

FILE  
(NC)

16-1541-EL-CSS

(2)

7/6/16

Cynthia Smith  
3269 Del Mar Drive  
Stow, Ohio 44224  
330-714-8773

Complaint against:  
Ohio Edison  
Account # 110 048 652 520  
3269 Del Mar Drive  
Stow, Ohio 44224

PUCO

2016 JUL -8 AM 11:49

Yes I am a customer of Ohio Edison for 38 years statement attached for proof

My issue is with the \$7060.46 that on 3/11/16 was put on my account from a previous address **577 Walter Street Kent Ohio 44240** which I have not lived there since 2006. I am 60 year old and last year got down sized for a job I had for 20 years.

This was added to my bill from a past HEAP bill! I was only on HEAP for maybe 4 years when I lived in government housing 1989-2006 from what I recall. At that time Heap went according to your income I had a job and was working for most of those years so I would not have qualify for Heap. When I moving to my location of **3269 Del Mar Drive** there was no letter, nor was I contacted about owing Heap, when changing my service.

After receiving this bill I asked to see some kind of bill or record that I owe this amount for a 2-bedroom government-housing apartment, I was told there records only go back 6 years.

I am asking for proof that I owe \$7060.46. After 15 years I do not believe I owe nor did I signed up for this plan. I had to sign up for a payment plan in order not to have my electric shut off.

Thank you for you help on this most important matter, if there is anything you need please contact me.

Cynthia A Smith  
*Cynthia Smith*  
Cindy0344@att.net

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.  
Technician jc Date Processed JUL 08 2016

Billing Period: Feb 23 to Mar 23, 2016 for 30 days  
Bill For: CYNTHIA A SMITH  
3260 DEL MAR DR  
STONINGH 44224

March 29, 2016

**Account Number: 110 048 652 520**

Amount Due: \$7,385.72

**Due Date: April 12, 2016**

To report an emergency or an outage, call 24 hours a day: 1-888-544-4877. For Customer Service, call 1-800-633-4756. For Payment Options, call 1-800-686-3421. Pay your bill online at [www.firstenergycorp.com](http://www.firstenergycorp.com).  
Bill issued by: Chgo Edison, P.O. Box 3687, Aurora, IL 60009-3687

[Messages](#)
[Account Summary](#)
[Amount Due](#)

\*\*\* DISCONNECTION NOTICE \*\*\*

Your electric bill payment is past due. **Your service may be disconnected unless payment of \$98.00 is made by 04/27/2016.** If service is disconnected, you will be required to pay a reconnection fee of up to \$95.00. ***It has never power restored. You may be eligible for the Percentage of Income Payment Plan Plus or other extended payment plan.*** See enclosed information. Failure to pay charges for competitive retail electric service may also result in the cancellation of your contract with the competitive retail electric service provider and return you to Ohio Edison's standard offer generation service. The amount due does not include charges for nonbilled products or services but may include charges for competitive retail electric service. Failure to pay charges for other nonbilled products or services may result in loss of those products or services. This provision is applicable only on accounts issued a consolidated bill for electric service. The due date on this notice does not change the due date of any previous notice sent to you for a past due amount. If you have questions, or if you want to ask one of our authorized payment agent locations, please call us at 1-800-685-3421. You may also call this number for information about our medical certification program if the **disconnection of service would be especially dangerous to the health of a permanent resident.**

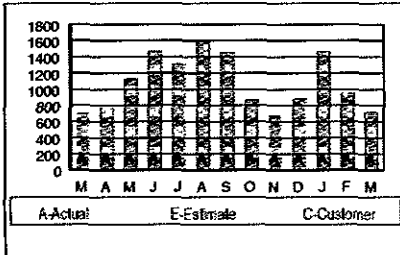
If you have a complaint in regard to this disconnection notice that can not be resolved after you have called Ohio Edison, or for general utility company information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7805 (toll free, from 8 a.m. to five p.m. weekdays, or at <http://www.puco.ohio.gov>, hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service).

The Ohio consumer counsel (CCC) represents residential utility customers in matters before the PUCO. The CCC can be contacted at 1-877-742-5622 (toll free, from 8 a.m. to five p.m. weekdays, or at <http://www.ohioconsumercounsel.org>).

**Additional messages, if any, can be found on back.**

### Usage History

Mar 15	699	Seo 15	1,451
Apr 15	775	Oct 15	866
May 15	1,123	Nov 15	676
Jun 15	1,468	Dec 15	887
Jul 15	1,307	Jan 16	1,470
Aug 15	1,595	Feb 16	958
		Mar 16	714



Comparisons	Last Year	This Year
Average Daily Use (KWH)	25	24
Average Daily Temperature	31	43
Days in Billing Period	27	30
Last 12 Months Use (KWH)		13,290
Average Monthly Use (KWH)		1,108

Account Summary	Amount Due
...	...

Previous Balance	342.85
Payments/Adjustments	6,910.45
<b>Balance at Billing on Mar 29, 2016</b>	<b>7,159.30</b>
Chico Edison	50.97
Chico Edison - Misc. Charges	14.74
Verde Energy USA - Consumption	82.04
Late Payment Charges	4.75
<b>Total Current Charges</b>	<b>152.50</b>

Amount Due by Apr 12, 2012

Usage Information for Model Number 927092709

Mar 23, 2015 KWH Reading (Actual)	54,583
Feb 23, 2016 KWH Reading (Actual)	53,963
KWH used	714

## Changes From Ohio Edison

Customer Number: 0001800129 0001450414	
Roller Residential Service CE-RSD	
Customer Charge	4.00
Distribution Related Component	36.75
Economic Development Component	0.00
Cost Recovery Charges	10.50
<b>Current Consumption Bill Charges</b>	<b>59.57</b>
Late payment charge	4.75
Return Check Chg	15.00
Security Deposit Interest	-8.20
<b>Total Charges</b>	<b>\$ 69.88</b>

### Billing Information for Verde Energy USA

101 Mermaid 7, 3rd Fl., Norwalk, CT 06851

**Customer Service: 1-800-388-3862**

Account Number: 5215211 Rate BILL-READY

**Billing Period:** Feb 23, 2016 to Mar 23, 2016

Energy Charge 714.00 kWh @ 0.114900000	82.04
<b>Total Verde Energy USA Current Charges</b>	<b>82.04</b>
Verde Energy Usa Rate \$0.1149/kwh	

### Detail Payment and Adjustment Information

03/21/16	Payment	-250.00
03/10/16	Payment	-150.00
03/11/16	Trans fr 110008911345/577 WALTERS ST	7,050.45
03/15/16	Returned payment	150.00
<b>Total Payments and Adjustments</b>		<b>\$6,810.45</b>

### Account Balances by Company

	Previous Balance	Payments/ Adjustments	Current Charges	Amount Due
Ohio Edison	242.37	7,011.44	69.86	7,323.67
Verde Energy USA	100.49	-200.98	82.04	-18.45
<b>Total</b>	<b>342.86</b>	<b>6,810.46</b>	<b>151.90</b>	<b>7,305.22</b>

Return this part with a check or money order payable to Ohio Edison



75 South Main Street  
Akron, OH 44308-1890

CYNTHIA A SMITH  
3269 DEL MAR DR  
STOW OH 44224

Account Number: 110 048 652 520

Amount Paid	
Amount Due	\$7,305.22
Due Date	Apr 12, 2016

OHIO EDISON  
PO BOX 3687  
AKRON OH 44309-3687

[illegible]