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PUCO EXHIBIT FILING		•
Date of Hearing: 6/7/2016	•	
Case No. 15-1662-EL-CSS	-	
PUCO Case Caption: Jimmy Hayes V5. Cleveland Clectuc Illinmating Company		
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List of exhibits being filed:	0	
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Date Submitted:	•			

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Proceedings

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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

Armstrong & Okey, Inc., Columbus, Ohio (614) 224-9481

NAME JIWW HATES NAME JIWW HATES NAME JIWW HATES ACCOUNT NUMBER 173-000217-013 EXTENDENT FEICLE AVE ACCOUNT NUMBER 173-000217-013 EXTENDENT FEICLE AVE ACCOUNT NUMBER 179-00317-013 EXTENDENT FEICLE AVE ACCOUNT NUMBER 110-00312 EXTENDE 133-0130100-0131 EXTENDE 133-0130100-0	STATENENT	mplainto
ME. JI MAY HAVES CITY: MICLID AVE COUNT NUMBER, 175-0007317-013 ATEMENT FERIOD. 01/01/96 - 08/31/00 CYCLE. 78 COUNT NUMBER, 175-0007317-013 CYCLE. 78 CYCLE. 7		
NT FERIOD. 01/01/38 - 05/31/00 CYCLE. 78 DAYS USAGE USAGE BUL READ TRANK 32 USAGE USAGE BUL READ AMM 32 USAGE USAGE BUL READ AMM 33 TTANY TANK BAGE 3.4 34 TYPE BAGE BUL READ AMM 32 DAYS VE BUL READ AMM 33 TYPE DAYE BUL READ AMM 34 TYPE TYPE DAYE 3.4 3.4 31 Trias Trias D 3.4 3.4 28 Trias D D 3.4 3.4 31 Trias D D 3.4 3.4 33 Trias D D D 3.4 3495 Trias D D D D 31 D D <		PAGE
DAYS USAGE <	08/24/00	USER 10: 172*
3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 4 3 3 3 3 3 4 3 5 5 5 5 5 4 4 4 5 5 5 4 4 5 5 5 5 4 5 5 5 5 5 4 4 5 5 5 5	PAYMENT BAYMENT BAYMENT BAYMENT BAYMENT BAYAMENT	AMOUNT
23 23 24 28 33 2 24 28 32 2 25 28 29 2 25 29 20 2 2 2 28 29 2 2 2 28 29 2		
22 28 22 28 23 72 28 23 72 28 23 72 28 23 72 28 23 72 28 23 72 28 23 72 28 23 72 28 23 72 28 23 72 28 23 72 28 23 23 25 25 25 25 25 25 25 25 25 25 25 25 25		6,747.57
2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	3,605,83 3,141.74 2,200,83	3, 141.74
2. 2. 2. 2. 2. 2. 2. 2. 2. 2. 2. 2. 2. 2	6.631.47 0.000 0.000 0.000 0.000 0.000 0.000 0.000 0.000 0.000 0.000 0.000 0.000 0.000 0.000 0.000 0.000 0.000	6.631.47
74.88 0 74.88 0 74.88 0 74.88 0 74.88 0 74.45 00000000000000000000000000000000000	3,188.86	3, 188.86
238814 X 238814 X 238814 X 238814 X 238814 X 230612 X 20612	6.631.47	6,631.47
31 33813 K 32813 K 31 71 42 0 28 30612 K 30612 K 31 30612 32 5 31 30612 32 5 31 5 32 5 31 5 32 5 31 5 32 5 31 5 32 5 32 5 32 5 32 5 32 5 32 5 32 5 33 5 33 5 34 5 31 5 32 5 32 5 32 5 33 5 34 5 34 5 35 5 34 5 34 5 34 5 34 5 35 5 35 5 36 5 37 5 36 <	3,489.94	3,489.91
28 28 2 28 29 2 29 20 2 21 42 2 21 42 2 21 5 21 5 21 5 21 5 21 5 21 5 21 5 2	6.841.11	6,841.11
28 28 200 2 4 4 2 0 2 2 5 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	6,841.11	6,841,11
28 30612 K 30612 K 31,42 D 30612 K 31,42 D 31,42 D 31,	3.542.25	3,542,25
28 30612 K 21 25 21 25 21 21 21 21 21 21 21 21 21 21 21 21 21 21 21 21 21 21 2	10.040.13	10.040.13
1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1	to.040.13	10,040.13
2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	6,943.72	6,943.72
2 2 77 (6 2 7 76 2 7 76 2 7 76 2 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	8 483 91 6.550.22	6,550.22
31 32 32 32 32 32 32 32 32 32 32 32 32 32	3 33 20 3, 139.02	3, 199.02
3 3 4 3 4 3 5 5 5 5 5 5 5 5 5 5 5 5 5 5	3,247.00	3,247.00
31 4 20 2 2 2	6,718.06	6,718.06
4 23 R	6,718.06	6,718,06
	6,718.06	6,718.06
	3 382 67 3.335.39	3, 335, 39
03/26/06 B.L. 25 36550 K 3.754.13	7.179.85	7,179.85
95/26/38 BTL	3,385.42	3,385.42

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					CUS	CUSTOMER ITEMIZED STATEMENT	CUSTOMER ITEMIZED STATEMENT			
NAME: JIM ADDRESS:	847 HAY 28711 28711	NAME JIMMY HAYES ADDRESS: 28711 EUCLID AVE A-AANTE DIMERD. JE COLID AVE			5	CITY: WICKLIFFE				PAGE 2
STATEMENT	PERIO	101/01/98	- 08/31/	00)	Û	CYCLE: 78			08/24/00	USER ID: 172*
SSEC		USAGE	USAGE	BILL	READ	TRANSACTION		ACTUAL	PAYMENT	AMOUNT
TE	DAYS		- 18°	ТҮРЕ	CODE	AMOUNT	PAYMENT	BALANCE	PLAN AMT	DUE
		13.30	100.13					7, 179.85		7, 179.85
	59 73	97 76	6					7,179.85		7, 179,85
VIC/38 PV							3, 794, 43	3, 385.42		3,385.42
/13/99 81[1						50.78(L)		3,436.20		3,436.20
	ñ	94.76	e					8, 089.48		8,089.48
		14 40	2:0					8,089.48		5,089,48
1128 86/01	ē	99624	¥			4,653.28		8.089.48		B ,089.48
	59	70.69						12, 769.52		12,769.52
		16. 70	1 9					12,769.52		12,769,52
22/98 BILL	29	43283				4,680.04		12,769.52		12,769.52
27/38 PVN)							4.653.28	8, 116.24		8,116.24
COTOO PARI							3, 426, 20	4,680.04		4,680,04
20/98 BIL						70.20(L)		4,750.24		4,750.24
	مغنميّة <u>م</u>	13.00	6					9.502.79		9,502,79
	53	101 13						9,502.79		9,502.79
20,38 B1L	30	42792	4			4,752,55		9,502.79		9,502,79
CH/98 PYNT							4 868 04	4,614.75		4,614.75
		09-51	H					9,331.43		9,331.43
	0e Oe	92 L6	20					9, 331.43		9,331,43
1913 BILL	õ	42816	3			4,647.46		9,331.43		9,331.43
21/38 BILL						60 00(I)		70 CO3 N		

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					cus	CUSTOMER ITEMIZED STATEMENT	ID STATEMENT			
ME UIM DRESS: Souther N	111 HAY 28711 1	NAME JIMMY HAYES ADDRESS 28711 EUCLID AVE ACCHMAT MIAMATER JELECONDAID	с 		o	CITY: WICKLIFFE				PAGE
TEMENT	PERIOD	01/01/9	a - 08/31/00	/00	U	CVCLE 78			08/24/00	USER ID: 172*
	DAYS	USAGE	USAGE	BILL	READ CODE	TRANSACTION AMOUNT	PAYMENT	ACTUAL BALANCE	PAYMENT PLAN AMT	AMOUNT
INY 9- 88							4, #00, 000	4, 331. 43		4,331.43
111 A 36							200 005	8,831,43		8,831.43
1118 86	53	06815				3,965,38		8, 361.78		8,361.78
		15,50	4					8,361.78		8,361.78
38 BTU						64 . 87 (L)		4,396.40		4,396.40
	57	102,62	9					8 361.78		8,361,78
SS RYNT							2,716,68	3,645.10		3,645.10
98 BILL	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	34992	Ŷ			3,642,30		7.342.07		7,342.07
	31	85.28	6					7.342.07		7,342.07
98 BTLL						54.67(L)		3,699.77		3,699.77
		6	¥ 06 4					7,342.07		7,342.07
1N/d 86					* 1741		4,030,35	3,311,72		3,311.72
116 86						49.67(L)		3.361.39		3,361.39
	a N	30,23	P.					6,525,61		6,525.61
BILL BE	28	31515				3.164.22		6,525.61		6,525.61
39 611	e	57419	92.			3.613.92		10, 237.41		10, 237.41
THE SE						97.88(L)		6, 623, 49		6,623.49
		2.20	B D					10, 237, 41		10,237.41
	33	10.94	a •					10, 237.41		10,237.41
ž d D	_ دنيند						2, 645, 10	6,592.31		6,592,31
BELL	31	FO102				00 000 0				

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					CUS	CUSTOMER ITEMIZED STATEMENT	D STATEMENT			
NAME: JIMMY HAYES ADDRESS: 28711 EUCLID AVE ACCOUNT NUMBER: 175-0001217-013 STATEMENT PERIOD: 01/01/98 - 08/:	WMY HAVE 28711 E NUMBER: F PERIOD	ES EUCLID AVE 175-00011 : 01/01/98	E 217-013 3 ~ 08/31/00	00/1	55	CITY: WICKLIFFE CYCLE: 78			08/24/00	PAGE 4 USER ID: 172*
DCESS		LISAGE	USAGE	BILL	BEAD	TRANSACTION		ACTIN	DAVMENT	1 3
DATE	DAYS		TYPE	TYPE	CODE	AMOUNT	PAYMENT	BALANCE	PLAN AMT	DUE
		55 42 F.	P					9,883.11		9.883.11
10.4 26/20/CC							3. 711 80	6.171.31		6,171.31
03/23/98 8111	33	1492 	ي کو			3,359.21		9,623.08		9,623.08
03/23/99 8111						92.56(L)		6,263.87		6.263.87
	33	69. 13	G					9,623,08		9.623.08
C4/202/33 PVMT							6. 121 31	3.451.77		3,451.77
		Ç.	a 6					6.899.06		6,839.06
34/42/36 8411	e e e e e e e e e e e e e e e e e e e	32613	28			3, 395, 52		6,839.06		6,899,06
	5	81,21	e e					6,899.06		6,899,06
04/22/99 BILL						51.77(L)		3,503,54		3,503,54
5711798 PYNS							3, 451, 77	3.447.29		3,447.29
	58	99-92	C .					11,459,69		11,459,69
06/22/35 BIL	58	34953	¥.			3,622,91		11,459.69		11,459,69
		00-11-	ъ С					7.836.78		97, 959, 7
	8	32 .73	Q.					7,836.78		7,836,78
	<u></u>	00 8	4	e Trais				11,459,69		11.409.60
38/22/98 BILL	<u></u>					51,70(L)		2,498.99		3,448,99
36/22/99 BTLL	8	06456	¥ .			4,337.79		7,836.78		7,826.78
36/28/88 PYML	<u></u>						3.447.28	8,012,40		8,012.40
17/22/08 BILL						117.04(L)		7,920.31	- - 	7,920.31
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					CLEVELAND	AND BLECTRIC ILLUMINATING COMPANY CUSTOMER ITEMIZED STATEMENT	UMINATING COM. D STATEMENT	PANY		
NAME: JIM ADDRESS: ACCOUNT N STATEMENT	JIMMY HAYES S: 28711 Eu JT Nuimber: 1 Ent Period:	NAME: JIMMY HAYES ADDRESS: 28711 EUCLID AVE ACCOLINT NUMBER: 175-0001217-013 STATEMENT PERIOD: 01/01/98 - 08/	: 17-013) - 08/31/00	80	55	city : WickLiffe Cycle: 78			08/24/00	PAGE 5 USER ID: 172*
OCESS	DAYS	USAGE	USAGE TYPE	BILL	READ CODE	TRANSACTION AMOUNT	PAYMENT	ACTUAL BALANCE	PAYMENT PLAN AMT	AMOUNT
	ŝ	97.30						12,758.40		12,758.40
/22/99 BILL	ê	45255	22.0			4,838.09		12,758.40		12,758.40
		06.21	a.					12, 758, 40		12,758.40
ZOZ/OG PYNT							8.012.40	4,746.00		4,746.00
TMY'9 89/62/8							207 35	4,538.61		4,538.61
	8	96 40	0					9,403.89		9,403.89
5/23/98 BILL						G8.07(L)		4,606.68		4,606.68
	<u></u>	13.40	Ċ,					9,403.89		9,403,89
6/23/48 BILL	8	41834	. 			4,797.21		9,403.89		9,403.89
- 	4 <u>9</u>	0.96	•					12, 182.85		12, 182.85
		65 †	æ					12, 182.85		12, 182.85
2005 900 PMC	- 0 .425						126 33	9,278.56		9,278.56
BX(CB/39 B1(1	8	27450	¥.			2,904.29		12, 182.85		12, 182.85
0/13/99 PrwT							4, 885 28	7,297.57		7,297.57
0/07/98 PMM	<u> </u>						162.07	7, 135.50		7,135.50
0/01/88 BUL	50	37005	¥			3,777,45		11.019.98		11,019,98
3/07/99 BILL			1995.			107,03(L)		7,242.53		7,242.53
		11.10	a					11.019.98		11,019.98
	80 N	88-1 0	0					11,019.98		11,019.98
INIA SEVIL	<u></u>						2,904,29	8,115.69		8.115.69
www.ee/so/4) 153 73 (7 961 96		

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					cus	STOMER ITEMIZED STATEMENT	ID STATEMENT			
NAME: JIN ADDRESS:	JIMMY HAYES 3: 28711 EU	ES EUCLID AVI	<u>ب</u> د د د د		U	CITY: WICKLIFFE				PAGE 6
ATEMENT	PERIOD	STATEMENT PERIOD: 01/01/98 - 08/	21/-013 8 - 08/31/00	1/00	Ŷ	CYCLE: 78			08/24/00	USER 10: 172*
		2000		i						
	DAYS	USAGE	USAGE	HIL TYPE	READ	TRANSACTION	PAYMENT	BALANCE	PAYMENT PLAN AMT	AMOUNT
		3.20	а. О					11,647.87		11,647.87
	50 70	68 70	6 0					11,647.87		11,647.87
Age BIL	0 0 0	33856	e K			3,566,49		11,647-87		11,647,87
/98 BILL	<u></u>					119.42(L)		8,081.38		8,081.38
INS PENE	and a second						8* <i>LLL</i> 8	7, 870, 42		7,870.42
THYS BE							3 343 66	4,325.76		4,325.76
	ŝ	75.4	a 					7,914.01		7,914.01
VSB BIFT	<u></u>					62.53(T)		4,231.63		4,231.63
		8 .1	a:					7,914.01		7,914.01
99 BELC	32	37906	¥.			3,682,38		7.914.01		7,914.01
LNXd BE							156.65	4, 169, 10		4,169.10
INA CO							144 D7	7,769.94		7,769.94
OO BILE	<u></u>					116.54(L)		7,886.48		7,886.48
	õ	73.70						11,257.43		11,257.43
JHI SOO	ö	33790	¥			3,370.95		11,257.43		11,257.43
DD PTMT							80 80 5	7, 769, 94		7,769.94
00 P.MIT							4, 169, 13	3, 600, 84		3,600.84
	5	01-04	a 0					7,264.06		7,264.06
THIE 80	8	1985	4			3,771.52		7,264.06		7.264.06
00 B.H.L						51.61(L)		3,492.54		3,492.54
COC PYNT										

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	-	PAGE 7	/00 USER ID: 172*	AMOUNT	UUE UUE	2,964.06	2,806.33	6,502.55	6,502.55	2,848.42	6,502,55	3,061.62	6.422.25	2,955.77	6,422.25	2,912,09	6,422.25	3,615.92	703.83	518.03	4,822.75	525.80	4,822.75	4,822.75	4,692.02	4.622.68	
			08/24/00	PAYMENT	PLAN AMI																						
MPANY				ACTUAL	BALANCE	2,964.06	2,806.33	6,502.55	6,502.55	2,848,42	6, 502. 55	3,061.62	6,422.25	2,955.77	6,422.25	2,912.09	6.422.25	3,615.92	703.83	518,03	4,822.75	525,80	4,822.75	4,822,75	4,692.02	4,622,68	
AND BLECTRIC ILLUMINATING COMPANY	ID STATEMENT				PAYMENI	4,300,00	50 V.SV					3,440,93				149.53		2,305,32	2,912,09	165.80						500 OF	C
BLECTRIC ILL	CUSTOMER ITEMIZED STATEMENT	CITY: WICKLIFFE	CYCLE: 78	THANSACTION	I NICOWA				3,654.13	42.09(L)				43.68(t)	3,466.48						4,296,95	7.77(L)			69.34(F)		
CLEVELANI	ö	U		READ																							U,
CLF			- 08/31/00	BILL	311																					VEDCE CIT	
		VE 1917013	98 - 08/	USAGE	- 20 A			4 30 R	75 - 10		0.06		zo s		¥ 88		o S				12 K		8 . Q9	90. D		ad Sur N	
		ES EUCLID A 175-000	p: 01/01/	USAGE	ALC: NO PERSONNEL SE			*	35775		86.80		9.TO		34085		81.20				416		14.50	06 501		NCATED D	
		UTMMY HAVES S: 28711 EU IT NUMBER: 1	IT PERIO	0 2 4		and the second s			8		8	5-5-7	1972-	200	53	272 P.V.S	53				ee			33		Unes 1	
		NAME: JIMMY HAYES ADDRESS: 28711 EUCLID AVE ACCOUNT NUMMER: 175-0001917-013	STATEMEN)CESS AFE		F14/CO PYNT	100/00 ANT		1,03/00 810.1	1118 00/co/i		INTO OOVERVE		101700 BILL	4/01/00 8161	Way od/log		4/ 10/00 P.WT	SAOT/OD PYNT	5/10/00 PIMIT	5/10/00 BILL	5/10/00 BUL			1119 00/80/9i	V/OB/OG/RAMT	

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Matrix Transmission Matrix M						cns	CUSTOMER ITEMIZED STATEMENT	ID STATEMENT			
MY FERGIO 0/10/05 CVCE 7a 04/14 <	ADRE: JIM ADDRESS: 2 ACCOUNT DU	67 HAY 18711	ES EUCLID AVI	6 17 17 10		Ð	ITY: WICKLIFFE				расе 8
DAYS USAGE USAGE <thu< th=""><th>STATEMENT</th><th>PERIO</th><th>01/01/9</th><th>8 + 08/3</th><th>1/00</th><th>U U</th><th>YCLE: 78</th><th>J</th><th></th><th>08/24/00</th><th>USER (0: 172*</th></thu<>	STATEMENT	PERIO	01/01/9	8 + 08/3	1/00	U U	YCLE: 78	J		08/24/00	USER (0: 172*
23 10.101 H (2000) (2) 23 00001 H (2000) (2) 33 00001 H (2000) (2) 34 00000 H (2000) (2) 35 00000 H (2000) (2) 36 00000 H (2000) (2) 37 00000 H (2000) (2) 38 00000 H (2000) (2) 39 00000 H (2000) (2) 30 00000 H (2000) (2) 30 00000 H (2000) (2) 30 00000 H (2000) (2) 30 00000 H (2000) (2) 30000 H (2000) (2)		DAYS	USAGE	USAGE TYPE	BILL	READ CODE	TRANSACTION AMOUNT	PAYMENT	ACTUAL BALANCE	Payment Plan amt	AMOUNT DUE
0700000 1000000 4.561.05			1. Al						9.253.11	19429	9,253.11
4.561.00 3.251.11 3.251.11 1.101.01 2.51.10 1.101.01 1.101.01 1.101.01 1.101.01 2.51.10 1.101.01 1.101.01 1.101.01 1.101.01 2.51.10 2.51.10 2.51.10 2.51.10 2.51.10 2.51.10 2.51.10 2.51.10 2.51.10 2.51.10 2.51.10 2.51.10 2.51.10 2.51.10 2.51.10 2.51.10 2.51.10 2.51.10 2.51.10 2.51.10 2.51.10 2.51.10 2.51.10 2.51.10 2.51.10 2.51.10 2.51.10 2.51.10 2.51.10 2.51.10 2.51.10 2.51.11 2.51.10 </td <td></td> <td>50</td> <td>£ 40</td> <td>0</td> <td></td> <td></td> <td></td> <td></td> <td>9,253.11</td> <td>1. 1. 1.</td> <td>9,253.11</td>		50	£ 40	0					9,253.11	1. 1. 1.	9,253.11
33 33 4. 483 .33 4. 483 .33 4. 483 .33 4. 483 .33 4. 473 .33 4. 473 .33 4. 473 .33 4. 473 .33 4. 473 .33 4. 473 .33 4. 473 .33 4. 473 .33 4. 473 .33 4. 473 .33 4. 473 .33 4. 473 .33 5. 180 .20 7. 410 7.23 5. 180 .20 7. 410 7.23 5. 180 .20 7. 410 7.23 7. 410 7.23 7. 410 7.23 7. 410 7.23 7. 410 7.23 9. 633 .53	9/00/6111	29	4009				4,561,09		9,253.11		9,253.11
11 2 3 4	Wid Sq							4, 204, 52	4.948.39		4,948.39
68. 10(1) 4. 473. 33 4. 43 9. 633. 53 7. 55 7 7. 55 7 7. 55 7 7. 55 7 7. 55 7 7. 55 7 7. 55 7 7. 55 7 8. 53 3. 53 9. 53 3. 55 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1	TWY OO							317.96	4,630.43		4,630.43
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DETAILED STATEMENT OF ACCOUNT

JUL-30-2009 09:24

Customer Name: JIMMY HAYES

Account Number: 110024599745

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Service Address: 28711 EUCLID AVE WICKLIFFE OH 44092

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WELTMAN, WEINBERG & REIS CO., L.P.A.



ATCOUNEYS AT LAW 323 W. Lakesida Avenue, Suite 200 Cloveland, Obio 44113-1099 Main Phone: 216.739.5100 Fax Number: 216.739.5072 www.woltana.com

Fax Transmittal

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

Comments

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CONFIDENTIALITY NOTICE

The documents accompanying this telecopy transmission contain confidential information belonging to the sender which is legally privileged. This information is intended only for the use of the individual or entity named above. If you are not the intended recipient, you are hereby notified that disclosure, copying, distribution or the taking of any action in reliance on the contents of this telecopied information is strictly prohibited. If you have received this telecopy in error, please immediately notify us by telephone to arrange for return of the original documents to us.

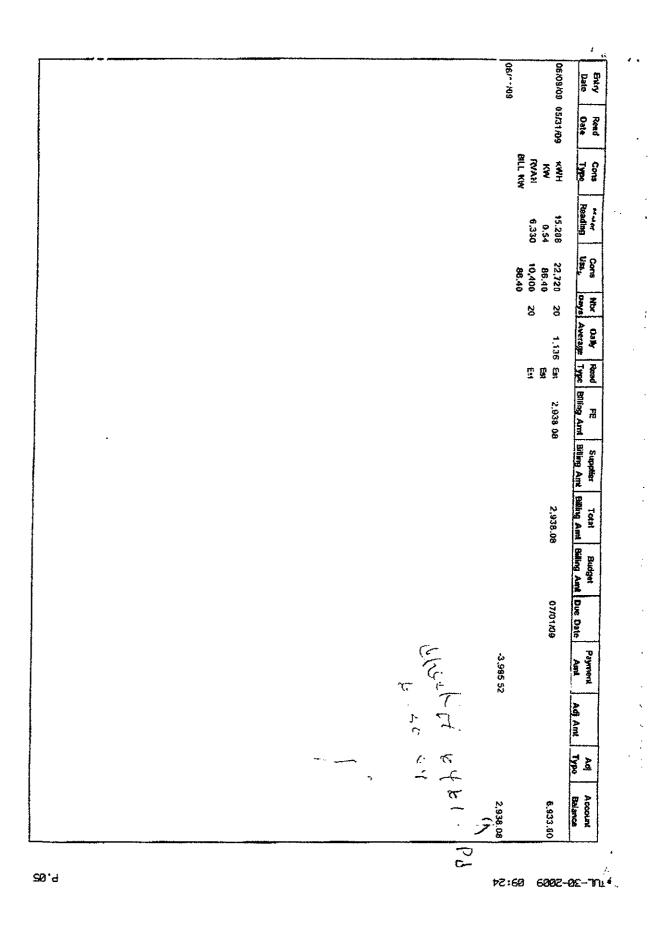
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June 1, 2016

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,

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

Jimmy Hayes Case No. 15-1662-EL-CSS

Jimmy Hayes 2723 Green Road Shaker Heights, OH 44122

EXHIBIT

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 r Energy Company Jaina DEPOSIT RECEIPT Service For: : 175-0001217-013 Account Number 28711 EUCLID AVE 0000001 **Deposit Number** WICKLIFFE OH 44092 \$5,900.00 **Deposit** Amount Date Paid 10/10/96 ۳ Account Name: JIMMY HAYES

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.

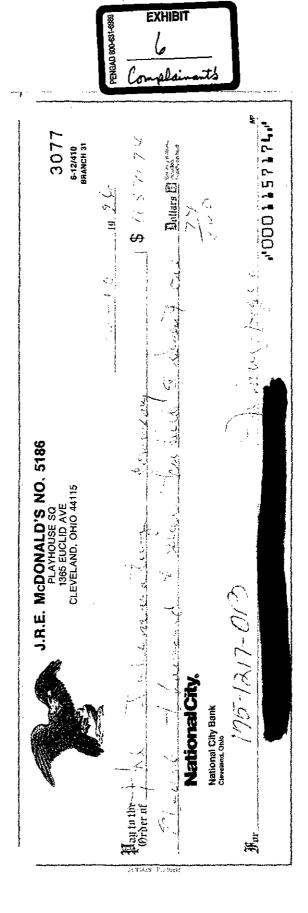
This certificate acknowledges receipt of the amount shown above as security for payment of bills rendered for electrical service supplied to the above premise.

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



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11811 Shaker Blvd., Suite 314 Cleveland, Olf 44120 216.231.9963 Tel 216.231.9965 Fax www.humpkininecrary.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.

ATLANTA | BATON ROUGE | CLEVELAND

nn, Carrie M

From: Sent: To: Subject:

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

Carrie Dunn

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.

1

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

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	EXHIBIT	_	_
PENGAD 800-631-6889	Q		
80 QV			
PENG	Complainant's	\sim	
		441	
		V V	

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, ptages 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

-	. 1.
EXHIBIT 11 Complainant	
ate of	
May 12, 2009	Account Number: 11 00 24 5997 4 5 Page 1 of 3
Illuminating Company	Bill for: JIMMY HAYES 28711 EUCLID AVE
A FirstEnergy Company Billing Period: Apr 09 to May 11, 2009 for 33	WICKLIFFE OH 44092
Next Reading Date: On or about Jun 09, 2009 Bill Based On: Actual Meter Reading	Small General Service
Your previous bill was Total payments/adjustments Balance at billing on May 12, 2009 Current Basic Charges	$\frac{3,530.76}{-3,530.76} = 0.00$
The Illuminating Company - Consumption Total Due by Jun 02, 2009 - Please pay this am	ount \$3,995.52
To avoid a 1.50% Late Payment Charge	e being added to your bill, please pay by the due date.
	methogCustomer Service1-800-589-3101mpary24-Hour Emergency/Outage Reporting1-888-544-4877Payment Options1-800-686-9901
Akron OH 44309-3638	visit us on-line at www.firstenergycorp.com
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Write: The Illuminating Company, 76 S. Main St, A-RPC, Arcon, 610 for assistance at 1-800-686-7826 utility information and business customers may call the addition of the pressistance at 1-800-686-7826 Atoro, 0.H. 44306-1800 Call Customer Services 1-800-588-710 No Atoro, 0.H. 44306-1800 Call Customer Services 1-800-588-710 No Anoday - Friday, 7.30 a.m 7.00 p.m.) Vert protement Services 1-800-588-750 No No Your prote marker: 1-440-9445 No No Antow.PUCO.ohio.gov. No Your prote marker: 1-440-9455 No No Antow.PUCO.ohio.gov. Your prote marker: 1-440-9455 No No Antow.PUCO.ohio.gov. Your prote marker: 1-440-9455 No No Antow.PUCO.ohio.gov. Your prote marker: 1-440-9455 No Antow.PUCO.ohio.gov. Antow.PUCO.ohio.gov. Your prote marker: 1-400-455 No Antow.PUCO.ohio.gov. Antow.PUCO.ohio.gov. Your prote marker: 1-440-945 Antow.PUCO.ohio.gov. Antow.PUCO.ohio.gov. Antow.PUCO.ohio.gov. Your proteor Your proteor Your proteor Antow.PUCO.ohio.gov. Antow.PUCO.ohio.gov.	scriedules of lor a written explanation of	your electric supplier and/or The Illuminating Company, or for general
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(Monday - Friday, 7:30 a.m 7:00 p.m.) uo suo p.m. weekaays, ura www.r-00.0mo.gov. Veit our Web site: www.fretenergycorp.com Veit our Web site: www.fretenergycorp.com Vour promember: 1440.944.3148 Veit our weekaays, ura www.r-00.0mo.gov. Vour promember: 1440.944.3148 Veit presistence with complaints and utility issues at 1.871-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.pickocc.org. For Your Protection For Your Protection All of our employees wear Photo I.D. badges. 1.871-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.pickocc.org. All of our employees to make: 175001217 Energy Assistance: Contact HEAP at 1-800-282-0880 (TDD/ITTY at www.pickocc.org. All of our employees to an employees I.D. bedges. 1.800-686-1557) Monday - Friday between 8:00 a.m. and 5:00 p.m. and 5:00 p.		toli free), or for TDD/TTY at 1-800-686-1570 (toli free), from 8:00 a.m.
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Page 2 of

Invoice Number: 90000140100

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When contacting an Alternate						
Call The Illuminating Con	npany at 1-800-589-310	1 with ques	tions on the	se charges.		
Basic Charges						
Customer Number: 0801220845 1750001	217 - Small General S	ervice - CE-(38125F / G8			
Customer Charge					24.56	
Distribution Related Component					628.12	
Transition Charge					848.99	
Generation Related Component					2,302.18	
Transmission Related Component					191.67	
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Small General Service	00000074					
Meter Number	902809371					
Present KWH Reading (Actual)	15,066 14,862					
Previous KWH Reading (Actual) Difference	204					
Multiplier	160					
Kilowatt Hours Used	32,640					
Metered Load in KW	0.48				•	
Present KVARH Reading (Actual)	6,265				s, 7	
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					
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50000						
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	AIAIAI			May 09	32,640	
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A-Actual E-Estimate C-Customer	N-No Usage	·				
	May 08	May 09				
Average Daily Use (KWH)	1154	989			1	
Average Daily Temperature	56	54				
Days in Billing Period	28	33				
Last 12 Months Use (KWH) Average Monthly Use (KWH)		440,000 36,667				
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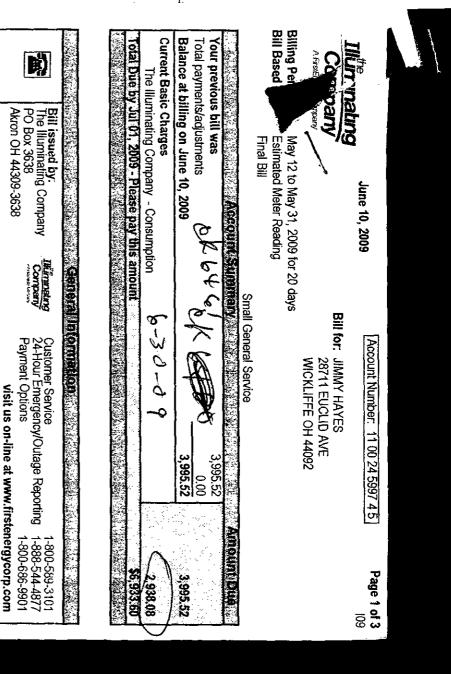


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18 A. A.

customer switched to a Certified Retail Electric Service provider charges that a customer would avoid for that billing period if the Cost Recovery Charges - Charges paid by all customers to recover deliver the power through the transmission system. These are the Charges associated with the costs for purchased power and to customers who were receiving a qualifying rate as of 4/30/09 Business Distribution Credit - Applied during the winter billing Bypassable Generation and Transmission Related Component period for non-residential electric heat and/or water heating previously incurred costs. Actual Reading - A reading we take from your electric meter. Cefinitions calculate your bill based on your past electrical use. If you would

which partially covers costs for billing, meter reading, equipment, Customer Charge - The fixed monthly charge for basic distribution and service line maintenance.

business. Formerly Delivery Charge. Distribution Related Component - A charge (including taxes) for moving electricity over electric distribution lines to your nome or

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

omers to recover costs related to economic development support Estimated Reading - On the months we do not read your meter, we Economic Development Component - Charges paid by all cust-

> electricity that establishes and sustains the electric and magnetic Kilovolt Amperes (KVA) - Volts times imperes divided by fields of ac equipment. It is used to control voltage on the Kilovolt-Amperes Reactive or kilovar (kVAr) - The portion of Kilowatt (KW) - 1,000 watts of electricity meter reading cards or access $\tilde{u}_{1,2}$. Web site usted below. like to read your own meter to avoid estimated bills, call us for 1000. Actual measured power used for circuit sizing.

prior to deregulation and costs incurred related to the a portion of the investment made in the electric system electricity to light a 100-watt light bulb for ten hours. transition to full electric generation competition. School Distribution Credit - A distribution credit that replaces the amount if you do not pay your bill by the due date. Late Payment Charge - A late charge added to the overdue use over time. For example, you use one kilowatt-hour of Transition Charge - This charge provides for the recovery of former Energy for Education II program. Kitowatt-hour (kWh) - The unit of measure for the electricity you transmission network.

Important Information

Questions or Complaints

various charges, rate schedules or for a written explanation of the Price to Compare: To receive information about your Illuminating Company bill

Write: The Illuminating Company, 76 S. Main St., A-RPC

Call Customer Services: 1-800-589-3101 Akron, OH 44308-1890

Visit our Web site: www.firstenergycorp.com (Monday - Friday, 8:00 a.m. - 6:00 p.m.)

You may be asked to provide:

Your account number: 11 00 24 5997 4 5 Your phone number:

Your premise number: 1750001217

For Your Protection

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

> to 5:00 p.m. weekdays, or at www.PUCO.ohio.gov. your questions. If your complaint is not resolved after you have called Public Utilities Commission of Ohio for assistance at 1-800-686-7826 utility information, residential and business customers may call the your electric supplier and/or The Illuminating Company, or for general (toll free), or for TTY at 1-800-686-1570 (toll free), from 8:00 a.m. We welcome the opportunity to work with you and will try to answer

or at www.pickocc.org 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, Residential customers may also contact the Ohio Consumers'

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.

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. check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. Funds may be ELECTRONIC CHECK CONVERSION - When you provide a check as payment, you authorize us to either use information from your

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

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Account Number: 11 00 24 5997 4 5 Page 3 of 3 109

and or access Messages

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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	Nation Station State
Small General Service	

Siligh 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

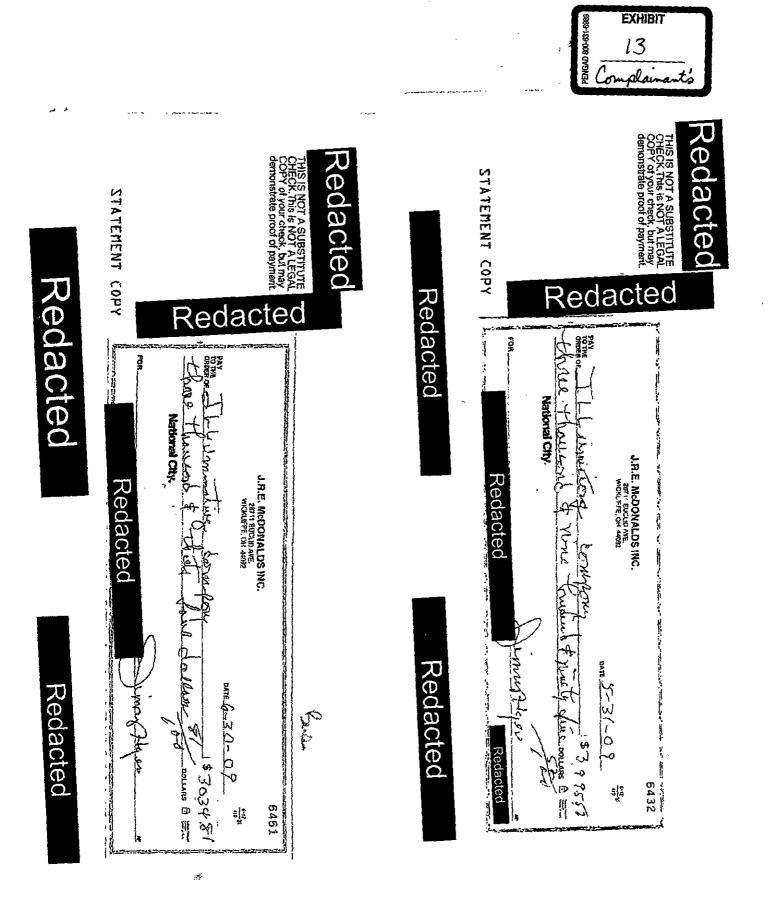
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	May 08
Average Daily Use (KWH)	1154
Average Daily Temperature	56
Days in Billing Period	28
Last 12 Months Use (KWH)	
Average Monthly Use (KWH)	

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 09
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BEFORE THE PUBLIC UTILITIES COMMISSION OF OHIO

In the Matter of the Complaint of Jimmy Hayes,)
Complainant,)
v .)
The Cleveland Electric Illuminating Company,	
)

Respondent.

Case No. 15-1662-EL-CSS

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

1 I. INTRODUCTION

2 Q. Please introduce yourself.

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

I have worked at either FirstEnergy Service Company or the Pennsylvania Power 14 Α. 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 Customer Compliance department. Prior to that, for approximately three years, I was 20 21 responsible for credit and collections functions in the eastern region of OE and also supervised meter readers for Penn Power. Prior to that, I supervised the customer contact 22 center for Penn Power for four years, before which I worked as a call taker and customer 23

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service representative for commercial accounts. I also have completed coursework in a
 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?
- CEI's investigation revealed that CEI is not holding a security deposit related to Mr. 13 Α. Hayes's account. Any security deposit Mr. Hayes purportedly provided to CEI in 1996 14 would have been refunded to him or applied to his account prior to 1998 in accordance 15 with CEI's Tariff, PUCO No. 12. The relevant portion of CEI's Tariff pertaining to 16 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 Company may retain any deposit and apply the same upon bills for service or any 19 indebtedness to the Company." (See Attachment DLR-1.) 20

21 II. CUSTOMER COMPLIANCE DEPARTMENT AND INVESTIGATION

22 Q. What does the Customer Compliance department do?

1 Α. The Customer Compliance department investigates customer complaints. These 2 complaints may involve a wide array of customer service issues, including high bills, payment disputes, problems that arise during move-ins and move-outs, service 3 disconnections, and other related matters. If a customer files a formal complaint with the 4 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.

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

A. There are several types of records Customer Compliance typically reviews. First, we
review copies of the bills sent to the customer. Second, we review CEI's customer
contact log notes. Third, we review the customer's billing, utilization, and payment
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	Α.	June 1, 2003.
5 6	Q.	Do you have complete customer service records on file for the time period before 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 17	Q.	So, even if the SAP system had not been implemented, CEI would not have customer service records from years prior to 2009?
18	А.	That is correct.
19 20	Q.	Does the Commission require utilities such as CEI to maintain records regarding customer security deposits for a certain amount of time?
21	А.	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?

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

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

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

Q. Did contact center representatives review and investigate Complainant's account 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.

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

1	А.	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 14 15		refund of a "\$5,900.00 security deposit (plus interest)" that he paid to The Illuminating Company on October 10, 1996. Did Mr. Hayes pay a \$5,900.00 security deposit to The Illuminating Company on October 10, 1996?
14	А.	Illuminating Company on October 10, 1996. Did Mr. Hayes pay a \$5,900.00
14 15	A.	Illuminating Company on October 10, 1996. Did Mr. Hayes pay a \$5,900.00 security deposit to The Illuminating Company on October 10, 1996?
14 15 16	A.	Illuminating Company on October 10, 1996. Did Mr. Hayes pay a \$5,900.00 security deposit to The Illuminating Company on October 10, 1996? I am not able to testify whether Mr. Hayes paid a \$5,900.00 security deposit to "The
14 15 16 17	A. Q.	 Illuminating Company on October 10, 1996. Did Mr. Hayes pay a \$5,900.00 security deposit to The Illuminating Company on October 10, 1996? I am not able to testify whether Mr. Hayes paid a \$5,900.00 security deposit to "The Illuminating Company" on October 10, 1996. I have no personal knowledge of this, and
14 15 16 17 18 19 20 21		 Illuminating Company on October 10, 1996. Did Mr. Hayes pay a \$5,900.00 security deposit to The Illuminating Company on October 10, 1996? I am not able to testify whether Mr. Hayes paid a \$5,900.00 security deposit to "The Illuminating Company" on October 10, 1996. I have no personal knowledge of this, and records from 1996 are no longer maintained by CEI. Mr. Hayes attached to his Complaint a Deposit Receipt purportedly from "The Illuminating Company". Can you confirm that this Deposit Receipt is a true and accurate copy of a Deposit Receipt that was given to him by CEI on or about
14 15 16 17 18 19 20 21 22	Q.	 Illuminating Company on October 10, 1996. Did Mr. Hayes pay a \$5,900.00 security deposit to The Illuminating Company on October 10, 1996? I am not able to testify whether Mr. Hayes paid a \$5,900.00 security deposit to "The Illuminating Company" on October 10, 1996. I have no personal knowledge of this, and records from 1996 are no longer maintained by CEI. Mr. Hayes attached to his Complaint a Deposit Receipt purportedly from "The Illuminating Company". Can you confirm that this Deposit Receipt is a true and accurate copy of a Deposit Receipt that was given to him by CEI on or about October 10, 1996?
14 15 16 17 18 19 20 21 22 23	Q.	 Illuminating Company on October 10, 1996. Did Mr. Hayes pay a \$5,900.00 security deposit to The Illuminating Company on October 10, 1996? I am not able to testify whether Mr. Hayes paid a \$5,900.00 security deposit to "The Illuminating Company" on October 10, 1996. I have no personal knowledge of this, and records from 1996 are no longer maintained by CEI. Mr. Hayes attached to his Complaint a Deposit Receipt purportedly from "The Illuminating Company". Can you confirm that this Deposit Receipt is a true and accurate copy of a Deposit Receipt that was given to him by CEI on or about October 10, 1996? No, I cannot. I had not seen the Deposit Receipt prior to my investigation regarding this
14 15 16 17 18 19 20 21 22 23 24	Q.	 Illuminating Company on October 10, 1996. Did Mr. Hayes pay a \$5,900.00 security deposit to The Illuminating Company on October 10, 1996? I am not able to testify whether Mr. Hayes paid a \$5,900.00 security deposit to "The Illuminating Company" on October 10, 1996. I have no personal knowledge of this, and records from 1996 are no longer maintained by CEI. Mr. Hayes attached to his Complaint a Deposit Receipt purportedly from "The Illuminating Company". Can you confirm that this Deposit Receipt is a true and accurate copy of a Deposit Receipt that was given to him by CEI on or about October 10, 1996? No, I cannot. I had not seen the Deposit Receipt prior to my investigation regarding this case. I was not involved in preparing the Deposit Receipt, and I do not know who was;

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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 5 6 7	Q.	The Deposit Receipt indicates that "[u]pon 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." Was this CEI's policy in 2009 when Mr. 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 21 22 23	Q.	You previously testified that you have reviewed CEI's available records regarding this account, including the contact center notes. What, if anything, did those records show regarding the refund of a deposit to Mr. Hayes or the application of a deposit to his account?
24	А.	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

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

6 7 Q.

Are you able to draw any conclusions from your review of CEI's records on this 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?

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

A. Yes. The portions of the Tariff that I reviewed regarding security requirements were in
effect during the timeframe of the Customer Itemized Statement – that is January 1, 1998
through August 31, 2000. The Tariff provided that "[i]nterest will be paid on such
[security] deposits at the rate of five percent per annum to the date of the final bill."
Additionally, if CEI had been holding a security deposit during this time, the security
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 5	Q.	Are you able to draw any additional conclusions from your review of these 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 16 17 18 19	Q.	You testified that Section 4901:1-10-14(N) of the Ohio Administrative Code requires CEI to retain records of customer deposits for at least one year after the deposit, including interest, is returned and/or applied to the customer's bill. Based on the available information, is there any indication that CEI has not complied with this requirement?
20	А.	No, there is not.
21 22	Q.	Are there any documents that you would have liked to review, but which you were not able to review?
23	А.	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	А.	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	А.	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 13	Q.	Based on the available information, is there any indication that CEI has improperly retained a security deposit paid by Mr. Hayes in 1996?
14	А.	No, there is not.
15	Q.	Does this conclude your testimony at this time?

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16 A. Yes, it does.

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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*

> <u>/s/Christing E. Watchorn</u> On behalf of The Cleveland Electric Illuminating Company

COL1997 268596v1 29414.00072

Attachment DLR-1

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The Cleveland Electric Illuminating Company Cleveland. Ohio

s. 1.

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

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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 Hurray R. Edelman, President Effective for service rendered on or after April 18. 1996

The Cleveland Electric Illuminating Company Cleveland, Ohio

82nd Revised Sheet No. 1

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

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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 The Cleveland Electric Illuminating Company Cleveland, Ohio 2nd Revised Sheet No. 17

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



GENERAL RULES AND REGULATIONS (Cont'd)

2. CREDIT REQUIREMENTS

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- 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 <u>NONRESIDENTIAL SERVICE</u>--Initiated by the Company
 - Service may be disconnected without charge and the Company may remove its meters, vaults, appliances and other property for any of the following reasons:

Filed under authority of Order No. 86-2025-EL-AIR of The Public Utilities Commission of Ohio, dated December 16, 1987 Issued December 23, 1987 by Robert J. Farling, President Effective for service rendered on or after December 23, 1987

	Jimmy Hayes Contact Notes 110024599745.txt
07/22/20	15 13:04 General Complaint PUC/BPU Complaint-verbal 9745 Mary P Dawes puco/leah - bp calling about \$59000, sec dep, adv if paid
1	monthly and on time would have been refunded in bill in 1998
1	(2yr later). on demand bill from aug 2008 show no interest
1	which means no sec dep either. appears refund occurred
1	prior to aug 2008 retention records are for only 6 years
03/23/201 110024599	L2 17:38 General Complaint Supervisor Call 0745 [Nicholas E Mickunas Jr RES SPEC - Eleanore Hayes (office assistant) wanted us to show them
1	proof that security deposit was returned to them advised per previous
j	supervisor call that Per Paul was returned by 2003 and Per Legal would
}	Ineed to supboena this information also advised looking at billings
1	before account was finaled there was no security deposit interest being
ł	paid which would mean no deposit was being held when these billings
1	jissued stated she has a receipt from 1996 that states deposit would be
1	Ireturned when account is ended advised per previous notes they would
ł	Ineed to supbeona this info by having their legal person
1	(attorney/lawyer) contact use
03/23/201 110024599	2 17:07 CIC Contacts General Inquiry 745 49043 ELEANOR HAYES VRFD INFO 110024599745, OFFICE ASSISTANT, EXPL
{	AINED TO HER SEC DEP WAS REFUNDED BY 2003, WANTS PROOF WE RE
l	FUNDED, THEY FAXED IN PROOF OF RECEIPT, FAXED 11/2/11 PROOF
l	OF RECEIPT, XFER TO FLOOR SUPPORT, I DID TELL HER THE INFORM
l	(ATION THAT WAS IN PREVIOUS NOTES. xfer to floor support xfer
l 	l to me in error.
03/23/201 110024599	2 17:03 CIC Contacts General Inquiry 745 Cindy Hanna ELEANOR HAYES VRFD INFO 110024599745, OFFICE ASSISTANT, EXPL

Jimmy Hayes Contact Notes 110024599745.txt 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 110024599745 |Ahmad Akhdar | elleanor hayes |General Inquiry |110024599745 |bp calling about refund lverified ł 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 Ithat if we would like for us to prove that we refunded sec d lep 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, cdi Page 3

Jimmy Hayes Contact Notes 110024599745.txt 1 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 le final bill. I pulled up final and he had a 6933.60 bal, ad lv 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 |110024599745 |Rachel A Elkins General Inquiry |Jimmy Hayes cld to end srvc. Advsd srvc ended by new party's | rqst for srvc. Cust inquiredabout dep being refunded. Do n lot show a dep ever being on this acct. Reviewed w/B Thompson Page 4

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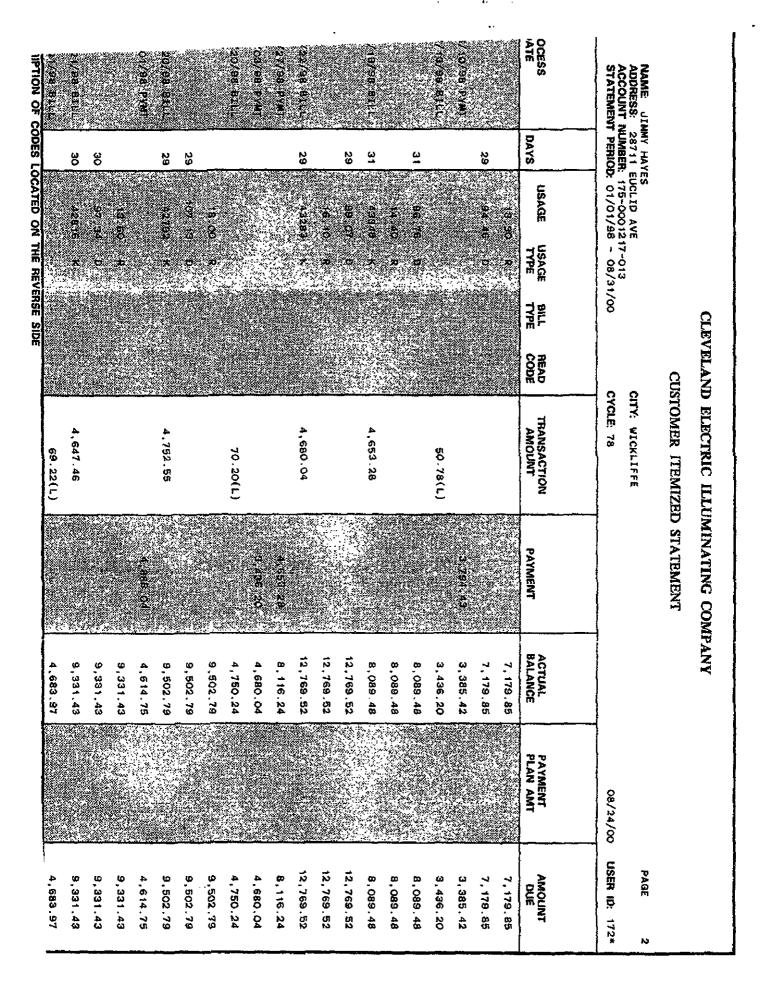
Jimmy Hayes Contact Notes 110024599745.txt], no dep showing on acct. Advsd cust if he believes he pd a |dep, he would need to provide his certificate of dep as we h lave no record of the dep. re 05/21/2009)09:56 Move Out Move-Out Created by Move-In 110024599745 118527 [Move out created from Move in : 000007838507 called in debbra oaluar |from hlw fast track [Created By: Porter, Caro] A 1 103/09/2009119:45|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 Non-Residenti]110024599745 |CCSBILL96 |07/02/2008|17:45|Contract Account |110024599745 |C6611 |Disconnection Notice - OH Promise To Pay |PTP \$4357.67 by 07/07/2008 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 103/20/2008 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 |110024599745 |45722 |03/19/2008|18:58|Operating-DMC |110024599745 |Gerald M Weller Jr |09/12/2007|21:48|Form Letters [Lights-Partia] |Part Off - Arcing/Burning Disconnection Notice - OH Non-Residenti 110024599745 CCSBILL17 08/09/2007 21:43 Form Letters Disconnection Notice - OH Non-Residenti 110024599745 |CCSBILL17 107/11/2007 21:09 Form Letters [Disconnection Notice - OH Page 5

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	WMY HAV 28711	NAME: JIWAY HAYES ADDRESS: 28711 EUCLID AVE			Ð	CITY: WICKLIFFE			ŗ	PAGE
]	T PERIO	0: 01/01/98	- 08/3	1/00	0	CYCLE: 78			08/24/00	USER 1D:
	DAYS	USAGE	USAGE	TYPE TYPE	READ	TRANSACTION AMOUNT	PAYMENT	ACTUAL BALANCE	PAYMENT PLAN AMT	AMOUNT
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01/1 5/38 PYN T							58 \$09.9	3. 141.74		3, 141.74
THE BC/95/10	32	erose	*			3,442.61		6,631_47		6,631.47
01/28/98 BILL						47.12(L)		3, 188.86		3, 188.86
	ы Э N	74.38						6,631,47		6,631.47
DZ/23788 PYNT							35.191.26	3,489.91		3,489.91
02/24/28 81.1	e e	138EC				3,298.88		6,841.11		6,841.11
	<u>9</u>	75.45	0					6,841.11		6,841.11
02/24/98 BILL	<u> </u>					52.34(L)		3,542.25		3,542.25
	128	11.42	: କାଳ ୍					10.040.13		10,040.13
03/24/98 8114	53 63	\$1906	*			3,096.41		10,040.13		10,040.13
03/24/98 BILL						102.61(L)		6,943,72		6,943.72
DWAR BB/EE/EO	<u> </u>						18. 481. 6	6,550.22		6,550.22
14/4 88/05/140	<u></u>						3 126 6	3,199.02		3, 199.02
04/24/98 BUL						47.98(L)		3,247.00		3,247.00
	3	77.76	Ð					6,718.06		6,718.06
SAME OF A DOMESTIC	<u>يدهم</u> 2	34457	*			3,471.06		6,718.06		6,718.06
(24/88 BILL		4 20	10					6,718.06		6,718.06
/2 4/318 BILL							a 387.63	3,335.39		3,335.39
tens filles. Tits filles?	29 29	26350	*			3,784.43		7, 179.85		7,179.85
04/15/04 5111				Contract of Arriver				CF 301 C		3, 385, 42

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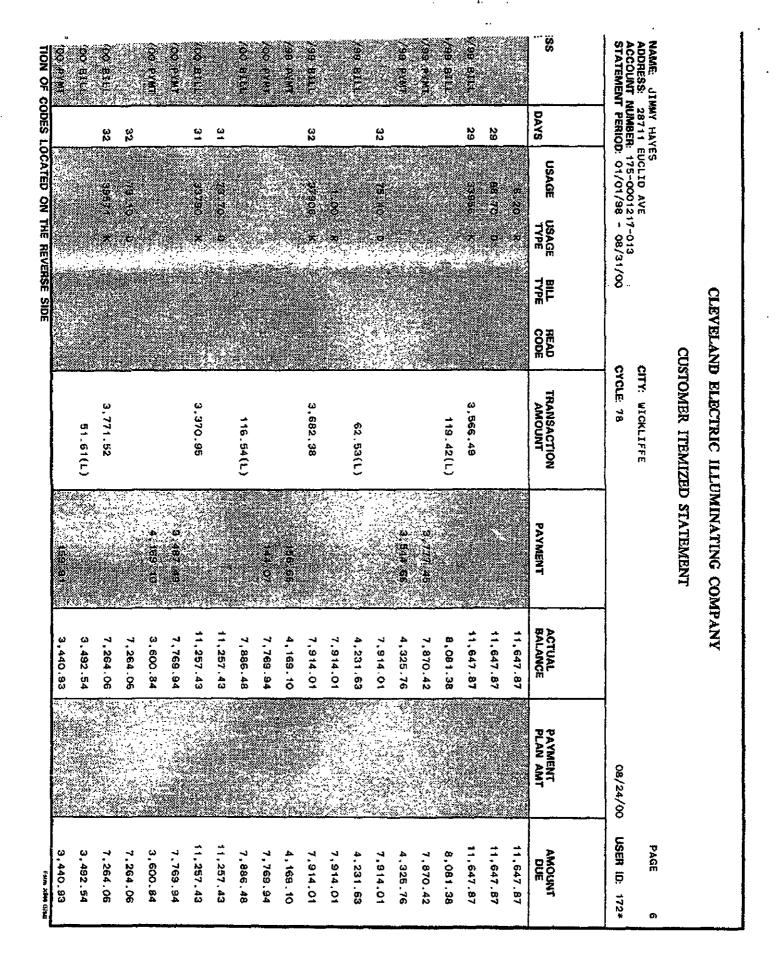
NAME: JIMMY HAYES ADDRESS: 28711 EUCLID AVE ACCOUNT NUMBER: 175-0001217-013 STATEMENT PERIOD: 01/01/98 - 08/31/00 ő ON OF a BILL CODES LOCATED ON THE REVERSE SIDE DAYS မ္ခ 33 ŝ 33 29 29 <u>e</u> 29 29 USAGE 91512 374 (9 102.82 15.80 2 2 2 2 2 2 2 2 2 94992 X 49 28 D 70.27 0662.66 33104 8 - 00 V USAGE TYPE TYPE CLEVELAND ELECTRIC ILLUMINATING COMPANY READ CUSTOMER ITEMIZED STATEMENT CYCLE 78 CITY: WICKLIFFE TRANSACTION 3,290.80 3,613,92 3, 164.22 3,965.38 3 642 30 97.88(L) 64.97(L) 54.67(L) 49.67(L) A 100 00 3(645 900 Q PAYMENT 718.68 ACTUAL 10,237.41 10,237.41 10,237.41 6,623.49 6,525.61 6,525.61 8,361.78 8,361.78 3,361.39 3,311.72 7.342.07 3,699,77 7,342,07 3,645.10 8,351.78 4,396.40 8,831.43 4,331.43 9,883.11 6,592.31 7 342.07 PAYMENT PLAN AMT 08/24/00 USER ID: 172* PAGE 10,237.41 10,237.41 10,237.41 AMOUNT 6,623.49 6,525.61 6,525.61 3,361.39 3,311.72 3,639.77 8,361.78 4,396.40 8,361.78 8,361.78 9,883.11 6,592.31 7,342.07 7.342.07 7,342.07 3,645.10 8,831.43 4,331.43 Form X844 (5/14) ω

77/22/05 PYNT	17/22/28 81.44	1WAd \$\$795/90	38/22/89 BILL	36/22/99 BILL				\$119 68/22/9C		38747/98 PYNT	34/22/99 BILL		34/22/99 BLU		04/05/39 Pyter		03/22/89-81LL	111.8 66/b5/60	THAN SE/SO/ED		HOCESS DATE		ACCOUNT I STATEMEN	NAME: JI			
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6.02 GOE		8.54V.29								3 451 77					9.171.21				08 115 E		PAYMENT				D STATEMENT	CLEVELAND ELECTRIC ILLUMINATING COMPANY	
7,803.27	7,920.31	8.012,40	7,836.78	3,498.99	11,459.60	7,836,78	7,836.78	11,469.69	11,459.60	3,447.25	3, 503, 54	6,899.06	6,899.06	6,899,06	3,451,77	9,623.08	6,263.87	9,623.08	6.171.31	9,883.11	ACTUAL BALANCE					IPANY	
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7 R03.0	7,920.31	8.012.40	7,836,78	01, 498 . 99	11,459.69	7,026,78	7,896,78	11,459.69	11,459.69	3,447.29	3,503.54	90,668,9	6,899.06	90.668,9	3,451.77	9,623.08	6,263.87	9,623.08	6,171.31	9,883,11	AMOUNT DUE		0 USER 10: 172*	PAGE 4			-

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				107.03(1)	3,777.45			2,904.29				4.787.21		68.07(L)			-	•	4,838.09	and a second	TRANSACTION	CYCLE: 78	CITY: WICKLIFFE	CUSTOMER ITEMIZED STATEMENT	BLECIRIC ILL
81 ESI	3 DOM 35					182.07	4, 585, 28		125-33							56, 402	01 21018				PAYMENT			D STATEMENT	CLEVELAND ELECTRIC ILLUMINATING COM
7,961.96	8 115 69	11.019.98	11,019.98	7,242.53	11,019.98	7, 135, 50	7,297.57	12, 182.85	9,278.56	12, 182.85	12, 182.85	9,403,89	9,403.89	4,606.68	9,403.89	4,538.61	4,746.00	12,758.40	12,758,40	12,758.40	ACTUAL BALANCE				MPANY
																					PAYMENT PLAN AMT	 08/24/00			
7,961.96	8.115.69	11,019.98	11,019.98	7,242.53	11,019,98	7,135.50	7,297.57	12, 182.85	9,278.56	12, 182.85	12.182.85	9,403.89	9,403.89	4,606.68	9,403.89	4.538.61	4,746.00	12,758.40	12,758,40	12,758.40	AMOUNT DUE	USER ID: 172*	PAGE 5		

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scription of codes located on the reverse side JCESS ATE Daloo Bir 10/00 BIL 10/00 PY 0/00.81 1/00 PIN Noo-Biti NAME: JIMMY HAYES ADDRESS: 28711 EUCLID AVE ACCOUNT NUMBER: 175-0001217-013 STATEMENT PERIOD: 01/01/98 - 08/31/00 100 811 4 00 P 118 OO DAYS 33 33 မ္မ 29 29 පි USAGE 05-30 41612 96,90 81.20 34085 0.00 36776 eo USAGE e (* 1 **9** 2 ... **BILL** CLEVELAND ELECTRIC ILLUMINATING COMPANY READ CUSTOMER ITEMIZED STATEMENT CITY: WICKLIFFE CYCLE: 78 TRANSACTION 4,296.95 3,466.48 3,654.13 69,34(L) 43.68(L) 42.09(L) 7.77(L) 0, 219,2 169.5 PAYMENT 185.80 4. 900 00 157 7 ACTUAL BALANCE 3,061.62 2,964.06 4,622.68 4.692.02 4,822.75 4,822.75 4,822.75 3,615.92 6,422.25 2,912.09 6,422.25 2,955.77 6,422.25 6,502.55 2,848.42 6,502.55 6,502.55 2,806.33 525.80 518.03 703.83 PAYMENT PLAN AMT 08/24/00 USER 1D: PAGE AMOUNT DUE 4,822.75 2,806.33 4,822.75 3,615.92 6,422.25 2,912.09 6,422.25 2,955.77 6,422.25 3,061.62 6,502.55 2,848.42 6,502.55 6,502.55 2,964.06 4,622,68 4,692.02 4,822.76 518.03 525.80 703.83 Zerm Xa44 Dilbi 172* 4

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CLEVELAND ELECTRIC ILLUMINATING COMPANY

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CUSTOMER ITEMIZED STATEMENT

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Import HARSE Manufactor, 175-00001217-013 CITY, UD0.LIFE VALUE 73 CITAL FC										
UNIVERSIDATION CITY. VICALIFIE DAYS USAGE USAGE BALL READ TRANSACTION PAYMENT ACTUAL PAYMENT On/24/00 DAYS USAGE USAGE BALL READ TRANSACTION PAYMENT ACTUAL PAYMENT ACTUAL PAYMENT 23 USAGE USAGE TRANSACTION PAYMENT ACTUAL PAYMENT BALLARCE PAYMENT 33 USAGE USAGE TRANSACTION PAYMENT ACTUAL PAYMENT BALLARCE										
UNIVERVIEWES 28711 EEOCLD AVE NUMBER 178-00013 17-013 CIVIC. 78 CIVIC. 78 OUTCLIFFE OUTCLIFF			4,807,18	203 GY						THAN OUVEC
UNIVERVIEWS 28711 FECLID AVE NUMBER 175-000/31/2001 CITY: UCKLIFFE CYCLE 78 CITY: UCKLIFFE UNAMER 175-000/31/2001 USAGE BLL IFRANSACTION FRANSACTION PAYMENT ACTUAL ISAGE PAYMENT ALLER ISAGE			4 , 879 - 28		72.36(L)					avoavoo aiki
Imperimentation City: WICKLIFFE City: WICK			9,561.65		4,682,37			43615	29	1.18 00/80/
Image: 12871 Function Area CITY: WICKLIFFE CITY: WICKLIFFE Op/24/00			9,561.65				e S	5.82	29	
Interverses City, VICALIFFE Numberse 175-0001217-013 City, VICALIFFE 10AVS USAGE 185-00 10AVS 1760 1 10AVS 1 1			9,561.65				Ħ			
JUMY HAYES 28171 EVELTID AVE MINDERN 175-0001317-013 INF PENDID: 01/01/98 - 08/31/00 CITY: WICKLIFFE CVCLE 78 CVCLE 78 CVCLE 78 08/24/00 INARSEN 175-0001317-013 INF PENDID: 01/01/98 - 08/31/00 INARSEN 175-0001317-013 CVCLE 78 INARSEN 175-0001317-013 CVCLE 78 INARSEN 175-0001317-013 CVCLE 78 INARSEN 175-001317-013 CVCLE 78 INARSEN 175-013-013 CVCLE 78 INARSEN 175-013 CVCLE 78 INARSEN			5,010,85	4,622,68						16/00 5/90
UNIVER HAPPES 2.87.11 EUCLID AVE PERIOD: 01/01/98 - 08/31/00 CITY: WICKLIFFE ON/24/00 NVT PERIOD: 01/01/98 - 08/31/00 CYCLE: 78 08/24/00 NVT PERIOD: 01/01/98 - 08/31/00 CYCLE: 78 08/24/00 NVT PERIOD: 01/01/98 - 08/31/00 CYCLE: 78 08/24/00 NVT PERIOD: 01/01/98 - 08/31/00 READ THANSACTION PAYMENT ACTUAL 84.ANCE PAYMENT 10AYS USAGE NTPE CODE THANSACTION PAYMENT ACTUAL 9.253.11 PAYMENT 23 13.700 & R 4.561.09 1.925.11 9.253.11 9.253.11 9.253.11 23 1001 & R 4.561.09 1.908.12 9.253.11 9.253.11 9.253.11 23 1001 & R 4.561.09 1.925.20 4.948.39 1.925.31 33 81.38 4.530.43 1.925.20 4.407.33 1.925.20 34.01.23 1.925.20 4.407.33 9.633.53 1.933.23 1.933.23			8,633.53		5,160.20			5220	یں دو	11/00 BILL
LIMPY HAYES 28711 EUCLID AVE 28711 EUCLID AVE 18776 0002 17-013 CITY: WICKLIFFE CYCLE: 78 08/24/00 </td <td>9,633,53</td> <td></td> <td>9,633.53</td> <td></td> <td></td> <td></td> <td></td> <td>13.50</td> <td></td> <td></td>	9,633,53		9,633.53					13.50		
UMY HAYES CITY: WICKLIFFE NUMBER: 175-0001217-013 CYCLE: 78 OR/24/00 NT PERIOD: 01/01/98 - 08/31/00 CYCLE: 78 08/24/00 DAYS USAGE USAGE BALL READ TRANSACTION ACTUAL PAYMENT BALANCE PAYMENT BALANCE PAYMENT 9,253.11 23 USAGE USAGE TYPE CODE TRANSACTION PAYMENT BALANCE PLAN AMT 23 USAGE USAGE PAY A.561.09 3,253.11 <td>4,407,2</td> <td></td> <td>4.407.23</td> <td>06 625</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>11/100 PVHT</td>	4,407,2		4.407.23	06 625						11/100 PVHT
LIMPY HAYES CTTY: WICKLIFFE 23711 EUCLID AVE OB/21/7-013 23711 EUCLID AVE CTTY: WICKLIFFE NUMBER: 175-000/2017-013 CYCLE: 78 OB/24/00 NT PERIOD: 01/01/98 - 08/31/00 CYCLE: 78 OB/24/00 DAYS USAGE BALL READ TRANSACTION PAYMENT ACTUAL PAYMENT DAYS USAGE USAGE BALL READ TRANSACTION PAYMENT ACTUAL PAYMENT BALARCE PAYMENT BALARCE PAYMENT S.253.11 S.253.13 S.253.13<	9,633.5		9,633.53						3	
IMARY HAVES 237 TH EVECTID AVE NUMBER: 150-0001217-013 NT PERIOD: 01/01/98 - 08/31/00 CITY: WICKLIFFE NUT PERIOD: 01/01/98 - 08/31/00 CYCLE: 78 O8/24/00 DAYS USAGE BALL TYPE READ CODE THANSACTION PAYMENT ACTUAL BALANCE PAYMENT DAYS USAGE BALL TYPE READ THANSACTION PAYMENT BALANCE PAYMENT 23 USAGE USAGE BALL TYPE READ THANSACTION PAYMENT BALANCE PAVMENT 23 USAGE BAL READ A.S61.09 3,253.11 3,253.11 3,253.11 3,253.11 3,253.11 23 MODIUN A.S61.09 A.S61.09 A.S62.43 4,530.43 4,530.43	4,473.3		4.473-33		66, 10(L)					1118 00/1
LIMMY HAYES 232711 EUCLID AVE NUMBERS 175-0001217-013 VT PERIOD: 01/01/98 - 08/31/00 CITY: WICKLIFFE NUMBERS 175-0001217-013 VT PERIOD: 01/01/98 - 08/31/00 CYCLE 78 08/24/00 VT PERIOD: 01/01/98 - 08/31/00 CYCLE 78 08/24/00 VT PERIOD: 01/01/98 - 08/31/00 CYCLE 78 08/24/00 USAGE USAGE BALL READ TYPE TRANSACTION CODE PAYMENT ACTUAL BALANCE PAYMENT 10/475 10/470 8 4,561.09 4,561.09 3,253.11 5,253.11 5,253.11 23 40081 4 4,561.09 4,948.39 5,253.11 5,253.11 5,253.11	4,630,4		4,630.43	36 646						MAN OOZEG
LIMMY HAYES 28771 EUCLID AVE NUMBER: 175-0001217-013 NT PERIOD: 01/01/98 - 08/31/00 CITY: WICKLIFFE CYCLE: 78 CITY: WICKLIFFE VT PERIOD: 01/01/98 - 08/31/00 CYCLE: 78 08/24/00 DAYS USAGE BUL READ TRANSACTION ACTUAL PAYMENT DAYS USAGE USAGE BUL READ TRANSACTION ACTUAL PAYMENT BALANCE PLAN AMT 29 USAGE USAGE BUL READ TRANSACTION 9.253.11 9.253.11 9.253.11 9.253.11	4,948,3		4.948.39	4,304 12	_					HAA DOVER
UME_UIMMY_HAYES CITY: WICKLIFFE DRESS: 28711 EUCLID AVE SCOUNT NUMBER: 175-0001217-013 ATEMENT PERIOD: 01/01/98 - 08/31/00 CYCLE: 78 08/24/00 ATEMENT PERIOD: 01/01/98 - 08/31/00 CYCLE: 78 08/24/00 DAYS USAGE BUL READ TRANSACTION ACTUAL PAYMENT 84.LANCE PAYMENT DAYS USAGE USAGE BUL READ TRANSACTION ACTUAL PAYMENT 82.53.11 08/24/00 23 17 70 R S 3,253.11 S S S S	9,253.1		9,253,11		4,561.09			S 274	29	9/00 BILL
UME_UIMMY HAYES CITY: WICKLIFFE DRESS: 28711 EUCLID AVE CITY: WICKLIFFE COUNT NUMBER: 175-0001217-013 CYCLE: 78 CYCLE: 78 CYCLE: 78 DAYS USAGE BALL READ THANSACTION ACTUAL PAYMENT BALANCE PLAN AMT BALANCE PLAN AMT BALANCE PLAN AMT	9,253.1		3,253.11				0	2 12	29	
UME: JIMMY HAYES CITY: WICKLIFFE DRESS: 28711 EUCLID AVE CITY: WICKLIFFE DRESS: 28711 EUCLID AVE CITY: WICKLIFFE COUNT NUMBER: 175-0001217-013 CYCLE: 78 COUNT NUMBER: 175-0001217-013 CYCLE: 78 ATEMENT PERIOD: 01/01/98 - 08/31/00 CYCLE: 78 DAYS USAGE USAGE USAGE TYPE CODE THANSACTION ACTUAL PAYMENT BALANCE PLAN AMT	9,253.1		9,253.11				*	5159-		
31/00 CYCLE: 78 08/24/00	AMOUNT	PAYMENT PLAN AMT	ACTUAL BALANCE	PAYMENT	TRANSACTION				DAYS	<u>ي</u> ي
31/00 CYCLE: 78 08/24/00		······································								
CITY: WICKLIFFE	ł	08/24/0			YCLE: 78	0	08/31/00	- 86/10/10	r PERIOD	STATEMEN
	PAGE				ITY: WICKLIFFE	G		UCLID AVE	11111111111111111111111111111111111111	ADDRESS:

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KEY FOR PAYMENT	BLANK # FIELD READING 8 = METER EXCHANGE C * OFFICE ESTIMATE E = COMPUTER ESTIMATE	KEY FOR READ CODE	A = AREA LIGHT D = DEMAND X = KILOWATT HOUR L = FIX KILOWATT HOUR N = BILLED DEMAND D = OFF PEAK DEMAND P = ON PEAK DEMAND R = REACTIVE DEMAND	KEY FOR USAGE TYPE	
KEY FOR PAYMENT PLAN AMOUNT A = DEPOSIT AGREEMENT B = BUDGET D = DEFERRED AGREEMENT P = PIP	A = ADAUSTMENT D = DEFERRED AGREEMENT B = MON-SUFFICIENT CHECK AMOUNT L = LATE PAYMENT CHARGE C = CUSTOMER ACCOUNT CHARGE N = NON-SUFFICIENT CHARGE - THEFT CHARGE N = NON-SUFFICIENT CHARGE - THEFT CHARGE N = NON-SUFFICIENT CHARGE - THEFT CHARGE N = NON-SUFFICIENT CHECK - THEFT CHARGE O = OHIO ENERGY CREDITS - FUELD COLLECTION CHARGE P = CUSTOMER CHARGE OFF AMOUNT - FUSE REPLACEMENT CHARGE S = SECURITY DEPOSIT - FUSE REPLACEMENT CHARGE T = CONTRACTS - OTHER CHARGE - COURT CHARGE	KEY FOR TRANSACTION AMOUNT	CAN = CANCEL BILL RBL = REBILL	KEY FOR BILL TYPE	CLEVELAND ELECTRIC ILLUMINATING COMPANY CUSTOMER KEY FOR ITEMIZED STATEMENT

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This foregoing document was electronically filed with the Public Utilities

1.

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 Company

					CUS	CUSTOMER ITEMIZED STATEMENT	CUSTOMER [TEMIZED STATEMENT			
NAME: JIA ADDRESS: ACCOUNT N	аму НАУ 28711 1 4 Марер-	NAME JIMAY HAYES Address, 28711 Euclid Ave Acconstrumtates	5		0	CITY: WICKLIFFE				PAGE 1
STATEMENT	r PERIOL	B6/10/10 3	80 - 08/3	00/	б —	CYCLE 78			08/24/00	USER ID: 172*
PROCESS DATE	DAYS	U\$AGE	USAGE TYPE	BILL	READ CODE	TRANSACTION AMOUNT	PAYMENT	ACTUAL BALANCE	PAYMENT Plan amt	AMOUNT DUE
12/23/87 860								6,747.57		6,747.57
01/15/98 PYMT						<u>Lookain</u>	3 805 83	3, 141.74		3,141.74
01/26/98 BILL	3	86043	2 2			3,442.61		6,631.47		6,631.47
01/26/98 BILL						47.12(L)		3, 188.86		3, 188.86
	ŝ	38						6,631.47		6,631/47
1M/4 86/62/20							3.141.56	3,489.91		3,489.91
02/24/98 BILL	5	4 988	4			3, 298.85		6,841.11		6,841.11
	õ	76.45	<u>~~</u> ~					6,841.11		6,841.11
02/24/98 BILL						52.34(1)		3,542.25		3,542.25
	58	71.42	. 			<u></u>		10,040.13		10,040.13
03/24/38 BILL	28	306 12	¥			3,096.41		10,040.13		10,040.13
03/24/88 BILL						102.61(L)		6,943.72		6,943.72
03/27/98 HYMT							3,489,44	6,550.22		6,550.22
04/20/98 PYMT							351.20	3, 199.02		3, 199.02
04/24/98 8110						47.98(1)		3,247.00		3,247.00
	ō	77 76	%					6,718.06		6,718.06
04/24/98 BILL	6	34857	×			3,471.06		6,718.06		6,718.06
		8 •	9 8) 353 2 22					6.718.06		6,718.06
05/12/98 Print							3 382 67	3, 335, 39		3,335.39
05/26/88 8141	53	36550				3, 794.43		7, 179.85		7,179.85
05/26/98 SILL								÷0		

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					202		CUSTOMER LIEMIZED SIAIEMENT			
NAME: JIMMY HAYES ADDRESS: 28711 EUCLID AVE ACCOUNT NUMBER: 175-0001217-013 STATEMENT PERIOD: 01/01/98 - 08/3	MY HAY 28711 NUMBER	ES EUCLID AVE 175-00012 E 01/01/98	217-013. 3 - 08/31,	00/1	00	CITY: WICKLIFFE CVCLE: 78			08/24/00	PÅGE 2 USER ID: 172*
ROCESS DATE	DAYS	USAGE	USAGE 17PE	TYPE TYPE	READ CODE	TRANSACTION AMOUNT	PAYMENT	ACTUAL BALANCE	PAYMENT	
		13.30	æ					7,179.85		7, 179.85
	53	84 ¥0	0					7,179.85		7,179.85
36/10/38 PV#F							\$, 794, 43	3,385.42		3,385.42
377/13/98 BILL						50.78(L)		3,436.20		3,436.20
	õ	96.7 6	¢					8,089.48		8,089.48
		14-40						8,089.48		8,089.48
77/13/58 EILL	ē	43348				4,653.28		8,089.48		8,089.48
	5	98.01						12,769.52		12,769.52
		16.10						12,769.52		12,769.52
07/22/98 BILL	80 N	43263	4			4,680.04		12,769.52		12,769.52
07/27/98 PYNT							4.653.28	8,116.24		8,116.24
28/03/98 PYMT							3 436 20	4,680.04		4,680.04
08/20/98 BIU						70.20(1)		4,750.24		4,750.24
		(8 , 00						9,502.79		9,502.79
	59	107, 13	a					9,502.79		9,502.79
08/20/88 BILL	0 N	42792	*			4,752.55		9,502.79		9,502.79
10/01/88 PWNE			<u> </u>				4 , 868, 04	4,614.75		4,614.75
		13.60	ě.					9,331.43		9,331.43
	õ	1 5						9,331.43		9,331.43
08/21/38 BILL	ŝ	42816				4,647.46		9,331.43		9,331.43
					Provide and the second	69,22(1)		4 683 07	「というの名というの影	

				315	VELANU	CUSTOMER ITEMIZED STATEMENT	CLEVELAND ELECTRIC ILLUMINATING COMPANY CUSTOMER ITEMIZED STATEMENT	PANY		
NAME: JIMMY HAYES ADDRESS: 28711 EUCLID AVE ACCOUNT NUMBER: 175-0001217-013 STATEMENT PERIOD: 01/01/98 - 08/31/00	JIMMY HAYES S: 28711 EU IT NUMBER: 1 ENT PERIOD: 0	ES EUCLID AV 175-0001 E 01/01/9	/E 217-013 8 - 08/31	8	55	City: WickLiffE Cycle: 78			08/24/00	PAGE 3 USER ID: 172*
PROCESS DATE	DAYS	USAGE	USAGE TYPE	BILL	READ CODE	TRANSACTION	PAYMENT	ACTUAL BAI ANCE	PAYMENT PAN ANT	
10/08/98 PYNT							4. 1 00	4, 331.43		4, 331.43
TMY4 86/80/01						<u>*1871 </u>	888	8,831.43		8,831,43
10/20/38 BILL	59	37290	¥ 9			3,965.38		8,361.78		8,361.78
		18.50	a g			12.07182		8,361.78		8,361.78
10/20/98 8111						64.97(L)		4,396.40		4,396.40
	53	102.62	٩			<u>eserit.</u>		8,361.78		8,361.78
(0/26/38 PYNT						<u></u>	×.716.68	3,645.10		3,645.10
11/18/98 BIL	2	34992	¥ N			3,642.30		7,342.07		7,342.07
	33	89.38	Q			<u></u>		7,342.07		7,342.07
11/18/38 81/11						54.67(L)		3,699.77		3,689.77
		4.90	4 Q			<u></u>		7,342.07		7,342.07
11/23/88 PYKT						<u>.</u> ;	4,030.35	3,311.72		3,311.72
12/18/98 BILL						49.67(L)		3,361.39		3,361.39
	53	10.27	2			<u> </u>		6,525.61		6,525.61
12/18/98 BILL	53	8 .2 .0	*			3, 164.22		6,525.61		6, 525. 61
01/20/99 BILL	е С	37419	×			3,613.92		10.237.41		10,237.41
01/20/99 811.1						97.86(L)		6,623.49		6,623.49
		20	6					10,237.41		10,237.41
	ŝ	25 21	a					10.237.41		10,237.41
01/27/99 PWF						<u></u>	3.645.10	6,592.31		6,592.31
02/18/\$9 BILL	a.	33104	4 % K			3 290 80				0 000 11

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					202	TANDARY TIENTER STATEMENT	N SIALEMENT			
NAME: JIMNY HAYES ADDRESS: 28711 EUGLID AVE ACCOUNT NUMBER: 175-0001217-013 STATEMENT PERIOD: 01/01/98 - 08/3	UIMMY HAYES S: 28711 EU IT NUMBER: 1 ENT PERIOD: 0	ES EUCLID AVE 175-00012 : 01/01/98	17-013. 1 - 08/31,	00/1	00	CITY: WICKLIFFE CYCLE: 78				PAGE
ROCESS	DAYS	USAGE	USAGE	BILL	READ CODE	TRANSACTION	PAYMENT	ACTUAL BALANCE	PAYMENT PLAN AMT	AMOUNT DUE
	ē	71.42	0					9,883.11		9,883.11
109/36 PYML			e de la				3.711 BO	6,171.31		6,171.31
1718 85/53/94	ä	84 13 94 13	÷.			3,359.21		9,623.08		9,623,08
13/23/88 BILL			87.2			32.56(L)		6,263.87		6,263.87
	e e	68.13	a					9,623.08		9,623.08
IA/O5/39 PYMT	<u></u>						6.171 3;	3,451.77		3,451.77
	فسننعث	8 n						6, 899, 06		6,899,06
11/22/88 81/L	ō	328 17	863			3, 395.52		6,899.06		6,899.06
	ē	81.21	Q					6,839.06		6,899.06
14/22/99 BILL	*:::-					\$1.77(L)		3.503.54		3, 503. 54
35/17/98 PYNT	<u></u>						3,451,77	3,447.29		3,447.29
	89	89.85	a					11,459.69		11,459.69
10/32/89 81LL	80	34523	*			3,622.91		11,459.69		11,459.69
		9						7,836.78		7,836.78
	33	8 13						7,836.78		7,836.78
		9: 0	æ					11,459.69		11,459.69
	1					51.70(L)		3,498,99		3,498.99
110 85/35 9166	SP B	Odage	¥			4,337.79		7,836.78		7,836.78
1412 B6/22/98 PYM1							3, 417 28	8,012.40		8,012.40
07/22/99 BILL						117.04(L)		7,920.31		7,920.31
71/22/99 PYNT	<u></u>	37/22/99 PYNT					57 806			

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				CLE	VELAND CUS	and electric illuminating o customer itemized statement	CLEVELAND ELECTRIC ILLUMINATING COMPANY CUSTOMER ITEMIZED STATEMENT	ANY		
IE: JIM RESS: 2 OUNT NI TEMENT	MY HAYE 28711 E UMBER PERIOD	NAME: JIMMY HAYES ADDRESS: 28711 ELICLID AVE ACCOUNT NUMBER: 175-0001217-013 STATEMENT PERIOD: 01/01/98 - 08/31/00	E 217-013 1 - 08/31	8	55	CITY: WICKLIFFE CYCLE 78			08/24/00	PAGE 5 USER ID: 1724
	DAYS	USAGE	USAGE TYPE	BILL TYPE	READ CODE	TRANSACTION AMOUNT	PAYMENT	ACTUAL BALANCE	PAYMENT PLAN AMT	AMOUNT DUE
	30	0E-18	0					12,758.40		12,758.40
22/99 BILL	g	45285	¥			4,838.09		12,758.40		12,758.40
		0 . 2	4 4					12,758.40		12,758.40
02/88 PYNT	<u>: 2</u> 14					_	8.012.40	4,746.00		4,746.00
73/69 PVML							207 39	4,538.61		4,538.61
	ĝ	96.70	0					9,403.89		9,403.89
23/99 BILL						68.07(L)		4,606,68		4,606.68
	<u></u>	0 4 .0	<u>en s</u>					9,403.89		9,403.89
1118 65/CZ	õ	44834	3 ¥			4,797.21		9,403.89		9,403.89
	8	96-10	0					12, 182,85		12, 182.85
		14.50	ð r					12, 182.85		12, 182.85
	<u></u>						125 33	9,278.56		9,278.56
08/85 BIT	ç T	27450	ini ¥			2,904.29		12, 182.85		12, 182.85
13/98 PWIT							882 386	7,297.57		7,297.57
1414 65/10,							162.07	7,135.50		7,135.50
(07/98 BILL	e S	37005	¥			3,777.45		11,019.98		11,019.98
07/99 8114						107.03(L)		7,242.53		7,242.53
		9 . 1)	1.45					11,019.98		11,019.38
	58	01 88	0					11,019.98		11,019.98
/11/09 PYNT							87 709 (8, 115.69		8, 115.69
/05/99 PYML	<u></u>									

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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
To:	klumpkin@lumpkinmccrary.com; klump09@aol.com

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.

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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

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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. A cypar. 17770 řínmy Haves

Enclosures:

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

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the May 12, 2009	Account Number: 11 00 24 5997 4 5 }	Page 1 of 3	~
May 12, 2009 Company Areating Garpers	Bill for: JIMMY HAYES 28711 EUCLID AVE WICKLIFFE OH 44092	105	
Iling Period: Apr 09 to May 11, 2009 for 33 ext Reading Date: On or about Jun 09, 2009 Based On: Actual Meter Reading	3 days		
	Small General Service		
Your previous bill was	3,530.76 -3,530.76 -3,530.76 0.00	0.00	
Current Basic Charges The Illuminating Company - Consumption	5-31-69	3,996.52	
Total Due by Jun 02, 2009 - Please pay this an		3,955.52	
	e being added to your bill, please pay by the due		
Bill issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638	Customer Service 24-Hour Emergency/Outage Reporting Payment Options visit us on-line at www.firste	1-800-589-3101 1-888-544-4877 1-800-686-9901 nergycorp.com	
	and the second state of th	Sale enotine States	
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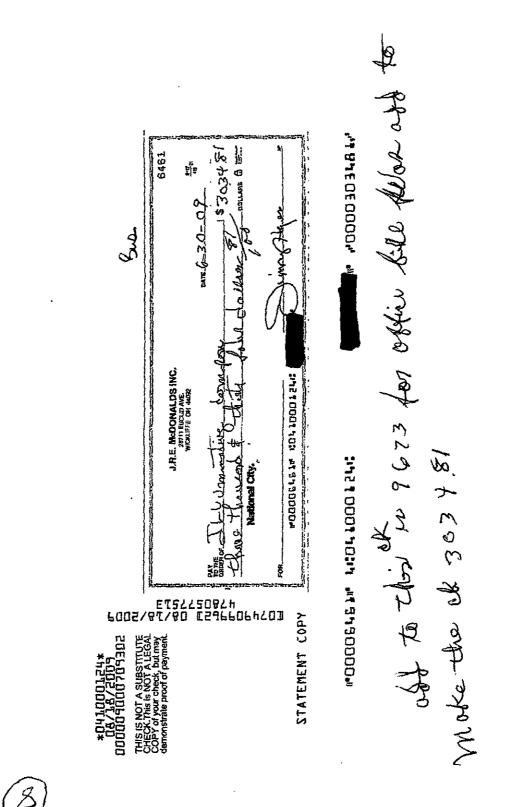
		j jun v.	38,880	Dec 08	29,760
40000		Ju 08	42,720	Jan 09	34,880
30000		Aug 08	50,080	Feb 09	34,720
20000		Sep 08	42,080	Mar 09	27,360
10000		Oct 08	38,720	Apr 09	28,800
0 N J J A S O N D	J M A M			May 09	32,640
A-Actual E-Estimate C-Custome	r N-No Usage]
rage Daily Use (KWH)	May 08 1154	May 09 989			

June 10, 2003 an services sint **BIH for: JIMMY HAYES** 6 moan 28711 EUCLID AVE A FIE WICKLIFFE OH 44092 lilling Petiod: May 12 to May 31, 2009 for 20 days ill Based On: Estimated Meter Reading Final 8III Small General Service 01646 Your previous bill was 0K#6432 ○K#6432 3 995 5 Total payments/adjustments 0.00 3,995.62 Balance at billing on June 10, 2009 3.995.52 **Current Basic Charges** 2938.08 6-30-09 The Illuminating Company - Consumption Total Due by Jul 01, 2009 . Please pay this amount COLUMN TO 2010 Bhil issued by: The Illuminating Company Customer Service 24-Hour Emergency/Outage Reporting 1-800-589-3101 1-888-544-4877 1-800-686-9901 PO Box 3638 **Payment Options** Akron OH 44309-3638 visit us on-line at www.firstenergycorp.com 1 N 1 ckis Eowel in Site 3034 81 - 96.73 of the cK# 6461 was for office light 93808 May 08 32,320 Nov 08 39,360 60000 38,880 Dec :08 29,760 Jun 08 50000 3ul 08 42,720 Jan 09 34,880 40000 Aug 08 50,080 Feb 09 34,720 30000 42,080 27;360 Sep 08 Mar 09 20000 Oct 08 36,720 Apr 09 28,800 10000 May 09 55,360 ASONDJEMAM м J J A-Actual E-Estimate C-Customer N-No Usage 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

Date: 8/5/2015 2:11:09 PM

TTA1876312 moil

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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.

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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.

Гнанк уоц,

Marilyn Cottrill Compliance/Customer Service Compliance Specialist

			S	LEVELAN	AND ELECTRIC ILLUMINATING O CUSTOMER ITEMIZED STATEMENT	CLEVELAND ELECTRIC ILLUMINATING COMPANY CUSTOMER ITEMIZED STATEMENT	PANY		
NAME: JIN ADDRESS: ACCOUNT 1	UIMMY HAVES S: 28711 EU UT NUMBER 1	NAMME: JIMMY HAYES ADDRESS: 28711 EUCLID AVE ACCOUNT NUMBER 115-0001317-013	013 0	Ŭ	city: Mickliffe				PAGE
STATEMENI	r Periot	- 01/01/98	- 08/31/00		CYCLE: 78			08/24/00	USER 10: 172*
PROCESS DATE	DAYS	USAGE US	USAGE BILL TYPE TYPE	L READ	THANSACTION	PAYMENT	ACTUAL BALANCE	PAYMENT PI AN AMT	AMOUNT
12/23/67 869							6, 147.57		6,747.57
OT/15/98 PVMT						4.5 05 B3	3, 141.74		3, 141.74
01/36/38 BILL	33	36043			3. 442.61		6,631.47		6,631.47
01/25/99 8111					47.12(L)		3, 188.86		3, 188.86
	3	54. 88					6,631.47		6.631.47
02/23/98 PVMT						3. I.4 I 56	3,489.91		3,489.91
02/24/98 BILL	6	6			3.298.85		6,841.11		6,841.11
	ŏ	76.46	0				6,841.11		6,841.11
02/24/95 BILL					52.34(L)		3,542.25		3,542.25
	58	73.42	•				10,040.13		10,040.13
03/24/98 8314	38	306.12			3.096.41		10,040.13		10,040.13
03/24/98 BILL					102.61(L)		6,943.72		6,943.72
03/23/98 HVML						3,483 41	6,550.22		6, 550.22
04/20/98 PYNT						07.458.8	3, 199.02		3, 199.02
04/24/98 BIFT					47.98(F)		3,247.00		3,247.00
	5	120.08	A				6,718.06		6,718.06
04/20/88 BILL	ñ	34657			3,471.06		6,718.06		6,718.06
		4 20					6,718.06		6,718.06
05/12/98 PYNT	ante v					40.202.8	3, 335. 39		3, 335. 39
OS/28/98 BILL	53	OSSes			3,794.43		7,179.85		7,179.85
05/26/88 BILL					RA 03(1)		CV 386 6		07 200 0

N					CUS	CUSTOMER ITEMIZED STATEMENT	D STATEMENT			
NAME: JIMMY HAYES ADDRESS: 28711 EUCLID AVE ACCONNY NIMBER: 175,0000000	JIMMY HAYES S: 28711 EU IT NI INARED: 1	ES EUCLID AVI			Ū	CITY: WICKLIFFE				PAGE 2
STATEMENN	r Perioi	10/10 ×	16/80 - 8	8/	ن ا	CYCLE: 78			08/24/00	USER ID: 172*
ROCESS DATE	DAYS	USAGE	USAGE	BILL	READ CODE	TRANSACTION AMOUNT	PAYMENT	ACTUAL BALANCE	PAYMENT Plan Amt	AMOUNT
		13, 30	4 0					7,179.85		7,179.85
	53	3	0					7,179.85		7,179.85
06/10/98 PYNT							3.784.43	3,385.42		3,385.42
07/13/08 BILL						50.78(L)		3,436.20		3,436.20
	÷	96.76	0					8,089.48		8,089.48
		4 10	4					8,089.48		8,089.48
07/13/98 BILL	5	8285	*			4,653.28		8,089.48		8,089.48
	29	88 .01	9					12,769.52		12,769.52
		16.10	8					12,769.52		12,769.52
07/22/58 BILL	53	43283	4			4,680.04		12,769.52		12,769.52
TMY4 86/75/10							4. 653. 28	8,116.24		8,116.24
08/03/08 PYMT							3, 436, 20	4,680.04		4,680.04
08/50/88 BILL						70.20(L)		4,750.24		4,750.24
		8 4	e.					9,502.79		9,502.79
	6 N	104	<u>م</u>					9,502.79		9,502.79
08/20/88 BILL	53	42792	¥.			4,752.55		9,502.79		9,502.79
09/01/98 PYNT							4.888.04	4,614.75		4,614.75
		(7 8)						9,331.43		9,331.43
	ŝ		o					9,331.43		9,331.43
09/21/88 BILL	8	42816	*			4,647.46		9,331.43		9,331.43
DB/24/98 BILL							※ とくなる 第三部 第二字 でいた			

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NAME. JIMMY HAYES ADDRESS: 28711 EUCLID AVE ACCOUNT NUMBER: 175-0001217-013	JIMMY HAYES S: 28711 EU IT NUMBER: 1	ES EUCLID AVE 175-00013	E 217-013		ច	CITY: WICKLIFFE				PAGE 3
STATEMENT	PERIOC	t 01/01/9	8 - 08/31/	8	5	CYCLE 78			08/24/00	USER ID: 172*
PROCESS DATE	DAYS	USAGE	USAGE	BILL TYPE	READ CODE	TRANSACTION AMOUNT	PAYMENT	ACTUAL BALANCE	PAYMENT PLAN AMT	AMOUNT DUE
10/08/88 PWRT							\$, 500.00	4,331.43		4,331.43
TNY9 86/80/0H							500.00	8,831.43		8,831,43
10/20/98 BTLL	29	97290	¥			3,965.38		8,361.78		8,361.78
		8.8 8	a a					8,361.78		8,361.78
10/20/98 BILL			60.01			64.97(L)		4,396.40		4,396.40
	53	102.62	9					8,361.78		8,361.78
10/26/98 PYNT							1.716.68	3,645.10		3,645.10
11/15/96 BILK	5	34992				3,642.30		7.342.07		7,342.07
	ê	89.26	8 0 8					7,342.07		7,342.07
11/13/98 BILL						54:67(L)		3,699.77		3,699.77
		7 30	a o					T, 342.07		7,342.07
11/23/08 PVNT							4,030,33	3,311.72		3,311.72
12/18/98 BILL						49.67(L)		3,361.39		3,361.39
	50	10.23	0 1					6,525.61		6,525.61
12/14/98 BILL	53	81518				3, 164.22		6,525.61		6,525.61
01/20/08 BILL	en En	37419	¥			3,613.92		10,237.41		10, 237.41
01//20/69 BILL						97.86(L)		6,623.49		6,623.49
		2.20	а 0					10,237.41		10,237.41
	8	72.97	0					10, 237.41		10,237.41
1WY9 86/75/10							3, 645, 10	6,592.31		6,592.31
02/38/99 BILL	31	33104								

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					cus	CUSTOMER ITEMIZED STATEMENT	D STATEMENT			
NAME JINNY HAYES ADDRESS: 28711 EUCLID AVE ACCOUNT NUMBER: 175-0001217-013	INY HAY 28711 IUMBER	ES EUCLID AV 175-0001	E 217-013		U	CITY: WICKLIFFE				PAGE 4
		r 01/01/9	18 - 08/3	8		CYCLE 78			08/24/00	USER 10: 172*
ROCESS DATE	DAYS	USAGE	USAGE	BILL TYPE	READ CODE	TRANSACTION AMOUNT	PAYMENT	ACTUAL BALANCE	PAYMENT PLAN AMT	AMOUNT
	6	* *	•3 0					9,883.11		9,883.11
TMY4 22/60/54							3,711.80	6,171.31		6, 171.31
33/23/98 BILL	33	EL ME	8 ¥ 0			3,359.21		9,623.08		9, 623.08
33/23/98 BIFT						92.56(L) 		6,263,87		6,263.87
	8	8	0					9,623.08		9,623.08
04/05/39 PYMT							6.171.31	3.451.77		3,451.77
		8 2						6,899.06		6*839.06
04/22/99 BILL	6	32617	¥			3,395,52		6.899.06		6,899.06
	ē	81.21	Þ					6,899.06		6, 899.06
04/22/39 BILL						51.77(L)		3,503.54		3,503.54
35/17/98 PVMT							3.451.77	3,447.29		3,447.29
	69 79	89.66	0					11,459.69		11,459.69
26/22/83 BITT	88	34553				3,622.91		11,459.69		11,459.69
		9 1	u 0					7,836.78		7,836.78
	ê	32 73	82					7,836.78		7,836.78
		9.90	4 0					11,459.69		11,459.69
06/22/39 8114	<u></u>					51.70(L)		3,498.99		3,498.99
06/22/49 8ILL	N B	39480	¥			4,337.79		7,836.78		7,836.78
06/25/99 PYMT	من <u>من مع</u> مر						3.447 29	8,012.40		8,012.40
07/22/89 BIM						117.04(L)		7,920.31		7,920.31
07/22/99 PYNT	07/22/99 PYNT						200 13	7 8/13 77		7 909 7

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				CLE	VELAND	and electric illuminating o customer itemized statement	CLEVELAND ELECTRIC ILLUMINATING COMPANY CUSTOMER ITEMIZED STATEMENT	PANY		
RESS: NUNT P TEMENT	MMY HAY 28711 1 NUMBER	NAME: JIMMY HAVES ADDRESS: 28711 EUCLID AVE ACCOUNT NUMBER: 175-0001217-013 STATEMENT PERIOD: 01/01/98 - 08/3	Е 217-013 18 - 08/31/	00/1	00	CITY: WICKLIFFE CVCLE: 78			08/24/00	PAGE 5 USER ID: 172*
	DAYS	USAGE	USAGE	BILL BILL	READ CODE	TRANSACTION	PAYMENT	ACTUAL BALANCE	PAYMENT PLAN AMT	AMOUNT
	ĝ	87.30	0 0 (12, 758.40		12,758.40
22/39 BILL	8	45255				4,838.09		12,758.40		12,758.40
		15.40	8 8 9 0					12,758,40		12,758.40
02/08 PYMT							8.012.40	4,746.00		4,746,00
13/99 PXMT							207.39	4,538.61		4,538,61
	8	2 .3	6 0					9,403.89		9,403.89
33/39 BILL						68.07(L)		4, 605, 68		4,606.68
		13 40	æ					9.403.89		9,403,89
23/99 BIU	ĝ	44834	*			4,797.21		9, 403, 89		9,403,89
	\$	36.10	ф'					12, 182.85		12, 182,85
	<u></u>	8 *	R					12, 182.85		12, 182,85
CB/98 PYNT							125.33	9,278.56		9,278,56
09/83 BILL	<u><u></u></u>	37150	*			2,904.29		12, 182.85		12, 182.85
13/98 PYNT	<u></u>			na Marie Na S			4.685.28	7,297.57		7,297,57
111 A 48 / 10							162.07	7, 135, 50		7, 135.50
07/99 BILL	8	37005	¥			3,777.45		11,019.98		11,019.98
1718 66/10	<u></u>					107.03(L)		7,242.53		7,242.53
	<u> </u>	1 1	<u>.</u>					11,019.98		11,019,98
	50	98 88	0 9					11,019.98		11,019.98
1444 66/11							2,804.29	8, 115.69		8,115,69
/05/99 PVMT								-		

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NAME UI ADDRESS: ACCOUNT I STATEMEND	MMY HAY 28715 NUMBER:	NAME: JIMMY HAYES ADDRESS: 28711 EUCLID AVE Statement Dedict. 21.0001317-013 Statement Dedict. 21.000131	217-013		5	CITY: WICKLIFFE		· .		
					1	8			08/24/00	3
DATE	DAYS	USAGE	USAGE	BILL	READ CODE	TRANSACTION AMOUNT	PAYMENT	ACTUAL BALANCE	PAYMENT PLAN AMT	AMOUNT DUE
		8	nenez e Filitat					11,647.87		11,647.87
	<u>ର</u> ଦ	68.70	19.8 3 10 3					11,647.87		11,647.87
11/02/39 8111	3	33856	×			3,566.49		11,647.87		11.647.87
1118 86/50/11						119.42(L)		8,081.38		8,081.38
11/03/88 PYNT							34.177.45	7,870.42		7,870.42
12/07/98 PYNT							3, 544.66	4,325.76		4,325.76
	33	75.40	a					7.914.01		7,914.01
12/06/89 BILL	0000					62.53(L)		4,231.63		4,231.63
		8 -	4					7,914.01		7,914.01
12/08/99 8111	ŝ	37806	×			3,682.38		7,914.01		7,914.01
(2/08/99 PYMT							9 8. 8	4, 169. 10		4,169.10
7WY9 00/10	<u></u>						144.07	7,769.94		7,769.94
01/01/00 8111						116.54(L)		7,886.48		7,886.48
	ē.	3.70	e					11,257.43		11,257.43
01/01/00 BILL	Ř	33790	4			3,370.95		11.257.43		11.257.43
01/14/00 PMIT							3, 497, 48	7,769.94		7,769.94
144 00/21 710							4, (69, 10	3,600.84		3,600.84
	S	9 2	0					7,264.06		7.264.06
03/08/00 BILL	сі Ю	12558	*			3,771.52		7,264.06		7,264.06
02/08/00 BILL						51.61(L)		3,492.54		3,492.54
02/03/00 PYMT		OZ /OB/OG /P/WY								

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					CUS	CUSTOMER ITEMIZED STATEMENT	D STATEMENT			
NAME: JIMMY HAYES ADDRESS: 28711 EUCLID AVE ACCOUNT NUMBER: 175-0005217-013	MAY HAY 28711 1 ILIMBER	ES SUCLID AVE 175-00013	17-013		ū	CITY: WICKLIFFE				PAGE
STATEMENT	PERIOC	01/01/9	8 - 08/3	1/00	v –	CYCLE 78			08/24/00	USER ID: 172*
ROCESS DATE	DAYS	USAGE	USAGE	BILL	READ CODE	TRANSACTION	PAYMENT	ACTUAL BALANCE	PAYMENT Plan amt	AMOUNT DUE
28/14/00 PYML							4,300,00	2,964.06		2,964.06
D3/08/00 Print							157 73	2,806.33		2,806.33
		08.4	14					6,502.55		6,502,55
03/09/00 BIT	8	36775	2 2			3,654.13		6, 502, 55		6,502.55
03/08/00 8171	200.¥1					42.03(L)		2,848.42		2,848.42
	g	86,90	à					6,502.55		6,502,55
03/13/00 PYMT							3,440.93	3,061.62		3,061.62
	<u></u>	3.70	æ					6,422.25		6,422.25
04/01/00 8111						43.68(L)		2,955.77		2,955.77
04/07/00 BILL	50	34085				3,466.48		6,422.25		6,422.25
TMY4 00//10/10							S. 81	2,912.09		2,912.09
	ŝ	81.20	C C					6.422.25		6,422.25
04/10/00 PYNT							2,806.33	3,615.92		3,615.92
OB/OT/OD PYNT							2.912.09	703.83		703.83
05/10/00 PYNT			18.1				185.80	518.03		518.03
05/10/00 BPLL	ő	41612	2 2			4,296.95		4,822.75		4,822.75
05/10/00 611						ד. 77(נ.)		525.80		525,80
		8						4,822.75		4,822.75
	e e e	98×90)	a					4,822.75		4,822.75
06/09/00 BILL						69.34(L)		4,692.02		4,692.02
06/09/00 PYMT										

,				CLE	VELAND	and electric illuminating c customer itemized statement	CLEVELAND ELECTRIC ILLUMINATING COMPANY CUSTOMER ITEMIZED STATEMENT	PANY		
ADDRESS: ADDRESS: ACCOUNT 1	MMY HAY 28711 NUMBER	NAME: JIMMY HAYES ADDRESS: 28711 EUCLID AVE ACCOUNT NUMBER: 175-0001217-013	17-013		5	city : WickLiffe				PAGE 8
STATEMEN		01/01/98	1 - 08/31	8	0 -	CYCLE 78			08/24/00	USER ID: 172*
PROCESS DATE	DAYS	USAGE	USAGE TYPE		READ CODE	TRANSACTION AMOUNT	PAYMENT	ACTUAL BALANCE	PAYMENT PLAN AMT	AMOUNT DUE
		8. C	ď					9,253.11		9,253.11
	0, 0	107.70	0 0					9,253.11		9,253.11
	N	18				4,561.09		9,253.11		9,253.11
10-10-10-10-10-10-10-10-10-10-10-10-10-1							4.204.32	4,948.39		4,948.39
ONTHVOO BTLL						66 10(L)	317.96	4,630.43		4,630.43
	ee	OF 16	Q					4,4,3.33 9,633.53		4,473.53 9,633.53
07/11/00 PYMT							223,20	4,407.23		4,407.23
		(a. 50						9,633.53		9,633.53
01/11/00 9117	8	43865	*			5,160.20		9,633.53		9,633,53
08/08/00 PVM							4.622.68	5,010.85		5,010.85
		14.10	N. (* (* (* (* (* (* (* (* (* (* (* (* (*					9,561.65		9.561.65
	53	96. TO						9,561.65		8,561.65
7118 00/80/20	ล	43615	*			4,682.37		9,561.65		9,561.65
08/08/00 8111						72.10(L)		4,879.28		4,879.28
08/03/00 PYNT	<u> </u>						203.67	4,807.18		4,807.18
	,							<u></u>		

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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 \neq 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

\$1

A Centerior Energy Company

DEPOSIT RECEIPT

Service For: 28711 EUCLID AVE WICKLIFFE OH 44092

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

Account Name: JIMMY HAYES

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.

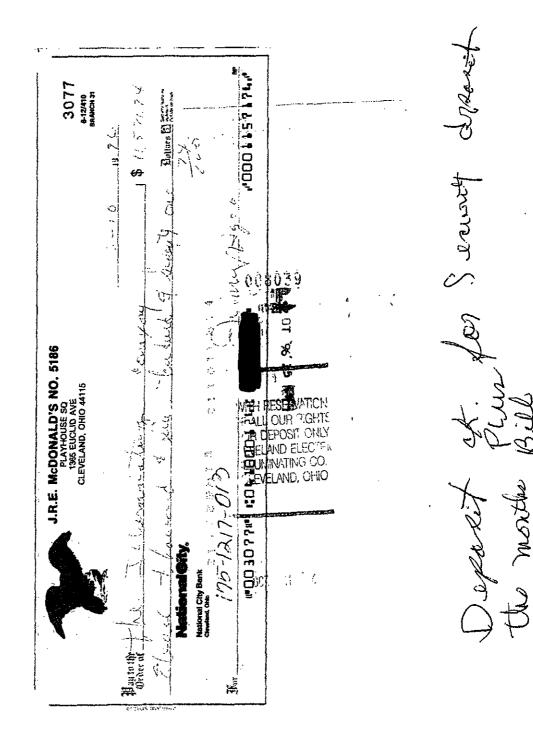
Interest at the annual rate of 5% will be paid on this deposit as long as it remains with the Illuminating Company.

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

PMIT X244 (473)



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11811 Shaker Blvd., Suite 314 Cleecland, Oll 44120 216.231.9963 Tel 216.231.9965 Fax www.lumpkiumcerary.com

August 6, 2012

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

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.

ATLANTA \pm BATON ROUGE \pm CLEVELAND

Billing Period: Mar 10 to Apr 10, 2007 tor 32 days

Bill Based On: Actual Meter Reading

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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	1	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.

<u> </u>		General	nformation	
	Bill issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638	(Methewing Company	Customer Service 24-Hour Emergency/Outage Reporting Payment Options	1-800-589-3101 1-888-544-48/7 1-800-686-9901
				· · · · · · · · · · · · · · · · · · ·

4.15-07 6587

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8-lied Load in KW/KVA Billed Reactive Demand

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THE STREET	April 16, 2007	Ac	count Number: 11 00 21 9692 U 01
Illumnatin Company History Conserved		Bill for:	JIMMY HAVES 2723 GREEN RD SHAKER HEIGHTS OH 44122
Billing Period: Next Reading Date. Bill Based Off	Cat 16 to Apr 13, 2007 for 29 t On or about May 15, 2007 Actual Meter Reading	days	
	-	Standard R	esidential
1	Account Sun	imary	
Your previous bill	was		96.56

Account Summary	Amount Lue
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

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

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Bill issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638	Company	Customer Service 24-Hour Emergency/Outage Reporting Payment Options	1-800-589-310 1-888-544-487 1-800-686-990

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Price to Compare Meesage

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

	er pages for addit	ional information	on and t	elephone (umbers	
A M J J A S O N A-Actua: E-Estimate C-Custome	DJFMA	Sep 06	821	Mar 07 Apr 07	986 897 721	
Average Daily Use (KWH) Average Daily Temperature Day in Billing Period Last 12 Months Use (KWH) Average Monthly Use (KWH)	Apr 95 25 4: 30	Apr 07 25 44 29 5,897 808				

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Illuminating	,
Company	
A Pasterary Convery	

8HI for: JIMMY HAYES 28711 EUCLID AVE WICKLIFFE OH 44092

 Billing Period:
 Jan 10 to Feb 06, 2007 for 30 days

 Next Reading Date:
 On or about Mar 12, 2007

 Bill Based On:
 Actual Meter Reading

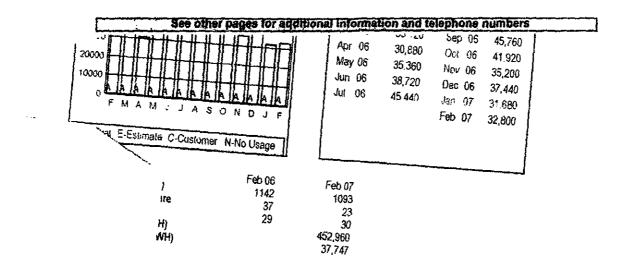
Small General Service

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

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	Messages	·····	
Recentric as the puerels	Service Fund rider rate has been adjusted	effective with this bill	
		GROOTO THE THO DAL	
Chames from	n The Illuminating Company this	billing opciod	
P When contacting an Alterna	te Electric Supplier, please provide the cu	stomer numbers below	
Call The Illuminating (Company at 1-800-589-3101 with questio	ons on these charges	i.
Basic Charges			
Customer Number: 0801220845 1750	001217 - Small General Service - CE-GS	125F	
Sustomer Charge			33.
Eslivery Charge			480.1
Trens : on Charge			827.3
Seceration Related Component			1,913.3
Transmission Related Component			164.1
NOPEC Generation Discount			-17.4
Total Charges			\$ 3,402.0
Detail Pe	ment and Adjustment Informat	ion i	
Date	Reference	Amount	
Payments:			
01/05/07		-3,777.43	
01/08/07		-3,943.53	
Total Payments			-7.720.9
Total Payments and Adjustments			-\$7,720.9
the second s	Meter Reading Information	1	
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		
Madage of Land in Midd	0.52		
Metered Load in KW			
Present KVARH Reading (Actual)	3,542		
Present KVARH Reading (Actual) Previous KVARH Reading (Actual)	3,461		
Present KVARH Reading (Actual) Previous KVARH Reading (Actual) Difference	3,461 81		
Present KVARH Reading (Actual) Previous KVARH Reading (Actual) Difference Kilovar Hours Used	3,461 81 12, 9 60		
Present KVARH Reading (Actual) Previous KVARH Reading (Actual) Difference	3,461 81		

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WICKLIFFE OH 44092

 Billing Period:
 May 14 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 Total payments/adjustments Balance at billing on June 12, 2007		76.22 76.22 0.00 0.00
Current Basic Charges	1-36-07	
The Illuminaling Company - Consumption Total Due by Jul 03, 2007 - Please pay this amount	\$ 7 1	4,493,65 \$4,493,65

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

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

Frevious 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

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Charges from The Illumination	
When contacting an Alternate Electric Supplier, p Call The Illuminating Company at 1-800-58	lease provide the customer numbers below. 19-3101 with questions on these charges.
Basic Charges	
Customer Number: 0801220845 1750001217 - Small Gene	ral Service - CE-GS125F
Customer Charge	33.3
Delivery Charge	642.9
Transition Charge	1,246.6
Seneration Related Component	
Transmission Related Component	264.6
NOPEC Generation Discount	-23.9
otal Charges	\$ 4,909.8
Detail Payment and Adju	unent laformation
Date Reference	Amount
ayments:	
	3 6 1 - 1 - 1
10/11/0/	-6,28/ 61
fotal Payments	_5.287.61
otal Payments otal Payments and Adjustments	<u>-6.287.61</u> -\$6,287.61
fotal Payments Fotal Payments and Adjustments Meter Readin	-6.287.61
otal Payments otal Payments and Adjustments Meter Readin Small General Service	<u>-6.287.61</u> -\$6,287.61
Total Payments Total Payments and Adjustments Meter Reacting Small General Service Meter Number 902809371	<u>-6.287.61</u> -\$6,287.61
otal Payments Total Payments and Adjustments Meter Reading Small General Service Meter Number Present KWH Reading (Actual) 10,853	<u>-6.287.61</u> -\$6,287.61
Otal Payments Otal Payments and Adjustments Meter Reading Small General Service Meter Number 902809371 Present KWH Reading (Actual) 10,853 Previous KWH Reading (Actual) 10,581	<u>-6.287.61</u> -\$6,287.61
Otal Payments Otal Payments and Adjustments Meter Reading Small General Service Meter Number 902809371 Present KWH Reading (Actual) 10,853 Previous KWH Reading (Actual) 10,581 Difference 272	<u>-6.287.61</u> -\$6,287.61
iotal Payments iotal Payments and Adjustments Small General Service Meter Number 902809371 Present KWH Reading (Actual) 10,853 Previous KWH Reading (Actual) 10,581 Difference 272	<u>-6.287.61</u> -\$6,287.61
Violation Mater Reading Small General Service Meter Meter Reading Meter Number 902809371 10,853 Previous KWH Reading (Actual) 10,853 10,581 Difference 272 160 Kilowatt Hours Used 43,520 164	<u>-6.287.61</u> -\$6,287.61
Mater Mater Small General Service Meter Meter Number 902809371 Present KWH Reading (Actual) 10,853 Previous KWH Reading (Actual) 10,581 Difference 272 Multiplier 160 Kilowatt Hours Used 43,520	<u>-6.287.61</u> -\$6,287.61
Total Payments Meter Reading Smail 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 Meter Load in KW 0 64 Present KVARH Reading (Actual) 4,538 Previous KVARH Reading (Actual) 4 414	<u>-6.287.61</u> -\$6,287.61
Fotal Payments Meter Reading Smail 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 Kistered Load in KW 0 64 Previous KVARH Reading (Actual) 4,538 Previous KVARH Reading (Actual) 4,414 Difference 124	<u>-6.287.61</u> -\$6,287.61
fotal Payments Meter Reading Meter Reading 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 Ketered Load in KW 0 64 Previous KVARH Reading (Actual) 4,538 Previous KVARH Reading (Actual) 4 414 Difference 124 Kilowart Hours Used 19,840	<u>-6.287.61</u> -\$6,287.61
Fotal Payments Meter Reading Smail 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 Kistered Load in KW 0 64 Previous KVARH Reading (Actual) 4,538 Previous KVARH Reading (Actual) 4,414 Difference 124	<u>-6.287.61</u> -\$6,287.61

mation			
His	torical Usag	e informatio	n
Oct 06 Nov 06 Dec 06 Jan 07 Feb 07 Mar 07	41.920 35,200 37,440 31,660 32,800 31,840	Apr 07 May 07 Jun 07 Jul 07 Aug 07 Sep 07 Oct 07	35,520 35,200 44,160 46,240 44,160 48,960 43,520
L			
Oct 07 1404 65			
	His Oct 96 Nov 96 Dec 96 Jan 07 Feb 07 Mar 07 Oct 97 1404	Historical Usag Oct 06 41,920 Nov 06 35,200 Dec 06 3/,440 Jan 07 31,680 Feb 07 32,800 Mar 07 31,840 Oct 07 1404 65	Historical Usage Informatic Oct 06 41.920 Apr 07 Nov 06 35.200 May 07 Dec 06 37.440 Jun 07 Jan 07 31,680 Jul 07 Feb 07 32,800 Aug 07 Mar 07 31,840 Sep 07 Oct 07 1404 65

Days In Billing Period Last 12 Months Use (KWH) Average Monthly Use (KWH) 32

0.407
Oct 07 1404
1404 65
31
466 720

38,803

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Illuminating Company	20 V	MMY HAYES 1711 EUCLID AVE ICKLIFFE OH 44092	
illing Period: Aug 10 to Sep 11, 2007 for:	33 days		
ext Reading Date: On or about Oct 11, 2007			
ill Based On: Actual Meter Reading			
	Small General	Service	
Account St	ummary	· · · · · · · · · · · · · · · · · · ·	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 an			\$6.287.51

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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. ***

I	 	General	nformation	
	Bill issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638	Minnabro Company	Customer Service 24-Hour Emergency/Outage Reporting Payment Options	1-800-589-3101 1-888-544-4877 1-800-686-9901
r	 	يالغب بغاليك فليسف بنديها كبيريا		

9-30-07 137745 6465758

March 12, 2001

Bill for: JIMMY HAYES 28711 EUCLID AVE WICKLIFFE OH 44092

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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

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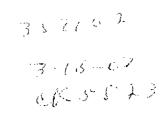
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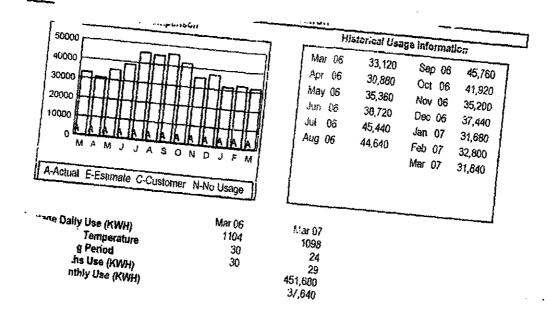
in daseq un:	Actual Meter Reading	
	-	Small General Service
·	Account	Summary

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		\$3,494,48

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

2	Bill issued by: The Illuminating Company PO Box 3638 Akton OH 44309-3638	Dimetebra Company	Customer Service 24-Hour Emergency/Outage Reporting Payment Options	1-800-589-31 1-888-544-48 1-800-686-99
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Compan Altestary Concerns

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20/ 11 60000 WICKLIFFE OH 44092

Jun 1240 Jul 11, 2007 for 30 days **Billing Period:** Next Reading Date: On or about Aug 10, 2007 Actual Meter Reading Bill Based On:

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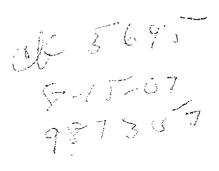
Small General Service

Account Summary		mount 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	5,208.39	5,296.39
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. ***

	Bill issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638	Intermeterg Company	Customer Service 24-Hour Emergency/Outage Reporting Payment Options	1-800-589-310 1-888-544-487 1-800-686-990
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ومنها ومراجعه المرجعة والمحافة فيسترد المتراجع أتكرك المحافظ ومراجع المادي والمحافظ	pages for additional information and telephone numbers
Freedows NVARH Reading (Actual) Difference	4,v19
Kilovar Hours Used	132 21 120
Billed Load in KW/KVA Billed Reactive Demand	104.0
	17.5

APRENDE CARGON

2723 GREEN RD

SHAKER HEIGHTS OH 44122

Billing Period:Jun 14 to Jul 16, 2007 for 33 daysNext Reading Date.On or about Aug 15, 2007Bill 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				
2	Bill Issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638	Bilmpetno Company	Customer Service 24-Hour Emergency/Outage Reporting Payment Options	1-800-589-3101 1-888-544-4877 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

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See other pages for additional information and telephone numbers

August 10, 2007



Bill for: JIMMY HAYES 28711 EUCLID AVE

WICKLIFFE OH 44092

 Litting 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

Account Summary		mount 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	Birmanating 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

00014811 01 AV

2723 GREEN RD

JIHMY HAYES

CLEVELAND OH

44122-2137

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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

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 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		mount Due
Your previous bill was	9,700.04	
Total payments/adjustments	-3,993.68	
Balance at billing on August 10, 2007	5,706.36	5,708.36
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 Difference Company Company Customer Service Campany 1-800-589-310 24-Hour Emergency/Outage Reporting Payment Options Akron OH 44309-3638 1-800-589-310 1-888-544-487					

See other pages for additional information and telephone numbers

I <u>lluminating</u>
Company
Alte Ibsergy Tempon

JIMMY HAYES

CLEVELAND OH

44122-2137

2723 GREEN RD

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

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October 15, 2007

Account Number. 11 00 24 5997 4 5

Page 1 of 3

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Company Abstitutes

Bill for: JIMMY HAYES 28711 EUCLID AVE WICKLIFFE OH 44092

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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

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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				
	ill issued by: ne Illuminating Company D Box 3638 kron OH 44309-3638	Initrating Company	Customer Service 24-Hour Emergency/Outage Reporting Payment Options	1-800-589-3101 1-888-544-4877 1-800-686-9901

A Fastboogy Company

Bill for: JIMMY HAYES 28711 EUCLID AVE WICKUFFE OH 44092

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

or about Jan 11, 2008 Jat Meter Reading	
-	Small General Service

Account Summary		Amount Due
Your previous bill was	3,734.41	
Total payments/adjustments	-3,734.41	
Belance 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.

1	General Information					
Bill issued by: The Illuminating Company PO Box 3636Difference Company CompanyCustomer Service 24-Hour Emergency/Outage Reporting Payment Options1-800-589-3101 1-800-589-3101 1-800-686-9901					1-888-544-4877	
1						

See other pages for additional information and telephone numbers

Liluminaung Company

Bill for: JIMMY HAYES 28711 EUCLID AVE WICKLIFFE OH 44092

Billing Period:Oct 13 to Nov 08, 2007 for 27 daysNext Reading Date:On or about Dec 11, 2007Bill 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	Riemseting Company	Customer Service 24-Hour Emergency/Outage Reporting Payment Options	1-800-589-3101 1-888-544-4877 1-800-686-9901
 		and the second	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,

See other pages	r additional information and telephone numbers
Billed Load in KW/KVA	97.5
Billed Reactive Demand	11.5

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Billing Period: Aur 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 **بر** Account Summary Amount Due Your previous bill was 78.17 Total payments/adjustments -76, 17 Balance at billing on May 16, 2007 0.00 0.00 **Current Basic Charges** The Illuminating Company - Consumption 78.81 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 I	nformation	
Bill issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638	Rimnsong Company	Customer Service 24-Hour Emergency/Outage Reporting Payment Options	1-800-589-3101 1-888-544-4877 1-800-686-9901

Price to Compare Me	84 69 8
Your current PRICE TO COMPARE for generation and transmission fi	min The Illuminating Company is listed below
For you to save, a supplier's price must be lower. To obtain an "Appl competitive electric supplier offers, visit the PUCO web site at www P	
Standard Residential - 1250034231	5.6 cents per kWh

Still Star

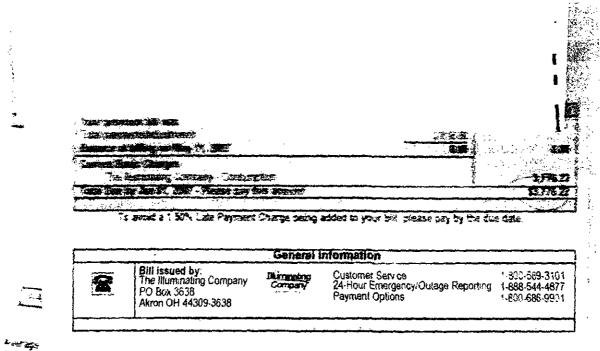
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See other par	tos for additional i	information an	o teleph	one numbe	ars
	##F##	30 DL	798	can 07	1,021
600	╋╍╟╍╫╍╟╸╢╶╢	Aug ús	752	Feb 07	986
400	╢╎╌╎╌╢╾╫╌╢	Sep 06	621	futar 07	897
	╫╌╠╌╫╌╢╼╢╼║	Oct 06	695	Ap 07	721
MJJASOND	J F M A M			May 07	708
A-Actual E-Estimate C-Custom	er N-No Usage) 			
Manage Della ()	May 06	May 07			
verage Daily Use (KWA) verage Daily Temperature	22	22			
ys in Billing Period	56	54			
* · · · · · · · · · · · · · · · · · · ·	32	32			

Last 12 Months Use (KWH) Average Midithly Use (KWH)

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See other pages for 2000 10000 A-Actuel E-Estimate C-Customer		Ju C6 Aug 06 Sep 06 Oct 05	45,440 44,640 45,760 41,920	Jan 0/ Feb 07 Mar 07 Apr 07 May 07	31,680 32,800 31,840 35,520 35,200
Average Daily Use (KWH) Average Daily Temperature Days in Billing Period Last 12 Months Use (KWH) Average Monthly Use (KWH)	May 06 1141 55 31	May 07 1173 52 30 456,160 38,013			

	Méssages
	****** REMINDER NOTICE ******
When this bill way you. If not, pleas arrangements.	is prepared, your account had an unpaid balance. If you have already made this payment, thank se promptly pay the overdue amount. Call us if you have questions or for information on payment.
longer be availat rate. New custom our Web site, we	ng Jan. 1, 2007, certain special electric heating water heating and load management rates will no le to new customers or premises. If you are currently on one of these rates, you will stay on the ners must be taking service on these rates no later than Jan. 1, 2007. For more information, go to wifirstenergycorp.com/customercare, click See Bill Inserts, select your electric company, and in "Important info for Customers on Electric Heating" Or, call our toll-free customer service number

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Basic Charges

\$

Basic Charges			
Customer Number: 0801220845 1750	001217 - 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
			4,588.54
Late payment charge			76.01
Total Charges			\$ 4,644.55
	yment and Adjustment In		····· // / / / / / / / / / / / / / / /
Date	Reference	Amcunt	
Payments:			
09/27/06		-5,005.64	
Total Payments			-5.005.64
Total Payments and Adjustments			-\$5,005.64
	Meter Reading Inform	ation	
Small General Service			
Meter Number	902609371		
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) Difference	3,170		
Linerence Kilovar Hours Used	112		
Billed Load in KW/KVA	17,920 91.2		
Billed Reactive Demand	91.2		
Dhior L/Adritka Natura	9.0		

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COLITI EUCLID AVE WICKLIFFE OH 44092

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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
	ويهجونه والمحافظ والمحاور والمحاول والمتها ومعارضه والمتشار والمترافق والمحاوي والمحاول والمتعاد والم	

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	Tiumpaing Company	Customer Service 24-Hour Emergency/Outage Reporting Payment Options	1-800-589-3101 1-868-544-4877 1-800-686-9901	

0125220 7-30-06 501867

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See other pages for

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Company	

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Account	Nun	ber:	11 00 24	599745

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Page 1 of 4

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Bill for:	JIMMY HAYES
	2871 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	1	
Total payments/adjustments	-5,005.64	1	
Balance at billing on October 10, 2006	5,142.36	5,142.36	
Current Basic Charges			
The Illuminating Company - Consumption	4,568.54		
Lete Payment Charges	76.01		
Total Current Charges	4,644.55	4,644.55	
Total Due by Oct 31, 2006 - Please pay this amount		\$9,755.91	

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	Ill <u>iannabog</u> Company	Customer Service 24-Hour Emergency/Outage Reporting Payment Options	1-800-589-3101 1-888-544-4877 1-800-686-9901		

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Illumnating	September 08, 2006	TRUMAN I THIRDA.		ىخ 107
Company Freedo Congany	/	Bill for: JIMMY HAYES 28711 EUCLID WICKLIFFE O	AVE	
-	08 to Sep 07, 2006 for 31 day	ys		
Next Reading Date: On				
Bill Based On: Act	ual Meter Reading	Small General Service		
	Account Summ	ary		Amount Due
Your previous bill was Total payments/adjustn	ients	fiberia there is	5,005.64	
Balance at billing on t	September 08, 2006 🧠 🚰	St. 9.77.04	5,005.64	5,005.64
Current Basic Charge	3		·	
The Illuminating	Company - Consumption		5,067.28	
Late Payment Ch	arges		75.08	
Total Current Charges			5,142.36	5,142.36
Total Due by Sep 29, 2	905 - Please pay this amoun	it		\$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				
2	Bill issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638	In the second se	Customer Service 24-Hour Emergency/Outage Reporting Payment Options	1-800-589-3101 1-888-544-4877 1-800-686-9901
	e en en la transferencia de la composición de la composición de la composición de la composición de la composic		and the second secon	

See other pages for additional information and telephone numbers

Illuminating

Company Alystenary Currenty

JIMMY HAYES

CLEVELAND OH

44122-2137

2723 GREEN RD

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	
Piease Pay	\$10,148.00
Due By	September 29, 2006

THE ILLUMINATING COMPANY PO BDX 3638 Akron oh 44309-3638

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Illumi Com	pany		II for: JIMMY HAYES 28711 EUCLID AVE WICKLIFFE OH 44092	
Billing Perio Next Reading Bill Based O	Date: On or about Jun 07, 20	06	General Service	
	Accoun	t Summary		Amount Due
	us bili was nts/adjustments billing on May 09, 2008		3,357.69 -3,357.69 0.00	
	uminating Company - Consump		F-30-6	3,613.1
Total Due b	y May 30, 2006 - Please pay t	his amount		\$3,613.1
	Bill issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638	General I Inimatera Company	nformation Customer Service 24-Hour Emergency/Outage Report Payment Options	1-800-589 310
	<u>. </u>		362255	18 <u>-</u> 45
			415	

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	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
O A IA I			May 06	35,360
A-Actual E-Estimate C-Customer N-No Usage				

	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

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ant Charge - K issue of the due of the ecovery of you do not pay your bill by the due of the recovery of the investment made in the due on the matter of the investment made in the due on an	TURG of L	Estimated Reachingto your bill based on your past electrical Betimated Reaching - On the months we do not read your Due Date - The date the bill must be paid by to avoid a tale distribution ranse to your home or business. Desivery Charge - Charge to months we can be avoid a tale
lar ne de existenciation y l rectore		especiar intra sync ir teorigan acteo yrs
		The Company this billing period I asset provide the customer numbers below
		ୁ ଅନସ୍ଥାନ ଅନ୍ୟାନ ହୋଇ ସେଥିବା ଅନ୍ୟାନ୍ତର ଅନ୍ୟାନ ଅନ୍ୟାନ ଅନ୍ୟାନ - ଅନ୍ୟାନ୍ତର ଅନ୍ୟାନ୍ତର ଅନ୍ୟାନ୍ତର ସହର ଅନ୍ୟାନ୍ତର ଅନ୍ୟାନ୍ତର ଅନ୍ୟାନ୍ତର ଅନ୍ୟାନ୍ତର ଅନ୍ୟାନ୍ତର ଅନ୍ୟାନ୍ତର ଅନ୍ୟାନ୍ତର ଅନ୍ୟା
East Charges		
Customer Number: 0801220845 17500	01217 - Small Ge	
Currer Crarge		33.34
Jan 1995 (Jinelyn		503.37
Tarsfor Charge		918.02
Seneration Related Component		2.098.95
Tanismission Related Component		173.86
NOPEC Generation Discount		-18.66
		3,708.90
Late payment charge		68 53
Total Charges		\$ 3,777 43
Detail Pa	ment and Ad	iustment Information
Date	Reference	e Amount
Payments:		
10/20/06		-5:142 33
· · · · · ·		
Total Payments		-5.142.36
Total Payments and Adjustments		-\$5,142.36
	Meter Rear	Ing Information
Small General Service		
Meter Number	902809371	
Present KWH Reading (Actual)	8,156	
Previous KWH Reading (Actual)	7.936	
Difference	220	
Mutiplier	160	
Kilowatt Hours Used	35,200	
Metered Load in KW	0.55	
Present KVARH Reading (Actual)	3,369	
Previous KVARH Reading (Actual)	3,369	
Difference	3,202 87	
Kilovar Hours Used	13.920	
Billed Load In KW/KVA	88.0	
Billed Reactive Demand	4.8	

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Company Alishimy Cr 14	Bill for: JIMMY HAY 28711 EUCL WICKLIFFE	ID AVE	i
Billing Period: Oct 10 ts Nov 08, 2006 fs Next Reading Date: On or about Dec 08, 2000 Bill Based On: Actual Meter Reading	or 30 days		
Dili Daseu On. Acidal Mister Reading	Small General Service		ļ
Accquitt	Summary		Amount Due
Your previous bill was Total payments/adjustments Balance at billing on November 09, 2006		9,786.91 	4,644.55
Current Basic Charges The Illuminating Company - Consumpli Late Payment Charges Total Current Charges		3,708.90 68.53 3,777.43	3,777.43
Total Due by Nov 30, 2008 - Please pay this			\$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	(Minimating Company	Custumer Service 24-Hour Emergency/Outage Reporting Payment Options	1-800-589-3101 1-888-544-4877 1-800-685-9901	
	³ 6				

. ISYNUS NAMI REQUILING (MUICH)	1,330
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

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		uecember 12,	, 2006	Account Number: 1	1 00 24 5997 4 5		Page 1 of 4
Com	· · · · ·			II for: JIMMY HAYES 28711 EUCLID WICKLIFFE OF	AVE		1
lilling Perio lext Readin Iill Based O	g Date: On or at	o Dec 11, 2006 Jout Jan 09, 200 leter Reading	07	Comotol Comilon			8
		Account	Sman Sman	General Service		Amou	nt Due
Total paym	ous bill was ents/adjustments				8,421.98 -4,644.55	/	
Current Ba	billing on Dece sic Charges luminating Comr	*****	ntion	***	3,777.43 3.886.87	١	3,777.43
Late	Payment Charge ent Charges	S			56.66 3,943.53		3,943.53
Total Due I	o avoid a 1.50%	Late Payment	Charge being a	added to your bill, plu	• - •	e date.	\$7,720.96
Total Due I	o avoid a 1.50%	Late Payment	Charge being a DISCONNECTIO	ON MESSAGE ON PA	• - •	e date.	
Total Due I	o avoid a 1.50%	Late Payment PLEASE SEE [y: ng Company	Charge being a DISCONNECTIO	• •	IGE 3, ***	1-800 1-888	
Total Due I	Bill issued b The liturninab PO Box 3638 Akron OH 443	Late Payment (PLEASE SEE I y: hg Company X99-3638	Charge being a DISCONNECTIO General II Disconstructure Company	DN MESSAGE ON PA Information Customer Service 24-Hour Emergency Payment Options	IGE 3, *** //Oulage Reporting	1-800 1-888 1-800	589-3101 544-4877 586-9901
Total Due I	Bill issued b The liturninab PO Box 3638 Akron OH 443	Late Payment (PLEASE SEE I y: ng Company 309-3638	Charge being a DISCONNECTION General II Dimensions Company	DN MESSAGE ON PA	IGE 3, *** //Oulage Reporting	1-800 1-888 1-800	589-3101 544-4877 586-9901
Total Due I	Bill issued b The liturninab PO Box 3638 Akron OH 443	Late Payment (PLEASE SEE I y: ng Company 309-3638	Charge being a DISCONNECTION General II Dimensions Company	DN MESSAGE ON PA Information Customer Service 24-Hour Emergency Payment Options	IGE 3, *** //Oulage Reporting	1-800 1-888 1-800	589-3101 544-4877 586-9901

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Account Number: 11 00 24 5997 4 51

Page 1 of 4 (07

BIII for: JIMMY HAYES 28711 EUCLID AVE WICKLIFFE OH 44092

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

August 08, 2006

Small General Se	rvice	
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	1	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.

1	General Information					
		Bill issued by: The Iliuminating Company PO Box 3638 Akron OH 44309-3638	Kinnetna Compeny	Customer Service 24-Hour Emergency/Outage Reporting Payment Options	1-800-589-3101 1-888-544-4877 1-800-686-9901	
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366 01				i and tending	



Changes to your name or address? While them on the back,

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

Account Number: 110024599745

htalahalahalahalahalahallahalahalahalaha			
		Please Pay	\$5,00
00012956 01 AV		Due By	August 29;
JINHY HAYES 2723 GREEN RD CLEVELAND OH 44122-2137		THE ILLUMINA Po Box 3638 Akron oh 443	09-3638
	y - FT - C + Walnut	landalara Hardbeerdhita	tor Hitchild at

Amount Paid lease Pay \$5,005.64 August 29, 2006 ue By E ILLUMINATING COMPANY

BOX 3638 RON OH 44309-3638

04110024599745000000000000000000000005005640005005643



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

Your previous bill was	3.537.32	Due.
Total payments/adjustments	-3,537.32	-
Balance at billing on March 10, 2006	0.00	0.00
Current Basic Charges		
The Illuminating Company - Consumption		496,27
Total Due by Mar 31, 2006 - Please pay this amount		498,27
	State of the second	24.15

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

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

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C	other pages	or additional Inform	ation and teleph	one numbers

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Dilititice	10
Kilovar Hours Used	12,160
Billed Load in KW/KVA	83.2
Billed Reactive Demand	0.5

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A HAMMONG COMPANY

WICKLIFFE OH 44092

1.

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 Reader

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

363701 CK.5126

Difference	78
Kilovar Hours Used	12 450
Billed Load in KW/KVA	86.4
Billed Reactive Demand	2.6

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BIII 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 Se	IVICO	
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	3,548.10
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 Info	rmation		- 34
Bill issued by: The Illuminating Company Illing PO Box 3638 Comp Akron OH 44309-3638	Butom	mer Service rated Outage Reporti tions	1-800-589-310 ng 1-888-544-487 1-800-686-990
Generation Supplied by: Green Mountain Energy Company Po Box 42349 Austin TX 78704-6040	Ye	or Information About	\-(877)682-7 794

D COMPARE for generation from The Illuminating Company is listed below. For 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

oreen Mountain Energy Company Total	1 455 38 3 510,91	-1 485.38 -3,510.91	1,541.02 3,648.19	1,541.0) 3,648 .1
	Meter Reading I	nformation		
Small General Service				
Meter Number	90250937 :			
Present KWH Reading (Actual)	2.671			
Previous KWH Reading (Actual)	2 679			
Difference	23.			
Multiplier	100			
Kilowatt Hours Used	37 120			
Measured Load in KW	0.51			
Press it 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			

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14 00 04 5007 A 5 | Page 3 of 4

-... Account Number: 11 00 24 5997 4 5]

Page 1 of 4 107

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BIII for: JIMMY HAYES 28711 EUCLID AVE

WICKLIFFE OH 44092

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

June 10, 2005

Small General S	ervice	
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 y General Informati		due date.
Bill issued by: The litimination Council y	Customer Service	1-800-589-310

	The Illuminating Company PO Box 3638 Akron OH 44309-3638	Minmaine Company	Customer Service Automated Outage Repor Collections	1-800-589-3101 ting 1-888-544-4877 1-800-686-9901	
	Generation Supplied by: Green Mountain Energy Company Po Box 42349 Austin TX 78704-0040	′ ı	For Information Abou Your Generation Supply	t 1-(877)682-7794	2
	CE TO COMPARE for generation fro		ting Company is listed below		
	must be lower. To obtain an "Apple sit the PUCO web site at www.ghice			petitive electric	9

supplier offers, visit the PUCO web site at www.ohioelectrochoice.com. **Small General Service** 4.8 cents per kWh

433260 6-30.05

6-30-05	ie i	
-	97 52	
Green Mountain Linery 2,906.09 -2,906.09	.49	
Total		•

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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

May 09, 2005

Account Summary		mount 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 Chatges		
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		\$2,905,09

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

	Informa	lion	
Bill issued by: The Illuminating Company PO Box 3636 Akron OH 44309-3638	Ill <u>úmneling</u> Company	Customer Service Automated Outage Reportin Collections	1-800-589-3101 g 1-888-544-4877 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
 Austin 1X 78/04-0040			

Price to Compare Message

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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.ohioetectrochoice.com Small General Service

4.8 cents per kWh

11 20 1200

See other p	ages for additional informati	nd telephone numbers
TROVE TOL	12,000	
Billeo Load in KwikvA	78 4	
Billed Reactive Demand	3.9	
		······································



Bill for: JIMMY HAYES 28711 EUCLID AVE WICKLIFFE OH 44092

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 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

,

	eneral 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	4,485.62	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.

	Bill issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638	llummabng Company	Customer Service 24-Hour Emergency/Cutage Reporting Collections	1-800-589-310 1-888-544-487 1-800-686-990
2	Generation Supplied by: Green Mountain Energy Com PO Box 42349 Austim TX 78704-0040	pany	For Information About Your Generation Supply	1-877-682-7794

	ompare Message
Your current PRICE TO COMPARE for generation from	n 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.ohioele	echicchoice com
Small General Service	4.8 cents per kWh

Total Payments

Total Payments and Adjustments

<u>-4.653.94</u> -\$4,693.92

Ac	count Balances by	Company		
<u> </u>	Previous Balance 5.070.62	Payments/ Adjustments -2.575.65	Current Charges 2,105.42	Piease Pay 4,600,39
The Illuminating Company Green Mountain Energy Company Total	4,109.92 9,180.54	-2,118.27 -4,693.92	1,665.88 3,771.30	3,657.53 8,257.92
	Meter Reading	nformation		
Small General Service				
Meter Number	902809371			
Present KWH Reading (Actual)	5,303			
Previot. KWH Reading (Actual)	5,069			
Ditterance	234			
Multiplier	160			
Kilowatt Hours Used	37,440			
Metered Load in KW	0.53			

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Company

Bill for: JIMMY HAYES 2723 GREEN RD

SHAKER HEIGHTS OH 44122

 Billing Period:
 Oct 14 to Nov 11, 2005 for 25 days

 Next Reading Date:
 On or abcut 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.

	Bill issued by: The Illuminating Company I PO Box 3638 Akron OH 44309-3638	Kimmeting Company	Customer Service 24-Hour Emergency/Outage Reporting Collections	1-800-569-310 1-888-544-4877 1-800-686-9901
2	Generation Supplied by: Green Mountain Energy Compar PO Box 42349 Austin TX 78704-0040	ny :	For Information About Your Generation Supply	1-877-682-7794

---- Price to Compare Message Your current PRICE TO COMPARE for generation from The Illum nating 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 chicelectricchoice.com. Standard Residential 5.6 cents per kWh

ung company	3.4	+21.14	5/ 45	31.45
ountain Energy Company	33 85	-30.65	37.38	37.38
าสไ	61.99	-61.99	74.83	74.83
	Meter Reading In	formation		
Standard Residential				ويها المتركبين والمتركبين والمراجع
	697664			
Meter Number	03/004			
Meter Number Present KWH Reading (Actual) Previous KWH Reading (Actual)	8,622 7,903			



September 12, 2005

Page 1 of 4 107

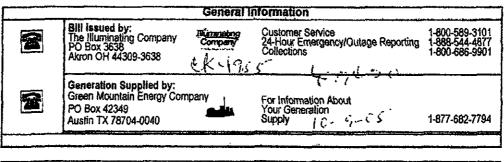
Bill for: JIMMY HAYES 28711 EUCLID AVE WICKLIFFE OH 44092

.

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

Small General S	ervice	
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	0.0
Current Basic Charges		
The Illuminating Company - Consumption	2,575.65	
Green Mountain Energy Company - Consumption	2.118.27	
Total Current Charges	4,693.92	4,693.9
Total Due by Oct 03, 2005 - Please pay this amount	·····	\$4,693.9

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



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 fo	See other pages for additional information and telephone numbers		
	Meter Reading Information		
Standard Residential Meter Number Present KWH Reading (Actual) Previous KWH Reading (Actual) Kilowatt Hours Used	697664 7,312 6,668 644		



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

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		
Current Basic Charges The Illuminating Company - Consumption Late Payment Charges Green Mountain Energy Company - Consumption Total Current Charges Total Current Charges	4,486.62	4,486.62	
Total Due by Oct 31, 2005 - Please pay this amount	د. بيادننسيا ل سميديوري بهن ^{ير} ملمانست	\$9,180.54	

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

Bill issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638	Internating Company	Customer Service 24-Hour Emergency/Outage Reporting Collections	1-800-589-3101 1-888-544-4877 1-800-686-9901
Generation Supplied by: Green Mountain Energy Com PO Box 42349 Austin TX 78704-0040	pany I	For information About Your Generation Supply	1-877-682-7794

Price to Co	ompare Message		
	The Illuminating Company is listed below. For you to save,		
a supplier's price must be lower. To obtain an "Apples to Apples" companson 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	s for additional information and telephone n	umbers
Multiplier Kilowatt Hours Used Metered Load in KW Present KVARH Reading (Actual) Previous KVARH Reading (Actual) Difference Kilovar Hours Used Billed Load in KW/KVA Billed Reactive Demand	252 160 40 320 0.62 2.106 1,998 108 17,280 99.2 12.5	

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Bill for: JIMMY HAYES 28711 EUCLID AVE WICKLIFFE OH 44092

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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 Se		
Account Summary	*	mount 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	2.242-13-1	
Total Current Charges	4,965.85	4,965.85
Total Due by Sep 01, 2005 - Please pay this amount		\$4,965.8

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

2	Bill issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638	Company Company	Customer Service 24-Hour Emergency/Outage Reporting Collections	1-800-589-3101 1-888-544-4877 1-800-686-9901
	Generation Supplied by: Green Mountain Energy Com Po Box 42349 Austin TX 78704-0040	ipany j	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 sted below. For you to save, a supplier's price must be lower. To obtain an "Apples to Apples" companson of available competitive electric supplier offers, visit the PLCO web site at www.ohioelectricchoice.com. Small General Service 4.8 cents per kWh

	Meter Reading Information
Small General Service Meter Number Present KWH Reading (Actual) Previcus KWH Reading (Actual) Difference Multiplier Kilowat Hours Used Metered Load in KW Present KVARH Reading (Actual) Previous KVARH Reading (Actual) Difference Kilovar Hours Used Billed Load in KW/KVA Eilled Reactive Demand	902809371 4,540 4,242 298 160 47,630 0.62 1,875 1,743 132 21,120 99.2 13.9

000063

WICKLIFFE OH 44092

HAN SHE SHEEKS

 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	1 2/3 31			
Late Payment Charges	£1 71			
Green Mountain Energy Company - Consumption	1 2 1 2 1			
Total Current Charges	3,397.29			
Total Due by Mar 30, 2005 - Please pay this amount		\$6,777.53		
		\sim		

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

~	 	1-63 (6/54754	
	Bill issued by:	il Informati Diamasting Company	Customer Service Automated Cutage Recording Collections	1-800-589-310 1-888-544-487 1-800-686-990
	Generation Supplied by: Green Mountain Energy Company Po Box 42349 Austin TX 78704-0040	·······	For Information About Your Generation Supply	l-(877)682-77÷≠≠

Price to Compare Message

Your current PRICE TO COMPARE for generation from The Huminating Company is tisted 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.chioelectricchoice.com. Small General Service 4.8 cents per kWh

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Meter Number	902809371	
Present KWH Reading (Actual)	3 278	
Previous KWH Reading (Actual)	3 276	
Difference	202	
Multiplier	160	
Kilowatt Hours Used	32,320	
Measured Load in KW	0.53	
Present KVAKH Reading (Actual)	1.328	
Previous KVARH Reading (Actual)	1.253	
	75	
Difference Kilovar Hours Used	12,000	
	84.8	
Billed Load in KW/KVA Billed Reactive Demand	1.5	

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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	
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. *** (4/2 4/2 2 () 4/-30-05

Genera	al informat	ion			
Bill issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638	Dimmsting Company	Aut	stomer Service omated Outage lections	Reporting	1-800-589-310 1-888-544-4877 1-800-686-990
Generation Supplied by: Green Mountain Energy Company Po Box 42349 Austin TX 78704-0040			For Information Your Generation Supply	171	-(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" companson of available competitive electric supplier offers, visit the PUCC web site at www.ohioetecincchoice.com. Standard Residential 6.6 cents per kWh

Fhe Illuminating Company Green Mountain Energy Company Total	Junt Balañces by Previous Balance 46.69 45.92 93.61	Payments/ Adjustments 0.00 0.00 0.00	Current Charges 46.70 45.49 92.19	Piease Pay 93.3 92.4 185.8
	Meter Reading	nformation		
Standard Residential Meter Number Present KWH Reading (Actual) Previous KWH Reading (Actual)	697664 3,735 2,857			





 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

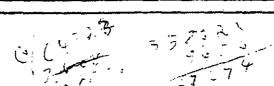
Account Summary		Amount Due
Your previous bill was	3,646.10	
Total payments/adjustments	-3,648.10	
Balance at billing on February 08, 2005	0.00	0.00
Current Basic Charges		
The Illuminating Company - Consumption	1,861.54	
Green Mountain Energy Company - Consumption	1,518.70	
Total Current Charges	3,380.24	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.

{	Gener	ai Informa	ion	- <u></u>	
	Bill issued by: The illuminating Company PO Box 3638 Akron OH 44309-3636	Itimnating Company	Aul	stomer Service omated Outage Reportin lections	1-800-589-3101 ng 1-868-544-4877 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 Servi	CØ			
Meter Number		902809371		
Present KWH Readin	g (Actual)	3.076		
Previous KWH Readil	ng (Actual)	2,871		
Difference	/	205		
Multiplier		160		
Kilov Used		32,800		
' in KW	ł	0.53		
?eac	ling (Actual)	1,253		
'98'	cing (Actual)	1,178		
	••••	75		
		12,000		
		84.8		
		1.0		



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

Price to Compare Message

To receive your PRICE TO COMPARE please cell 1-200-225-0444. To obtain an "Apples to Apples" comparison of available competitive electric supplier offers initiate PLCO web site at www.ohioelectricchoice.com. Small General Service

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See other names	for additional int	ormation and	telephone numbers
Sec Viller Daugs		omiation and	alanimuse unitingis



JIMMY HAYES

2723 GREEN RD

CLEVELAND OH 44122

76 South Main Street Akron, OH 44308 Return this part with a check or money order Payable to The Illuminating Company

Amount Paid	
Millouni Falu	

Please Pay	\$0.00
Due By	

THE ILLUMINATING COMPANY PO BOX 3638 Akron oh 44309-3638

Antipela tarba attal tara ta tara a tha tara a that a tarba ta tarba ta tarba ta tarba ta tarba ta tarba ta tar

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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 \$ 3,703.22 **Total Charges**

Detail Pa	yment and Adju	stment Information	
Date	Refere		
Payments:			
01/28/04		-7,063.00	
01/13/04		-3,621,17	
03/04/04		-3,746.70	
1 2/26/ 03		-4,161.84	
Total Payments			-18,592,71
otal Payments and Adjustments			-\$18,592.71
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		ويستعرب والمراجع والمتحدين والمتحدين والمتحد	
Small General Service			
Small General Service Meter Number	321490	Meter Number	4802811
		Meter Number Present I-VARH Reading (Actual)	4802811 1,264
Meter Number	321490	Meter Number Present I-VARH Reading (Actual) Previous KVARH Reading (Actual)	1,264 1,203
Meter Number Present KWH Reading (Actual)	321490 7.018,126	Meter Number Present I-VARH Reading (Actual)	1,264
Meter Number Present KWH Reading (Actual) Previous KWH Reading (Actual)	321490 7.018,126 6 960 798	Meter Number Present I-VARH Reading (Actual) Previous KVARH Reading (Actual)	1,264 1,203

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Illumnatin	March 16, 2004		Account Number: 11 00 24 5997 4	5 Page 1 of 4 107
Company Company		Bill for:	JIMMY HAYES 28711 EUCLID AVE WICKLIFFE OH 44092	
Billing Period: Next Reading Date: Bill Based On: 37-19638	Jan 09 to Feb 36, 2004 for 29 c On or about Llar 03, 2004 Actual Meter Reading Rebill	lays		
r	Account Sum		eneral Service	Amount Due
Your previous bill Total payments/adju Balance at billing of	was Istrenis	inal y	-3,794.67 	-3,794.67
Current Basic Cha The Illuminati	rges ng Company - Consumption			3,326.20
You have a credit	palance of			-\$458.47

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

Gen	eral Informatio	00	·
Bill issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638	Dismosting Company	Customer Service Emergency/Power Outage Collections	1-800-589-3101 1-888-544-4877 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 compatibue 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 I	billing period
When contacting an Electric Generation Supplier, please provide the cu Call The Illuminating Company at 1-800-589-3101 with question:	slomer numbers below. s on these charges.
Basic Charges	-
Customer Number: 0801220845 1750001217 - Small General Service - CE-GS1; Customer Number: 0801220845 1750001217 - Small General Service - CE-GS1;	
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

	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	Cance: -Account maintenance	3,493.36	
Total Adjustments	l			-51.63
Total Payments an	nd Adjustmen	ts		-\$51.63
		Meter Reading Informatio	0	

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 MARH Reading (Actual)	1,264
Kilowatt Hours Used	35 066	Oifference	58
Billed Load in KW/KVA	76]	Hultplier	240
Billed Reactive Demand	Ű Ź	Kilovar Hours Used	13,920

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ZOF 11 EUCLID AVE WICKLIFFE OH 44092

Billing Period:Dec 09 to Jan 08, 2004 for 31 daysNext Reading Date:On or about Feb 06, 2004Bill Based On:Actual Meter Reading37-19638Rebill

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

Price to Co	mpare Message
Since 12 months of history is not available for your accou	unt, your PRICE TO COMPARE is estimated to be the
price(s) listed below. For you to save a supplier's price i	
comparison of available competitive electric supplier offe	rs, visit the PUCO web site at www.ohioelectricchorce.com.
Small General Service	4.1 cents per kWh
, and the second se L	

<u>Ilůminating</u> Company	76 South Main Street Akron, OH 44308	Return this part with a che Payable to The Illuminatin	
a brate inget an 20		Amount Paid	
		Please Pay	\$0.0(
17 4444 - 11 6 1/00		Due By	
JIMMY HAYES 2723 GREEN RD CLEVELAND OH 44122		THE ILLUMINA PO BOX 3638 Akron oh 443	
	tele	telestedlettisetslandlistlisedleted	handhahahahah
		00000000000354284	

an and a special system.	• • • • • • • •	ICLID AVE FE OH 44092	
Vext Reading Date: On or abu	Mar 08, 2004 for 31 days		
37 19638	Small General Ser	vice	
	Account Summary		Amount Due
Your previous bill was	······································	-468.47	وموادد وي حوال مرد بر مرد مرد مرد المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع الم
Tutai payments/adjustments		0.00	
Balance at billing on March	16, 2004	-468.47	-468.47
Current Basic Charges	،		
The Illuminating Compa	ny - 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 - I	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					
2	Bill Tesued by: The Illuminating Company PO Box 3638 Akron OH 44339-3638	likimmeting Company	Emer	omer Service gency/Power Outage ctions	1-800-589-3101 1-888-544-4877 1-800-686-9901
	Generation Supplied by: Green Mowitari Energy Company Po Box 42345 Austin TK 19704-0343			Customer Service	1-(877)682-7794

Price to Compare Message Your current PRICE TO COMPARE : generation from The Illuminating Company is listed below. For you to save, a supplier's price must be lower This to an an "Apples to Apples" companion of available competitive electric supplier offers, visit the PUCO weblie to a link a on-belectricchoice com. 4.0 cents per kWh

Small General Service

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MODEL CONTLUED IN 1994	244	
Present KVARH Reading (Actual)	56	
Previous KVARH Reading Actua	5ť	
Difference	82	
Kilovar Hours Used	13,120	
Billed Load in KW/KVA	67.2	

Children in

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SHAKER HEIGHTS OH 44122

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 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

I Based On: Actual Meter Reading Standard Re	esidential
Account Summary	
our previous bill was	63.86
otel payments/adjustments	0.00
alance at billing on July 15, 2004	63.86 63.86
urrent Basic Charges	
The Illuminating Company - Consumption	50.62
Late Payment Charges	0.78
Green Mountain Energy Company - Consumption	38.93
otal Current Charges	90.33
otal Due by Jul 30, 2004 - Please pay this amount	\$154.1
To avoid a 1.50% Late Payment Charge being added	d to your bill, please pay by the due date.
オーレーショ	C/2 4492
General Infor	mation
Bill Issued by: The Illuminating Company Illings PO Box 3638 Compa Akron OH 44309-3638	Customer Service 1-800-589-310 Automated Outage Reporting 1-888-544-487 Collections 1-800-586-990
Generation Supplied by: Green Mountain Energy Company Po Box 42349 Austin TX 78704-0040	For Information About Your Generation Supply 1-(877)682-7794
	re Massage

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	o.s cents per kyvn
and the first of the first of the second second second	11.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1

Standard Residential Meter Number Present KWH Reading (Actual) Previous KWH Reading (Actual) Kilowatt Hours Used	607664 5,333 4,613 720				<u> <u> </u></u>
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11

Ilumnating February 10, 201	349	
Company Afgebogy Carry	Bill for: JIMMY HAYES 2723 GREEN RD SHAKER HEIGHTS OH 44122	
Billing Period: Jan 15 to Feb 13, 2004 for Next Reading Date: On or about Mar 15, 2004 Bill Based On: Actual Meter Reading	30 days	
	Standard Residential	
Account S		Amount Due
Your previous bill was	58.10	}
Total payments/adjustments	-58.11	
Balance at billing on February 15, 2004	-0.01	-0.01
Current Basic Charges]
The Illuminating Company - Consumptio	n 56.16	
Green Mountain Energy Company - Con	sumption 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.

Austin TX 78704-0040 Price to Compare Message Your current PRICE TO COMPARE for generation from The Illuminating Company is listed below. For your a supplier's price must be lower. To obtain an "Apples to Apples" companison of available competitive e supplier offers, visit the PUCO web site at www.ohioelectricchoice.com	Your current PRICE TO COMPARE for generation from The Illuminating Company is listed below. For you to a supplier's price must be lower. To obtain an "Apples to Apples" comparison of available competitive elec	Price to Compare Message Your current PRICE TO COMPARE for generation from The Illuminating Company is listed below. For you to a supplier's price must be lower. To obtain an "Apples to Apples" comparison of available competitive elect supplier offers, visit the PUCO web site at www.ohioetectincchoice.com	8	Bill Issued by: The Iliuminating Company PO Box 3638 Akron OH 44309-3638	Information Information Company	Custo	mer Service jency/Power Outage tions	1-800-589 1-888-544 1-800-686
Your current PRICE TO COMPARE for generation from The Illuminating Company is listed below. For you a supplier's price must be lower. To obtain an "Apples to Apples" comparison of available competitive e supplier offers, visit the PUCO web site at www.ohioelectricchoice.com	Your current PRICE TO COMPARE for generation from The Illuminating Company is listed below. For you to a supplier's price must be lower. To obtain an "Apples to Apples" comparison of available competitive elect supplier offers, visit the PUCO web site at www.ohioelectincchoice.com	Your current PRICE TO COMPARE for generation from The lifuminating Company is listed below. For you to a supplier's price must be lower. To obtain an "Apples to Apples" companison of available competitive elect supplier offers, visit the PUCO web site at www.oh/ostec/incchoice.com Standard Residential 5.3 cents per kWh	2	Generation Supplied by: Green Mountain Energy Company Po Box 42349 Austin TX 78704-0040	4	in .	Customer Service	1-(877)682
	Standard Residential 5.3 cents per kWh							
Standard Residential 5.3 cents per kWh			a supplier's price	CE TO COMPARE for generation fro must be lower. To obtain an "Apple	m The Illuminatu s to Apples" co	ng Com mpaniso	pany is listed below.	. For you to etitive electr

The Illuminating Company Green Mountain Energy Company Total	Previous Balance 2 45 55 65 58,10	Payments/ Adjustments -58.11 0.00 -58.11	Current Charges 56.16 50.94 107.10	Please Pay 0.50 106.59 107.09
Standard Residential Meter Nu nber Present KWH Reading (Actual)	eter Reading In	formation		

Previous KWH Reading (Actual) Kilowatt Hours Used	1, 117 39	
Repaired fours Oseo	1,078	

	~	BIN FOR: JIMMY HAYES
Afstering Garage	Start and a start	28711 EUCLID AVE
, APPENDE WAY		WICKLIFFE OH 44092

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

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1 T

Smail Genera	al Service	
Account Summary	A	mount Que
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	22-0.4 (2,025.53 (-1 2 6) -1,48538	
Green Mountain Energy Company - Consumption	1,485:38	
lotsi cuttait cusides 🦳 /	3,510.91	3,510.91
Total Due by Dec 30, 2004 - Please pay this amount	Sec. 1	\$3,510.91
		a sa la

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

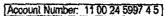
PO Box 3638 Company Cr Akron OH 44309-3638 Company Cr	ustomer Service utomated Outage Reportin ollections	1-800-589-3101 1-888-544-4877 1-800-686-9901
Generation Supplied by: Green Mountain Energy Company Po Box 42349 Austin TX 78704-0040	For Information About Your Generation Supply	1-(877)682-7794

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.ohicelectricchoice.com.				
Small General Service	4.0 cents per kWh			

	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	



November 09, 2004





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

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Small General Service			
Account Summary		Amount Due	
Your previous bill was	3,985.40	مەرىغىدىم بەرىغانىي بە ^ر ىكارىر سىي دارىدىم مىچى 	
Totel 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		\$3,651.41	

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

Bill Issued by: The Itiuminating Company PO Box 3638 Akron OH 44309-3638	Illimnator Company	Customer Service Automated Outage Reportin Collections	1-800-589-3101 1-888-544-4877 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

7441.Y 14445 A. 600

 See other pages for additional information and telephone numbers

 Total
 3,000,000

Jue 11-30-1 + 15 11-22-04

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 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

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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	1	
The Illuminating Company - Consumption 7-30-04 Late Payment Charges Green Mountain Energy Company - Consumption	2,546.29	
Late Payment Charges	45.29	
Green Mountain Energy Company - Consumption	1,875.92	
Total Current Charges	4,467.50	4,467.50
Total Due by Sep 29, 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.

	Genera	Informat	lon	
2	Bill issued by: The filuminating Company PO Box 3638 Akron OH 44309-3638	Ilijimnaling Company	Customet Service Automated Outage Reportin Collections	1-800-589-3101 g 1-888-544-4877 1-800-686-9901
2	Generation Supplied by: Green Mountain Energy Company Po Box 42349 Austin TX 78704-0040		For Information About Your Generation Supply	1-(877)682-7794
1. A.			<u>.</u>	بر بار بر ا

Price to C	ompare 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 supplier offers, visit the PUCO web site at www.chioele	to Apples" comparison of available competitive electric ctricchoice.com.
Small General Service	4.0 cents per kWh
· · · · · · · · · · · · · · · · · · ·	444

Total Payments a	ind Adjustments		 -\$3,488.56
	<u></u>	 	

Account Balances by Company					
Previous Balance	Payments/ Adjustments	Current Charges	Please Pay		
4,417.70	-1 377.39	2.591.58	5.631.89		
4,345.25	-2,111.17	1,875.92	4,110.00		
8,762,95	3,488.56	4,487.50	9,741.89		
	Previous Balance 4,417.70 4,345.25	Previous Payments/ Balance Adjustments 4,417.70 -1 377.39 4,345.25 -2,111.17	Previous Payments/ Current Balance Adjustments Charges 4,417.70 -1 377.39 2,591.58 4,345.25 -2,111.17 1,875.92		



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 Se		
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.

15 4394

 Genera	1 Informa	tion	·····	
Bill issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638	Dimmetrio Company	Custo Autor	mer Service 5-3 nated Outage Reporti ctions	1-800-589-310 ng 1-888-544-487 1-800-686-990
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 offens, visit the PUCO web site at www.chicelectrochoice.com Small General Service 4.0 cents per kWh

Annah Gentural Gervice		
Meter Number Present KWH Reacing (Actual) Previous KWH Reacing (Actual) Difference Multiplier Kilowatt Hours Used Measured Load in KW Present KVARH Reacing (Actual) Previous KVARH Reacing (Actual) Difference Kilowar Hours Used Billed Load in KW/KVA Billed Reactive Demand	902809371 762 353 209 160 33,440 0.51 294 213 81 12,960 81.6 1.6	

April 08, 2004

Company Aristong Larger

Thi i

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
 Sm

Small General Service

Account Summary	7	mount 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 44309-3635	Nummahns Company	Autor	emer Service nated Outage Reporti ctions	1-800-589-3101 ng 1-888-544-4877 1-800-686-9901
2	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" companison of available competitive electric supplier offers, visit the PUCO web site at www.ohioelectricchrise com

 Small General Service
 4.0 cents per kWh

17-30-04 612024352

See other pages for a	dditional informa	tion and telephone numbers
Previous KVARH Reading (Actual) Difference Kilovar Hours Used Billed Lcad in KW/KVA Billed Reactive Demand	138 75 12,000 78.4 0.9	

Company Afristing Converse	Bill for: JIMMY HAYES 28711 EUCLID AVE WICKLIFFE OH 44092
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Billing Period: Dec 09 to Jan 09, 2004 for 32 days Next Reading Date: On or about Feb 06, 2004

Actual Meter Reading Bill Based On:

i

Account Summary		Amount Due
Your previous bill was	11,224.84	
Total payments/adjustments	-4,161.84	
Balance at billing on January 12, 2004 Cft 1-2	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. ***

PO Box 3638 Emergency/Power Outage 1-688-54	ار باد میکرد. این میکرد این میکرد. این میکرد این م	n	eral Informati		· · · ·
ARON 0H 44309-3036	1-800-589-3101 1-888-544-4877 1-800-686-9901		Dimensions Company	The Illuminating Company	2

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

	wieter Read	ng Information	
Small General Service Meter Number Present KWH Reading (Actual) Previous KWH Reading (Actual) Kilowatt Hours Used Billed Load in KW/KVA Billed Reactive Demand	321490 7,053,801 7.017,993 35,808 79.5 2.0	Meter Number Present KVARH Reading (Actual) Previous KVARH Reading (Actual) Difference Multiplier Kilovar Hours Used	4802811 1,324 1,264 60 240 14,400

DIN TOT: 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

Absterrate Company

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Small General		
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		\$5,058.05

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. ***

1 Kar 1 4 53 51		i Informatio	n <u>, , , , , , , , , , , , , , , , , , ,</u>	
	Bill issued by: The illuminating Company PO Box 3638 Akron OH 44309-3638	Illimosing Company	Customer Service Automated Outage Reportin Collections	1-800-589-3101 9 1-888-544-4877 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
	and the second			A

Price t	o 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 "Ap supplier offers, visit the PUCO web site at www.oh	ples to Apples" comparison of available competitive electric coelectricchoice.com.
Small General Service 4.0 cents per kWh	
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See other pages for additional information and telephone numbers

	um this part with a chec able to The Illuminating	
Atosterney Contrary	Amount Paid	
Idaddadaddadadadaddaddaddaddaddaddaddad	Please Pay	\$5,056.06
00019112 1 AV 0.278 20	Due By	July 01, 2004
JIMMY HAYES 2723 GREEN RD CLEVELAND DH 44122-2137	THE ILLUMINATING COMPANY Po box 3638 Akron oh 44309-3638	
la teste levita a H	allan kalena din Mereelistada	albhabhbal

H 04110024599745000000000000000000000004482100005056067

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		Account Number: 11 00 24 Invoice Number: 90830316	6997 4 5 Page 4 o 360	ł 4
Illumina Compa	ny "	Account Number 511.99 24 5997 451 IIII for: JIMMY HAYES 28711 EUCLID AVE WICKLIFFE OH 44092	Page 1 of 4 107	SORTED CLASS MAI TAGE PAIL ENERGY
Billing Period: Next Reading Da Bill Based On:	Jun 09 to Jul 08, 2004 for 30 days te: On or about Aug 06, 2004 Actual Mater Reading S)RP
	Account Summ	ary started by a set of the set of the	Imount Due	
Your previous I Total payments/ Balance at billi		5,056.06 	4,482.13	
Late Payn Green Mo	nating Company - Consumption tent Charges untein Energy Company - Consumptio	2,856.59 38.67 2,111.17		, 1
	harges ig 02, 2004 - Please pay this amoun	5,006.43	5,006.43 \$9,488.55	
		ing added to your bill, please pay by the due		
	*** PLEASE SEE DISCONNE	CTION MESSAGE ON PAGE 3. ***	4885L	
	UL 1489	ral Information		
	Bill issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638	Infirmation Company Customer Service Automated Outage Reporting Collections	1-800-589-3101	
	Generation Supplied by: Green Mountain Energy Compan Po Box 42349 Austin TX 78704-0040	Supply	1-(877)682-7794	
	and the second			
	Price to	Compare Message	The second second second	
a supplier's pri supplier offers,	RICE TO COMPARE for generation fr ce must be lower. To obtain an "Appl visit the PUCO web site at www.ohio	om The Illuminating Company is listed below. I les to Apples" comparison of available competi electricchoice.com.	For you to save,	
Small Gene	ral Service	4.0 cents per kWh		
1			SACKLOW, S	

See other pages for additional information and telephone numbers a second

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Illumnating
Company
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October 08, 2004

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Bill for: JIMMY HAYES 28711 EUCLID AVE WICKLIFFE OH 44092

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

	Small General Service)	
	unit Summary States	Blewinder Vitter State	Amount Due
Your previous bill was Fotal payments/adjustments Balance at billing on October 08, 2004	Ct 4596	9,741.89 -10,548.78 -806.89	-906,89
Current Basic Charges The Illuminating Company - Consu Green Mountain Energy Company		2,756.65	
Fotal Current Charges	10-21-	4,792.29	4,792,19
Iotal Due by Oct 29, 2004 - Please pay	this amount		\$3,985.40
		「「「「「「「「「「「」」」」」	March Barris

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

	Gene	ral Informat	on a safet at the set	and the second of the
	Bill Issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638	Minmaing Company	Customer Service Automated Outage Report Collections	1-800-589-3101 ing 1-888-544-4877 1-600-686-9901
	Generation Supplied by: Green Mountain Energy Compar Po Box 42349 Austin TX 78704-0040	ły	For Information About Your Generation Supply	1-(877)682-7794
Constration of	11、14月1日(1993)。 1月1日 - 1月1日 -		1. A. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1.	the state of the second
	Price to	Compare M	essage	
a supplier's pric	RICE TO COMPARE for generation fi se must be lower. To obtain an "App visit the PUCO web site at www.ohio	les to Apples"	comparison of available comp	
Small Gene	ral Service		4.0 cents per kWh	
				A March & Black Street

oman 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	

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LHURT - THE ADDRESS - THE
Company.
Profile Bright aller of

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 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

Account Summary		Amount Due
Your previous bill was	9,488.56	
Total payments/adjustments	-6,000.00	
Balance at billing on August 12, 2004 KAN	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
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. ***

	Genera	a informat	ion	خورت کار
	Bill issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638	Númesing Company	Customer Service Automated Outage Reporti Collections	1-800-589-3101 ing 1-888-544-487 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	o 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 "As supplier offers, visit the PUCO web site at www.oh	ples to Apples" comparison of available competitive electric icelectricchoice.com.
Small General Service	4.0 cents per kWh

Payments: Date	Reference	sument Informatio	on	
07/14/04		1 0	Amount	27
Total Payments			-6,000.00	
otal Payments and Adjustments				-6,000.00
	ount Balances by	Company		-\$6,000.00
	Ount Balances by Previous Balance 5.481.69 4,006.87 9,488.56	V Company Payments/ Adjustments -4.104.30 -1,895.70 -6,000.00	Current Charges 3,040.31 2,234.08	

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THE I	December 09, 2003			
Inumnau	ng	Bill for: JIMMY HA	YES	
Compar		28711 EUK		
A Firstenergy Conipal	· · · · · · · · · · · · · · · · · · ·	WICKLIFF	EOH 44092 (1/1 4	443
Billing Period:	Nov 06 to Dec 08, 2005 for 33 c	iays	-	-
	e: On or about Jan 08, 2004		6000	Come -
Bill Based On:	Actual Meter Reading			
		Small General Servi		
	Account Eugh	同じられたこの語言語		Amount Due
Your previous bi			7,603.57	
Total payments/a	ajusiments		0.00	
Concernance of the second s	g on December 09, 2003		7,603.57	7,603.57
Current Basic Cl				
	ating Company - Consumption		3,508.15	
	ent Charges		113.12	
Total Current Ch			3,621.27	3,621.21
Total Que by De	c 30, 2003 - Please pay this amou	unt		\$11,224.84
	d a 1.50% Late Payment Charge	and the second second		
	Bill issued by:	THUR CONTINUES	الورد بيارين بيري المترجي ومنهاي والمترك المتراف المتراف المترك الم	
	Bill Issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638	Internation Company	Customer Service Emergency/Power Outage Collections	6 1-800-589-3101 1-889-544-4877 1-800-686-9901
	Bill lasued by: The Illuminating Company	Kinning	Customer Service Emergency/Power Outage	1-800-589-3101 1-888-544-4877
To receive your of available com Small Gener	Bill Issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638 PRICE TO COMPARE, please ca npetitive electric supplier offers, vis ral Service	IS Compare Mos In 1-800-225-0444. T it the PUCO web site	Customer Service Emergency/Power Outage Collections SECC o obtain an "Apples to App at www.ohioslectricchoice.	1-800-589-3101 1-889-544-4877 1-800-586-9901
To receive your of available com Small Gener	Bill Issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638 PRICE TO COMPARE, please ca npetitive electric supplier offers, vis	IS Compare Mos In 1-800-225-0444. T it the PUCO web site	Customer Service Emergency/Power Outage Collections Ende	1-800-589-3101 1-889-544-4877 1-800-586-9901
To receive your of available com Small Gener	Bill Issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638 PRICE TO COMPARE, please ca npetitive electric supplier offers, vis ral Service	IS Compare Mos In 1-800-225-0444. T it the PUCO web site	Customer Service Emergency/Power Outage Collections SROE o obtain an "Apples to App al www.ohios/sciricchoics,	1-800-589-3101 1-889-544-4877 1-800-586-9901
To receive your of available com Small Gener	Bill Issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638 PRICE TO COMPARE, please ca npetitive electric supplier offers, vis ral Service	IS Compare Mos In 1-800-225-0444. T it the PUCO web site	Customer Service Emergency/Power Outage Collections BROC o obtain an "Apples to Apple at www.ohioslectricchoice	1-800-589-3101 1-889-544-4877 1-800-586-9901
To receive your of available com Small Gener	Bill Issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638 PRICE TO COMPARE, please ca npetitive electric supplier offers, vis ral Service	IS Compare Mos In 1-800-225-0444. T it the PUCO web site	Customer Service Emergency/Power Outage Collections SROE o obtain an "Apples to App al www.ohios/sciricchoics,	1-800-589-3101 1-889-544-4877 1-800-586-9901
To receive your of available com Small Gener	Bill Issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638 Price PRICE TO COMPARE, please ca npetitive electric supplier offers, vis rat Service	In Company Company Io Company Mos II 1-800-225-0444. T If the PUCO web site	Customer Service Emergency/Power Outage Collections BRGE o obtain an "Apples to Apples at www.ohioelectricchoices	1-800-589-3101 1-889-544-4877 1-800-586-9901
To receive your of available com Small Gener	Bill Issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638 Price PRICE TO COMPARE, please ca npetitive electric supplier offers, vis rat Service	In Company Company Io Company Mos II 1-800-225-0444. T If the PUCO web site	Customer Service Emergency/Power Outage Collections BRGE o obtain an "Apples to Apples at www.ohioelectricchoices	1-800-589-3101 1-889-544-4877 1-800-586-9901
To receive your of available com Small Gener	Bill Issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638 PRICE TO COMPARE, please ca npetitive electric supplier offers, vis ral Service	In Company Company Io Company Mos II 1-800-225-0444. T If the PUCO web site	Customer Service Emergency/Power Outage Collections BRGE o obtain an "Apples to Apples at www.ohioelectricchoices	1-800-589-3101 1-889-544-4877 1-800-586-9901

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Bill for: JIMMY HAYES 28711 EUCLID AVE WICKLIFFE OH 44092

 Billing Period:
 Oct 09 to Nov 05, 2003 for 28 days

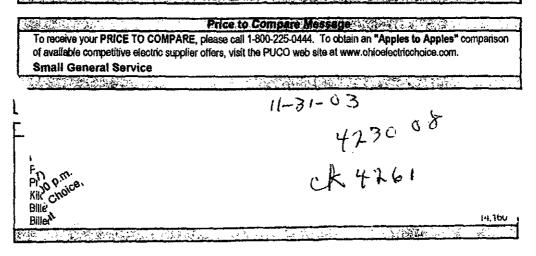
 Next Reading Date:
 On or about Dec 08, 2003

 Bill Based On:
 Actual Meter Reading

Small General Service	~	
Account Summary	2.5 · · · · · · · · · · · · · · · · · · ·	Unquint 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	1 A A	• •
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
		V ^{**}

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

	Cen	ral Informatic	nstate and 1972	***
2	Bill Issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638	Informating Company	Customer Service Emergency/Power Outage Collections	1-800-589-3101 1-888-544-4877 1-800-686-9901
20				Sec. Sec. Sec.



<u>Illüminating</u> Company

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t

Bill for: JIMMY HAYES 28711 EUCLID AVE WICKLIFFE OH 44092

1.

 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

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Small General S	Service	
Account Summary		TROUBLE DUC
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		\$3,113.13
	1977 - 1976 - 1976 - 1976 - 1976 - 1976 - 1976 - 1976 - 1976 - 1976 - 1976 - 1976 - 1976 - 1976 - 1976 - 1976 -	and the second

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

		George George George	eneral Informatio	MARCARE	· Linia America
	8	Bill issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638	Thirmnalong Company	Customer Service Emergency/Power Outage Collections	1-829-589-3101 1-868-544-4877 1-806-586-9901
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	Price to Compare Message
	To receive your PRICE TO COMPARE, please cell 1-800-225-0444. To obtain an "Apples to Apples" articles and
•	of available competitive electric supplier offers, visit the PUCO web site at www.ohioelectricchoice.com
:	Small General Service
-	

<u>Illüminating</u> Company	76 South Main Street Akron, OH 44308		is part with a check or money or o The Illuminating Company	
A tastenagy Cariyany		Amount Paid		
lalalaladadaalalalaladadaalalalalalalal		Please Pay	\$9,113,13	
			Due By	October 30, 2003
JIMMY HAYES 2723 Green Cleveland O	=		THE ILLUMINA PO BOX 3638 AKRON DH 443	TING COMPANY
	bla	shi kata ta ta d	handhallandhin	հովելուներ

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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

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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.

	Ger	neral Information	on the state of state	·····
2	Bill Issued by: The Illuminating Company PO Box 3638 Akron OH 44309-3638	Illimmating Company	Customer Service Emergency/Power Outage Collections	1-800-508-5101 1-603-506-22 77 1-809-336-90 0 1

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

yc 4155 4719,43 8-30-03

See other pages for additional information and telephone numbers

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Page 1 of 3 (07



Bill for: JIMMY HAYES 28711 EUCLID AVE WICKLIFFE OH 44092

Billing Period:Jun 1/10 Jul 10, 2003 for 30 daysNext Reading Date:Off or about Aug 07, 2003Bill Based On:Actual Meter Reading

July 11, 2003

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	In company	Customer Service Emergency/Power Outage Collections	1-800-589-3101 1-888-544-4877 1-800-686-9901	
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JASONDJET	M A M J J J		
A-Actual E-Estimate C-Customer	N-No Usage		
	.Jul 82	Jul 03	
towner Delivities (KMH)	1464	1501	
Average Daily Use (KWH) Average Daily Temperature	74	72	
Days in Billing Period	32	30	
Last 12 Months Lise (KWH)		472,419	
Average Monthly Use (KWH)		39,368	



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The Huminating 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 **YHAYES** 1 EUCLID AVE Please use this account number when writing or calling 6-150-07-008785-0-01-0 (LIFFE OH 44092-2526 mary Information lous Amount Due \$6,653.39 The Illuminating Company \$6,653.39 Payments THANK YOU nents and Adjustments Adjustments \$6,843.90-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 -\$3,437.87 ent Charges +044 The Ibummating Company 3,437.87 1 Amount Due By June 2, 2003 3-03 \$3,247.36 3,247.36 5~ The Illuminating Company Date does not apply to previous billing.

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A FirstEnergy Company	

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P O Box 3538

Akron OH 44309-3538 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.ohioelectricohorce.com.

Messages

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

Pla	ase return above	portion with you	ur payment	
JIMMY HAYES 28711 EUCLID AVE WICKLIFFE OH 44092-2526			Please use this account number 1 6-150-07-0087	when writing or calling 185-0-01-0
Summary Information			<u> </u>	
Previous Amount Due The Illuminating Company	\$3,349.15		\$3,349.15	•
Payments and Adjustments The Illuminating Company Late payment charges 1.5%	Payments 3,349.15-	Adjustments 0.00 0.00	\$3,349.15-	THANK YOU
Balance as of March 10, 2003 The illuminating Company	0.00		\$0.00	
Current Charges The Illuminating Company	3,379.47		\$3,379.47	
Total Amount Due By April 1, 2003 The Illuminating Company	3,379.47		\$3,379.47	*****
Due Date does not apply to previous b	illino.			

2K 3981 3-31-03

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O, Box 3638	

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To receive our PRICE TO COMPARE please call 1-800-225-0444 To occupie "Apples to Apples" comparison of assured competitive electric score star the PUCO web sits at www.choelectrichoice com.

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Messages	

http://www.andlice.com/ The talance as of 04/09/2003 of 25, 430 to 5 is past due of you have questions where this reminder. please tell is force. If you have release and the past due balance, please disregard this reminder.

Ple	ase return above	portion with you	ir payment	
JIMMY HAYES 28711 EUCLID AVE WICKLIFFE OH 44092-2526			Please use this account number + 6-150-07-0087	when writing or calling 85-0-01-0
Summary Information			ba,	
Previous Amount Due The Iliuminating Company	\$3 375 47		\$3,379.47	
Payments and Adjustments The Illuminating Company Late payment charges 1.5%	Payments c oo	Adjustments 0.00 50.69	\$50.69	
Balance as of April 9, 2003 The Illuminating Company	3 ,430 *5		\$3,430.16	, <u></u>
Current Charges The Illuminating Company	3,223 23	······································	\$3,223.23	
Total Amount Due By May 1, 2003 The Illuminating Company	6,653 33	0(<4003	\$6,653.39	
Due Date does not apply to previous b	illing.	01-100-	4/28/02	

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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" companison of available competitive electric supplier offers, visit the PUCO web site at www.ohcedeet.com.

Messages

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

ase return above	portion with yo	ur payment	
		Pease use this account numb 6-150-07-008	er when writing or calling 3785-0-01-0
\$3,628.90		\$3,628.90	
Payments 3,628.90 -	Adjustments 0.00 0.00	\$3,628.90-	THANK YOL
0.00	<u></u>	\$0.00	
3,349.15	- <u></u>	\$3,349.15	
3,349.15		\$3,349.15	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
	\$3,628.90 Payments 3,628.90- 0.00 3,349.15	\$3,628.90 Payments Adjustments 3,628.90- 0.00 0.00 0.00 3,349.15	\$3,628.90 \$3,628.90- Payments Adjustments \$3,628.90- 3,628.90- 0.00 0.00 0.00 \$0.00 \$0.00 0.00 \$3,349.15 \$3,349.15 \$3,349.15 \$3,349.15 \$3,349.15

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THANK YOU
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WELTMAN, WEINBERG & REIS CO., L.P.A.



A FFORNEYS AT LAW 323 W. Lakesido Avenue. Suite 200 Cloveland, Obio 441 (3-1099 Main Phone: 216.739.5100 Fax Yumber: 216.739.5073 www.wol(ntan.com

Fax Transmittal

Date:	Thursday, July 30, 2009	No. of Pages (i	ncluding cover sheet): 5
To:	Jimmy Hayes	Fax Number:	215-292-5689
From:	L.Goodson	Direct Line:	216-685-1081

Comments

"如果是我们是是我的,我们还是有什么的,我们也不是我们的,你们就不能

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7-2-9. Last	flowing on	d content	

CERcape II + Coccoran, OH + Creveland, OH + Columbus, OH + Denan, MI + Grove City, OH + Philadelphia, PA + Parchargh, PA

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Illumnating Company

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DETAILED STATEMENT OF ACCOUNT

					8711 NCKL	28711 EUCLID AVE WICKLIFFE OH 44092	AVE 4409	5								
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Date	Date	Type	Reading	_	_			Billing Amt	Builting Amt	Total Billing Amt	Total Budget Bibino Amt Philinn Ann Dan Date	Tete Toto	Payment		¥¥	Account
														All All	1218	Catance
08/09/07 08/09/07	20/60/90	HIMAX	10,275	44,160	39	1.523 Act	Act	4,909.73		4,909,73		D8/21 (D7		04 80	5	
		мy	0-62	99.20			Act					10.110.000		80 10	ł	10,700.67
		RVAH	4,275	19,840	29		Act									
		BILL KW		99 20												
08/20/07																
09/12/07 09/11/07	09/11/07	KWH	10,581	48,960	33	1.484 Act	Aci	5 271 97		4 971 B7			-a,rou.u4			1.000.63
		мх	0.62	99.20			ĩ			10-11-10-10	•	isensi.		15.01	5	6,287.61
		RVAH	4,414	22,240	33		Act									
		BRL KW		99.20												
10/11/07																
10/13/07 10/12/07	10/12/07	KWH	10,853	43.520	E	1 404	Åel	A 000 01					-6.287.61			0.00
		ΨX	0.64	102 40						4,905.61		11/05/07				4,909.81
				01-701			5									
_			020.4	040	5		Act									
				102 40												
11/06/07													1000 F			
11/06/07 11/08/07	11/08/07	КWH	11,050	33,120	27	1,227 ACI	Act	3 734 41		3 734 41		11/20/07	10-000-4-			9. O
		ЖW	0.61	97.60			Act									14.95.1.5
		RVAH	4,626	14,080	27		Act									
		BILL KW		97.60												
12/04/07																
12/10/07 12/10/07	12/10/07	HANN	11,282	35.520	32	1.110	Act	3,712,00		3 212 00		01100	14.472.77			0.00
		KW	0.52	83.20			Act			00.71.00						3,712.00
		RVAH	4,712	13,760	8		Act									
		BILL KW		83.20												
01/10/08																
01/12/08	01/12/08	нах	11,507	36,000	33	1,091 Act	Act	3.788.06		20 80 5		010000000	-3,712,06			0.00
-		NCM	0.54	86.40			Act					074470				3.788.06
		RVAH	4,759	13,920	33		Act									
		BILL KW		85.40												<u> </u>

110024599745

Account Number:

JIMMY HAYES

Customer Name: Service Address: P.02

e in	Read	Cons	Meter	Cons	Nhr	Dalle	Read	3								
Date	Date	Type	Reacting		Days	0	1726	Billing Arrit	Billing Aut Billing Ant	Billing Amt	Bifting Amt Due Date	Due Date	Annt	Adj Amt	Ad T	Account Batance
01(29/08																
62/09/08	02/08/08	HMH	11,690	30,240	27	1,120 Aci	Aci	3,498,39		2 404 20		00100000	-3,738.06			000
		KAY	0.55	68.00			Act			00.000		2020020				3,498.39
·		RVAH	4,569	11,200	27		PC1									
		CALL KW		88.00												
03/04/08													00 00 F C			
03M2//08	03/12/08	KINH	11.920	35,840	33	1,086	Act	3,979,51		1 070 51		C.4 M 3400	2,498.39			00.0
		ΚM	0 58	92,80			Act			10.010.0						12.9/8.0
		RVAH	4,953	13,440	33		Act									
				92.80												
04/07/08													13 070 51			000
04/10/08	04/10/08 04/10/08	KWH	12,114	31,040	29	1,070	Act	3,620,93		3,620,93		040000	20000			
		KM	0.56	89.60			Aci									54.020.0
		RVAH	5,029	12,16D	29		Act									
		BILL KW		89.60												
05/08/AB	05/08/08 05/08/08	HMM	12.316	32,320	28	1,154	Act	3,761.45		3.761.45		05240408		54 1 3	ž	- 106 AG
		MX	0.58	92.80			Act									
		HVAN	5 114	13,600	28		Act									
				92.80												
05/14/08	navrative nevoarbiti nevnavna	KNAMH	11 560	000 00		1							-3,620.93			3.815.76
		Kier	55 C	0.000	2	- <u></u>		4,246,94		4,248.94		07/01/08		56.42	LPC	8,119,12
		RVAH	5 278	26 240	40											
		BEL KW	•	81 20			Ĩ									
06/12/08																
07/07/08													-3,761.45			4,357.67
07/10/08	07/10/08 01/09/08	HAAN	12,826	42,720	30	1,424 Act	Act	4.977.74		A 977 74		5 M 1 2 20 0	19.10¢.			00.0
		¥.	0.58	92,80			Act					2011/2000				4,377,14
		RVAH	5,333	8,800	8	-	Act									
		BILL KA		92.80												
90/11/98													A 977 74			n Qu
80/11/80	08/11/08	HMX	13,139	50.060	33	1,518	Aci	5.805.56		5 605.56		2010 CU9U				
		ΚW	0.59	94.40			Act									10-10-10-10
		RVAH	5,471	22,080	33		Act									
		BRL KW		94.40												
BOHGONBO													5 8VE 5			02.0
80460/60	80/60/60 90/60/80	HANN	13.402	42,080	28	1,451	Act	4,955.25		4 955 75			00.000.6-			00.0
		ŴŅ	0.59	34.40												07.005.4
		RVAH	5,586	18,400	29		Act									
		BILL KW		34.40												
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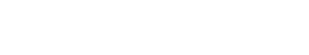
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Emby	Read	Cons	Motor		Ъ Ж		Road	¥	Supptior	Totat	Budent		Paumon	-		1 1 1
Date	Date	Type	Reading	Usege	Days	Average	Type	Baling Amt	<b>B</b> ]	夁	5	Due Date	Ant		Adj Amt	
80/60/01	80/60/01 80/60/01	KWH	13,644	38,720	30	1,291	Act	4,640.91		4.640.91		10/11/08				
		KW	0.60	96.00												
		RVAH	5,695	17,440	g		Act									
				<b>36.00</b>	_											
11111100	11/11/08 11/11/08	k di ku	15 000										4,640.91			
		KW.		105.95	22	193	A A A A	4,238.58		4,238 58		12/03/08				
		RVAH	5.802	17.120	22											
		BILL KW	-	88.00			è									
12/06/06	12/06/06 12/08/08	HWM	14.076	29,760	27	1,102	Aci	3.559.68		1 550 58		100000				
		KW	0.57	91.20								QQJnC171			63.58	63.58 LPC
		RVAH	5,877	12,000	27		Act									
		BILL KW		91.20												
12/15/08													0.2 000 1			
01:10/09	60/60/10	KWH	14,294	34,880	32	1.090	2	3 864 60		09.000		001 A 401 C 40	4,238.56			
		ХW	0.54	86.40								60/70/70			53.40	53.40 LPC
		RVAH	5,961	13,440	32		ų									
		BILL KW		86.40												
01/13/09													3 633 76			
2/10/09	02/10/09 02/10/09	HMX	14.511	34,720	32	1,085	Act	3,978,12		3 978 12		03104100	07.F70'C	-	(   	
		КW	0.56	83.60						21.01610		Salsaven		**	54.4 <b>2</b>	58.42 LPC
		RVAH	6,037	12,160	32		Act									
		BILL KW		89.60												
03/03/09														•		100 101
03/06/09														- ,	5.5	
03/09/09													3 4.0 20	-	3.50	13.50 DFC
03/09/09	03/09/09	KWH	14,6.82	27,360	27	1,013	Act	3,302,40		3 302 40		00111110	10.945.0	ų	1	
		KW	0.51	61.60								20110200		Đ	<u>.</u>	247 57.00
		RVAH	6,105	10,880	27		Act									
		BILL KW		81.50												
03/18/08													4 036 54			
04/07/09													34 101 5			
4/08/09	04/08/09 04/08/09	KWH	14,862	28,800	8	096	Act	3,530.76		3.530.76		OMUE/PU	00-100-0			
		KVA	0.50	80.00			Va									
		RVAH	6.177	11,520	Ř		Act									
		BILL XW		80.00												
04/24/09													3.530 76			
511.09	05/11/09 05/11/09	KIMH	15,066	32,640	33	986		3,995.52		3 995.52		06/02/09				
		ΚW	0.48	76.80			Act									
		RVAH	6,265	14,080	33		Act									
		:														

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Account Releace		
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Payment		
Due Date	60100	
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Totel Billing Amt	2,938,08	
Supplier Billing And		
Roord FE Type Billing Amt	2.938.02	,
Road Type	1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1	
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Cons Lisk,	22,720	
Reading	95.208 6.330 6.330	
Ka con	KWY KVA BILL KVA	
Reed Oate	06 109 109 06 1 109 06 1 109	
Entry Date	06 (09 (09 (09 (09 (09 (09 (09 (09 (09 (09	

EXHIBIT PENGAD 800-631-698 3 Compan þ

Diametre Company	Bill Based On: Actual Meter Reading	May 16, 2016	Page 1 of 2  12	
Billing Period: Bill For:	Apr 13 to Hay 12, 2016 for 30 days	Account Number:		
		Due Date: June 06, 2016		

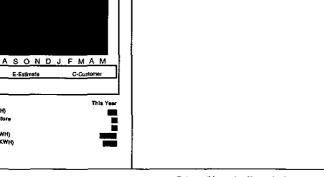
E To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-589-3101. For Payment Options, call 1-800-586-9901. Pey your bill online at www.firstenergycorp.com Bill issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

-1 24.14

Account Summary

Amount Due

To avoid a 1.50% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date. Previous Balance Payments/Adjustments herease pay the summation on your bial having specific changes 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 changes on your bil. Balance at Billing on May 16, 2016 The Illuminating Company The Illuminating Company - Misc. Charges Total Current Charges KWH x -0.000009 -Amount Due by Jun 06, 2016 Peak Demand Reduction KWH x 0.000000 Renewable Energy KWH x 0.000806 Deace Information for Maler Number May 12, 2016 KWH Reading (Actual) --Apr 13, 2016 KWH Reading (Actual) Apr 13, 2016 KWH Reading (Actual) KWH used Measured Lagging Reactive Demand Bitted Load in KW/KVA Your next meter reading is scheduled to occur on or about For your safety, if your service has been disconnected, do not attempt to reconnect it. While this is legal and could result in prosecution, removing a meter base or touching any of the wrees can also causa death or service singly through arcs of electricity, explained or file. Meters are only to be accessed by authorized utility personnel. Bitted Reactive Demand Charges From The Huminating Company Customer Number: Rate: General Service Secondary CE-GSD Customer Charge Distribution Related Compone 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. Cost Recovery Charges NOPEC Customer Credit Current Consumption Bill Charges Security Deposit Interest All of our employees wear photo tO badges. Always ask for an employee's ID before letting anyone in your home. It you are still not sure, please call the company. sue, please cell the compensy. 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 services providers. If you do not wish to be included on the list, please call us at 1-000-225-044, go to the Customer Choice section of our website - www.firstnergycorp.com or write to us at 76 S. Main St., Alvon, OH 44308 Atm; FECC. Please note that are election to not be included on this list will not prevent Ohio Edison, The Eurimisting Company or Toledo Edison from providing Total Charges Charges From 341 White Pond Drive Bidg B3, Akron, OH 44320 Customer Service: 1-868-254-9227 Account Number: Rate: Rate: Billing Period: Apr 13, 2016 to May 12, 2016 Sasic Charge К₩Н х Total Charges Additional messages, il any, can be found on back 04/25/16 Payment 04/16/16 Trans fr Total Payments and Adjustments 1 16 Feb Mar 16 Apr 16 May 16 May 16 Account Balances by Company ******** Previous Paym Çı Charges Balance Adjustments The tiluminating Company NOPEC-FirstEnergy Solutions Corp. Total 



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

Company	* Akro	п, ОН	44308-1	690
	_			

Thurmating 76 South Main Street

E-Estimate

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Energy Efficiency

Jun 13, 2016.

E

Aug Sep Oct Nov Dec Jan

16

A-Actual

Average Dally Use (KWH)

Average Dally Temperature Days in Balling Period Last to Months Use (KWH) Average Monthly Use (KWH)

1242-114-144 ...

Messades

count Number:	
Amount Paid	
Amount Due	-
Due Date	Jun 06, 2016

THE ILLUMINATING COMPANY PO BOX 3687 AKRON OH 44309-3687

	Invoice Number:	Page 2 of 2
the insurance of the second	etterne 127 <u>er in er</u> förstad och tarradiste o	· · · · · · · · · · · · · · · · · · ·
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. It 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.		

4.

Average of Explanation of Terms 2.8.1 Ξ. CALCERCIPICS 1 Estimated Reading - On the months we do not read a meter, we calculate the bit based an east electrical usage. Kilovolt Amperes (KVA) - Voits times amperes divided by 1,000. Actual Business Distribution Credit - Applied during the winter billing period for non-residential electric heat and/or water heating customers on a qualifying bon-responses 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 KINYONT Amperes (KYA) - Vorts times amperes divided by 1,000. Actual measured power used for circuit sizing.
Kilovott-Amperes Beactive or kilovar (KVAR) - The portion of siectricity that establishes and sustains the electric and magnetic fields of ac equipment. It is used to control votage on the transmission network.
Kilowatt (KW) - Unit of electric power representing a rate of consumption equivalent to 1,000 welts. system. These charges are evolved when switching to a Certified Rotal Electric Services provider. Cost Recovery Charges - Recovers providuely incurred costs, Including PUCC-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 free maintenance. Distribution Related Component - Charge for moving electricity over distribution inters to service location. KWH (Kilowatti Hour) - A unit of measure for electricity usage equal to 1,000 waits 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 Economic Development Component - Charges related to economic Energy for Education II Program. development support.

8<u>-</u>1 1 1281282 If you have billing questions or complaints about your Buminsting Company account or for a written explanation of the Price to Compare: Cell Customer Service at 1-800-589-9101 from Monday - Friday, 6:00 a.m. - 6:00 p.m. Cell Payment Options at 1-800-586-9901 from Monday - Friday, 6:00 a.m. - 6:00 p.m.

Vialt our web alte 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 by to answer your questions. It your compliain its not resolved atter 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 1-800-688-7826 (toil 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

PDCO via 2-12 (Chin realy service). Por your protection, all of our employees wear Photo I.D. badges. Electronic Chinek Conversion - Your check authorizes us either to make a one-time electronic lunds fransfer (EFT) from your account or process as a check. If you have guestions about this program, call 1-866-223-0081.