

FILE  
NC

13-1062-EL-CSS 3



# Public Utilities Commission

Case Number

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

## Formal Complaint Form

RAYMOND P. NORMILE  
Customer Name (Please Print)

609 AMHERST AVE  
Customer Address

TERRACE PK OH 45174  
City State Zip

**Against**

0610006120  
Account Number

Customer Service Address (if different from above)

FIRST ENERGY  
Utility Company Name

City State Zip

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

THERE WAS NEVER ANY INFORMATION PRESENTED THAT  
A CANCELLATION CHARGE WOULD BE APPLIED IF  
WE CANCELLED PRIOR TO A CERTAIN TIME.  
WE ALSO NEVER RECEIVED A \$25.00 GIFT CARD AS  
WE INVOLVED IF WE BECAME A FIRST ENERGY  
CUSTOMER.  
SENDING US A COLLECTION NOTICE IS AN ACT OF  
OF INTIMIDATION & THREAT.

Raymond Normile  
Signature

513/831-2804  
Customer Telephone Number

RECEIVED-DOCKETING DIV

2013 APR 29 PM 2:32

PUCO

This is to certify that the images appearing are an  
accurate and complete reproduction of a case file  
document delivered in the regular course of business  
Technician Jim Date Processed APR 29 2013



Billing Date  
11/13/2012

Customer / Account No.  
**0610006120**

Page  
1 of 2

341 White Pond Drive  
Akron, OH 44320

Service Address  
00609 AMHERST  
TERRACE PARK, OH 45174

## Cancellation Invoice

TAKE ACTION IMMEDIATELY

A request to change electric suppliers has been received, therefore activating your cancellation fee.

Contract Cancellation Fee

\$ 150.00

RE: Customer / Account Number **0610006120**

Dear RAYMOND P NORMILE:

We were recently notified by your utility that you enrolled with a different electric supplier, which means your agreement with FirstEnergy Solutions is ending prior to the contract end date.

We don't want to see you go. It's been our pleasure having you as a customer and we would like to continue saving you money on your electric bill, which is why we are hoping you enrolled with another supplier by mistake.

If you would like to continue saving with FirstEnergy Solutions, and avoid the cancellation fee outlined in your contract, please call 1-877-635-0245. Please have your customer number handy, which is provided at the top of this letter.

If you have already taken action regarding this matter, please disregard this notice.

This letter serves as your \$ 150.00 cancellation fee invoice.

If you have any questions, please do not hesitate to call us at 1-877-635-0245. We appreciate having you as a customer and look forward to providing you with savings in the future.

Sincerely,

Stephen C. Reifsnyder  
Manager, Customer Care

Detach and return bottom portion with payment.



PO BOX 3622  
AKRON OH 44309-3622

Service Address  
00609 AMHERST  
TERRACE PARK, OH 45174

Customer / Account No.  
**0610006120**

Due Date	Billing Date	Total Amount Due
Due Upon Receipt	11/13/2012	\$ 150.00

\$ .



\*\*\*\*\*AUTO\*\*MIXED AADC 190 C 9 P 12 1611 1 MB 0.401  
RAYMOND P NORMILE  
609 AMHERST AVE  
TERRACE PARK OH 45174-1107

1611

To avoid paying this fee call us at 1-877-635-0245

Please write your account number on your check or money order made payable to **FirstEnergy Solutions Corp.**



R·M·S

428958565

4836 Bracksville Rd.  
P.O. BOX 509  
Richfield OH 44286

# Collection Notice

Phone: 800-666-6994  
Toll Free: 800-666-6994

Receivable Management Services

\*071R530100268401\*  
RAYMOND P NORMILE  
609 AMHERST AVE  
TERRACE PARK OH 45174-1107

March 12, 2013

|||||

Re: FirstEnergy Solutions-EC  
Claim amt: \$150.00  
Claim No: 428958565-M3  
Ref. No: 0610006120  
LDW7

This is a request for payment of this account which has been placed by FirstEnergy Solutions-EC for collection. Please remit your payment to the address above in order to avoid additional collection activities.

If you have not yet been contacted by an RMS representative, you will be receiving a call to bring this matter to a resolution. Should you receive this letter after a discussion with our representative, we thank you for your cooperation.

Sincerely,

The Receivable Management Services Corporation

Please consider this as notice that if payment is made by consumer check we will convert this check to an electronic debit to your account via ACH and if the check is returned NSF, we will represent the check via ACH debit.