

FILE

Ohio**Public Utilities
Commission**

14-1039-EL-CSS

Case Number

Public Utilities Commission of Ohio
Attn: Docketing
180 E. Broad St.
Columbus, OH 43215**Formal Complaint Form**Dorinza Johnson

Customer Name (Please Print)

4251 E 160th Street

Customer Address

Cleveland

City

Ohio 44128

State Zip

Against110054532277

Account Number

Customer Service Address (if different from above)

The Illuminating Company

Utility Company Name

City

State Zip

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

Ms. Dorinza Johnson is currently on the PIPP, percentage income program. In February, 2014, Ms. Johnson was sent her electric requesting over \$800. from the Illuminating Company. However, in February before the bill was due Ms. Johnson called the Illuminating Company on about February 18, 2014. During this conversation the representative refused to accept and give a payment or payment amount. Unfortunately confusion remains between the HEAP/PIPP program and the Illuminating Company. Ms. Johnson should not have been penalized and she complains to receive from February until current both her monthly and yearly HEAP and PIPP credits.

Signature

(216) 912-8346

Customer Telephone Number

PUCO

RECEIVED-DOCKETING DIV
2014 JUN -6 PM 3:09



Charter One

P.O. Box 7000
ROP450
Providence, RI 02940



1-877-242-7837

Call Charter One's PhoneBank anytime for account information, current rates and answers to your questions.

Checking Account Statement

1

OF 2

Beginning January 29, 2014
through February 27, 2014

AB 01 001377 83054 B 5 A



DORINZA L JOHNSON
4251 E 160TH ST
CLEVELAND OH 44128-2414

Checking

US 102

SUMMARY

Balance Calculation

Previous Balance	- .32
Checks	.00 -
Withdrawals	964.30 -
Deposits & Additions	982.45 +
Current Balance	17.83 =

DORINZA L JOHNSON
Green Checking
XXXXX670-5

You can waive the monthly maintenance fee of \$9.99 by maintaining an average daily balance in your account of \$1,500 or by making 5 qualifying transactions that post to your account during the statement period.

Your average daily balance used to qualify this statement period is: \$75
Your number of qualifying transactions this statement period is: 20

Your next statement period will end on March 26, 2014.

Previous Balance

- .32

TRANSACTION DETAILS

Withdrawals

ATM/Purchases

Date	Amount	Description
02/03	16.20	9144 Dbt Purchase - 220002 YMCA Of Greater Cl(216-781-13 37 0
02/03	40.00	9144 Dbt Purchase - 025436 Stoneberry 800-704-54 80 WI
02/03	8.72	9144 POS Debit - 582100 Dave's Superma Cleveland OH
02/04	49.64	9144 POS Debit - 189593 Walgreens 4071 Leecleveland OH
02/06	20.00	9144 Dbt Purchase - 008616 Fingerhut Payments800-2082 0 MN
02/10	4.86	9144 POS Debit - 451777 Family Dollar Cleveland OH
02/10	4.00	9144 POS Debit - 219139 Walgreens 4071 Leecleveland OH
02/10	6.29	9144 Dbt Purchase - 1 Dave's Supermarketcleve OH
02/10	16.00	9144 POS Debit - 001074 Rite Aid Corp. Cleveland OH
02/24	17.43	9144 POS Debit - 017093 Walgreens 4071 Leecleveland OH
02/24	2.69	9144 Dbt Purchase - 1 Dave's Supermarketcleve OH
02/24	20.10	9144 POS Debit - 001074 Rite Aid Corp. Cleveland OH

Other Withdrawals

Date	Amount	Description
01/31	230.00	Withdrawal
01/31	25.00	Withdrawal
02/03	160.00	Withdrawal
02/03	63.95	Att Payment 020114 531575003evr1z
02/06	103.42	Liberty Mutual Payment 140206 Acs28806317240
02/12	155.00	Cccs/Apprisen Dmpautopay 140211 140211a
02/13	3.00	Withdrawal
02/14	16.00	Legalshield Payment 140214 101110031681132
02/27	2.00	Service Charge (1) Statement Delivery



Beginning January 29, 2014
through February 27, 2014

Checking continued from previous page

DORINZA L JOHNSON

Green Checking

XXXXX670-5


Total Withdrawals

964.30

	Total For This Period	Total Year-To-Date
Total Overdraft Fees	.00	35.00
Total Returned Item Fees	.00	.00

Deposits & Additions

Date	Amount	Description
01/31	279.00	SSI Treas 310 Xsupp Sec 013114
02/03	277.00	State Of Ohio Bnftpaymnt 020314 5052106878adcr0
02/03	125.00	Deposit
02/04	190.00	Deposit
02/10	45.00	Deposit
02/10	5.00	9144 ATM Deposit - Za8132 Lee/Harvard 2, Cleveland OH
02/13	18.45	Deposit
02/18	43.00	9144 ATM Deposit - Za8132 Lee/Harvard 2, Cleveland OH


Total Deposits & Additions

982.45


Current Balance

17.83

Daily Balance

Date	Balance	Date	Balance	Date	Balance
01/31	23.68	02/10	172.60	02/18	60.05
02/03	136.81	02/12	17.60	02/24	19.83
02/04	277.17	02/13	33.05	02/27	17.83
02/06	153.75	02/14	17.05		

MEMO

--If you have paid Overdraft or Insufficient Available Funds Fees, your account statement includes a table that shows Total Overdraft Fees and Total Returned Item Fees, less any rebates, you paid for the statement period and for the calendar year to date. Transaction descriptions for fees paid in Total Overdraft Fees include "Overdraft Fee" and "Sustained Overdraft Fee". Transactions labeled "Insufficient Available Funds Fee" are included in Total Returned Item Fees.

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