



Public Utilities Commission

14.830-ELCSS
Case Number

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

RECEIVED-DOCKETING DIV

2014 MAY -5 PM 4:30
Formal Complaint Form

PUCO

Carol A. Allen
Customer Name (Please Print)

800 Division St #113
Customer Address

Toledo OH 43604
City State Zip

Against

110 098 890 115
Account Number

Toledo Edison
Utility Company Name

Customer Service Address (if different from above)

City State Zip

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

Carol A. Allen
Signature
419-754-3657
Customer Telephone Number

This is to certify that the images appearing are an
accurate and complete reproduction of a case file
document delivered in the regular course of business
180 East Broad Street
Columbus, Ohio 43215
Technician A-2 Date Processed 5/5/14

Updated April 8, 2014
(614) 466-3016
www.PUCO.ohio.gov

Billing Period: Mar 05 to Apr 02, 2014 for 29 days

BIN For: CAROL A ALLEN
LMHA
800 DIVISION ST 113
TOLEDO OH 43604

April 04, 2014

Account Number: 110 098 890 715

Amount Due: \$0.00

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

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

1000

Your next meter reading is scheduled to occur on or about May 01, 2014.

If you pay your PIPP Plus payment on-time and in-full this month, you will receive a credit of \$34.25 applied to your account balance.

Spring's warm weather often produces thunderstorms, which can cause power outages. If your power goes out, call 1-888-LIGHTSS (1-888-544-4877). For your safety, please treat all downed wires as live and dangerous. For more information on preparing for outages, visit www.firstenergycorp.com/storminfo.

If your bill was affected by the recent extreme temperatures, you may be eligible for payment arrangements. We also offer budget billing to help eliminate the seasonal highs and lows of your electric bill. Please call 1-800-995-0095 for more information.

Account Summary

Previous Balance	-259.49
Payments/Adjustments	-70.00
Balance at Billing on Apr 04, 2014	-329.49
PIPP Plus Amount	68.00
You have a credit balance of	-\$261.49

Your actual account balance is a credit of -\$340.85

Usage Information for Meter Number 0057232185

Apr 02, 2014 KWH Reading (Actual)	7,268
Mar 05, 2014 KWH Reading (Estimate)	6,441
KWH used	827

Charges From Toledo Edison

Customer Number: 0800775874 5001257427	
Rate Residential Service TE-RSF	
Customer Charge	4.00
Distribution Related Component	42.63
Cost Recovery Charges	7.65
Bypassable Generation and Transmission Related Component	47.97
Current Consumption Bill Charges	102.25

Detail Payment and Adjustment Information

03/28/14	Payment	-70.00
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Account Balance Information

PIPP Plus Account Balance	
Previous bill was	-259.49
Total payments/adjustments	-70.00
Balance at billing	-329.49
Current charges	68.00
PIPP Plus Balance	-261.49

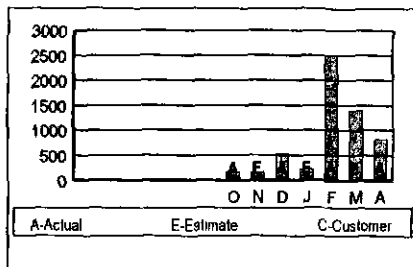
Actual Account Balance

Previous bill was	-373.10
Total payments/adjustments	-70.00
On-time balance reduction	
1/24th Arrearage Credit	0.00
Current bill arrearage credit	0.00
Balance at billing	-443.10
Current charges	102.25
Actual Account Balance	-340.85

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

Genre History

Oct 13	169	Apr 14	827
Nov 13	164		
Dec 13	543		
Jan 14	216		
Feb 14	2,400		
Mar 14	1,395		



This Year

Average Daily Use (KWH)	29
Average Daily Temperature	31
Days in Billing Period	29
Last 7 Months Use (KWH)	5,804
Average Monthly Use (KWH)	829

Return this part with a check or money order payable to Toledo Edison

Toledo Edison
A FirstEnergy Company

76 South Main Street
Akron, OH 44308-1890



00007082 01 AV 0.378
CAROL A ALLEN
LMHA
800 DIVISION ST 113
TOLEDO OH 43604-8443

Account Number: 110 098 890 715

Amount Paid	
Amount Due	\$0.00

TOLEDO EDISON
PO BOX 3638
AKRON OH 44308-3638



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Messages (Continued)

Explanation of Terms

Bypassable Generation and Transmission Related Component - Charges for purchasing power and delivering it through the transmission system. These charges are avoided when switching to a Certified Retail Electric Service provider.

Cost Recovery Charges - Recovers previously incurred costs, including PUCO-approved Phase-In Recovery Charges TE collects from all customers on behalf of TE Funding, LLC which owns the right to impose and collect such charges.

Customer Charge - Monthly charge that offsets costs for billing, meter reading, equipment, and service line maintenance.

Distribution Related Component - Charge for moving electricity over distribution lines to a service location.

Economic Development Component - Charges related to economic development support.

Estimated Reading - On the months we do not read a meter, we calculate the bill based on past electrical usage.

KWH (Kilowatt Hour) - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

Late Payment Charge - A charge added to the bill on balances owed after the Due Date.

Price to Compare (PTC) - The utility's price per KWH for bypassable generation and transmission, can be compared with the price offered by another supplier.

Residential Distribution Credit - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

Residential Generation Credit - A credit for a qualifying rate and usage applied to all usage over 2,000 KWH during the billing periods beginning October 31 and ending March 31. All Electric apartments receive the credit on all usage up to 2,000 KWH during the billing periods beginning October 31 and ending March 31.

Residential Non-Standard Credit - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

Important Information

If you have billing questions or complaints about your Toledo Edison account or for a written explanation of the Price to Compare

Call Customer Service at 1-800-447-3333 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

Call Payment Options at 1-800-995-0095 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

Visit our web site at <http://www.firstenergycorp.com>

Write to us at Toledo Edison, 76 S. Main St., A-RPC Akron, OH 44308-1890

For customers who have a hearing or speech impairment and use a text telephone, call the TTY (TeleTypewriter) at 1-800-750-6750

We welcome the opportunity to work with you and will try to answer your questions. If your complaint is not resolved after you have called your electric utility, or for general utility information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.puco.ohio.gov>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service).

The Ohio consumers' counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from eight a.m. to five p.m. weekdays, or at <http://www.puckcc.org>.

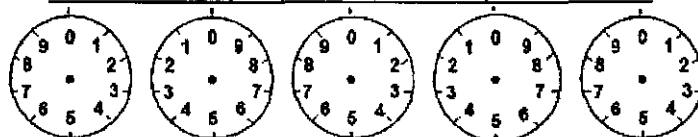
For Energy Assistance: Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8:00 a.m. and 5:00 p.m.

For your protection, all of our employees wear Photo I.D. badges.

Electronic Check Conversion - Your check authorizes us either to make a one-time electronic funds transfer (EFT) from your account or process as a check. If you have questions about this program, call 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at www.firstenergycorp.com/aboutyourbill or by calling 1-800-447-3333. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

Provide reading by telephone or on-line only: DO NOT MAIL



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here



Bidding Period: Jan 31 to Mar 04, 2014 for 33 days

Bill For: CAROL A ALLEN
LMHA
800 DIVISION ST 113
TOLEDO OH 43604

March 06, 2014

Account Number: 110 098 890 715

Amount Due: \$0.00

To report an emergency or an outage, call 24 hours a day 1-888-544-4877 For Customer Service, call 1-800-447-3333 For Payment Options, call 1-800-995-0095 Pay your bill online at www.firstenergycorp.com
Bill Issued by: Toledo Edison, PO Box 3638, Akron OH 44308-3638

08-000000

Your next meter reading is scheduled to occur on or about
Apr 01, 2014

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 <http://www.irs.gov/individuals>

If your bill was affected by the recent extreme temperatures, you may be eligible for payment arrangements. We also offer budget billing to help eliminate the seasonal highs and lows of your electric bill. Please call 1-800-995-0095 for more information.

$$\begin{array}{r} 259.70 \\ \times 329.06 \\ \hline 102.48 \\ 329.06 \\ \hline 22691 \end{array}$$

Account Summary

Previous Balance	-53.49
Payments/Adjustments	-228.91
Balance at Billing on Mar 06, 2014	-280.40
PIPP Plus Amount	68.00
You have a credit balance of	\$212.40

Your actual account balance is a credit of -\$373.10.

Usage Information for Metric Number G057232188

Mar 04, 2014 KWH Reading (Estimate)	6.441
Jan 31, 2014 KWH Reading (Actual)	5.046
KWH used	1.395

Charges From Toledo Editor

Customer Number	0800775874	5001257427
Rate	Residential Service TE-RSF	
Customer Charge		4 00 00
Distribution Related Component		72 42 00
Cost Recovery Charges		12 93 00
Bypassable Generation and Transmission Related Component		80 74 00
Current Consumption Bill Charges		170 09 00

Detail Payment and Adjustment Information

02/26/14	Payment	-70.00
02/13/14	'Regular' HEAP Credit - HS	-259.00
03/06/14	HS Deferred Arrears Adjustment	102.00
Total Payments and Adjustments		-227.00

Account Balance Information

PIPP Plus Account Balance	
Previous bill was	-53.45
Total payments/adjustments	-226.91
Balance at billing	-280.40
Current charges	68.00
PIPP Plus Balance	-212.40

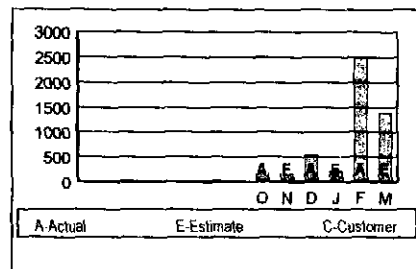
Actual Account Balance

Previous bill was	-214.19
Total payments/adjustments	-329.00
On-time balance reduction	
1/24th Arrearage Credit	0.00
Current bill arrearage credit	0.00
Balance at billing	-543.19
Current charges	170.09
Actual Account Balance	-373.10

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

Chicago History

Oct	13	169
Nov	13	164
Dec	13	543
Jan	14	216
Feb	14	2,490
Mar	14	1,395



Average Daily Use (KWH)	42
Average Daily Temperature	18
Days in Billing Period	33
Last 6 Months Use (KWH)	4,977
Average Monthly Use (KWH)	830

Return this part with a check or money order payable to Toledo Edison

Toledo Edison
A FirstEnergy Company

76 South Main Street
Akron, OH 44308-1890

THE UNIVERSITY OF CHICAGO

0000818 01 AV 0.378

CAROL A ALLEN

LMHA

800 DIVISION ST 113
TOLEDO OH 43604-8430

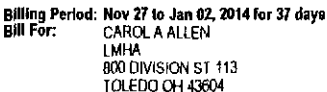
Account Number: 110 098 890 715

Amount Paid	
Amount Due	\$0.00

TOLEDO EDISON
PO BOX 3838
AKRON OH 44309-3838

U.S. DEPARTMENT OF JUSTICE

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Page 1 of 2
T03

January 06, 2014
Account Number: 110 098 890 715

Amount Due: \$18.51

Due Date: January 21, 2014

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

Message

Your next meter reading is scheduled to occur on or about Jan 30, 2014.

Account Summary

Previous Balance	20.51
Payments/Adjustments	-70.00
Balance at Billing on Jan 08, 2014	-49.49
PIPP Plus Amount	68.00
Amount Due by Jan 21, 2014	\$18.51

Your actual account balance is a credit of -\$374.22.

Usage Information for Meter Number G057232188

Jan 02, 2014 KWH Reading (Estimate)	2,556
Nov 27, 2013 KWH Reading (Actual)	2,340
KWH used	216

Charges from Toledo Edison

Customer Number: 0800775874 5001257427	
Rate: Residential Service TE-RSF	
Customer Charge	4.93
Distribution Related Component	10.88
Cost Recovery Charges	1.96
Bypassable Generation and Transmission Related Component	12.82
Current Consumption Bill Charges	30.59

Detail Payment and Adjustment Information

12/21/13	Trans pymt fr 110090656346 / 2612 WESTMAR CT APT 1	-70.00
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Account Balance Information

PIPP Plus Account Balance	
Previous bill was	20.51
Total payments/adjustments	-70.00
Balance at billing	-49.45
Current charges	68.00
PIPP Plus Balance	18.55

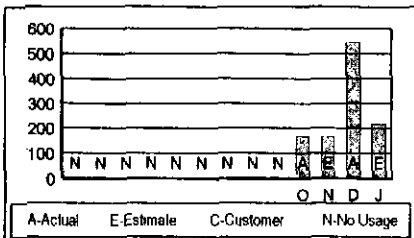
Actual Account Balance

Previous bill was	-334.81
Total payments/adjustments	-70.00
On-time balance reduction	
1/24th Arrearage Credit	0.00
Current bill arrearage credit	0.00
Balance at billing	-404.81
Current charges	30.58
Actual Account Balance	-374.22

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

Usage History

Ocl 13	169
Nov 13	164
Dec 13	543
Jan 14	216



Average Daily Use (KWH)	6
Average Daily Temperature	27
Days in Billing Period	37
Last 4 Months Use (KWH)	1,092
Average Monthly Use (KWH)	273

Return this part with a check or money order payable to Toledo Edison



70 South Main Street
Akron, OH 44308-1890

Account Number: 110 098 890 715

Amount Paid	
Amount Due	\$18.51
Due Date	Jan 21, 2014

TOLEDO EDISON
PO BOX 3838
AKRON OH 44309-3838

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Billing Period: Oct 30 to Nov 26, 2013 for 28 days

Bill For: CAROL A ALLEN
LMHA
800 DIVISION ST 113
TOLEDO OH 43604

November 29, 2013

Account Number: 110 098 890 715

Amount Due: \$20.51

Due Date: December 13, 2013

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

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

1998

Your next meter reading is scheduled to occur on or about Dec 31, 2013.

If you pay your PIPP Plus payment on-time and in-full this month, you will receive a credit of \$0.18 applied to your account balance.

Best wishes for a joyous holiday season from all of us at Toledo Edison

Account Summary

Previous Balance	22.51
Payments/Adjustments	-70.00
Balance at Billing on Nov 29, 2013	-47.49
PIPP Plus Amount	68.00
Amount Due by Dec 13, 2013	\$20.51

Your actual account balance is a credit of -\$334.81

Usage Information for Meter Number G057232188

Nov 26, 2013 KWH Reading (Actual)	2,340
Oct 30, 2013 KWH Reading (Estimate)	1,797
KWH used	543

Charges From Toledo Edison

Customer Number 0800775874 5001257427	
Rate: Residential Service TE-RSF	
Customer Charge	4.00
Distribution Related Component	26.96
Cost Recovery Charges	4.92
Bypassable Generation and Transmission Related Component	32.30
Current Consumption Bill Charges	68.18

Detail Payment and Adjustment Information

11/16/13	Trans pymt fr 110090656346 / 2612 WESTMAR CT APT 1	-70.00
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Account Balance Information

PIPP Plus Account Balance	
Previous bill was	22.51
Total payments/adjustments	-70.00
Balance at billing	.47
Current charges	68.00
PIPP Plus Balance	20.51

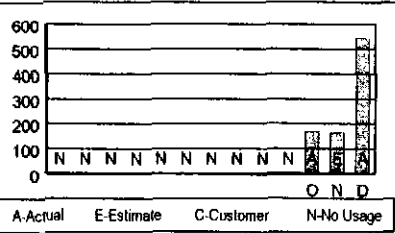
Actual Account Balance

Previous bill was	-332.95
Total payments/adjustments	-70.00
On-time balance reduction	
1/24th Arrearage Credit	0.00
Current bill arrearage credit	0.00
Balance at billing	-402.95
Current charges	66.18
Actual Account Balance	-334.81

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

Usage History

Oct	13	169
Nov	13	164
Dec	13	543



Average Daily Use (KWH)	19
Average Daily Temperature	40
Days in Billing Period	28
Last 3 Months Use (KWH)	876
Average Monthly Use (KWH)	292

Return this part with a check or money order payable to Toledo Edison

Toledo Edison
A FirstEnergy Company

**76 South Main Street
Akron, OH 44308-1890**

[illegible]

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CAROL A ALLEN

LMHA

800 DIVISION ST 113

TOLEDO OH 43604-8430

Account Number: 110 098 890 715

Amount Paid	
Amount Due	\$20.51
Due Date	Dec 13, 2013

TOLEDO EDISON
PO BOX 3838
AKRON OH 44309-3838

[illegible]

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Billing Period: Oct 01 to Oct 29, 2013 for 29 days

Bill For: CAROL A ALLEN
LMHA
800 DIVISION ST 113
TOLEDO OH 43604

October 31, 2013

Account Number: 110 098 890 715

Amount Due: \$22.61

Due Date: November 14, 2013

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

News

Your next meter reading is scheduled to occur on or about Nov 29, 2013.

Request an Energy Conservation Kit to reduce energy use and save money on future home energy bills. The cost of these kits is paid for through a charge included in all residential customers' bills in accordance with Ohio Senate Bill 221. There is no additional charge to enroll. Enrollment is easy. Have your account number ready and visit phoenegykit.com or call 888-257-1190. One kit per account.

Account Summary

Previous Balance	68.00
Payments/Adjustments	-13.45
Balance at Billing on Oct 31, 2013	-45.45
PIPP Plus Amount	68.00
Amount Due by Nov 14, 2013	\$22.55

Your actual account balance is a credit of -\$332.99

Usage Information for Meter Number G057232188

Oct 29, 2013 KWH Reading (Estimate)	1,797
Oct 01, 2013 KWH Reading (Actual)	1,633
KWH used	164

Charges From Toledo Edison

Customer Number: 0800775874 5001257427	
Rate: Residential Service TE-RSI	
Customer Charge	4.00
Distribution Related Component	8.34
Cost Recovery Charges	1.48
Bypassable Generation and Transmission Related Component	9.78
Current Consumption Bill Charges	23.51

Current Consumption Bill Charges

Detail Payment and Adjustment Information

10/04/13	Transfer PIPP Plus Arrs	-267.25
10/04/13	HS Deferred Arrears Adjustment	267.25
10/04/13	Trans fr 110090656346 / 2612 WESTMAR CT APT 123	-0.20
10/04/13	Trans pymt fr 110090656346 / 2612 WESTMAR CT APT 1	-113.25
Total Payments and Adjustments		-\$113.45

Account Balance Information

PIPP Plus Account Balance

Previous bill was	68.00
Total payments/adjustments	-113.45
Balance at billing	-45.45
Current charges	68.00
PIPP Plus Balance	22.55

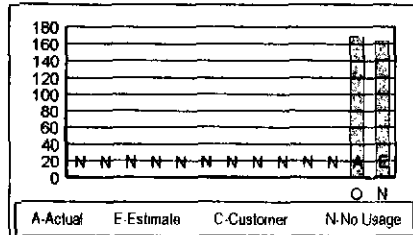
Actual Account Balance

Previous bill was	24.18
Total payments/adjustments	-380.74
On-time balance reduction	
1/24th Arrearage Credit	0.00
Current bill arrearage credit	0.00
Balance at billing	-356.56
Current charges	23.51
Actual Account Balance	-332.99

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

Page History

Oct 13	169
Nov 13	164



	This Year
Average Daily Use (KWH)	6
Average Daily Temperature	53
Days in Billing Period	29
Last 2 Months Use (KWH)	333
Average Monthly Use (KWH)	167

Return this part with a check or money order payable to Toledo Edison



**78 South Main Street
Akron, OH 44308-1880**



00005288 01 AV 0,357
CAROL A ALLEN
LMHA
800 DIVISION ST 113
TOLEDO OH 43604-8430

Account Number: 110 098 890 715

Amount Paid	
Amount Due	\$22.51
Due Date	Nov 14, 2013

TOLEDO EDISON
PO BOX 3838
AKRON OH 44308-3838



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