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| PUCO EXHIBIT FILING | . . |
| Date of Hearing: 8/19/2019 | |
| Case No. 18-1851-EL-C55 | - |
| PUCO Case Caption: David N. Kandall VS. Mr. Cleveland Cleatric Illiminating Company | |
| Cleveland Vectric Illumentine" Company | |
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| List of exhibits being filed: | |
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| Reporter's Signature: Laer Sue Libror | |
| Date Submitted: | |

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BEFORE THE PUBLIC UTILITIES COMMISSION OF OHIO ---David N. Randall, Complainant, vs. Case No. 18-1851-EL-CSS The Cleveland Electric Illuminating Company, Respondent.

PROCEEDINGS

before Mr. Daniel Fullin, Attorney Examiner, at the Public Utilities Commission of Ohio, 180 East Broad Street, Room 11-C, Columbus, Ohio, called at 10:10 a.m. on Monday, August 19, 2019.

- - -

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

- - -

Complainants B. No. 1 Jumber

Ohio

Public Utilities Commission

Public Utilities Commission of Ohio Attn: Docketing 180 E. Broad St. Columbus, OH 43215

Formal Complaint Form

Customer Name (Please Print)

AR HOUSE, Customer Address

Against

2

Customer Service Address (if different from above)

levo la Unusting Compo

State Zip

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

Mer 0 Signature

Citv

Customer Telephone Number

PAGE#1 of 5

Updated October 25, 2018 (614) 466-3016 www.PUCO.ohio.gov

180 East Broad Street Columbus, Ohio 43215-3793

Case Muncher 90232151 ocenter 72018 awake at 6:30 Am ON the maring estenler 26, 2018 to find nul uslately Mark, 10 power Walked thru ne Smelled the Which was burning ned are locate losh Proceeded te nue 20 Ato the mainline use la Am Switch 1 Jad OS UTTON. Tack AN, S -Only his which (Z) Came On and they were plickering and Slaming held denly, as a ner + thu Saw that ny and v Geoware ut, the (lock of) Call R lager was Out, I then maceded ich Out my other rooms z Tru. ney Hone land, Cana geross neg tat Screen in ny Living Room 1. 36 Beg Screek Tube 1 with A VOPlager and VCR Tase Lager all smoulding, I enstantly persones hen and thur then out the front borr. PAGE # 2 of 5

ase Munder 10232151

pon Further Inspection of merfielde Don Further Idisconcered Talile angs, Mer Microwane, Stower Suge Angs, Mer Microwane, Stower Suge Repriserator and Stone tele destroyed and fancard. I called the Energeneng telephone Aprillet Number 1-888-544-4877 to report the Outlege and the dange to nup eppleanes. Outlege and the dange to the Claim Stept. And also ha Confirmation for my Call that Morning. The Confirmation number that Morning. The Was given the is 748941605, Then was given the Claims Nept. telephone umber and Contacted them Twasfinen this Claim Mungher 748939038. Twould like the Clevelant Munimiting Company tor venekant universiting impary to the place all my lamaged item to link once 400 00 Blt I was tald by power height technician who finally power height technician who finally the electrical technician 1874 Detaken Came ant on the the Bower Suge y at about 2 milling united While was Caused by Unitegreated While from the Hoever and the tality hele hom the Hoever and the tality hele in my lock you runniglaws tony

CASE NUMBER 00232151

meter. He tall me that the bale and Whing was one nigers ald and should have lieureplaced years ago. Hefirely pinished up gt about 7 on that meny. Oglse had to replace to hED fighthills which here also destroyed daugthe Hower Surge. Daniel MR andall P.S. I don't qualify, for the "Successest Rogan due to dat having grey credit, 10 Cash income and also fing ON the Pipplus program thru the County H.E.A.P. Magram.

PAGE#4045

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$\label{eq:YES} \textbf{YES!} \ \textbf{Please enroll me in the Surge Assist Program}.$

Include the \$6.99° charge on my monthly electric bill, if eligible. I understand that I will be protected for up to \$2,000 per incident/\$4,000 annually in repairs or replacement costs on covered claims, and that I will receive complete terms and conditions of the plan within two weeks after the program commencement date.

Name: (Please print)

Account Number: (Located on your electric bill)

Address: _ City, State, ZIP: _____ Phone: ______ Email: _____

Signature: _ (Required for enrollment)

*Enrollment eligibility may be contingent on our ability to add the program charge to the monthly electric utility bill. There is an initial 30-day waiting period to make a claim, giving you 11 months of protection during the first year of the program. This prevents service calls on pre-existing conditions and helps keep the program affordable.

Could FirstEnergy Corp. These programs can be withdrawn anytime without programs can be retained and a sense of the product or the services performed and are not table for damages on outprovide any warranty on this product or the services performed and are not table for damages or injuries that may arise as a result of the product or the services provided You are not required to buy this product or service this product or service will not influence the delivery of competitive or noncompetitive retail electric service to you by the FirstEnergy Components. For Othic customers, the Public Utilities Commission of Othic dees not regulate this oppoal service or product and has no authority to investigate compliants about this optional service or product and has no authority to investigate compliants about this optional service or product and has no authority to investigate compliants about this optional service or product and has no authority to investigate compliants about this optional service or product and has no authority to investigate compliants about this optional service or product and has no authority to investigate compliants about this optional service or product and has no authority to investigate compliants about this optional service or product and has no authority to investigate compliants about this optional service or product and has no authority to investigate compliants about this optional service or product and has no authority to investigate compliants about this optional service or product and has no authority to investigate compliants about this optional service or product and has no authority to investigate compliants about this optional service or product and has no authority to investigate compliants about this optional service or product and has no authority to investigate compliants about the optional service of the service of

Iluminating ToledoEdison

OhioEdison⁻ Services

Company Services

<u>Services</u> ...<u>-</u>____

COMM8963-11-18-MT-S3M

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Complements Ep 2. Gifts From X MAS 2017 5 FAT SOREEN 55" FLAT SCREEN 36 BIG SCREEN TUBE TV WUCRADUS 2) TABLE LAMPS 92080 DD 100-018-074 STAINLESS STEEL MICLOWAVE - GEFSS # 12950 FGSS2135 STAINLESS STEEL COLONED FRIGIDAIRE REPRICERATOR TFD.D. STAINLESS STEE/ COLONED ELECTRIC STOVE- GE 1002-780B Hower SURGE STRIPS B GF I 110 VOH Plug D 220 VOH CUTTET PLUG FOR STOVE TO LED (3) WAY JULUS 198 DELLA + TAX 939-613)GF_110 VOH Plus 9.88 (3) pK TOTAL 59-28 STOVE Ceneral Electric - JB 755 BJ TSD. D. 1002 806-767 3858.00 2 28" RHORES MORE TAB/ELamps 39.97 earth 0000-851-394 (1 50 AMP ZZO OLITHET "11.97_0000-693-755 SURFACE MOUNT 19.97 Lever 1001-338-424 (3) Pheferred 20 Amp GFCI Outlets a 17.18 east 1001-370-828 (B) Face Mates -- 6.33 eart 1000-033-828

DAMAGED Gitt THICES THOM QUI 5" PHILIPS 4K UHD SMART TV # 59800 TCL Roko 55" FLAT SCREEN TV # 37800 O"LG FLAT SCREEN TV # 37800 D'LG FLAT SCREEN TV # 37800 D'LG FLAT SCREEN TV # 37800 D'LG FLAT SCREEN TV # 37800 # 23.84 Racht AMAGED Gift PRICES From 2017 NN DVD PLAYER 1839 A 23.84 Lact R PLAYERS - NO LONGER AUAILABLE EST. COST 60ª RIGIDAIRE STAINLESS STEEL COLONED REFRIGERATOR 1298.00 ale/#-FGSS 2635-TF D.D. 1002-780-939 General Electric STAinless STeel Colores Electric Stare Mudel# JB755BJTSD.D. 1002-806-767 558.00 1) General Electric STAMLESS STEEF Coloneo MICAOLAUE 28.a Model # GEFSS JVM 3/60R DD100-D18-074 (2) 28" RHODES BRONZE TABLE LAMPS "39.97 each Model # 0000 - 857 - 394 1) 50 AMP ZZO SURFACE MOUNT Outlet 911.97 Model # 0000-693-755 FOR STOVE PREFERRED 20 AMPGFCI Outlets # 17.78 lact Model # 1001-370-828 3) Face Plates Model# 1000-033-828 6.33 a. 3) (ET 7-DUTLET SURGE PROTECTION STRIPS 919.97 each 11/10/ 100/-338-424 1- IED Bulbs AT # 9.88 FOR EACH 3 pack TOTAL 59.28

| Illümnaung |
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| Company |
| A Free France Course on |

Bill Based On: Actual Meter Reading, PIPP Plus

Billing Period: May 16 to Jun 17, 2019 for 33 days Bill For: DAVID RANDALL 1600 E 27TH ST RR

CLEVELAND OH 44114

June 19, 2019 Account Number: 110 051 058 573

Complements Et 3

Amount Due: \$0.00

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

| | Vanagan | | A second Comments | warent Dural |
|--|---|----------|---|------------------|
| The second secon | Messages | | | nount Due |
| | specific charges for the costs of e uction, and renewable energy. 1 | | Previous Balance Payments/Adjustments | 4 00 -16 00 |
| | and previously were consolidated | | Balance at Billing on Jun 19, 2019 | -12.00 |
| other charges on your bill. | | | PIPP Plus Amount | 12.00 |
| | | | | |
| Energy Efficiency | | \$1 13 | Amount Due by Jul 03, 2019 | \$0.00 |
| Peak Demand Reduction | 465 KWH × 0 000609 | \$0 28 | You are legally responsible for a \$218.47 actual account balan | <u>ce.</u> 1 |
| Renewable Energy | 465 KWH x 0.001187 | \$0.55 | Usage Information for Meter Number \$321000343 Jun 17, 2019 KWH Reading (Actual) | 17,313 |
| 57 | is scheduled to occur on or | - | May 16, 2019 KWH Reading (Actual) KWH used | 16,848 465 |
| • | e by 03/19/2020 to stay on PIPP Pli | | Charges From The Illuminating Company | |
| | our household income revenification | | Customer Number: 0803312031 1670085284 | |
| | vices Agency at 1-800-282-0880 | | Rate: Residential Service CE-RSF | |
| removed from the program, | you will need to contact your | local | Customer Charge | 4 00 25 85 |
| | re-enroll, and will be responsible t | for all | Distribution Related Component Cost Recovery Charges | 25 85 8 20 |
| missed payments and monthly | • | | Bypassable Generation and Transmission Related Component | 24.41 |
| | Date is 10/30/2019. This is the da | | Current Consumption Bill Charges | 62.48 |
| which you must pay any PIPI months to remain on the progr | P Plus payments missed in the pri | or 12 | Detail Payment and Adjustment Information |] |
| 1.0 | | | 05/28/19 Payment | -16 00 |
| | ment on-time and in-full this month applied to your account balance. | , you | Account Balance Information | |
| | · · · | inter | PIPP Plus Account Balance | |
| | al for your electric meter and assoc with to obtain unauthorized us | | Previous bill was | 4 00 |
| | Ohio Revised Code, persons found | | Total payments/adjustments Balance at billing | -16 00 -12.00 |
| of stealing electricity or tampe | ring may be subject to jail sentence | es up | Current charges | 12.00 |
| | \$10,000 Meter tampering is dang | | PIPP Plus Balance | 0 00 |
| | sonal injury or damage to property. | Ohio | Actual Account Balance | |
| aw requires this message | | | Previous bill was | 327.73 |
| | | | Total payments/adjustments | -16 00 |
| | | | One-time balance reduction 1/24th Arrearage Credit | -20 99 |
| | | | Current bill arrearage credit | -134.73 |
| | s, if any, can be found on back. | | Balance at billing | 156.01 |
| | sage History | | Current charges | 62.46 |
| | | | Actual Account Balance | 218.47 |
| Jun 18 420 | Dec 18 2,260 | | | |
| Jul 18 408 Aug 18 449 | Jan 19 2,435 Feb 19 2,843 | | | |
| Aug 18 449 Sep 18 607 | Mar 19 2,335 | | | |
| Oct 18 377 | Apr 19 1.574 | | | |
| Nov 18 1,211 | May 19 1,115 | 1 | | |
| , | Jun 19 465 | | | |
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| A-ActualE- | Estimate C-Customer |][| | |
| | | | | |
| Comparisons | Last Year This Ye | | | |
| Average Daily Use (KWH) Average Daily Temperature | | 14 56 | | |
| Days in Billing Period | | 33 | | |
| Last 12 Months Use (KWH) | 16.0 | | | |
| Average Monthly Use (KWH | | | | |
| · | | | 1 | |

Page 1 of 2 115

Illumnating Company

Bill Based On Actual Meter Reading, PIPP Plus

July 22, 2019

Page 1 of 2 115

Billing Period: Jun 18 to Jul 18, 2019 for 31 days Bill For: DAVID RANDALL 1600 E 27TH ST RR CLEVELAND OH 44114

Account Number: 110 051 058 573

Amount Due: \$0.00

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 |
|---|--|---------------|
| The information below shows specific charges for the costs of energy | | 0.00 |
| efficiency, peak demand reduction, and renewable energy. These | | -12 00 |
| charges are not new, but are and previously were consolidated with | Balance at Billing on Jul 22, 2019 | -12.00 |
| other charges on your bill | PIPP Plus Amount | 12.00 |
| Energy Efficiency 443 KWH x 0 002889 \$1 28 | Amount Due by Aug 05, 2019 | \$0.00 |
| Peak Demand Reduction 443 KWH x 0 000722 \$0.32 | You are legally responsible for a \$194.02 actual account bala | ance. |
| | Usage Information for Meter Number S321000343 | |
| Renewable Energy 443 KWH x 0.001174 \$0 52 | Jur 10, 2019 KWH Reading (Actual) | 17,756 |
| Your next meter reading is scheduled to occur on or about | Jun 18, 2019 KWH Reading (Actual) KWH used | 17,313 443 |
| Aug 19, 2019 | Charges From The Illuminating Company | |
| You must revently your income by 03/19/2020 to stay on PIPP Plus 11 you have, guestions about your household income reventication, call | Custo | |
| the Ohio Development Services Agency at 1-800-282-0880. | Rate Residential Service CE-RSF | |
| removed from the program, you will need to contact your local | Customer Charge | 4 00 |
| Community Action Agency to re-enroll, and will be responsible for all | Distribution Related Component | 24 95 |
| missed payments and monthly charges | Cost Recovery Charges | 7 82 |
| Your PIPP Plus Anniversary Date is 10/30/2019. This is the date by | Bypassable Generation and Transmission Related Component | 22.23 |
| which you must pay any PiPP Plus payments missed in the prior 12 | Current Consumption Dar Charges | 59.00 |
| months to remain on the program | Detail Payment and Adjustment Information 06/25/19 Payment | -12 00 |
| If you pay your PIPP Plus payment on-time and in-full this month, you | Account Balance Information | -12 00 |
| will receive a credit of \$67.99 applied to your account balance. | PIPP Plus Account Balance | |
| For a brochure describing your customer rights and obligations, please | | 0.00 |
| call our Customer Service phone number | Total payments/adjustments | -12 00 |
| In Case No. 19-0430-EL-RDR, the Public Utilities Commission of Ohio | | -12 00 |
| approved the Rider GEN charges effective June 1, 2019. On an | Current charges | 12 00 |
| annualized basis, it is estimated that the change in Rider GEN will | | 0.00 |
| result in an average decrease of 1% on the bill of a typical residential | | 218 47 |
| customer using 750 kWh and taking generation service from the company's Standard Service Offer | Total payments/adjustments | -12.00 |
| | One time balance reduction | -12.00 |
| For your safety and the safety of our crews, when using a generator follow the manufacturer's installation and operation instructions. Never | | -20 99 |
| | Current bill arrearage credit | -50 46 |
| Additional messages, if any, can be found on back. | Balance at billing | 135 02 |
| Usage History | Current charges | 59.00 |
| | Actual Account Balance | 194.02 |
| Jul 18 408 Jan 19 2,435 Aug 18 449 Feb 19 2,843 | | |
| Aug 18 449 Feb 19 2,843 Sep 18 607 Mar 19 2,335 | | |
| Oct 18 377 Apr 19 1,574 | | |
| Nov 18 1.211 May 19 1.115 | | |
| Dec 18 2,260 Jun 19 465 | | |

3500 3000 2500 2000 1500 1000 500 A A A A A A A A A A А 0 SONDJFMAMJ JA J A-Actual E-Estimate C-Customer

Jul 19

443

| Comparisons | Last Year | This Year |
|---------------------------|-----------|-----------|
| Average Daily Use (KWH) | 14 | 14 |
| Average Daily Temperature | 76 | 76 |
| Days in Billing Period | 30 | 31 |
| Last 12 Months Use (KWH) | | 16,114 |
| Average Monthly Use (KWH) | | 1,343 |