

**BEFORE THE  
PUBLIC UTILITIES COMMISSION OF OHIO**

Pete Spooner & Cindy Bias	)	
	)	Case No. 13-1583-EL-CSS
Complainants	)	
	)	
v.	)	
	)	
Ohio Edison Company <i>et al.</i>	)	
	)	
Respondents	)	

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**TESTIMONY OF  
REBECCA S. PASTIER  
ON BEHALF OF  
FIRSTENERGY SOLUTIONS CORP.**

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1    **Q.     PLEASE STATE YOUR NAME, TITLE, AND BUSINESS ADDRESS.**

2    A.            My name is Rebecca S. Pastier. I am employed by FirstEnergy Solutions  
3            Corp. (“FES”) as a Retail Service Management Analyst. My business address is  
4            341 White Pond Dr, B2, Akron, Oh, 44320.

5    **Q.     PLEASE BRIEFLY DESCRIBE YOUR EDUCATIONAL AND**  
6            **PROFESSIONAL BACKGROUND AND QUALIFICATIONS.**

7    A.            I attended the University of Akon, majoring in business administration. I  
8            have been employed by subsidiaries of FirstEnergy Corp. for 13 years. During that  
9            time I have worked in various roles within FirstEnergy Corp. and FES, including  
10           residential and national account customer service and sales. My present duties and  
11           responsibilities include resolving escalated customer issues including commission,  
12           attorney general, internal, and executive level complaints.

1   **Q.     ON WHOSE BEHALF ARE YOU TESTIFYING?**

2   A.           I am testifying on behalf of FES.

3   **Q.     HAVE YOU EVER TESTIFIED BEFORE THIS COMMISSION?**

4   A.           No I have not.

5   **Q.     WHAT IS THE PURPOSE OF YOUR TESTIMONY?**

6   A.           The purpose of my testimony is to respond to the allegations in the  
7               Complaint filed by Pete Spooner & Cindy Bias (“Complainants”) against FES.

8   **Q.     HOW DID COMPLAINANTS BECOME FES CUSTOMERS?**

9   A.           Complainants reside at 10800 Humm Rd., Berlin Heights Ohio 44814.  
10              This address is located in Erie County, Berlin Township. Erie County passed an  
11              “opt out” government aggregation program on May 4, 2010, with Berlin Township  
12              approving aggregation with more than 65% of the vote.<sup>1</sup> FES is the electricity  
13              provider for Erie County under that government aggregation program.<sup>2</sup>

14  **Q.     WHEN DID COMPLAINANTS START RECEIVING SERVICE FROM**  
15  **FES UNDER THAT GOVERNMENT AGGREGATION PROGRAM?**

16  A.           Complainants did not opt out of the Erie County governmental aggregation  
17              program. When Complainants did not opt out, Complainants began receiving  
18              service from FES under the government aggregation program on October 21, 2010.

19  **Q.     HAS FES STOPPED SERVING COMPLAINANTS UNDER THE**  
20  **GOVERNMENTAL AGGREGATION PROGRAM?**

21  A.           Yes. On February 7, 2013 Complainants called FirstEnergy Solutions  
22              contact center and objected to being included in the governmental aggregation

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<sup>1</sup> <http://www.electionsonthe.net/oh/erie/elecres/20100504.htm>

<sup>2</sup> See Case No. 10-0712-EL-GAG (Erie County government aggregation filings).

1 program. As a courtesy to Complainants, Complainants were released from the  
2 governmental aggregation program on March 27, 2013. Since that time,  
3 Complainants have not been FES customers.

4 **Q. DID FES “SLAM” COMPLAINANTS?**

5 A. No. Complainants are residents of Erie County who failed to opt out of  
6 the lawful government aggregation program. FES did not “slam” Complainants,  
7 and actually released Complainants from the government aggregation group as a  
8 courtesy without any termination fees.

9 **Q. IS FES RESPONSIBLE FOR THE BILLING ISSUES RAISED IN THE**  
10 **COMPLAINT?**

11 A. No. The Complainants are billed by Ohio Edison Company, their electric  
12 distribution utility. FES is not responsible for any of the billing issues addressed  
13 in the Complaint.

14 **Q. DOES THIS CONCLUDE YOUR TESTIMONY AT THIS TIME?**

15 A. Yes it does.

Respectfully submitted,

/s/ Scott J. Casto

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## CERTIFICATE OF SERVICE

I hereby certify that a copy of the foregoing *Testimony of Rebecca S. Pastier For FirstEnergy Solutions Corp.* was served this 24th day of June, 2014, via e-mail upon the parties below.

/s/ N. Trevor Alexander

One of the Attorneys for FirstEnergy Solutions Corp.

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I hereby certify that a copy of the foregoing *Testimony of Rebecca S. Pastier For FirstEnergy Solutions Corp.* was served this 24th day of June, 2014, via US mail upon the parties below.

/s/ N. Trevor Alexander

One of the Attorneys for FirstEnergy Solutions Corp.

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*Complainants*

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

**Commission of Ohio Docketing Information System on**

**6/24/2014 2:14:59 PM**

**in**

**Case No(s). 13-1583-EL-CSS**

Summary: Testimony of Rebecca S. Pastier electronically filed by Mr. Nathaniel Trevor Alexander on behalf of FirstEnergy Solutions Corp.