.00  
-1.19  
2'9'42  
43.78 3-3-12  
4-3-12  
73.20  
-59.00 3-7-12  
\$14.20  
11.60  
25.80/30.00 4/9/12  
25.80  
28.23 4/9/4.20  
30.00 5-8  
34.20  
-28.23  
5.97 12  
June 7/2 80.00  
40.00 \$35.97 12  
-35.97  
11.09  
54.16  
65.25  
-30.00 7-19-12  
35.25  
27.03 Sept  
662.88 8-11-12 300  
00.00 8-12 300  
2.88 Overly  
31.29 39.09  
34.17 -34.17  
64.87 11

JAN 5, 2012

GWENDOLYN C TANDY

ACCOUNT NUMBER: 11 00 46 5800 7 9

Page 3 of 4

Invoice Number: 90592649053

107

Paid \$30.00 - 19.91

last 4 digit 0079

Dec. T.C. \$63.48  
 12-15-12 - 29.00  
 34.48  
 2-15-12 + 19.91  
 54.39  
 1/5/12 - 30.00  
 24.39

## 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](http://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

Distribution Related Component

Cost Recovery Charges

Bypassable Generation and Transmission Related Component

Total Charges

\$192.21

+19.91

\$212.12

-30.00

\$182.12

4.00

6.07

1.50

8.34

\$19.91

## Detail Payment and Adjustment Information

Date	Reference	Amount
1-5-12		\$30.00
01/05/12		-19.91
Total Payments		\$21.09 Credit
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 \$166.00
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

Hours Used

136

8236 Franklin St  
May 05, 2011  
153  
the Illuminating Company  
A FirstEnergy Company

Account Number: 11 00 72 4271 53

Bill for: GWENDOLYN C TANDY  
1441 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


Credit \$150.70

Residential Service Zero Prepayment

Account Summary			Amount Due
Your previous bill was	April 6, \$43.00	256.29	\$10.51
Total payments/adjustments		-161.21	
Balance at billing on May 05, 2011	April 30 + 118.21	95.08	95.08
Current Basic Charges	\$161.21		\$161.21
The Illuminating Company - Consumption	-10.51	9.73	
Late Payment Charges		0.78	
Total Current Charges	15.076	10.51	10.51
Total Due by May 19, 2011 - Please pay this amount			\$105.59

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

\*\*\* PLEASE SEE DISCONNECTION MESSAGE ON PAGE 3 \*\*\*  
(BID 151 total charges Total Due)

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

Price to Compare Message:	
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 <a href="http://www.PUCO.ohio.gov">www.PUCO.ohio.gov</a> .	
Residential Service - 1580009832	6.85 cents per kWh

pay \$45.44 May June  
\$50.15 T.S. \$10.51  
55.59 \$105.59  
118.21 43.00  
15.08 60.15

See other pages for additional information and telephone numbers

April 5 - May 4, 2011	150.70	9.73
Late payment charge		0.78
Total Charges	10.51	\$10.51

Detail Payment and Adjustment Information			
Date	Reference	Amount	
Payments: April 6, \$43.00	43.00	\$43.00	
04/20/11			
04/06/11	201 + 118.21	2195.08	
	\$161.21	80	
Total Payments		15	
Total Payments and Adjustments		14	

Meter Reading Information	
Residential Service	2048280
Meter Number	T. AND \$48.00 May

**Attach M.O.** *GWENDOLYN C TANDY* Account Number: 11 00 46 5800 / 9 Page 3 of 4  
*1441 Sulzer Bal \$256.00* Invoice Number: 90632659192 107  
*March 5 2012*

**Messages:**

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

Your electric bill payment is past due. Your service may be disconnected unless payment of \$ 163.72 is made by 03/19/2012. 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 \$53.00 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.

*Write OFF & Credit = \$570.66*  
 The Earned Income Tax Credit (EITC) is a tax credit for certain lower-income families and individuals. For information and to determine if you qualify, simply dial 1-800-829-1040 or visit [www.irs.gov/individuals](http://www.irs.gov/individuals).

**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**

*The transfer was already paid...*

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
<b>Total Charges</b>	<b>\$29.61</b>

*Aug 3, 2011 I had a \$56.90 credit*  
*Sept Tinsely's Name*

**Detail Payment and Adjustment Information:**

Date	Reference	Amount
Adjustments:	<i>No date or explanation</i>	
02/17/12	Trans fr 110072427153 / 1441 SULZER AVE DUP	269.08
02/01/12	HS Removed Deferred Aris (Cr)	-12.29
02/01/12	HS Removed Deferred Aris (Dr)	12.29
02/20/12	HS' Deferred Arrears Adjustment	-12.29
<b>Total Adjustments</b>		<b>\$56.90</b>
<b>Total Payments and Adjustments</b>		<b>\$256.79</b>

*payment \$30. - Zero Bal 3/1/12*

**Meter Reading Information**

Residential Service	
Meter Number	692429
Present KWH Reading (Actual)	8,004
Previous KWH Reading (Actual)	7,792
Kilowatt Hours Used	212

*due March 19, 12 \$29.61 Total Current*

*Feb 17, Transfer \$269.08*  
*Feb 10 HS Defered 12.29 Credit*  
*Feb 1-12 \$12.29 HS Removal*  
*Feb 1-21 Removal*  
*Total adjustment \$956.79*

There is no account Balance  
 A demand of \$256.79 M.O. order attach

*Trans for*  
*Feb 17, 12 \$269.08*  
*\$29.39 - 3-19-12*  
*+ 29.61*  
*\$54.00*  
*\$70.19 credit*  
*\$130.48 CR*  
*50.90 1441*  
*\$187.38*  
*(\$187.38 credit July 29)*  
*383.20 write*  
*\$570.66 off*  
*January 5, 2012*  
*\$30.00 payments*  
*-19.91 owed 2-5-12*  
*20.09 CR 12.29*  
*12.29*  
*24.58*  
*-20.09*  
*\$44.59 CR*  
*ACH 7153*  
*Feb 17, 2012*  
*\$269.08 1441*  
*\$44.59 credit*  
*43.78 Estimated*  
*R 1.81 credit*  
*April 4, 12 \$459.21*  
*May owe \$11.60*  
*owed \$9.79*

JAN 3, 2012

GWENDOLYN C TANDY

ACCOUNT NUMBER: 11 00 46 5000 / 9  
Invoice Number: 90592649053

Page 3 of 4  
107

Payd \$30.00 - 19.91

last 4 digit 0079

Dec. T.C. 86346  
12-15-12 - 29.00  
34.48  
2-15-12 + 19.91  
54.39  
1/5/12 - 30.00  
24.39

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](http://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	8192.21	
Customer Charge	+19.91	
Distribution Related Component	272.12	4.00
Cost Recovery Charges		6.07
Bypassable Generation and Transmission Related Component	-30.00	1.50
		8.34
Total Charges	819.91	\$19.91

Detail Payment and Adjustment Information

Date	Reference	Amount
Payments: 1-5-12	830.00	
01/05/12	-19.91	-30.00
Total Payments	210.9 Credit	-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	5166.00
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
Hours Used	136

**Attach M.O.** *1441 Sulzer Bal \$256.00 March 5 2012*

Account Number: 11 00 46 5800 / 9 Page 3 of 4  
 Invoice Number: 90632659192 107  
 GWENDOLYN C TANDY

**Messages**

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

Your electric bill payment is past due. Your service may be disconnected unless payment of \$ 163.72 is made by 03/19/2012. 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 \$53.00 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.

*Write OFF & Credit = \$570.66*

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**Charges from The Illuminating Company this billing period**

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*The transfer was already paid.*

Basic Charges	Amount
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
<b>Total Charges</b>	<b>\$ 29.61</b>

*Aug 3, 2011 I had a \$56.40 credit  
 Sept Tinselys Name*

**Detail Payment and Adjustment Information:**

Date	Reference	Amount
Adjustments:	<i>No date or explanation</i>	
02/17/12	Trans fr 110072427153 / 1441 SULZER AVE DUP	269.08
02/01/12	HS Removed Deferred Aris (Cr)	-12.29
02/01/12	HS Removed Deferred Aris (Dr)	12.29
02/20/12	HS Deferred Arrears Adjustment	-12.29
<b>Total Adjustments</b>		<b>\$56.90</b>
<b>Total Payments and Adjustments</b>		<b>\$256.79</b>

*payment \$30. - Zero Bal 3/1/12*

**Meter Reading Information**

Residential Service	Meter Number	Reading
Meter Number	692429	
Present KWH Reading (Actual)	8,004	
Previous KWH Reading (Actual)	7,792	
Kilowatt Hours Used	212	

*Due March 19, 12 \$29.61 Total Current*

*Feb 17, Transfer \$269.08*

*Feb 20 HS Defered 12.29 Credit*

*Feb 1-12 \$12.29 HS Removal*

*2-1-12 Removal*

*Total adjustment \$256.79*

*Trans for*

*Feb 17, 12 \$269.08*

*\$29.39 - 3-1-12*

*+ 29.61*

*\$54.00*

*\$70.19 Credit*

*\$130.48 CR*

*50.90 1441*

*\$187.38*

*(\$187.38 Credit July 29)*

*383.20 write*

*\$570.66 off*

*January 5, 2012*

*\$30.00 payment*

*-19.91 owed 7-12*

*20.09 CR 12.29*

*12.29*

*24.58*

*-20.09*

*\$44.59 CR*

*ACH 7153*

*Feb 17, 2012*

*\$269.08 1441*

*\$44.59 Credit*

*43.78 Estimated*

*R 1.81 Credit*

*April 4, 12 \$459.21*

*May owe \$11.60*

*1.81*

*owed \$9.79*

*There is no account Balance*

*A demand of \$256.79 M.O. Order attach*