24

ILE

the Illuminating Company
A FirstEnergy Company

RECEIVED-DOCKETING DIV

2015 JUL 30 PM 1:33

PUCO

A-FECC
76 South Main St
Akron OH 44308-1812
800-589-3101

July 20, 2015

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132

Dear GWENDOLYN C TANDY:

This is to acknowledge your written correspondence on 07/07/2015 regarding MISSING PAYMENTS. PLEASE FAX COPIE OF THE FRONT AND BACK OF ALL CHECKS OR MONEY ORDERS FOR PAYMENTS TO 330-761-7299.

We appreciate your concerns and are anxious to resolve your inquiry, but we have been unable to reach you by telephone. Please contact us at your earliest convenience at the telephone number listed above. A Customer Service representative will be able to discuss your account with you.

Thank you for the opportunity to serve you.

Sincerely,

The Illuminating Co
A FirstEnergy Company

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 ________ Date Processed JUL 3 0 2015

Commission

July 18, 2015

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

Formal Complaint Form

Gwendolyn Fandy
Customer Name (Please Print)

1439 Sulzer Ave
Customer Address

Euclid Ohio 44132
City State Zip

Against

110046580079
Account Number

Customer Service Address (if different from above)

City State Zip

The Cleveland Electric Illuminating Co A First Energy Co.
Utility Company Name

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

The Cleveland Electric Illuminating Co. Has incorrect balance for July 2015 $664.92 And has not calulated The Reversal listed below.

Gwendolyn Fandy
Signature

(216) 853-2025
Customer Telephone Number

And just like I said, the illegal balances were getting bigger and bigger. I have A $707.84 credit. CEI has $740.25 Balance
-707.84 Credit
$32.41 Actual Balance

Updated June 29, 2012

Add Statement 2014 + 2015

Refunds owed

$65.65	9-4-13
175.00	10-2-13
69.00	ilegal Fees
$309.65	
706.53	
$1,016.18	

$95.67	REV. April 2014
22.00	ilegal Sec Dep. Refund
53.94	May 2014 REV
30.23	June REV
$201.84	
190.60	Jan-2015 REV
152.70	Feb 2015 REV
$545.14	REVESALS
95.72	payment
12.00	dis. Chr
35.00	Rec. Chr
18.67	
$706.53	Credits

C.E.I. has $740.19 balance 2-16-14 = fraud & theft !

I have from Sept 4-13 - Feb 2015 $1,016.18 CR

the Illuminating Company
A FirstEnergy Company

January 08, 2009

Account Number: 11 00 46 5800 7 9

Bill for: GWENDOLYN C TANDY
1439 SULZER AVE DUP
EUCLID OH 44132

Billing Period: Dec 06 to Jan 07, 2009 for 33 days
Next Reading Date: On or about Feb 05, 2009
Bill Based On: Actual Meter Reading
Percentage of Income Payment Plan - PIPP
Residential Pipp

No balance Dec 2008 - Credit

PIPP Account Summary	Amount Due
Balance at billing on January 08, 2009	0.00
Current Basic Charges	
Total Due by Jan 22, 2009 - Please pay this amount	$0.00

103.33
not $308.69

No balance Is deceptive. An A violation

You are legally responsible for a $308.69 actual account balance. $308.69

Also equal to Frau & theft

General Information

Bill issued by:
The Illuminating Company
PO Box 3638
Akron OH 44309-3638

Customer Service 1-800-589-3101
24-Hour Emergency/Outage Reporting 1-888-544-4877
Payment Options 1-800-686-9901
visit us on-line at www.firstenergycorp.com

Previous 847.22
Jan8-09 103.33 owed
100.91
$204.24
-154.35
49.99 owed

Jan
Jan $ 103.33
Feb 109.91
$ 213.34

$ 213.34
- 154.35
$ 58.99

Infractions
$600.00 ea statement

$200.00 Per infraction

Balance 1-8-09 = 0, is thef & fraud 200.00 ea
Cur BasChr 0 = " " " 200.00
total Due 0 = " " " 200.00
$ 308.69 legally responsible equals theft
200.00 Plus infraction 200.00
800.00
308.69
$ 1,108.69

~~I owed $96.51 hence $255.25~~

February 06, 2009

Account Number: 11 00 46 5800 7 9

the Illuminating Company
A FirstEnergy Company

February

Bill for: GWENDOLYN C TANDY
1439 SULZER AVE DUP
EUCLID OH 44132

1439

Billing Period: Jan 08 to Feb 05, 2009 for 29 days
Next Reading Date: On or about Mar 06, 2009
Bill Based On: Actual Meter Reading
Percentage of Income Payment Plan - PIPP
Residential Pipp

These statements are so deceptive. No Plan Exsist

PIPP Account Summary		Amount Due
Balance at billing on February 06, 2009 ~~$255.25~~ 2/10/09	0.00	$30.00
Current Basic Charges $96.53		
Total Due by Feb 20, 2009 - Please pay this amount 33¢ Net Purchase		$0.00
Power Adjustment) theft And Fraud		

You are legally responsible for a $255.25 actual account balance. = Fraud and theft 200.00

255.25 paid 2/10/09

No balance $200.00 infraction
infraction 200.00

General Information		
Bill issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638	Customer Service 24-Hour Emergency/Outage Reporting Payment Options	1-800-589-3101 1-888-544-4877 1-800-686-9901
	visit us on-line at www.firstenergycorp.com	

There are several very important balances missing

1. Balance at billing 2-6-09 0 $200.00 infracton
2. Current Basic Charges 0 200.00
3. total Due by Feb 20, 2009 0 200.00

200.00

$225.25 legally responible $800.00
225.25
$1,025.25

PIPP Account Balance 0.00 Actual Account Balance 255.25

$1,108.69 Jan
1,025.25 Feb
$2,133.94

Meter Reading Information

Residential PIPP	
Meter Number	692429
Present KWH Reading (Actual)	6,379
Previous KWH Reading (Actual)	5,462
Kilowatt Hours Used	917

I requested new statements from Jan-Dec 2009. With the correct information

$225.25 Paid
96.20 owed
$129.05 credit

Messages

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 www.irs.gov/individuals.

This month's bill includes a one-time adjustment which appears on page 3. The adjustment reflects a credit for the fuel costs together with a charge for increased purchased power expense for the 1/1/09 - 1/15/09 period.

Charges from The Illuminating Company this billing period

When contacting an Alternate Electric Supplier, please provide the customer numbers below.
Call The Illuminating Company at 1-800-589-3101 with questions on these charges.

Basic Charges

Customer Number: 0800885662 1580009813 - Residential Pipp - CE-RS51F

Customer Charge	4.45
Distribution Related Component	27.88
Transition Charge	14.03
Generation Related Component	43.04
Transmission Related Component	6.80
	96.20
Net Purchased Power Adjustment	0.33
Total Charges	**$ 96.53**

Detail Payment and Adjustment Information

Date	Reference	Amount	
Payments:			
02/16/09		-225.25	
Total Payments			**-225.25**
Adjustments:			
02/16/09	HS Deferred Arrears Adjustment what is this	225.25	
Total Adjustments			**225.25**
Total Payments and Adjustments			**$0.00**

Percentage of Income Payment Plan - PIPP Summary Information

PIPP Account Balance		Actual Account Balance	
Previous bill was ~~$128.92CR~~	0.00	**Previous bill was**	255.25
Total payments/adjustments	0.00	**Total payments/adjustments**	-225.25
Balance at billing	0.00	**Balance at billing** No Bal	30.00 ?
Current charges	0.33	**Current charges**	90.53
PIPP Account Balance	0.33	**Actual Account Balance**	126.53

$96.53
$30.06
126.53

Meter Reading Information

Residential PIPP	
Meter Number	692429
Present KWH Reading (Actual)	7,252
Previous KWH Reading (Actual)	6,379
Kilowatt Hours Used	873

Previous bill $225.25
Balance at billing $30.00
these to statements contradict each other

March 6 - April 6
$361 Due Paid April 29, 2009

GWENDOLYN C TANDY | Account Number: 11 00 46 5800 7 9 | Invoice Number: 90681750190

$128.72 Cr
90.42 Cr
219.14

Messages

Spring's warm weather often produces thunderstorms, which can cause service interruption. Please stay away from downed power lines. If you see one, please call us.

GO FROM GETTING A STATEMENT TO MAKING ONE. Help the environment and get paperless statements. Visit www.firstenergycorp.com to learn more.

Charges from The Illuminating Company this billing period

When contacting an Alternate Electric Supplier, please provide the customer numbers below.
Call The Illuminating Company at 1-800-589-3101 with questions on these charges.

Basic Charges

Customer Number: 0800885662 1580009813 - Residential Pipp - CE-RS51F / RS

Customer Charge	4.45
Distribution Related Component	11.13
Transition Charge	2.01
Generation Related Component	16.04
Transmission Related Component	2.48
Total Charges	**$ 36.11**

$126.20
36.11
$90.11 Cred

Detail Payment and Adjustment Information

Date	Reference	Amount	
Payments:			
03/19/09		-126.53	
Total Payments			**-126.53**
Adjustments:			
03/19/09	HS Deferred Arrears Adjustment	126.20	
Total Adjustments			**126.20**
Total Payments and Adjustments			**-$0.33**

Percentage of Income Payment Plan - PIPP Summary Information

PIPP Account Balance		Actual Account Balance	
Previous bill was	0.33	**Previous bill was**	126.53
Total payments/adjustments	-0.33	**Total payments/adjustments**	-126.53
Balance at billing	0.00	**Balance at billing**	0.00
Current charges	0.00	**Current charges**	36.11
PIPP Account Balance	0.00	**Actual Account Balance**	36.11

$126.53
36.11
90.42

Meter Reading Information

Residential PIPP	
Meter Number	692429
Present KWH Reading (Actual)	7,565
Previous KWH Reading (Actual)	7,252
Kilowatt Hours Used	313

126.53 3-19-09
march total charges 36.11
90.42

$219.14
+2.08
221.22

Messages

For your safety, if your service has been disconnected, do not attempt to reconnect it. While this is illegal and could result in prosecution, removing a meter base or touching any of the wires can also cause death or serious injury through arcs of electricity, explosions or fire. Meters are only to be accessed by authorized utility personnel. To have your service reconnected, please call us to make the necessary arrangements.

If termination of service would be especially dangerous to your health or the health of someone in your household, please contact our office regarding certification of the related medical condition by a licensed physician, physician's assistant, clinical nurse specialist, certified nurse practitioner, certified nurse-midwife or local board of health physician so that service can be maintained.

Time to clean off your desk? Go paperless with eBill Electronic Billing and enjoy the convenience of viewing your monthly electric bill online. Plus, we will send you an e-mail reminder when your bill is ready. Visit firstenergycorp.com to learn more.

Charges from The Illuminating Company this billing period

When contacting an Alternate Electric Supplier, please provide the customer numbers below.
Call The Illuminating Company at 1-800-589-3101 with questions on these charges.

Basic Charges

Customer Number: 0800885662 1580009813 - Residential Pipp - CE-RS51F / RS

Customer Charge	4.36
Distribution Related Component	9.97
Transition Charge	1.16
Generation Related Component	15.42
Transmission Related Component	2.12
Total Charges	**$ 33.03**

April owed $33.03
Paid 36.11 4-28-11
-33.03
2.08

Detail Payment and Adjustment Information

Date	Reference	Amount	
Payments:			
04/28/09		-36.11	
Total Payments			**-36.11**
Adjustments:			
04/28/09	HS Deferred Arrears Adjustment	36.11	
Total Adjustments			**36.11**
Total Payments and Adjustments			**$0.00**

Percentage of Income Payment Plan - PIPP Summary Information

PIPP Account Balance		Actual Account Balance	
Previous bill was	0.00	**Previous bill was**	36.11
Total payments/adjustments	0.00	**Total payments/adjustments**	-36.11
Balance at billing	0.00	**Balance at billing**	0.00
Current charges	0.00	**Current charges**	33.03
PIPP Account Balance	0.00	**Actual Account Balance**	33.03

Meter Reading Information

Residential PIPP

Meter Number	692429
Present KWH Reading (Actual)	7,840
Previous KWH Reading (Actual)	7,565
Kilowatt Hours Used	275

the Illuminating Company
A FirstEnergy Company

April 07, 2009

Account Number: 11 00 46 5800 7 9

$178 36CD
+3033
$208,69

Bill for: GWENDOLYN C TANDY
1439 SULZER AVE DUP
EUCLID OH 44132

Billing Period: Mar 06 to Apr 06, 2009 for 32 days
Next Reading Date: On or about May 06, 2009
Bill Based On: Actual Meter Reading
Percentage of Income Payment Plan - PIPP
Residential Pipp

PIPP Account Summary		Amount Due
Your previous bill was	0.33	126.53
Total payments/adjustments	-0.33	
Balance at billing on April 07, 2009	0.00	0.00
Current Basic Charges		
Total Due by Apr 21, 2009 - Please pay this amount		**$0.00**

$36.11 Paid 4/
36.00 owed

You are legally responsible for a $36.11 actual account balance. $36.11

General Information

Bill issued by:
The Illuminating Company
PO Box 3638
Akron OH 44309-3638

Customer Service	1-800-589-3101
24-Hour Emergency/Outage Reporting	1-888-544-4877
Payment Options	1-800-686-9901

visit us on-line at www.firstenergycorp.com

Payment $126.53
36.11
$90.42

PIPP Account Balance 0.00 **Actual Account Balance** 36.11

Meter Reading Information

Residential PIPP	
Meter Number	692429
Present KWH Reading (Actual)	7,565
Previous KWH Reading (Actual)	7,252
Kilowatt Hours Used	313

the Illuminating Company
A FirstEnergy Company

May 07, 2009

June

Account Number: 11 00 46 5800 7 9

107

Check

Bill for: GWENDOLYN C TANDY
1439 SULZER AVE DUP
EUCLID OH 44132

April

Billing Period: Apr 07 to May 06, 2009 for 30 days
Next Reading Date: On or about Jun 05, 2009
Bill Based On: Actual Meter Reading
Percentage of Income Payment Plan - PIPP
Residential Pipp

$33.03

PIPP Account Summary		Amount Due
Balance at billing on May 07, 2009	0.00	
Current Basic Charges	2009 Paid $36.11	
Total Due by May 21, 2009 - Please pay this amount		$0.00

You are legally responsible for a $33.03 actual account balance.

General Information

Bill issued by:
The Illuminating Company
PO Box 3638
Akron OH 44309-3638

Customer Service	1-800-589-3101
24-Hour Emergency/Outage Reporting	1-888-544-4877
Payment Options	1-800-686-9901

visit us on-line at www.firstenergycorp.com

April

Percentage of Income Payment Plan - PIPP Summary Information

PIPP Account Balance		Actual Account Balance	
Previous bill was	0.00	Previous bill was	36.11
Total payments/adjustments	0.00	Total payments/adjustments	-36.11
Balance at billing	0.00	Balance at billing	0.00
Current charges	0.00	Current charges	33.03
PIPP Account Balance	0.00	Actual Account Balance	33.03

Meter Reading Information

Residential PIPP	
Meter Number	692429
Present KWH Reading (Actual)	7,840
Previous KWH Reading (Actual)	7,565
Kilowatt Hours Used	275

Illuminating Company
A FirstEnergy Company

June 08, 2009

Account Number: 11 00 46 5800 7 9

Bill for: GWENDOLYN C TANDY
1439 SULZER AVE DUP
EUCLID OH 44132

Billing Period: May 07 to Jun 05, 2009 for 30 days
Next Reading Date: On or about Jul 07, 2009
Bill Based On: Actual Meter Reading
Percentage of Income Payment Plan - PIPP

$65.19

Residential Service

PIPP Account Summary		Amount Due
Balance at billing on June 08, 2009	0.00	
Current Basic Charges		
Percentage of Income Payment Plan - PIPP Amount		32.94
Total Due by Jun 22, 2009 - Please pay this amount		$32.94

Paid 6-26-09

$32.94
32.94 Paid

You are legally responsible for a $65.97 actual account balance.

General Information		
Bill issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638	Customer Service	1-800-589-3101
	24-Hour Emergency/Outage Reporting	1-888-544-4877
	Payment Options	1-800-686-9901
	visit us on-line at www.firstenergycorp.com	

May
June = $32.94-32.94 First Statement with has the previous bill amount

PIPP Account Balance	
Previous bill was	0.00
Total payments/adjustments	0.00
Balance at billing	0.00
Current charges	32.94
PIPP Account Balance	32.94

Previous bill was	33.03
Total payments/adjustments	0.00
Balance at billing	33.03
Current charges	32.94
Actual Account Balance	65.97

Meter Reading Information

Residential Service	
Meter Number	692429
Present KWH Reading (Estimate)	8,065
Previous KWH Reading (Actual)	7,840
Kilowatt Hours Used	225

Meter Number	692429
Present KWH Reading (Actual)	8,111
Previous KWH Reading (Estimate)	8,065
Kilowatt Hours Used	46

$32.94
33.03
$65.97

~~August 5, 2009~~ July 09, 2009

the Illuminating Company
A FirstEnergy Company

6/6 - July 8

Account Number: 11 00 46 5800 7 9

Bill for: GWENDOLYN C TANDY
1439 SULZER AVE DUP
EUCLID OH 44132

Billing Period: Jun 06 to Jul 08, 2009 for 33 days
Next Reading Date: On or about Aug 05, 2009
Bill Based On: Actual Meter Reading
Percentage of Income Payment Plan - PIPP
Residential Service

PIPP Account Summary		Amount Due
Your previous bill was $32.94 paid 6-26-09	32.94	
Total payments/adjustments	-32.94	
Balance at billing on July 09, 2009	0.00	0.00
Current Basic Charges No Percentage OF Income Plan!		
Percentage of Income Payment Plan - PIPP Amount		46.83
Total Due by Jul 23, 2009 - Please pay this amount Paid July 23, 09 $46.83		$46.83

$46.83
46.83 ~~8/23/09~~
Paid 7-23-09

You are legally responsible for a $79.86 actual account balance.

No Plan until Sept 1, 2009

General Information		
Bill issued by: The Illuminating Company, PO Box 3638, Akron OH 44309-3638	Customer Service	1-800-589-3101
	24-Hour Emergency/Outage Reporting	1-888-544-4877
	Payment Options	1-800-686-9901
	visit us on-line at www.firstenergycorp.com	

No $33.03 Bal
Current $46.83 Paid July 23, 2009

See other pages for additional information still due

Present KWH Reading (Actual)	8,478
Previous KWH Reading (Actual)	8,111
Kilowatt Hours Used	367

33.03
46.83
$79.86

Messages

For your safety and the safety of our crews, when using a generator follow the manufacturer's installation and operation instructions. Never connect a generator directly to your electrical system without an isolation device installed by an electrician. Otherwise, a fire could start or an employee restoring your power could be seriously injured. We suggest plugging lights/appliances in the outlets on the generator unit.

For a brochure describing your customer rights and obligations, please call our Customer Service phone number.

Charges from The Illuminating Company this billing period

When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below.
Call The Illuminating Company at 1-800-589-3101 with questions on these charges.

Basic Charges

Customer Number: 0800885662 1580009813 - Residential Service - CE-RSF

Customer Charge	4.00
Distribution Related Component	14.18
Transition Charge	1.54
Cost Recovery Charges	1.69
Bypassable Generation and Transmission Related Component	25.42
Total Charges	**$ 46.83**

Detail Payment and Adjustment Information

Date	Reference	Amount
Payments:		
06/26/09	June 26, 2009	-32.94
Total Payments		-32.94
Total Payments and Adjustments		-$32.94

Percentage of Income Payment Plan - PIPP Summary Information

PIPP Account Balance		Actual Account Balance	
Previous bill was	32.94	**Previous bill was**	65.97
Total payments/adjustments	-32.94	**Total payments/adjustments**	-32.94
Balance at billing	0.00	**Balance at billing**	33.03
Current charges	46.83	**Current charges**	46.83
PIPP Account Balance	46.83	**Actual Account Balance**	79.86

?

Meter Reading Information

Residential Service	
Meter Number	692429
Present KWH Reading (Actual)	8,478
Previous KWH Reading (Actual)	8,111
Kilowatt Hours Used	367

still owe

33.03
46.83
$79.86

Messages

.ooking for a safe and secure way to access and pay your bill online? Sign up for eBill Electronic Billing. For more information on this and our payment options, visit www.firstenergycorp.com

Pursuant to Ohio law, it is illegal for your electric meter and associated equipment to be tampered with to obtain unauthorized use of electricity. As specified in the Ohio Revised Code, persons found guilty of stealing electricity or tampering may be subject to jail sentences up to five years and fines up to $10,000. Meter tampering is dangerous and could result in serious personal injury or damage to property. Ohio Law requires this message.

As a result of recently approved rate changes (described below), the bill on average for a residential customer, will increase by approximately 2.7% on an annual basis. (The amount of your change will be more or less depending on the timing and level of your usage.) On 6/7/07, we filed an Application (Case No. 07-551-EL-AIR) with the PUCO to increase distribution rates to recover the costs associated with the company's investment since the current rates were established in 1996. The PUCO granted a revenue increase on 1/21/09, effective for usage on or after 5/1/09. Also effective June 1, the Regulatory Transition Charge has decreased overall by 55%. The price for generation and transmission was determined through a competitive bidding process to secure generation from 6/1/09 to 5/31/11 for customers who choose not to shop. Your generation charge is part of the new Bypassable Generation and Transmission Related Component line item. In addition, your bill now contains an Economic Development Component and Cost Recovery Charges reflecting further changes approved by the PUCO as part of the company,s electric security plan (Case No. 08-935-EL-SSO). Definitions for these terms appear on page 2 of your bill. A new Delivery Service Improvement charge also went into effect in April, together with a commitment to not increase distribution rates before January 1, 2012. For more information, please call us at 1-800-589-3101.

Charges from The Illuminating Company this billing period

When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below.
Call The Illuminating Company at 1-800-589-3101 with questions on these charges.

Basic Charges

Customer Number: 0800885662 1580009813 - Residential Service - CE-RS51F / RS

Payment should have been $33.03

Customer Charge	4.00
Distribution Related Component	10.43
Transition Charge	0.97
Cost Recovery Charges	1.42
Bypassable Generation and Transmission Related Component	16.12
Total Charges	**$ 32.94**

Percentage of Income Payment Plan - PIPP Summary Information

PIPP Account Balance		Actual Account Balance	
Previous bill was	0.00	Previous bill was	33.03
Total payments/adjustments	0.00	Total payments/adjustments	0.00
Balance at billing	0.00	Balance at billing	33.03
Current charges	32.94	Current charges	32.94
PIPP Account Balance	32.94	Actual Account Balance	65.97

Meter Reading Information

Residential Service

Meter Number	692429	**Meter Number**	692429
Present KWH Reading (Estimate)	8,065	Present KWH Reading (Actual)	8,111
Previous KWH Reading (Actual)	7,840	Previous KWH Reading (Estimate)	8,065
Kilowatt Hours Used	225	Kilowatt Hours Used	46

$32.94
33.03
$65.97

1Sept
August 06, 2009
Account Number: 11 00 46 5800 7 9
Page 1 of 4
107

4603
$35.74
10.89
244.70
255.29

Illuminating Company
A FirstEnergy Company
July 9 - Aug 5th

Bill for: GWENDOLYN C TANDY
1439 SULZER AVE DUP
EUCLID OH 44132

Period: Jul 09 to Aug 05, 2009 for 28 days
Next Reading Date: On or about Sep 03, 2009
Based On: Actual Meter Reading
Percentage of Income Payment Plan - PIPP
Residential Service

$40.00 8-11-09 Paid
$79.09 Credit

PIPP Account Summary		Amount Due
Your previous bill was	46.83	
Total payments/adjustments	-46.83	
Balance at billing on August 06, 2009	0.00	0.00
Current Basic Charges		
Percentage of Income Payment Plan - PIPP Amount		35.74
Total Due by Aug 20, 2009 - Please pay this amount		$35.74

July 23, 09 Paid

Incorrect You are legally responsible for a $68.77 actual account balance.
Paid $40.00 Aug 11,

General Information

Bill issued by:
The Illuminating Company
PO Box 3638
Akron OH 44309-3638

Customer Service 1-800-589-3101
24-Hour Emergency/Outage Reporting 1-888-544-4877
Payment Options 1-800-686-9901
visit us on-line at www.firstenergycorp.com

Credit was $221.54
35.74 owed September

Residential Service
Meter Number 692429
Present KWH Reading (Actual) 8,754
Previous KWH Reading (Actual) 8,478
Kilowatt Hours Used 276

$35.74 Current
33.03 Past Due
$68.77

Sept 35.74

$25.52

33.03
32.49
$65.52
-40.00
25.52

$2330
11.09
24.10

Messages

..en Your Routine - Help save trees and protect the environment by eliminating paper bills. At the same time you ..njoy the benefits of reduced clutter, convenience, and improved security. Visit www.firstenergycorp.com to learn more.

An important message to dog owners -- to ensure that our meter readers' visits to your home are safe and productive, please keep your dog secured in an area away from the path to your meter.

Charges from The Illuminating Company this billing period

When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below.
Call The Illuminating Company at 1-800-589-3101 with questions on these charges.

Basic Charges

Customer Number: 0800885662 1580009813 - Residential Service - CE-RSF

Customer Charge	4.00
Distribution Related Component	10.73
Transition Charge	0.60
Cost Recovery Charges	1.27
Bypassable Generation and Transmission Related Component	19.14
Total Charges	**$ 35.74**

Paid $46.83
owed 35.74
11.09

Detail Payment and Adjustment Information

Date	Reference	Amount
Payments:		
07/23/09		-46.83
Total Payments		-46.83
Total Payments and Adjustments		-$46.83

July 23 owed $46.83
I paid

Percentage of Income Payment Plan - PIPP Summary Information

PIPP Account Balance		Actual Account Balance	
Previous bill was	46.83	**Previous bill was**	79.86
Total payments/adjustments	-46.83	**Total payments/adjustments**	-46.83
Balance at billing	0.00	**Balance at billing**	33.03
Current charges	35.74	**Current charges**	35.74
PIPP Account Balance	35.74	**Actual Account Balance**	68.77

Meter Reading Information

Residential Service	
Meter Number	692429
Present KWH Reading (Actual)	8,754
Previous KWH Reading (Actual)	8,478
Kilowatt Hours Used	276

$35.74 Current
33.03 Past Due
$68.77

$25.52

33.03
32.49
$65.52
-40.00
25.52

Sept 03 2009 PIPP Starts — [illegible]

October 07, 2009

Account Number: 11 00 46 5800 7 9

$470.40 Credit

The Illuminating Company
A FirstEnergy Company

Bill for: GWENDOLYN C TANDY
1439 SULZER AVE DUP
EUCLID OH 44132

$458.63
23.98
$482.61
72.00
554.61

$61.26 paid 9/26
− 47.28 owed 10/2
23.98

Billing Period: Sep 05 to Oct 06, 2009 for 32 days
Next Reading Date: On or about Nov 04, 2009
Bill Based On: Actual Meter Reading
Percentage of Income Payment Plan - PIPP
Subtracted $25.26 Theft Residential Service

PIPP Account Summary		Amount Due
Your previous bill was — >$61.26 Paid 9-22-09	36.00	32
Total payments/adjustments	-36.00	
Balance at billing on October 07, 2009 9-3-09 $25.26 stolen	0.00	0.00
Current Basic Charges		
Percentage of Income Payment Plan - PIPP Amount $47.28 Paid Nov		47.28
Total Due by Oct 21, 2009 - Please pay this amount		$47.28

Paid $61.26 9/26
Due Oct 21, 2009

You are legally responsible for a $47.28 actual account balance.

Owed $36.00 PIPP Percentage of Income

General Information

Bill issued by:
The Illuminating Company
PO Box 3638
Akron OH 44309-3638

Customer Service	1-800-589-3101
24-Hour Emergency/Outage Reporting	1-888-544-4877
Payment Options	1-800-686-9901

visit us on-line at www.firstenergycorp.com

$4.26 $30.52 CR Paid Nov 16 09 $47.28
25.26 25.26
$29.52 4.26
$59.98

$47.28 paid 11/16

Had until Oct 21 - Paid Nov-11-09

Balance at billing	0.00
Current charges	47.28
PIPP Account Balance	47.28

Current charges	47.28
Actual Account Balance	47.28

Meter Reading Information

Residential Service	
Meter Number	692429
Present KWH Reading (Actual)	9,388
Previous KWH Reading (Estimate)	9,005
Kilowatt Hours Used	383

$47.28 11/16/2009
I paid
current 47.24

$61.26 Paid Sept 22
47.28 Paid Nov 16
Oct 07, 2009 owed $36.00
total current was 47.28

Account Number: 11 00 40 0000

the Illuminating Company A FirstEnergy Company

September 08, 2009

Paid Aug 11, 2009

Bill for: GWENDOLYN C TANDY $40.00 (CR $224.24)
1439 SULZER AVE DUP
EUCLID OH 44132

Billing Period: Aug 06 to Sep 04, 2009 for 30 days 8-11-09 Ill. Co. stole $4.26 CR
Next Reading Date: On or about Oct 05, 2009
Bill Based On: Estimated Meter Reading
Percentage of Income Payment Plan - PIPP
Subtracted $4.26
Residential Service
~~Found $28.~~

PIPP Account Summary		Amount Due
Your previous bill was August 11, 2009	35.74	current
Total payments/adjustments	-35.74	$32.49
Balance at billing on September 08, 2009 8-11-09 Paid $40.00	0.00	0.00
Current Basic Charges		CR $2.51
Percentage of Income Payment Plan - PIPP Amount $36.00		36.00
Total Due by Sep 22, 2009 - Please pay this amount		**$36.00**

$40.00 8/11/09
-35.74
4.26

You are legally responsible for a $61.26 actual account balance.

Current was only $32.49 Sept 02 Paid $61.26

General Information

Bill issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638	Customer Service	1-800-589-3101
	24-Hour Emergency/Outage Reporting	1-888-544-4877
	Payment Options	1-800-686-9901
	visit us on-line at www.firstenergycorp.com	

Added $36.00 Disregarded my credit
Current $32.49

current
Should have had a CR of $4.26
$4.26 CR

owed
Sept 8, 2009 $32.94

Messages

Looking for improved security? Replacing paper bills and statements with electronic versions allows you to reduce the flow of personal information from unsecured mailboxes, where it can be a target for theft. Visit www.firstenergycorp.com to learn more.

Effective September 1, 2009, the Distribution Related Component will change due to the approval for accelerated recovery of deferred distribution costs. This accelerated recovery will benefit customers by shortening the deferral recovery period and by reducing the total carrying costs passed along to customers. This accelerated recovery charge will be in effect during the non-summer months through May 2011. However, because of the normal transition to lower non-summer rates, the average residential customer will experience a total bill decrease of about 4%.

Charges from The Illuminating Company this billing period

When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below.
Call The Illuminating Company at 1-800-589-3101 with questions on these charges.

40.00
35.74
4.26

Basic Charges
Customer Number: 0800885662 1580009813 - Residential Service - CE-RSF

Customer Charge	4.00
Distribution Related Component	9.79
Transition Charge	0.34
Cost Recovery Charges	1.15
Bypassable Generation and Transmission Related Component	17.21
Total Charges Aug 6 - Sept 4 2009	**$ 32.49**

Detail Payment and Adjustment Information

Date	Reference	Amount
Payments:		
08/11/09	Paid $40.00	-40.00
Total Payments		-40.00
Adjustments:		
08/11/09	HS Deferred Arrears Adjustment 251 4.05 751	4.26
Total Adjustments		4.26
Total Payments and Adjustments		-$35.74

Paid

Percentage of Income Payment Plan - PIPP Summary Information

PIPP Account Balance		Actual Account Balance	
Previous bill was	35.74	Previous bill was	68.77
Total payments/adjustments	-35.74	Total payments/adjustments	-40.00
Balance at billing	0.00	Balance at billing	28.77
Current charges	36.00	Current charges	32.49
PIPP Account Balance	36.00	Actual Account Balance	61.26

Meter Reading Information

Residential Service	
Meter Number	692429
Present KWH Reading (Estimate)	9,005
Previous KWH Reading (Actual)	8,754
Kilowatt Hours Used	251

Bal at billing - $32.49
4.26
$28.23

Billing Date Aug 6 - Sept 4
Previous -0-

$25.52

Illuminating Co 110016580079H 32.94 Paid June 26, 2004

6-8-09 Illuminating Co Statement 46.03 Paid July 23, 2004

7-9-09 Statement Account. 44.20 " Aug 11, 2004

8-6-09 61.26 " Sept 2009 PIPP Start

March 19, 2004 $347.70 CR 47.28 " Oct 18054 $504.00 CR

Gwendolyn Tandy 110016580079

Enter Date	Read Date	Mtr Read	kWh	Read Type	Tot Bill	PIPP	Amount Due	Due Date	Pay Amt	Adj Amt	Adj Type	Balance
9/8/2009	9/4/2009	9005	251	Est	32.49	36.00	36.00	9/22/2009	44.26	8-11-09		61.26
						No Date		Between	61.26	Rebate	9/22/09	0
10/7/2009	10/6/2009	9388	383	Act	47.28		47.28	10/21/2009				47.28
11/6/2009	11/5/2009	9614	226	Act	27.91	36.00	83.28	11/20/2009	theft			75.19
11/16/2009								11-16-09	47.28	43.00		27.91
12/7/2009	12/4/2009	9897	283	Act	34.76	36.00	72.00	12/21/2009	$504.00 CR			62.67
1/5/2010								1-5-10	72.00	1-5		-9.33
1/7/2010	1/6/2010	267	370	Act	45.82	36.00	36.00	1/21/2010	36.00			36.49
2/4/2010	2/3/2010	474	207	Act	26.66	36.00	72.00	2/18/2010	This	is deceptive		63.15
3/8/2010	3/5/2010	771	297	Act	37.89	36.00	108.00	3/22/2010	and illegal			101.04
3/17/2010					equal	theft		3-17-10	36.00	No Date		65.04
4/6/2010	4/5/2010	999	228	Act	29.30	36.00	108.00	4/20/2010				94.34
5								April	36.00	No Date		58.34
5/4/2010	5/3/2010	1203	204	Act	26.39	36.00	108.00	5/18/2010				84.73
6								May	36.00	No Date	Credit	
6/4/2010	6/3/2010	1506	303	Act	38.91		110.91	6/18/2010				87.64
7+8								June + July	72.00	No Date		15.64
7/2/2010	7/1/2010	1837	331	Act	43.62		82.53	7/16/2010				59.26
9 PIPP Percentage of Income Ends									36.00	No Date	theft	
8/4/2010	8/3/2010	2274	437	Act	56.96		103.49	8/18/2010				80.22
8/17/2010					Equal	theft			36.00	8-17-10		44.22
8/21/2010	Emergency HEAP		Nov	6 2010	illegally	Bernillo	PIPP +	8-21-10	103.49			-59.27
9/3/2010	9/2/2010	2707	433	Act	56.32	9-8-10	20.32	9/17/2010	End	PIPP		-2.95
10/4/2010	10/1/2010	3011	304	Act	39.03	10	59.35	10/18/2010	No Plan		Credit	36.08
11/2/2010	11/2/2010	3,334	323	Act	41.98	43.00	102.35	11/17/2010	PIPP automatically			78.06
Illegal →	Amount added to deferred arrears due to PIPP Plus =					theft	59.35	Why?	switch to	PIPP PLUS →		78.06
12/1/2010	12/1/2010	3,598	264	Act	34.47	43.00	86.00	12/16/2010		Paid	$2276.04	-112.53
1/4/2011	1/4/2011	3,979	381	Est	49.13	43.00	129.00	1/19/2011		Owed	-129.00	161.66
2/1/2011	2/1/2011	4,143	164	Act	22.63	43.00	172.00	2/16/2011		Credit	$2147.04	184.29
2/10/2011								37.81	37.81-	2-10-11		146.48
2/24/2011	Emergency HEAP							146.48	146.48-	2-24-11	146.48 CR	0
3/7/2011			$300.00 Credit					43.00	43.00-	3-7-11		-43.00
3/28/2011								$ 129.24 Paid		1.52-	63000035	44.52-

PIPP Starts

COPY 3

Plan 1st 2nd 3rd PPLUS begins 2900

14.88 CR

10.75 CR

25.63 CR

CR = theft

59.35

37.81

146.48

43.00

Nov 2004 — Aug 2004 MISSING this is deceptive and unfair acts. Paid between Nov-1, 2010 to March 7, 2010 $2766

My Complaint started with Jan 2009 - Illi. Co. entered 'roves the Illuminating Added my PIPP payment Even though 269.08 ... $598.50 Cr...

Date	Read Date	Mt Read	KWh	Read Type	Total	PIPP	Amount Due		Paid - then on time			$119.06 Cr
3/28/2011	3/3/2011	4,389	246	Act	22.41	43.00	0.00	4/11/2011				12.11-
4/4/2011	Credit of 12.29 applied to current obligations									0.18-	63000035	12.29-
4/4/2011	4/4/2011	4,691	302	Act	39.18	43.00	30.71	4/19/2011				26.89
5/4/2011									43.00-			16.11-
5/4/2011	5/4/2011	4,906	215	Est	29.20	43.00	30.71	5/19/2011				13.09
6/4/2011	6/3/2011	5,221	315	Act	41.64	43.00	73.71	6/20/2011				54.73
6/8/2011									43.00-			11.73
7/2/2011	7/1/2011	5,552	331	Est	43.02	43.00	73.71	7/19/2011				54.75
8/2/2011	8/2/2011	5,805	253	Act	34.34	43.00	116.71	8/17/2011				89.09
8/31/2011	8/31/2011	6,224	419	Est	54.21	43.00	159.71	9/15/2011				143.30
9/19/2011	PIPP Plus end Oct 4, 2011								43.00-		$292.60 Cr	100.30
10/4/2011	9/30/2011	6,230	6	Act	4.84	43.00	159.71	10/19/2011				105.14
11/1/2011	11/1/2011	6,704	474	Act	59.37	43.00	202.71	11/16/2011				164.51
11/4/2011									57.90-			106.61
11/29/2011	11/29/2011	7,156	452	Act	56.82	29.00	173.81	12/14/2011				163.43
12/5/2011									29.00-			134.43
12/31/2011	12/30/2011	7,656	500	Est	63.48	29.00	173.81	1/17/2012				197.91
12/31/2011										1.91-	61000035	196.00
1/5/2012						Credit Stolen			30.00-			166.00
1/31/2012										34.48-	61000035	131.52
1/31/2012	1/31/2012	7,792	136	Act	19.91	29.00	172.81	2/15/2012				151.43
2/1/2012	Removed from PIPP Plus					Credit $459.00						450.00
2/17/2012	Feb 17-2012 Transfer From Account 110072427153 Already Paid									269.08	TRAN.	420.51
3/3/2012	3/2/2012	8,004	212	Act	29.61		459.21	3/19/2012				490.1
3/7/2012									29.00-			421.12
3/7/2012									30.00-			391.12
4/3/2012	4/3/2012	8,306	302	Est	40.55		443.99	4/18/2012		3.23	LPC	434.90
4/9/2012									30.00-			404.90
5/2/2012	5/2/2012	8,341	35	Act	8.22		425.59	5/17/2012		3.38	LPC	416.50
5/8/2012									30.00-			386.50
6/4/2012	6/4/2012	8,516	175	Act	25.12		423.82	6/19/2012		3.11	LPC	414.73
6/7/2012									30.00-			384.73
7/5/2012	7/5/2012	8,826	310	Est	42.98		439.88	7/20/2012		3.08	LPC	430.79
7/9/2012									30.00-			400.79
8/6/2012	8/6/2012	9,196	370	Act	50.83		464.04	8/21/2012		3.33	LPC	454.95
8/7/2012									30.00-			424.95

=theft

No Balance 467.96 Credit stollen 2/17/12

= theft. Impossible

The Bill equal theft

Need 1241 Salzer 2-1 2012

the $269.08 Transfer wh credit of $459.00 Dls... Zero bal. to $420.51

Jan 7, 2014 $ 332.38 CR
ilegal late chr. 26.16
$ 358.54 Credit

the Illuminating Company
A FirstEnergy Company

DETAILED STATEMENT OF ACCOUNT

the $443.51 equal theft stolen credits

Customer Name: GWENDOLYN C TANDY

Service Address: 1439 SULZER AVE DUP
EUCLID OH 44132

Account Number: 110046580079

$165.18 = theft and fraud

All Balance equal theft

Read Date	Cons Type	Meter Reading	Cons Usage	Nhr Days	Daily Average	Read Type	FE Billing Amt	Supplier Billing Amt	Total Billing Amt	Budget Billing Amt	Due Date	Payment Amt	Adj Amt	Adj Type	Account Balance
													-0.06	MA	443.51
01/07/14	KWH	4,921	1,389	33	42	Act	82.20	82.98	165.18		01/23/14				608.69
													-0.05	SDINT	608.64
													8.75	LPC	740.25
02/06/14	KWH	5,940	1,019	30	34	Act	63.29	59.57	122.86		02/24/14		-0.06	SDINT	740.19
												-150.00			590.19

time Period

Statement Feb 10, 2014 Jan 8 - Feb 6 First Bill in 2014

= theft

equal theft

Becase 2-10-14 time From is From Jan 8 to ~~Feb 6~~

= theft

Jan 7, 2014 $165.18 = Theft

$150.00 Paid 2-17-14

Mar 12-14 statement Equels theft

Feb 7 - Mar $131.64 - 3-27-14 Paid

Feb 10, 2014

Mar 12, 2014 122.86 $ 131.69 Paid 3-27-14

April 10-2014

95.67 Reversal
22.00 Sec Dep Refund
30.23 June 11, 2014 Rev No Service
53.94 July No Service
Payment 5/30/14 95.67 Aug No Service
Sept No Service
Oct No Service
Nov No Service

Jan 2015 $190.60 Reversed
152.70 Reversed
$343.30 Credit

Dec 4, 2014 Service Restored
12-4-14 $15.47 $582.85 = theft
1-13-15 $388.72 Bal = ~~theft~~ $358.54 CR
343.30
12-09-14 $ 15.47

$ 701.84 Credit

4413 I opted out of the City of Euclid Gov. Agg. It took Cleveland Electric Illuminating Co 9 months to cancel 5-7-14 - Then May 31, 2014 my Service was disconnected. for Retaliation. Not for none payment!

the Illuminating Company
A FirstEnergy Company

DETAILED STATEMENT OF ACCOUNT

Customer Name: GWENDOLYN C TANDY

Account Number: 110046580079

Service Address: 1439 SULZER AVE DUP
EUCLID OH 44132

Jan 27, 2015 $190.60 - 190.86 Reversed 3-12-15
Feb ~~152.72~~ 152.75 Reversed
$343.41

Entry Date	Read Date	Cons Type	Meter Reading	Cons Usage	Nbr Days	Daily Average	Read Type	FE Billing Amt	Supplier Billing Amt	Total Billing Amt	Budget Billing Amt	Due Date	Payment Amt	Adj Amt	Adj Type	Account Balance
03/27/14	Payment 3-27-14 131.69												-131.69			590.14
04/08/14	04/08/14	KWH	7,752	717	29	25	Est	45.20	42.18	87.38		04/24/14	Not late	8.34	LPC	685.86
							Bill reversed on 05/07/2014.									
04/08/14														-0.05	SDINT	685.81
							Supplier Switch FIRSTENERGY SOLUTIONS to Cleveland Electric Co on 05/07/2014.									
05/07/14														-95.72	REV	590.09
							Reversal of 04/08/2014 bill.									
05/07/14														0.05	REV	590.14
							Reversal - Interest for Security Deposit Held on the Account.									
05/07/14	04/08/14	KWH	7,195	160	29	6	Est	13.30	9.41	22.71		05/23/14		8.34	LPC	644.18
	05/07/14	KWH	7,356	161	29	6	Act	13.35	9.64	22.99						
05/07/14														-0.10	SDINT	644.08
05/30/14	→DISconnection 5-31-14 Unwarranted									PAYMENT			-95.67	5-30-14		548.41
05/30/14	No Service 6-11-14									Refund Sec Dep			22.00	12.00	DFC	560.41
06/09/14	05/30/14	KWH	7,482	126	23	5	Est	18.29		18.29 REV.		06/25/14				578.70
							Bill reversed on 12/03/2014.									
06/09/14														-0.06	SDINT	578.64
06/26/14									Reversed bill				-30.23			548.41
12/03/14											Reconect Fee			35.00	RF	583.41
12/03/14														0.06	REV	583.47
							Reversal - Interest for Security Deposit Held on the Account.									
12/03/14											Rev			-18.29	REV	565.18
							Reversal of 05/30/2014 bill.									
12/03/14														-0.38	SDINT	564.80
12/03/14	06/09/14	KWH	7,482	126	33	4	Est	18.05		18.05		12/17/14				582.85
12/04/14	Payment												-210.00	Sent Back		372.85
12/06/14														-0.01	SDINT	372.84
12/06/14	12/06/14	KWH	7,604	122	30	4	Act	15.48		15.48		12/23/14				388.32

AC# 110046580079 Same number since 5/2006

The Ill. Co has had my Bank act# for years

Which account Bank or Illuminating Co.

How can one not fine there own account,

$210.00 Rev

Entry Date	Read Date	Cons Type	Meter Reading	Cons Usage	Nbr Days	Daily Average	Read Type	FE Billing Amt	Supplier Billing Amt	Total Billing Amt	Budget Billing Amt	Due Date	Payment Amt	Adj Amt	Adj Type	Account Balance
12/10/14								Payment Returned -Account not Found					210.00			598.32
01/09/15													-50.00			548.32
01/10/15	01/09/15	KWH	9,019	1,415	34	42	Est	182.16		182.16		01/27/15		8.50	LPC	738.98
								Bill reversed on 03/12/2015.								
01/10/15														-0.06	SDINT	738.92
02/05/15													-50.00			688.92
02/09/15	02/09/15	KWH	90	1,071	31	35	Est	142.20		142.20		02/25/15		10.55	LPC	841.67
								Bill reversed on 03/12/2015.								
02/09/15														-0.05	SDINT	841.62
03/12/15														-152.75	REV	688.87
								Reversal of 02/09/2015 bill.								
03/12/15														0.11	REV	688.98
								Reversal - Interest for Security Deposit Held on the Account.								
03/12/15														-190.66	REV	498.32
								Reversal of 01/09/2015 bill.								
03/12/15	01/09/15	KWH	7,862	258	34	8	Est	36.65		36.65		03/26/15		8.50	LPC	543.47
03/12/15														-0.17	SDINT	543.30
03/12/15	02/09/15	KWH	8,097	235	31	8	Est	34.49		34.49		03/26/15		7.06	LPC	584.85
03/12/15	03/10/15	KWH	8,317	220	29	8	Act	33.59		33.59		03/26/15		7.06	LPC	625.50

$190.66 Bill

4

How does the Balance on Dec 6, 2014 go from $388.32 to $598.32 = Theft!

Dec 10, 2014

$$
\begin{array}{r}
388.32 \\
-\ 90.00 \\
\hline
298.32
\end{array}
\qquad
\begin{array}{r}
\$688.98 \\
-\ 498.32 \\
\hline
190.66
\end{array}
$$

5 May 8, 2015 $27.26 30.00 Paid 5-16-14 934 Not late

June 9, 2015 27.01

21