

FILE

\$11,000 cash plus interest  
14-1241-EL-CSS

RECEIVED  
SEP 17 2014 7  
Service Monitoring &  
Enforcement Department

# List OF Compensation Request

1. As of Jan 2014 I had A credit of  
\$1,123.08 disputed charges

2. \$200.00 each infraction 460.00

each statement

a. Previous balance incorrect \$200.00  
b. Total account balance 600.00

3. From Feb 17, 2012, that's 24 mth

\$400.00

X 24

16000

80000

\$9,600.00

450.00

\$10,050.00

\$10,050.00

392.00

613.00

\$11,055.00

Plus interest

4. Harrassment - Disconnect notices  
that were unwarranted. And  
A demand for \$392.00 4/2013, And  
\$613.00 May 31, 2014 to restore  
service

This is to certify that the images appearing are an  
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Technician DM Date Processed SEP 19 2014

Response to C.E.I Attorney Gregory Williams  
d to C.E.I attorney Gregory

ns:

Prepared for The PUCO

' out of Euclid agg/denied

Sept. 9, 2013

affirmation # 1664452

letter Attached

II

III

IV

I don't know

V

I don't know

VI

h e n

VII

h n

VIII

denied

IX

Reasonable grounds

X

Relief

XI

Com lacks subject jurisdiction

I don't know is not an acceptable answer!

I ask the C.E.I how does

one get compensated, for An <sup>illegal</sup> disconnect  
ion, thats based on theft and fraud.

BEFORE  
THE PUBLIC UTILITIES COMMISSION OF OHIO

GWENDOLYN TANDY

Complainant,

v.

THE CLEVELAND ELECTRIC  
ILLUMINATING COMPANY and  
FIRSTENERGY SOLUTIONS CORP.

Respondents.

Case No. 14-1241-EL-CSS

ANSWER

ANSWER OF FIRSTENERGY SOLUTIONS CORP.

In accordance with Rule 4901-9-01(D), Ohio Administrative Code, Respondent FirstEnergy Solutions Corp. ("FES")("Respondent"), for its answer to the Complaint of Gwendolyn Tandy ("Complainant") states:

1. FES denies that Complainant "opted-out" of the Euclid aggregation on September 9, 2013. *Cancellation Confirmation #1664452*
2. FES admits that Complainant attempted to terminate her service with FES. *On 9/9/13*
3. FES terminated Complainant's service with FES on April 17, 2014 and waived the *A year later* termination fee.
4. FES is without sufficient knowledge or information to admit or deny the second, *I don't know* unnumbered paragraph of the Complaint.
5. FES is without sufficient knowledge or information to admit or deny the statement "these *I don't* aggregation amounts were atleast 3 and 4 times more than the last four years."
6. FES denies the statement "How does one get compensated for a program that amounts to theft & Fraud!"
7. FES is without sufficient knowledge or information to admit or deny the remaining attachments, statements and pages attached after page one of the Complaint.
8. Any allegation not specifically admitted herein is denied because FES is without sufficient knowledge or information to admit the allegation or allegations.

*C.E.I.'s Attorney basically answered 5 out of 8 answers, I don't know. They're required to know.*

AFFIRMATIVE DEFENSES

- 9. The Complainant fails to set forth reasonable grounds for complaint, as required by Section 4905.25, Revised Code.
10. The Complaint fails to state a claim upon which relief can be granted.
11. The Commission lacks subject matter jurisdiction over some or all of Complainant's claims.

*First Energy Solution is required by the law and the PUCO to be familiar with the evidence. I don't now is not acceptable.*

12. The Complainant did not comply with Rule 4901-9-01(B). As a result, FES attempted, to the best of its ability, to respond to the allegations contained in the Complaint.

C.E.I. didnt comply with the requirement. that they be farmiliar, with the evidence!

Respectfully submitted,

/s/ Scott J. Casto

Scott J. Casto (0085756)

FIRSTENERGY SERVICE COMPANY

76 South Main Street

Akron, OH 44308

(330) 761-7735

scasto@firstenergycorp.com

Attorney for FirstEnergy Solutions Corp.

**CERTIFICATE OF SERVICE**

I hereby certify that a copy of the foregoing Answer was served by U.S. Mail to the following person on this 25<sup>th</sup> day of August 2014.

Gwendolyn Tandy  
1439 Sulzer Ave.  
Euclid, OH 44132

I hereby certify that a copy of the foregoing Answer was served by Electronic Mail to the following persons on this 25<sup>th</sup> day of August 2014.

Mr. Gregory Williams  
Whitt Sturtevant LLP  
The KeyBank Building  
88 East Broad St., Suite 1590  
Columbus, OH 43215  
campbell@whitt-sturtevant.com

/s/ Scott J. Casto  
Attorney for FirstEnergy Solutions Corp.

the  
**Illuminating  
Company**  
A FirstEnergy Company

*FirstEnergy Solutions Corp*  
*Cancellation 9/9/13*  
*1664452*

00000328 01 AV 0.360  
GWENDOLYN C TANDY  
1439 SULZER AVE  
EUCLID OH 44132-2725

Supplier Services  
FirstEnergy Service Company  
76 S. Main St.  
Akron, OH 44308

JULY 25, 2013

FOR SERVICE AT: 1439 SULZER AVE DUP  
EUCLID OH 44132

ACCOUNT NUMBER: 110046580079  
CUSTOMER NUMBER: 08008856621580009813

**THIS IS A CONFIRMATION LETTER FOR A CHANGE OF ELECTRIC SUPPLIER**

Dear Illuminating Company Customer:

This letter is simply a confirmation that FIRSTENERGY SOLUTIONS CORP is becoming  
your electric generation supplier on your next meter reading, which is AUGUST 07, 2013. If  
your community has formed an aggregation group to buy electricity, this supplier may have  
been selected for you through that aggregation. If this information is correct, you do not need  
to respond to this letter.

However, if you do not want to change suppliers, please call our toll-free automated Customer  
Choice number at 1-800-225-0444 within seven calendar days of the postmark date on this  
letter.

No matter what company supplies your electricity, The Illuminating Company will still deliver  
your electricity to you and respond to any questions or concerns you may have with your  
service.

*THU Aug 17 11:00 AM Aug 4-7 days*

If you have any questions about the FIRSTENERGY SOLUTIONS CORP charges, please  
contact them directly at 1-866-636-3749. If you have questions about choosing electric  
suppliers or governmental aggregation programs, you can contact the Public Utilities  
Commission of Ohio at 1-800-686-7826 or visit [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

*[Handwritten signature]*

# ATTENTION OCCUPANTS!

## SERVICE DISCONNECTION NOTICE

Your monthly electric bill has not been paid. The due date listed below is the **FINAL DATE** for paying the amount due in order to prevent your service from being disconnected.

**CUSTOMER NAME**

GWENDOLYN C TANDY

**NOTICE PREP DATE**

04/01/2013

**SERVICE ADDRESS**

1439 SULZER AVE DUP EUCLID OH 44132

**ACCOUNT NO.**

110046580079

**TOTAL AMOUNT DUE**

352.43

**DUE DATE**

04/11/2013

The total amount due does not include charges for nontariffed products or services but may include charges for competitive retail electric service. Failure to pay the nontariffed products or services may result in loss of those products or services. Failure to pay the competitive retail electric may result in cancellation of your contract with the competitive retail electric service provider and return you to the electric distribution utility's standard-offer generation service.

If your service is disconnected, in addition to the amount due, additional charges, including a reconnection fee and/or a security deposit may be charged. Please call us toll-free at 1-800-686-9901 to discuss payment arrangements. Reduced payments can be made and disconnection avoided if you are eligible for an extended payment plan or the Percentage of Income Payment Plan Plus.

**Extended Payment Plan**

**A) ONE-SIXTH PLAN** - Extended payment plan that requires six equal monthly payments on the arrearages, in addition to full payment of current bills.

**B) ONE-NINTH PLAN** - Extended payment plan that requires nine equal monthly payments on the arrearages, in addition to a budget payment plan for the projected monthly bills. The budget portion of the payments may be adjusted periodically.

**C) ONE-THIRD PLAN** - Available from November 1 through April 15. Extended payment plan that requires payment of one-third of the balance due each month, which is arrearages plus current bill.

**D) PERCENT OF INCOME PAYMENT PLAN PLUS (PIPP Plus)** - Extended payment plan for customers whose household income is at or below 150% of the federal poverty level. PIPP Plus allows you to pay a percentage of your household income instead of the actual amount of your bill.

**MEDICAL EMERGENCIES** - Inquire about the Company's Medical Certification Program. If a licensed physician determines that disconnection of your electric service would be especially dangerous to the health of a permanent resident of your household, you may postpone the disconnection for a limited time.

You may be eligible for financial assistance under one or more of the following federal, state or local programs:

**HOME ENERGY ASSISTANCE PROGRAM**

(HEAP)

1-800-282-0880

**EMERGENCY HEAP FUNDS**

Administered through local

Community Action Agencies

**COUNTY WELFARE DEPARTMENT**

(Emergency Assistance)

Consult your local directory

If you have a complaint in regard to this disconnection notice that can not be resolved after you have called The Cleveland Electric Illuminating Company, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570, (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.puco.ohio.gov](http://www.puco.ohio.gov). Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.pickocc.org](http://www.pickocc.org).

*On Sept 4, 2013 I made \$65.65 Payment*