160

FILE

PUCO EXHIBIT FILING

Date of Hearing: 6/7/2016

Case No. 15-1662-EL-CSS

PUCO Case Caption: Jimmy Hayes vs. Cleveland Electric Illuminating Company

2016 JUN 10 PM 3:40

RECEIVED-DOCKETING DIV

PUCO

List of exhibits being filed:

Complainant's Exhibit 1	Company Exhibit 1
2	2
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Reporter's Signature: Karen Sue Gibson

Date Submitted:

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Technician DM Date Processed JUN 10 2016

BEFORE THE PUBLIC UTILITIES COMMISSION OF OHIO

- - -

In the Matter of the Complaint of:	:	
Jimmy Hayes,	:	
Complainant,	:	
vs.	:	Case No. 15-1662-EL-CSS
Cleveland Electric Illuminating Company,	:	
Respondent.	:	

- - -

PROCEEDINGS

before Mr. Daniel E. Fullin, Attorney Examiner, at the Public Utilities Commission of Ohio, 180 East Broad Street, Room 11-C, Columbus, Ohio, called at 1:17 p.m. on Tuesday, June 7, 2016.

- - -

ARMSTRONG & OKEY, INC.
222 East Town Street, Second Floor
Columbus, Ohio 43215-5201
(614) 224-9481 - (800) 223-9481
Fax - (614) 224-5724

- - -

Attachment DLR-3

EXHIBIT
1
Complainant's

PENGAD 800-631-6989

CLEVELAND ELECTRIC ILLUMINATING COMPANY

CUSTOMER ITEMIZED STATEMENT

NAME: JIMMY HAYES
ADDRESS: 28711 EUCLID AVE
ACCOUNT NUMBER: 175-0001217-013
STATEMENT PERIOD: 01/01/98 - 08/31/00

CITY: WICKLIFFE
CYCLE: 78

PAGE 1
08/24/00 USER ID: 172*

PROCESS DATE	DAYS	USAGE	USAGE TYPE	BILL TYPE	READ CODE	TRANSACTION AMOUNT	PAYMENT	ACTUAL BALANCE	PAYMENT PLAN AMT	AMOUNT DUE
12/23/97 BEG								6,747.57		6,747.57
01/15/98 PYMT							3,605.83	3,141.74		3,141.74
01/26/98 BILL	32	36043	K			3,442.61		6,631.47		6,631.47
01/26/98 BILL						47.12(L)		3,188.86		3,188.86
	32	74.88	D					6,631.47		6,631.47
02/23/98 PYMT							3,141.56	3,489.91		3,489.91
02/24/98 BILL	31	33814	K			3,288.86		6,841.11		6,841.11
	31	78.45	D					6,841.11		6,841.11
02/24/98 BILL						52.94(L)		3,542.25		3,542.25
	28	71.42	D					10,040.13		10,040.13
03/24/98 BILL	28	30612	K			3,096.41		10,040.13		10,040.13
03/24/98 BILL						102.61(L)		6,943.72		6,943.72
03/27/98 PYMT							3,493.91	6,550.22		6,550.22
04/20/98 PYMT							3,351.20	3,199.02		3,199.02
04/24/98 BILL						47.98(L)		3,247.00		3,247.00
	31	77.76	D					6,718.06		6,718.06
04/24/98 BILL	31	34857	K			3,471.06		6,718.06		6,718.06
		4.20	R					6,718.06		6,718.06
05/12/98 PYMT							3,382.67	3,335.39		3,335.39
05/26/98 BILL	29	36550	K			3,794.43		7,179.85		7,179.85
05/26/98 BILL						50.03(L)		3,385.42		3,385.42

DESCRIPTION OF CODES LOCATED ON THE REVERSE SIDE

Form XBAK 0/94

CLEVELAND ELECTRIC ILLUMINATING COMPANY

CUSTOMER ITEMIZED STATEMENT

NAME: JIMMY HAYES
ADDRESS: 28711 EUCLID AVE
ACCOUNT NUMBER: 175-0001217-013
STATEMENT PERIOD: 01/01/98 - 08/31/00

CITY: WICKLIFFE
CYCLE: 78

08/24/00 USER ID: 172*

OCESS ATE	DAYS	USAGE	USAGE TYPE	BILL TYPE	READ CODE	TRANSACTION AMOUNT	PAYMENT	ACTUAL BALANCE	PAYMENT PLAN AMT	AMOUNT DUE
		13.30	R					7,179.85		7,179.85
	29	54.46	D					7,179.85		7,179.85
/10/98 PYMT							3,794.43	3,385.42		3,385.42
/10/98 BILL						50.78(L)		3,436.20		3,436.20
	31	96.76	D					8,089.48		8,089.48
		14.40	R					8,089.48		8,089.48
/13/98 BILL	31	43946	K			4,653.28		8,089.48		8,089.48
	29	99.07	D					12,769.52		12,769.52
		16.10	R					12,769.52		12,769.52
/22/98 BILL	29	43283	K			4,680.04		12,769.52		12,769.52
/27/98 PYMT							4,653.28	8,116.24		8,116.24
/03/98 PYMT							3,436.20	4,680.04		4,680.04
/30/98 BILL						70.20(L)		4,750.24		4,750.24
		18.00	R					9,502.79		9,502.79
	29	107.13	D					9,502.79		9,502.79
20/98 BILL	29	42792	K			4,752.55		9,502.79		9,502.79
01/98 PYMT							4,888.04	4,614.75		4,614.75
		19.60	R					9,331.43		9,331.43
	30	97.34	D					9,331.43		9,331.43
1/98 BILL	30	42516	K			4,647.46		9,331.43		9,331.43
1/98 BILL						69.22(L)		4,683.97		4,683.97

IPTION O DES LOCATED ON THE REVERSE SIDE

CLEVELAND ELECTRIC ILLUMINATING COMPANY

CUSTOMER ITEMIZED STATEMENT

NAME: JIMMY HAYES
ADDRESS: 28711 EUCLID AVE
ACCOUNT NUMBER: 175-0001217-013
STATEMENT PERIOD: 01/01/98 - 08/31/00

CITY: WICKLIFFE
CYCLE: 78

08/24/00 USER ID: 172*

SS	DAYS	USAGE	USAGE TYPE	BILL TYPE	READ CODE	TRANSACTION AMOUNT	PAYMENT	ACTUAL BALANCE	PAYMENT PLAN AMT	AMOUNT DUE
/98 PYMT							4,500.00	4,331.43		4,331.43
/98 PYMT							500.00	8,831.43		8,831.43
98 BILL	29	27295	K			3,965.38		8,361.78		8,361.78
		15.50	R					8,361.78		8,361.78
98 BILL						64.87(L)		4,396.40		4,396.40
	29	102.82	D					8,361.78		8,361.78
98 PYMT							4,716.68	3,645.10		3,645.10
98 BILL	31	34992	K			3,642.30		7,342.07		7,342.07
	31	89.28	D					7,342.07		7,342.07
98 BILL						54.67(L)		3,699.77		3,699.77
		7.90	R					7,342.07		7,342.07
98 PYMT							4,030.35	3,311.72		3,311.72
98 BILL						49.67(L)		3,361.39		3,361.39
	29	90.27	D					6,525.61		6,525.61
98 BILL	29	31513	K			3,164.22		6,525.61		6,525.61
99 BILL	33	37419	K			3,613.92		10,237.41		10,237.41
99 BILL						97.88(L)		6,623.49		6,623.49
		2.20	R					10,237.41		10,237.41
	33	74.97	D					10,237.41		10,237.41
99 PYMT							3,645.10	6,592.31		6,592.31
99 BILL	31	33104	K			3,290.80		9,883.11		9,883.11

ON OF CODES LOCATED ON THE REVERSE SIDE

Form X844 (8/94)

CLEVELAND ELECTRIC ILLUMINATING COMPANY

CUSTOMER ITEMIZED STATEMENT

NAME: JIMMY HAYES
ADDRESS: 28711 EUCLID AVE
ACCOUNT NUMBER: 175-0001217-013
STATEMENT PERIOD: 01/01/98 - 08/31/00

CITY: WICKLIFFE
CYCLE: 78

08/24/00 USER ID: 172*

PROCESS DATE	DAYS	USAGE	USAGE TYPE	BILL TYPE	READ CODE	TRANSACTION AMOUNT	PAYMENT	ACTUAL BALANCE	PAYMENT PLAN AMT	AMOUNT DUE
	31	71.42	D					9,883.11		9,883.11
03/09/99 PYMT							3,711.80	6,171.31		6,171.31
03/23/99 BILL	32	34413	K			3,359.21		9,623.08		9,623.08
09/23/98 BILL						92.56(L)		6,263.87		6,263.87
	32	69.12	D					9,623.08		9,623.08
04/05/99 PYMT							6,171.31	3,451.77		3,451.77
		5.00	R					6,899.06		6,899.06
04/22/99 BILL	31	32617	K			3,395.52		6,899.06		6,899.06
	31	61.21	D					6,899.06		6,899.06
04/22/99 BILL						51.77(L)		3,503.54		3,503.54
05/17/99 PYMT							3,451.77	3,447.29		3,447.29
	28	88.85	D					11,459.69		11,459.69
06/22/99 BILL	26	34553	K			3,622.91		11,459.69		11,459.69
		11.10	R					7,836.78		7,836.78
	32	92.73	D					7,836.78		7,836.78
		9.90	R					11,459.69		11,459.69
06/22/99 BILL						51.70(L)		3,498.99		3,498.99
06/22/99 BILL	32	35490	K			4,337.79		7,836.78		7,836.78
06/25/99 PYMT							3,447.29	8,012.40		8,012.40
07/22/99 BILL						117.04(L)		7,920.31		7,920.31
07/22/99							209.13	7,803.27		7,803

CLEVELAND ELECTRIC ILLUMINATING COMPANY

CUSTOMER ITEMIZED STATEMENT

NAME: JIMMY HAYES
ADDRESS: 28711 EUCLID AVE
ACCOUNT NUMBER: 175-0001217-013
STATEMENT PERIOD: 01/01/98 - 08/31/00

CITY: WICKLIFFE
CYCLE: 78

08/24/00 USER ID: 172*

PROCESS DATE	DAYS	USAGE	USAGE TYPE	BILL TYPE	READ CODE	TRANSACTION AMOUNT	PAYMENT	ACTUAL BALANCE	PAYMENT PLAN AMT	AMOUNT DUE
	30	87.30	D					12,758.40		12,758.40
7/22/99 BILL	30	45268	K			4,838.09		12,758.40		12,758.40
		15.40	R					12,758.40		12,758.40
8/02/99 PYMT							8,012.40	4,746.00		4,746.00
8/23/99 PYMT							207.39	4,538.61		4,538.61
	30	96.70	D					9,403.89		9,403.89
8/23/99 BILL						68.07(L)		4,606.68		4,606.68
		13.40	R					9,403.89		9,403.89
8/23/99 BILL	30	44834	K			4,797.21		9,403.89		9,403.89
	18	96.10	D					12,182.85		12,182.85
		14.50	R					12,182.85		12,182.85
9/08/99 PYMT							125.93	9,278.56		9,278.56
9/08/99 BILL	18	27450	K			2,904.29		12,182.85		12,182.85
9/13/99 PYMT							4,885.28	7,297.57		7,297.57
10/07/99 PYMT							162.07	7,135.50		7,135.50
10/07/99 BILL	29	37005	K			3,777.45		11,019.98		11,019.98
10/07/99 BILL						107.03(L)		7,242.53		7,242.53
		11.10	R					11,019.98		11,019.98
	29	88.10	D					11,019.98		11,019.98
10/11/99 PYMT							2,904.29	8,115.69		8,115.69
11/05/99 PYMT							153.73	7,961.96		7,961.96

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CITY: WICKLIFFE
CYCLE: 78

08/24/00 USER ID: 172*

SS	DAYS	USAGE	USAGE TYPE	BILL TYPE	READ CODE	TRANSACTION AMOUNT	PAYMENT	ACTUAL BALANCE	PAYMENT PLAN AMT	AMOUNT DUE
		8.20	R					11,647.87		11,647.87
	29	88.70	D					11,647.87		11,647.87
/98 BILL	29	33956	K			3,566.49		11,647.87		11,647.87
/98 BILL						119.42(L)		8,081.38		8,081.38
/99 PYMT							3,717.46	7,870.42		7,870.42
/99 PYMT							3,543.66	4,325.76		4,325.76
	32	75.40	D					7,914.01		7,914.01
/99 BILL						62.53(L)		4,231.63		4,231.63
		1.00	R					7,914.01		7,914.01
/99 BILL	32	37906	K			3,682.38		7,914.01		7,914.01
/99 PYMT							156.66	4,169.10		4,169.10
/00 PYMT							144.07	7,769.94		7,769.94
/00 BILL						116.54(L)		7,886.48		7,886.48
	31	73.70	D					11,257.43		11,257.43
/00 BILL	31	33790	K			3,370.95		11,257.43		11,257.43
/00 PYMT							3,487.49	7,769.94		7,769.94
/00 PYMT							4,169.10	3,600.84		3,600.84
	32	73.10	D					7,264.06		7,264.06
/00 BILL	32	38571	K			3,771.52		7,264.06		7,264.06
/00 BILL						51.61(L)		3,492.54		3,492.54
/00 PYMT							159.91	3,440.93		3,440.93

TION OF CODES LOCATED ON THE REVERSE SIDE

Form X84 G(M)

CLEVELAND ELECTRIC ILLUMINATING COMPANY

CUSTOMER ITEMIZED STATEMENT

NAME: JIMMY HAYES
ADDRESS: 28711 EUCLID AVE
ACCOUNT NUMBER: 175-0001217-013
STATEMENT PERIOD: 01/01/98 - 08/31/00

CITY: WICKLIFFE
CYCLE: 78

08/24/00 USER ID: 172*

OCESS ATE	DAYS	USAGE	USAGE TYPE	BILL TYPE	READ CODE	TRANSACTION AMOUNT	PAYMENT	ACTUAL BALANCE	PAYMENT PLAN AMT	AMOUNT DUE
/14/00 PYMT							4,900.00	2,964.06		2,964.06
/09/00 PYMT							157.73	2,806.33		2,806.33
		4.30	R					6,502.55		6,502.55
/09/00 BILL	30	35775	K			3,654.13		6,502.55		6,502.55
/09/00 BILL						42.09(L)		2,848.42		2,848.42
	30	86.80	D					6,502.55		6,502.55
/13/00 PYMT							3,440.93	3,061.62		3,061.62
		9.70	R					6,422.25		6,422.25
/07/00 BILL						43.68(L)		2,955.77		2,955.77
/07/00 BILL	29	34085	K			3,466.48		6,422.25		6,422.25
/07/00 PYMT							149.53	2,912.09		2,912.09
	29	81.20	D					6,422.25		6,422.25
/10/00 PYMT							2,806.33	3,615.92		3,615.92
/01/00 PYMT							2,912.09	703.83		703.83
/10/00 PYMT							185.80	518.03		518.03
/10/00 BILL	33	41512	K			4,296.95		4,822.75		4,822.75
/10/00 BILL						7.77(L)		525.80		525.80
		14.50	R					4,822.75		4,822.75
	33	105.90	D					4,822.75		4,822.75
/09/00 BILL						69.34(L)		4,692.02		4,692.02
/09/00 PYMT							200.07	4,622.68		4,622.68

SCRIPTION OF CODES LOCATED ON THE REVERSE SIDE

Form XU44 0/94

CLEVELAND ELECTRIC ILLUMINATING COMPANY

CUSTOMER ITEMIZED STATEMENT

NAME: JIMMY HAYES
ADDRESS: 28711 EUCLID AVE
ACCOUNT NUMBER: 175-0001217-013
STATEMENT PERIOD: 01/01/98 - 08/31/00

CITY: WICKLIFFE
CYCLE: 78

08/24/00 USER ID: 172*

SS	DAYS	USAGE	USAGE TYPE	BILL TYPE	READ CODE	TRANSACTION AMOUNT	PAYMENT	ACTUAL BALANCE	PAYMENT PLAN AMT	AMOUNT DUE
		17.70	R					9,253.11		9,253.11
	29	107.70	D					9,253.11		9,253.11
9/00 BILL	29	10091	K			4,561.09		9,253.11		9,253.11
8/00 PYMT							4,304.72	4,948.39		4,948.39
29/00 PYMT							317.96	4,630.43		4,630.43
1/00 BILL						66.10(L)		4,473.33		4,473.33
	33	97.30	D					9,633.53		9,633.53
11/00 PYMT							223.30	4,407.23		4,407.23
		13.50	R					9,633.53		9,633.53
11/00 BILL	33	49866	K			5,160.20		9,633.53		9,633.53
09/00 PYMT							4,622.68	5,010.85		5,010.85
		14.10	R					9,561.65		9,561.65
	29	96.70	D					9,561.65		9,561.65
8/09/00 BILL	29	43615	K			4,682.37		9,561.65		9,561.65
8/09/00 BILL						72.10(L)		4,879.28		4,879.28
8/09/00 PYMT							209.67	4,807.18		4,807.18

SCRIPTION OF CODES LOCATED ON THE REVERSE SIDE

Form 3044 (8/94)

CLEVELAND ELECTRIC ILLUMINATING COMPANY

CUSTOMER KEY FOR ITEMIZED STATEMENT

KEY FOR USAGE TYPE

A = AREA LIGHT
D = DEMAND
K = KILOWATT HOUR
L = FIX KILOWATT HOUR
N = BILLED DEMAND
O = OFF PEAK DEMAND
P = ON PEAK DEMAND
R = REACTIVE DEMAND

KEY FOR BILL TYPE

CAN = CANCEL BILL
RBL = REBILL

KEY FOR READ CODE

BLANK = FIELD READING
B = METER EXCHANGE
C = OFFICE ESTIMATE
E = COMPUTER ESTIMATE

KEY FOR TRANSACTION AMOUNT

A = ADJUSTMENT
B = NON-SUFFICIENT CHECK AMOUNT
C = CUSTOMER ACCOUNT CHARGE
- THEFT CHARGE
- LOOSEN/REFASTEN CHARGE
- SHIFT CHARGE
- FIELD COLLECTION CHARGE
- RECONNECTION CHARGE
- FUSE REPLACEMENT CHARGE
- OTHER CHARGE
- COURT CHARGE

D = DEFERRED AGREEMENT
L = LATE PAYMENT CHARGE
N = NON-SUFFICIENT CHECK CHARGE
O = OHIO ENERGY CREDITS
P = CUSTOMER CHARGE OFF AMOUNT
S = SECURITY DEPOSIT
T = CONTRACTS

KEY FOR PAYMENT

D = DONATION AMOUNT

KEY FOR PAYMENT PLAN AMOUNT

A = DEPOSIT AGREEMENT
B = BUDGET
D = DEFERRED AGREEMENT
P = PIP

EXHIBIT
2
Complainants

PENGAD 800-631-6989

the Illuminating Company
A FirstEnergy Company

DETAILED STATEMENT OF ACCOUNT

Customer Name: JIMMY HAYES

Account Number: 110024599745

Service Address:

28711 EUCLID AVE
WICKLIFFE OH 44092

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
08/09/07	08/09/07	KWH	10,275	44,160	29	1,523	Act	4,909.73		4,909.73		08/31/07		84 58	LPC	10,700.67
		KW	0.62	99.20			Act									
		RVAH	4,275	19,840	29		Act									
		BILL KW		99 20												
08/20/07																
09/12/07	09/11/07	KWH	10,581	48,960	33	1,484	Act	5,271 97		5,271.97		10/04/07	-9,700.04	15.01	LPC	1,000.63 6,287.61
		KW	0.62	99.20			Act									
		RVAH	4,414	22,240	33		Act									
		BILL KW		99.20												
10/11/07																
10/13/07	10/12/07	KWH	10,853	43,520	31	1,404	Act	4,909.81		4,909.81		11/05/07	-6,287.61			0.00 4,909.81
		KW	0.64	102.40			Act									
		RVAH	4,536	19,840	31		Act									
		BILL KW		102.40												
11/06/07																
11/08/07	11/08/07	KWH	11,060	33,120	27	1,227	Act	3,734.41		3,734.41		11/30/07	-4,909.81			0.00 3,734.41
		KW	0.61	97.60			Act									
		RVAH	4,626	14,080	27		Act									
		BILL KW		97.60												
12/04/07																
12/10/07	12/10/07	KWH	11,282	35,520	32	1,110	Act	3,712.00		3,712.00		01/02/08	-3,734.41			0.00 3,712.00
		KW	0.52	83.20			Act									
		RVAH	4,712	13,760	32		Act									
		BILL KW		83.20												
01/10/08																
01/12/08	01/12/08	KWH	11,507	36,000	33	1,091	Act	3,788.06		3,788 06		02/04/08	-3,712.00			0 00 3,788.06
		KW	0.54	86 40			Act									
		RVAH	4,799	13,920	33		Act									
		BILL KW		86.40												

WELTMAN, WEINBERG & REIS CO., L.P.A.
ATTORNEYS AT LAW
323 W. Lakeside Avenue, Suite 200
Cleveland, Ohio 44113-1099
Main Phone: 216.739.5100
Fax Number: 216.739.5072
www.weltman.com

Slow down please

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Fax Transmittal

Date:	Thursday, July 30, 2009	No. of Pages (including cover sheet):	5
To:	Jimmy Hayes	Fax Number:	216-292-5689
From:	L.Goodson	Direct Line:	216-685-1081

Comments

7-2-9 Last filing and comment

W&R

Chicago, IL • Cincinnati, OH • Cleveland, OH • Columbus, OH • Detroit, MI • Grove City, OH • Philadelphia, PA • Pittsburgh, PA

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
01/29/08																
02/09/08	02/08/08	KWH	11,690	30,240	27	1,120	Act	3,498.39		3,498.39		03/03/08	-3,788 06			0 00
		KW	0.55	88.00			Act									3,498.39
		RVAH	4,669	11,200	27		Act									
		BILL KW		88.00												
03/04/08																
03/12/08	03/12/08	KWH	11,920	35,840	33	1,086	Act	3,979.51		3,979.51		04/03/08	-3,498.39			0.00
		KW	0 58	92.80			Act									3,979.51
		RVAH	4,953	13,440	33		Act									
		BILL KW		92.80												
04/07/08																
04/10/08	04/10/08	KWH	12,114	31,040	29	1,070	Act	3,620.93		3,620.93		05/02/08	-3,979.51			0.00
		KW	0 56	89.60			Act									3,620.93
		RVAH	5,029	12,160	29		Act									
		BILL KW		89.60												
05/08/08	05/08/08	KWH	12,316	32,320	28	1,154	Act	3,761.45		3,761.45		05/30/08		54.31	LPC	7,436.69
		KW	0.58	92.80			Act									
		RVAH	5 114	13,600	28		Act									
		BILL KW		92.80												
05/14/08																
06/09/08	06/09/08	KWH	12,559	38,880	32	1,215	Act	4,246.94		4,246.94		07/01/08	-3,620.93			3,815.76
		KW	0 57	91.20			Act							56.42	LPC	8,119.12
		RVAH	5,278	26,240	32		Act									
		BILL KW		91.20												
06/12/08																
07/07/08													-3,761.45			4,357.67
07/10/08	07/09/08	KWH	12,826	42,720	30	1,424	Act	4,977.74		4,977.74		08/01/08	-4,357.67			0.00
		KW	0 58	92.80			Act									4,977.74
		RVAH	5,333	8,800	30		Act									
		BILL KW		92.80												
08/11/08																
08/11/08	08/11/08	KWH	13,139	50,080	33	1,518	Act	5,605.56		5,605.56		09/02/08	-4,977.74			0 00
		KW	0.59	94.40			Act									5,605.56
		RVAH	5,471	22,080	33		Act									
		BILL KW		94.40												
09/09/08																
09/09/08	09/09/08	KWH	13,402	42,080	29	1,451	Act	4,955.25		4 955 25		10/01/08	-5,605.56			0.00
		KW	0.59	94.40			Act									4,955.25
		RVAH	5,586	18,400	29		Act									
		BILL KW		94.40												
10/02/08													-4,955 25			0.00

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
10/09/08	10/09/08	KWH	13,644	38,720	30	1,291	Act	4,640.91		4,640.91		10/31/08				4,640.91
		KW	0.60	96.00			Act									
		RVAH	5,695	17,440	30		Act									
		BILL KW		96.00												
10/20/08																
													-4,640.91			0.00
11/11/08	11/11/08	KWH	13,890	39,360	33	1,193	Act	4,238.58		4,238.58		12/03/08				4,238.58
		KW	0.55	88.00			Act									
		RVAH	5,802	17,120	33		Act									
		BILL KW		88.00												
12/08/08	12/08/08	KWH	14,076	29,760	27	1,102	Act	3,559.68		3,559.68		12/30/08		63.58	LPC	7,861.84
		KW	0.57	91.20			Act									
		RVAH	5,877	12,000	27		Act									
		BILL KW		91.20												
12/15/08																
													-4,238.58			3,623.26
01/10/09	01/09/09	KWH	14,294	34,880	32	1,090	Est	3,894.60		3,894.60		02/02/09		53.40	LPC	7,571.26
		KW	0.54	86.40			Est									
		RVAH	5,961	13,440	32		Est									
		BILL KW		86.40												
01/13/09																
													-3,623.26			3,948.00
02/10/09	02/10/09	KWH	14,511	34,720	32	1,085	Act	3,978.12		3,978.12		03/04/09		56.42	LPC	7,984.54
		KW	0.56	89.60			Act									
		RVAH	6,037	12,160	32		Act									
		BILL KW		89.60												
03/03/09																
03/06/09														15.21	ADJ	7,999.75
03/09/09														13.50	DFC	8,013.25
													-3,948.00			4,065.25
03/09/09	03/09/09	KWH	14,682	27,360	27	1,013	Act	3,302.40		3,302.40		03/31/09		60.75	LPC	7,428.40
		KW	0.51	81.60			Act									
		RVAH	6,105	10,880	27		Act									
		BILL KW		81.60												
03/18/09																
04/07/09													-4,038.54			3,391.86
													-3,391.86			0.00
04/08/09	04/08/09	KWH	14,862	28,800	30	960	Act	3,530.76		3,530.76		04/30/09				3,530.76
		KW	0.50	80.00			Act									
		RVAH	6,177	11,520	30		Act									
		BILL KW		80.00												
04/24/09																
													-3,530.76			0.00
05/11/09	05/11/09	KWH	15,066	32,640	33	989	Act	3,995.52		3,995.52		06/02/09				3,995.52
		KW	0.48	76.80			Act									
		RVAH	6,265	14,080	33		Act									
		BILL KW		76.80												

Entry Date	Read Date	Cons Type	Meter Reading	Cons Usa	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
06/09/09	05/31/09	KWH	15.208	22,720	20	1,136	Est	2,938 08		2,938.08		07/01/09				6,933.60
		KW	0.54	86.40			Est									
		RVAH	6,330	10,400	20		Est									
		BILL KW		86.40												
06/[illegible]/09													-3,995 52			2,938.08

Check total 6,933.60

Pd

660000

(27) last letter ~~from~~ to the Commission and Carrie Dunn

Jimmy Hayes
2723 Green Road
Shaker Heights, OH 44122
216-269-4304

EXHIBIT
3
Complainants
PENGAD 800-631-6989

June 1, 2016

RE: *In the Matter of the Complaint of Jimmy Hayes v. The Cleveland Electric Illuminating Company*
Case No. 15-1662-EL-CSS

Ms. Carrie Dunn
76 South Main Street
Akron, OH 44308

Ms. Christine E. Watchorn
Ulmer/Berne/LLP
65 East State Street, Suite 1100
Columbus, OH 43215-4213

Dear Ms. Dunn and Ms. Watchorn:

Please accept this letter (four pages) and the accompanying documents as part of my continued efforts to work in good faith with your offices and The Public Utilities Commission of Ohio to resolve my outstanding matter with CEI/First Energy.

Per the last communication we all received from Mr. Fullin dated May 11, per his direction, I am sending you this communication so that it is received in your offices before June 6th. That will be the day before our scheduled hearing on June 7th.

To help clarify and support my position that CEI did not refund my deposit of $5900.00 for which it provided me a receipt on October 10, 1996, I am again providing documents for your review. As you will see, I have provided numerous other documents and correspondence, some of which is repeated in this mailing, in an effort to chronologically outline my position. The materials do not reflect all of the communication your offices have previously received but are being presented here, as stated earlier, to demonstrate that CEI did not refund my deposit nor the agreed upon interest.

- Copy of "Customer Itemized Statement" for Account #175-0001217-013 for the statement period, January 1, 1998-August 31, 2000. CEI-provided document reflects a "process date" beginning December 23, 1997. Statement reflects data such as my transaction amounts and payments. The document does not show a refund of $5900.00 plus interest or an applied credit to the account of $5900.00 plus interest. Heading on CEI document indicates company "ran the report" on **August 24, 2000**.
- Letter from Jimmy Hayes, faxed to CEI and dated **November 2, 2011** requesting refund of $5900. 00 deposit plus interest, accrued at 5% annually. Letter referred to several phone calls to CEI's Customer Service Department to resolve the matter and served as a response to CEI's direction to fax the request in writing. Letter was accompanied by copy of receipt and stated, business at the account address, was sold in May, 2009 and that the last meter reading was June 9, 2009.
- Copy of letter from Ken Lumpkin, Esq., the attorney who represented me at one point in trying to resolve this matter, dated **August 6, 2012,** to Donna Skulski, CEI. Letter referenced Mr. Hayes' "deposit was a good faith payment to secure electrical services the Illuminating Company" and that "The Public Utilities Commission regulates matters such as this in order to protect the franchise as well as the customer." Further, Mr. Lumpkin stated that he advised me to, "settle this matter in an amicable manner. However, I have further advised Mr. Hayes to seek every aspect of legal redress available to him should this request continue to be disregarded."
- Copy of email from Carrie Dunn to Ken Lumpkin, Esq., the attorney who represented me at one point in trying to resolve this matter. Dated **October 1, 2012,** Ms. Dunn told Mr. Lumpkin that "In 1996, it was CEI's policy that after a customer paid a security deposit for new service, the customer was given twelve months to establish themselves as an active, good paying customer. If the customer was an active and good paying accounting, starting on the 13th month, the security deposit was refunded plus 5%. Since Mr. Hayes was a good paying customer, this policy would have applied. Thus, based on CEI's policy, Mr. Hayes should have received reimbursement by June 1998. Our records do not go back that far, but there are no records or reasons that CEI would not have applied to refund this money to Mr. Hayes in 1998."
- Letter from Jimmy Hayes to CEI dated **August 4, 2015**, requesting refund plus interest per receipt language. Letter, which stated that business was sold on May 31, 2009 and thus account with Hayes was closed, was mailed with last two CEI bills for the business and cancelled checks for the payment. Receipt of payment provided Jimmy Hayes by CEI to show Mr. Hayes' $5900.00 deposit to CEI for Account # 175-0001217-013. Receipt states "Interest at the annual rate of 5% will be paid on this deposit as long as it remains with the Illuminating Company. Upon the closing of your account, The Illuminating Company will apply the deposit and any interest to the final bill and refund the difference within 30 days."

- Copy of email from Marilyn Cottrill, Compliance, Customer Service Compliance Specialist to "ContactThePUCO@puc.state.oh.us" dated **August 20, 2015**. Email stated that "Mr. Hayes paid his deposit 18 years ago in 1996. At that time, as the receipt indicates, Centerior would apply the deposit to the final bill. However, in 1998, the Commission adopted a rule that required the Company (now CEI) to change its practice. (See Case No. 97-1578). The rule required the Company to annually review each account for which a deposit is being held and shall promptly refund the deposit if during the preceding 12 months, the customer had not been disconnected or late on payment more than two times. Therefore, beginning with that rule's effective date, if the Company was holding a deposit for a customer, and that customer was not delinquent, the Company would have had to refund the deposit to the customer."

Please refer to the enclosed email letter from Ms. Dunn to Mr. Lumpkin dated **October 1, 2012** and referenced above: "Thus, based on CEI's policy, Mr. Hayes should have received reimbursed by June of 1998." Such reimbursement was not made and not reflected in the enclosed documents.

In sum:

October 10, 1996: Jimmy Hayes pays CEI $5900.00 as security deposit for services for Account #175-0001217-013 and receives receipt stating "keep this until your deposit is refunded to you… interest at the annual rate of 5% will be paid on this deposit as long as it remains with the Illuminating Company...Upon the closing of your account, the Illuminating Company will apply the deposit and any interest to the final bill and refund the different within 30 days."
May, 2009: Jimmy Hayes sells the business where Account #175-0001217-013 is provided.
June 9, 2009: CEI conducts last meter reading
November 2, 2011: Jimmy Hayes follows CEI directions to fax his receipt and request for refund after there is no response to calls to CEI Customer Service to send his refund to him.
August 6, 2012: Attorney Ken Lumpkin writes Donna Skulski at CEI in Concord office and requests refund (plus interest) on behalf of Mr. Hayes.
October 1, 2012: Carrie Dunn emails Attorney Lumpkin that she is responding to communication to Ms. Skulski and states "Mr. Hayes was a good paying customer" who "should have received reimbursement by June 1998."

Before and after the above dates, I remained in repeated contact with the offices of CEI/First Energy and the PUCO, via phone calls, letters with supporting documents and an in person meeting with First Energy legal representative and the PUCO in Columbus, in an effort to resolve the matter.

Please again refer to the "Customer Itemized Statement" provided to me by CEI, that shows by June, 1998, there was no refund of my $5900.00 deposit or accompanying interest, paid to Jimmy Hayes.

Thank you again for your review of these documents and I look forward to seeing you on June 7th.

I will be accompanied at the hearing by my daughter, Eleanor Hayes.

As always, I can be reached at the above number, 216-269-4304.

Thank you.

Sincerely,

Jimmy Hayes

cc: Daniel E. Fullin
Attorney Examiner, The Public Utilities Commission of Ohio

Jimmy Hayes
2723 Green Road
Shaker Heights, OH 44122

November 2, 2011

To Whom It May Concern at Illuminating Company-First Energy:

Enclosed please find a copy of my "receipt for payment of a security deposit" in the amount of $5900.00 (fifty-nine-hundred-dollars).

The business, under your account # 175-0001217-013, was sold on May 31, 2009 and the last meter reading was June 9, 2009.

Per your receipt, please send a check to me for the full refund of $5900.00 plus interest accrued at 5% annually at the following home business office:

Jimmy Hayes
2723 Green Road
Shaker Heights, OH 44122

I have made several calls to your Customer Service Department to resolve this matter and was advised to proceed with this faxed request.

Thank you and please contact me at 216-269-4304 with any questions.

Sincerely,

Jimmy Hayes

EXHIBIT
5
Complainants

PENGAD 800-631-6989

r Energy Company

(2)

DEPOSIT RECEIPT

Service For:
28711 EUCLID AVE
WICKLIFFE OH 44092

Account Name:
JIMMY HAYES

Account Number	:	175-0001217-013
Deposit Number	:	0000001
Deposit Amount	:	$5,900.00
Date Paid	:	10/10/96

Dear Customer:

This is your receipt for payment of a security deposit. Please keep this until your deposit is refunded to you. This receipt is neither negotiable nor transferable.

This certificate acknowledges receipt of the amount shown above as security for payment of bills rendered for electrical service supplied to the above premise.

Interest at the annual rate of 5% will be paid on this deposit as long as it remains with the Illuminating Company.

Upon the closing of your account, The Illuminating Company will apply the deposit and any interest to the final bill and refund the difference within 30 days.

Sincerely,

THE ILLUMINATING COMPANY
P. O. BOX 5000
CLEVELAND, OHIO 44101-2000

Form X246 (8/93)

J.R.E. McDONALD'S NO. 5186
PLAYHOUSE SQ
1365 EUCLID AVE
CLEVELAND, OHIO 44115

3077
6-12/410
BRANCH 31

19 96

Pay to the Order of [illegible] $ [illegible]

[illegible] Dollars

NationalCity.
National City Bank
Cleveland, Ohio

For 175-1217-013 [illegible]

[redacted]

⑈000157174⑈

EXHIBIT
6
Compliments
PENGAD 800-631-6989

LUMPKIN McCRARY LLP
ATTORNEYS AT LAW

11811 Shaker Blvd., Suite 314
Cleveland, OH 44120
216.231.9963 Tel
216.231.9965 Fax
www.lumpkinmccrary.com

August 6, 2012

Ms.Donna Skulski
Sr. Account Manager-Customer Support
Illuminating Company/FirstEnergy Corp.
7755 Auburn Road
Concord, Ohio 4407
ddskulski@firstenergycorp.com

Re: Re: Jimmy Hayes, Acct No. 175-0001217-013, Deposit No. 0000001, Amount: $5,900.00 (5% per ann.)

Ms Skulski,

Please be advised that I have been retained by the above referenced Jimmy Hayes in connection with a security deposit wrongly being withheld by your company.

After thoroughly investigating this matter, our office has determined that on or about October, 1996, Mr. Hayes delivered to the Cleveland Illuminating Company a security deposit in the amount of $5,900.00, which amount is supported by a receipt which was duly presented to you.

This deposit was a good faith payment to secure electrical services from the Illuminating Company. Furthermore, as you are aware and have acknowledged, the accounts of the Illuminating Company are now the contractual obligations of First/Energy Corp.

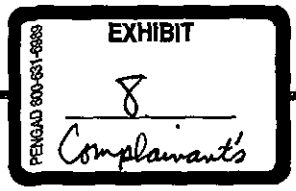
Mr. Hayes has informed our office that he has made repeated attempts with your office over the past two years to resolve this matter. He has requested that his security deposit, together with interest, be returned to him forthwith.

The Public Utilities Commission regulates matters such as this in order to protect the franchise as well as the customer. Mr. Hayes is entitled to have his security deposit returned to him without delay.

Naturally, I have advised Mr. Hayes to, if at all possible, settle this matter in an amicable manner. However, I have further advised Mr. Hayes to seek every aspect of legal redress available to him should this request continue to be disregarded.

I will await ten (10) days for your reply.

nn, Carrie M



From: Carrie Dunn
Sent: Monday, October 01, 2012 2:32 PM
To: klumpkin@lumpkinmccrary.com; klump09@aol.com
Subject: Jimmy Hayes, Acct No. 175-0001217-013

Dear Mr. Lumpkin:

I have received your correspondence to Ms. Skulski regarding the above-referenced account number. It is my understanding that your client Mr. Hayes asserts that The Cleveland Electric Illuminating Company ("CEI") failed to return a security deposit to him in the amount of $5,900.00 that was made in 1996.

In 1996, it was CEI's policy that after a customer paid a security deposit for new service, the customer was given twelve months to establish themselves as an active, good paying customer. If the customer was an active and good paying accounting, starting on the 13th month, the security deposit was refunded plus 5%. Since Mr. Hayes was a good paying customer, this policy wold have applied. Thus, based on CEI's policy, Mr. Hayes should have received reimbursement by June 1998. Our records do not go back that far, but there are no records or reasons that CEI would not have applied to refund this money to Mr. Hayes in 1998.

Should you have any documentation indicating that CEI did not refund Mr. Hayes his security deposit per its policy, please advise so I can review this issue again.

If you have any questions or would like to discuss the same, please contact me at the number below.

Thank you,

Carrie Dunn

Carrie M. Dunn
Attorney
FirstEnergy
76 S. Main St.
Akron, Ohio 44308
(330) 761-2352
fax: (330) 384-3875

EXHIBIT
9
Complainant's

4

Jimmy Hayes
2723 Green Road
Shaker Heights, OH 44122

August 4, 2015

To Whom It May Concern at Illuminating Company-First Energy:

Enclosed please find a copy of my "receipt for payment of a security deposit" in the amount of $5900.00 (fifty-nine-hundred-dollars).

The business, under your account # 175-0001217-013, was sold on May 31, 2009 and the last meter reading was June 9, 2009.

Per your receipt, please send a check to me for the full refund of $5900 plus interest accrued at 5% annually at the following home business office:

Jimmy Hayes
2723 Green Road
Shaker Heights, OH 44122

I have made several calls to your Customer Service Department to resolve this matter and was advised to proceed with this faxed request.

Thank you and please contact me at 216-269-4304 with any questions.

Sincerely,

Jimmy Hayes

Jimmy Hayes

Enclosures:

- Deposit receipt
- Last two Illuminating Company-First Energy bills for business # 175-0001217-013
- Cancelled checks for payment of last two bills

From: Cottrill, Marilyn F **On Behalf Of** D0241
Sent: Thursday, August 20, 2015 1:21 PM
To: 'ContactThePUCO@puc.state.oh.us'
Subject: RE: Initial Complaint. Case: JHAY072215BP / 110024599745 / JIMMY HAYES

Good Afternoon,
Please see the following information:

Can the attached documents be used to determine how and when the deposit was refunded to Mr. Hayes?
No they cannot.

If so, please provide the proof that the deposit was returned.
Mr. Hayes paid his deposit 18 years ago in 1996. At that time, as the receipt indicates, Centerior would apply the deposit to the final bill. However, in 1998, the Commission adopted a rule that required the Company (now CEI) to change its practice. (See Case No. 97-1578). The rule required the Company to annually review each account for which a deposit is being held and shall promptly refund the deposit if during the preceding 12 months, the customer had not been disconnected or late on payment more than two times. Therefore, beginning with that rule's effective date, if the Company was holding a deposit for a customer, and that customer was not delinquent, the Company would have had to refund the deposit to the customer.

Mr. Hayes inquired about his security deposit on June 2, 2009 after his account ended on May 31, 2009 and again in 2012. The Company reviewed the account records from 2003 until the account was finaled and found no record of a security deposit being held or interest being paid which would have reflected on the customer's monthly invoice. All of these factors conclude that he would have been refunded the deposit or it would have been applied to his account prior to 2003 in accordance with Commission rules.

If not, how can the company verify that the deposit was returned.
Due to the passage of time, and several changes in computer systems, the Company no longer has records for this account dating back to 1996. As indicated above, the Company, under Commission rules, was required to refund customers their deposits.

Please provide any additional information that the company has regarding this account.
If Mr. Hayes has and can send the Company copies of his bills from 1996 to 2009, we would be happy to go through each bill and determine when the deposit was returned to him or applied to his bill.

Thank you,

Marilyn Cottrill
Compliance/Customer Service Compliance Specialist

EXHIBIT
11
Complainant's
PENGAD 800-631-6989

the Illuminating Company
A FirstEnergy Company

May 12, 2009

Account Number: 11 00 24 5997 4 5

109

Bill for: JIMMY HAYES
28711 EUCLID AVE
WICKLIFFE OH 44092

Billing Period: Apr 09 to May 11, 2009 for 33 days
Next Reading Date: On or about Jun 09, 2009
Bill Based On: Actual Meter Reading

Small General Service

Account Summary		Amount Due
Your previous bill was	3,530.76	
Total payments/adjustments	-3,530.76	
Balance at billing on May 12, 2009	**0.00**	**0.00**
Current Basic Charges		
The Illuminating Company - Consumption		3,995.52
Total Due by Jun 02, 2009 - Please pay this amount		**$3,995.52**

CK 64332
5-31-09

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

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

Stole

See other pages for additional information and telephone numbers

Definitions

Actual Reading - A reading we take from your electric meter.
Business Distribution Credit - Applied during the winter billing period for non-residential electric heat and/or water heating customers who were receiving a qualifying rate as of 4/30/09.
Customer Charge - The fixed monthly charge for basic distribution which partially covers costs for billing, meter reading, equipment, and service line maintenance.
Distribution Related Component - A charge (including taxes) for moving electricity over electric distribution lines to your home or business. Formerly Delivery Charge.
Due Date - The date the bill must be paid by to avoid a late payment charge.
Estimated Reading - On the months we do not read your meter, we calculate your bill based on your past electrical use. If you would like to read your own meter to avoid estimated bills, call us for meter reading cards or access the Web site listed below.
Generation Related Component - A charge associated with the production of electricity.
Kilowatt (KW) - 1,000 watts of electricity.
Kilovolt Amperes (KVA) - Volts times amperes divided by 1000. Actual measured power used for circuit sizing.
Kilovolt-Amperes Reactive or kilovar (kVAr) - The portion of electricity that establishes and sustains the electric and magnetic fields of ac equipment. It is used to control voltage on the transmission network.
Kilowatt-hour (kWh) - The unit of measure for the electricity you use over time. For example, you use one kilowatt-hour of electricity to light a 100-watt light bulb for ten hours.
Late Payment Charge - A late charge added to the overdue amount if you do not pay your bill by the due date.
School Distribution Credit - A distribution credit that replaces the former Energy for Education II program.
Transition Charge - This charge provides for the recovery of a portion of the investment made in the electric system prior to deregulation and costs incurred related to the transition to full electric generation competition.
Transmission-Related Component - The amount the utility or supplier charges for operating and maintaining the electric transmission system.

Important Information

Questions or Complaints

To receive information about your **Illuminating Company** bill, various charges, rate schedules or for a written explanation of the Price to Compare:
Write: The Illuminating Company, 76 S. Main St., A-RPC, Akron, OH 44308-1890
Call Customer Services: **1-800-589-3101**
(Monday - Friday, 7:30 a.m. - 7:00 p.m.)
Visit our Web site: www.firstenergycorp.com
You may be asked to provide:
Your phone number: 1-440-944-3148
Your account number: 11 00 24 5997 4 5
Your premise number: 1750001217

For Your Protection

All of our employees wear Photo I.D. badges.
Always ask for an employee's I.D. before letting anyone in your home. If you are still not sure, please call.

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 supplier and/or The Illuminating Company, or for general utility information, residential and business customers may call the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free), or for TDD/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.

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.

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

ELECTRONIC CHECK CONVERSION - When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. Funds may be withdrawn from your account as soon as the same day we receive your payment and your check will not be returned from your financial institution. If you have questions about this program, or if you do not wish to participate, call 1-866-283-8081.

Our representatives can answer your questions, describe the charges on your bill, explain how to make sure your bill is correct, and provide information on rate schedules and energy efficiency. To learn more about The Illuminating Company's customer services, visit our Web site at www.firstenergycorp.com.

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: 0801220845 1750001217 - Small General Service - CE-GS125F / GS

Customer Charge	24.56
Distribution Related Component	628.12
Transition Charge	848.99
Generation Related Component	2,302.18
Transmission Related Component	191.67
Total Charges	**$ 3,995.52**

Detail Payment and Adjustment Information

Date	Reference	Amount
Payments:		
04/24/09		-3,530.76
Total Payments		-3,530.76
Total Payments and Adjustments		**-$3,530.76**

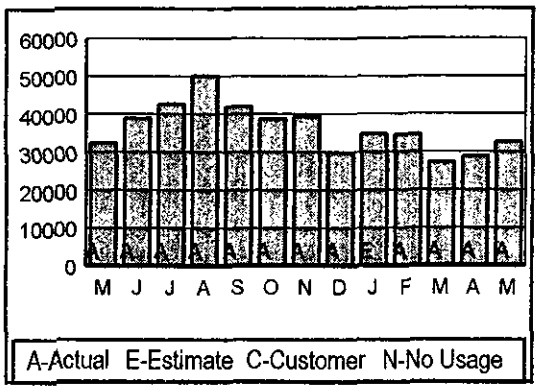
Meter Reading Information

Small General Service

Meter Number	902809371
Present KWH Reading (Actual)	15,066
Previous KWH Reading (Actual)	14,862
Difference	204
Multiplier	160
Kilowatt Hours Used	32,640
Metered Load in KW	0.48
Present KVARH Reading (Actual)	6,265
Previous KVARH Reading (Actual)	6,177
Difference	88
Kilovar Hours Used	14,080
Billed Load in KW/KVA	76.8
Distribution Load in KW/KVA	76.8
Billed Reactive Demand	3.1
Distribution Billed Reactive Demand	33.1

Usage Information

Usage Comparison



Historical Usage Information

May 08	32,320	Nov 08	39,360
Jun 08	38,880	Dec 08	29,760
Jul 08	42,720	Jan 09	34,880
Aug 08	50,080	Feb 09	34,720
Sep 08	42,080	Mar 09	27,360
Oct 08	38,720	Apr 09	28,800
		May 09	32,640

	May 08	May 09
Average Daily Use (KWH)	1154	989
Average Daily Temperature	56	54
Days in Billing Period	28	33
Last 12 Months Use (KWH)		440,000
Average Monthly Use (KWH)		36,667

the Illuminating Company
A FirstEnergy Company

June 10, 2009

Account Number: 11 00 24 5997 4 5

Bill for: JIMMY HAYES
28711 EUCLID AVE
WICKLIFFE OH 44092

Billing Period May 12 to May 31, 2009 for 20 days
Bill Based Estimated Meter Reading
Final Bill

Small General Service

Account Summary		Amount Due
Your previous bill was	3,995.52	
Total payments/adjustments	0.00	
Balance at billing on June 10, 2009	**3,995.52**	**3,995.52**
Current Basic Charges		
The Illuminating Company - Consumption		2,938.08
Total Due by Jul 01, 2009 - Please pay this amount		**$6,933.60**

ck 6461 ck 6-30-09

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

EXHIBIT 12 Complainant's
PENGAD 800-631-6989

Definitions

Actual Reading - A reading we take from your electric meter.
Business Distribution Credit - Applied during the winter billing period for non-residential electric heat and/or water heating customers who were receiving a qualifying rate as of 4/30/09.
Bypassable Generation and Transmission Related Component - Charges associated with the costs for purchased power and to deliver the power through the transmission system. These are the charges that a customer would avoid for that billing period if the customer switched to a Certified Retail Electric Service provider.
Cost Recovery Charges - Charges paid by all customers to recover previously incurred costs.
Customer Charge - The fixed monthly charge for basic distribution which partially covers costs for billing, meter reading, equipment, and service line maintenance.
Distribution Related Component - A charge (including taxes) for moving electricity over electric distribution lines to your home or business. Formerly Delivery Charge.
Due Date - The date the bill must be paid by to avoid a late payment charge.
Economic Development Component - Charges paid by all customers to recover costs related to economic development support.
Estimated Reading - On the months we do not read your meter, we calculate your bill based on your past electrical use. If you would like to read your own meter to avoid estimated bills, call us for meter reading cards or access the Web site listed below.
Kilowatt (KW) - 1,000 watts of electricity
Kilovolt Amperes (KVA) - Volts times amperes divided by 1000. Actual measured power used for circuit sizing.
Kilovolt-Amperes Reactive or kilovar (kVAr) - The portion of electricity that establishes and sustains the electric and magnetic fields of ac equipment. It is used to control voltage on the transmission network.
Kilowatt-hour (kWh) - The unit of measure for the electricity you use over time. For example, you use one kilowatt-hour of electricity to light a 100-watt light bulb for ten hours.
Late Payment Charge - A late charge added to the overdue amount if you do not pay your bill by the due date.
School Distribution Credit - A distribution credit that replaces the former Energy for Education II program.
Transition Charge - This charge provides for the recovery of a portion of the investment made in the electric system prior to deregulation and costs incurred related to the transition to full electric generation competition.

Important Information

Questions or Complaints

To receive information about your **Illuminating Company** bill, various charges, rate schedules or for a written explanation of the Price to Compare:
Write: The Illuminating Company, 76 S. Main St., A-RPC, Akron, OH 44308-1890
Call Customer Services: **1-800-589-3101**
(Monday - Friday, 8:00 a.m. - 6:00 p.m.)
Visit our Web site: www.firstenergycorp.com
You may be asked to provide:
Your phone number:
Your account number: 11 00 24 5997 4 5
Your premise number: 1750001217

For Your Protection

All of our employees wear Photo I.D. badges.
Always ask for an employee's I.D. before letting anyone in your home. If you are still not sure, please call.

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 supplier and/or The Illuminating Company, or for general utility information, residential and business customers may call 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.

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

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Our representatives can answer your questions, describe the charges on your bill, explain how to make sure your bill is correct, and provide information on rate schedules and energy efficiency. To learn more about The Illuminating Company's customer services, visit our Web site at www.firstenergycorp.com.

Messages

******* REMINDER NOTICE *******

When this bill was prepared, your account had an unpaid balance. If you have already made this payment, thank you. If not, please promptly pay the overdue amount. Call us if you have questions or for information on payment arrangements.

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: 0801220845 1750001217 - Small General Service - CE-GS125F / GS

Customer Charge	4.67
Distribution Related Component	601.80
Transition Charge	592.75
Generation Related Component	1,624.47
Transmission Related Component	114.39
Total Charges	**$ 2,938.08**

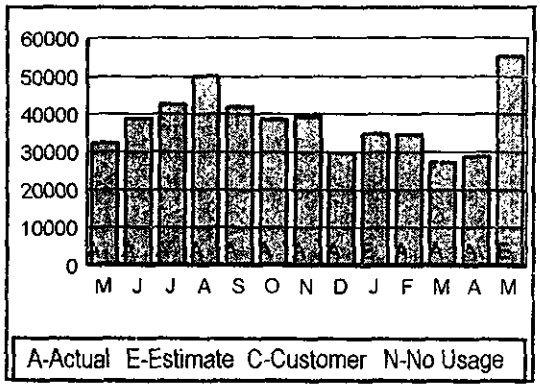
Meter Reading Information

Small General Service

Meter Number	902809371
Present KWH Reading (Estimate)	15,208
Previous KWH Reading (Actual)	15,066
Difference	142
Multiplier	160
Kilowatt Hours Used	22,720
Metered Load in KW	0.54
Present KVARH Reading (Estimate)	6,330
Previous KVARH Reading (Actual)	6,265
Difference	65
Kilovar Hours Used	10,400
Billed Load in KW/KVA	86.4
Distribution Load in KW/KVA	86.4
Billed Reactive Demand	9.5
Distribution Billed Reactive Demand	39.5

Usage Information

Usage Comparison



Historical Usage Information

May 08	32,320	Nov 08	39,360
Jun 08	38,880	Dec 08	29,760
Jul 08	42,720	Jan 09	34,880
Aug 08	50,080	Feb 09	34,720
Sep 08	42,080	Mar 09	27,360
Oct 08	38,720	Apr 09	28,800
		May 09	55,360

	May 08	May 09
Average Daily Use (KWH)	1154	2768
Average Daily Temperature	56	61
Days in Billing Period	28	20
Last 12 Months Use (KWH)		462,720
Average Monthly Use (KWH)		38,560

EXHIBIT 13 Compliments

PENGAD 800-631-6989

Ex. B

Redacted

THIS IS NOT A SUBSTITUTE CHECK. This is NOT A LEGAL COPY of your check, but may demonstrate proof of payment.

Redacted

6432

J.R.E. McDONALDS INC.
28711 EUCLID AVE.
WICKLIFFE, OH 44092

DATE 5-31-09

PAY TO THE ORDER OF I.L. Illuminating company $3,995.57

three thousand & nine hundred & ninety five DOLLARS

National City.

FOR Redacted

Redacted

STATEMENT COPY

Redacted

Redacted

Redacted

THIS IS NOT A SUBSTITUTE CHECK. This is NOT A LEGAL COPY of your check, but may demonstrate proof of payment.

Redacted

6461

J.R.E. McDONALDS INC.
28711 EUCLID AVE.
WICKLIFFE, OH 44092

DATE 6-30-09

PAY TO THE ORDER OF I.L. Illuminating company $3034.81

three thousand & thirty four dollars 81/100 DOLLARS

National City.

FOR Redacted

STATEMENT COPY

Redacted

Redacted

EXHIBIT
1
Company's

PENGAD 800-631-6989

BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO

In the Matter of the Complaint of Jimmy Hayes,	)	Case No. 15-1662-EL-CSS
Complainant,	)	
v.	)	
The Cleveland Electric Illuminating Company,	)	
Respondent.	)	

DIRECT TESTIMONY OF DEBORAH REINHART
ON BEHALF OF THE CLEVELAND ELECTRIC ILLUMINATING COMPANY

1 **I. INTRODUCTION**

2 **Q. Please introduce yourself.**

3 A. My name is Deborah Reinhart. I am employed by FirstEnergy Service Company as a
4 Senior Customer Services Compliance Specialist. FirstEnergy Service Company
5 provides corporate support, including customer service, to FirstEnergy Corp.'s regulated
6 public utility subsidiaries. In Ohio, those subsidiaries are The Cleveland Electric
7 Illuminating Company ("CEI" or the "Company"), Ohio Edison Company ("OE"), and
8 The Toledo Edison Company ("TE").

9 **Q. What are your current job responsibilities?**

10 A. My job responsibilities include reviewing and responding to complaints made by
11 customers to the Public Utilities Commission of Ohio. I also have responsibility for
12 reviewing and responding to customer complaints in West Virginia.

13 **Q. Please describe your educational background and work experience.**

14 A. I have worked at either FirstEnergy Service Company or the Pennsylvania Power
15 Company ("Penn Power") in a customer service capacity for the last 40 years. I have
16 held my current title since March 2015. I previously served as a Customer Compliance
17 Lead for four years, and in that position I supervised the Customer Compliance
18 department, which investigates complaints by customers to the Public Utilities
19 Commission of Ohio. Before that, I served as a Business Analyst for six years in the
20 Customer Compliance department. Prior to that, for approximately three years, I was
21 responsible for credit and collections functions in the eastern region of OE and also
22 supervised meter readers for Penn Power. Prior to that, I supervised the customer contact
23 center for Penn Power for four years, before which I worked as a call taker and customer

1 service representative for commercial accounts. I also have completed coursework in a
2 business administration program at Pennsylvania State University.

3 **Q. Have you previously testified at the Commission?**

4 A. Yes. I testified in: *Spooner, et al. v. OE, et al.*, Case No. 13-1583-EL-CSS; *Tandy v.*
5 *CEI*, Case No. 12-2102-EL-CSS; *Brock v. OE*, Case No. 11-6085-EL-CSS; and *Wielicki*
6 *v. CEI*, Case No. 10-EL-CSS.

7 **Q. What is the purpose of your testimony?**

8 A. My testimony explains CEI's investigation of, and response to, the allegations made by
9 Jimmy Hayes ("Mr. Hayes" or "Complainant") in his Complaint filed September 23,
10 2015 (the "Complaint") related to whether CEI is holding a security deposit related to
11 Mr. Hayes's account purportedly made in 1996.

12 **Q. What did CEI's investigation reveal?**

13 A. CEI's investigation revealed that CEI is not holding a security deposit related to Mr.
14 Hayes's account. Any security deposit Mr. Hayes purportedly provided to CEI in 1996
15 would have been refunded to him or applied to his account prior to 1998 in accordance
16 with CEI's Tariff, PUCO No. 12. The relevant portion of CEI's Tariff pertaining to
17 security requirements is attached hereto as Attachment DLR-1. This portion of the Tariff
18 was effective as of December 23, 1987 and it provides, in pertinent part that "[t]he
19 Company may retain any deposit and apply the same upon bills for service or any
20 indebtedness to the Company." (See Attachment DLR-1.)

21 **II. CUSTOMER COMPLIANCE DEPARTMENT AND INVESTIGATION**

22 **Q. What does the Customer Compliance department do?**

1 A. The Customer Compliance department investigates customer complaints. These
2 complaints may involve a wide array of customer service issues, including high bills,
3 payment disputes, problems that arise during move-ins and move-outs, service
4 disconnections, and other related matters. If a customer files a formal complaint with the
5 Commission, Customer Compliance may be called upon to assist with those complaints
6 as well. Customer Compliance is also responsible for providing assistance to company
7 personnel related to implementing the Commission's rules and internal operating
8 procedures regarding customer service matters. In that capacity, we review the materials
9 used to train our customer service personnel regarding billing, customer accounting, and
10 call center procedures so that they remain in compliance with those rules and internal
11 guidelines.

12 **Q. What records does Customer Compliance typically review and rely on in conducting**
13 **its investigations?**

14 A. There are several types of records Customer Compliance typically reviews. First, we
15 review copies of the bills sent to the customer. Second, we review CEI's customer
16 contact log notes. Third, we review the customer's billing, utilization, and payment
17 history.

18 **Q. Can you please describe how CEI stores customer service records?**

19 A. CEI maintains a computer database called SAP that stores a variety of customer service
20 records. CEI maintains copies of bills sent to customers as well as billing, utilization, and
21 payment history. We also maintain customer service contact logs. CEI contact center
22 representatives are trained to create an entry in a customer's contact log every time the
23 customer contacts his/her utility, whether by phone, e-mail, fax, letter, or via our website.

1 The contact log thus reflects any action taken by contact center representatives, such as
2 updates to a customer's phone number or other information.

3 **Q. When did CEI begin using the SAP system?**

4 A. June 1, 2003.

5 **Q. Do you have complete customer service records on file for the time period before**
6 **June 1, 2003?**

7 A. No, we do not. Records from that period, which would have existed in our previous
8 customer service system, have not been retained into 2016 or even 2015 when
9 Complainant filed his Complaint.

10 **Q. How long are customer service records usually maintained?**

11 A. Section 4901:1-10-03(A)(2) provides in pertinent part that "[u]nless otherwise specified
12 in this chapter, each electric utility shall maintain, for three years, records that are
13 sufficient to demonstrate compliance with the rules of this chapter." CEI typically
14 maintains customer service records for six years. After that time, customer service
15 records are deleted or disposed of in the ordinary course of business.

16 **Q. So, even if the SAP system had not been implemented, CEI would not have customer**
17 **service records from years prior to 2009?**

18 A. That is correct.

19 **Q. Does the Commission require utilities such as CEI to maintain records regarding**
20 **customer security deposits for a certain amount of time?**

21 A. Yes, Section 4901:1-10-14(N) of the Ohio Administrative Code provides that "[e]ach
22 electric utility shall retain records of customer deposits for at least one year after the
23 deposit, including interest, is returned and/or applied to the customer's bill."

24 **Q. What account is involved in this Complaint?**

1 A. A commercial account with an account number ending in 9745. The account was in the
2 name of Jimmy Hayes and was for service to 28711 Euclid Avenue, Wickliffe, Ohio
3 44092.

4 **Q. Does the Complaint refer to a different account number?**

5 A. Yes. The Complaint references an account number ending in 7013. This would have
6 been Mr. Hayes's previous account number with CEI before it merged with OE. After
7 the merger of OE and Centerior Energy Corporation in 1997, Mr. Hayes's account
8 number changed to a number ending in 0010. Then, when CEI began using the SAP
9 system in 2003, Mr. Hayes's account number changed to the account number ending in
10 9745.

11 **Q. When did Mr. Hayes open this account?**

12 A. June 26, 1996.

13 **Q. When did Mr. Hayes terminate this account?**

14 A. The account was closed on May 31, 2009 and a final bill was issued on June 10, 2009.

15 **Q. Did contact center representatives review and investigate Complainant's account**
16 **with CEI?**

17 A. Yes. Based on my review of CEI's records, the pertinent portions of which are attached
18 hereto as Attachment DLR-2, Mr. Hayes contacted CEI in 2009, 2011, and 2012 and
19 inquired about a security deposit, and the contact center representatives reviewed and
20 investigated his account at those times. The Compliance Department has also reviewed
21 and investigated Mr. Hayes's account in connection with an informal complaint that he
22 filed with the Commission and in connection with this case.

23 **Q. Are you familiar with the records that the contact center and the Compliance**
24 **Department reviewed in their investigations?**

1 A. Yes, I am familiar with Mr. Hayes's account and the records pertaining to it, and I have
2 personal knowledge of CEI's practices of acquiring and maintaining this information. As
3 described above, CEI maintains numerous types of information regarding each
4 customer's account, including meter readings, billing and payment history, dates of
5 initiation and disconnection of service, and communications to and from customers. All
6 such information is recorded at or near the time by a person with knowledge, or from
7 information transmitted by a person with knowledge, and all such information is recorded
8 and maintained in the course of CEI's regularly conducted business activity. It is CEI's
9 regular practice in the course of its business activity to record and keep the sorts of
10 information I relied upon in preparing this testimony.

11 **III. RESPONSE TO COMPLAINANT'S ALLEGATIONS**

12 **Q. The Complaint alleges that after Mr. Hayes closed his account, he did not receive a**
13 **refund of a "$5,900.00 security deposit (plus interest)" that he paid to The**
14 **Illuminating Company on October 10, 1996. Did Mr. Hayes pay a $5,900.00**
15 **security deposit to The Illuminating Company on October 10, 1996?**

16 A. I am not able to testify whether Mr. Hayes paid a $5,900.00 security deposit to "The
17 Illuminating Company" on October 10, 1996. I have no personal knowledge of this, and
18 records from 1996 are no longer maintained by CEI.

19 **Q. Mr. Hayes attached to his Complaint a Deposit Receipt purportedly from "The**
20 **Illuminating Company". Can you confirm that this Deposit Receipt is a true and**
21 **accurate copy of a Deposit Receipt that was given to him by CEI on or about**
22 **October 10, 1996?**

23 A. No, I cannot. I had not seen the Deposit Receipt prior to my investigation regarding this
24 case. I was not involved in preparing the Deposit Receipt, and I do not know who was;
25 the Deposit Receipt itself bears no indication of who prepared it. I have no personal
26 knowledge regarding the matters contained in the Deposit Receipt, and it is not currently
27 in CEI's records. In fact, I am aware that one of the documents that Mr. Hayes provided

1 to CEI in discovery in this case is a check payable to The Illuminating Company dated
2 October 10, 1996 – the same date that is reflected on the Deposit Receipt – but the check
3 is in the amount of $11,571.74, not $5,900.00.

4 **Q. The Deposit Receipt indicates that "[u]pon the closing of your account, The**
5 **Illuminating Company will apply the deposit and any interest to the final bill and**
6 **refund the difference within 30 days." Was this CEI's policy in 2009 when Mr.**
7 **Hayes closed his account?**

8 A. No. In 1999, the Commission adopted a rule that required CEI to change its practice
9 regarding security deposits. This rule was adopted in Case No. 97-1578-EL-ORD. The
10 Deposit Receipt dated October 10, 1996 is superseded by the Commission's subsequent
11 rule change.

12 **Q. What did the rule change require?**

13 A. The new rule required the Company to annually review each account for which a deposit
14 was being held and to promptly refund the deposit if, during the preceding 12 months, the
15 customer had not been disconnected or had not more than two past due bills. Therefore,
16 beginning with the rule's effective date of July 1, 1999, if the Company was holding a
17 deposit for a customer, and that customer was not delinquent, the Company would have
18 refunded the deposit to the customer, rather than apply it to the final bill as the Deposit
19 Receipt indicated.

20 **Q. You previously testified that you have reviewed CEI's available records regarding**
21 **this account, including the contact center notes. What, if anything, did those**
22 **records show regarding the refund of a deposit to Mr. Hayes or the application of a**
23 **deposit to his account?**

24 A. When the contact center representatives reviewed the account records in response to Mr.
25 Hayes's inquiry in 2009, they were able to review records from 2003 until the account
26 was closed in 2009. From my review of the contact notes, the contact center
27 representatives found no record of a security deposit being held during this time or of a

1 security deposit being returned to Mr. Hayes during this time. They also found no record
2 of the accrual or payment of security deposit interest during this time. If CEI was
3 holding a security deposit for Mr. Hayes from June 2003 forward, the accrual or payment
4 of interest on the security deposit would have been reflected on the customer's monthly
5 invoice.

6 **Q. Are you able to draw any conclusions from your review of CEI's records on this**
7 **account?**

8 A. Yes. I conclude that if Mr. Hayes made a security deposit, that security deposit would
9 have been refunded to him or it would have been applied to his account prior to 2003 in
10 accordance with Commission rules or CEI's tariff.

11 **Q. Have you reviewed any additional records?**

12 A. Yes. I reviewed a document produced by Mr. Hayes entitled "Cleveland Electric
13 Illuminating Company Customer Itemized Statement" covering the statement period of
14 January 1, 1998 to August 31, 2000 for Mr. Hayes's account. This document is attached
15 to my testimony as Attachment DLR-3. I also reviewed the portion of CEI's Tariff,
16 PUCO No. 12, regarding security requirements. This portion of the Tariff was in effect at
17 the time Mr. Hayes established his account through at least September 2000.

18 **Q. Were you able to draw any conclusions from your review of these documents?**

19 A. Yes. The portions of the Tariff that I reviewed regarding security requirements were in
20 effect during the timeframe of the Customer Itemized Statement – that is January 1, 1998
21 through August 31, 2000. The Tariff provided that "[i]nterest will be paid on such
22 [security] deposits at the rate of five percent per annum to the date of the final bill."
23 Additionally, if CEI had been holding a security deposit during this time, the security
24 deposit amount would also have been reflected on the Customer Itemized Statement.

1 Because the Customer Itemized Statement does not reflect a security deposit on hold, I
2 conclude that CEI was not holding a security deposit on this account between January 1,
3 1998 and August 31, 2000.

4 **Q. Are you able to draw any additional conclusions from your review of these**
5 **documents?**

6 A. Yes. The Tariff also provides that "[t]he Company may retain any deposit and apply the
7 same upon bills for service or any indebtedness to the Company." Based on the
8 Customer Itemized Statement produced by Mr. Hayes, I conclude that his account was
9 frequently in arrears. During the statement period of January 1, 1998 to August 31, 2000,
10 Mr. Hayes was assessed late charges 28 times. In fact, he owed a balance of $6,747.57 as
11 of December 23, 1997, which is the first Process Date listed on the Customer Itemized
12 Statement. It is likely that his account was in arrears prior to December 23, 1997, and it is
13 therefore likely that any deposit he provided to CEI would have been applied to his
14 account pursuant to CEI's Tariff.

15 **Q. You testified that Section 4901:1-10-14(N) of the Ohio Administrative Code requires**
16 **CEI to retain records of customer deposits for at least one year after the deposit,**
17 **including interest, is returned and/or applied to the customer's bill. Based on the**
18 **available information, is there any indication that CEI has not complied with this**
19 **requirement?**

20 A. No, there is not.

21 **Q. Are there any documents that you would have liked to review, but which you were**
22 **not able to review?**

23 A. Yes. I would have liked to review copies of Mr. Hayes's bills from 1996 to 2009 if he
24 has them. I, or someone at my direction, would have gone through each bill to determine
25 when the deposit was returned to him or applied to the bill.

26 **Q. To your knowledge, did CEI request these documents from Mr. Hayes?**

1 A. Yes. I am aware that CEI served discovery requests upon Mr. Hayes on March 4, 2016,
2 which included a request for these documents. CEI's requests asked Mr. Hayes to
3 provide, among other things: "all bills, billing statements and any documents related to
4 Account 175-0001217-013 with CEI," "all bills, billing statements and any documents
5 related to Account 110024599745 with CEI," and "all bills, billing statements and any
6 documents related to electric service at 28711 Euclid Avenue, Wickliffe, Ohio 44092."

7 **Q. Do you know whether Mr. Hayes provided copies of these documents?**

8 A. It is my understanding that he has not provided copies of all of his bills or billing
9 statements from 1996 to 2009, but that he has provided only partial bills from 2009 and
10 the Customer Itemized Statement for the period January 1, 1998 to August 31, 2000.

11 **IV. CONCLUSION**

12 **Q. Based on the available information, is there any indication that CEI has improperly**
13 **retained a security deposit paid by Mr. Hayes in 1996?**

14 A. No, there is not.

15 **Q. Does this conclude your testimony at this time?**

16 A. Yes, it does.

CERTIFICATE OF SERVICE

I hereby certify that a copy of the foregoing *Direct Testimony of Deborah Reinhart on Behalf of The Cleveland Electric Illuminating Company* was served via U.S. Mail this 31st day of May, 2016 upon:

Mr. Jimmy Hayes
2723 Green Road
Shaker Heights, Ohio 44122
Complainant, pro se

/s/Christine E. Watchorn
On behalf of The Cleveland Electric Illuminating Company

COL1997 268596v1
29414.00072

Attachment DLR-1

The Cleveland Electric Illuminating Company
Cleveland, Ohio

64th Revised
Sheet No. 1

P.U.C.O. NO. 12
ELECTRIC SERVICE

TABLE OF CONTENTS

Filed under authority of Order No. 95-300-EL-AIR of
The Public Utilities Commission of Ohio, dated April 11, 1996

Issued April 18, 1996 by Murray R. Edelman, President
Effective for service rendered on or after April 18, 1996

P.U.C.O. NO. 12
ELECTRIC SERVICE

TABLE OF CONTENTS

Filed under authority of Order No.00-1557-EL-ATA of
The Public Utilities Commission of Ohio, dated August 31, 2000.

Issued September 6, 2000, by H. Peter Burg, President
Effective for bills rendered on or after September 1, 2000

DEC 23 1987

GENERAL RULES AND REGULATIONS (Cont'd)

2. CREDIT REQUIREMENTS

a. SECURITY REQUIREMENTS

(1) Security for the payment of bills for residential service will be governed, as specified in the Ohio Administrative Code Chapter 4901:1-17, Establishment of Credit for Residential Utility Services, of the Public Utilities Commission's Rules and Regulations, as each is from time to time amended. A copy will be supplied to the Customer upon request.

(2) For service other than residential, a deposit or a suitable guarantee as security for the payment of bills may be required of the Customer at any time or from time to time before or after service is commenced.

(3) Interest will be paid on such deposits at the rate of five percent per annum to the date of the final bill.

b. USE OF DEPOSITS

The Company may retain any deposit and apply the same upon bills for service or any indebtedness to the Company.

3. REASONS FOR DISCONNECTING SERVICE

a. DISCONNECTING NONRESIDENTIAL SERVICE--Initiated by the Company

(1) Service may be disconnected without charge and the Company may remove its meters, vaults, appliances and other property for any of the following reasons:

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|          |
---------------------------------------------------------------------------------------
---------------------------------
|07/22/2015|13:04|General Complaint   |PUC/BPU Complaint-Verbal
|110024599745 |Mary P Dawes          |
|          |puco/leah - bp calling about $59000, sec dep, adv if paid
|          |monthly and on time would have been refunded in bill in 1998
|          | (2yr later).  on demand bill from aug 2008 show no interest
|          | which means no sec dep either. appears refund occurred
|          |prior to aug 2008 - - retention records are for only 6 years
---------------------------------------------------------------------------------------
---------------------------------
|03/23/2012|17:38|General Complaint   |Supervisor Call
|110024599745 |Nicholas E Mickunas Jr  |
|          |RES SPEC - Eleanore Hayes (office assistant) wanted us to show them
|          |proof that security deposit was returned to them advised per previous
|          |supervisor call that Per Paul was returned by 2003 and Per Legal would
|          |need to supboena this information also advised looking at billings
|          |before account was finaled there was no security deposit interest being
|          |paid which would mean no deposit was being held when these billings
|          |issued stated she has a receipt from 1996 that states deposit would be
|          |returned when account is ended advised per previous notes they would
|          |need to supbeona this info by having their legal person
|          |(attorney/lawyer) contact use
---------------------------------------------------------------------------------------
---------------------------------
|03/23/2012|17:07|CIC Contacts        |General Inquiry
|110024599745 |49043                 |
|          |ELEANOR HAYES VRFD INFO 110024599745, OFFICE ASSISTANT, EXPL
|          |AINED TO HER SEC DEP WAS REFUNDED BY 2003, WANTS PROOF WE RE
|          |FUNDED, THEY FAXED IN PROOF OF RECEIPT, FAXED 11/2/11 PROOF
|          |OF RECEIPT, XFER TO FLOOR SUPPORT, I DID TELL HER THE INFORM
|          |ATION THAT WAS IN PREVIOUS NOTES. xfer to floor support xfer
|          | to me in error.
---------------------------------------------------------------------------------------
---------------------------------
|03/23/2012|17:03|CIC Contacts        |General Inquiry
|110024599745 |Cindy Hanna           |
|          |ELEANOR HAYES VRFD INFO 110024599745, OFFICE ASSISTANT, EXPL
```

```
|          |AINED TO HER SEC DEP WAS REFUNDED BY 2003, WANTS PROOF WE RE
|          |FUNDED, THEY FAXED IN PROOF OF RECEIPT, FAXED 11/2/11 PROOF
|          |OF RECEIPT, XFER TO FLOOR SUPPORT, I DID TELL HER THE INFORM
|          |ATION THAT WAS IN PREVIOUS NOTES.
-------------------------------------------------------------------------------
---------------------------------
|03/23/2012|16:57|CIC Contacts        |General Inquiry
|110024599745 |Ahmad Akhdar          |
|          |elleanor hayes
|          |110024599745
|          |bp calling about refund
|          |verified
|          |
-------------------------------------------------------------------------------
---------------------------------
|01/27/2012|13:36|General Complaint   |Supervisor Call
|110024599745 |Natasha N Broady      |
|          |Res Spec JIMMY HAYES was transferred to inquire about sec de
|          |p that was paid in 1996 he faxed rcpt I advsd per Paul that
|          |all sec dep were refunded by 2003 and I explained Per legal
|          |that if we would like for us to prove that we refunded sec d
|          |ep he has to have our records supboena by a lawyer
-------------------------------------------------------------------------------
---------------------------------
|01/27/2012|12:58|CIC Contacts        |General Inquiry
|110024599745 |Cara L Warren         |
|          |RES SPEC: Assistance Request----JIMMY HAYES (veri
|          |info) repeat call regarding a sec dep refund paid on
|          |FINL acct# 110024599745.~~xfrd to floor support
-------------------------------------------------------------------------------
---------------------------------
|01/20/2012|11:46|CIC Contacts        |General Inquiry
|110024599745 |Carmel S Dejesus      |
|          |JIMMY HAYES
|          |
|          |
|          |JIMMY HAYES
|          |
|          | jimmy hayes clld abt sec dep refund. sys nvr returned.
|          |hung up while on hold, viewing notes. cdj
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|          |
---------------------------------------------------------------------------------------------------
|01/20/2012|11:39|CIC Contacts        |General Inquiry
|110024599745 |Paula K Recob          |
|          |JIMMY HAYES  0801220845 calling in reguards to
|          |security deposit refund, vif all , trans to commerical
---------------------------------------------------------------------------------------------------
|11/04/2011|22:35|CIC Contacts        |General Inquiry
|110024599745 |48836                  |
|          |JIMMY HAYES faxed over receipt for payment of sec
|          |dep at this property, amt $5900.00 and made
|          |10/10/96.  unable to check to see if sec dep was
|          |mailed - per notes bp claims he has not received.  will
|          |forward info.
---------------------------------------------------------------------------------------------------
|11/01/2011|14:34|General Complaint   |Supervisor Call
|110024599745 |Brooke L Mourton       |
|          |sw jimmy hayes, adv cant look up past 2003, as of then no sec dep was on
|          |acct, not showing one charged on acct per notes.   He says he has
|          |receipt of paying the sec dep, gave fax # to fax that over.
---------------------------------------------------------------------------------------------------
|11/01/2011|14:23|CIC Contacts        |General Inquiry
|110024599745 |Chandra A Adler        |
|          |JIMMY HAYES - stated he never recvd his sec dep back when he
|          | had serv with us. I adv it would have been returned toward
|          |bill after 12 months of good payments or refunded towards th
|          |e final bill. I pulled up final and he had a 6933.60 bal, ad
|          |v not showing refund, could have already been refunded in th
|          |e 13 years of having serv. Adv cant go back to 1996.req supe
|          |rv,  tranf to floor
---------------------------------------------------------------------------------------------------
|06/02/2009|10:29|CIC Contacts        |General Inquiry
|110024599745 |Rachel A Elkins        |
|          |Jimmy Hayes cld to end srvc. Advsd srvc ended by new party's
|          | rqst for srvc. Cust inquiredabout dep being refunded. Do n
|          |ot show a dep ever being on this acct. Reviewed w/B Thompson
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|          |, no dep showing on acct. Advsd cust if he believes he pd a
|          |dep, he would need to provide his certificate of dep as we h
|          |ave no record of the dep..re
-----------------------------------------------------------------------------------
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|05/21/2009|09:56|Move Out            |Move-Out Created by Move-In
|110024599745 |18527                  |
|          |Move out created from Move in : 000007838507 called in debbra oaluar
|          |from hlw fast track
|          |Created By: Porter,Carol A
-----------------------------------------------------------------------------------
-----------------------------------
|03/09/2009|19:45|Form Letters        |Disconnection Notice - OH
Non-Residenti|110024599745 |CCSBILL96                |
|03/09/2009|09:14|Contract Account    |Payment Posted
|110024599745 |Renee Burston          |
|          |Check Lot Number:200903101032
-----------------------------------------------------------------------------------
-----------------------------------
|02/10/2009|21:07|Form Letters        |Disconnection Notice - OH
Non-Residenti|110024599745 |CCSBILL96                |
|07/02/2008|17:45|Contract Account    |Promise To Pay
|110024599745 |C6611                  |
|          |PTP $4357.67 by 07/07/2008
-----------------------------------------------------------------------------------
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|07/02/2008|17:43|Credit & Collections|Ready Pay Create
|110024599745 |C6611                  |
|          |No 6638914 - $4357.67 07/07/2008-sw jimmy-pd rem bif-adv new bill
|          |7/11-cust sat-ext 4139
-----------------------------------------------------------------------------------
-----------------------------------
|06/09/2008|20:46|Form Letters        |Disconnection Notice - OH
Non-Residenti|110024599745 |CCSBILL95                |
|03/20/2008|13:00|CIC Contacts        |General Inquiry
|110024599745 |20097                  |
|          |JIMMY HAYES cld abut a switch for his parking lot
|          |lights that burned up because of a power outage did
|          |trans to claims
-----------------------------------------------------------------------------------
-----------------------------------
|03/20/2008|09:17|Operating-DMC       |Lights-Partial
|110024599745 |45722                  |
|03/19/2008|18:58|Operating-DMC       |Part Off - Arcing/Burning
|110024599745 |Gerald M Weller Jr     |
|09/12/2007|21:48|Form Letters        |Disconnection Notice - OH
Non-Residenti|110024599745 |CCSBILL17                |
|08/09/2007|21:43|Form Letters        |Disconnection Notice - OH
Non-Residenti|110024599745 |CCSBILL17                |
|07/11/2007|21:09|Form Letters        |Disconnection Notice - OH
```

Attachment DLR-3

Complaints No 1

CLEVELAND ELECTRIC ILLUMINATING COMPANY

CUSTOMER ITEMIZED STATEMENT

NAME: JIMMY HAYES
ADDRESS: 28711 EUCLID AVE
ACCOUNT NUMBER: 175-0001217-013
STATEMENT PERIOD: 01/01/98 - 08/31/00

CITY: WICKLIFFE
CYCLE: 78

PAGE 1
08/24/00 USER ID: 172*

PROCESS DATE	DAYS	USAGE	USAGE TYPE	BILL TYPE	READ CODE	TRANSACTION AMOUNT	PAYMENT	ACTUAL BALANCE	PAYMENT PLAN AMT	AMOUNT DUE
12/23/97 REG								6,747.57		6,747.57
01/15/98 PYMT							3,605.83	3,141.74		3,141.74
01/26/98 BILL	32	25043	K			3,442.61		6,631.47		6,631.47
01/28/98 BILL						47.12(L)		3,188.86		3,188.86
	32	14.58	D					6,631.47		6,631.47
02/23/98 PYMT							3,141.56	3,489.91		3,489.91
02/24/98 BILL	31	33614	K			3,298.85		6,841.11		6,841.11
	31	76.45	D					6,841.11		6,841.11
04/24/98 BILL						52.34(L)		3,542.25		3,542.25
	28	71.42	D					10,040.13		10,040.13
03/24/98 BILL	28	30612	K			3,096.41		10,040.13		10,040.13
03/24/98 BILL						102.61(L)		6,943.72		6,943.72
03/27/98 PYMT							3,489.91	6,550.22		6,550.22
04/20/98 PYMT							3,351.20	3,199.02		3,199.02
04/24/98 BILL						47.98(L)		3,247.00		3,247.00
	31	77.76	D					6,718.06		6,718.06
04/24/98 BILL	31	34457	K			3,471.06		6,718.06		6,718.06
		4.20	R					6,718.06		6,718.06
05/12/98 PYMT							3,382.67	3,335.39		3,335.39
05/26/98 BILL	29	36850	K			3,784.43		7,179.85		7,179.85
05/26/98 BILL						50.03(L)		3,385.42		3,385.42

DESCRIPTION OF CODES LOCATED ON THE REVERSE SIDE

Form X846 (1/94)

CLEVELAND ELECTRIC ILLUMINATING COMPANY

CUSTOMER ITEMIZED STATEMENT

NAME: JIMMY HAYES
ADDRESS: 28711 EUCLID AVE
ACCOUNT NUMBER: 175-0001217-013
STATEMENT PERIOD: 01/01/98 - 08/31/00

CITY: WICKLIFFE
CYCLE: 78

08/24/00 USER ID: 172*

OCESS ATE	DAYS	USAGE	USAGE TYPE	BILL TYPE	READ CODE	TRANSACTION AMOUNT	PAYMENT	ACTUAL BALANCE	PAYMENT PLAN AMT	AMOUNT DUE
		13.90	R					7,179.85		7,179.85
	29	94.46	D					7,179.85		7,179.85
/10/98 PYMT							3,794.43	3,385.42		3,385.42
/13/99 BILL						50.78(L)		3,436.20		3,436.20
	31	96.76	D					8,089.48		8,089.48
		14.40	R					8,089.48		8,089.48
/18/98 BILL	31	43949	K			4,653.28		8,089.48		8,089.48
	29	99.07	D					12,769.52		12,769.52
		16.10	R					12,769.52		12,769.52
/22/98 BILL	29	43283	K			4,680.04		12,769.52		12,769.52
/27/98 PYMT							4,653.28	8,116.24		8,116.24
/03/98 PYMT							3,435.20	4,680.04		4,680.04
/20/98 BILL						70.20(L)		4,750.24		4,750.24
		18.00	R					9,502.79		9,502.79
	29	107.19	D					9,502.79		9,502.79
/20/98 BILL	29	42792	K			4,752.55		9,502.79		9,502.79
/01/98 PYMT							4,888.04	4,614.75		4,614.75
		13.60	R					9,331.43		9,331.43
	30	97.34	D					9,331.43		9,331.43
/1/98 BILL	30	42516	K			4,647.46		9,331.43		9,331.43
/1/98 BILL						69.22(L)		4,683.97		4,683.97

IIPTION OF CODES LOCATED ON THE REVERSE SIDE

CLEVELAND ELECTRIC ILLUMINATING COMPANY

CUSTOMER ITEMIZED STATEMENT

NAME: JIMMY HAYES
ADDRESS: 28711 EUCLID AVE
ACCOUNT NUMBER: 175-0001217-013
STATEMENT PERIOD: 01/01/98 - 08/31/00

CITY: WICKLIFFE
CYCLE: 78

08/24/00 USER ID: 172*

SS	DAYS	USAGE	USAGE TYPE	BILL TYPE	READ CODE	TRANSACTION AMOUNT	PAYMENT	ACTUAL BALANCE	PAYMENT PLAN AMT	AMOUNT DUE
/98 PYMT							4,500.00	4,331.43		4,331.43
/98 PYMT							500.00	8,831.43		8,831.43
/98 BILL	29	37290	K			3,965.38		8,361.78		8,361.78
		15.00	R					8,361.78		8,361.78
/98 BILL						64.97(L)		4,396.40		4,396.40
	29	102.87	D					8,361.78		8,361.78
/98 PYMT							4,716.68	3,645.10		3,645.10
/98 BILL	31	34992	K			3,642.30		7,342.07		7,342.07
	31	89.28	D					7,342.07		7,342.07
/98 BILL						54.67(L)		3,699.77		3,699.77
		7.90	R					7,342.07		7,342.07
/98 PYMT							4,030.35	3,311.72		3,311.72
/98 BILL						49.67(L)		3,361.39		3,361.39
	29	70.27	D					6,525.61		6,525.61
/98 BILL	29	31914	K			3,164.22		6,525.61		6,525.61
/98 BILL	33	37419	K			3,613.92		10,237.41		10,237.41
/99 BILL						97.88(L)		6,623.49		6,623.49
		2.20	R					10,237.41		10,237.41
	33	72.97	D					10,237.41		10,237.41
/99 PYMT							3,645.10	6,592.31		6,592.31
/99 BILL	31	33104	K			3,290.80		9,883.11		9,883.11

ON OF CODES LOCATED ON THE REVERSE SIDE

Form X666 (5/94)

CLEVELAND ELECTRIC ILLUMINATING COMPANY

CUSTOMER ITEMIZED STATEMENT

NAME: JIMMY HAYES
ADDRESS: 28711 EUCLID AVE
ACCOUNT NUMBER: 175-0001217-013
STATEMENT PERIOD: 01/01/98 - 08/31/00

CITY: WICKLIFFE
CYCLE: 78

08/24/00 USER ID: 172*

PROCESS DATE	DAYS	USAGE	USAGE TYPE	BILL TYPE	READ CODE	TRANSACTION AMOUNT	PAYMENT	ACTUAL BALANCE	PAYMENT PLAN AMT	AMOUNT DUE
	31	71.42	D					9,883.11		9,883.11
03/09/99 PYMT							3,711.80	6,171.31		6,171.31
03/26/99 BILL	32	34413	K			3,359.21		9,623.08		9,623.08
03/23/99 BILL						92.56(L)		6,263.87		6,263.87
	32	69.14	D					9,623.08		9,623.08
04/06/99 PYMT							6,171.31	3,451.77		3,451.77
		5.00	R					6,899.06		6,899.06
04/22/99 BILL	31	32817	K			3,395.52		6,899.06		6,899.06
	31	81.26	D					6,899.06		6,899.06
04/22/99 BILL						51.77(L)		3,503.54		3,503.54
05/17/99 PYMT							3,451.77	3,447.29		3,447.29
	28	89.85	D					11,459.69		11,459.69
06/22/99 BILL	28	34553	K			3,622.91		11,459.69		11,459.69
		11.10	R					7,836.78		7,836.78
	32	92.79	D					7,836.78		7,836.78
		9.90	R					11,459.69		11,459.69
06/22/99 BILL						51.70(L)		3,498.99		3,498.99
08/22/99 BILL	32	39480	K			4,337.79		7,836.78		7,836.78
06/25/99 PYMT							3,447.29	8,012.40		8,012.40
07/22/99 BILL						117.04(L)		7,920.31		7,920.31
07/22/99 PYMT							209.13	7,803.27		7,803.[illegible]

CLEVELAND ELECTRIC ILLUMINATING COMPANY

CUSTOMER ITEMIZED STATEMENT

NAME: JIMMY HAYES
ADDRESS: 28711 EUCLID AVE
ACCOUNT NUMBER: 175-0001217-013
STATEMENT PERIOD: 01/01/98 - 08/31/00

CITY: WICKLIFFE
CYCLE: 78

08/24/00 USER ID: 172*

OCESS DATE	DAYS	USAGE	USAGE TYPE	BILL TYPE	READ CODE	TRANSACTION AMOUNT	PAYMENT	ACTUAL BALANCE	PAYMENT PLAN AMT	AMOUNT DUE
	30	97.30	D					12,758.40		12,758.40
7/22/99 BILL	30	45255	K			4,838.09		12,758.40		12,758.40
		15.40	R					12,758.40		12,758.40
8/02/99 PYMT							8,012.40	4,746.00		4,746.00
8/23/99 PYMT							207.39	4,538.61		4,538.61
	30	96.70	D					9,403.89		9,403.89
8/23/99 BILL						68.07(L)		4,606.68		4,606.68
		13.40	R					9,403.89		9,403.89
8/23/99 BILL	30	44824	K			4,797.21		9,403.89		9,403.89
	18	96.10	D					12,182.85		12,182.85
		114.90	R					12,182.85		12,182.85
9/05/99 PYMT							125.99	9,278.56		9,278.56
9/08/99 BILL	18	27350	K			2,904.29		12,182.85		12,182.85
9/13/99 PYMT							4,885.28	7,297.57		7,297.57
10/07/99 PYMT							162.07	7,135.50		7,135.50
10/07/99 BILL	29	37905	K			3,777.45		11,019.98		11,019.98
10/07/99 BILL						107.03(L)		7,242.53		7,242.53
		11.10	R					11,019.98		11,019.98
	29	98.10	D					11,019.98		11,019.98
10/13/99 PYMT							2,904.29	8,115.69		8,115.69
11/05/99 PYMT							153.73	7,961.96		7,961.96

CLEVELAND ELECTRIC ILLUMINATING COMPANY

CUSTOMER ITEMIZED STATEMENT

NAME: JIMMY HAYES
ADDRESS: 28711 EUCLID AVE
ACCOUNT NUMBER: 175-0001217-013
STATEMENT PERIOD: 01/01/98 - 08/31/00

CITY: WICKLIFFE
CYCLE: 78

08/24/00 USER ID: 172*

SS	DAYS	USAGE	USAGE TYPE	BILL TYPE	READ CODE	TRANSACTION AMOUNT	PAYMENT	ACTUAL BALANCE	PAYMENT PLAN AMT	AMOUNT DUE
		5.20	R					11,647.87		11,647.87
	29	88.70	D					11,647.87		11,647.87
/99 BILL	29	33956	K			3,566.49		11,647.87		11,647.87
/99 BILL						119.42(L)		8,081.38		8,081.38
/99 PYMT							3,777.46	7,870.42		7,870.42
/99 PYMT							3,544.66	4,325.76		4,325.76
	32	75.40	D					7,914.01		7,914.01
/99 BILL						62.53(L)		4,231.63		4,231.63
		1.00	R					7,914.01		7,914.01
/99 BILL	32	37906	K			3,682.38		7,914.01		7,914.01
/99 PYMT							156.66	4,169.10		4,169.10
/00 PYMT							144.07	7,769.94		7,769.94
/00 BILL						116.54(L)		7,886.48		7,886.48
	31	73.70	D					11,257.43		11,257.43
/00 BILL	31	33790	K			3,370.95		11,257.43		11,257.43
/00 PYMT							3,487.49	7,769.94		7,769.94
/00 PYMT							4,169.10	3,600.84		3,600.84
	32	79.10	D					7,264.06		7,264.06
/00 BILL	32	39571	K			3,771.52		7,264.06		7,264.06
/00 BILL						51.61(L)		3,492.54		3,492.54
/00 PYMT							159.91	3,440.93		3,440.93

TION OF CODES LOCATED ON THE REVERSE SIDE

Form X946 G/Sd

CLEVELAND ELECTRIC ILLUMINATING COMPANY

CUSTOMER ITEMIZED STATEMENT

NAME: JIMMY HAYES
ADDRESS: 28711 EUCLID AVE
ACCOUNT NUMBER: 175-0001217-013
STATEMENT PERIOD: 01/01/98 - 08/31/00

CITY: WICKLIFFE
CYCLE: 78

08/24/00 USER ID: 172*

OCESS ATE	DAYS	USAGE	USAGE TYPE	BILL TYPE	READ CODE	TRANSACTION AMOUNT	PAYMENT	ACTUAL BALANCE	PAYMENT PLAN AMT	AMOUNT DUE
/14/00 PYMT							4,900.00	2,964.06		2,964.06
/08/00 PYMT							157.73	2,806.33		2,806.33
		4.30	R					6,502.55		6,502.55
/03/00 BILL	30	35775	K			3,654.13		6,502.55		6,502.55
/09/00 BILL						42.09(L)		2,848.42		2,848.42
	30	86.80	D					6,502.55		6,502.55
/13/00 PYMT							3,440.93	3,061.62		3,061.62
		3.70	R					6,422.25		6,422.25
/07/00 BILL						43.68(L)		2,955.77		2,955.77
/07/00 BILL	29	34085	K			3,466.48		6,422.25		6,422.25
/07/00 PYMT							143.53	2,912.09		2,912.09
	29	81.20	D					6,422.25		6,422.25
/10/00 PYMT							2,806.33	3,615.92		3,615.92
/01/00 PYMT							2,912.09	703.83		703.83
/10/00 PYMT							185.80	518.03		518.03
/10/00 BILL	33	41612	K			4,296.95		4,822.75		4,822.75
/10/00 BILL						7.77(L)		525.80		525.80
		14.50	R					4,822.75		4,822.75
	33	108.90	D					4,822.75		4,822.75
/09/00 BILL						69.34(L)		4,692.02		4,692.02
/09/00 PYMT							200.07	4,622.68		4,622.68

SCRIPTION OF CODES LOCATED ON THE REVERSE SIDE

Form X844 (L/96)

CLEVELAND ELECTRIC ILLUMINATING COMPANY

CUSTOMER ITEMIZED STATEMENT

NAME: JIMMY HAYES
ADDRESS: 28711 EUCLID AVE
ACCOUNT NUMBER: 175-0001217-013
STATEMENT PERIOD: 01/01/98 - 08/31/00

CITY: WICKLIFFE
CYCLE: 78

08/24/00 USER ID: 172*

SS	DAYS	USAGE	USAGE TYPE	BILL TYPE	READ CODE	TRANSACTION AMOUNT	PAYMENT	ACTUAL BALANCE	PAYMENT PLAN AMT	AMOUNT DUE
		17.70	R					9,253.11		9,253.11
	29	107.70	D					9,253.11		9,253.11
9/00 BILL	29	40091	K			4,561.09		9,253.11		9,253.11
26/00 PYMT							4,304.72	4,948.39		4,948.39
29/00 PYMT							317.96	4,630.43		4,630.43
11/00 BILL						66.10(L)		4,473.33		4,473.33
	33	97.30	D					9,633.53		9,633.53
11/00 PYMT							229.20	4,407.23		4,407.23
		13.50	R					9,633.53		9,633.53
/11/00 BILL	33	49865	K			5,160.20		9,633.53		9,633.53
/04/00 PYMT							4,622.68	5,010.85		5,010.85
		14.10	R					9,561.65		9,561.65
	29	96.70	D					9,561.65		9,561.65
8/08/00 BILL	29	43615	K			4,682.37		9,561.65		9,561.65
8/09/00 BILL						72.10(L)		4,879.28		4,879.28
8/09/00 PYMT							202.67	4,807.18		4,807.18

SCRIPTION OF CODES LOCATED ON THE REVERSE SIDE

Form 2844 9/94

CLEVELAND ELECTRIC ILLUMINATING COMPANY

CUSTOMER KEY FOR ITEMIZED STATEMENT

KEY FOR USAGE TYPE

A = AREA LIGHT
D = DEMAND
K = KILOWATT HOUR
L = FIX KILOWATT HOUR
N = BILLED DEMAND
O = OFF PEAK DEMAND
P = ON PEAK DEMAND
R = REACTIVE DEMAND

KEY FOR BILL TYPE

CAN = CANCEL BILL
RBL = REBILL

KEY FOR READ CODE

BLANK = FIELD READING
B = METER EXCHANGE
C = OFFICE ESTIMATE
E = COMPUTER ESTIMATE

KEY FOR TRANSACTION AMOUNT

A = ADJUSTMENT
B = NON-SUFFICIENT CHECK AMOUNT
C = CUSTOMER ACCOUNT CHARGE
- THEFT CHARGE
- LOOSEN/REFASTEN CHARGE
- SHIFT CHARGE
- FIELD COLLECTION CHARGE
- RECONNECTION CHARGE
- FUSE REPLACEMENT CHARGE
- OTHER CHARGE
- COURT CHARGE

D = DEFERRED AGREEMENT
L = LATE PAYMENT CHARGE
N = NON-SUFFICIENT CHECK CHARGE
O = OHIO ENERGY CREDITS
P = CUSTOMER CHARGE OFF AMOUNT
S = SECURITY DEPOSIT
T = CONTRACTS

KEY FOR PAYMENT

D = DONATION AMOUNT

KEY FOR PAYMENT PLAN AMOUNT

A = DEPOSIT AGREEMENT
B = BUDGET
D = DEFERRED AGREEMENT
P = PIP

This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

5/31/2016 2:18:06 PM

in

Case No(s). 15-1662-EL-CSS

Summary: Testimony Direct Testimony of Deborah Reinhart on Behalf of The Cleveland Electric Illuminating Company electronically filed by Ms. Christine E. Watchorn on behalf of The Cleveland Elecric Illuminating Company

EXHIBIT
2
Company's

PENGAD 800-631-6989

CLEVELAND ELECTRIC ILLUMINATING COMPANY

CUSTOMER ITEMIZED STATEMENT

NAME: JIMMY HAYES
ADDRESS: 28711 EUCLID AVE
ACCOUNT NUMBER: 175-0001217-013
STATEMENT PERIOD: 01/01/98 - 08/31/00

CITY: WICKLIFFE
CYCLE: 78

PAGE 1
08/24/00 USER ID: 172*

PROCESS DATE	DAYS	USAGE	USAGE TYPE	BILL TYPE	READ CODE	TRANSACTION AMOUNT	PAYMENT	ACTUAL BALANCE	PAYMENT PLAN AMT	AMOUNT DUE
12/23/97 BEG								6,747.57		6,747.57
01/15/98 PYMT							3,606.83	3,141.74		3,141.74
01/26/98 BILL	32	36043	K			3,442.61		6,631.47		6,631.47
01/26/98 BILL						47.12(L)		3,188.86		3,188.86
	32	74.88	D					6,631.47		6,631.47
02/23/98 PYMT							3,141.56	3,489.91		3,489.91
02/24/98 BILL	31	33814	K			3,298.85		6,841.11		6,841.11
	31	75.45	D					6,841.11		6,841.11
02/24/98 BILL						52.34(L)		3,542.25		3,542.25
	28	71.42	D					10,040.13		10,040.13
03/24/98 BILL	28	30612	K			3,096.41		10,040.13		10,040.13
03/24/98 BILL						102.61(L)		6,943.72		6,943.72
03/27/98 PYMT							3,489.91	6,550.22		6,550.22
04/20/98 PYMT							3,351.20	3,199.02		3,199.02
04/24/98 BILL						47.98(L)		3,247.00		3,247.00
	31	77.76	D					6,718.06		6,718.06
04/24/98 BILL	31	34857	K			3,471.06		6,718.06		6,718.06
		4.20	R					6,718.06		6,718.06
05/12/98 PYMT							3,382.67	3,335.39		3,335.39
05/26/98 BILL	29	38850	K			3,794.43		7,179.85		7,179.85
05/26/98 BILL						50.03(L)		3,385.42		3,385.42

DESCRIPTION OF CODES LOCATED ON THE REVERSE SIDE

Form X844 0/90

1710336 1697117

000005

CLEVELAND ELECTRIC ILLUMINATING COMPANY

CUSTOMER ITEMIZED STATEMENT

NAME: JIMMY HAYES
ADDRESS: 28711 EUCLID AVE
ACCOUNT NUMBER: 175-0001217-013
STATEMENT PERIOD: 01/01/98 - 08/31/00

CITY: WICKLIFFE
CYCLE: 78

08/24/00 USER ID: 172*

ROCESS DATE	DAYS	USAGE	USAGE TYPE	BILL TYPE	READ CODE	TRANSACTION AMOUNT	PAYMENT	ACTUAL BALANCE	PAYMENT PLAN AMT	AMOUNT DUE
		13.30	R					7,179.85		7,179.85
	29	94.46	D					7,179.85		7,179.85
06/10/98 PYMT							3,794.43	3,385.42		3,385.42
07/13/98 BILL						50.78(L)		3,436.20		3,436.20
	31	96.76	D					8,089.48		8,089.48
		14.40	R					8,089.48		8,089.48
07/13/98 BILL	31	43348	K			4,653.28		8,089.48		8,089.48
	29	89.07	D					12,769.52		12,769.52
		16.10	R					12,769.52		12,769.52
07/22/98 BILL	29	43263	K			4,680.04		12,769.52		12,769.52
07/27/98 PYMT							4,653.28	8,116.24		8,116.24
08/03/98 PYMT							3,436.20	4,680.04		4,680.04
08/20/98 BILL						70.20(L)		4,750.24		4,750.24
		18.00	R					9,502.79		9,502.79
	29	107.13	D					9,502.79		9,502.79
08/20/98 BILL	29	42792	K			4,752.55		9,502.79		9,502.79
09/01/98 PYMT							4,888.04	4,614.75		4,614.75
		13.60	R					9,331.43		9,331.43
	30	97.34	D					9,331.43		9,331.43
09/21/98 BILL	30	42816	K			4,647.46		9,331.43		9,331.43
09/21/98 BILL		[illegible]				69.22(L)		4,683.97		4,683.97

ESCRIPTION OF CODES LOCATED ON THE REVERSE SIDE

Form X844 8/90

1873338 1676895

900000

CLEVELAND ELECTRIC ILLUMINATING COMPANY

CUSTOMER ITEMIZED STATEMENT

NAME: JIMMY HAYES
ADDRESS: 28711 EUCLID AVE
ACCOUNT NUMBER: 175-0001217-013
STATEMENT PERIOD: 01/01/98 - 08/31/00

CITY: WICKLIFFE
CYCLE: 78

08/24/00 USER ID: 172*

PROCESS DATE	DAYS	USAGE	USAGE TYPE	BILL TYPE	READ CODE	TRANSACTION AMOUNT	PAYMENT	ACTUAL BALANCE	PAYMENT PLAN AMT	AMOUNT DUE
10/09/98 PYMT							4,300.00	4,331.43		4,331.43
10/08/98 PYMT							500.00	8,831.43		8,831.43
10/20/98 BILL	29	37290	K			3,965.38		8,361.78		8,361.78
		15.50	R					8,361.78		8,361.78
10/20/98 BILL						64.97(L)		4,396.40		4,396.40
	29	102.52	D					8,361.78		8,361.78
10/26/98 PYMT							4,716.68	3,645.10		3,645.10
11/18/98 BILL	31	34992	K			3,642.30		7,342.07		7,342.07
	31	89.28	D					7,342.07		7,342.07
11/18/98 BILL						54.67(L)		3,699.77		3,699.77
		7.90	R					7,342.07		7,342.07
11/23/98 PYMT							4,030.35	3,311.72		3,311.72
12/18/98 BILL						49.67(L)		3,361.39		3,361.39
	29	70.27	D					6,525.61		6,525.61
12/18/98 BILL	29	31519	K			3,164.22		6,525.61		6,525.61
01/20/99 BILL	33	37419	K			3,613.92		10,237.41		10,237.41
01/20/99 BILL						97.88(L)		6,623.49		6,623.49
		2.20	R					10,237.41		10,237.41
	33	72.97	D					10,237.41		10,237.41
01/27/99 PYMT							3,645.10	6,592.31		6,592.31
02/18/99 BILL	31	33104	K			3,290.80		9,883.11		9,883.11

DESCRIPTION OF CODES LOCATED ON THE REVERSE SIDE

17 67660 17 39213 28449

Form X844 (2/94)

000007

CLEVELAND ELECTRIC ILLUMINATING COMPANY

CUSTOMER ITEMIZED STATEMENT

NAME: JIMMY HAYES
ADDRESS: 28711 EUCLID AVE
ACCOUNT NUMBER: 175-0001217-013
STATEMENT PERIOD: 01/01/98 - 08/31/00

CITY: WICKLIFFE
CYCLE: 78

08/24/00 USER ID: 172*

ROCESS DATE	DAYS	USAGE	USAGE TYPE	BILL TYPE	READ CODE	TRANSACTION AMOUNT	PAYMENT	ACTUAL BALANCE	PAYMENT PLAN AMT	AMOUNT DUE
	31	71.42	D					9,883.11		9,883.11
3/09/99 PYMT							3,711.80	6,171.31		6,171.31
3/23/99 BILL	32	34413	K			3,359.21		9,623.08		9,623.08
3/23/99 BILL						92.56(L)		6,263.87		6,263.87
	32	69.12	D					9,623.08		9,623.08
4/05/99 PYMT							6,171.31	3,451.77		3,451.77
		5.00	R					6,899.06		6,899.06
4/22/99 BILL	31	32817	K			3,395.52		6,899.06		6,899.06
	31	81.21	D					6,899.06		6,899.06
4/22/99 BILL						51.77(L)		3,503.54		3,503.54
5/17/99 PYMT							3,451.77	3,447.29		3,447.29
	28	89.86	D					11,459.69		11,459.69
6/22/99 BILL	28	34553	K			3,622.91		11,459.69		11,459.69
		11.10	R					7,836.78		7,836.78
	32	92.73	D					7,836.78		7,836.78
		9.90	R					11,459.69		11,459.69
6/22/99 BILL						51.70(L)		3,498.99		3,498.99
6/22/99 BILL	32	39490	K			4,337.79		7,836.78		7,836.78
6/25/99 PYMT							3,447.29	8,012.40		8,012.40
7/22/99 BILL						117.04(L)		7,920.31		7,920.31
7/22/99 PYMT							209.13	7,803.27		7,803.27

ESCRIPTION OF CODES LOCATED ON THE REVERSE SIDE

14715 43 16787 16

800008

CLEVELAND ELECTRIC ILLUMINATING COMPANY

CUSTOMER ITEMIZED STATEMENT

NAME: JIMMY HAYES
ADDRESS: 28711 EUCLID AVE
ACCOUNT NUMBER: 175-0001217-013
STATEMENT PERIOD: 01/01/98 - 08/31/00

CITY: WICKLIFFE
CYCLE: 78

08/24/00 USER ID: 172*

ESS E	DAYS	USAGE	USAGE TYPE	BILL TYPE	READ CODE	TRANSACTION AMOUNT	PAYMENT	ACTUAL BALANCE	PAYMENT PLAN AMT	AMOUNT DUE
	30	97.30	D					12,758.40		12,758.40
22/99 BILL	30	45255	K			4,838.09		12,758.40		12,758.40
		15.40	R					12,758.40		12,758.40
02/99 PYMT							8,012.40	4,746.00		4,746.00
23/99 PYMT							207.89	4,538.61		4,538.61
	30	96.70	D					9,403.89		9,403.89
23/99 BILL						68.07(L)		4,606.68		4,606.68
		13.40	R					9,403.89		9,403.89
23/99 BILL	30	44834	K			4,797.21		9,403.89		9,403.89
	18	96.10	D					12,182.85		12,182.85
		14.50	R					12,182.85		12,182.85
06/99 PYMT							125.33	9,278.56		9,278.56
08/99 BILL	18	27450	K			2,904.29		12,182.85		12,182.85
13/99 PYMT							4,885.28	7,297.57		7,297.57
07/99 PYMT							162.07	7,135.50		7,135.50
07/99 BILL	29	37005	K			3,777.45		11,019.98		11,019.98
07/99 BILL						107.03(L)		7,242.53		7,242.53
		11.10	R					11,019.98		11,019.98
	29	86.10	D					11,019.98		11,019.98
11/99 PYMT							2,904.29	8,115.69		8,115.69
05/99 PYMT							153.73	7,961.96		7,961.96

CRIPTION OF CODES LOCATED ON THE REVERSE SIDE

1621704 1645093

Form X944 02/94

600000

Dunn, Carrie M

From:	Carrie Dunn
Sent:	Monday, October 01, 2012 2:32 PM
To:	klumpkin@lumpkinmccrary.com; klump09@aol.com
Subject:	Jimmy Hayes, Acct No. 175-0001217-013

Dear Mr. Lumpkin:

I have received your correspondence to Ms. Skulski regarding the above-referenced account number. It is my understanding that your client Mr. Hayes asserts that The Cleveland Electric Illuminating Company ("CEI") failed to return a security deposit to him in the amount of $5,900.00 that was made in 1996.

In 1996, it was CEI's policy that after a customer paid a security deposit for new service, the customer was given twelve months to establish themselves as an active, good paying customer. If the customer was an active and good paying accounting, starting on the 13th month, the security deposit was refunded plus 5%. Since Mr. Hayes was a good paying customer, this policy wold have applied. Thus, based on CEI's policy, Mr. Hayes should have received reimbursement by June 1998. Our records do not go back that far, but there are no records or reasons that CEI would not have applied to refund this money to Mr. Hayes in 1998.

Should you have any documentation indicating that CEI did not refund Mr. Hayes his security deposit per its policy, please advise so I can review this issue again.

If you have any questions or would like to discuss the same, please contact me at the number below.

Thank you,

Carrie Dunn

Carrie M. Dunn
Attorney
FirstEnergy
76 S. Main St.
Akron, Ohio 44308
(330) 761-2352
fax: (330) 384-3875

(4)

Jimmy Hayes
2723 Green Road
Shaker Heights, OH 44122

August 4, 2015

To Whom It May Concern at Illuminating Company-First Energy:

Enclosed please find a copy of my "receipt for payment of a security deposit" in the amount of $5900.00 (fifty-nine-hundred-dollars).

The business, under your account # 175-0001217-013, was sold on May 31, 2009 and the last meter reading was June 9, 2009.

Per your receipt, please send a check to me for the full refund of $5900 plus interest accrued at 5% annually at the following home business office:

Jimmy Hayes
2723 Green Road
Shaker Heights, OH 44122

I have made several calls to your Customer Service Department to resolve this matter and was advised to proceed with this faxed request.

Thank you and please contact me at 216-269-4304 with any questions.

Sincerely,

Jimmy Hayes

Jimmy Hayes

Enclosures:

- Deposit receipt
- Last two Illuminating Company-First Energy bills for business # 175-0001217-013
- Cancelled checks for payment of last two bills

the Illuminating Company
A FirstEnergy Company

May 12, 2009

Account Number: 11 00 24 5997 4 5

Bill for: JIMMY HAYES
28711 EUCLID AVE
WICKLIFFE OH 44092

Billing Period: Apr 09 to May 11, 2009 for 33 days
Next Reading Date: On or about Jun 09, 2009
Bill Based On: Actual Meter Reading

Small General Service

Account Summary		Amount Due
Your previous bill was	3,530.76	
Total payments/adjustments	-3,530.76	
Balance at billing on May 12, 2009	0.00	0.00
Current Basic Charges		
The Illuminating Company - Consumption		3,995.52
Total Due by Jun 02, 2009 - Please pay this amount		$3,995.52

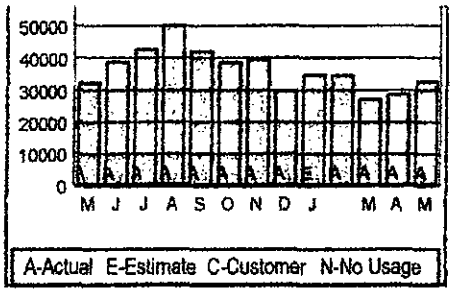
To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

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

See other pages for additional information and telephone numbers



Jun 08	38,880	Dec 08	29,760
Jul 08	42,720	Jan 09	34,880
Aug 08	50,080	Feb 09	34,720
Sep 08	42,080	Mar 09	27,360
Oct 08	38,720	Apr 09	28,800
		May 09	32,640

	May 08	May 09
Average Daily Use (KWH)	1154	989

June 10, 2009

the Illuminating Company
A FirstEnergy Company

Bill for: JIMMY HAYES
28711 EUCLID AVE
WICKLIFFE OH 44092

(6)

Billing Period: May 12 to May 31, 2009 for 20 days
Bill Based On: Estimated Meter Reading
Final Bill

Small General Service

Account Summary		Account Bill
Your previous bill was	3,995.52	
Total payments/adjustments	0.00	
Balance at billing on June 10, 2009	3,995.52	3,995.52
Current Basic Charges		
The Illuminating Company - Consumption		2,938.08
Total Due by Jul 01, 2009. Please pay this amount		$6,933.60

ck 6461 ck

6-30-09

ck #6432

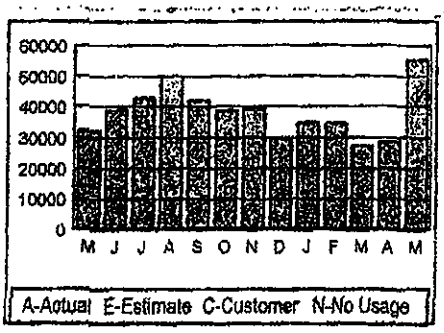
ck #6461

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

Cancel ck in Side

3034 81
- 96.73 of the ck # 6461 was for office light
2938.08



May 08	32,320	Nov 08	39,360
Jun 08	38,880	Dec 08	29,760
Jul 08	42,720	Jan 09	34,880
Aug 08	50,080	Feb 09	34,720
Sep 08	42,080	Mar 09	27,360
Oct 08	36,720	Apr 09	28,800
		May 09	55,360

	May 08	May 09
Average Daily Use (KWH)	1164	2768
Average Daily Temperature	56	61
Days In Billing Period	28	20
Last 12 Months Use (KWH)		462,720
Average Monthly Use (KWH)		38,560

041000124
08/18/2009
0000090007093 02

THIS IS NOT A SUBSTITUTE CHECK.This is NOT A LEGAL COPY of your check, but may demonstrate proof of payment.

⑩

⑆0749099623⑈ 08/18/2009
4780577513

STATEMENT COPY

Bus

6461

J.R.E. McDONALDS INC.
28711 EUCLID AVE.
WICKLIFFE OH 44092

DATE 6-30-09

PAY TO THE ORDER OF Jly Immediate Company $ 3034.81

three thousand & thirty four dollars 81/100 DOLLARS

National City.

FOR

Jimmy Hyon

⑈0000646⑈ ⑆041000124⑆ [redacted]

⑈0000646⑈ ⑆041000124⑆ [redacted]⑈ ⑈0000303481⑈

add to this ck no 9673 for office bill flow add to
Make the ck 3034.81

From: Cottrill, Marilyn F **On Behalf Of** D0241
Sent: Thursday, August 20, 2015 1:21 PM
To: 'ContactThePUCO@puc.state.oh.us'
Subject: RE: Initial Complaint. Case: JHAY072215BP / 110024599745 / JIMMY HAYES

Good Afternoon,
Please see the following information:

Can the attached documents be used to determine how and when the deposit was refunded to Mr. Hayes?
No they cannot.

If so, please provide the proof that the deposit was returned.
Mr. Hayes paid his deposit 18 years ago in 1996. At that time, as the receipt indicates, Centerior would apply the deposit to the final bill. However, in 1998, the Commission adopted a rule that required the Company (now CEI) to change its practice. (See Case No. 97-1578). The rule required the Company to annually review each account for which a deposit is being held and shall promptly refund the deposit if during the preceding 12 months, the customer had not been disconnected or late on payment more than two times. Therefore, beginning with that rule's effective date, if the Company was holding a deposit for a customer, and that customer was not delinquent, the Company would have had to refund the deposit to the customer.

Mr. Hayes inquired about his security deposit on June 2, 2009 after his account ended on May 31, 2009 and again in 2012. The Company reviewed the account records from 2003 until the account was finaled and found no record of a security deposit being held or interest being paid which would have reflected on the customer's monthly invoice. All of these factors conclude that he would have been refunded the deposit or it would have been applied to his account prior to 2003 in accordance with Commission rules.

If not, how can the company verify that the deposit was returned.
Due to the passage of time, and several changes in computer systems, the Company no longer has records for this account dating back to 1996. As indicated above, the Company, under Commission rules, was required to refund customers their deposits.

Please provide any additional information that the company has regarding this account.
If Mr. Hayes has and can send the Company copies of his bills from 1996 to 2009, we would be happy to go through each bill and determine when the deposit was returned to him or applied to his bill.

Thank you,

Marilyn Cottrill
Compliance/Customer Service Compliance Specialist

CLEVELAND ELECTRIC ILLUMINATING COMPANY

CUSTOMER ITEMIZED STATEMENT

NAME: JIMMY HAYES
ADDRESS: 28711 EUCLID AVE
ACCOUNT NUMBER: 175-0001217-013
STATEMENT PERIOD: 01/01/98 - 08/31/00

CITY: WICKLIFFE
CYCLE: 78

08/24/00 USER ID: 172*

PROCESS DATE	DAYS	USAGE	USAGE TYPE	BILL TYPE	READ CODE	TRANSACTION AMOUNT	PAYMENT	ACTUAL BALANCE	PAYMENT PLAN AMT	AMOUNT DUE
12/23/97 BEG								6,747.57		6,747.57
01/15/98 PYMT							3,606.83	3,141.74		3,141.74
01/26/98 BILL	32	36043	K			3,442.61		6,631.47		6,631.47
01/26/98 BILL						47.12(L)		3,188.86		3,188.86
	32	74.88	D					6,631.47		6,631.47
02/23/98 PYMT							3,141.56	3,489.91		3,489.91
02/24/98 BILL	31	33814	K			3,298.85		6,841.11		6,841.11
	31	75.46	D					6,841.11		6,841.11
02/24/98 BILL						52.34(L)		3,542.25		3,542.25
	28	71.42	D					10,040.13		10,040.13
03/24/98 BILL	28	30612	K			3,096.41		10,040.13		10,040.13
03/24/98 BILL						102.61(L)		6,943.72		6,943.72
03/27/98 PYMT							3,489.81	6,550.22		6,550.22
04/20/98 PYMT							3,351.20	3,199.02		3,199.02
04/24/98 BILL						47.98(L)		3,247.00		3,247.00
	31	77.76	D					6,718.06		6,718.06
04/24/98 BILL	31	34857	K			3,471.06		6,718.06		6,718.06
		4.20	R					6,718.06		6,718.06
05/12/98 PYMT							3,382.67	3,335.39		3,335.39
05/26/98 BILL	29	36550	K			3,794.43		7,179.85		7,179.85
05/26/98 BILL						50.03(L)		3,385.42		3,385.42

DESCRIPTION OF CODES LOCATED ON THE REVERSE SIDE

Form X344 0/98

000016

CLEVELAND ELECTRIC ILLUMINATING COMPANY

CUSTOMER ITEMIZED STATEMENT

NAME: JIMMY HAYES
ADDRESS: 28711 EUCLID AVE
ACCOUNT NUMBER: 175-0001217-013
STATEMENT PERIOD: 01/01/98 - 08/31/00

CITY: WICKLIFFE
CYCLE: 78

08/24/00 USER ID: 172*

ROCESS DATE	DAYS	USAGE	USAGE TYPE	BILL TYPE	READ CODE	TRANSACTION AMOUNT	PAYMENT	ACTUAL BALANCE	PAYMENT PLAN AMT	AMOUNT DUE
		13.30	R					7,179.85		7,179.85
	29	94.46	D					7,179.85		7,179.85
06/10/98 PYMT							3,794.43	3,385.42		3,385.42
07/13/98 BILL						50.78(L)		3,436.20		3,436.20
	31	96.76	D					8,089.48		8,089.48
		14.40	R					8,089.48		8,089.48
07/13/98 BILL	31	43348	K			4,653.28		8,089.48		8,089.48
	29	99.07	D					12,769.52		12,769.52
		16.10	R					12,769.52		12,769.52
07/22/98 BILL	29	43283	K			4,680.04		12,769.52		12,769.52
07/27/98 PYMT							4,653.28	8,116.24		8,116.24
08/03/98 PYMT							3,436.20	4,680.04		4,680.04
08/20/98 BILL						70.20(L)		4,750.24		4,750.24
		18.00	R					9,502.79		9,502.79
	29	107.13	D					9,502.79		9,502.79
08/20/98 BILL	29	42792	K			4,752.55		9,502.79		9,502.79
09/01/98 PYMT							4,888.04	4,614.75		4,614.75
		13.60	R					9,331.43		9,331.43
	30	97.34	D					9,331.43		9,331.43
09/21/98 BILL	30	42816	K			4,647.46		9,331.43		9,331.43
09/21/98 BILL						(9.22(L)		4,683.97		4,683.97

ESCRIPTION OF CODES LOCATED ON THE REVERSE SIDE

Form X944 (5/90)

000017

CLEVELAND ELECTRIC ILLUMINATING COMPANY

CUSTOMER ITEMIZED STATEMENT

NAME: JIMMY HAYES
ADDRESS: 28711 EUCLID AVE
ACCOUNT NUMBER: 175-0001217-013
STATEMENT PERIOD: 01/01/98 - 08/31/00

CITY: WICKLIFFE
CYCLE: 78

08/24/00 USER ID: 172*

PROCESS DATE	DAYS	USAGE	USAGE TYPE	BILL TYPE	READ CODE	TRANSACTION AMOUNT	PAYMENT	ACTUAL BALANCE	PAYMENT PLAN AMT	AMOUNT DUE
10/08/98 PYMT							4,500.00	4,331.43		4,331.43
10/08/98 PYMT							500.00	8,831.43		8,831.43
10/20/98 BILL	29	37290	K			3,965.38		8,361.78		8,361.78
		15.50	R					8,361.78		8,361.78
10/20/98 BILL						64.97(L)		4,396.40		4,396.40
	29	102.82	D					8,361.78		8,361.78
10/26/98 PYMT							4,716.68	3,645.10		3,645.10
11/18/98 BILL	31	34992	K			3,642.30		7,342.07		7,342.07
	31	89.28	D					7,342.07		7,342.07
11/18/98 BILL						54.67(L)		3,699.77		3,699.77
		7.90	R					7,342.07		7,342.07
11/23/98 PYMT							4,030.35	3,311.72		3,311.72
12/18/98 BILL						49.67(L)		3,361.39		3,361.39
	29	70.27	D					6,525.61		6,525.61
12/18/98 BILL	29	31513	K			3,164.22		6,525.61		6,525.61
01/20/99 BILL	33	37419	K			3,613.92		10,237.41		10,237.41
01/20/99 BILL						97.86(L)		6,623.49		6,623.49
		2.20	R					10,237.41		10,237.41
	33	72.97	D					10,237.41		10,237.41
01/27/99 PYMT							3,645.10	6,592.31		6,592.31
02/18/99 BILL	31	33104	K			3,290.80		9,883.11		9,883.11

DESCRIPTION OF CODES LOCATED ON THE REVERSE SIDE

Form X844 (8/94)

000018

CLEVELAND ELECTRIC ILLUMINATING COMPANY

CUSTOMER ITEMIZED STATEMENT

NAME: JIMMY HAYES
ADDRESS: 28711 EUCLID AVE
ACCOUNT NUMBER: 175-0001217-013
STATEMENT PERIOD: 01/01/98 - 08/31/00

CITY: WICKLIFFE
CYCLE: 78

08/24/00 USER ID: 172*

ROCESS DATE	DAYS	USAGE	USAGE TYPE	BILL TYPE	READ CODE	TRANSACTION AMOUNT	PAYMENT	ACTUAL BALANCE	PAYMENT PLAN AMT	AMOUNT DUE
	31	71.42	D					9,883.11		9,883.11
03/09/99 PYMT							3,711.80	6,171.31		6,171.31
03/23/99 BILL	32	34413	K			3,359.21		9,623.08		9,623.08
03/23/99 BILL						92.56(L)		6,263.87		6,263.87
	32	69.12	D					9,623.08		9,623.08
04/05/99 PYMT							6,171.31	3,451.77		3,451.77
		5.00	R					6,899.06		6,899.06
04/22/99 BILL	31	32817	K			3,395.52		6,899.06		6,899.06
	31	81.21	D					6,899.06		6,899.06
04/22/99 BILL						51.77(L)		3,503.54		3,503.54
05/17/99 PYMT							3,451.77	3,447.29		3,447.29
	28	89.85	D					11,459.69		11,459.69
06/22/99 BILL	28	34553	K			3,622.91		11,459.69		11,459.69
		11.10	R					7,836.78		7,836.78
	32	92.73	D					7,836.78		7,836.78
		9.90	R					11,459.69		11,459.69
06/22/99 BILL						51.70(L)		3,498.99		3,498.99
06/22/99 BILL	32	39490	K			4,337.79		7,836.78		7,836.78
06/25/99 PYMT							3,447.28	8,012.40		8,012.40
07/22/99 BILL						117.04(L)		7,920.31		7,920.31
07/22/99 PYMT							209.13	7,803.27		7,803.27

ESCRIPTION OF CODES LOCATED ON THE REVERSE SIDE

14715 43 16787 18

Form 3244 (5/94)

000019

CLEVELAND ELECTRIC ILLUMINATING COMPANY

CUSTOMER ITEMIZED STATEMENT

NAME: JIMMY HAYES
ADDRESS: 28711 EUCLID AVE
ACCOUNT NUMBER: 175-0001217-013
STATEMENT PERIOD: 01/01/98 - 08/31/00

CITY: WICKLIFFE
CYCLE: 78

08/24/00 USER ID: 172*

ESS TE	DAYS	USAGE	USAGE TYPE	BILL TYPE	READ CODE	TRANSACTION AMOUNT	PAYMENT	ACTUAL BALANCE	PAYMENT PLAN AMT	AMOUNT DUE
	30	97.30	D					12,758.40		12,758.40
22/99 BILL	30	45255	K			4,838.09		12,758.40		12,758.40
		15.40	R					12,758.40		12,758.40
02/99 PYMT							8,012.40	4,746.00		4,746.00
23/99 PYMT							207.39	4,538.61		4,538.61
	30	96.70	D					9,403.89		9,403.89
23/99 BILL						68.07(L)		4,606.68		4,606.68
		13.40	R					9,403.89		9,403.89
23/99 BILL	30	44834	K			4,797.21		9,403.89		9,403.89
	18	96.10	D					12,182.85		12,182.85
		14.50	R					12,182.85		12,182.85
08/99 PYMT							125.33	9,278.56		9,278.56
09/99 BILL	18	27450	K			2,904.29		12,182.85		12,182.85
13/99 PYMT							4,885.28	7,297.57		7,297.57
07/99 PYMT							162.07	7,135.50		7,135.50
07/99 BILL	29	37005	K			3,777.45		11,019.98		11,019.98
07/99 BILL						107.03(L)		7,242.53		7,242.53
		11.10	R					11,019.98		11,019.98
	29	88.10	D					11,019.98		11,019.98
11/99 PYMT							2,904.29	8,115.69		8,115.69
05/99 PYMT							153.73	7,961.96		7,961.96

CRIPTION OF CODES LOCATED ON THE REVERSE SIDE

Form K884 (8/94)

000020

CLEVELAND ELECTRIC ILLUMINATING COMPANY

CUSTOMER ITEMIZED STATEMENT

NAME: JIMMY HAYES
ADDRESS: 28711 EUCLID AVE
ACCOUNT NUMBER: 175-0001217-013
STATEMENT PERIOD: 01/01/98 - 08/31/00

CITY: WICKLIFFE
CYCLE: 78

08/24/00 USER ID: 172*

PROCESS DATE	DAYS	USAGE	USAGE TYPE	BILL TYPE	READ CODE	TRANSACTION AMOUNT	PAYMENT	ACTUAL BALANCE	PAYMENT PLAN AMT	AMOUNT DUE
		8.20	R					11,647.87		11,647.87
	29	89.70	D					11,647.87		11,647.87
11/05/99 BILL	29	33856	K			3,566.49		11,647.87		11,647.87
11/05/99 BILL						119.42(L)		8,081.38		8,081.38
11/09/99 PYMT							3,777.45	7,870.42		7,870.42
12/07/99 PYMT							3,544.66	4,325.76		4,325.76
	32	75.40	D					7,914.01		7,914.01
12/08/99 BILL						62.53(L)		4,231.63		4,231.63
		1.00	R					7,914.01		7,914.01
12/08/99 BILL	32	37806	K			3,682.38		7,914.01		7,914.01
12/08/99 PYMT							156.66	4,169.10		4,169.10
01/07/00 PYMT							144.07	7,769.94		7,769.94
01/07/00 BILL						116.54(L)		7,886.48		7,886.48
	31	73.70	D					11,257.43		11,257.43
01/07/00 BILL	31	33790	K			3,370.95		11,257.43		11,257.43
01/14/00 PYMT							3,487.49	7,769.94		7,769.94
01/17/00 PYMT							4,169.10	3,600.84		3,600.84
	32	73.10	D					7,264.06		7,264.06
02/08/00 BILL	32	39571	K			3,771.52		7,264.06		7,264.06
02/08/00 BILL						51.61(L)		3,492.54		3,492.54
02/08/00 PYMT							153.91	3,440.93		3,440.93

DESCRIPTION OF CODES LOCATED ON THE REVERSE SIDE

Form X844 Ohio

000021

CLEVELAND ELECTRIC ILLUMINATING COMPANY

CUSTOMER ITEMIZED STATEMENT

NAME: JIMMY HAYES
ADDRESS: 28711 EUCLID AVE
ACCOUNT NUMBER: 175-0001217-013
STATEMENT PERIOD: 01/01/98 - 08/31/00

CITY: WICKLIFFE
CYCLE: 78

08/24/00 USER ID: 172*

ROCESS DATE	DAYS	USAGE	USAGE TYPE	BILL TYPE	READ CODE	TRANSACTION AMOUNT	PAYMENT	ACTUAL BALANCE	PAYMENT PLAN AMT	AMOUNT DUE
02/14/00 PYMT							4,300.00	2,964.06		2,964.06
03/08/00 PYMT							157.73	2,806.33		2,806.33
		4.30	R					6,502.55		6,502.55
03/09/00 BILL	30	35775	K			3,654.13		6,502.55		6,502.55
03/09/00 BILL						42.09(L)		2,848.42		2,848.42
	30	86.80	D					6,502.55		6,502.55
03/13/00 PYMT							3,440.93	3,061.62		3,061.62
		3.70	R					6,422.25		6,422.25
04/07/00 BILL						43.68(L)		2,955.77		2,955.77
04/07/00 BILL	29	34085	K			3,466.48		6,422.25		6,422.25
04/07/00 PYMT							149.53	2,912.09		2,912.09
	29	81.20	D					6,422.25		6,422.25
04/10/00 PYMT							2,806.33	3,615.92		3,615.92
05/01/00 PYMT							2,912.09	703.83		703.83
05/10/00 PYMT							185.80	518.03		518.03
05/10/00 BILL	33	41512	K			4,296.95		4,822.75		4,822.75
05/10/00 BILL						7.77(L)		525.80		525.80
		14.50	R					4,822.75		4,822.75
	33	105.90	D					4,822.75		4,822.75
06/09/00 BILL						69.34(L)		4,692.02		4,692.02
06/09/00 PYMT							200.07	4,622.68		4,622.68

)ESCRIPTION OF CODES LOCATED ON THE REVERSE SIDE

Form 1884 (5/98)

000022

CLEVELAND ELECTRIC ILLUMINATING COMPANY

CUSTOMER ITEMIZED STATEMENT

NAME: JIMMY HAYES
ADDRESS: 28711 EUCLID AVE
ACCOUNT NUMBER: 175-0001217-013
STATEMENT PERIOD: 01/01/98 - 08/31/00

CITY: WICKLIFFE
CYCLE: 78

08/24/00 USER ID: 172*

PROCESS DATE	DAYS	USAGE	USAGE TYPE	BILL TYPE	READ CODE	TRANSACTION AMOUNT	PAYMENT	ACTUAL BALANCE	PAYMENT PLAN AMT	AMOUNT DUE
		17.70	R					9,253.11		9,253.11
	29	107.70	D					9,253.11		9,253.11
06/08/00 BILL	29	40091	K			4,561.09		9,253.11		9,253.11
06/26/00 PYMT							4,304.72	4,948.39		4,948.39
06/29/00 PYMT							317.96	4,630.43		4,630.43
07/11/00 BILL						66.10(L)		4,473.33		4,473.33
	33	97.30	D					9,633.53		9,633.53
07/11/00 PYMT							223.20	4,407.23		4,407.23
		13.50	R					9,633.53		9,633.53
07/11/00 BILL	33	43865	K			5,160.20		9,633.53		9,633.53
08/08/00 PYMT							4,622.68	5,010.85		5,010.85
		14.10	R					9,561.65		9,561.65
	29	96.70	D					9,561.65		9,561.65
08/09/00 BILL	29	43615	K			4,682.37		9,561.65		9,561.65
08/09/00 BILL						72.10(L)		4,879.28		4,879.28
08/09/00 PYMT							203.67	4,807.18		4,807.18

DESCRIPTION OF CODES LOCATED ON THE REVERSE SIDE

Form X344 (3/94)

000023

Jimmy Hayes
2723 Green Road
Shaker Heights, OH 44122

November 2, 2011

To Whom It May Concern at Illuminating Company-First Energy:

Enclosed please find a copy of my "receipt for payment of a security deposit" in the amount of $5900.00 (fifty-nine-hundred-dollars).

The business, under your account # 175-0001217-013, was sold on May 31, 2009 and the last meter reading was June 9, 2009.

Per your receipt, please send a check to me for the full refund of $5900.00 plus interest accrued at 5% annually at the following home business office:

Jimmy Hayes
2723 Green Road
Shaker Heights, OH 44122

I have made several calls to your Customer Service Department to resolve this matter and was advised to proceed with this faxed request.

Thank you and please contact me at 216-269-4304 with any questions.

Sincerely,

Jimmy Hayes

A Centerior Energy Company

DEPOSIT RECEIPT

(2)

Service For:
28711 EUCLID AVE
WICKLIFFE OH 44092

Account Name:
JIMMY HAYES

Account Number	:	175-0001217-013
Deposit Number	:	0000001
Deposit Amount	:	$5,900.00
Date Paid	:	10/10/96

Dear Customer:

This is your receipt for payment of a security deposit. Please keep this until your deposit is refunded to you. This receipt is neither negotiable nor transferable.

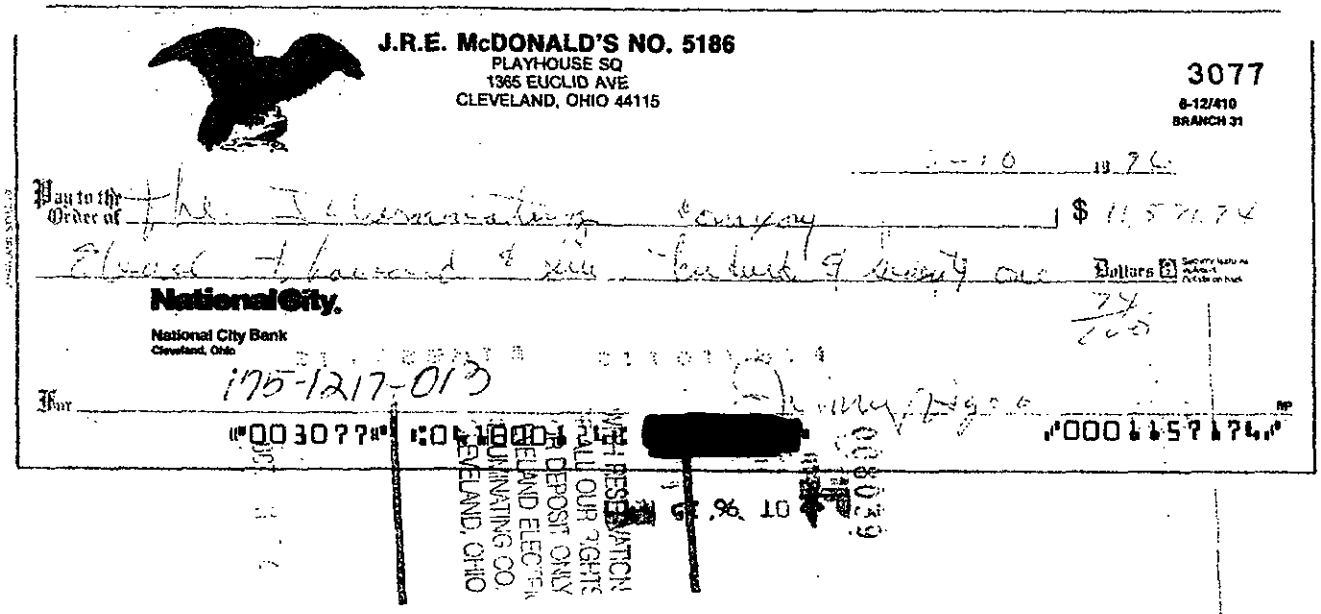
This certificate acknowledges receipt of the amount shown above as security for payment of bills rendered for electrical service supplied to the above premise.

Interest at the annual rate of 5% will be paid on this deposit as long as it remains with the Illuminating Company.

Upon the closing of your account, The Illuminating Company will apply the deposit and any interest to the final bill and refund the difference within 30 days.

Sincerely,

THE ILLUMINATING COMPANY
P. O. BOX 5000
CLEVELAND, OHIO 44101-2000



J.R.E. McDONALD'S NO. 5186
PLAYHOUSE SQ
1365 EUCLID AVE
CLEVELAND, OHIO 44115

3077
8-12/410
BRANCH 31

Pay to the Order of The Illuminating Company $ 11,57174
Eleven thousand & six hundred & seventy one Dollars

National City.
National City Bank
Cleveland, Ohio

For 175-1217-013

⑈003077⑈ ⑆041000124⑆ [redacted] ⑈0001157174⑈

WITH RESERVATION
OF ALL OUR RIGHTS
FOR DEPOSIT ONLY
CLEVELAND ELECTRIC
ILLUMINATING CO.
CLEVELAND, OHIO

Deposit ck. for Security deposit
Plus
the months Bill

LUMPKIN MCCRARY LLP
ATTORNEYS AT LAW

11811 Shaker Blvd., Suite 314
Cleveland, OH 44120
216.231.9963 Tel
216.231.9965 Fax
www.lumpkinmccrary.com

August 6, 2012

Ms.Donna Skulski
Sr. Account Manager-Customer Support
Illuminating Company/FirstEnergy Corp.
7755 Auburn Road
Concord, Ohio 4407
ddskulski@firstenergycorp.com

Re: Re: Jimmy Hayes, Acct No. 175-0001217-013, Deposit No. 0000001, Amount: $5,900.00 (5% per ann.)

Ms Skulski,

Please be advised that I have been retained by the above referenced Jimmy Hayes in connection with a security deposit wrongly being withheld by your company.

After thoroughly investigating this matter, our office has determined that on or about October, 1996, Mr. Hayes delivered to the Cleveland Illuminating Company a security deposit in the amount of $5,900.00, which amount is supported by a receipt which was duly presented to you.

This deposit was a good faith payment to secure electrical services from the Illuminating Company. Furthermore, as you are aware and have acknowledged, the accounts of the Illuminating Company are now the contractual obligations of First/Energy Corp.

Mr. Hayes has informed our office that he has made repeated attempts with your office over the past two years to resolve this matter. He has requested that his security deposit, together with interest, be returned to him forthwith.

The Public Utilities Commission regulates matters such as this in order to protect the franchise as well as the customer. Mr. Hayes is entitled to have his security deposit returned to him without delay.

Naturally, I have advised Mr. Hayes to, if at all possible, settle this matter in an amicable manner. However, I have further advised Mr. Hayes to seek every aspect of legal redress available to him should this request continue to be disregarded.

I will await ten (10) days for your reply.

Billing Period: Mar 10 to Apr 10, 2007 for 32 days
Next Reading Date: On or about May 10, 2007
Bill Based On: Actual Meter Reading

Small General Service

Account Summary		Amount Due
Your previous bill was	3,494.46	
Total payments/adjustments	-3,494.46	
Balance at billing on April 11, 2007	**0.00**	**0.00**
Current Basic Charges		
The Illuminating Company - Consumption		**3,818.80**
Total Due by May 02, 2007 - Please pay this amount		**$3,818.80**

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

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

389697

4-15-07

Billed Load in KW/KVA	94.4
Billed Reactive Demand	9.5

Account Number: 11 00 21 9692 0 0

112

The Illuminating Company

April 16, 2007

Bill for: JIMMY HAYES
2723 GREEN RD
SHAKER HEIGHTS OH 44122

Billing Period: Mar 16 to Apr 13, 2007 for 29 days
Next Reading Date. On or about May 15, 2007
Bill Based On Actual Meter Reading

Standard Residential

Account Summary		Amount Due
Your previous bill was	96.56	
Total payments/adjustments	-96.56	
Balance at billing on April 16, 2007	**0.00**	**0.00**
Current Basic Charges		
The Illuminating Company - Consumption		**78.17**
Total Due by May 01, 2007 - Please pay this amount		**$78.17**

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

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

Price to Compare Message

Your current **PRICE TO COMPARE** for generation and transmission from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an **"Apples to Apples"** comparison of available competitive electric supplier offers visit the PUCO web site at www.PUCO.ohio.gov

Standard Residential - 1250034231 **5.6 cents per kWh**

See other pages for additional information and telephone numbers

A M J J A S O N D J F M A

A-Actual E-Estimate C-Customer N-No Usage

Sep 06	821	Feb 07	986
		Mar 07	897
		Apr 07	721

	Apr 06	Apr 07
Average Daily Use (KWH)	25	25
Average Daily Temperature	41	44
Day in Billing Period	30	29
Last 12 Months Use (KWH)		9,897
Average Monthly Use (KWH)		808

the Illuminating Company
A FirstEnergy Company

Bill for: JIMMY HAYES
28711 EUCLID AVE
WICKLIFFE OH 44092

Billing Period: Jan 10 to Feb 08, 2007 for 30 days
Next Reading Date: On or about Mar 12, 2007
Bill Based On: Actual Meter Reading

Small General Service

Account Summary		Amount Due
Your previous bill was	3,402.01	
Total payments/adjustments	-3,402.01	
Balance at billing on February 09, 2007	0.00	0.00
Current Basic Charges		
The Illuminating Company - Consumption		3,542.11
Total Due by Mar 02, 2007 - Please pay this amount		$3,542.11

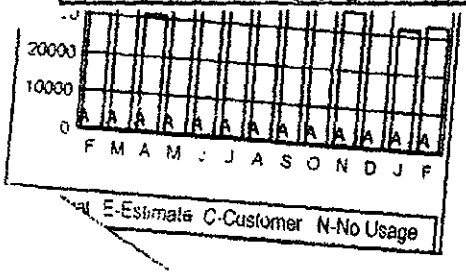
To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

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

See other pages for additional information and telephone numbers



Apr 06	30,880	Sep 06	45,760
May 06	35,360	Oct 06	41,920
Jun 06	38,720	Nov 06	35,200
Jul 06	45,440	Dec 06	37,440
		Jan 07	31,680
		Feb 07	32,800

	Feb 06	Feb 07
)	1142	1093
ire	37	23
	29	30
H)		452,960
WH)		37,747

Messages

Pursuant to Ohio Law, the Universal Service Fund rider rate has been adjusted effective with this bill.

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: 0801220845 1750001217 - Small General Service - CE-GS125F

Customer Charge	33.34
Delivery Charge	480.74
Transition Charge	827.29
Generation Related Component	1,913.25
Transmission Related Component	164.81
NOPEC Generation Discount	-17.42
Total Charges	**$ 3,402.01**

Detail Payment and Adjustment Information

Date	Reference	Amount	
Payments:			
01/05/07		-3,777.43	
01/08/07		-3,943.53	
Total Payments			-7,720.96
Total Payments and Adjustments			-$7,720.96

Meter Reading Information

Small General Service	
Meter Number	902809371
Present KWH Reading (Actual)	8 588
Previous KWH Reading (Actual)	8 390
Difference	198
Multiplier	160
Kilowatt Hours Used	31,680
Metered Load in KW	0.52
Present KVARH Reading (Actual)	3,542
Previous KVARH Reading (Actual)	3,461
Difference	81
Kilovar Hours Used	12,960
Billed Load in KW/KVA	83.2
Billed Reactive Demand	4.0

WICKLIFFE OH 44092

Billing Period: May 11 to Jun 11, 2007 for 32 days
Next Reading Date: On or about Jul 11, 2007
Bill Based On: Actual Meter Reading

Small General Service

Account Summary		Amount Due
Your previous bill was	3,776.22	
Total payments/adjustments	-3,776.22	
Balance at billing on June 12, 2007	0.00	0.00
Current Basic Charges		
The Illuminating Company - Consumption		4,493.65
Total Due by Jul 03, 2007 - Please pay this amount		$4,493.65

CK 5638 6-30-07

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

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

Previous KWH Reading (Actual)	5,434
Difference	276
Multiplier	160
Kilowatt Hours Used	44,160
Metered Load in KW	0.62
Present KVARH Reading (Actual)	4,019
Previous KVARH Reading (Actual)	3,890
Difference	129
Kilovar Hours Used	20,640
Billed Load in KW/KVA	99 2
Billed Reactive Demand	16.4

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: 0801220845 1750001217 - Small General Service - CE-GS125F

Customer Charge	33.34
Delivery Charge	642.91
Transition Charge	1,246.65
Generation Related Component	2,746.21
Transmission Related Component	264.64
NOPEC Generation Discount	-23.94
Total Charges	**$ 4,909.81**

Detail Payment and Adjustment Information

Date	*Reference*	*Amount*
Payments:		
10/11/07		-6,287.61
Total Payments		-6,287.61
Total Payments and Adjustments		**-$6,287.61**

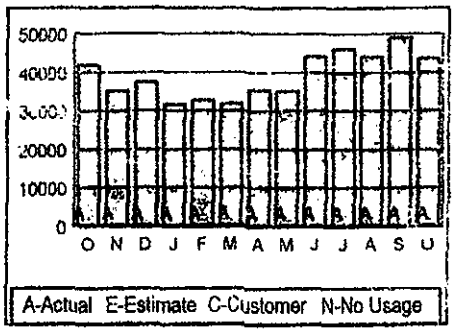
Meter Reading Information

Small General Service

Meter Number	902809371
Present KWH Reading (Actual)	10,853
Previous KWH Reading (Actual)	10,581
Difference	272
Multiplier	160
Kilowatt Hours Used	43,520
Metered Load in KW	0.64
Present KVARH Reading (Actual)	4,538
Previous KVARH Reading (Actual)	4,414
Difference	124
Kilovar Hours Used	19,840
Billed Load in KW/KVA	102.4
Billed Reactive Demand	16.7

Usage Information

Usage Comparison



Historical Usage Information

Oct 06	41,920	Apr 07	35,520
Nov 06	35,200	May 07	35,200
Dec 06	37,440	Jun 07	44,160
Jan 07	31,680	Jul 07	46,240
Feb 07	32,800	Aug 07	44,160
Mar 07	31,840	Sep 07	48,960
		Oct 07	43,520

	Oct 06	Oct 07
Average Daily Use (KWH)	1310	1404
Average Daily Temperature	60	65
Days in Billing Period	32	31
Last 12 Months Use (KWH)		466,720
Average Monthly Use (KWH)		38,893

the Illuminating Company

September 13, 2007

Bill for: JIMMY HAYES
28711 EUCLID AVE
WICKLIFFE OH 44092

Billing Period: Aug 10 to Sep 11, 2007 for 33 days
Next Reading Date: On or about Oct 11, 2007
Bill Based On: Actual Meter Reading

Small General Service

Account Summary		Amount Due
Your previous bill was	10,700.67	
Total payments/adjustments	-9,700.04	
Balance at billing on September 13, 2007	**1,000.63**	**1,000.63**
Current Basic Charges		
The Illuminating Company - Consumption	5,271.97	
Late Payment Charges	15.01	
Total Current Charges	**5,286.98**	**5,286.98**
Total Due by Oct 04, 2007 - Please pay this amount		**$6,287.61**

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

*** PLEASE SEE DISCONNECTION MESSAGE ON PAGE 3. ***

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

9-30-07
V377 & 5
645756

See other pages for additional information and telephone numbers

Previous KWH Reading (Actual)	6,065
Kilowatt Hours Used	5,428
	637

The Illuminating Company

March 12, 2007

Bill for: JIMMY HAYES
28711 EUCLID AVE
WICKLIFFE OH 44092

Billing Period: Feb 09 to Mar 09, 2007 for 29 days
Next Reading Date: On or about Apr 11, 2007
Bill Based On: Actual Meter Reading

Small General Service

Account Summary		Amount Due
Your previous bill was	3,542.11	
Total payments/adjustments	-3,542.11	
Balance at billing on March 12, 2007	**0.00**	**0.00**
Current Basic Charges		
The Illuminating Company - Consumption		**3,494.46**
Total Due by Apr 02, 2007 - Please pay this amount		**$3,494.46**

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

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

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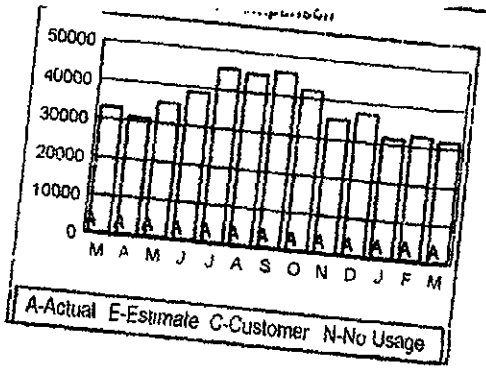

Historical Usage Information

Mar 06	33,120	Sep 06	45,760
Apr 06	30,880	Oct 06	41,920
May 06	35,360	Nov 06	35,200
Jun 06	38,720	Dec 06	37,440
Jul 06	45,440	Jan 07	31,680
Aug 06	44,640	Feb 07	32,800
		Mar 07	31,640

	Mar 06	Mar 07
...ge Daily Use (KWH)	1104	1098
Temperature	30	24
g Period	30	29
...hs Use (KWH)		451,680
...nthly Use (KWH)		37,640

Company
A Hastings Company

287 11 [illegible]
WICKLIFFE OH 44092

Billing Period: Jun 12 to Jul 11, 2007 for 30 days
Next Reading Date: On or about Aug 10, 2007
Bill Based On: Actual Meter Reading

Small General Service

Account Summary		Amount Due
Your previous bill was	4,493.65	
Total payments/adjustments	0.00	
Balance at billing on July 12, 2007	4,493.65	4,493.65
Current Basic Charges		
The Illuminating Company - Consumption	5,138.99	
Late Payment Charges	67.40	
Total Current Charges	5,206.39	5,206.39
Total Due by Aug 02, 2007 - Please pay this amount		$9,700.04

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

***** PLEASE SEE DISCONNECTION MESSAGE ON PAGE 3. *****

General Information			
Bill issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638	The Illuminating Company	Customer Service 24-Hour Emergency/Outage Reporting Payment Options	1-800-589-3101 1-888-544-4877 1-800 686-9901

ck 5695
8-15-07
987357

See other pages for additional information and telephone numbers

Previous KVARH Reading (Actual)	4,019
Difference	132
Kilovar Hours Used	21.120
Billed Load in KW/KVA	104.0
Billed Reactive Demand	17.5

Company
Illuminating Company

DIRECT: SUMMIT HAYES
2723 GREEN RD
SHAKER HEIGHTS OH 44122

Billing Period: Jun 14 to Jul 16, 2007 for 33 days
Next Reading Date. On or about Aug 15, 2007
Bill Based On: Actual Meter Reading

Standard Residential

Account Summary		Amount Due
Your previous bill was	85.39	
Total payments/adjustments	0.00	
Balance at billing on July 17, 2007	**85.39**	**85.39**
Current Basic Charges		
The Illuminating Company - Consumption	86.86	
Late Payment Charges	1.28	
Total Current Charges	**88.14**	**88.14**
Total Due by Aug 01, 2007 - Please pay this amount		**$173.53**

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

****** PLEASE SEE DISCONNECTION MESSAGE ON PAGE 3. ******

General Information

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

Illuminating Company

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

Price to Compare Message

Your current **PRICE TO COMPARE** for generation and transmission from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an **"Apples to Apples"** comparison of available competitive electric supplier offers, visit the PUCO web site at www.PUCO.ohio.gov.

Standard Residential - 1250034231 ***5.6 cents per kWh***

See other pages for additional information and telephone numbers

the Illuminating Company
A FirstEnergy Company

August 10, 2007

[Account Number: 11 00 24 5997 4 5]

Bill for: JIMMY HAYES
28711 EUCLID AVE
WICKLIFFE OH 44092

Billing Period: Jul 12 to Aug 09, 2007 for 29 days
Next Reading Date: On or about Sep 11, 2007
Bill Based On: Actual Meter Reading

Small General Service

Account Summary		Amount Due
Your previous bill was	9,700.04	
Total payments/adjustments	3,993.68	
Balance at billing on August 10, 2007	**5,706.36**	**5,706.36**
Current Basic Charges		
The Illuminating Company - Consumption	4,909.73	
Late Payment Charges	84.58	
Total Current Charges	**4,994.31**	**4,994.31**
Total Due by Aug 31, 2007 - Please pay this amount		**$10,700.67**

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

***** PLEASE SEE DISCONNECTION MESSAGE ON PAGE 3 *****

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

See other pages for additional information and telephone numbers

the Illuminating Company
A FirstEnergy Company

Return this part with a check or money order
Payable to The Illuminating Company

Account Number: 110024599745

Amount Paid	
Please Pay	$10,700.67
Due By	August 31, 2007

THE ILLUMINATING COMPANY
PO BOX 3638
AKRON OH 44309-3638

***********AUTO**5-DIGIT 44122
00014811 01 AV 0.312 P1
JIMMY HAYES
2723 GREEN RD
CLEVELAND OH
44122-2137

0411002459974500000000000000000000000499431001070067 1

Billing Period: Jul 12 to Aug 09, 2007 for 29 days
Next Reading Date: On or about Sep 11, 2007
Bill Based On: Actual Meter Reading

Small General Service

Account Summary		Amount Due
Your previous bill was	9,700.04	
Total payments/adjustments	-3,993.68	
Balance at billing on August 10, 2007	**5,706.36**	**5,706.36**
Current Basic Charges		
The Illuminating Company - Consumption	4,909.73	
Late Payment Charges	84.58	
Total Current Charges	**4,994.31**	**4,994.31**
Total Due by Aug 31, 2007 - Please pay this amount		**$10,700.67**

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

***** PLEASE SEE DISCONNECTION MESSAGE ON PAGE 3 *****

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

See other pages for additional information and telephone numbers

the Illuminating Company
A FirstEnergy Company

Return this part with a check or money order
Payable to The Illuminating Company

Account Number: 110024599745

Amount Paid	
Please Pay	**$10,700.67**
Due By	**August 31, 2007**

***********AUTO**5-DIGIT 44122
00014811 01 AV 0.312 P1
JIMMY HAYES
2723 GREEN RD
CLEVELAND OH
44122-2137

THE ILLUMINATING COMPANY
PO BOX 3638
AKRON OH 44309-3638

041100245997450000000000000000000000499431001070067 1

The Illuminating Company

October 15, 2007

Account Number: 11 00 24 5997 4 5

Bill for: JIMMY HAYES
28711 EUCLID AVE
WICKLIFFE OH 44092

Billing Period: Sep 12 to Oct 12, 2007 for 31 days
Next Reading Date: On or about Nov 09, 2007
Bill Based On: *Actual Meter Reading*

Small General Service

Account Summary		Amount Due
Your previous bill was	6,287.61	
Total payments/adjustments	-6,287.61	
Balance at billing on October 15, 2007	**0.00**	**0.00**
Current Basic Charges		
The Illuminating Company - Consumption		**4,909.81**
Total Due by Nov 05, 2007 - Please pay this amount		**$4,909.81**

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

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

A FirstEnergy Company

Bill for: JIMMY HAYES
28711 EUCLID AVE
WICKLIFFE OH 44092

Billing Period: Nov 09 to Dec 10, 2007 for 32 days
Next Reading Date: On or about Jan 11, 2008
Bill Based On: Actual Meter Reading

Small General Service

Account Summary		Amount Due
Your previous bill was	3,734.41	
Total payments/adjustments	-3,734.41	
Balance at billing on December 11, 2007	0.00	0.00
Current Basic Charges		
The Illuminating Company - Consumption		3,712.00
Total Due by Jan 02, 2008 - Please pay this amount		$3,712.00

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

General Information			
Bill issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638	The Illuminating Company	Customer Service 24-Hour Emergency/Outage Reporting Payment Options	1-800-589-3101 1-888-544-4877 1-800-686-9901

See other pages for additional information and telephone numbers

Illuminating Company

Bill for: JIMMY HAYES
28711 EUCLID AVE
WICKLIFFE OH 44092

Billing Period: Oct 13 to Nov 08, 2007 for 27 days
Next Reading Date: On or about Dec 11, 2007
Bill Based On: Actual Meter Reading

Small General Service

Account Summary		Amount Due
Your previous bill was	4,909.81	
Total payments/adjustments	-4,909.81	
Balance at billing on November 09, 2007	**0.00**	**0.00**
Current Basic Charges		
The Illuminating Company - Consumption		**3,734.41**
Total Due by Nov 30, 2007 - Please pay this amount		**$3,734.41**

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

General Information

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

Illuminating Company

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

See other pages for additional information and telephone numbers

Billed Load in KW/KVA	97.5
Billed Reactive Demand	11.5

A FirstEnergy Company

SHAKER HEIGHTS OH

Billing Period: Apr 14 to May 15, 2007 for 32 days
Next Reading Date: On or about Jun 14, 2007
Bill Based On: Actual Meter Reading

Standard Residential

Account Summary		Amount Due
Your previous bill was	78.17	
Total payments/adjustments	-78.17	
Balance at billing on May 16, 2007	**0.00**	**0.00**
Current Basic Charges		
The Illuminating Company - Consumption		76.81
Total Due by May 31, 2007 - Please pay this amount		**$76.81**

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

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

Price to Compare Message

Your current **PRICE TO COMPARE** for generation and transmission from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an **"Apples to Apples"** comparison of available competitive electric supplier offers, visit the PUCO web site at www.PUCO.ohio.gov

Standard Residential - 1250034231 **5.6 cents per kWh**

See other pages for additional information and telephone numbers

A-Actual E-Estimate C-Customer N-No Usage

Jul 06	798	Jan 07	1,021
Aug 06	752	Feb 07	986
Sep 06	621	Mar 07	897
Oct 06	695	Apr 07	721
		May 07	708

	May 06	May 07
Average Daily Use (KWH)	22	22
Average Daily Temperature	56	54
Days In Billing Period	32	32
Last 12 Months Use (KWH)		9,710
Average Monthly Use (KWH)		809

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To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

General Information

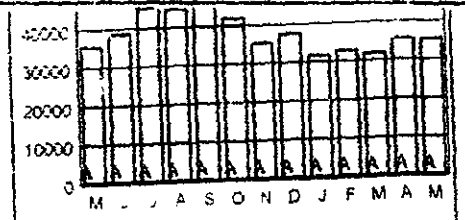
Bill issued by:
The Illuminating Company
PO Box 3638
Akron OH 44309-3638

Customer Service	1-800-589-3101
24-Hour Emergency/Outage Reporting	1-888-544-4877
Payment Options	1-800-686-9931

JK 5529

5-24-07

See other pages for additional information and telephone numbers



A-Actual E-Estimate C-Customer N-No Usage

Jul 06	45,440	Jan 07	31,680
Aug 06	44,640	Feb 07	32,800
Sep 06	45,760	Mar 07	31,840
Oct 06	41,920	Apr 07	35,520
		May 07	35,200

	May 06	May 07
Average Daily Use (KWH)	1141	1173
Average Daily Temperature	55	52
Days In Billing Period	31	30
Last 12 Months Use (KWH)		456,160
Average Monthly Use (KWH)		38,013

Messages

******* REMINDER NOTICE *******

When this bill was prepared, your account had an unpaid balance. If you have already made this payment, thank you. If not, please promptly pay the overdue amount Call us if you have questions or for information on payment arrangements.

Reminder: Starting Jan. 1, 2007, certain special electric heating water heating and load management rates will no longer be available to new customers or premises. If you are currently on one of these rates, you will stay on the rate. New customers must be taking service on these rates no later than Jan. 1, 2007. For more information, go to our Web site, www.firstenergycorp.com/customercare, click See Bill Inserts, select your electric company, and in April 2006, click "Important Info for Customers on Electric Heating " Or, call our toll-free customer service number.

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: 0801220845 1750001217 - Small General Service - CE-GS125F

Customer Charge	33.34
Delivery Charge	569.78
Transition Charge	1,196.27
Generation Related Component	2,600.25
Transmission Related Component	191.12
NOPEC Generation Discount	-22.22
	4,568.54
Late payment charge	76.01
Total Charges	**$ 4,644.55**

Detail Payment and Adjustment Information

Date	Reference	Amount	
Payments:			
09/27/06		-5,005.64	
Total Payments			-5,005.64
Total Payments and Adjustments			-$5,005.64

Meter Reading Information

Small General Service

Meter Number	902809371
Present KWH Reading (Actual)	7,936
Previous KWH Reading (Actual)	7,674
Difference	262
Multiplier	160
Kilowatt Hours Used	41,920
Metered Load in KW	0.57
Present KVARH Reading (Actual)	3,282
Previous KVARH Reading (Actual)	3,170
Difference	112
Kilovar Hours Used	17,920
Billed Load in KW/KVA	91.2
Billed Reactive Demand	9.0

20711 EUCLID AVE
WICKLIFFE OH 44092

Billing Period: Jun 09 to Jul 10, 2006 for 32 days
Next Reading Date: On or about Aug 07 2006
Bill Based On: Actual Meter Reading

Small General Service

Account Summary		Amount Due
Your previous bill was	3,954.97	
Total payments/adjustments	-3,954.97	
Balance at billing on July 11, 2006	0.00	0.00
Current Basic Charges		
The Illuminating Company - Consumption		4,927.15
Total Due by Aug 01, 2006 - Please pay this amount		$4,927.15

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

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

C/C 5226

7-30-06

5,018.67

13.3

See other pages for numbers

The Illuminating Company
A FirstEnergy Company

October 10, 2006

Account Number: 11 00 24 5997 4 5

Bill for: JIMMY HAYES
28711 EUCLID AVE
WICKLIFFE OH 44092

Billing Period: Sep 08 to Oct 09, 2006 for 32 days
Next Reading Date: On or about Nov 08, 2006
Bill Based On: Actual Meter Reading

Small General Service

Account Summary		Amount Due
Your previous bill was	10,148.00	
Total payments/adjustments	-5,005.64	
Balance at billing on October 10, 2006	5,142.36	5,142.36
Current Basic Charges		
The Illuminating Company - Consumption	4,568.54	
Late Payment Charges	76.01	
Total Current Charges	4,644.55	4,644.55
Total Due by Oct 31, 2006 - Please pay this amount		**$9,786.91**

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

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

51436
20272
53708

the Illuminating Company
A FirstEnergy Company

September 08, 2006

Bill for: JIMMY HAYES
28711 EUCLID AVE
WICKLIFFE OH 44092

Billing Period: Aug 08 to Sep 07, 2006 for 31 days
Next Reading Date: On or about Oct 05, 2006
Bill Based On: Actual Meter Reading

Small General Service

Account Summary		Amount Due
Your previous bill was	5,005.64	
Total payments/adjustments	0.00	
Balance at billing on September 08, 2006	5,005.64	5,005.64
Current Basic Charges		
The Illuminating Company - Consumption	5,067.28	
Late Payment Charges	75.08	
Total Current Charges	5,142.36	5,142.36
Total Due by Sep 29, 2006 - Please pay this amount		**$10,148.00**

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

***** PLEASE SEE DISCONNECTION MESSAGE ON PAGE 3. *****

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

See other pages for additional information and telephone numbers

the Illuminating Company
A FirstEnergy Company

Changes to your mailing address?
Please write them on the back.
Notes on the front won't be detected.

Return this part with a check or money order
Payable to The Illuminating Company

Account Number: 110024599745

Amount Paid	
Please Pay	$10,148.00
Due By	September 29, 2006

THE ILLUMINATING COMPANY
PO BOX 3638
AKRON OH 44309-3638

**********AUTO** 5-DIGIT 44122
00026287 01 AV 0.293 P2
JIMMY HAYES
2723 GREEN RD
CLEVELAND OH
44122-2137

041100245997450000000000000000000000051423600101480007

The Illuminating Company
A FirstEnergy Company

Bill for: JIMMY HAYES
28711 EUCLID AVE
WICKLIFFE OH 44092

Billing Period: Apr 08 to May 08, 2006 for 31 days
Next Reading Date: On or about Jun 07, 2006
Bill Based On: Actual Meter Reading

Small General Service

Account Summary		Amount Due
Your previous bill was	3,357.69	
Total payments/adjustments	-3,357.69	
Balance at billing on May 09, 2006	0.00	0.00
Current Basic Charges		
The Illuminating Company - Consumption 5-30-6		3,613.10
Total Due by May 30, 2006 - Please pay this amount		$3,613.10

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

OK ~~[illegible]~~ 5237

General Information

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

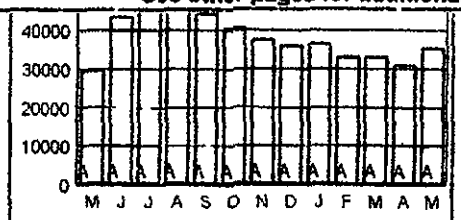
Customer Service	1-800-589 3101
24-Hour Emergency/Outage Reporting	1-888-544-4877
Payment Options	1-800-686-9901

3 4 1 3 6 5
7 5 4 5

3 6 2 8 5 5

OK

See other pages for additional information and telephone numbers



Jun 05	43,360	Dec 05	35,840
Jul 05	48,320	Jan 06	36,480
Aug 05	47,680	Feb 06	33,120
Sep 05	44,320	Mar 06	33,120
Oct 05	40,320	Apr 06	30,880
		May 06	35,360

	May 05	May 06
Average Daily Use (KWH)	1057	1141
Average Daily Temperature	47	54
Days in Billing Period	28	31
Last 12 Months Use (KWH)		466,240
Average Monthly Use (KWH)		38,853

[illegible]

[illegible] Return the application form [illegible] for the program and reduce your payments.

[illegible]

Delivery Charge - Charge for the [illegible] distribution lines to your home or business.

Due Date - The date the bill must be paid by to avoid a late payment charge.

Estimated Reading - On the months we do not read your meter, we calculate your bill based on your past electrical [illegible]

Late Payment Charge - A [illegible] or amount if you do not pay your bill by the due date.

Transition Charge - This charge provides for the recovery of a portion of the investment made in the electric system [illegible]

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 0801220845 1750001217 - Small General Service - CE-GS125F

Customer Charge	33.34
Delivery Charge	503.37
Transition Charge	918.02
Generation Related Component	2,098.95
Transmission Related Component	173.88
NOPEC Generation Discount	-18.66
	3,708.90
Late payment charge	68.53
Total Charges	$ 3,777.43

Detail Payment and Adjustment Information

Date	Reference	Amount	
Payments:			
10/20/06		-5,142.36	
Total Payments			-5,142.36
Total Payments and Adjustments			-$5,142.36

Meter Reading Information

Small General Service	
Meter Number	902809371
Present KWH Reading (Actual)	8,156
Previous KWH Reading (Actual)	7,936
Difference	220
Multiplier	160
Kilowatt Hours Used	35,200
Metered Load in KW	0.55
Present KVARH Reading (Actual)	3,369
Previous KVARH Reading (Actual)	3,282
Difference	87
Kilovar Hours Used	13,920
Billed Load in KW/KVA	88.0
Billed Reactive Demand	4.8

Company
A FirstEnergy Company

Bill for: JIMMY HAYES
28711 EUCLID AVE
WICKLIFFE OH 44092

Billing Period: Oct 10 to Nov 08, 2006 for 30 days
Next Reading Date: On or about Dec 08, 2006
Bill Based On: Actual Meter Reading

Small General Service

Account Summary		Amount Due
Your previous bill was	9,786.91	
Total payments/adjustments	-5,142.36	
Balance at billing on November 09, 2006	4,644.55	4,644.55
Current Basic Charges		
The Illuminating Company - Consumption	3,708.90	
Late Payment Charges	68.53	
Total Current Charges	3,777.43	3,777.43
Total Due by Nov 30, 2006 - Please pay this amount		**$8,421.98**

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

General Information

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

Illuminating Company

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

Previous KWH Reading (Actual)	7,936
Difference	220
Multiplier	160
Kilowatt Hours Used	35,200
Metered Load in KW	0.55
Present KVARH Reading (Actual)	3,369
Previous KVARH Reading (Actual)	3,282
Difference	87
Kilovar Hours Used	13,920
Billed Load in KW/KVA	88.0
Billed Reactive Demand	4.8

December 12, 2006

Account Number: 11 00 24 5997 4 5

The Illuminating Company

Bill for: JIMMY HAYES
28711 EUCLID AVE
WICKLIFFE OH 44092

Billing Period: Nov 09 to Dec 11, 2006 for 33 days
Next Reading Date: On or about Jan 09, 2007
Bill Based On: Actual Meter Reading

Small General Service

Account Summary		Amount Due
Your previous bill was	8,421.98	
Total payments/adjustments	-4,644.55	
Balance at billing on December 12, 2006	3,777.43	3,777.43
Current Basic Charges		
The Illuminating Company - Consumption	3,886.87	
Late Payment Charges	56.66	
Total Current Charges	3,943.53	3,943.53
Total Due by Jan 02, 2007 - Please pay this amount		$7,720.96

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

***** PLEASE SEE DISCONNECTION MESSAGE ON PAGE 3. *****

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

296702

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the Illuminating Company
A FirstEnergy Company

August 08, 2006

Account Number: 11 00 24 5997 4 5

Bill for: JIMMY HAYES
28711 EUCLID AVE
WICKLIFFE OH 44092

Billing Period: Jul 11 to Aug 07, 2006 for 28 days
Next Reading Date: On or about Sep 06, 2006
Bill Based On: Actual Meter Reading

Small General Service

Account Summary		Amount Due
Your previous bill was	4,927.15	
Total payments/adjustments	-4,927.15	
Balance at billing on August 08, 2006	0.00	0.00
Current Basic Charges		
The Illuminating Company - Consumption		5,005.64
Total Due by Aug 29, 2006 - Please pay this amount		$5,005.64

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

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

See other pages for additional information and telephone numbers

the Illuminating Company
A FirstEnergy Company

Changes to your name or address? Write them on the back.

Return this part with a check or money order Payable to The Illuminating Company

Account Number: 110024599745

Amount Paid	
Please Pay	$5,005.64
Due By	August 29, 2006

THE ILLUMINATING COMPANY
PO BOX 3638
AKRON OH 44309-3638

**********AUTO** 5-DIGIT 44122
00012956 01 AV 0.293 P1
JIMMY HAYES
2723 GREEN RD
CLEVELAND OH
44122-2137

4-27-

041100245997450000000000000000000000005005640005005643

Company
A FirstEnergy Company

Bill for: JIMMY HAYES
28711 EUCLID AVE
WICKLIFFE OH 44092

Billing Period: Feb 08 to Mar 09, 2006 for 30 days
Next Reading Date: On or about Apr 06, 2006
Bill Based On: Actual Meter Reading

Small General Service

Account Summary		Amount Due
Your previous bill was	3,537.32	
Total payments/adjustments	-3,537.32	
Balance at billing on March 10, 2006	**0.00**	**0.00**
Current Basic Charges		
The Illuminating Company - Consumption		**3,498.27**
Total Due by Mar 31, 2006 - Please pay this amount		**$3,498.27**

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

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

ck # 5161
Pd 3-31-06

See other pages for additional information and telephone numbers

Difference	76
Kilovar Hours Used	12,160
Billed Load in KW/KVA	83.2
Billed Reactive Demand	0.5

WICKLIFFE OH 44092

Billing Period: Jan 10 to Feb 07, 2006 for 29 days
Next Reading Date: *On or about Mar 08, 2006*
Bill Based On: Actual Meter Reading

Small General Service

Account Summary		Amount Due
Your previous bill was	3,696.51	
Total payments/adjustments	-3,696.51	
Balance at billing on February 08, 2006	0.00	0.00
Current Basic Charges		
The Illuminating Company - Consumption		3,537.32
Total Due by Mar 01, 2006 - Please pay this amount		$3,537.32

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

General Information

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

Illuminating Company

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

363701
CK 5106

Difference	78
Kilovar Hours Used	12 460
Billed Load in KW/KVA	86.4
Billed Reactive Demand	2.6

the Illuminating Company
A FirstEnergy Company

Bill for: JIMMY HAYES
28711 EUCLID AVE
WICKLIFFE OH 44092

Billing Period: Dec 08 to Jan 10, 2005 for 34 days
Next Reading Date: On or about Feb 07, 2005
Bill Based On: Actual Meter Reading

Small General Service

Account Summary		Amount Due
Your previous bill was	3,510.91	
Total payments/adjustments	-3,510.91	
Balance at billing on January 12, 2005	**0.00**	**0.00**
Current Basic Charges		
The Illuminating Company - Consumption	2,107.08	
Green Mountain Energy Company - Consumption	1,541.02	
Total Current Charges	**3,648.10**	**3,648.10**
Total Due by Feb 02, 2005 - Please pay this amount		**$3,648.10**

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

General Information

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

Customer Service 1-800-589-3101
Automated Outage Reporting 1-888-544-4877
Collections 1-800-686-9901

Generation Supplied by:
Green Mountain Energy Company
Po Box 42349
Austin TX 78704-0040

For Information About Your Generation Supply 1-(877)682-7794

Price to Compare Message

Your current **PRICE TO COMPARE** for generation from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an **"Apples to Apples"** comparison of available competitive electric supplier offers, visit the PUCO web site at www.ohioelectricchoice.com.

Small General Service **4.0 cents per kWh**

Green Mountain Energy Company	1,455.38	-1,485.38	1,541.02	1,541.02
Total	3,510.91	-3,510.91	3,648.10	3,648.10

Meter Reading Information

Small General Service	
Meter Number	93250937[illegible]
Present KWH Reading (Actual)	2,871
Previous KWH Reading (Actual)	2,839
Difference	23[illegible]
Multiplier	160
Kilowatt Hours Used	37,120
Measured Load in KW	0.51
Present KVARH Reading (Actual)	1,178
Previous KVARH Reading (Actual)	1,088
Difference	90
Kilovar Hours Used	14,400
Billed Load in KW/KVA	81.6
Billed Reactive Demand	17

The Illuminating Company
A FirstEnergy Company

June 10, 2005

Account Number: 11 00 24 5997 4 5

Bill for: JIMMY HAYES
28711 EUCLID AVE
WICKLIFFE OH 44092

Billing Period: May 07 to Jun 09, 2005 for 34 days
Next Reading Date: On or about Jul 08, 2005
Bill Based On: Actual Meter Reading

Small General Service

Account Summary		Amount Due
Your previous bill was	2,906.09	
Total payments/adjustments	-2,906.09	
Balance at billing on June 10, 2005	0.00	0.00
Current Basic Charges		
The Illuminating Company - Consumption	2,329.97	
Green Mountain Energy Company - Consumption	1,904.52	
Total Current Charges	4,234.49	4,234.49
Total Due by Jul 01, 2005 - Please pay this amount		**$4,234.49**

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

General Information

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

Customer Service 1-800-589-3101
Automated Outage Reporting 1-888-544-4877
Collections 1-800-686-9901

Generation Supplied by:
Green Mountain Energy Company
Po Box 42349
Austin TX 78704-0040

For Information About Your Generation Supply 1-(877)682-7794

Price to Compare Message

Your current **PRICE TO COMPARE** for generation from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an **"Apples to Apples"** comparison of available competitive electric supplier offers, visit the PUCO web site at www.ohioelectricchoice.com.

Small General Service **4.8 cents per kWh**

433260
6-30-05

See other pages for additional information and telephone numbers

Green Mountain Energy Company	2,906.09	-2,906.09	4,234.49
Total			

the Illuminating Company

May 09, 2005

[Account Number: 11 00 24 5997 4 5]

107

Bill for: JIMMY HAYES
28711 EUCLID AVE
WICKLIFFE OH 44092

Billing Period: Apr 09 to May 06, 2005 for 28 days
Next Reading Date: On or about Jun 08, 2005
Bill Based On: Actual Meter Reading

Small General Service

Account Summary		Amount Due
Your previous bill was	-176.35	
Total payments/adjustments	0 00	
Balance at billing on May 09, 2005	**-176.35**	**-176.35**
Current Basic Charges		
The Illuminating Company - Consumption	1,699.58	
Green Mountain Energy Company - Consumption	1,382.86	
Total Current Charges	**3,082.44**	**3,082.44**
Total Due by May 31, 2005 - Please pay this amount		**$2,906.09**

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

General Information

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

Customer Service 1-800-589-3101
Automated Outage Reporting 1-888-544-4877
Collections 1-800-686-9901

Generation Supplied by:
Green Mountain Energy Company
Po Box 42349
Austin TX 78704-0040

For Information About *Your Generation* Supply 1-(877)682-7794

Price to Compare Message

Your current **PRICE TO COMPARE** for generation from The Illuminating Company is listed below. For you to save, a supplier's price must be lower To obtain an **"Apples to Apples"** comparison of available competitive electric supplier offers, visit the PUCO web site at www.ohioelectricchoice.com

Small General Service **4.8 cents per kWh**

See other pages for additional informa[illegible] nd telephone numbers

Kilowatt Hour	12,300
Billed Load in KW/KVA	78 4
Billed Reactive Demand	3.9

Company

Bill for: JIMMY HAYES
28711 EUCLID AVE
WICKLIFFE OH 44092

Billing Period: Oct 08 to Nov 07, 2005 for 31 days
Next Reading Date: On or about Dec 07, 2005
Bill Based On: Actual Meter Reading

Small General Service

Account Summary		Amount Due
Your previous bill was	9,180.54	
Total payments/adjustments	-4,693.92	
Balance at billing on November 08, 2005	4,486.62	4,486.62
Current Basic Charges		
The Illuminating Company - Consumption	2,039.18	
Late Payment Charges	66.24	
Green Mountain Energy Company - Consumption	665.88	
Total Current Charges	3,771.30	3,771.30
Total Due by Nov 29, 2005 - Please pay this amount		**$8,257.92**

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

General Information

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

Illuminating Company

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

Generation Supplied by:
Green Mountain Energy Company
PO Box 42349
Austin TX 78704-0040

For Information About Your Generation Supply 1-877-682-7794

Price to Compare Message

Your current **PRICE TO COMPARE** for generation from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an **"Apples to Apples"** comparison of available competitive electric supplier offers, visit the PUCO web site at www.ohioelectricchoice.com

Small General Service **4.8 cents per kWh**

Total Payments	-4,693.92
Total Payments and Adjustments	-$4,693.92

Account Balances by Company

	Previous Balance	Payments/ Adjustments	Current Charges	Please Pay
The Illuminating Company	5,070.62	-2,575.65	2,105.42	4,600.39
Green Mountain Energy Company	4,109.92	-2,118.27	1,665.88	3,657.53
Total	9,180.54	-4,693.92	3,771.30	8,257.92

Meter Reading Information

Small General Service

Meter Number	902809371
Present KWH Reading (Actual)	5,303
Previous KWH Reading (Actual)	5,069
Difference	234
Multiplier	160
Kilowatt Hours Used	37,440
Metered Load in KW	0.53

Illuminating Company

Bill for: JIMMY HAYES
2723 GREEN RD
SHAKER HEIGHTS OH 44122

Billing Period: Oct 14 to Nov 11, 2005 for 28 days
Next Reading Date: On or about Dec 14, 2005
Bill Based On: Actual Meter Reading

Standard Residential

Account Summary		Amount Due
Your previous bill was	61.99	
Total payments/adjustments	-61.99	
Balance at billing on November 14, 2005	0.00	0.00
Current Basic Charges		
The Illuminating Company - Consumption	37.45	
Green Mountain Energy Company - Consumption	37.38	
Total Current Charges	74.83	74.83
Total Due by Nov 29, 2005 - Please pay this amount		$74.83

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

General Information

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

Illuminating Company

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

Generation Supplied by:
Green Mountain Energy Company
PO Box 42349
Austin TX 78704-0040

For Information About Your Generation Supply 1-877-682-7794

Price to Compare Message

Your current **PRICE TO COMPARE** for generation from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an **"Apples to Apples"** comparison of available competitive electric supplier offers, visit the PUCO web site at www.ohioelectricchoice.com.

Standard Residential **5.6 cents per kWh**

See other pages for additional information and telephone numbers

...ating Company	37.45	-37.45	37.45	37.45
...Mountain Energy Company	30.65	-30.65	37.38	37.38
...tal	61.99	-61.99	74.83	74.83

Meter Reading Information

Standard Residential

Meter Number	697664
Present KWH Reading (Actual)	8,622
Previous KWH Reading (Actual)	7,903
Kilowatt Hours Used	719

the Illuminating Company
A FirstEnergy Company

September 12, 2005

Account Number: 11 00 24 5997 4 5

Bill for: JIMMY HAYES
28711 EUCLID AVE
WICKLIFFE OH 44092

Billing Period: Aug 11 to Sep 09, 2005 for 30 days
Next Reading Date: On or about Oct 07, 2005
Bill Based On: Actual Meter Reading

Small General Service

Account Summary		Amount Due
Your previous bill was	4,965.85	
Total payments/adjustments	-4,965.85	
Balance at billing on September 12, 2005	0.00	0.00
Current Basic Charges		
The Illuminating Company - Consumption	2,575.65	
Green Mountain Energy Company - Consumption	2,118.27	
Total Current Charges	4,693.92	4,693.92
Total Due by Oct 03, 2005 - Please pay this amount		$4,693.92

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

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
Collections 1-800-686-9901

Generation Supplied by:
Green Mountain Energy Company
PO Box 42349
Austin TX 78704-0040

For Information About Your Generation Supply 1-877-682-7794

Price to Compare Message

Your current **PRICE TO COMPARE** for generation from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an **"Apples to Apples"** comparison of available competitive electric supplier offers, visit the PUCO web site at www.ohioelectricchoice.com.

Small General Service **4.8 cents per kWh**

See other pages for additional information and telephone numbers

Meter Reading Information

Standard Residential

Meter Number	697664
Present KWH Reading (Actual)	7,312
Previous KWH Reading (Actual)	6,668
Kilowatt Hours Used	644

Company

Bill for: JIMMY HAYES
28711 EUCLID AVE
WICKLIFFE OH 44092

Billing Period: Sep 10 to Oct 07, 2005 for 28 days
Next Reading Date: On or about Nov 07, 2005
Bill Based On: Actual Meter Reading

Small General Service

Account Summary		Amount Due
Your previous bill was	4,693.92	
Total payments/adjustments	0.00	
Balance at billing on October 10, 2005	**4,693.92**	**4,693.92**
Current Basic Charges		
The Illuminating Company - Consumption	2,424.56	
Late Payment Charges	70.41	
Green Mountain Energy Company - Consumption	1,991.65	
Total Current Charges	**4,486.62**	**4,486.62**
Total Due by Oct 31, 2005 - Please pay this amount		**$9,180.54**

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

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
Collections	1-800-686-9901

Generation Supplied by:
Green Mountain Energy Company
PO Box 42349
Austin TX 78704-0040

For Information About Your Generation Supply 1-877-682-7794

Price to Compare Message

Your current ***PRICE TO COMPARE*** for generation from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an **"Apples to Apples"** comparison of available competitive electric supplier offers, visit the PUCO web site at www.ohioelectricchoice.com.

Small General Service **4.8 cents per kWh**

See other pages for additional information and telephone numbers

Multiplier	252
Kilowatt Hours Used	160
Metered Load in KW	40 320
Present KVARH Reading (Actual)	0.62
Previous KVARH Reading (Actual)	2,106
Difference	1,998
Kilovar Hours Used	108
Billed Load in KW/KVA	17,280
Billed Reactive Demand	99.2
	12.5

Company

Bill for: JIMMY HAYES
28711 EUCLID AVE
WICKLIFFE OH 44092

Billing Period: Jul 12 to Aug 10, 2005 for 30 days
Next Reading Date: On or about Sep 08, 2005
Bill Based On: Actual Meter Reading

Small General Service

Account Summary		Amount Due
Your previous bill was	4,970.74	
Total payments/adjustments	-4,970.74	
Balance at billing on August 11, 2005	**0.00**	**0.00**
Current Basic Charges		
The Illuminating Company - Consumption	2,723.72	
Green Mountain Energy Company - Consumption	2,242.13	
Total Current Charges	**4,965.85**	**4,965.85**
Total Due by Sep 01, 2005 - Please pay this amount		**$4,965.85**

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

4 - 4-05 [illegible]

General Information

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

Illuminating Company

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

Generation Supplied by:
Green Mountain Energy Company
Po Box 42349
Austin TX 78704-0040

For Information About Your Generation Supply 1-(877)592-7794

Price to Compare Message

Your current **PRICE TO COMPARE** for generation from The Illuminating Company is stated below. For you to save, a supplier's price must be lower. To obtain an **"Apples to Apples"** comparison of available competitive electric supplier offers, visit the PUCO web site at www.ohioelectricchoice.com.

Small General Service 4.8 cents per kWh

See other pages for additional information and telephone numbers

Meter Reading Information

Small General Service	
Meter Number	902809371
Present KWH Reading (Actual)	4,540
Previous KWH Reading (Actual)	4,242
Difference	298
Multiplier	160
Kilowatt Hours Used	47,680
Metered Load in KW	0.62
Present KVARH Reading (Actual)	1,875
Previous KVARH Reading (Actual)	1,743
Difference	132
Kilovar Hours Used	21,120
Billed Load in KW/KVA	99.2
Billed Reactive Demand	13.9

2077 EUCLID AVE
WICKLIFFE OH 44092

Billing Period: Feb 08 to Mar 08, 2005 for 29 days
Next Reading Date: On or about Apr 07, 2005
Bill Based On: Actual Meter Reading

Small General Service

Account Summary		Amount Due
Your previous bill was	3,380.24	
Total payments/adjustments	0.00	
Balance at billing on March 09, 2005	3,380.24	3,380.24
Current Basic Charges		
The Illuminating Company - Consumption	[illegible]	
Late Payment Charges	[illegible]	
Green Mountain Energy Company - Consumption	[illegible]	
Total Current Charges	3,397.29	3,397.29
Total Due by Mar 30, 2005 - Please pay this amount		6,777.53

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

3-31-05 [illegible]

General Information

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

Customer Service 1-800-589-31[illegible]
Automated Outage Reporting 1-888-544-48[illegible]
Collections 1-800-686-99[illegible]

Generation Supplied by:
Green Mountain Energy Company
Po Box 42349
Austin TX 78704-0040

For Information About Your Generation Supply 1-(877)682-7[illegible]

Price to Compare Message

Your current **PRICE TO COMPARE** for generation from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an **"Apples to Apples"** comparison of available competitive electric supplier offers, visit the PUCO web site at www.ohioelectricchoice.com.

Small General Service **4.8 cents per kWh**

Paid [illegible] 4-6-05

See other pages for additional information and telephone numbers

Meter Number	902[illegible]571
Present KWH Reading (Actual)	3,278
Previous KWH Reading (Actual)	3,076
Difference	202
Multiplier	160
Kilowatt Hours Used	32,320
Measured Load in KW	0.53
Present KVARH Reading (Actual)	1,328
Previous KVARH Reading (Actual)	1,253
Difference	75
Kilovar Hours Used	12,000
Billed Load in KW/KVA	84.8
Billed Reactive Demand	1.5

Company
A FirstEnergy Company

2723 GREEN RD
SHAKER HEIGHTS OH 44122

Billing Period: Mar 16 to Apr 14, 2005 for 30 days
Next Reading Date: On or about May 16, 2005
Bill Based On: Actual Meter Reading

Standard Residential

Account Summary		Amount Due
Your previous bill was	93.61	
Total payments/adjustments	0.00	
Balance at billing on April 15, 2005	93.61	93.61
Current Basic Charges		
The Illuminating Company - Consumption	45.30	
Late Payment Charges	1.40	
Green Mountain Energy Company - Consumption	45.49	
Total Current Charges	92.19	92.19
Total Due by May 02, 2005 - Please pay this amount		$185.80

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

***** PLEASE SEE DISCONNECTION MESSAGE ON PAGE 3. ***** CK 4780 4-30-05

General Information

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

Illuminating Company

Customer Service 1-800-589-3101
Automated Outage Reporting 1-888-544-4877
Collections 1-800-686-9901

Generation Supplied by:
Green Mountain Energy Company
Po Box 42349
Austin TX 78704-0040

For Information About Your Generation Supply 1-(877)682-7794

Price to Compare Message

Your current **PRICE TO COMPARE** for generation from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an **"Apples to Apples"** comparison of available competitive electric supplier offers, visit the PUCC web site at www.ohioelectricchoice.com.

Standard Residential **5.6 cents per kWh**

See other p[illegible] for additional information and telephone numbers

Account Balances by Company

	Previous Balance	Payments/ Adjustments	Current Charges	Please Pay
The Illuminating Company	46.69	0.00	46.70	93.39
Green Mountain Energy Company	46.92	0.00	45.49	92.41
Total	93.61	0.00	92.19	185.80

Meter Reading Information

Standard Residential	
Meter Number	697664
Present KWH Reading (Actual)	3,735
Previous KWH Reading (Actual)	2,857
Kilowatt Hours Used	878

Company
A FirstEnergy Company

[illegible] EUCLID AVE
WICKLIFFE OH 44092

Billing Period: Jan 11 to Feb 07, 2005 for 28 days
Next Reading Date: On or about Mar 08, 2005
Bill Based On: Actual Meter Reading

Small General Service

Account Summary		Amount Due
Your previous bill was	3,646.10	
Total payments/adjustments	-3,646.10	
Balance at billing on February 08, 2005	0.00	0.00
Current Basic Charges		
The Illuminating Company - Consumption	1,861.54	
Green Mountain Energy Company - Consumption	1,518.70	
Total Current Charges	3,380.24	3,380.24
Total Due by Mar 01, 2005 - Please pay this amount		**$3,380.24**

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

General Information

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

Illuminating Company

Customer Service 1-800-589-3101
Automated Outage Reporting 1-888-544-4877
Collections 1-800-686-9901

Generation Supplied by:
Green Mountain Energy Company
Po Box 42349
Austin TX 78704-0040

For Information About Your Generation Supply 1-(877)682-7794

Price to Compare Message

Your current **PRICE TO COMPARE** for generation from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an **"Apples to Apples"** comparison of available competitive electric supplier offers, visit the PUCO web site at www.ohioelectricchoice.com.

Small General Service **4.8 cents per kWh**

See other pages for additional information and telephone numbers

Meter Reading Information

Small General Service	
Meter Number	902809371
Present KWH Reading (Actual)	3,076
Previous KWH Reading (Actual)	2,871
Difference	205
Multiplier	160
Kilow[illegible] Used	32,800
[illegible] in KW	0.53
[illegible] Reading (Actual)	1,253
[illegible] Reading (Actual)	1,178
	75
	12,000
	84.8
	1.0

Company

Bill for: JIMMY HAYES
28711 EUCLID AVE
WICKLIFFE OH 44092

Billing Period: Nov 06 to Dec 08, 2003 for 33 days
Next Reading Date: On or about Jan 08, 2004
Bill Based On: Actual Meter Reading
22-NR- Rebill

Small General Service

Account Summary		Amount Due
Your previous bill was	7,603.57	
Total payments/adjustments	-18,592.71	
Balance at billing on March 16, 2004	-10,989.14	-10,989.14
Current Basic Charges		
The Illuminating Company - Consumotion	3 651.59	
Late Payment Charges	51.63	
Total Current Charges	3,703.22	3,703.22
You have a credit balance of		-$7,285.92

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

General Information

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

Customer Service	1-800-589-3101
Emergency/Power Outage	1-888-544-4877
Collections	1-800-686-9901

Price to Compare Message

To receive your **PRICE TO COMPARE** please call 1-800-225-0444. To obtain an **"Apples to Apples"** comparison of available competitive electric supplier offers visit the PUCO web site at www.ohioelectricchoice.com.

Small General Service

See other pages for additional information and telephone numbers

The Illuminating Company

76 South Main Street
Akron, OH 44308

Return this part with a check or money order
Payable to The Illuminating Company

Amount Paid	

Please Pay	$0.00
Due By	

JIMMY HAYES
2723 GREEN RD
CLEVELAND OH 44122

THE ILLUMINATING COMPANY
PO BOX 3638
AKRON OH 44309-3638

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Messages

Daylight Saving Time begins at 2 a.m. on April 4, 2004 Please remember to turn your clocks ahead one hour.

Charges from The Illuminating Company this billing period

When contacting an Electric Generation 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: 0801220845 1750001217 - Small General Service - CE-GS125F

Customer Charge	33.34
Delivery Charge	517.78
Transition Charge	1,581.13
Generation Related Component	1,519.34
	3,651.59
Late payment charge	51.63
Total Charges	$ 3,703.22

Detail Payment and Adjustment Information

	Date	Reference	Amount	
Payments:				
	01/28/04		-7,063.00	
	01/13/04		-3,621.17	
	03/04/04		-3,746.70	
	12/26/03		-4,161.84	
Total Payments				-18,592.71
Total Payments and Adjustments				-$18,592.71

Meter Reading Information

Small General Service

Meter Number	321490	***Meter Number***	4802811
Present KWH Reading (Actual)	7,018,126	Present KVARH Reading (Actual)	1,264
Previous KWH Reading (Actual)	6 980 798	Previous KVARH Reading (Actual)	1,203
Kilowatt Hours Used	37,328	Difference	61
Billed Load in KW/kVA	76.0	Multiplier	240
		Kilovar Hours Used	14,640

The Illuminating Company

March 16, 2004

Account Number: 11 00 24 5997 4 5

Bill for: JIMMY HAYES
28711 EUCLID AVE
WICKLIFFE OH 44092

Billing Period: Jan 09 to Feb 16 2004 for 29 days
Next Reading Date: On or about Mar 08, 2004
Bill Based On: Actual Meter Reading
37-19638 *Rebill*

Small General Service

Account Summary		Amount Due
Your previous bill was	-3,794.67	
Total payments/adjustments	0.00	
Balance at billing on March 16, 2004	**-3,794.67**	**-3,794.67**
Current Basic Charges		
The Illuminating Company - Consumption		**3,326.20**
You have a credit balance of		**-$468.47**

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

General Information

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

Customer Service	1-800-589-3101
Emergency/Power Outage	1-888-544-4877
Collections	1-800-686-9901

Price to Compare Message

Since 12 months of history is not available for your account, your **PRICE TO COMPARE** is estimated to be the price(s) listed below. For you to save a supplier's price must be lower. To obtain an **"Apples to Apples"** *comparison of available competitive electric supplier offers, visit the PUCO web site at www.ohioelectricchoice.com*

Small General Service **4.6 cents per kWh**

See other pages for additional information and telephone numbers

Messages

Daylight Saving Time begins at 2 a.m. on April 4, 2004. Please remember to turn your clocks ahead one hour.

Charges from The Illuminating Company this billing period

When contacting an Electric Generation 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: 0801220845 1750001217 - Small General Service - CE-GS125F

Customer Charge	33.34
Delivery Charge	515.75
Transition Charge	1,488.85
Generation Related Component	1,453.31
	3,491.25
Late payment charge	51.63
Total Charges	**$ 3,542.88**

Detail Payment and Adjustment Information

	Date	Reference	Amount	
Adjustments:				
	03/16/04	Cancel -Late payment charge	-51.63	
	03/16/04	Cancel -Account Maintenance	-3,493.36	
	03/16/04	Cancel -Account maintenance	3,493.36	
Total Adjustments				-51.63
Total Payments and Adjustments				**-$51.63**

Meter Reading Information

Small General Service

Meter Number	321490	**Meter Number**	4802811
Present KWH Reading (Actual)	7,053,192	Present KVARH Reading (Actual)	1,322
Previous KWH Reading (Actual)	7,018,126	Previous KVARH Reading (Actual)	1,264
Kilowatt Hours Used	35,066	Difference	58
Billed Load in KW/KVA	76.2	Multiplier	240
Billed Reactive Demand	0.2	Kilovar Hours Used	13,920

2811 EUCLID AVE
WICKLIFFE OH 44092

Billing Period: Dec 09 to Jan 08, 2004 for 31 days
Next Reading Date: On or about Feb 06, 2004
Bill Based On: Actual Meter Reading
37-19638 Rebill

Small General Service

Account Summary		Amount Due
Your previous bill was	-7,285.92	
Total payments/adjustments	-51.63	
Balance at billing on March 16, 2004	-7,337.55	-7,337.55
Current Basic Charges		
The Illuminating Company - Consumption	3,491.25	
Late Payment Charges	51.63	
Total Current Charges	3,542.88	3,542.88
You have a credit balance of		-$3,794.67

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

General Information

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

Customer Service	1-800-589-3101
Emergency/Power Outage	1-888-544-4877
Collections	1-800-686-9901

Price to Compare Message

Since 12 months of history is not available for your account, your PRICE TO COMPARE is estimated to be the price(s) listed below. For you to save a supplier's price must be lower. To obtain an **"Apples to Apples"** comparison of available competitive electric supplier offers, visit the PUCO web site at www.ohioelectricchoice.com.

Small General Service **4.1 cents per kWh**

See other pages for additional information and telephone numbers

the Illuminating Company

76 South Main Street
Akron, OH 44308

Return this part with a check or money order
Payable to The Illuminating Company

Amount Paid	

Please Pay	$0.00
Due By	

JIMMY HAYES
2723 GREEN RD
CLEVELAND OH 44122

THE ILLUMINATING COMPANY
PO BOX 3638
AKRON OH 44309-3638

H 041100245997450000000000000000000000003542880000000000

28711 EUCLID AVE
WICKLIFFE OH 44092

Billing Period: Feb 07 to Mar 08, 2004 for 31 days
Next Reading Date: On or about Apr 06, 2004
Bill Based On: Actual Meter Reading
37 19638 Small General Service

Account Summary		Amount Due
Your previous bill was	-468.47	
Total payments/adjustments	0.00	
Balance at billing on March 16, 2004	-468.47	-468.47
Current Basic Charges		
The Illuminating Company - Consumption	1,892.38	
Green Mountain Energy Company - Consumption	1,387.40	
Total Current Charges	3,279.78	3,279.78
Total Due by Apr 07, 2004 - Please pay this amount		**$2,811.31**

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

General Information

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

Customer Service 1-800-589-3101
Emergency/Power Outage 1-888-544-4877
Collections 1-800-686-9901

Generation Supplied by:
Green Mountain Energy Company
Po Box 42345
Austin TX 78704-0345

Customer Service 1-(877)682-7794

Price to Compare Message

Your current **PRICE TO COMPARE** for generation from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To compare an **"Apples to Apples"** comparison of available competitive electric supplier offers, visit the PUCO website at www.pucoelectricchoice.com.

Small General Service **4.0 cents per kWh**

See other pages for additional information and telephone numbers

Present KVARH Reading (Actual)	56
Previous KVARH Reading (Actual)	55
Difference	82
Kilovar Hours Used	13,120
Billed Load in KW/KVA	67.2

SHAKER HEIGHTS OH 44122

Billing Period: Jun 12 to Jul 14, 2004 for 33 days
Next Reading Date: On or about Aug 13, 2004
Bill Based On: Actual Meter Reading

Standard Residential

Account Summary		Amount Due
Your previous bill was	63.86	
Total payments/adjustments	0.00	
Balance at billing on July 15, 2004	**63.86**	**63.86**
Current Basic Charges		
The Illuminating Company - Consumption	50.62	
Late Payment Charges	0.78	
Green Mountain Energy Company - Consumption	38.93	
Total Current Charges	**90.33**	**90.33**
Total Due by Jul 30, 2004 - Please pay this amount		**$154.19**

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

8-4-04 CK 4492

General Information

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

Customer Service 1-800-589-3101
Automated Outage Reporting 1-888-544-4877
Collections 1-800-566-9901

Generation Supplied by:
Green Mountain Energy Company
Po Box 42349
Austin TX 78704-0040

For Information About Your Generation Supply 1-(877)682-7794

Price to Compare Message

Your current **PRICE TO COMPARE** for generation from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an **"Apples to Apples"** comparison of available competitive electric supplier offers, visit the PUCO web site at www.ohioelectricchoice.com.

Standard Residential ***5.3 cents per kWh***

See other pages for additional information and telephone numbers

Standard Residential	
Meter Number	697664
Present KWH Reading (Actual)	5,333
Previous KWH Reading (Actual)	4,613
Kilowatt Hours Used	720

The Illuminating Company
A FirstEnergy Company

February 16, 2004

Bill for: JIMMY HAYES
2723 GREEN RD
SHAKER HEIGHTS OH 44122

Billing Period: Jan 15 to Feb 13, 2004 for 30 days
Next Reading Date: On or about Mar 15, 2004
Bill Based On: Actual Meter Reading

Standard Residential

Account Summary		Amount Due
Your previous bill was	58.10	
Total payments/adjustments	-58.11	
Balance at billing on February 16, 2004	**-0.01**	**-0.01**
Current Basic Charges		
The Illuminating Company - Consumption	56.16	
Green Mountain Energy Company - Consumption	50.94	
Total Current Charges	**107.10**	**107.10**
Total Due by Mar 02, 2004 - Please pay this amount		**$107.09**

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

General Information

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

Illuminating Company

Customer Service	1-800-589-3101
Emergency/Power Outage	1-888-544-4877
Collections	1-800-686-9901

Generation Supplied by:
Green Mountain Energy Company
Po Box 42349
Austin TX 78704-0040

Customer Service 1-(877)682-7794

Price to Compare Message

Your current **PRICE TO COMPARE** for generation from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an **"Apples to Apples"** comparison of available competitive electric supplier offers, visit the PUCO web site at www.ohioelectricchoice.com

Standard Residential **5.3 cents per kWh**

-$58.11

Account Balances by Company

	Previous Balance	Payments/ Adjustments	Current Charges	Please Pay
The Illuminating Company	2.45	-58.11	56.16	0.50
Green Mountain Energy Company	55.65	0.00	50.94	106.59
Total	58.10	-58.11	107.10	107.09

Meter Reading Information

Standard Residential

Meter Number	697664
Present KWH Reading (Actual)	1,117
Previous KWH Reading (Actual)	39
Kilowatt Hours Used	1,078

Company
A FirstEnergy Company

Bill for: JIMMY HAYES
28711 EUCLID AVE
WICKLIFFE OH 44092

Billing Period: Nov 06 to Dec 07, 2004 for 32 days
Next Reading Date: On or about Jan 07, 2005
Bill Based On: Actual Meter Reading

Small General Service

Account Summary		Amount Due
Your previous bill was	3,661.41	
Total payments/adjustments	-3,661.41	
Balance at billing on December 09, 2004	0.00	0.00
Current Basic Charges		
The Illuminating Company - Consumption	2,025.53	
Green Mountain Energy Company - Consumption	1,485.38	
Total Current Charges	3,510.91	3,510.91
Total Due by Dec 30, 2004 - Please pay this amount		$3,510.91

12-22-04
CK-12 6

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

General Information

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

Illuminating Company

Customer Service 1-800-589-3101
Automated Outage Reporting 1-888-544-4877
Collections 1-800-686-9901

Generation Supplied by:
Green Mountain Energy Company
Po Box 42349
Austin TX 78704-0040

For Information About Your Generation Supply 1-(877)682-7794

Price to Compare Message

Your current **PRICE TO COMPARE** for generation from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an **"Apples to Apples"** comparison of available competitive electric supplier offers, visit the PUCO web site at www.ohioelectricchoice.com.

Small General Service **4.0 cents per kWh**

See other pages for additional information and telephone numbers

Meter Reading Information

Small General Service	
Meter Number	902809371
Present KWH Reading (Actual)	2,639
Previous KWH Reading (Actual)	2,417
Difference	222
Multiplier	160
Kilowatt Hours Used	35,520
Measured Load in KW	0.5
Present KVARH Reading (Actual)	1,088
Previous KVARH Reading (Actual)	998
Difference	90
Kilovar Hours Used	14,400
Billed Load in KW/KVA	80.0
Billed Reactive Demand	2.4

the Illuminating Company
A FirstEnergy Company

November 09, 2004

Account Number: 11 00 24 5997 4 5

Bill for: JIMMY HAYES
28711 EUCLID AVE
WICKLIFFE OH 44092

Billing Period: Oct 07 to Nov 05, 2004 for 30 days
Next Reading Date: On or about Dec 07, 2004
Bill Based On: Actual Meter Reading

Small General Service

Account Summary		Amount Due
Your previous bill was	3,985.40	
Total payments/adjustments	-3,985.40	
Balance at billing on November 09, 2004	0.00	0.00
Current Basic Charges		
The Illuminating Company - Consumption	2,114.01	
Green Mountain Energy Company - Consumption	1,547.40	
Total Current Charges	3,661.41	3,661.41
Total Due by Nov 30, 2004 - Please pay this amount		$3,661.41

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

General Information

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

Customer Service 1-800-589-3101
Automated Outage Reporting 1-888-544-4877
Collections 1-800-686-9901

Generation Supplied by:
Green Mountain Energy Company
Po Box 42349
Austin TX 78704-0040

For Information About Your Generation Supply 1-(877)682-7794

Price to Compare Message

Your current **PRICE TO COMPARE** for generation from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an "**Apples to Apples**" comparison of available competitive electric supplier offers, visit the PUCO web site at www.ohioelectricchoice.com.

Small General Service **4.0 cents per kWh**

See other pages for additional information and telephone numbers

Total

due 11-30-04 PS 11-22-04

WICKLIFFE OH 44092

Billing Period: Aug 10 to Sep 04, 2004 for 26 days
Next Reading Date: On or about Oct 06, 2004
Bill Based On: Actual Meter Reading

Small General Service

Account Summary		Amount Due
Your previous bill was	8,762.95	
Total payments/adjustments	-3,488.56	
Balance at billing on September 08, 2004	5,274.39	5,274.39
Current Basic Charges		
The Illuminating Company - Consumption 9-30-04	2,546.29	
Late Payment Charges	45.29	
Green Mountain Energy Company - Consumption CK-45 41	1,875.92	
Total Current Charges	4,467.50	4,467.50
Total Due by Sep 28, 2004 - Please pay this amount		**$9,741.89**

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

General Information

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

Customer Service 1-800-589-3101
Automated Outage Reporting 1-888-544-4877
Collections 1-800-686-9901

Generation Supplied by:
Green Mountain Energy Company
Po Box 42349
Austin TX 78704-0040

For Information About Your Generation Supply 1-(877)682-7794

Price to Compare Message

Your current **PRICE TO COMPARE** for generation from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an **"Apples to Apples"** comparison of available competitive electric supplier offers, visit the PUCO web site at www.ohioelectricchoice.com.

Small General Service **4.0 cents per kWh**

Total Payments and Adjustments	**-$3,488.56**

Account Balances by Company

	Previous Balance	Payments/ Adjustments	Current Charges	Please Pay
The Illuminating Company	4,417.70	-1 377.39	2,591.58	5,631.89
Green Mountain Energy Company	4,345.25	-2,111.17	1,875.92	4,110.00
Total	**8,762.95**	**-3,488.56**	**4,467.50**	**9,741.89**

Company
A FirstEnergy Company

28711 EUCLID AVE
WICKLIFFE OH 44092

Billing Period: Apr 08 to May 06, 2004 for 29 days
Next Reading Date: On or about Jun 07, 2004
Bill Based On: Actual Meter Reading

Small General Service

Account Summary		Amount Due
Your previous bill was	5,974.57	
Total payments/adjustments	-8,785.88	
Balance at billing on May 07, 2004	-2,811.31	-2,811.31
Current Basic Charges		
The Illuminating Company - Consumption	1,953.59	
Green Mountain Energy Company - Consumption	1,431.68	
Total Current Charges	3,385.27	3,385.27
Total Due by May 28, 2004 - Please pay this amount		$573.96

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

ck 4392

General Information

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

Customer Service 1-800-589-3101
Automated Outage Reporting 1-888-544-4877
Collections 1-800-686-9901

Generation Supplied by:
Green Mountain Energy Company
Po Box 42349
Austin TX 78704-0040

Customer Service 1-(877)682-7794

Price to Compare Message

Your current **PRICE TO COMPARE** for generation from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an **"Apples to Apples"** comparison of available competitive electric supplier offers, visit the PUCO web site at www.ohioelectricchoice.com

Small General Service **4.0 cents per kWh**

See other pages for additional information and telephone numbers

Small General Service

Meter Number	90280937
Present KWH Reading (Actual)	762
Previous KWH Reading (Actual)	553
Difference	209
Multiplier	160
Kilowatt Hours Used	33,440
Measured Load in KW	0.51
Present KVARH Reading (Actual)	294
Previous KVARH Reading (Actual)	213
Difference	81
Kilovar Hours Used	12,960
Billed Load in KW/KVA	81.6
Billed Reactive Demand	1.6

The Illuminating Company
A Firstenergy Company

April 08, 2004

Bill for: JIMMY HAYES
28711 EUCLID AVE
WICKLIFFE OH 44092

Billing Period: Mar 09 to Apr 07, 2004 for 30 days
Next Reading Date: On or about May 06, 2004
Bill Based On: Actual Meter Reading
37-19638 Small General Service

Account Summary		Amount Due
Your previous bill was	2,811.31	
Total payments/adjustments	0.00	
Balance at billing on April 08, 2004	2,811.31	2,811.31
Current Basic Charges		
The Illuminating Company - Consumption	1,810 19	
Late Payment Charges	28.39	
Green Mountain Energy Company - Consumption	1,324.68	
Total Current Charges	3,163.26	3,163.26
Total Due by Apr 30, 2004 - Please pay this amount		5,974.57

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

General Information

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

Illuminating Company

Customer Service 1-800-589-3101
Automated Outage Reporting 1-888-544-4877
Collections 1-800-686-9901

Generation Supplied by:
Green Mountain Energy Company
Po Box 42349
Austin TX 78704-0040

Customer Service 1-(877)682-7794

Price to Compare Message

Your current **PRICE TO COMPARE** for generation from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an **"Apples to Apples"** comparison of available competitive electric supplier offers, visit the PUCO web site at www.ohioelectricchoice.com

Small General Service **4.0 cents per kWh**

4-30-04
6 8 9 2 6
ok 4352

See other pages for additional information and telephone numbers

Previous KVARH Reading (Actual)	138
Difference	75
Kilovar Hours Used	12,000
Billed Load in KW/KVA	78.4
Billed Reactive Demand	0.9

Company
A FirstEnergy Company

Bill for: JIMMY HAYES
28711 EUCLID AVE
WICKLIFFE OH 44092

Billing Period: Dec 09 to Jan 09, 2004 for 32 days
Next Reading Date: On or about Feb 06, 2004
Bill Based On: Actual Meter Reading

Small General Service

Account Summary		Amount Due
Your previous bill was	11,224.84	
Total payments/adjustments	-4,161.84	
Balance at billing on January 12, 2004	7,063.00	**7,063.00**
Current Basic Charges		
The Illuminating Company - Consumption	3,586.90	
Late Payment Charges	104.25	
Total Current Charges	3,691.15	**3,691.15**
Total Due by Feb 02, 2004 - Please pay this amount		**$10,754.15**

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

***** PLEASE SEE DISCONNECTION MESSAGE ON PAGE 3. *****

General Information

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

Customer Service	1-800-589-3101
Emergency/Power Outage	1-888-544-4877
Collections	1-800-686-9901

Price to Compare Message

To receive your **PRICE TO COMPARE**, please call 1-800-225-0444 To obtain an **"Apples to Apples"** comparison of available competitive electric supplier offers, visit the PUCO web site at www.ohioelectricchoice.com.

Small General Service

Meter Reading Information

Small General Service

Meter Number	321490	**Meter Number**	4802811
Present KWH Reading (Actual)	7,053,801	Present KVARH Reading (Actual)	1,324
Previous KWH Reading (Actual)	7,017,993	Previous KVARH Reading (Actual)	1,264
Kilowatt Hours Used	35,808	Difference	60
Billed Load in KW/KVA	79.5	Multiplier	240
Billed Reactive Demand	2.0	Kilovar Hours Used	14,400

A FirstEnergy Company

Bill for: JIMMY HAYES
28711 EUCLID AVE
WICKLIFFE OH 44092

Billing Period: May 07 to Jun 08, 2004 for 33 days
Next Reading Date: On or about Jul 07, 2004
Bill Based On: Actual Meter Reading

Small General Service

Account Summary		Amount Due
Your previous bill was	573.96	
Total payments/adjustments	0.00	
Balance at billing on June 10, 2004	**573.96**	**573.96**
Current Basic Charges		
The Illuminating Company - Consumption	2,577.79	
Late Payment Charges	8.61	
Green Mountain Energy Company - Consumption	1,895.70	
Total Current Charges	**4,482.10**	**4,482.10**
Total Due by Jul 01, 2004 - Please pay this amount		**$5,056.06**

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

***** PLEASE SEE DISCONNECTION MESSAGE ON PAGE 3. *****

General Information

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

Customer Service 1-800-589-3101
Automated Outage Reporting 1-888-544-4877
Collections 1-800-686-9901

Generation Supplied by:
Green Mountain Energy Company
Po Box 42349
Austin TX 78704-0040

For Information About Your Generation Supply 1-(877)682-7794

Price to Compare Message

Your current **PRICE TO COMPARE** for generation from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an **"Apples to Apples"** comparison of available competitive electric supplier offers, visit the PUCO web site at www.ohioelectricchoice.com.

Small General Service **4.0 cents per kWh**

See other pages for additional information and telephone numbers

The Illuminating Company
A FirstEnergy Company

Pd 7-13-04
6.50

Return this part with a check or money order Payable to The Illuminating Company

Amount Paid	
Please Pay	**$5,056.06**
Due By	**July 01, 2004**

THE ILLUMINATING COMPANY
PO BOX 3638
AKRON OH 44309-3638

***********AUTO**5-DIGIT 44122
00019112 1 AV 0.278 20
JIMMY HAYES
2723 GREEN RD
CLEVELAND OH
44122-2137

H 041100245997450000000000000000000000044821000005056067

the Illuminating Company
A FirstEnergy Company

July 12, 2004

Account Number: 11 00 24 5997 4 5

107

SORTED
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ENERGY
ORP

Bill for: JIMMY HAYES
28711 EUCLID AVE
WICKLIFFE OH 44092

Billing Period: Jun 09 to Jul 08, 2004 for 30 days
Next Reading Date: On or about Aug 06, 2004
Bill Based On: Actual Meter Reading

Small General Service

Account Summary		Amount Due
Your previous bill was	5,056.06	
Total payments/adjustments	-573.93	
Balance at billing on July 12, 2004	4,482.13	4,482.13
Current Basic Charges		
The Illuminating Company - Consumption	2,856.59	
Late Payment Charges	38.67	
Green Mountain Energy Company - Consumption	2,111.17	
Total Current Charges	5,006.43	5,006.43
Total Due by Aug 02, 2004 - Please pay this amount		**$9,488.56**

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

***** PLEASE SEE DISCONNECTION MESSAGE ON PAGE 3. *****

9 48756

eL44 89 8-4-04

General Information

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

Customer Service 1-800-589-3101
Automated Outage Reporting 1-888-544-4877
Collections 1-800-686-9901

Generation Supplied by:
Green Mountain Energy Company
Po Box 42349
Austin TX 78704-0040

For Information About Your Generation Supply 1-(877)682-7794

Price to Compare Message

Your current **PRICE TO COMPARE** for generation from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an **"Apples to Apples"** comparison of available competitive electric supplier offers, visit the PUCO web site at www.ohioelectricchoice.com.

Small General Service **4.0 cents per kWh**

See other pages for additional information and telephone numbers

the Illuminating Company
A FirstEnergy Company

October 08, 2004

Account Number: [illegible]

Bill for: JIMMY HAYES
28711 EUCLID AVE
WICKLIFFE OH 44092

Billing Period: Sep 05 to Oct 06, 2004 for 32 days
Next Reading Date: On or about Nov 05, 2004
Bill Based On: Actual Meter Reading

Small General Service

Account Summary		Amount Due
Your previous bill was	9,741.89	
Total payments/adjustments	-10,548.78	
Balance at billing on October 08, 2004	-806.89	-806.89
Current Basic Charges		
The Illuminating Company - Consumption	2,756.65	
Green Mountain Energy Company - Consumption	2,035.64	
Total Current Charges	4,792.29	4,792.29
Total Due by Oct 29, 2004 - Please pay this amount		$3,985.40

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

General Information

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

Customer Service 1-800-589-3101
Automated Outage Reporting 1-888-544-4877
Collections 1-800-686-9901

Generation Supplied by:
Green Mountain Energy Company
Po Box 42349
Austin TX 78704-0040

For Information About Your Generation Supply 1-(877)682-7794

Price to Compare Message

Your current **PRICE TO COMPARE** for generation from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an **"Apples to Apples"** comparison of available competitive electric supplier offers, visit the PUCO web site at www.ohioelectricchoice.com.

Small General Service **4.0 cents per kWh**

See other pages for additional information and telephone numbers

Small General Service

Meter Number	902809371
Present KWH Reading (Actual)	2,197
Previous KWH Reading (Actual)	1,915
Difference	282
Multiplier	160
Kilowatt Hours Used	45,120
Measured Load in KW	0.63
Present KVARH Reading (Actual)	902
Previous KVARH Reading (Actual)	779
Difference	123
Kilovar Hours Used	19,680
Billed Load in KW/KVA	100.6
Billed Reactive Demand	14.0

Company

28711 EUCLID AVE
WICKLIFFE OH 44092

Billing Period: Jul 09 to Aug 09, 2004 for 32 days
Next Reading Date: On or about Sep 07, 2004
Bill Based On: Actual Meter Reading

Small General Service

Account Summary		Amount Due
Your previous bill was	9,488.56	
Total payments/adjustments	-6,000.00	
Balance at billing on August 12, 2004	3,488.56	3,488.56
Current Basic Charges		
The Illuminating Company - Consumption	3,019.65	
Late Payment Charges	20.66	
Green Mountain Energy Company - Consumption	2,234.08	
Total Current Charges	5,274.39	5,274.39
Total Due by Sep 02, 2004 - Please pay this amount		**$8,762.95**

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

***** PLEASE SEE DISCONNECTION MESSAGE ON PAGE 3. *****

General Information

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

Customer Service 1-800-589-3101
Automated Outage Reporting 1-888-544-4877
Collections 1-800-686-9901

Generation Supplied by:
Green Mountain Energy Company
Po Box 42349
Austin TX 78704-0040

For Information About Your Generation Supply 1-(877)682-7794

Price to Compare Message

Your current **PRICE TO COMPARE** for generation from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an **"Apples to Apples"** comparison of available competitive electric supplier offers, visit the PUCO web site at www.ohioelectricchoice.com.

Small General Service **4.0 cents per kWh**

Detail Payment and Adjustment Information

Payments:	Date	Reference	Amount	
	07/14/04		-6,000.00	
Total Payments				-6,000.00
Total Payments and Adjustments				-$6,000.00

Account Balances by Company

	Previous Balance	Payments/ Adjustments	Current Charges	Please Pay
The Illuminating Company	5,481.69	-4,104.30	3,040.31	4,417.70
Green Mountain Energy Company	4,006.87	-1,895.70	2,234.08	4,345.25
Total	9,488.56	-6,000.00	5,274.39	8,762.95

December 09, 2003

the Illuminating Company
A FirstEnergy Company

Bill for: JIMMY HAYES
28711 EUCLID AVE
WICKLIFFE OH 44092

Billing Period: Nov 06 to Dec 08, 2003 for 33 days
Next Reading Date: On or about Jan 08, 2004
Bill Based On: Actual Meter Reading

Small General Service

Account Summary		Amount Due
Your previous bill was	7,603.57	
Total payments/adjustments	0.00	
Balance at billing on December 09, 2003	7,603.57	7,603.57
Current Basic Charges		
The Illuminating Company - Consumption	3,508.15	
Late Payment Charges	113.12	
Total Current Charges	3,621.27	3,621.27
Total Due by Dec 30, 2003 - Please pay this amount		$11,224.84

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

*** PLEASE SEE DISCONNECTION MESSAGE ON PAGE 3. ***

12-4-04
CK 4298

General Information

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

Customer Service	1-800-589-3101
Emergency/Power Outage	1-888-544-4877
Collections	1-800-686-9901

Price to Compare Message

To receive your PRICE TO COMPARE, please call 1-800-225-0444. To obtain an "Apples to Apples" comparison of available competitive electric supplier offers, visit the PUCO web site at www.ohioelectricchoice.com.

Small General Service

See other pages for additional information and telephone numbers

360

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The Illuminating Company
A FirstEnergy Company

Bill for: JIMMY HAYES
28711 EUCLID AVE
WICKLIFFE OH 44092

Billing Period: Oct 09 to Nov 05, 2003 for 28 days
Next Reading Date: On or about Dec 08, 2003
Bill Based On: Actual Meter Reading

Small General Service

Account Summary		Amount Due
Your previous bill was	9,113.13	
Total payments/adjustments	-4,951.29	
Balance at billing on November 06, 2003	4,161.84	4,161.84
Current Basic Charges		
The Illuminating Company - Consumption	3,379.30	
Late Payment Charges	62.43	
Total Current Charges	3,441.73	3,441.73
Total Due by Dec 01, 2003 - Please pay this amount		**$7,603.57**

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

General Information

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

Customer Service	1-800-589-3101
Emergency/Power Outage	1-888-544-4877
Collections	1-800-686-9901

Price to Compare Message

To receive your **PRICE TO COMPARE**, please call 1-800-225-0444. To obtain an **"Apples to Apples"** comparison of available competitive electric supplier offers, visit the PUCO web site at www.ohioelectricchoice.com.

Small General Service

11-31-03
4230 08
ck 4261

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Pi
Kil
Bille
Billed

30 p.m.
Choice,

14,160

Illuminating Company
A Firstenergy Company

Bill for: JIMMY HAYES
28711 EUCLID AVE
WICKLIFFE OH 44092

Billing Period: Sep 09 to Oct 08, 2003 for 30 days
Next Reading Date: On or about Nov 06, 2003
Bill Based On: Actual Meter Reading

Small General Service

Account Summary		Amount Due
Your previous bill was	9,466.05	
Total payments/adjustments	-4,627.15	
Balance at billing on October 09, 2003	4,838.90	4,838.90
Current Basic Charges		
The Illuminating Company - Consumption	4,201.65	
Late Payment Charges	72.58	
Total Current Charges	4,274.23	4,274.23
Total Due by Oct 30, 2003 - Please pay this amount		$9,113.13

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date

General Information

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

Customer Service	1-800-589-3101
Emergency/Power Outage	1-888-544-4877
Collections	1-800-686-9901

Price to Compare Message

To receive your **PRICE TO COMPARE**, please call 1-800-225-0444. To obtain an **"Apples to Apples"** comparison of available competitive electric supplier offers, visit the PUCO web site at www.ohioelectricchoice.com

Small General Service

See other pages for additional information and telephone numbers

the Illuminating Company
A Firstenergy Company

76 South Main Street
Akron, OH 44308

Return this part with a check or money order
Payable to The Illuminating Company

Amount Paid	

Please Pay	$9,113.13
Due By	October 30, 2003

THE ILLUMINATING COMPANY
PO BOX 3638
AKRON OH 44309-3638

**********AUTO**5-DIGIT 44122
00029630 1 AV 0.278 14
JIMMY HAYES
2723 GREEN RD
CLEVELAND OH 44122-2137

H 041100245997450000000000000000000000042742300091131 35

A FirstEnergy Company

WICKLIFFE OH 44092

Billing Period: Jul 11 to Aug 07, 2003 for 28 days
Next Reading Date: On or about Sep 09, 2003
Bill Based On: Actual Meter Reading

Small General Service

Account Summary		Amount Due
Your previous bill was	8,339.22	
Total payments/adjustments	-3,712.07	
Balance at billing on August 08, 2003	**4,627.15**	**4,627.15**
Current Basic Charges		
The Illuminating Company - Consumption	4,446.19	
The Illuminating Company - Late Payment Charges	68.57	
Total Current Charges	**4,514.76**	**4,514.76**
Total Due by Aug 29, 2003 - Please pay this amount		**$9,141.91**

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

General Information

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

Illuminating Company

Customer Service 1-800-589-[illegible]101
Emergency/Power Outage 1-800-589-[illegible]77
Collections 1-800-589-[illegible]01

Price to Compare Message

To receive your **PRICE TO COMPARE**, please call 1-800-225-0444. To obtain an **"Apples to Apples"** comparison of available competitive electric supplier offers, visit the PUCO web site at www.ohioelectricchoice.com

Small General Service

a/c 4155 4719,43
8-30-03

See other pages for additional information and telephone numbers

the Illuminating Company
A FirstEnergy Company

July 11, 2003

Account Number: 11 00 24 5997 4 5

Bill for: JIMMY HAYES
28711 EUCLID AVE
WICKLIFFE OH 44092

Billing Period: Jun 11 to Jul 10, 2003 for 30 days
Next Reading Date: On or about Aug 07, 2003
Bill Based On: Actual Meter Reading

Account Summary		Amount Due
Your previous bill was	3,712.07	
Total payments/adjustments	0.00	
Balance at billing on July 11, 2003	3,712.07	3,712.07
Current Basic Charges		
The Illuminating Company - Consumption	4,571.47	
The Illuminating Company - Late Payment Charges	55.68	
Total Current Charges	4,627.15	4,627.15
Total Due by Aug 01, 2003 - Please pay this amount		$8,339.22

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

General Information

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

Customer Service	1-800-589-3101
Emergency/Power Outage	1-888-544-4877
Collections	1-800-686-9901

07-31-03
Ck 4119

See other pages for additional information and telephone numbers

J A S O N D J F M A M J J

A-Actual E-Estimate C-Customer N-No Usage

	Jul 02	Jul 03
Average Daily Use (KWH)	1464	1501
Average Daily Temperature	74	72
Days in Billing Period	32	30
Last 12 Months Use (KWH)		472,419
Average Monthly Use (KWH)		39,368

The Illuminating Company
P. O. Box 3638
Akron OH 44309-3638
1-800-589-3101

To receive your **PRICE TO COMPARE**, please call 1-800-225-0444. To obtain an **"Apples to Apples"** comparison of available competitive electric supplier offers, visit the PUCO web site at www.ohioelectricchoice.com.

Messages

Please return above portion with your payment

.Y HAYES
1 EUCLID AVE
CLIFFE OH 44092-2526

Please use this account number when writing or calling
6-150-07-008785-0-01-0

mary Information

ious Amount Due			**$6,653.39**	
The Illuminating Company	$6,653.39			
nents and Adjustments	**Payments**	**Adjustments**	**$6,843.90-**	**THANK YOU**
The Illuminating Company	6,638.70-	205.20-		
Late payment charges 1.5%		0.00		
nce as of May 9, 2003			**$190.51-**	
The Illuminating Company	190.51-			
ent Charges			**$3,437.87**	
The Illuminating Company	3,437.87	Ck 4044		
l Amount Due By June 2, 2003			**$3,247.36**	
The Illuminating Company	3,247.36	5-23-03		

Date does not apply to previous billing.

Company
A FirstEnergy Company
P O Box 3638
Akron OH 44309-3638
1-800-589-3101

To receive your **PRICE TO COMPARE**, please call 1-800-225-0444. To obtain an **"Apples to Apples"** comparison of available competitive electric supplier offers, visit the PUCO web site at www.ohioelectricchoice.com.

Messages

Call 1-800-207-9276 to contribute to one of FirstEnergy's emergency hardship funds, and help your neighbors in need.

Please return above portion with your payment

JIMMY HAYES
28711 EUCLID AVE
WICKLIFFE OH 44092-2526

Please use this account number when writing or calling
6-150-07-008785-0-01-0

Summary Information

Previous Amount Due			**$3,349.15**	
The Illuminating Company	$3,349.15			
Payments and Adjustments	**Payments**	**Adjustments**	**$3,349.15-**	**THANK YOU**
The Illuminating Company	3,349.15-	0.00		
Late payment charges 1.5%		0.00		
Balance as of March 10, 2003			**$0.00**	
The Illuminating Company	0.00			
Current Charges			**$3,379.47**	
The Illuminating Company	3,379.47			
Total Amount Due By April 1, 2003			**$3,379.47**	
The Illuminating Company	3,379.47			

Due Date does not apply to previous billing.

CF 3981
3-31-03

3550

Company
A FirstEnergy Company

P. O. Box 3638
Akron OH 44309-3638
1-800-589-3101

To receive your PRICE TO COMPARE, please call 1-800-225-0444. To obtain an "Apples to Apples" comparison of available competitive electric supplier offers, visit the PUCO web site at www.ohiosecretofstatechoice.com.

Messages

***** REMINDER NOTICE *****
The balance as of 04/09/2003 of $3,430.16 is past due. If you have questions concerning your past due balance, please let us know. If you have recently paid the past due balance, please disregard this reminder.

Please return above portion with your payment

JIMMY HAYES
28711 EUCLID AVE
WICKLIFFE OH 44092-2526

Please use this account number when writing or calling
6-150-07-008785-0-01-0

Summary Information

Previous Amount Due			**$3,379.47**
The Illuminating Company	$3,379.47		
Payments and Adjustments	**Payments**	**Adjustments**	**$50.69**
The Illuminating Company	0.00	0.00	
Late payment charges 1.5%		50.69	
Balance as of April 9, 2003			**$3,430.16**
The Illuminating Company	3,430.16		
Current Charges			**$3,223.23**
The Illuminating Company	3,223.23		
Total Amount Due By May 1, 2003			**$6,653.39**
The Illuminating Company	6,653.39		

ck 4003 4/28/03

Due Date does not apply to previous billing.

000553 *

Illuminating Company
A FirstEnergy Company

The Illuminating Company
P O. Box 3638
Akron OH 44309-3638
1-800-589-3101

To receive your **PRICE TO COMPARE**, please call 1-800-225-0444. To obtain an **"Apples to Apples"** comparison of available competitive electric supplier offers, visit the PUCO web site at www.ohiosmartchoice.com.

Messages

Pursuant to Ohio Law, the Universal Service Fund rider rate has been adjusted effective with this bill.

Please return above portion with your payment

JIMMY HAYES
28711 EUCLID AVE
WICKLIFFE OH 44092-2526

Please use this account number when writing or calling
6-150-07-008785-0-01-0

Summary Information

Previous Amount Due			**$3,628.90**	
The Illuminating Company	$3,628.90			
Payments and Adjustments	**Payments**	**Adjustments**	**$3,628.90-**	**THANK YOU**
The Illuminating Company	3,628.90-	0.00		
Late payment charges 1.5%		0.00		
Balance as of February 10, 2003			**$0.00**	
The Illuminating Company	0.00			
Current Charges			**$3,349.15**	
The Illuminating Company	3,349.15			
Total Amount Due By March 4, 2003			**$3,349.15**	
The Illuminating Company	3,349.15			

Due Date does not apply to previous billing.

345030
OK 3932
2/28/03

000442 *

000094

Please return above portion with your payment

JIMMY HAYES
28711 EUCLID AVE
WICKLIFFE OH 44092-2526

Please use this account number when writing or calling
6-150-07-008785-0-01-0

Summary Information

Previous Amount Due			**$3,407.66**	
The Illuminating Company	$3,407 66			
Payments and Adjustments	**Payments**	**Adjustments**	**$3,407.66-**	**THANK YOU**
The Illuminating Company	3,407 66-	0.00		
Late payment charges 1.5%		0.00		
Balance as of January 9, 2003			**$0.00**	
The Illuminating Company	0 00			
Current Charges			**$3,628.90**	
The Illuminating Company	3,628.90			
Total Amount Due By January 31, 2003			**$3,628.90**	
The Illuminating Company	3,628 90			

Due Date does not apply to previous billing.

ck 3899

1-24-03

000468

WELTMAN, WEINBERG & REIS CO., L.P.A.

ATTORNEYS AT LAW
323 W. Lakeside Avenue, Suite 200
Cleveland, Ohio 44113-1099
Main Phone: 216.739.5100
Fax Number: 216.739.5072
www.weltman.com

Show this right

celebrating over 75 years of innovation, growth + results

Fax Transmittal

Date:	Thursday, July 30, 2009	No. of Pages (including cover sheet):	5
To:	Jimmy Hayes	Fax Number:	216-292-5689
From:	L.Goodson	Direct Line:	216-685-1081

Comments

7-2-9 Last filing and comment

W&R

Chicago, IL • Cincinnati, OH • Cleveland, OH • Columbus, OH • Detroit, MI • Grove City, OH • Philadelphia, PA • Pittsburgh, PA

the Illuminating Company
A FirstEnergy Company

DETAILED STATEMENT OF ACCOUNT

Customer Name: JIMMY HAYES

Account Number: 110024599745

Service Address:
28711 EUCLID AVE
WICKLIFFE OH 44092

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
08/09/07	08/09/07	KWH	10,275	44,160	29	1,523	Act	4,909.73		4,909.73		09/31/07		84 58	LPC	10,700.67
		KW	0.62	99.20			Act									
		RVAH	4,275	19,840	29		Act									
		BILL KW		99 20												
08/20/07																
09/12/07	09/11/07	KWH	10,581	48,960	33	1,484	Act	5,271 97		5,271.97		10/04/07	-9,700.04	15.01	LPC	1,000.63 6,287.61
		KW	0.62	99.20			Act									
		RVAH	4,414	22,240	33		Act									
		BILL KW		99.20												
10/11/07																
10/13/07	10/12/07	KWH	10,853	43,520	31	1,404	Act	4,909.81		4,909.81		11/05/07	-6,287.61			0.00 4,909.81
		KW	0.64	102.40			Act									
		RVAH	4,538	19,840	31		Act									
		BILL KW		102 40												
11/06/07																
11/08/07	11/08/07	KWH	11,060	33,120	27	1,227	Act	3,734.41		3,734.41		11/30/07	-4,909.81			0.00 3,734.41
		KW	0.61	97.60			Act									
		RVAH	4,626	14,080	27		Act									
		BILL KW		97.60												
12/04/07																
12/10/07	12/10/07	KWH	11,282	35,520	32	1,110	Act	3,712.00		3,712.00		01/02/08	-3,734.41			0.00 3,712.00
		KW	0.52	83.20			Act									
		RVAH	4,712	13,760	32		Act									
		BILL KW		83.20												
01/10/08																
01/12/08	01/12/08	KWH	11,507	36,000	33	1,091	Act	3,788.06		3,788 06		02/04/08	-3,712.00			0.00 3,788.06
		KW	0.54	86 40			Act									
		RVAH	4,799	13,920	33		Act									
		BILL KW		86.40												

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
01/29/08																
02/09/08	02/08/08	KWH	11,690	30,240	27	1,120	Act	3,498.39		3,498.39		03/03/08	-3,788.06			0.00
		KW	0.55	88.00			Act									3,498.39
		RVAH	4,569	11,200	27		Act									
		BILL KW		88.00												
03/04/08																
03/12/08	03/12/08	KWH	11,920	35,840	33	1,086	Act	3,979.51		3,979.51		04/03/08	-3,498.39			0.00
		KW	0.58	92.80			Act									3,979.51
		RVAH	4,953	13,440	33		Act									
		BILL KW		92.80												
04/07/08																
04/10/08	04/10/08	KWH	12,114	31,040	29	1,070	Act	3,620.93		3,620.93		05/02/08	-3,979.51			0.00
		KW	0.56	89.60			Act									3,620.93
		RVAH	5,029	12,160	29		Act									
		BILL KW		89.60												
05/08/08	05/08/08	KWH	12,316	32,320	28	1,154	Act	3,761.45		3,761.45		05/30/08		54.31	LPC	7,436.69
		KW	0.58	92.80			Act									
		RVAH	5,114	13,600	28		Act									
		BILL KW		92.80												
05/14/08																
06/09/08	06/09/08	KWH	12,559	38,880	32	1,215	Act	4,246.94		4,246.94		07/01/08	-3,620.93			3,815.76
		KW	0.57	91.20			Act							56.42	LPC	8,119.12
		RVAH	5,278	26,240	32		Act									
		BILL KW		91.20												
06/12/08																
07/07/08													-3,761.45			4,357.67
07/10/08	07/09/08	KWH	12,826	42,720	30	1,424	Act	4,977.74		4,977.74		08/01/08	-4,357.67			0.00
		KW	0.58	92.80			Act									4,977.74
		RVAH	5,333	8,800	30		Act									
		BILL KW		92.80												
08/11/08																
08/11/08	08/11/08	KWH	13,139	50,080	33	1,518	Act	5,605.56		5,605.56		09/02/08	-4,977.74			0.00
		KW	0.59	94.40			Act									5,605.56
		RVAH	5,471	22,080	33		Act									
		BILL KW		94.40												
09/09/08																
09/09/08	09/09/08	KWH	13,492	42,080	29	1,451	Act	4,955.25		4,955.25		10/01/08	-5,605.56			0.00
		KW	0.59	94.40			Act									4,955.25
		RVAH	5,586	18,400	29		Act									
		BILL KW		94.40												
10/02/08													-4,955.25			0.00

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
10/09/08	10/09/08	KWH	13,644	38,720	30	1,291	Act	4,640.91		4,640.91		10/31/08				4,640.91
		KW	0.60	96.00			Act									
		RVAH	5,695	17,440	30		Act									
		BILL KW		96.00												
10/20/08																
11/11/08	11/11/08	KWH	13,890	39,360	33	1,193	Act	4,238.58		4,238.58		12/03/08	-4,640.91			0.00
		KW	0.55	88.00			Act									4,238.58
		RVAH	5,802	17,120	33		Act									
		BILL KW		88.00												
12/08/08	12/08/08	KWH	14,076	29,760	27	1,102	Act	3,559.68		3,559.68		12/30/08		63.58	LPC	7,861.84
		KW	0.57	91.20			Act									
		RVAH	5,877	12,000	27		Act									
		BILL KW		91.20												
12/15/08																
01/10/09	01/09/09	KWH	14,294	34,880	32	1,090	Est	3,894.60		3,894.60		02/02/09	-4,238.58			3,623.26
		KW	0.54	86.40			Est							53.40	LPC	7,571.26
		RVAH	5,961	13,440	32		Est									
		BILL KW		86.40												
01/13/09																
02/10/09	02/10/09	KWH	14,511	34,720	32	1,085	Act	3,978.12		3,978.12		03/04/09	-3,623.26			3,948.00
		KW	0.56	89.60			Act							58.42	LPC	7,984.54
		RVAH	6,037	12,160	32		Act									
		BILL KW		89.60												
03/03/09																
03/06/09														15.21	ADJ	7,999.75
03/09/09														13.50	DFC	8,013.25
03/09/09	03/09/09	KWH	14,682	27,360	27	1,013	Act	3,302.40		3,302.40		03/31/09	-3,948.00			4,065.25
		KW	0.51	81.60			Act							60.75	LPC	7,428.40
		RVAH	6,105	10,880	27		Act									
		BILL KW		81.60												
03/18/09																
04/07/09													-4,036.54			3,391.86
04/08/09	04/08/09	KWH	14,862	28,800	30	960	Act	3,530.76		3,530.76		04/30/09	-3,391.86			0.00
		KW	0.50	80.00			Act									3,530.76
		RVAH	6,177	11,520	30		Act									
		BILL KW		80.00												
04/24/09																
05/11/09	05/11/09	KWH	15,066	32,640	33	989	Act	3,995.52		3,995.52		06/02/09	-3,530.76			0.00
		KW	0.48	76.80			Act									3,995.52
		RVAH	6,265	14,080	33		Act									
		BILL KW		76.80												

Entry Date	Read Date	Cons Type	Meter Reading	Cons Usa.	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
06/09/09	05/31/09	KWH	15.206	22,720	20	1,136	Est	2,938.08		2,938.08		07/01/09				6,933.60
		KW	0.54	86.40			Est									
		RVAH	6,330	10,400	20		Est									
		BILL KW		86.40												
06/[illegible]/09													-3,995 52			2,938.08

Check [illegible] PD

660000

EXHIBIT
3
Company's
PENGAD 800-631-6989

The Illuminating Company

Bill Based On: Actual Meter Reading

112

May 16, 2016
Account Number: [redacted]
Amount Due: [redacted]
Due Date: June 06, 2016

Billing Period: Apr 13 to May 12, 2016 for 30 days
Bill For: [redacted]

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-589-3101. For Payment Options, call 1-800-686-9901. Pay your bill online at www.firstenergycorp.com
Bill issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Messages

To avoid a 1.50% Late Payment Charge being added to your bill, please pay the **Amount Due** by the Due Date.

New information on your bill shows specific charges for the costs of energy efficiency, peak demand reduction, and renewable energy. These charges are not new, but are and previously were consolidated with other charges on your bill.

Energy Efficiency	[redacted] KWH	x -0.000009	[redacted]
Peak Demand Reduction	[redacted] KWH	x 0.000000	[redacted]
Renewable Energy	[redacted] KWH	x 0.000806	[redacted]

Your next meter reading is scheduled to occur on or about Jun 13, 2016.

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.

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.

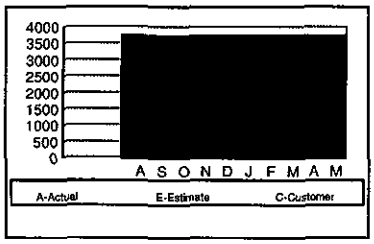
All of our employees wear photo ID badges. Always ask for an employee's ID before letting anyone in your home. If you are still not sure, please call the company.

We are required to include your name, address and usage information on a list of eligible customers that is made available to other competitive retail electric service providers. If you do not wish to be included on this list, please call us at 1-800-225-0444, go to the Customer Choice section of our website - www.firstenergycorp.com - or write to us at 76 S. Main St., Akron, OH 44308 Attn: FECC. Please note that an election to not be included on this list will not prevent Ohio Edison, The Illuminating Company or Toledo Edison from providing

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

Usage History

Aug 15	[redacted]	Feb 16	[redacted]
Sep 15	[redacted]	Mar 16	[redacted]
Oct 15	[redacted]	Apr 16	[redacted]
Nov 15	[redacted]	May 16	[redacted]
Dec 15	[redacted]		
Jan 16	[redacted]		



	This Year
Average Daily Use (KWH)	[redacted]
Average Daily Temperature	[redacted]
Days In Billing Period	[redacted]
Last 10 Months Use (KWH)	[redacted]
Average Monthly Use (KWH)	[redacted]

Account Summary — Amount Due

Previous Balance	[redacted]
Payments/Adjustments	[redacted]
Balance at Billing on May 16, 2016	[redacted]
The Illuminating Company	[redacted]
The Illuminating Company - Misc. Charges	[redacted]
[redacted]	[redacted]
Total Current Charges	[redacted]
Amount Due by Jun 06, 2016	[redacted]

Usage Information for Meter Number [redacted]

May 12, 2016 KWH Reading (Actual)	[redacted]
Apr 13, 2016 KWH Reading (Actual)	[redacted]
KWH used	[redacted]
Measured Lagging Reactive Demand	[redacted]
Billed Load In KW/KVA	[redacted]
Billed Reactive Demand	[redacted]

Charges From The Illuminating Company

Customer Number: [redacted]
Rate: General Service Secondary CE-GSD

Customer Charge	[redacted]
Distribution Related Component	[redacted]
Economic Development Component	[redacted]
Cost Recovery Charges	[redacted]
NOPEC Customer Credit	[redacted]
Current Consumption Bill Charges	[redacted]
Security Deposit Interest	[redacted]
Total Charges	$[redacted]

Charges From [redacted]

341 White Pond Drive Bldg B3, Akron, OH 44320
Customer Service: 1-888-254-9227
Account Number: [redacted] Rate: [redacted]
Billing Period: Apr 13, 2016 to May 12, 2016

Basic Charge	[redacted] *KWH x*	[redacted]
Total [redacted] Charges		[redacted]

Detail Payment and Adjustment Information

04/25/16	Payment	[redacted]
04/16/16	Trans fr [redacted] / [redacted]	[redacted]
Total Payments and Adjustments		[redacted]

Account Balances by Company

	Previous Balance	Payments/ Adjustments	Current Charges	Amount Due
The Illuminating Company	[redacted]	[redacted]	[redacted]	[redacted]
NOPEC-FirstEnergy Solutions Corp.	[redacted]	[redacted]	[redacted]	[redacted]
Total	[redacted]	[redacted]	[redacted]	[redacted]

Return this part with a check or money order payable to The Illuminating Company

The Illuminating Company
76 South Main Street
Akron, OH 44308-1890

Account Number: [redacted]

Amount Paid	
Amount Due	$[redacted]
Due Date	Jun 06, 2016

[redacted]

THE ILLUMINATING COMPANY
PO BOX 3687
AKRON OH 44309-3687

[redacted]

Messages (Continued)

your information to governmental aggregators. If you previously made a similar election, your name will continue to be excluded from the list without any additional action on your part. If you previously decided not to be included on the list and would like to reverse that decision, please call or write us at the same telephone number and address.

Explanation of Terms

Business Distribution Credit - Applied during the winter billing period for non-residential electric heat and/or water heating customers on a qualifying rate.

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 CEI collects from all customers on behalf of CEI 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.

Kilovolt Amperes (KVA) - Volts times amperes divided by 1,000. Actual measured power used for circuit sizing.

Kilovolt-Amperes Reactive or kilovar (KVAR) - The portion of electricity that establishes and sustains the electric and magnetic fields of ac equipment. It is used to control voltage on the transmission network.

Kilowatt (KW) - Unit of electric power representing a rate of consumption equivalent to 1,000 watts.

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.

School Distribution Credit - A distribution credit that replaces the former Energy for Education II Program.

Important Information

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

Call Customer Service at 1-800-589-3101 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

Call Payment Options at 1-800-686-9901 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

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

Write to us at The Illuminating Company, 76 S. Main St., A-RPC, Akron, OH 44308-1890.

Customers with hearing or speech impairments can contact the Telecommunications Relay Service (TRS) at 711.

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).

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.