

Balance disputed

2-13-18

17-1567-EL-ESS

PUCO

2018 FEB 23 AM 11:48

RECEIVED DOCKETING DIV

Case Number

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

Formal Complaint Form

Gwendolyn Tandy

Customer Name (Please Print)

1439 Sulzer Ave

Customer Address

Euclid, Ohio

City

State Zip

Against

110128273 627 New

Account Number

110046580079 Old

Cleveland Electric

Customer Service Address (if different from above)

First Energy Co

Utility Company Name

State Zip

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

I'm disputing the account full balance of \$6879.22. I requested an investigation over 3 months ago. They didn't respond. If the PUCO cannot solve this case then please have First Energy to contact my attorney at (216) 263-6200 Ms. Benny Moss,

Gwendolyn Tandy

Signature

(216) 894-1043

Customer Telephone Number

This is to certify that the images appearing are accurate and complete reproduction of a case file document delivered in the regular course of business.

Technician

Date Processed 2/23/18

First Energy

1. Has stolen ever payment

I've made in the last 12 years.

2. Including ^{my} PIPP Payment 4-4-11 \$43.00
sent to 1441 Sulzer Ave

3. HEAP Credit 2-24-11 \$146.48

4. Emergency HEAP credit 8-21-10

by inflating my balance.

5. Failure to explain or provide
evidence of illegal transfers.

One of the illegal transfers
of \$209.08

took place on 2-17-12 I had

a credit for over \$500.00. And

instead of crediting my account

they gave me a balance of \$456.00

6. Illegal late fees

PIPP
7. Payments with no date they were

received.

7. 8-21-10 HBAP CR. \$103.49 and
8. 2-24-11 Emergency HBAP credits
stolen by inflating my balance.

9. PIPP payment of \$43.00 sent
to my rental 4411. To create
an illegal deficit in my PIPP
payments

10. Ten transactions on 3/2011

11. Never receiving the PIPP PLUS CR
or the balance deductions

12. Illegal disconnections/illegal disconn. Fees

9-4-13
5314

\$13.00 DFC 984-B

3500 R F 10-21-13

2200 Sec Dep. 1021B

1300 DFC May 31 2014

3500 R F 5-31-14

2200

B. First Energy charged me for the city of Euclid Government Aggregation. Even though, I opted out and had a cancellation confirmation Mo. They continued to pay ~~for~~ First Energy Solution Corp. for 8 more months. In the amount \$340.00, which I want credit back to my account:

First Energy

AC No 110046580079

Address 1439 Sulzer Ave

From 2006 - 2012 6yr I had never

had a late payment charge. And

eventhough I never been late.

First Energy started billing me

for LPC. and based on a balance I
disputed, and didn't exist!

4-3-12 \$3.23

5 3.38

6 3.11

7 3.08

8 3.33

12-12-12 2.81

\$18.94 = theft

1- 2.2

12-10-13 \$4.14 LPC

2-13-13 \$2.94

3 3.10

4 3.14

5 3.35

6 2.95

7 3.33

8 \$18.83 = theft

9-24-13

illegal disconnection No payment
were late

Discon. 12.00

35.00

22.00

\$69.00

17.500

\$1.34000

(Representation theft of
Payment of \$65.65 stolen)
Payment stolen 10-21-13

First Energy First Last 4 0079
 Energy Solution
 Corporation

1	Feb-14	\$82.20	\$82.98	\$8.34 Not late
2	Feb		59.57	1.20
3	Mar		64.01	95.67 Rev
4	April		42.20	95.67 Paid
			<u>\$248.76</u>	

March Reversed
 April No electric Services
 May 0
 June 0
 July 0
 Aug 0
 Sep 0

5	Oct 5, 2013	First Energy	\$5.80	\$13.65
6	Nov 5, 2013		17.49	25.83
7	Dec 19, 2013		7.99	
			<u>90.28</u>	
			248.76	
			<u>339.04</u>	

May
 On ~~April~~ 7, 2013

First Energy Solution Corporation
 charges Ended 5-7-13 which also
 Ended The City of Euclid Gov. AEG.

Then on May 31, 2014 my service
 was disconnected

Billing Period: Jan 11 to Feb 08, 2018 for 29 days
Bill For: GWENDOLYN C TANDY
1433 SULZER AVE DUP
EUCLED OH 44132

February 12, 2018
Account Number: 110 128 273 627
Amount Due: \$605.51
Due Date: February 26, 2018

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-589-3101. For Payment Options, call 1-800-686-9901 Pay your bill online at www.firstenergycorp.com

Bill issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Messages		Account Summary		Amount Due									
** REMINDER NOTICE ** When this bill was prepared, your account had an unpaid balance. If you have already made this payment, thank you. If not, please promptly pay the overdue amount. Overdue amounts associated with a disconnect notice from a prior month's bill and/or an Ohio 10-day Winter Notice may continue to result in disconnection of electric service. Call us at 1-800-686-9901 if you have questions or for information on payment arrangements. To avoid a 1.50% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date. Your current PRICE TO COMPARE for generation and transmission from The Illuminating Company is listed below. In order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than The Illuminating Company's price of 5.80 cents per KWH for the same usage that appears on the bill. To review available competitive supplier offers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoice.ohio.gov. Residential Service - 1580009813 - 5.80 cents per KWH <table border="0"> <tr> <td>Energy Efficiency</td> <td>485 KWH x 0.003166</td> <td>\$1.54</td> </tr> <tr> <td>Peak Demand Reduction</td> <td>485 KWH x 0.000792</td> <td>\$0.38</td> </tr> <tr> <td>Renewable Energy</td> <td>485 KWH x 0.000971</td> <td>\$0.47</td> </tr> </table> Your next meter reading is scheduled to occur on or about Mar 08, 2018. If your bill is higher than normal due to the recent extreme temperatures, you may be eligible for payment arrangements. We also offer budget billing to help even out the seasonal highs and lows of your electric bill. Please call 1-800-686-9901, or visit www.firstenergycorp.com/billassist for more information. The Earned Income Tax Credit (EITC) is a tax credit for certain lower-income families and individuals. For information and to Additional messages, if any, can be found on back.		Energy Efficiency	485 KWH x 0.003166	\$1.54	Peak Demand Reduction	485 KWH x 0.000792	\$0.38	Renewable Energy	485 KWH x 0.000971	\$0.47	Previous Balance 357.35 Payments/Adjustments 0.00 Balance at Billing on Feb 12, 2018 357.35 The Illuminating Company - Consumption 67.43 The Illuminating Company - Misc. Charges -0.27 Consumption Inst. Plan Amount 181.00 Total Current Charges 248.16 Amount Due by Feb 26, 2018 \$605.51 To pay your account in full you owe \$1,879.22. Usage Information for Meter Number S215792864 Feb 08, 2018 KWH Reading (Actual) 5,873 Jan 11, 2018 KWH Reading (Actual) 5,385 KWH used 485 Charges From The Illuminating Company Customer Number: 0800885662 1580009813 Rate: Residential Service CE-RSF Customer Charge 4.00 Distribution Related Component 26.78 Cost Recovery Charges 8.53 Bypassable Generation and Transmission Related Component 28.12 Current Consumption Bill Charges 67.43 Security Deposit Interest -0.27 Total Charges \$ 67.16 Consumption Installment Plan Installment Date 01/26/2018 Installment Amount 1,635.71 Paid to date 0.00 Balance Feb 12, 2018 1,635.71 \$1,879.22		
Energy Efficiency	485 KWH x 0.003166	\$1.54											
Peak Demand Reduction	485 KWH x 0.000792	\$0.38											
Renewable Energy	485 KWH x 0.000971	\$0.47											
Usage History <table border="1"> <tr> <td>Jan 18</td> <td>1,118</td> </tr> <tr> <td>Feb 18</td> <td>485</td> </tr> </table>					Jan 18	1,118	Feb 18	485					
Jan 18	1,118												
Feb 18	485												
Usage History Graph A-Actual E-Estimate C-Customer													
Average Daily Use (KWH) 17 Average Daily Temperature 29 Days in Billing Period 29 Last 2 Months Use (KWH) 1,603 Average Monthly Use (KWH) 802													

Sept 28 305009 PIP Jan
Oct 18054 4504.00 CR

Enter Date	Recd Date	Mtr Read	KWh	Read Type	Tot Bill	PIPP	Amount Due	Due Date	Pay Amt	Adj Amt	Adj Type	Balance
9/8/2009	9/4/2009	9005	251	Est	32.49	36.00	36.00	9/22/2009	41.26	8-11-09	9/22/09	61.26
10/1/2009	10/6/2009	9388	383	Act	47.28	47.28	47.28	10/21/2009	61.26	8-11-09	9/22/09	0
11/6/2009	11/5/2009	9614	226	Act	27.91	36.00	83.28	11/20/2009	47.28			47.28
12/7/2009	12/4/2009	9897	283	Act	34.76	36.00	72.00	12/21/2009	47.28			27.91
1/5/2010							72.00	1/5/10	72.00			62.67
1/7/2010	1/6/2010	267	370	Act	45.82	36.00	36.00	1/21/2010	36.00			36.49
2/4/2010	2/3/2010	474	207	Act	26.66	36.00	72.00	2/18/2010	36.00			63.15
3/8/2010	3/5/2010	771	297	Act	37.89	36.00	108.00	3/22/2010	36.00			101.04
4/6/2010	4/5/2010	599	228	Act	29.30	36.00	108.00	4/20/2010	36.00			65.04
5/4/2010	5/3/2010	1203	204	Act	26.39	36.00	108.00	5/18/2010	36.00			94.34
6/4/2010	6/3/2010	1505	303	Act	38.91	36.00	110.91	6/18/2010	36.00			87.64
7/8	7/1/2010	1837	331	Act	43.62	36.00	82.53	7/16/2010	72.00			15.64
8/17/2010	8/3/2010	2274	437	Act	56.96	36.00	103.49	8/18/2010	36.00			44.22
8/21/2010	Emergency HEAP											
9/3/2010	9/2/2010	2707	433	Act	56.32	36.00	20.32	9/17/2010	36.00			-2.95
10/4/2010	10/1/2010	3011	304	Act	39.03	36.00	59.35	10/18/2010	36.00			36.08
11/2/2010	11/2/2010	3334	323	Act	41.98	36.00	102.35	11/18/2010	36.00			78.06
12/1/2010	Amount added to delinquent areas due to PIPP Plus	3598	264	Act	34.47	36.00	65.39	12/16/2010	36.00			78.06
1/4/2011	1/4/2011	3979	381	Est	49.13	43.00	129.00	1/19/2011	36.00			-112.53
2/1/2011	2/1/2011	4143	164	Act	22.63	43.00	172.00	2/16/2011	36.00			101.66
2/10/2011							37.81	2/10/11	37.81			184.29
2/24/2011	Emergency HEAP						146.48	2/24/11	146.48			146.48
3/7/2011							43.00	3-7-11	43.00			0
3/28/2011							1.52	63000035	1.52			44.52

next - Aug 2009 missing this is deceptive and ~~fraudulent~~ acts. Paid between 1400
my complaint started with Jan 2009 - Irico entered Nov-1, 2010 to \$27600
March 1, 2010 \$27600

8812.60 OK missing

MOVES the Illuminating Added my PIPP Payment & even though

269.08 2-17-12

Starts Date Recd Mt KWH Type Title PIP Amount Paid thru on time \$119.00 Crt

3/28/2011	3/3/2011	4,389	246 Act	Net	3241	43.00	0.00	4/11/2011	329.32	Credit	12.11
4/4/2011	4/4/2011	4,691	302 Act	Credit of 12.29 applied to current obligations	389.18	43.00	0.00	4/19/2011	250.00	PPH Sent	26.89
5/4/2011								5/4/11	43.00	PPH	16.11
5/4/2011	5/4/2011	4,906	215 Est		29.20	43.00	7.30.71	5/19/2011			13.09
6/4/2011	6/3/2011	5,221	315 Act		41.64	43.00	8.73.71	6/20/2011			54.73
6/8/2011									43.00	5-14-11	11.73
7/2/2011	7/1/2011	5,552	331 Est		43.02	43.00	9.73.71	7/19/2011			54.75
8/2/2011	8/2/2011	5,805	253 Act		34.34	43.00	116.71	8/17/2011			89.09
8/31/2011	8/31/2011	6,224	419 Est		54.21	43.00	159.71	9/15/2011			143.30
9/19/2011	PIPE Plus end	6,230	6 Act	Oct 4, 2011	54.84	43.00	159.71	10/19/2011	43.00	PPH	100.30
10/4/2011	9/30/2011	6,704	474 Act		59.37	43.00	202.71	11/16/2011	57.90	PPH	164.51
11/4/2011	11/1/2011	7,156	452 Act		56.82	29.00	173.81	12/14/2011	29.00		106.61
12/5/2011	12/30/2011	7,656	500 Est		63.48	29.00	173.81	1/17/2012			163.43
12/31/2011											134.43
1/31/2012	1/31/2012	7,792	136 Act		19.91	29.00	172.81	2/15/2012			197.91
2/1/2012											196.60
2/17/2012	Feb 17-2012	8,004	212 Act	Transfer From Account 110072427155	459.21	6/19/2012					166.00
3/7/2012											131.52
3/7/2012											151.43
4/3/2012	4/3/2012	8,306	302 Est		40.55	443.99	4/18/2012				196.60
4/9/2012											166.00
5/2/2012	5/2/2012	8,341	35 Act		8.22	425.59	5/17/2012				134.43
5/8/2012											197.91
6/4/2012	6/4/2012	8,516	175 Act		25.12	423.82	6/19/2012				196.60
6/7/2012											166.00
7/5/2012	7/5/2012	8,826	310 Est		42.98	439.88	7/20/2012				134.43
7/9/2012											197.91
8/6/2012	8/6/2012	9,196	370 Act		50.83	464.04	8/21/2012				196.60
8/7/2012											166.00

Need PPH Sales 2-1-2012

the \$269.08 transfer with

Feb 17 2012
Arrive 4:30 PM Sent to PPH credited a 200.00 had to 4430.51
Credit of \$459.00 Dds
CO

Copy because I can't give you legal advice, and they could legally justify adding PPD PLUS payment: that I never

[illegible]

\$120.00 credit Jan 2013
\$172.83

87283
3006

left of
symmet

ell



January 10, 2018

GWENDOLYN C TANDY
1439 SULZER AVE DUP
EUCLID OH 44132

Account Number: 110046580079

Dear GWENDOLYN C TANDY:

Enclosed is a statement of your account from 01/10/2016 to 01/10/2018.

Summary Of Statement

Beginning Balance of Statement	1,037.84
Total of First Energy Billings	686.41
Total of Suppliers Billings	0.00
Total Billings	686.41
Total Payments	-677.06
Total Adjustments	-1,047.19
Ending Balance of Statement	0.00

Adjustment Type Key

DFC	Field Collection Charge for Past Due Balances
LPC	Late Payment Charge
SDINT	Interest for Security Deposit Held on the Account
TRAN	Transfer of Credit/Debit from One Account to Another Account

Sincerely,

The Cleveland Electric Illuminating Company
A FirstEnergy Company



DETAILED STATEMENT OF ACCOUNT

Customer Name:

GWENDOLYN C TANDY

Account Number:

110046580079

Service Address:

1439 SULZER AVE DUP
EUCLID OH 44132

[illegible]