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Date of Hearing: <u>February 20th 2019</u> Case No. <u>18-10785-EL-CSS</u> PUCO Case Caption: <u>For cest</u> . Hills <u>Supermarket</u> , Inc., <u>dlbla</u> Konnis Family Foods <u>vs</u> <u>The Cheveland Electric <u>Flluminating</u> <u>Company</u> and Firest Energy Corep <u>List of exhibits being filed:</u> <u>Complainant's Exhibits</u> <u>1-4</u></u>	•	
PUCO Case Caption: for cest. Hills Supermarket, Inc., dlbla. Konnis Family Foeds vs The Clevelan d Electric Illuminating Company and First Energy Corp List of exhibits being filed:	-	
Inc., d1b/a. Konnis Family Foods vs The Cleveland Electric Illuminating Company and First Energy Corp List of exhibits being filed:		
The Cleveland Electric Illuminating Company and First Energy Corp List of exhibits being filed:		
Company and First Energy Corp		
List of exhibits being filed:		
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C	. 20	. REI
Complainant's Exhibits 1-4	2019 MAR 12	CEIVED-
	12 AM	RECEIVED-DOCKETING DIV
	- 8: -	INC DIV
Company Exhibits A-C.		~
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Proceedings

RECEIVED-DOCKETING DIV

1 BEFORE THE PUBLIC UTILITIES COMMISSION OF OHIO Forest Hills Supermarket, : Inc., d/b/a Konnis Family : Foods, Complainant, : : Case No. 18-785-EL-CSS vs. : : 2019 MAR 12 AM 8:5 The Cleveland Electric : Illuminating Company, : PUCO : and : : FirstEnergy Corp., : Respondents. : PROCEEDINGS before Patricia A. Schabo, Attorney Examiner, at the Public Utilities Commission of Ohio, 180 East Broad Street, Room 11-D, Columbus, Ohio, called at 10:30 a.m. on Tuesday, February 26, 2019. ARMSTRONG & OKEY, INC. 222 East Town Street, Second Floor Columbus, Ohio 43215-4620 (614) 224-9481 - (800) 223-9481

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



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

August 01, 2017

FOREST HLS SPR MRKT INC 13598 EUCLID AVE EAST CLEVELAND OH 44112

Dear FOREST HLS SPR MRKT INC:

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Your account has been billed from 12/09/2016 to 07/06/2017 due to your account not being established for the electric service at the following address:

13598 EUCLID AVE NEW SERVICE EAST CLEVELAND OH 44112

This bill is based on the current read and the usage on the new meter. As of this date, your total account balance is a debit of \$44,961.07. This amount will be displayed on your next bill. If this is the first bill for a new account your balance may include a service charge.

We apologize for any inconvenience this billing adjustment may cause. The Public Utility Commission of Ohio requires that we place you on a payment plan. If you have any questions, please call us at the number shown above.

Sincerely,

The Illuminating Co A FirstEnergy Company

Enclosure

ne, H. J.	DEPOSITION EXHIBIT	
PENGAD-Bayonne, N. J.		
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	u l 06, 2017 for 29 days LS SPR MRKT INC	Amount Due - Starte	.07
	LID AVE NEW SERVICE /ELAND OH 44112	Due Date: August 28	2017
		30-19651 s	4
5-275-274-33-58-58-5			
	1-800-686-9901. Pay y Bill issued by: The Illuminating	544-4877. For Customer Service, call 1-800-589-3101. For f our bill online at www.firstenergycorp.com Company, PO Box 3687, Akron OH 44309-3687	
		Accoun Summaly	
o avoid a 1.50% Late Pa lease pay the Amount Du	yment Charge being added to your bill, by the Due Date.	Previous Balance Payments/Adjustments Balance at Billing on Aug 01, 2017	37,384.63 0.00 37,384.63
nergy Efficiency	70,200 KWH x 0.002047 \$143.73	The Illuminating Company - Consumption	7,576.44
eak Demand Reduction	70,200 KWH x 0.000512 \$35.95	Anioun Due by Aug 20, 2017	\$44,961.07
enewable Energy	70,200 KWH x 0.000533 \$37.39	Jul 06, 2017 KWH Reading (Actual).	2,319
our next meter reading. Aug 04, 2017.	is scheduled to occur on or about	Jun 08, 2017 KWH Reading (Actual)	1,968
ve are required to include y	our name, address and usage information	Difference Multiplier	351
	mers that is made available to other invice providers. If you do not wish to be	KWH used	70,200
ncluded on this list, pleas	e call us at 1-800-225-0444, go to the	Metered Load in KW Measured Lagging Reactive Demand	0.763 125.8
Customer Choice section of	our website - www.firsteneravcorp.com -	Billed Load in KW/KVA	152.6
while to us at 70 S. Main tote that an election to not b	St., Akron, OH 44308 Attn: FECC. Please e included on this list will not prevent Ohio	Billed Reactive Demand Charges From The Bunington Con	125.8
dison. The Illuminating Co	impany or Toledo Edison from providing	Customer Number: 0801054962 5001428258	
our information to governm similar election your name	ental aggregators. If you previously made will continue to be excluded from the list	Rate: General Service Secondary CE-GSF	—
rithout any additional action	on your part. If you previously decided not	Customer Charge Distribution Related Component	7.00 2.536.91
be included on the list lease call or write us at the	and would like to reverse that decision, same telephone number and address,	Cost Recovery Charges	803.02
•	dog owners - to ensure that our meter	Bypassable Generation and Transmission Related Compor Current Consumption Bill Charges	ient 4,229.51 7,576.44
eaders' visits to your home	are safe and productive, please keep your	vurient vviisunipuu pin vitaryes	1,010.44
log secured in an area away	r from the path to your meter.		
14			
Additional messag	es, if any, can be found on back. Using History		
Additional messag	es, If any, can be found on back. Union History Jul 17 70,200		
Jan 17 53,200 Feb 17 71,000			
Jan 17 53,200			
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Jan 17 53,200 Feb 17 71,000 Mar 17 62,000 Apr 17 66,200			• •
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Bill Based On: Actual Meter Reading

Ilumnating

Page 1 of 2

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Jan Street					
Dümnatr		Based On: Actual Meter	· Reading		Page 1 of 2
Company	r		August 0	9, 2017 I Number: 110 12	406 4 017 640
illing Period: Ill For:	Jul 07 to Aug 07, 2017 for 32 da FOREST HLS SPR MRKT INC	iye	* Province of the second se	DUS: \$14 911.6	
	13598 EUCLID AVE NEW SERV EAST CLEVELAND OH 44112	ICE	a substant	e: August 30, 20	
					·
			544-4877. For Customer Service, ca		
			our bill online at www.firstenergycorp.c Company, PO Box 3687, Akron OH		
	u u u u u u u u u u u u u u u u u u u	-			
	.50% Late Payment Charge be Amount Due by the Due Date.	ing added to your bill,	Previous Balance Payments/Adjustments		44,961. -44,961.
nergy Efficien	су 60,400 KWH х	0.001550 \$124.62	Balance at Billing on Aug 09, 2017 The Iluminating Company - Consum		0 6,468,
ak Demand	Reduction 80,400 KWH x	0.000387 \$31.11	Consumption Inst. Plan Amount Total Current Charges	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	6,423. 14,911.
mewable En ur next m	hergy 80,400 KWH x neter reading is scheduled te		Amount Due by Aug 30, 2017		\$14,911.
ə p 05, 2017.		,#		unt in fuil you owe \$5	
ompany on	setting up a payment arrangeme 08/01/2017, The terms of the in: Imeni amount, of \$6,423.00 in:	staliment plan require a	Aug 07, 2017 KWH Reading (Actual) Jul 07, 2017 KWH Reading (Actual)		2,7 2,3
harges. The	nem amount of \$6,423.00 in amount you must pay will be i pay this amount by the due dat	nhown on your b∎ each	Diference Multipler		
	s of the installment plan may re-		Metered Load in KW		80,4 0.7
e are require	Id to include your name, address efigible customers that is ma		Measured Lagging Reactive Demand Billed Load in KW/KVA Billed Reactive Demand		10
mpetitive re	engiole customers mai is ma Mail electric service providers. If this list, please call US at 1-80	you do not wish to be			10 10-10-10-10-10-10-10-10-10-10-10-10-10-1
istomer Cho	nes list, please call us at 1-80 xice section of our website - www at 76 S. Maain St., Akron, OH 444	w.firstenergycorp.com -	Customer Number: 0801054962 50 Rate: General Service Secondary CE		_
ote that an el	lection to not be included on this illuminating Company or Toledo	list will not prevent Ohio	Customer Charge Distribution Related Component)	7. 2,605.
our informatio	in to governmental aggregators, ion, your name will continue to b	If you previously made	Cost Recovery Charges Bypassable Generation and Transmis Current Consumption Bill Charges	ision Related Compone	809. nt 5,066. 8,488.
ithout any ed	iditional action on your part. If you I on the list and would like to	u previously decided not	08/01/17 Instalment plan created		
	write us at the same telephone m message to dog owners - to		hetalment Date		-44,961.
aders' visits	to your home are safe and produ- n an area away from the path to y	icthe, please keep your	Installment Amount Paid to date		0\$/30/20 \$4,961. 0
	ional messages, if any, can be for		Balance Aug 09, 2017		\$4,961.
Jan 17	53,200 Jul 17		ļ		
Feb 17 Mar 17	71,000 Aug 17 62,000	80,400			
Apr 17 May 17	66,200 65,400 74,000				
Jun 17	71,000	<u>.</u>			
1000001					
80000	· <u></u>				
60000					
40000					
20000					
		MJJA			
A-Actual	E-Estimate	C-Gustomer			
Average Dally		Thia Year 2513 75			
Days in Billing Last 8 Months		76 32 539,400			
	the Use (KWH)	67,425			
		·	Return this p	part with a chec	ik or money order
				he Wuminating	
	Wirnmahng 76 South Main S	itreet e 1955	Acc	ount <u>Number:</u> 11	0 124 917 649
	Company Akton, OH 4430	1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 19	Г	Amount Paid	
			F	Amount Due	
FO	REST HLS SPR MRKT INC		+		\$14,911.63
13	DREST HLS SPR MRKT INC 598 EUCLID AVE AST CLEVELAND OH 44112-42	06	+	Due Date	\$14,911.63 Aug 30, 2017

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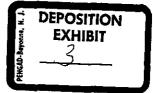
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THE ILLUMINATING COMPANY PO BOX 3687 AKRON OH 44309-3687

04110124917649000000000000000000014911630014911639

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Invoice Number: 90125359811 Page 2 of 2

Business Distribution Credit - Applied during the wheel billing period for non-residential electric heat and/or water heating customers on a qualifying Estimated Reading - On the months we do not read a meter, we calculate

The Bill based on past electrical stage. Killovolt Amperee (KVA) - Volts times amperes divided by 1,000. Actual measured power used for circuit sizing. reus. 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 Deaths Canada Davider. Killovolu-Amperes Reactive of Killovar (KVAR) - The portion of electricity that establishes and sustains the electric and magnetic fields of ac equipment. It is used to control voltage on the transmission network. system, Incere cranges are encounted by the second Kilowati (KW) - Unit of electric power representing a rate of consumption ocurvalent to 1,000 watts. on behalf of CEF Funding, LLC when owns us new to support the support Such charges. Monthly charge that offsets costs for billing, meter reading, equipment, and service for matkformers. Distribution Related Component - Charge for moving electricity over distribution free to a service location. Economic Development Component - Charges related to economic development support. KWH (Klowati Hour) - A unit of measure for electricity usage equal to 1,000 waits used for one hour. Lete Payment Charge - A charge added to the bill on balances owed after the Due Date.

School Distribution Credit - A distribution credit that replaces the former Energy for Education # Program.

Byou have billing questions or compliants about your illuminating Company account or for a written explanation of the Price to Company: Call Customer Service at 1-800-688-9101 from Monday - Friday, 8 a.m. - 6 p.m. Call Payment Options at 1-800-688-9001 from Monday - Friday, 8 a.m. - 6 p.m. Visit our web ets at 1-800-688-9001 from Monday - Friday, 8 a.m. - 6 p.m. Visit our web ets at 1-800-688-9001 from Monday - Friday, 8 a.m. - 6 p.m. Visit our at The librahading Company, 76 S. Main SL, A-RPC, Akron, DH 44308-1890. Customers with hearing or speech Impetments can contact the Telecommunications Relay Service (TRS) at 711.

rate.

We welcome the opportunity to work with you and will by to answer your questions. If your complaint is not resolved after you have called your electric Wally, or for general using information, reactential and business customers may contact the public utilities commission of ONio (PUCO) for assistance at 1-800-885-7826 (toll free) from 8 a.m. to 5 p.m. weekdays, or at http://www.puco.ohio.gov. Hearing or speech impaired customers may contact the

reductorsolves (top integ) from each to 5 pm. werkeys, or at http://www.pockens.gov, reaining or speech impaired customers may contain the PLOC via 2-14 (Nov relay service).
For your protection, all of our employees wear Photo ID. badges.
Electronic Check Conversion - Your check unductas us te wher to make a one-time electronic funds transfer (EFT) from your account or process as a check, if you have questions about this program, call 1-865-283-8061.

Ilümnabng Company

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Billing Period: Mar 09 to Apr 05, 2018 for 28 days Bill For: FOREST HLS SPR MRKT INC 13598 EUCLID AVE NEW SERVICE

EAST CLEVELAND OH 44112

Page 1 of 2 106

April 09, 2018 Account Number: 110 124 917 649

Amount Due: \$44,453.31

Due Date: April 30, 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

		y an <u>a Ris</u> trari		
*** DISCONN	ECTION NOT	ICE ***	Previous Balance	17,802.7
Our records indicate your e	lectric service payment is	past due. Your	Payments/Adjustments	23,350.8
electric service could \$41,153.61 is made by 04/3	De disconnected unle 30/2018 If service is discr	ss payment of	Balance at Billing on Apr 09, 2018 The Illuminating Company - Consumption	41,153.6
be required to pay a reconn	vection fee \$35.00 and ma	av be required to	Late Payment Charges	-7 -2003 10
pay a security deposit to ha	ve power restored. Failur	re to pay charges	Total Current Charges	3,299.70
for competitive retail electric your contract with the com	s service may result in the petitive retail electric sen	vice provider and	Amount Due by Apr 30, 2018	\$44,453.31
return you to The Illumina	ting Company's standard	Loffer generation	Usage information for Meter Number S314	
service. This amount due products or services but m	does not include charge	es for nontarified	Apr 05, 2018 KWH Reading (Actual) Mar 09, 2018 KWH Reading (Actual)	5,310 5,039
electric service. Failure to	pay charges for other nor	ntarified products	Difference	27
or services may result in provision applies only to acc	loss of those products of	or services. This	Multiplier KWH used	200 54,200
service. Please be aware th	hat the due date of this not	tice does not void	Metered Load in KW	0.57
the due date on any notice p	previously sent to you reg	arding a past due	Measured Lagging Reactive Demand	85.0
amount.	•		Billed Load in KW/KVA Billed Reactive Demand	× 115.6 85.0
To avoid a 1.50% Late Papelase pay the Amount Du	ayment Charge being ad	lded to your bill,	and reactive bound of holds, room this illumination solute	
Nease bay the Amount Da	F by the Due Date.		Customer Number: 0801054962 5001428258	
Energy Efficiency	54,200 KWH × 0.0026	90 \$145.80	Rate: General Service Secondary CE-GSD Customer Charge	7.00
Peak Demand Reduction	54,200 KWH x 0.0006			1,958.6
Renewable Energy	54,200 KWH x 0.0009	971 \$52.63	Cost Recovery Charges	717.4
Your next meter reading	is scheduled to occu		Current Consumption Bill Charges Late payment charge	2,683.10
May 04, 2018.			Total Charges	\$ 3,299.7
			250 E. Broad Street Suite 1400, Columbus OH 4 1-888-638-2210	13215-0000
				1
				/
			Billing Period: Mar 09, 2018 to Apr 05, 2018	on a separate bill.
			Billing Period: Mar 09, 2018 to Apr 05, 2018 This supplier is responsible for billing your generation charges Decal Payment and Adjustment information	Con The late see -
	ges, if any, can be found		Billing Period: Mar 09, 2018 to Apr 05, 2018 This supplier is responsible for billing your generation charges Decil Payment and Adjustment information 03/16/18 Payment	ilion -6,044.79
	ges, if any, can be found Usage History		Billing Period: Mar 09, 2018 to Apr 05, 2018 This supplier is responsible for billing your generation charges Decal Payment and Adjustment information	Con The late see -
			Billing Period: Mar 09, 2018 to Apr 05, 2018 This supplier is responsible for billing your generation charges Deball Payment and Adjustment Informat 03/16/18 Payment 03/08/18 Deactivated Installment Plan	19606,044.7 9 -6,044.79 29,395.6
Apr 17 66,200 May 17 65,400	Oct 17 Nov 17	76,400 65,600	Billing Period: Mar 09, 2018 to Apr 05, 2018 This supplier is responsible for billing your generation charges Deball Payment and Adjustment Informat 03/16/18 Payment 03/08/18 Deactivated Installment Plan	-6,044.7 29,395.6
Apr 17 66,200 May 17 65,400 Jun 17 71,000	Oct 17 Nov 17 Dec 17	76,400 65,600 69,400	Billing Period: Mar 09, 2018 to Apr 05, 2018 This supplier is responsible for billing your generation charges Deball Payment and Adjustment Informat 03/16/18 Payment 03/08/18 Deactivated Installment Plan	-6,044.7 29,395.6
Apr 17 66,200 May 17 65,400 Jun 17 71,000 Jul 17 70,200	Oct 17 Nov 17 Dec 17 Jan 18	76,400 65,600 69,400 69,800	Billing Period: Mar 09, 2018 to Apr 05, 2018 This supplier is responsible for billing your generation charges Deball Payment and Adjustment Informat 03/16/18 Payment 03/08/18 Deactivated Installment Plan	-6,044.7 29,395.6
Apr 17 66,200 May 17 65,400 Jun 17 71,000	Oct 17 Nov 17 Dec 17 Jan 18 Feb 18 Mar 18	76,400 65,600 69,400 69,800 63,600 63,600 60,400	Billing Period: Mar 09, 2018 to Apr 05, 2018 This supplier is responsible for billing your generation charges Deball Payment and Adjustment Informat 03/16/18 Payment 03/08/18 Deactivated Installment Plan	1965 - -6,044.75 29,395.6
Apr 17 66,200 May 17 65,400 Jun 17 71,000 Jul 17 70,200 Aug 17 80,400	Oct 17 Nov 17 Dec 17 Jan 18 Feb 18	76,400 65,600 69,400 69,800 63,600	Billing Period: Mar 09, 2018 to Apr 05, 2018 This supplier is responsible for billing your generation charges Deball Payment and Adjustment Informat 03/16/18 Payment 03/08/18 Deactivated Installment Plan	19606,044.7 9 29,395.6
Apr 17 66,200 May 17 65,400 Jun 17 71,000 Jul 17 70,200 Aug 17 80,400	Oct 17 Nov 17 Dec 17 Jan 18 Feb 18 Mar 18	76,400 65,600 69,400 69,800 63,600 63,600 60,400	Billing Period: Mar 09, 2018 to Apr 05, 2018 This supplier is responsible for billing your generation charges Deball Payment and Adjustment Informat 03/16/18 Payment 03/08/18 Deactivated Installment Plan	19606,044.7 9 29,395.6
Apr 17 66,200 May 17 65,400 Jun 17 71,000 Jul 17 70,200 Aug 17 80,400	Oct 17 Nov 17 Dec 17 Jan 18 Feb 18 Mar 18	76,400 65,600 69,400 69,800 63,600 63,600 60,400	Billing Period: Mar 09, 2018 to Apr 05, 2018 This supplier is responsible for billing your generation charges Deball Payment and Adjustment Informat 03/16/18 Payment 03/08/18 Deactivated Installment Plan	19606,044.7 9 29,395.6
Apr 17 66,200 May 17 65,400 Jun 17 71,000 Jul 17 70,200 Aug 17 80,400 Sep 17 58,400	Oct 17 Nov 17 Dec 17 Jan 18 Feb 18 Mar 18 Apr 18	76,400 65,600 69,400 69,800 63,600 63,600 60,400	Billing Period: Mar 09, 2018 to Apr 05, 2018 This supplier is responsible for billing your generation charges Deball Payment and Adjustment Informat 03/16/18 Payment 03/08/18 Deactivated Installment Plan	19606,044.7 9 29,395.6
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BEFORE THE PUBLIC UTILITIES COMMISSION OF OHIO

FOREST HILLS SUPERMARKET, INC.,)
d/b/a KONNIS FAMILY FOODS)
Complainant,)))))))))))))))))))))))))))))))))))))))
v.)
THE CLEVELAND ELECTRIC ILLUMINATING COMPANY,))))
Respondent.)))

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Case No. 18-785-EL-CSS

DIRECT TESTIMONY OF PRINCESS DAVIS ON BEHALF OF THE CLEVELAND ELECTRIC ILLUMINATING COMPANY

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1 **INTRODUCTION** 2 Q. PLEASE INTRODUCE YOURSELF. 3 Α. My name is Princess Davis. I am employed by FirstEnergy Service Company as a 4 Customer Services Compliance Specialist. FirstEnergy Service Company provides 5 corporate support, including customer service, to FirstEnergy Corp.'s regulated public 6 utility subsidiaries. In Ohio, these subsidiaries are Ohio Edison Company, The Cleveland 7 Electric Illuminating Company ("CEI"), and The Toledo Edison Company. 8 PLEASE DESCRIBE YOUR EDUCATIONAL BACKGROUND AND WORK **Q**. 9 EXPERIENCE. 10 Α. I received a Bachelor of Science, Criminal Justice degree from Fairmont State University 11 in December 1999, majoring in criminal justice with a minor in psychology. I have worked 12 at either FirstEnergy Service Company or Allegheny Power Company ("Allegheny 13 Power") in a customer service capacity for the last 18 years. I have held my current position 14 since 2010, although after the merger the title was changed from Business Analyst to 15 Customer Services Compliance Specialist. 16 0. WHAT ARE YOUR CURRENT JOB RESPONSIBILITIES? 17 My job responsibilities include reviewing and responding to complaints made by Α. 18 customers of FirstEnergy Corp.'s regulated public utility subsidiaries to the Public Utilities 19 Commission of Ohio ("Commission"), which process includes investigating facts 20 including gathering information from subject matter experts. I also have responsibility for 21 reviewing and responding to customer complaints in Maryland and West Virginia. Among 22 other customer service related duties, I also provide training to new hires and to my peers

23 within FirstEnergy regarding various state compliance requirements.

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Q. HAVE YOU EVER TESTIFIED BEFORE THE COMMISSION?

2 A. Yes. I testified in Case No. 18-82-EL-CSS on behalf of The Toledo Edison Company.

3 Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY IN THE PRESENT CASE?

A. My testimony addresses several of the allegations raised in the Complaint by Forest Hills
Supermarket ("Forest Hills") pertaining to the electric service at 13598 Euclid Ave.,
Cleveland, OH 44112 ("Property"). Specifically, my testimony addresses the non-payment
of charges for the previously unbilled electric service delivered to the Property.

8 Q. DID YOU REVIEW ANY RECORDS RELATED TO THIS CASE?

9 Α. Yes, I have reviewed numerous business records related to this case maintained and 10 preserved within FirstEnergy's SAP System. These records, all of which were kept in the 11 course of regularly conducted business activity, include customer contact notes and other customer service records, and various bills associated with the Property. It is the regular 12 13 practice of FirstEnergy and CEI to make and preserve these business records, and I 14 regularly rely upon such documents when investigating customer complaints in accordance 15 with my duties as a Customer Services Compliance Specialist. I also reviewed the 16 Complaint and the Company's Answer in this proceeding.

17

HISTORY OF FOREST HILL'S ACCOUNT

18 Q. CAN YOU PLEASE BRIEFLY DESCRIBE THE BACKGROUND OF FOREST 19 HILL'S SERVICE AS IT RELATES TO THIS COMPLAINT?

A. Complainant Forest Hills is a grocery store located in a strip mall as a tenant in a landlord owned building, and currently receives non-residential electric service at the Property from
 the Company under Account No. 110124917649 ("Account -649"). Complainant began
 receiving service from CEI under Account -649 in December 2016 after an upgrade

1 requested by the landlord was made to its electric service at the Property. A new meter 2 (Meter S314036132 or "New Meter") was installed and initially set up on an existing 3 account for the landlord. Prior to December 2016, Complainant received electric service 4 at the Property from CEI solely through two meters, #834742596 and #A11692577 ("Old 5 Meters") under Account No. 110023165209 ("Account -209"). On September 6, 2016, 6 CEI completed the project, energized the service to the New Meter, and the New Meter 7 was billed to the landlord. The Complainant continued to be billed for the Old Meters 8 under the Complainant's Account -209, as service to Complainant at that time still ran 9 through the Old Meters until the meter switchover in December 2016.

10 On June 19, 2017, CEI confirmed that the New Meter served 13598 Euclid Avenue 11 not 13520 Euclid Avenue. A billing correction was completed to bill the usage from the 12 New Meter for the period from December 9, 2016 to July 6, 2017 to Account -649 that was 13 established for Complainant. CEI sent a letter to Complainant on August 1, 2017, to advise 14 of the rebill amount and that a payment plan was established. A spreadsheet was also 15 included which provided a detailed breakdown of the billing from December 9, 2016 to 16 July 6, 2017. The term of the Installment Payment Plan ("IPP") was set equal to the period 17 of underbilling—seven months.

18 Q. WHAT DO THE COMPANY'S RECORDS SHOW ABOUT COMPLAINANT'S 19 RESPONSE TO RECEIVING CORRECTED BILLS?

A. The Company's records show that on August 20, 2017, CEI received a letter from Complainant's attorney stating that he had reached out to the landlord to inquire why the New Meter was not being billed to Complainant and that he hoped to reach a resolution with the landlord. On the date the August 9, 2017 bill was due, August 30, 2017,

Complainant called CEI and requested a different arrangement for payment which was not granted at that time. Complainant, thereafter, paid only the current charges on that bill.

- 3 CEI received another letter from Complainant's attorney dated October 11, 2017, 4 stating that "Since the end of 2016, [Complainant] has been attempting to work out an on-5 going billing issue to no avail." There had been no communications between CEI and 6 Complainant regarding billing issues prior to CEI's August 1, 2017 letter, which indicates 7 that Complainant had been communicating with the landlord on the billing issues.
- 8 A Company representative spoke with the Complainant on November 10, 2017 and 9 advised that CEI was willing to renegotiate his payment terms; however, the Complainant 10 stated he would need to confer with his attorney.
- 11 On January 11, 2018, CEI sent a disconnect notice, and on February 1, 2018, 12 Complainant entered into a second IPP, but again paid current charges only and nothing toward the rebill amount which triggered a disconnect notice on April 9, 2018. 13 14 Complainant then filed this Complaint on May 2, 2018.

1

2

15 PLEASE DESCRIBE HOW CEI DISCOVERED THE ERROR. **Q**.

16 Α. On May 11, 2017, a representative for the landlord contacted CEI regarding the New Meter 17 appearing on the landlord's account. CEI investigated its records for the meter work and 18 on June 19, 2017, CEI confirmed on-site that the New Meter was serving Complainant's 19 Property at 13598 Euclid Avenue and should have been billed to Complainant. CEI then 20 proceeded to make the corrections to bill the New Meter to Account -649 based on the 21 recorded meter data. CEI presented that amount to Complainant in the August 1, 2017 22 letter and on Complainant's next bill generated on August 9, 2017.

2

Q. HOW CAN YOU BE SURE THE PROPER BILLING AMOUNT WAS REBILLED TO COMPLAINANT?

A. There are several facts which confirm that Complainant has been billed the proper amount. First, the New Meter has only one service connection to the Property occupied by Complainant. Therefore, the only electric usage that can be measured on that meter is the electricity consumed by Complainant. The billing determinants were based on actual meter data and applied to the applicable tariff rates in effect at the time to produce the billing amounts that would have been generated to Complainant.

9 Second, I examined Complainant's account data from before the meter change, 10 during the rebill period, and after the New Meter was assigned to Complainant. I found 11 that the usage levels on the New Meter after the December 2016 changeout aligned very 12 closely with the usage recorded on the Old Meters during the rebill period from December 13 9, 2016 to July 6, 2017, as well as aligning with the usage recorded on the New Meter after 14 the rebill period.

15 Third, the Old Meters began recording zero consumption after the meter 16 switchover, matching the timing that the New Meter began recording usage corresponding 17 with historical usage by Complainant. CEI's work order records confirm the physical 18 interconnection noted above, so any other explanation would be both illogical and 19 unsupported.

Fourth, CEI received a letter from Complainant's attorney on August 20, 2017 referencing the amount of \$44,961.07 CEI was billing to Complainant which was noted in the August 1, 2017 letter, and advising they were trying to reach a resolution with the

landlord. Complainant's letter did not dispute the amount of the bills, or allege the
 registered consumption was inaccurate.

3

Q. WHAT HAPPENED WITH BILLING ON ACCOUNT -209?

A. The Old Meters, which had not been removed, continued to be read and billed under the
Account -209 each month. As I stated above, the kWh consumption on the Old Meters
associated with Account -209 was zero, so each month Complainant received a billing
statement reflecting only the monthly customer charge plus a minimum demand charge
pursuant to the tariff. Since Complainant had received these billing statements showing
zero kWh, Complainant clearly was alerted that they were not being billed for any electric
consumption.

11

Q.

WHAT HAPPENED WHEN THE OLD ACCOUNT WAS CLOSED OUT?

A. Complainant failed to notify CEI to close Account -209, therefore, the Complainant continued to be billed for service through November 27, 2017. Since no usage registered on Account -209 after January 5, 2017, CEI agreed to cancel these bills for the service period from January 6, 2017 to November 27, 2017 which created a credit on the account of \$5,290.34. The credit balance was transferred to the Complainant's Account -649 on January 20, 2018 which reduced the outstanding unpaid balance by that amount.

18 Q. DID CEI VIOLATE COMMISSION RULES?

A. No. CEI at all times complied fully with the Commission's rules and with CEI's tariff.
 While the Company strives for 100% accuracy, mistakes sometimes get made. Indeed, the
 Commission's rules recognize that underbilling of nonresidential customers may occur and
 provides guidance on the correction process in Section 4901:1-10-23. CEI's rebilling of
 Complainant was fully in compliance with this rule. CEI notified Complainant of the usage

1		associated with the unpaid balance by way of the Company's letter dated August 1, 2017.
2		CEI's billing was based on the actual metering data on both the Old Meters and on the New
3		Meter, therefore, the usage billed to the Complainant is accurate.
4		CONCLUSION
5	Q.	DOES THIS CONCLUDE YOUR DIRECT TESTIMONY?
6	A.	Yes; however, I reserve my right to supplement my testimony.

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Commission of Ohio Docketing Information System on

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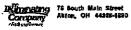
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Case No(s). 18-0785-EL-CSS

Summary: Testimony of Princess Davis on Behalf of The Cleveland Electric Illuminating Company electronically filed by Mrs. Ashlee E Waite on behalf of The Cleveland Electric Illuminating Company

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THE BLUMMATING COMPANY PO BOX 3ar7 AKRON CH 44322-3887

THE TRANSFORMER

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FOREST HLS SPR MRKT INC 13875 EUCLID AVE EAST CLEVELAND OH 44112 4208

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Billing Period: Billi For:	Noy of to Jun 07, 2017 tot 22 days FOREST HLS SPR MIRKT IND	Aa	count Numb	D. Bally Inc.	3 1 66 208		\cup			
	13698 EUCLID AVE EAST CLEVELAND OH 44112	Du	a Date: July	03, 2017				•		
	Carlo and a state of the second second		a ann an a		o da esta					
To repor	t en amengancy er an outsige, call 24 hours is day 1-869-5- 1-860-539 8901. Pay yo	44-4677. For Customer Saw sur bit online at www.Satemen		66-3101. Pa	r Payment. Optic	KA, CAT				
	Bill learned by: The Ekeninaling					A 18 - 14 - 14 - 1				
	50% Late Payment Charge being added to your bill.	Pravaus Balance	<u> Krispille Samme</u>			<u>-Yinstant.Ozjt_1</u> 149.94				
	Amount five by the Due Oate.	Poyments/Aquatimanta Balance et Billing on Jun 12.	2417			-88.67 61.27				
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Peak Damand Renewable En		The Payment Charges .	er. Cilêngea			-10.21 0.77				
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പ്രസ്ത്രം പ്രത്യി	ing electricity or commercing may be subject to jed to five yours end fines up to \$10,000. Meter tempering	Nullipler KAH used				00 Q				
is drigonaus a	of egement to vivin lanoating suches or liter bluco en	Biled Logd in KyWKVA	instine for field	• Number All		<u>60</u>				
biobistoly rotates	Lube raquinas. Wao nerosaga. *	Jun 07, 2017 XWH Reading (7 May 08, 2017 KWH Reading (52,421 52,421				
	•	Nullipfer KWH used				مە 0				
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		Rate. General Service Secon Custome: Charge				7.00				
		Cost Regivery Chaiges	nt			28.45				
		Current Consumption Bill Ch	arget.			17.44				
		Late payment charge Security Depokit Attarest				0.77 -10.21				
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Arid th	eesi messages, if any, can be found on back.		Previous	Payments/ vdjusUkients	Current Challijas	Amount Due				
	AND A TO DESCRIPTION OF THE PARTY OF THE PARTY OF THE	The lluminating Company American Power & Gas of	149.64	-68.67	61.48	102.75			-	
Jun 18	72,720 Dec 16 78,240	Chin, LLC Total	0.0C 149.54	0.00 -88.67	0.00 21.49	0.00 102.75				
Jul 16 Aug 16	75,780 Jan 17 11,520 85,640 Feb 17 0	1001	142,34	-00.87	21.40	102/3				
Sep 15 Oct 15	75,400 Ma: 17 0 75,360 Apr 17 0									
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A-Actual	E-Estimate C-Customer									
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Comparisons Average Daily I										
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Lust 12 Months Average Months	Lise (KWH) 466;200									
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<u> </u>		l		·····						
			nis part with			order				
		payable	to The flum	a sected	Company					

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Contractory Aston, OH 44308-1680

forest his spr brat inc 19596 Euclid Ave East Cleveland – Oh 44112 4205 Account Number: 110 023 185 209

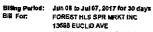
Amount Paid	
Amount Due	\$102.75
Due Date	Jul 03, 2017

THE ILLUKINATING COMPANY PO BOX JEE7 AKRON ON 44349-3657



Bill Based On: Actual Meter Reading

Page 1 of 2



Diamagna Company

EAST CLEVELAND OH 44112

30-19651

July 12, 2017

Account Number: 110 023 165 209

Amount Dite: \$9.00

To report an omengency or an outage, cell 24 hours = day 1-888-544-4577. For Customer Service, cell 1-900-588-3101. For Payment Options, cell

1-800-886-9901. Pay your bill online at www.firstenargycorp.com

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evoid a 1.50% Late Payment Charge being added to your bil as a pay the Amount Due by the Due Date.	Previous Barance Payments/Adjustments				-1,820.12 0,00
the pay on Announ one of the one parts.	Balance at Billing on Jul 12, 2				-1,820.12
ergy Efficiency 1 KWH x 0.000000 \$0.0		CV11	<u></u>		
ak Demand Reduction 1 KWH x 0.000000 \$0.0	116 managed a combany				60.90 -4.90
	Total Clument Charges	ic. Unatges			55.95
inewable Energy 1 KWH x 0.000000 \$0.0					
ur next meter reading is scheduled to occur on or abou	You have a crucit belance of			in home and the second second	-\$1,764.17
ug 04, 2017.				ar an	
Case No. 17-0338-EL-RDR, the Public Ubilities Commission of Ohi	Jul 07, 2017 KWH Reading (Ad Jun 08, 2017 KWH Reading (A				37,100
proved the Rider GEN charges effective June 1, 2017. Customent	Jun Vel. 2017 KvvH Heading (A				37,165
ing generation service from the company's Standard Service Offe	KWH aread				
receive new prices for Rider GEN as of June 1, 2017,	Billed Load in KW/KVA				5.0
se branches and shrubs - and insects that nest in vegetation - ce		Californities M	MIN NUMBER AL		1997 - E
ake it difficult and, at times, unsafe for our employees to read you	Jul 07, 2017 KWH Reading (Ac				52,421
they. Please be sure your mater is easily accessible by clearing th	and the state of t	oluel)			52,421
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lour Customer Service phone number.					
	Customer Number: 08010341 Rete: General Service Second		86		
	Customer Charge	ary ce gad			7.00
	Distribution Related Componen	x .			35.40
	Cost Recovery Charges				17.44
	Current Consumption Bill Ch	arges			60.9(
	Security Deposit Interest				-4.9
	Total Charges				<u> </u>
			as by Company	2.22.299	
	1	Previous	Payments	Current	Anomi
		Balance	Adjustmenta	Charges	Du
	The liturninsting Company American Power & Gas of	-1,820.12	0,00	55,96	-1,764.17
	Dhig, LLC	0.00	0.00	0.00	0.00

Addiional massages, if any, can be found on back.

Jul	16	73,780	Jan	17	11,520
Aug	16	85,440	Føb	17	٥
Sep	16	76,400	Mar	17	0
0d	16	75,360	Apr	17	0
Νον	18	68,460	May	17	a
Dec	16	78,240	Jun	17	0
			Jul	17	D

Average Daily Use (KWH) Average Daily Temperature Days in Billing Period							2543 72							0 74 30
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100000		_												

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



Thurnstang 75 South Main Street Company Aknon, GH 44308-1840

FOREST HLS SPR MRKT INC 13594 EUCLID AVE EAST CLEVELAND OR 44112 Account Number: 110 023 165 209 Amount Paid Amount Due \$0.00

> THE ILLUMINATING COMPANY PO BOX 3687 AKRON OH 44309-3587