

**PUCO EXHIBIT FILING**Date of Hearing: October 17th, 2019Case No. 18-922-EL-CSSPUCO Case Caption: IMO: Jenny Kenderes  
vs. The Cleveland Electric  
Illuminating Company.

PUCO

2019 NOV -4 PM 4:34

RECEIVED-BOOKING DESK

**List of exhibits being filed:**Respondent's Exhibits 1-7  
Complainant Exhibits 1

61140111  
 This is to certify that the images being filed are as accurate and complete reproduction of the original document delivered in the regular course of business.  
 Technician MM Date Processed 11/19

Reporter's Signature: \_\_\_\_\_

Date Submitted: \_\_\_\_\_

BEFORE THE PUBLIC UTILITIES COMMISSION OF OHIO

- - -

In the Matter of	:	
	:	
Jenny Kenderes,	:	
	:	
Complainant,	:	
	:	
vs.	:	Case No. 18-922-EL-CSS
	:	
The Cleveland Electric	:	
Illuminating Company,	:	
	:	
Respondent.	:	

- - -

PROCEEDINGS

before James Lynn, Hearing Examiner, at the Public Utilities Commission of Ohio, 180 East Broad Street, Room 11-D, Columbus, Ohio, called at 11:00 a.m. on Thursday, October 17, 2019.

- - -

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

- - -



**From:** [Danford, Emily V](#)  
**To:** [jkenderes@bellacarehospice.net](mailto:jkenderes@bellacarehospice.net)  
**Cc:** [Danford, Emily V](#)  
**Subject:** PUCO Case No. 18-922-EL-CSS - CEI Discovery Requests  
**Date:** Monday, November 5, 2018 3:14:12 PM  
**Attachments:** [Kenderes - Cover Letter - Discovery.pdf](#)  
[Kenderes - CEI First Set of Combined Discovery Requests to Complainant.docx](#)

---

Dear Ms. Kenderes,

On behalf of the Cleveland Electric Illuminating Company ("CEI"), attached please find CEI's first set of discovery requests in PUCO Case No. 18-922-EL-CSS. Please be advised that your responses are due within 20 days – by November 26, 2018.

Please do not hesitate to contact me with any questions.

Best regards,  
Emily

Emily V. Danford  
Attorney  
FirstEnergy Service Company  
[edanford@firstenergycorp.com](mailto:edanford@firstenergycorp.com)  
(w): 330-384-5849  
(c): 330-760-6963

\*\*\*\*\*

PRIVATE AND CONFIDENTIAL - Attorney-Client / Work Product Privileged  
Communication!

This electronic message transmission contains information from the legal department of FirstEnergy Corp. which may be an attorney-client communication and/or work product and as such is privileged and confidential. If the reader of this message is not the intended recipient or an agent responsible for delivering it to the intended recipient, please be aware that any dissemination, distribution or copying of this communication is strictly prohibited.

If you have received this electronic transmission in error, please notify us by telephone (330-384-5849) or reply via electronic mail to the sender and promptly destroy the original transmission.

Thank you for your assistance.

\*\*\*\*\*

**Emily V. Danford**  
Attorney

330-384-5849  
Fax: 330-315-7647

November 5, 2018

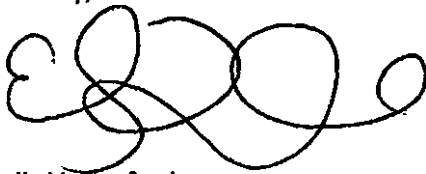
Jenny Kenderes  
4116 Parkside Drive  
Brooklyn, Ohio 44144

**Re: PUCO Case No. 18-922-EL-CSS**

Dear Ms. Kenderes,

On behalf of the Cleveland Electric Illuminating Company, enclosed please find Interrogatories and Requests for Production in the above-referenced matter. Please do not hesitate to contact me with any questions.

Sincerely,

A handwritten signature in black ink, appearing to be 'Emily V. Danford', with a stylized, cursive script.

Emily V. Danford

Enclosure

**BEFORE  
THE PUBLIC UTILITIES COMMISSION OF OHIO**

**JENNY KENDERES,**

**Complainant,**

**v.**

**THE CLEVELAND ELECTRIC  
ILLUMINATING COMPANY,**

**Respondent.**

)  
)  
)  
)  
)  
)  
)  
)  
)  
)  
)

**Case No. 18-922-EL-CSS**

**THE CLEVELAND ELECTRIC ILLUMINATING COMPANY'S  
FIRST SET OF COMBINED DISCOVERY REQUESTS TO COMPLAINANT**

Pursuant to Sections 4901-1-19 and 4901-1-20 of the Ohio Administrative Code, The Cleveland Electric Illuminating Company propounds the following combined set of Interrogatories and Requests for Production of Documents (collectively, the "Discovery Requests") upon Complainant Jenny Kenderes ("Complainant") to be responded to fully, separately, and in writing within twenty (20) days of service.

**INSTRUCTIONS**

A. Completeness: In answering these Discovery Requests, Complainant must furnish all information and documents available to Complainant. This includes documents in the possession, custody or control of Complainant's attorneys or of any third party or parties whom Complainant has surrendered possession, custody or control or who are acting on Complainant's behalf, or who have otherwise obtained possession, custody or control, or who, upon Complainant's request would surrender possession, custody or control to Complainant.

B. Supplementation: These Discovery Requests shall be deemed continuing in nature so as to require supplementary responses between the time the initial responses are served and the

time of hearing, if any, in accordance with Rule 4901-1-16(D), Ohio Administrative Code. Such supplementary responses are to be filed and served upon CEI within five (5) days after receipt of such information.

### **DEFINITIONS**

A. "Document" or "documents" means the original and all copies that are different in any way from the original (whether by interlineation, receipt stamp, notation, indication of copies sent or received or otherwise, and drafts) of any printed, typewritten, handwritten, or otherwise recorded matter of whatever character (including, without limitation, telegraphs, personal notes, diaries, statements, photographs, videotapes, tape recordings, motion pictures, computer tapes or discs, and any Xerox, carbon, magnetic, digital or photographic copies of any such material if Complainant does not have custody and control of the original). The enumeration of various specific items as included within the definition of the term "document" or "documents" shall not be taken to limit the generality of the terms, and the Document Requests herein are intended to obtain all documents in the broadest and most comprehensive sense and meaning of the term.

B. "Identify," with respect to any natural person, shall mean to provide the following information about the person: full name; present or last known address; employer; and relationship, if any, to the Complainant. If any of this information is not available to Complainant, state any other means of identifying such natural person.

C. "Identify," with respect to any document, shall mean to provide the following information about the document: general description; subject matter; date; title; author; recipients; and, if the document is not in Complainant's possession, the location of the document. If any of this information is not available to Complainant, state any other means of identifying the document.

D. As used herein, the terms “you,” “your,” and “Complainant” refers to Jenny Kenderes, and each person acting or purporting to act on behalf of Jenny Kenderes.

E. As used herein, the terms the “Company” and “CEI” refer to The Cleveland Electric Illuminating Company and each person acting or purporting to act on behalf of The Cleveland Electric Illuminating Company.

F. As used herein, the term “Complaint” refers to the Complaint filed by Complainant with the Public Utilities Commission of Ohio, Case No. 18-922-EL-CSS.

G. As used herein, the term “Property” refers to 4116 Parkside Drive, Brooklyn, Ohio 44144.

## **INTERROGATORIES**

**INTERROGATORY NO. 1:** Identify all persons who have knowledge or information, or may have knowledge or information, regarding your claims in the Complaint.

**ANSWER:**

**INTERROGATORY NO. 2:** Identify any and all exhibits or demonstrative evidence that you intend to present at any hearing of this matter.

**ANSWER:**

**INTERROGATORY NO. 3:** Identify each person whom you intend to call as a lay (fact) witness at any hearing of this matter.

**ANSWER:**

**INTERROGATORY NO. 4:** Identify each person whom you intend to call as an expert witness at any hearing of this matter.

**ANSWER:**

**INTERROGATORY NO. 5:** For each person identified in your answer to Interrogatory No. 4, state:

- a. the subject matter and substance of the facts and opinions about which he or she is expected to testify;
- b. the qualifications of the witness, including a list of all publications authored by the witness within the preceding ten (10) years; and
- c. the cases in which the witness has testified as an expert at trial, hearing, or by deposition within the preceding four (4) years.

**ANSWER:**

**INTERROGATORY NO. 6:** State the relief you seek in this case, including the amount of damages you are claiming in this case, if any. If you are claiming damages, please also explain your calculation for said damages.

**ANSWER:**

**INTERROGATORY NO. 7:** If anyone other than CEI personnel has inspected, examined, tested, measured, or otherwise made any assessment of the electric service and/or electrical equipment at the Property from October 1, 2017 to the present, state the following for each person:

- a. his or her full name;
- b. the company he or she works for;
- c. his or her address;

- d. his or her phone number;
- e. the date of each inspection, examination, test, measurement, or other assessment;
- f. a description of the work performed in each inspection, examination, test, measurement, or other assessment;
- g. the results of the inspection, examination, test, measurement, or other assessment.

ANSWER:

**INTERROGATORY NO. 8:** For the period of time beginning on October 1, 2017, and ending on April 30, 2018, please identify the utility company providing natural gas to the Property.

ANSWER:

**INTERROGATORY NO. 9:** Identify the interconnection point where electricity from CEI enters the Property.

ANSWER:

**INTERROGATORY NO. 10:** Identify the location of the electric meter on the Property.

ANSWER:



**INTERROGATORY NO. 11:** Identify the location in or on the Property where you allege your neighbor's son "felt a jolt of energy from your house."

**ANSWER:**

**INTERROGATORY NO. 12:** For the incident described in Interrogatory No. 12, above, please provide the approximate date and time of the incident, the name of your neighbor's son, your neighbor's home address, and identify whether the incident occurred inside or outside of the Property.

**ANSWER:**

**INTERROGATORY NO. 13:** Please state whether any space heater(s) has been used in the Property during the time period beginning on October 1, 2017, and ending on April 30, 2018.

**ANSWER:**

**INTERROGATORY NO. 14:** If your answer to Interrogatory No. 14 is anything other than an unqualified "no," please identify the number of space heaters used and the approximate time period(s) during which any such space heaters were used.

**ANSWER:**

### **REQUESTS FOR PRODUCTION**

**REQUEST NO. 1:** Produce all documents you identified, referred to, or relied upon in providing answers and responses to these Discovery Requests.

**RESPONSE:**

**REQUEST NO. 2:** Produce all documents and work papers that reflect, explain, or support your calculation of the damages you claim in this case.

**RESPONSE:**

**REQUEST NO. 3:** Produce all documents that you intend to rely upon, refer to, or use as exhibits at any deposition or at any hearing in this matter.

**RESPONSE:**

**REQUEST NO. 4:** Produce all documents which refer, relate, or in any way pertain to any witnesses you have retained or specifically employed to provide expert testimony in this case, including but not limited to:

- a. Any written reports, including drafts thereof, including a statement of all opinions to be expressed and the basis thereof;
- b. The data or other information considered by the witness(es) in forming the opinions;

- c. Any exhibits to be used as a summary of, or support for, the opinions;
- d. The qualifications of the witness(es), including a list of all publications authored by the witness within the preceding ten (10) years; and
- e. A listing of any other cases in which the witness has testified as an expert at trial, hearing, or by deposition within the preceding four (4) years.

**RESPONSE:**

**REQUEST NO. 5:** Produce all documents which refer, relate, or in any way pertain to discussions you had with representatives of CEI regarding your electric service at the Property, including but not limited to all notes, correspondence, and emails.

**RESPONSE:**

**REQUEST NO. 6:** Produce all documents that you received from the Public Utilities Commission of Ohio regarding your electric service at the Property.

**RESPONSE:**

**REQUEST NO. 7:** Produce all documents related to any inspection, examination, test, measurement, or other assessment identified in your response to Interrogatory No. 7.

**RESPONSE:**

**REQUEST NO. 8:** Produce any and all receipts for renovation work done to the Property since September 2017.

**RESPONSE:**

**REQUEST NO. 9:** Provide copies of all natural gas bills and correspondence to or from the natural gas utility identified in your Response to Interrogatory No. 8, during the period of time beginning on October 1, 2017 and ending on April 30, 2018.

**RESPONSE:**

**REQUEST NO. 10:** Provide copies of all property condition inspection reports performed at the time that your residence was purchased.

**RESPONSE:**

Date: 11/5/2018

/s/ Emily V. Danford  
Emily V. Danford (#0090747)  
Counsel of Record  
Robert M. Endris (#0089886)  
FirstEnergy Service Company  
76 South Main Street  
Akron, Ohio 44308  
Telephone: 330-384-5728  
Facsimile: 330-384-3875  
edanford@firstenergycorp.com

*Attorneys for The Cleveland Electric  
Illuminating Company*

### **CERTIFICATE OF SERVICE**

I hereby certify that a copy of the foregoing The Cleveland Electric Illuminating Company's First Set of Combined Discovery Requests was served upon the following by regular U.S. mail, on this 5<sup>th</sup> day of November, 2018. An Electronic Word copy of the foregoing was also served to the Complainant via electronic mail at [jkenderes@bellacarehospice.net](mailto:jkenderes@bellacarehospice.net).

Jenny Kenderes  
4116 Parkside Drive  
Brooklyn, Ohio 44144

/s/ Emily V. Danford  
*Attorney for The Cleveland Electric  
Illuminating Company*

**From:** Jenny Kenderes  
**To:** Danford, Emily V; James.Lynn@puco.ohio.gov  
**Subject:** [EXTERNAL] Fwd: Incoming Fax to 14402625191  
**Date:** Friday, August 2, 2019 11:05:14 AM  
**Attachments:** fax-08-02-2019-11-00-22AM.pdf  
ATT00001.htm

---

Good Morning,

Please see the attachment from the gas company , Dominion Energy. Per Tatiana the customer service rep they aren't able to provide detailed bills, just a spreadsheet with amounts. Thank you.

Jenny Kenderes  
President & CEO  
Premier Senior Solutions

440-262-5199 office  
440-262-5191 fax  
216-410-0339 cell

[www.premier-senior.com](http://www.premier-senior.com)

Begin forwarded message:

**From:** Vonage Business Fax <[DoNotReplyNotify@vonagebusiness.com](mailto:DoNotReplyNotify@vonagebusiness.com)>  
**Date:** August 2, 2019 at 11:00:22 AM EDT  
**To:** [jkenderes@premier-senior.com](mailto:jkenderes@premier-senior.com)  
**Subject:** Incoming Fax to 14402625191

You have received a document.

Sender's Caller ID: Restricted  
Date/Time: 08/02/2019 11:00:22AM  
Number of Pages: 2

# FAX

**To: Jenny Kenderes**

Company:

Fax: 440-262-5191

Phone:

**From: Tatyana Nelson**

Fax:

Phone:

E-mail:

---

**NOTES:**

---

**Date and time of transmission:** Friday, August 2, 2019 9:59:18 AM  
**Number of pages including this cover sheet:** 02



**DOMINION ENERGY OH**  
**Statement of Account**

Name KENDERES, JENNY L Account Number 7180001287121 For Questions Call (800)-362-7557  
Address 4116 PARKSIDE DR Meter Number 14085387 Hearing Impaired Customers Call TDD (800)-633-8903

DETAILS																	
READ DATE	BILL DAYS	READ SOURCE	METER READING	AVG DAILY USAGE	DEGREE DAYS	BILL AMT	SALES/ STATE TAX	DUE DATE	LATE PMT CHRG	PMT AMOUNT	PMT DATE	ADJ	ADJUST DESC	PLAN DESC	PLAN AMT DUE	PLAN AMT DUE	TOTAL PLAN ACCT BALANCE
04/27/2018	0			.0	.0	0	\$0.00		\$0.00	\$210.00	04/27/2018				\$0.00	\$0.00	
04/10/2018	32	ACTUAL	888.7	18.7	.5	951	\$35.89	04/27/2018	\$3.26	\$0.00				AGREEMI	\$104.02	\$315.32	\$689.05
	0		.0	.0	.0	0	\$4.53		\$0.00	\$0.00				BROKER	\$0.00	\$0.00	
03/09/2018	29	ACTUAL	882.0	14.3	.5	777	\$34.91	03/28/2018	\$0.00	\$0.00				AGREEMI	\$104.02	\$208.04	\$588.78
	0		.0	.0	.0	0	\$4.29		\$0.00	\$0.00				BROKER	\$0.00	\$0.00	
02/08/2018	30	ACTUAL	867.7	18.7	.6	1059	\$35.21	02/26/2018	\$0.00	\$175.00	01/19/2018			AGREEMI	\$104.02	\$104.02	\$495.93
	0		.0	.0	.0	0	\$5.61		\$0.00	\$0.00				BROKER	\$0.00	\$0.00	
02/08/2018	0		.0	.0	.0	0	\$0.00		\$0.00	\$0.00			\$2.20	LPC	\$0.00	\$0.00	
01/09/2018	33	ACTUAL	849.0	23.8	.7	1409	\$36.89	01/26/2018	\$6.54	\$0.00					\$0.00	\$0.00	\$582.18
	0		.0	.0	.0	0	\$7.58		\$0.00	\$0.00				BROKER	\$0.00	\$0.00	
12/07/2017	31	ACTUAL	825.2	12.4	.4	740	\$33.12	12/27/2017	\$5.09	\$0.00					\$0.00	\$0.00	\$416.45
	0		.0	.0	.0	0	\$3.95		\$0.00	\$0.00				BROKER	\$0.00	\$0.00	
11/06/2017	31	ACTUAL	812.8	5.2	.2	265	\$30.47	11/27/2017	\$4.29	\$80.00	10/27/2017				\$0.00	\$0.00	\$324.94
	0		.0	.0	.0	0	\$1.23		\$0.00	\$0.00				BROKER	\$0.00	\$0.00	
10/06/2017	29	ACTUAL	807.6	2.2	.1	58	\$29.60	10/26/2017	\$4.90	\$0.00					\$0.00	\$0.00	\$353.61
	0		.0	.0	.0	0	\$5.2		\$0.00	\$0.00				BROKER	\$0.00	\$0.00	

TOTALS				USAGE:	DEGREE DAYS:	TAXES:	BILL AMOUNTS:	PAYMENTS:	ADJUSTMENTS:	LATE PAYMENT CHARGES:
				93.3	5259	\$27.71	\$610.07	\$485.00	\$-2.20	\$24.08

BUD - BUDGET PLAN	DEF - DOLLAR ENERGY FUND	DEP - DEPOSITS	CIA - CONT IN AID OF CONST	NSC - INSUFFICIENT FUNDS CHARGE
DFA - DEFERRED AGREEMENT	LPN - LATE PMT CHRG (NONUTILITY)	LPC - LATE PMT CHRG	RCC - RECONNECTION CHARGE	NSA - INSUFFICIENT FUNDS AMOUNT
INT - INTEREST	NSN - INSUFFICIENT FUNDS (NONUTILITY)	UTG - UTILITY	DSCNT - DISCOUNT	CNT - CONTRACTS

**From:** [Jenny Kenderes](#)  
**To:** [Danford, Emily V](#)  
**Cc:** [James.Lynn@puco.ohio.gov](mailto:James.Lynn@puco.ohio.gov)  
**Subject:** [EXTERNAL] Re: PUCO Case No. 18-922-EL-CSS  
**Date:** Tuesday, May 14, 2019 4:42:26 PM

---

Ms Danford,

Thank you for sending the items for me to review. Let this email serve as my waiver for the attached documentation to be utilized at my hearing.

I will have the items discussed this morning to you no later than our agreed upon deadline of May 31, 2019.

Regards,

Jenny Kenderes  
President & CEO  
Premier Senior Solutions  
216-410-0339 cell

[www.premier-senior.com](http://www.premier-senior.com)

On May 14, 2019, at 4:19 PM, Danford, Emily V <[edanford@firstenergycorp.com](mailto:edanford@firstenergycorp.com)> wrote:

Ms. Kenderes:

Per our status call with PUCO Attorney Examiner Jim Lynn this morning, attached please find a PDF of the documents that I understand you gave my colleague Bob Endris during the settlement conference for this case on October 18, 2018. Please let me know if you will waive any claims of mediation privilege or confidentiality with respect to these documents, so that I can rely on them at the hearing in your PUCO case if needed.

Thank you,  
Emily Danford

Emily V. Danford  
Attorney  
FirstEnergy Service Company  
[edanford@firstenergycorp.com](mailto:edanford@firstenergycorp.com)

(w): 330-384-5849

(c): 330-760-6963

**Legal Disclaimer:**

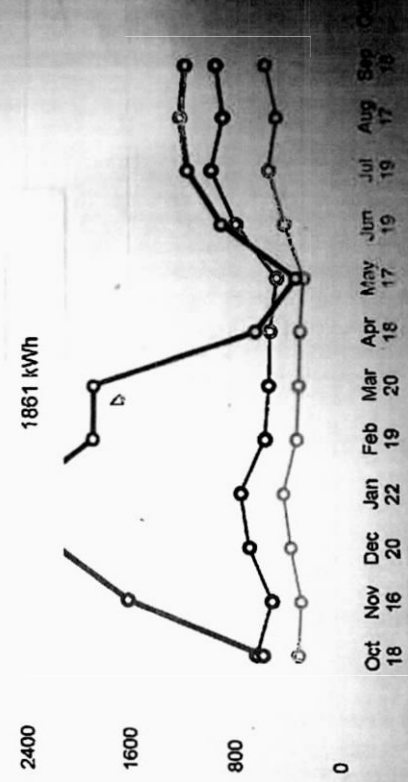
The information contained in this message may be privileged and confidential. It is intended to be read only by the individual or entity to whom it is addressed or by their designee. If the reader of this message is not the intended recipient, you are on notice that any distribution of this message, in any form, is strictly prohibited. If you have received this message in error, please immediately notify the sender and delete or destroy any copy of this message.

<Kenderes Documents.pdf>

ENERGY COSTS | ENERGY USE | NEIGHBORS | ELECTRICITY

< Oct 2017 - Sep 2018

Feb 20, 2018 - Mar 20, 2018  
Used 270% more energy than neighbors.



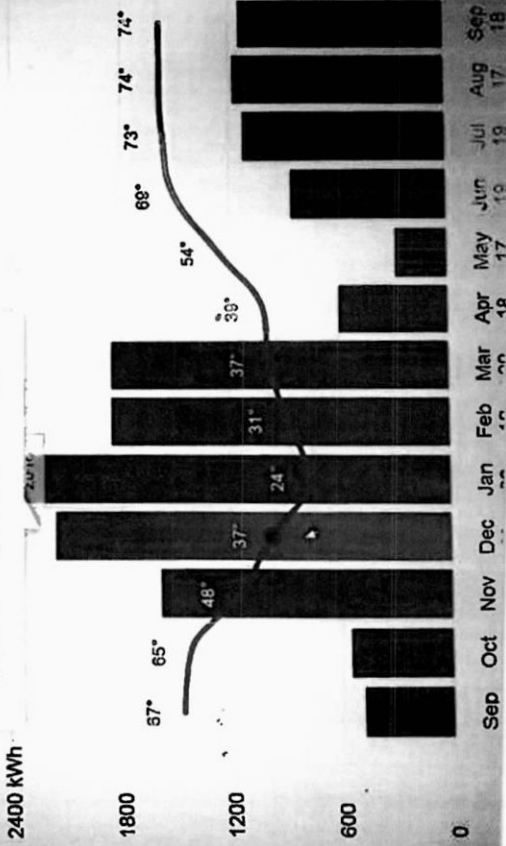
	Bill Amount	Qty
09/18/2018	\$540.25	1,138
08/17/2018	\$433.43	1,177
07/19/2018	\$273.26	1,125
06/19/2018	\$595.82	861
05/17/2018	\$474.30	290
04/18/2018	\$1,472.20	601
03/20/2018	\$1,250.06	1,861
02/19/2018	\$1,285.47	1,863
01/22/2018	\$715.15	2,388
12/20/2017	\$589.48	2,165
11/16/2017	\$263.26	1,593
10/18/2017	\$283.15	560
09/18/2017	\$206.41	495

ENERGY COSTS | ENERGY USE | NEIGHBORS

ELECTRICITY

Nov 17, 2017 - Dec 20, 2017 8

\$284.80 2,165 kWh 37°F





**INTRODUCTION**

**Q. PLEASE INTRODUCE YOURSELF.**

A. My name is Robert Perkins. I am employed by The Cleveland Electric Illuminating Company ("CEI" or "Illuminating Company") as Manager of Meter Services. Meter Services is the department responsible for the installation, maintenance, and accuracy of meters and associated equipment to ensure accurate electricity consumption for customer billing.

**Q. PLEASE DESCRIBE YOUR EDUCATIONAL BACKGROUND AND WORK EXPERIENCE.**

A. I have worked at FirstEnergy companies for almost 28 years. I have been the Manager of Meter Services at CEI since 2006. Prior to that, for approximately seven years I supervised some of Ohio Edison's field meter services personnel, including those who installed meters, performed off-cycle meter reads, and investigated customer complaints regarding, among other things, unexplained high bills and allegedly inaccurate meters. Before that, I worked as a metering instructor for FirstEnergy Service Company for one year, instructing technical courses on metering to our metering personnel and other employees. I also taught courses on the basics of electricity to other office personnel. For the first six years of my employment with FirstEnergy, I worked as a technician in Ohio Edison's meter testing laboratory, where I calibrated the testing equipment to ensure its proper function when meters were tested. Prior to my work experience at FirstEnergy, I was self-employed as an electrical contractor and currently hold and maintain an Ohio Electrical Contractor License. My license number is 20358. I also have a four-year degree from The University of Akron in Electronic Technology.



1   **Q.    WHAT ARE YOUR CURRENT JOB RESPONSIBILITIES?**

2   A.    My job responsibilities include management and oversight of all activities that fall within  
3       the responsibility of Meter Services at The Cleveland Electric Illuminating Company  
4       ("CEI" or the "Company").

5   **Q.    HAVE YOU PREVIOUSLY TESTIFIED BEFORE THE COMMISSION?**

6   A.    Yes, I testified in Case No. 09-947-EL-CSS, *Disiena v. CEI* and in Case No. 17-1563-EL-  
7       CSS, *Moore v. CEI*. I also filed pre-filed Direct Testimony in *DiFiori v. CEI*, Case No. 18-  
8       1608-EL-CSS, which has not yet gone to hearing.

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

10  A.    My testimony addresses the Complaint pertaining to the electric service provided by CEI  
11       to Jenny Kenderes at 4116 Parkside Drive, Brooklyn, OH 44144 (the "Property").  
12       Specifically, my testimony addresses the circumstances surrounding the testing of the  
13       meter accuracy requested by Ms. Kenderes as well as other issues related to her high-bill  
14       complaint.

15  **Q.    WHAT DID YOU DO TO PREPARE FOR YOUR TESTIMONY IN THIS**  
16  **PROCEEDING?**

17  A.    I have reviewed the Complaint submitted by Ms. Kenderes, as well as her responses to  
18       discovery questions. I also reviewed business records related to this case maintained and  
19       preserved within FirstEnergy's SAP System. These records, all of which were kept in the  
20       course of regularly conducted business activity, include customer contact notes and  
21       account summary, and CEI's Commission-approved tariff. It is the regular practice of  
22       FirstEnergy and CEI to make and preserve these business records, and I rely upon such  
23       documents in accordance with my duties at CEI.

**COMPLAINANT'S "ELECTRIC SHOCK" CLAIM**

**Q. MS. KENDERES ALLEGES THAT SHE CALLED CEI IN OCTOBER OF 2017 BECAUSE SHE THOUGHT HER METER WAS "RUNNING LOUD." HAVE YOU INVESTIGATED THIS CLAIM?**

**A. Yes.**

**Q. PLEASE EXPLAIN THE RESULTS OF YOUR INVESTIGATION.**

**A. Based on my review of CEI records, Ms. Kenderes called CEI on May 18, 2017 and alleged that her meter was "making loud noises" and that her "neighbor got shocked" when turning off the water at Complainant's house. In her discovery responses, Ms. Kenderes specified that the alleged shock occurred "outside the home" on "the side of the house, facing South."**

**Q. DID CEI RESPOND TO MS. KENDERES' REPORT ON MAY 18, 2017?**

**A. Yes. On May 18, 2017, a CEI troubleman went to Ms. Kenderes' Property to investigate. At the Property, the troubleman used a test device called a Beast of Burden tester, which puts an artificial load on the CEI line-side wires to check for loose connections. The troubleman did not find any loose connections and did not detect any unusual sounds coming from the meter. Ms. Kenderes was not at the Property during the troubleman's visit, but she was advised to call CEI back to let CEI know when she could be home.**

**Q. DID MS. KENDERES CALL CEI BACK REGARDING THIS ISSUE?**

**A. No. There are no other records of Ms. Kenderes calling the Company regarding sounds from the meter or electric shocks at the Property aside from her telephone call on May 18, 2017.**

**COMPLAINANT'S METER**

**Q. DID CEI TEST COMPLAINANT'S METER?**

1 A. Yes.

2 **Q. CAN YOU PLEASE BRIEFLY DESCRIBE THE CIRCUMSTANCES OF THE**  
3 **METER TEST?**

4 A. Yes. Ms. Kenderes contacted CEI by phone on March 23, 2018 about her perceived high  
5 consumption of electricity since October 2017. During the call, a CEI Customer Services  
6 Compliance Specialist confirmed Ms. Kenderes had been using more electricity than  
7 normal during that time period and advised Ms. Kenderes to do a breaker test. On April 4,  
8 2018, Ms. Kenderes again contacted CEI by phone and requested that her meter be  
9 replaced, and a CEI Customer Services Compliance Specialist created a customer request  
10 work order for the meter to be exchanged and tested. To complete this request, CEI  
11 personnel removed the meter from service on April 5, 2018 and installed a new meter that  
12 same day. The old meter was sent to the Meter Lab in Akron, Ohio for testing. The Meter  
13 Lab conducted the standard tests on the meter, which measured well within the accuracy  
14 thresholds established by the Commission. In fact, the meter registered an average accuracy  
15 of 99.76 percent. CEI mailed a letter to Ms. Kenderes on April 11, 2018 informing her of  
16 the test results on her meter. A CEI representative spoke with Ms. Kenderes on the  
17 telephone on April 16, 2018 about the test results and conveyed the test results as well.

18 **Q. PLEASE DESCRIBE THE PROCESS OF METER TESTING?**

19 A. When a meter arrives for testing at the Company's Meter Lab, it is marked and logged for  
20 identification purposes. The basic meter function measures a well-known relationship of  
21 current and voltage commonly referred to as "load" which is reflected as kilowatts over  
22 time ("kilowatt hours" or "kWh"). As installed in the field, the meter measures the kWh  
23 being drawn from the Company's service line through the meter and into the premise by

1 the electricity-using devices such as electronics, lights, fans, and motors. The testing  
2 consists of putting a known voltage and amperage through the customer's untested meter  
3 and comparing the measured result with a meter standard with known test results. The  
4 result can be expressed as a percentage of measured load to known load. In this case, the  
5 meter in question tested at 99.76%. The tolerance allowed by Commission Rules is plus or  
6 minus 2.0% of 100%.

7 **Q. IS THE METER LAB EVER INSPECTED BY THIRD PARTIES?**

8 A. Yes. The Public Utilities Commission of Ohio inspects the Meter Lab on an annual basis  
9 to ensure that CEI's Meter Lab is compliant with the Commission's Rules.

10 **Q. IN YOUR OPINION, IS IT POSSIBLE THAT THE COMPLAINANT'S METER**  
11 **REGISTERED MORE ELECTRICITY THAN THE CUSTOMER ACTUALLY**  
12 **USED DURING THE MONTHS IN QUESTION?**

13 A. No, it is not. First, testing at the Meter Lab showed the meter to be operating within the  
14 Commission's tolerance levels. The Meter Lab's tests use exactly the same delivery-side  
15 electrical connections and measurement relationships as in the field, and, of course, the  
16 internal workings of the meter itself are the same. In other words, there is no difference in  
17 result between testing in the field and testing in the lab. That is why our Meter Lab is able  
18 to verify meter accuracy as required by law. I would again note that the Commission Staff  
19 inspects our Meter Lab annually for compliance.

20 Second, given the satisfactory test results, it is clear the meter registered accurately  
21 until its removal in April 2018, including during the months of October 2017 through April  
22 2018.<sup>1</sup> Meters do not temporarily "go haywire" for a few months and then revert to normal.

---

<sup>1</sup> Ms. Kenderes' electricity consumption was measured with actual meter readings for October 2017 – April 2018.

1 When they break—which is relatively rare—they stay broken. If Ms. Kenderes' meter was  
2 malfunctioning as she claims it was, it would not have tested 99.76% accurate at the Meter  
3 Lab.

4 Third, the Company cannot “push” electricity through a meter—it can only be  
5 drawn through or “pulled” by electric-consuming devices on the customer's side of the  
6 meter. For example, a new meter installed at a planned construction site will continue to  
7 register zero kWh until the first wire is connected on the customer's side. After that, the  
8 amount of kWh flowing through the meter is exclusively determined by the customer's  
9 load. Electricity, somewhat like pushing on a rope, doesn't go anywhere until it is pulled.

10 **Q. MS. KENDERES ALLEGES SHE COULD NOT POSSIBLY HAVE USED THE**  
11 **AMOUNT OF ELECTRICITY REGISTERED ON THE METER FROM**  
12 **OCTOBER 2017 TO APRIL 2018. HOW DO YOU RESPOND?**

13 **A.** I believe that it is not only possible that she used the registered amount, but that it is certain.  
14 I recognize that Ms. Kenderes may not fully understand the reasons her load increased  
15 during this time; however, her high consumption occurred during billing periods beginning  
16 on October 19, 2017 and ending April 18, 2018. This was the winter heating season and  
17 her consumption was very likely the result of heating the Property, whether with a space  
18 heater or other electric appliance. It even could have been an issue with her furnace itself,  
19 as many furnaces have an electric blower motor even if the furnace itself is powered by  
20 natural gas. Unfortunately, these conditions may no longer exist and likely cannot be  
21 replicated to gain a complete understanding of the source(s) of Ms. Kenderes' electricity  
22 usage that was higher than she had expected. Based on my 28 years of professional  
23 experience, when I see temperature decrease and coupled with a residential consumption

1 increase, the increased consumption is related to heating the house during the winter  
2 season.

3 **Q. DOES CEI EVER INVESTIGATE THE CAUSE OF A CUSTOMER'S**  
4 **PERCEIVED HIGH ELECTRIC CONSUMPTION?**

5 A. Yes, but CEI's investigations are limited to CEI-owned electric facilities. Customers are  
6 responsible for identifying, repairing and replacing their own defective equipment, as well  
7 as deficiencies in their internal electrical facilities, such as wiring and connections. CEI  
8 does not take responsibility for investigation, repairs or maintenance of customer-owned  
9 equipment.

10 **Q. MS. KENDERES HAS ALLEGED THAT THE CEI METER TECHNICIAN WHO**  
11 **REPLACED HER METER IN APRIL OF 2018 HELPED HER TRY TO**  
12 **INVESTIGATE THE CAUSE OF HER HIGHER THAN NORMAL USAGE BY**  
13 **HAVING HER "SHUT OFF SOME BREAKER SWITCHES . . . AND START**  
14 **[HER] WASHER AND DRYER . . . TO SEE IF ANYTHING CHANGED." HOW**  
15 **DO YOU RESPOND?**

16 A. As part of my preparation in this case, I spoke with this CEI meter technician about his  
17 recollection of the day he replaced the meter on Ms. Kenderes' home. He did have Ms.  
18 Kenderes do a breaker test to see if she could identify the cause of her perceived high bills  
19 while he was at her residence replacing her meter. He did not enter her house as part of this  
20 test.

21 **Q. IS THIS A STANDARD PRACTICE FOR CEI?**

1 A. CEI will offer to help facilitate a breaker test if a customer requests it during a meter  
2 replacement. Sometimes a breaker test can help a customer identify the cause of the  
3 customer's perceived high usage.

4 **Q. IN THIS CASE, WAS THE CEI TECHNICIAN ABLE TO HELP THE**  
5 **COMPLAINANT IDENTIFY THE CAUSE OF COMPLAINANT'S HIGHER**  
6 **THAN NORMAL USAGE?**

7 A. To the meter technician's recollection, no.

8 **Q. WHY WAS THE METER TECHNICIAN UNABLE TO HELP COMPLAINANT**  
9 **DETERMINE THE CAUSE OF HER PERCEIVED HIGHER THAN NORMAL**  
10 **USAGE?**

11 A. I cannot say for certain. Breaker tests can sometimes show an obvious cause of high usage,  
12 but they do not always give the full story of a customer's electricity usage. When a breaker  
13 test is inconclusive, as it was in this case, CEI relies on meter tests in the CEI Meter Lab  
14 to identify whether there is an issue with CEI's equipment that is causing the perceived  
15 higher than normal usage. In this case, the meter on Ms. Kenderes' home was found to be  
16 functioning within the Commission's tolerance levels, showing that any issue with Ms.  
17 Kenderes' electric usage was an issue with her electrical facilities.

18 **Q. COMPLAINANT CLAIMS THAT THE METER TECHNICIAN ALSO**  
19 **"COULDN'T FATHOM WHY THE METER WAS SPINNING SO FAST." HOW**  
20 **DO YOU RESPOND?**

21 A. The meter technician who removed the meter from Ms. Kenderes' home and had Ms.  
22 Kenderes do the breaker test has no recollection of the meter "spinning fast" and does not  
23 recall saying that to Ms. Kenderes. Again, breaker tests can sometimes identify the source

1 of perceived higher than normal usage, but they do not always tell the full story. In order  
2 to fully investigate the source of higher than normal usage, a customer would need to do a  
3 more comprehensive inspection of his or her own facilities in addition to a breaker test,  
4 which is beyond the scope of what CEI offers to customers, since customers are responsible  
5 for identifying, repairing and replacing their own defective equipment, as well as  
6 deficiencies in their internal electrical facilities, such as wiring and connections.

7 **Q. COMPLAINANT ALSO STATED THAT THE CEI METER TECHNICIAN TOLD**  
8 **HER HE HAS “NEVER SEEN [A SITUATION LIKE COMPLAINANT’S]**  
9 **HAPPEN.” HOW DO YOU RESPOND?**

10 **A.** The CEI meter technician has no recollection of saying this to Ms. Kenderes. In fact, this  
11 statement is not true. It is common for a breaker test to not conclusively show the cause of  
12 a customer’s perceived higher than normal electricity usage. Again, to fully investigate the  
13 source of higher than normal usage, a customer would need to do a more comprehensive  
14 inspection of his or her own facilities in addition to a breaker test, which is beyond the  
15 scope of what CEI offers to customers, since customers are responsible for maintaining  
16 and repairing their own electrical facilities after the meter.

17 **Q. MS. KENDERES ALLEGES IN THE COMPLAINT THAT SHE “DID BREAKER**  
18 **TESTS” AND “HAD TWO ELECTRICIANS COME OUT [TO INSPECT THE**  
19 **PROPERTY] AND THEY SAID EVERYTHING WAS FINE WITH THE HOUSE.”**  
20 **HOW DO YOU RESPOND?**

21 **A.** CEI has requested copies of reports showing the results of Ms. Kenderes’ electrical  
22 inspections in discovery in this proceeding, but Ms. Kenderes never produced those reports  
23 or results. I therefore cannot comment on specific findings from her electrician(s).



1           That being said, and assuming that the electricians did indeed find nothing wrong  
2           with the Property during their inspections, there are possible explanations for such a  
3           finding. For instance, there could have been a ground condition in the wiring at the  
4           Property. Or, someone living at or visiting the Property could have identified an appliance  
5           causing the high consumption and unplugged it – possibly without Ms. Kenderes’  
6           knowledge. It is also possible that in the process of checking the wiring or electrical  
7           equipment at the Property that Ms. Kenderes’ electrician cured some defect condition  
8           without having first been aware of the problem.

9   **Q.   IF THERE IS A GROUND CONDITION AND THE CUSTOMER IS NOT EVEN**  
10   **USING THE ELECTRICITY TO POWER DEVICES, WHY IS IT PROPER TO**  
11   **BILL THE KWH USAGE AS CONSUMPTION?**

12   **A.**   Pursuant to CEI’s Commission-approved tariff, customers are responsible for all  
13           equipment “behind the meter,” including the wiring leading from the meter to any terminus  
14           on the premises. Thus, if a wire becomes grounded and draws current, it is the customer’s  
15           responsibility and is treated no differently than, say, running an air conditioner or space  
16           heater. This is necessary because even a grounding condition requires generation to  
17           produce—and transmission and distribution circuits to deliver—the electricity. If the  
18           customer whose meter the electricity flows through doesn’t pay for it, then other customers  
19           would be required to make up the difference.

20   **Q.   IN YOUR PROFESSIONAL OPINION, COULD THE “LOUD NOISES” COMING**  
21   **FROM THE METER OR THE “ELECTRIC SHOCK” INCIDENT THAT**  
22   **COMPLAINANT REPORTED IN MAY 2017 BE RELATED TO**

1       **COMPLAINANT'S HIGH CONSUMPTION FROM OCTOBER 2017 TO APRIL**  
2       **2018?**

3       A.     No. As I stated before, on May 18, 2017, a CEI troubleman went to the Property to  
4       investigate Complainant's complaints about the loud noises coming from the meter and the  
5       electric shock. The troubleman did not detect any unusual sounds coming from the meter.  
6       The troubleman also tested the CEI line-side wires at the Property to check for loose  
7       connections and found none. CEI's only record of these complaints is Complainant's call  
8       to CEI on May 18, 2017, five months before the billing periods beginning on October 19,  
9       2017 and ending April 18, 2018, during which the Complainant had higher than normal  
10      electric consumption.

11           Regarding the "loud noises", it is true that sometimes meters run loudly. However,  
12      just because a meter is running loudly does not mean that the meter would register higher  
13      consumption than what the customer was actually using. Moreover, "loud noises" from a  
14      meter is not a condition that would "come and go" – it would remain constant. As I stated  
15      before, on May 18, 2017, a CEI troubleman went to Ms. Kenderes' Property to investigate  
16      her complaints about the loud meter and electric shock and did not detect any unusual  
17      sounds coming from the meter.

18           Regarding the alleged "electric shock" incident, a ground fault condition could  
19      cause electric shocks, and could also appear as higher consumption on a customer's electric  
20      bill. However, a ground fault condition severe enough to cause higher than normal  
21      consumption on a customer's electric bill would not manifest as a single shock incident;  
22      rather, there would be multiple instances of electric shock from anything connected to the  
23      home's plumbing system. There is no evidence of that in this case, and it is highly unlikely

that a one-time electric shock would cause higher than normal consumption five months later. Moreover, the CEI troubleman who visited the Property on May 18, 2017 did not find any loose connections in the CEI line-side wires at the Property. Thus, even if there was a ground fault condition at the Property, it would have been an issue with Complainant's equipment, not CEI's. The Complainant would have been responsible for identifying, repairing and replacing her own defective equipment, and also would have been responsible for paying for any excess consumption as a result of such a defect.

## **CONCLUSION**

**Q. DOES THIS CONCLUDE YOUR DIRECT TESTIMONY?**

**A. Yes; however, I reserve my right to supplement my testimony.**

**This foregoing document was electronically filed with the Public Utilities**

**Commission of Ohio Docketing Information System on**

**10/10/2019 3:07:03 PM**

**in**

**Case No(s). 18-0922-EL-CSS**

**Summary: Testimony Direct Testimony of Robert Perkins on Behalf of The Cleveland Electric Illuminating Company electronically filed by Ms. Emily V Danford on behalf of The Cleveland Electric Illuminating Company**



The Illuminating Company  
A-FECC  
76 South Main St.  
Akron, OH 44308-1812  
1-800-589-3101  
[www.firstenergycorp.com/contactus](http://www.firstenergycorp.com/contactus)

April 11, 2018

JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144 -1317

Dear Jenny Kenderes:

Our representatives removed your electric meter for testing April 05, 2018, and a new meter was installed in its place.

The test on the meter we removed showed that the meter is registering at the average accuracy of 99.76 percent, which is within the limits established by the Public Utilities Commission of Ohio.

As a result, all of your usage charges on your previous bills are correct.

If you have any questions, please contact our Customer Contact Center where a representative will be happy to help you.

Sincerely,

The Illuminating Company  
A FirstEnergy Company

Account Number: 110111662083

MTRTST

l



Material	4300		FM 2S 240V CL200 KWH
Serial Number	157067	Type	I Device Management
UID			
UID Type			
Resp. Plant UID			
Description	1PH 3W FM2S 240V CL200:NO KYZ		
Status	AVLB	RET1	
Valid From	04/04/2018	Valid To	12/31/9999
<div>GeneralLocationOrganizationIS dataStructure</div>			
Serial Number	157067	Valid from	04/05/2018 To 12/31/9999
Division	01 Electricity		
Device info	1PH 3W FM2S 240V CL200:NO KYZ KWH1 2S2420W		
Device category	4300	1PH 3W FM2S 240V CL200:NO KYZ	
All bas DevCats	Meter		



Bill Based On: Actual Meter Reading

Page 1 of 2  
115

September 20, 2016

Account Number: 110 111 662 083

Billing Period: Aug 18 to Sep 16, 2016 for 30 days  
Bill For: JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144

Amount Due: \$321.48

Due Date: October 04, 2016

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](http://www.firstenergycorp.com)

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

Messages		Account Summary		Amount Due
*** DISCONNECTION NOTICE ***				
Your electric bill payment is past due. Your service may be disconnected unless payment of \$183.50 is made by 10/04/2016. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 to have 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 The Illuminating Company's standard-offer generation service. The amount due does not include charges for nontariffed products or services but may include charges for competitive retail electric service. Failure to pay charges for other nontariffed 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 a list of our authorized payment agent locations, please call us at 1-800-686-9901. 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 The Illuminating Company, or for general utility company information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at <a href="http://www.puco.ohio.gov">http://www.puco.ohio.gov</a> . Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Ohio consumer counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <a href="http://www.pickocc.org">http://www.pickocc.org</a> .				
Additional messages, if any, can be found on back.				
Usage History				
Sep 15	1,195	Mar 16	673	
Oct 15	606	Apr 16	493	
Nov 15	450	May 16	386	
Dec 15	439	Jun 16	589	
Jan 16	699	Jul 16	1,011	
Feb 16	616	Aug 16	1,195	
		Sep 16	781	
Comparisons				
Average Daily Use (KWH)	Last Year	40	This Year	26
Average Daily Temperature	71		74	
Days in Billing Period	30		30	
Last 12 Months Use (KWH)			7,938	
Average Monthly Use (KWH)			662	
Charges From The Illuminating Company				
Customer Number: 0800268742 1450089037				
Rate: Residential Service CE-RSD				
Customer Charge 4.00				
Distribution Related Component 37.89				
Economic Development Component -0.08				
Cost Recovery Charges 10.57				
NOPEC Customer Credit -0.44				
Current Consumption Bill Charges 51.94				
Late payment charge 2.76				
Security Deposit Interest -0.31				
Total Charges \$ 54.39				
Charges From NOPEC-FirstEnergy Solutions Corp.				
341 White Pond Drive Bldg B3, Akron, OH 44320				
Customer Service: 1-888-254-9227				
Account Number: 134927840 Rate: FESNP-G940				
Billing Period: Aug 18, 2016 to Sep 16, 2016				
Basic Charge 781 KWH x 0.052855 41.28				
Total NOPEC-FirstEnergy Solutions Corp. Charges 41.28				
Account Balances by Company				
Previous Balance Payments/ Current Amount				
Balance Adjustments Charges Due				
The Illuminating Company 115.70 0.00 96.39 212.09				
NOPEC-FirstEnergy Solutions Corp. 68.11 0.00 41.28 109.39				
Total 183.81 0.00 137.67 321.48				
Consumption Installment Plan				
Installment Date 09/02/2016				
Installment Amount 380.72				
Paid to date 0.28				
Balance Sep 20, 2016 380.44				

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

76 South Main Street  
Akron, OH 44308-1890

Account Number: 110 111 662 083

JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144-1317

Amount	Paid	
Amount	Due	\$321.48
Due Date		Oct 04, 2016

THE ILLUMINATING COMPANY  
PO BOX 3687  
AKRON OH 44309-3687Kenderes  
1



**Messages (Continued)**

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 5.62 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](http://www.energychoice.ohio.gov).

**Residential Service - 1450089037 - 5.62 cents per KWH**

Energy Efficiency	781 KWH x 0.000333	\$0.26
Peak Demand Reduction	781 KWH x 0.000083	\$0.06
Renewable Energy	781 KWH x 0.000720	\$0.56

Your next meter reading is scheduled to occur on or about Oct 18, 2016.

**Explanation of Terms**

**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 Electric Service provider.

**Cost Recovery Charges** - Recovers previously incurred costs, including PUCO-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 line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Generation Credit** - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Important Information**

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

**Call Customer Service** at 1-800-589-3101 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

**Call Payment Options** at 1-800-686-9901 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

**Visit our web site** 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 try to answer your questions. If your complaint is not resolved after 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 1-800-686-7826 (toll 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 PUCO via 7-1-1 (Ohio relay service).

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

**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8:00 a.m. and 5:00 p.m.

**For your protection,** all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either 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 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

**Provide reading by telephone or on-line only: DO NOT MAIL**



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:



Bill Based On: Actual Meter Reading

Page 1 of 2  
115

Billing Period: Sep 17 to Oct 17, 2016 for 31 days  
Bill For: JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144

October 19, 2016

Account Number: 110 111 662 083

Amount Due: \$426.27

Due Date: November 02, 2016

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](http://www.firstenergycorp.com)

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

Messages	Account Summary	Amount Due																			
<b>*** DISCONNECTION NOTICE ***</b> Your electric bill payment is past due. Your service may be disconnected unless payment of \$321.20 is made by 11/02/2016. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 to have 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 The Illuminating Company's standard-offer generation service. The amount due does not include charges for nontariffed products or services but may include charges for competitive retail electric service. Failure to pay charges for other nontariffed 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 a list of our authorized payment agent locations, please call us at 1-800-686-9901. 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 The Illuminating Company, or for general utility company information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at <a href="http://www.puco.ohio.gov">http://www.puco.ohio.gov</a> . Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Ohio consumer counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <a href="http://www.pickocc.org">http://www.pickocc.org</a> .	Previous Balance 321.48 Payments/Adjustments 0.00 <b>Balance at Billing on Oct 19, 2016 321.48</b> The Illuminating Company 58.29 The Illuminating Company - Misc. Charges -0.28 Consumption Inst. Plan Amount 42.00 Late Payment Charges 4.78 <b>Total Current Charges 104.79</b> <b>Amount Due by Nov 02, 2016 \$426.27</b> <b>To pay your account in full you owe \$680.99.</b> <b>Usage Information for Meter Number 157067</b> Oct 17, 2016 KWH Reading (Actual) 7,666 Sep 17, 2016 KWH Reading (Actual) 7,194 KWH used 472 <b>Charges From The Illuminating Company</b> Customer Number: 0800268742 1450089037 Rate: Residential Service CE-RSF Customer Charge 4.00 Distribution Related Component 23.03 Economic Development Component -0.02 Cost Recovery Charges 6.39 By-passable Generation and Transmission Related Component 24.89 <b>Current Consumption Bill Charges 58.29</b> Late payment charge 4.78 Security Deposit Interest -0.28 <b>Total Charges \$ 62.79</b> <b>Account Balances by Company</b> <table border="1"><thead><tr><th></th><th>Previous Balance</th><th>Payments/Adjustments</th><th>Current Charges</th><th>Amount Due</th></tr></thead><tbody><tr><td>The Illuminating Company</td><td>212.09</td><td>0.00</td><td>104.79</td><td>316.88</td></tr><tr><td>NOPEC-FirstEnergy Solutions Corp.</td><td>109.39</td><td>0.00</td><td>0.00</td><td>109.39</td></tr><tr><td><b>Total</b></td><td><b>321.48</b></td><td><b>0.00</b></td><td><b>104.79</b></td><td><b>426.27</b></td></tr></tbody></table> <b>Consumption Installment Plan</b> Installment Date 09/02/2016 Installment Amount 380.72 Paid to date 0.28 <b>Balance Oct 19, 2016 380.44</b>		Previous Balance	Payments/Adjustments	Current Charges	Amount Due	The Illuminating Company	212.09	0.00	104.79	316.88	NOPEC-FirstEnergy Solutions Corp.	109.39	0.00	0.00	109.39	<b>Total</b>	<b>321.48</b>	<b>0.00</b>	<b>104.79</b>	<b>426.27</b>
	Previous Balance	Payments/Adjustments	Current Charges	Amount Due																	
The Illuminating Company	212.09	0.00	104.79	316.88																	
NOPEC-FirstEnergy Solutions Corp.	109.39	0.00	0.00	109.39																	
<b>Total</b>	<b>321.48</b>	<b>0.00</b>	<b>104.79</b>	<b>426.27</b>																	

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

Usage History			
Oct 15	606	Apr 16	493
Nov 15	450	May 16	386
Dec 15	439	Jun 16	589
Jan 16	699	Jul 16	1,011
Feb 16	616	Aug 16	1,195
Mar 16	673	Sep 16	781
		Oct 16	472

Comparisons	Last Year	This Year
Average Daily Use (KWH)	20	15
Average Daily Temperature	62	64
Days in Billing Period	30	31
Last 12 Months Use (KWH)		7,804
Average Monthly Use (KWH)		650

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

76 South Main Street  
Akron, OH 44308-1890

JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144-1317

Account Number: 110 111 662 083

Amount	Paid	
Amount	Due	\$426.27
Due Date		Nov 02, 2016

THE ILLUMINATING COMPANY  
PO BOX 3687  
AKRON OH 44309-3687

**Messages (Continued)**

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 5.27 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](http://www.energychoice.ohio.gov).

**Residential Service - 1450089037 - 5.27 cents per KWH**

Energy Efficiency	472 KWH x 0.000333	\$0.16
Peak Demand Reduction	472 KWH x 0.000083	\$0.04
Renewable Energy	472 KWH x 0.000720	\$0.34

Your next meter reading is scheduled to occur on or about Nov 16, 2016.

For a brochure describing your customer rights and obligations, please call our Customer Service phone number.

**Explanation of Terms**

**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 Electric Service provider.

**Cost Recovery Charges** - Recovers previously incurred costs, including PUCO-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 line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Generation Credit** - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Important Information**

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

**Call Customer Service** at 1-800-589-3101 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

**Call Payment Options** at 1-800-686-9901 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

**Visit our web site** 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 try to answer your questions. If your complaint is not resolved after 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 1-800-686-7826 (toll 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 PUCO via 7-1-1 (Ohio relay service).

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

**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8:00 a.m. and 5:00 p.m.

**For your protection,** all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either 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 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

**Provide reading by telephone or on-line only: DO NOT MAIL**

Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:



Bill Based On: Actual Meter Reading, Equal  
Payment Plan

Page 1 of 2  
115

November 21, 2016

Account Number: 110 111 662 083

Billing Period: Oct 18 to Nov 17, 2016 for 31 days  
Bill For: JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144

Amount Due: \$137.68

Due Date: December 05, 2016

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](http://www.firstenergycorp.com)

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

Messages		Account Summary		Amount Due		
To avoid a 1.50% Late Payment Charge being added to your bill, please pay the <b>Amount Due</b> by the Due Date.		Previous Balance		426.27		
Your current <b>PRICE TO COMPARE</b> 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 5.29 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 <a href="http://www.energychoice.ohio.gov">www.energychoice.ohio.gov</a> .		Payments/Adjustments		-426.27		
<b>Residential Service - 1450089037 - 5.29 cents per KWH</b>		<b>Balance at Billing on Nov 21, 2016</b>		<b>0.00</b>		
Energy Efficiency	443 KWH x 0.000333	The Illuminating Company - Payment Plan Amount		82.00		
Peak Demand Reduction	443 KWH x 0.000083	The Illuminating Company - Misc. Charges		-0.32		
Renewable Energy	443 KWH x 0.000720	Consumption Inst. Plan Amount		56.00		
Your next meter reading is scheduled to occur on or about Dec 16, 2016.		<b>Total Current Charges</b>		<b>137.68</b>		
Thank you for setting up a payment arrangement with The Illuminating Company on 11/03/2016. The terms of the installment plan require a monthly installment amount of \$56.00 in addition to the current charges. The amount you must pay will be shown on your bill each month. Please pay this amount by the due date on the bill. Failure to keep the terms of the installment plan may result in the disconnection of your service.		<b>Amount Due by Dec 05, 2016</b>		<b>\$137.68</b>		
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 service providers. If you do not wish to be included on this list, please call us at 1-800-225-0444, go to the Customer Choice section of our website - <a href="http://www.firstenergycorp.com">www.firstenergycorp.com</a> - or write to us at 76 S. Main St., Akron, OH 44308 Attn: FECC. Please note that an election to not be included on this list will not prevent Ohio Edison, The Illuminating Company or Toledo Edison from providing		<b>Your actual account balance is \$560.77.</b>				
<b>Additional messages, if any, can be found on back.</b>		<b>Usage Information for Meter Number 157067</b>				
		Nov 17, 2016 KWH Reading (Actual)		8,109		
		Oct 18, 2016 KWH Reading (Actual)		7,666		
		KWH used		443		
		<b>Charges From The Illuminating Company</b>				
		Customer Number: 0800268742 1450089037				
		Rate: Residential Service CE-RSF				
		Customer Charge		4.00		
		Distribution Related Component		21.65		
		Cost Recovery Charges		6.00		
		Bypassable Generation and Transmission Related Component		23.45		
		<b>Current Consumption Bill Charges</b>		<b>55.10</b>		
		Security Deposit Interest		-0.32		
		<b>Total Charges</b>		<b>\$ 54.78</b>		
		<b>Detail Payment and Adjustment Information</b>				
		11/02/16 Payment		-175.00		
		11/02/16 Deactivated Installment Plan		254.72		
		11/03/16 Installment plan created		-505.99		
		<b>Total Payments and Adjustments</b>		<b>-426.27</b>		
		<b>Account Balances by Company</b>				
		Previous Balance	Payments/Adjustments	Current Charges	Amount Due	
		The Illuminating Company	317.19	-317.19	137.68	137.68
		NOPEC-FirstEnergy				
		Solutions Corp.	109.08	-109.08	0.00	0.00
		<b>Total</b>	<b>426.27</b>	<b>-426.27</b>	<b>137.68</b>	<b>137.68</b>
		<b>Equal Payment Plan (EPP) Summary</b>				
		Actual Charges Billed During 1 EPP Months			55.10	
		EPP Amount During 1 EPP Months			82.00	
		<b>Difference Between Actual Charges and EPP Amount</b>			<b>-26.90</b>	
		<b>Consumption Installment Plan</b>				
		Installment Date		12/05/2016		
		Installment Amount		505.99		
		Paid to date		0.00		
		<b>Balance Nov 21, 2016</b>		<b>505.99</b>		

Usage History			
Nov 15	450	May 16	386
Dec 15	439	Jun 16	589
Jan 16	699	Jul 16	1,011
Feb 16	616	Aug 16	1,195
Mar 16	673	Sep 16	781
Apr 16	493	Oct 16	472
		Nov 16	443

Comparisons	Last Year	This Year
Average Daily Use (KWH)	14	14
Average Daily Temperature	52	54
Days in Billing Period	32	31
Last 12 Months Use (KWH)		7,797
Average Monthly Use (KWH)		650

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



76 South Main Street  
Akron, OH 44308-1890

Account Number: 110 111 662 083

Amount	Paid	
Amount	Due	\$137.68
Due Date		Dec 05, 2016

JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144-1317

THE ILLUMINATING COMPANY  
PO BOX 3687  
AKRON OH 44309-3687

**Messages (Continued)**

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. If 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.

**Explanation of Terms**

**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 Electric Service provider.

**Cost Recovery Charges** - Recovers previously incurred costs, including PUCO-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 line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Generation Credit** - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Important Information**

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

**Call Customer Service** at 1-800-589-3101 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

**Call Payment Options** at 1-800-686-9901 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

**Visit our web site** 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 try to answer your questions. If your complaint is not resolved after 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 1-800-686-7826 (toll 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 PUCO via 7-1-1 (Ohio relay service).

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

**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8:00 a.m. and 5:00 p.m.

**For your protection,** all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either 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 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

**Provide reading by telephone or on-line only: DO NOT MAIL**



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:



Bill Based On: Estimated Meter Reading, Equal  
Payment Plan

Page 1 of 2  
115

December 21, 2016

Account Number: 110 111 662 083

Amount Due: \$277.46

Due Date: January 04, 2017

Billing Period: Nov 18 to Dec 19, 2016 for 32 days  
Bill For: JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144

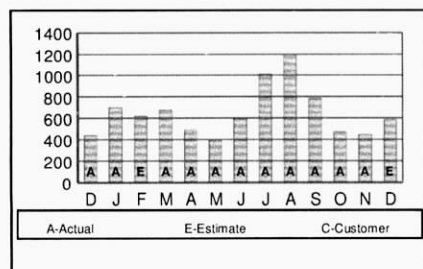
To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-589-3101. For Payment Options, call 1-800-686-9901. Pay your bill online at [www.firstenergycorp.com](http://www.firstenergycorp.com)

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

Messages	Account Summary	Amount Due
<p>*** DISCONNECTION NOTICE ***</p> <p>Your electric bill payment is past due. Your service may be disconnected unless payment of \$137.39 is made by 01/04/2017. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 to have 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 The Illuminating Company's standard-offer generation service. The amount due does not include charges for nontariffed products or services but may include charges for competitive retail electric service. Failure to pay charges for other nontariffed 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 a list of our authorized payment agent locations, please call us at 1-800-686-9901. 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.</p> <p>If you have a complaint in regard to this disconnection notice that can not be resolved after you have called The Illuminating Company, or for general utility company information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at <a href="http://www.puco.ohio.gov">http://www.puco.ohio.gov</a>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Ohio consumer counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <a href="http://www.pickocc.org">http://www.pickocc.org</a>.</p>	<p>Previous Balance 137.68 Payments/Adjustments 0.00 <b>Balance at Billing on Dec 21, 2016 137.68</b></p> <p>The Illuminating Company - Payment Plan Amount 82.00 The Illuminating Company - Misc. Charges -0.29 Consumption Inst. Plan Amount 56.00 Late Payment Charges 2.07 <b>Total Current Charges 139.78</b></p> <p><b>Amount Due by Jan 04, 2017 \$277.46</b></p> <p>Your actual account balance is \$632.05.</p> <p><b>Usage Information for Meter Number 157067</b></p> <p>Dec 19, 2016 KWH Reading (Estimate) 8,689 Nov 18, 2016 KWH Reading (Actual) 8,109 KWH used 580</p> <p><b>Charges From The Illuminating Company</b></p> <p>Customer Number: 0800268742 1450089037 Rate: Residential Service CE-RSF Customer Charge 4.00 Distribution Related Component 26.94 Cost Recovery Charges 7.85 Bypassable Generation and Transmission Related Component 30.71 <b>Current Consumption Bill Charges 69.50</b> Late payment charge 2.07 Security Deposit Interest -0.29 <b>Total Charges \$71.28</b></p> <p><b>Equal Payment Plan (EPP) Summary</b></p> <p>Actual Charges Billed During 2 EPP Months 124.60 EPP Amount During 2 EPP Months 164.00 <b>Difference Between Actual Charges and EPP Amount -39.40</b></p> <p><b>Consumption Installment Plan</b></p> <p>Installment Date 12/05/2016 Installment Amount 505.99 Paid to date 0.32 <b>Balance Dec 21, 2016 505.67</b></p>	

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

Usage History			
Dec 15	439	Jun 16	589
Jan 16	699	Jul 16	1,011
Feb 16	616	Aug 16	1,195
Mar 16	673	Sep 16	781
Apr 16	493	Oct 16	472
May 16	386	Nov 16	443
		Dec 16	580



Comparisons	Last Year	This Year
Average Daily Use (KWH)	15	18
Average Daily Temperature	44	36
Days in Billing Period	29	32
Last 12 Months Use (KWH)		7,938
Average Monthly Use (KWH)		662

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



76 South Main Street  
Akron, OH 44308-1890

JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144-1317

Account Number: 110 111 662 083

Amount	Paid	
Amount	Due	\$277.46
Due Date		Jan 04, 2017

THE ILLUMINATING COMPANY  
PO BOX 3687  
AKRON OH 44309-3687

**Messages (Continued)**

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 5.29 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](http://www.energychoice.ohio.gov).

**Residential Service - 1450089037 - 5.29 cents per KWH**

Energy Efficiency	580 KWH x 0.000333	\$0.19
Peak Demand Reduction	580 KWH x 0.000083	\$0.05
Renewable Energy	580 KWH x 0.000720	\$0.42

Your next meter reading is scheduled to occur on or about Jan 18, 2017.

Under State law, the amount you are being billed includes: (1) Kilowatt-hour taxes that have been in effect since 2001 and are currently at \$37.01 and (2) Assessments to assist in the support of the operations of the PUCO and the office of the consumers' counsel that have been in effect since 1912 and 1977, respectively.

Best wishes for a joyous holiday season from all of us at The Illuminating Company.

**Explanation of Terms**

**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 Electric Service provider.

**Cost Recovery Charges** - Recovers previously incurred costs, including PUCO-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 line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Generation Credit** - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Important Information**

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

**Call Customer Service** at 1-800-589-3101 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

**Call Payment Options** at 1-800-686-9901 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

**Visit our web site** 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 try to answer your questions. If your complaint is not resolved after 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 1-800-686-7826 (toll 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 PUCO via 7-1-1 (Ohio relay service).

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

**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8:00 a.m. and 5:00 p.m.

**For your protection,** all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either 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 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

**Provide reading by telephone or on-line only: DO NOT MAIL**



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:





Bill Based On: Actual Meter Reading, Equal  
Payment Plan, Budget Review

Page 1 of 2  
115

January 20, 2017

Account Number: 110 111 662 083

Billing Period: Dec 20 to Jan 16, 2017 for 30 days  
Bill For: JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144

Amount Due: \$419.30

Due Date: February 03, 2017

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](http://www.firstenergycorp.com)

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

Messages	Account Summary	Amount Due
<b>*** DISCONNECTION NOTICE ***</b> Your electric bill payment is past due. Your service may be disconnected unless payment of \$277.17 is made by 02/03/2017. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 to have 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 The Illuminating Company's standard-offer generation service. The amount due does not include charges for nonratified products or services but may include charges for competitive retail electric service. Failure to pay charges for other nonratified 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 a list of our authorized payment agent locations, please call us at 1-800-686-9901. 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 The Illuminating Company, or for general utility company information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at <a href="http://www.puco.ohio.gov">http://www.puco.ohio.gov</a> . Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Ohio consumer counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <a href="http://www.pickocc.org">http://www.pickocc.org</a> .	Previous Balance 277.46 Payments/Adjustments 0.00 <b>Balance at Billing on Jan 20, 2017 277.46</b> The Illuminating Company - Payment Plan Amount 82.00 The Illuminating Company - Misc. Charges -0.29 Consumption Inst. Plan Amount 56.00 Late Payment Charges 4.13 <b>Total Current Charges 141.84</b> <b>Amount Due by Feb 03, 2017 \$419.30</b>  Your actual account balance is \$697.88. <b>Usage Information for Meter Number 157067</b> Jan 18, 2017 KWH Reading (Actual) 9,197 Dec 20, 2016 KWH Reading (Estimate) 8,689 KWH used 508  <b>Charges From The Illuminating Company</b> Customer Number: 0800268742 1450089037 Rate: Residential Service CE-RSF Customer Charge 4.00 Distribution Related Component 23.98 Cost Recovery Charges 6.83 Bypassable Generation and Transmission Related Component 27.18 <b>Current Consumption Bill Charges 61.99</b> Late payment charge 4.13 Security Deposit Interest -0.29 <b>Total Charges \$ 65.83</b>  <b>Equal Payment Plan (EPP) Summary</b> Actual Charges Billed During 3 EPP Months 186.59 EPP Amount During 3 EPP Months 246.00 <b>Difference Between Actual Charges and EPP Amount -59.41</b>  <b>Consumption Installment Plan</b> Installment Date 12/05/2016 Installment Amount 505.99 Paid to date 0.61 <b>Balance Jan 20, 2017 505.38</b>	

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

Usage History			
Jan 16	699	Jul 16	1,011
Feb 16	616	Aug 16	1,195
Mar 16	673	Sep 16	781
Apr 16	493	Oct 16	472
May 16	386	Nov 16	443
Jun 16	589	Dec 16	580
		Jan 17	508

Comparisons	Last Year	This Year
Average Daily Use (KWH)	21	17
Average Daily Temperature	35	34
Days in Billing Period	33	30
Last 12 Months Use (KWH)		7,747
Average Monthly Use (KWH)		646

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



76 South Main Street  
Akron, OH 44308-1890

JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144-1317

Account Number: 110 111 662 083

Amount	Paid	
Amount	Due	\$419.30
Due Date		Feb 03, 2017

THE ILLUMINATING COMPANY  
PO BOX 3687  
AKRON OH 44309-3687



**Messages (Continued)**

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 5.35 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](http://www.energychoice.ohio.gov).

**Residential Service - 1450089037 - 5.35 cents per KWH**

Energy Efficiency	508 KWH x 0.001437	\$0.73
Peak Demand Reduction	508 KWH x 0.000354	\$0.18
Renewable Energy	508 KWH x 0.000728	\$0.37

Your next meter reading is scheduled to occur on or about Feb 17, 2017.

As a customer in the Equal Payment Plan program, your account has been reviewed and your payment amount adjusted to better match your actual usage. Starting next month, your payment amount will be \$43.00.

**Explanation of Terms**

**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 Electric Service provider.

**Cost Recovery Charges** - Recovers previously incurred costs, including PUCO-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 line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Generation Credit** - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Important Information**

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

**Call Customer Service** at 1-800-589-3101 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

**Call Payment Options** at 1-800-686-9901 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

**Visit our web site** 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 try to answer your questions. If your complaint is not resolved after 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 1-800-686-7826 (toll 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 PUCO via 7-1-1 (Ohio relay service).

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

**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8:00 a.m. and 5:00 p.m.

**For your protection,** all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either 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 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

**Provide reading by telephone or on-line only: DO NOT MAIL**



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:



Bill Based On: Actual Meter Reading, Equal  
Payment Plan

Page 1 of 2  
115

Billing Period: Jan 19 to Feb 20, 2017 for 33 days  
Bill For: JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144

February 22, 2017

Account Number: 110 111 662 083

Amount Due: \$288.88

Due Date: March 08, 2017

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](http://www.firstenergycorp.com)

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

Messages	Account Summary	Amount Due																								
<b>*** DISCONNECTION NOTICE ***</b> Your electric bill payment is past due. Your service may be disconnected unless payment of \$141.81 is made by 03/08/2017. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 to have 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 The Illuminating Company's standard-offer generation service. The amount due does not include charges for nontariffed products or services but may include charges for competitive retail electric service. Failure to pay charges for other nontariffed 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 a list of our authorized payment agent locations, please call us at 1-800-686-9901. 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 The Illuminating Company, or for general utility company information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at <a href="http://www.puco.ohio.gov">http://www.puco.ohio.gov</a> . Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Ohio consumer counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <a href="http://www.pickocc.org">http://www.pickocc.org</a> .	Previous Balance 419.30 Payments/Adjustments -277.17 <b>Balance at Billing on Feb 22, 2017 142.13</b> The Illuminating Company - Payment Plan Amount 43.90 The Illuminating Company - Misc. Charges -0.32 Consumption Inst. Plan Amount 56.00 NOPEC - NextEra Energy Services Ohio - Payment Plan Amount 46.00 Late Payment Charges 2.07 <b>Total Current Charges 146.75</b> <b>Amount Due by Mar 08, 2017 \$288.88</b>  <b>Your actual account balance is \$489.17.</b> <b>Usage Information for Meter Number 157067</b> Feb 20, 2017 KWH Reading (Actual) 9,752 Jan 19, 2017 KWH Reading (Actual) 9,197 KWH used 555  <b>Charges From The Illuminating Company</b> Customer Number: 0800268742 1450089037 Rate: Residential Service CE-RSD Customer Charge 4.00 Distribution Related Component 27.64 Cost Recovery Charges 7.44 <b>Current Consumption Bill Charges 39.08</b> Late payment charge 2.07 Security Deposit Interest -0.32 <b>Total Charges \$40.83</b>  <b>Charges From NOPEC - NextEra Energy Services Ohio</b> 31320 Solon Road, Suite 20, Solon, OH 44139 Customer Service: 1-855-667-3201 Account Number: 1001288271 Rate: GEN-F4978  <b>Billing Period: Jan 19, 2017 to Feb 20, 2017</b> Basic Charge 555 KWH x 0.049784 27.63 <b>Total NOPEC - NextEra Energy Services Ohio Charges 27.63</b>  <b>Detail Payment and Adjustment Information</b> 02/02/17 Payment -277.17  <b>Account Balances by Company</b> <table border="1"><thead><tr><th></th><th>Previous Balance</th><th>Payments/Adjustments</th><th>Current Charges</th><th>Amount Due</th></tr></thead><tbody><tr><td>The Illuminating Company</td><td>419.30</td><td>-223.29</td><td>100.75</td><td>296.76</td></tr><tr><td>NOPEC - NextEra Energy Services Ohio</td><td>0.00</td><td>0.00</td><td>46.00</td><td>46.00</td></tr><tr><td>NOPEC-FirstEnergy Solutions Corp.</td><td>0.00</td><td>-53.88</td><td>0.00</td><td>-53.88</td></tr><tr><td><b>Total</b></td><td><b>419.30</b></td><td><b>-277.17</b></td><td><b>146.75</b></td><td><b>288.88</b></td></tr></tbody></table> <b>Equal Payment Plan (EPP) Summary</b> Actual Charges Billed During 4 EPP Months 253.30 EPP Amount During 4 EPP Months 335.00 <b>Difference Between Actual Charges and EPP Amount -81.70</b>  <b>Consumption Installment Plan</b> Installment Date 12/05/2016 Installment Amount 505.99 Paid to date 112.00 <b>Balance Feb 22, 2017 393.99</b>		Previous Balance	Payments/Adjustments	Current Charges	Amount Due	The Illuminating Company	419.30	-223.29	100.75	296.76	NOPEC - NextEra Energy Services Ohio	0.00	0.00	46.00	46.00	NOPEC-FirstEnergy Solutions Corp.	0.00	-53.88	0.00	-53.88	<b>Total</b>	<b>419.30</b>	<b>-277.17</b>	<b>146.75</b>	<b>288.88</b>
	Previous Balance	Payments/Adjustments	Current Charges	Amount Due																						
The Illuminating Company	419.30	-223.29	100.75	296.76																						
NOPEC - NextEra Energy Services Ohio	0.00	0.00	46.00	46.00																						
NOPEC-FirstEnergy Solutions Corp.	0.00	-53.88	0.00	-53.88																						
<b>Total</b>	<b>419.30</b>	<b>-277.17</b>	<b>146.75</b>	<b>288.88</b>																						

Month	Usage	Month	Usage
Feb 16	616	Aug 16	1,195
Mar 16	673	Sep 16	781
Apr 16	493	Oct 16	472
May 16	386	Nov 16	443
Jun 16	589	Dec 16	580
Jul 16	1,011	Jan 17	508
		Feb 17	555

	Last Year	This Year
Average Daily Use (KWH)	21	17
Average Daily Temperature	28	38
Days in Billing Period	29	33
Last 12 Months Use (KWH)		7,686
Average Monthly Use (KWH)		641

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



76 South Main Street  
Akron, OH 44308-1890

JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144-1317

Account Number: 110 111 662 083

Amount	Paid	
Amount	Due	\$288.88
Due Date		Mar 08, 2017

THE ILLUMINATING COMPANY  
PO BOX 3687  
AKRON OH 44309-3687

**Messages (Continued)**

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 5.39 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](http://www.energychoice.ohio.gov).

**Residential Service - 1450069037 - 5.39 cents per KWH**

Energy Efficiency	555 KWH x 0.002161	\$1.20
Peak Demand Reduction	555 KWH x 0.000540	\$0.30
Renewable Energy	555 KWH x 0.000720	\$0.40

Your next meter reading is scheduled to occur on or about Mar 20, 2017.

The Earned Income Tax Credit (EITC) is a tax credit for certain lower-income families and individuals. For information and to determine if you qualify, simply dial 1-800-829-1040 or visit [www.irs.gov/individuals](http://www.irs.gov/individuals).

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 service providers. If you do not wish to be included on this list, please call us at 1-800-225-0444, go to the Customer Choice section of our website - [www.firstenergycorp.com](http://www.firstenergycorp.com) - or write to us at 76 S. Main St., Akron, OH 44308 Attn: FECC. Please note that an election to not be included on this list will not prevent Ohio Edison, The Illuminating Company or Toledo Edison from providing

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. If 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.

**Explanation of Terms**

**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 Electric Service provider.

**Cost Recovery Charges** - Recovers previously incurred costs, including PUCO-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 line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Generation Credit** - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Important Information**

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

**Call Customer Service** at 1-800-589-3101 from Monday - Friday, 8 a.m. - 6 p.m.

**Call Payment Options** at 1-800-686-9901 from Monday - Friday, 8 a.m. - 6 p.m.

**Visit our web site** 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 try to answer your questions. If your complaint is not resolved after 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 1-800-686-7826 (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 PUCO via 7-1-1 (Ohio relay service).

**The Ohio consumers' counsel (OCC)** represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.pickocc.org>.

**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8 a.m. and 5 p.m.

**For your protection,** all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either 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 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

**Provide reading by telephone or on-line only: DO NOT MAIL**



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:



Bill Based On: Actual Meter Reading, Equal  
Payment Plan

Page 1 of 2  
115

March 23, 2017

Account Number: 110 111 662 083

Amount Due: \$437.84

Due Date: April 06, 2017

Billing Period: Feb 21 to Mar 21, 2017 for 29 days  
Bill For: JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144

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](http://www.firstenergycorp.com)

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

Messages	Account Summary	Amount Due																																																				
<b>*** DISCONNECTION NOTICE ***</b> Your electric bill payment is past due. Your service may be disconnected unless payment of \$288.60 is made by 04/06/2017. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 to have 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 The Illuminating Company's standard-offer generation service. The amount due does not include charges for nontariffed products or services but may include charges for competitive retail electric service. Failure to pay charges for other nontariffed 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 a list of our authorized payment agent locations, please call us at 1-800-686-9901. 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 The Illuminating Company, or for general utility company information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at <a href="http://www.puco.ohio.gov">http://www.puco.ohio.gov</a> . Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Ohio consumer counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <a href="http://www.pickocc.org">http://www.pickocc.org</a> .	Previous Balance 288.88 Payments/Adjustments 0.00 <b>Balance at Billing on Mar 23, 2017 288.88</b> The Illuminating Company - Payment Plan Amount 43.00 The Illuminating Company - Misc. Charges -0.28 Consumption Inst. Plan Amount 56.00 NOPEC - NextEra Energy Services Ohio - Payment Plan Amount 46.00 Late Payment Charges 4.24 <b>Total Current Charges 146.96</b> <b>Amount Due by Apr 06, 2017 \$437.84</b> <b>Your actual account balance is \$552.11.</b> <b>Usage Information for Meter Number 157067</b> Mar 21, 2017 KWH Reading (Actual) 10,217 Feb 21, 2017 KWH Reading (Actual) 9,752 KWH used 465 <b>Charges From The Illuminating Company</b> Customer Number: 0800268742 1450089037 Rate: Residential Service CE-RSD Customer Charge 4.00 Distribution Related Component 24.36 Cost Recovery Charges 7.47 <b>Current Consumption Bill Charges 35.83</b> Late payment charge 4.24 Security Deposit Interest -0.28 <b>Total Charges \$39.79</b> <b>Charges From NOPEC - NextEra Energy Services Ohio</b> 31320 Solon Road, Suite 20, Solon, OH 44139 Customer Service: 1-855-667-3201 Account Number: 1001288271 Rate: GEN-F4978 <b>Billing Period: Feb 21, 2017 to Mar 21, 2017</b> Basic Charge 465 KWH x 0.049785 23.15 <b>Total NOPEC - NextEra Energy Services Ohio Charges 23.15</b> <b>Account Balances by Company</b> <table border="1"><thead><tr><th></th><th>Previous Balance</th><th>Payments/Adjustments</th><th>Current Charges</th><th>Amount Due</th></tr></thead><tbody><tr><td>The Illuminating Company</td><td>242.88</td><td>0.00</td><td>102.96</td><td>345.84</td></tr><tr><td>NOPEC - NextEra Energy Services Ohio</td><td>46.00</td><td>0.00</td><td>46.00</td><td>92.00</td></tr><tr><td><b>Total</b></td><td><b>288.88</b></td><td><b>0.00</b></td><td><b>148.96</b></td><td><b>437.84</b></td></tr></tbody></table> <b>Equal Payment Plan (EPP) Summary</b> Actual Charges Billed During 5 EPP Months 312.28 EPP Amount During 5 EPP Months 424.00 <b>Difference Between Actual Charges and EPP Amount -111.72</b> <b>Consumption Installment Plan</b> Installment Date 12/05/2016 Installment Amount 505.99 Paid to date 112.32 <b>Balance Mar 23, 2017 393.67</b>		Previous Balance	Payments/Adjustments	Current Charges	Amount Due	The Illuminating Company	242.88	0.00	102.96	345.84	NOPEC - NextEra Energy Services Ohio	46.00	0.00	46.00	92.00	<b>Total</b>	<b>288.88</b>	<b>0.00</b>	<b>148.96</b>	<b>437.84</b>																																	
	Previous Balance	Payments/Adjustments	Current Charges	Amount Due																																																		
The Illuminating Company	242.88	0.00	102.96	345.84																																																		
NOPEC - NextEra Energy Services Ohio	46.00	0.00	46.00	92.00																																																		
<b>Total</b>	<b>288.88</b>	<b>0.00</b>	<b>148.96</b>	<b>437.84</b>																																																		
<b>Additional messages, if any, can be found on back.</b> <b>Usage History</b> <table border="1"><thead><tr><th></th><th>Mar 16</th><th>673</th><th>Sep 16</th><th>781</th></tr></thead><tbody><tr><td>Apr 16</td><td>493</td><td></td><td>Oct 16</td><td>472</td></tr><tr><td>May 16</td><td>386</td><td></td><td>Nov 16</td><td>443</td></tr><tr><td>Jun 16</td><td>589</td><td></td><td>Dec 16</td><td>580</td></tr><tr><td>Jul 16</td><td>1,011</td><td></td><td>Jan 17</td><td>508</td></tr><tr><td>Aug 16</td><td>1,195</td><td></td><td>Feb 17</td><td>555</td></tr><tr><td></td><td></td><td></td><td>Mar 17</td><td>465</td></tr></tbody></table> <table border="1"><thead><tr><th>Comparisons</th><th>Last Year</th><th>This Year</th></tr></thead><tbody><tr><td>Average Daily Use (KWH)</td><td>23</td><td>16</td></tr><tr><td>Average Daily Temperature</td><td>41</td><td>40</td></tr><tr><td>Days in Billing Period</td><td>29</td><td>29</td></tr><tr><td>Last 12 Months Use (KWH)</td><td></td><td>7,478</td></tr><tr><td>Average Monthly Use (KWH)</td><td></td><td>623</td></tr></tbody></table>		Mar 16	673	Sep 16	781	Apr 16	493		Oct 16	472	May 16	386		Nov 16	443	Jun 16	589		Dec 16	580	Jul 16	1,011		Jan 17	508	Aug 16	1,195		Feb 17	555				Mar 17	465	Comparisons	Last Year	This Year	Average Daily Use (KWH)	23	16	Average Daily Temperature	41	40	Days in Billing Period	29	29	Last 12 Months Use (KWH)		7,478	Average Monthly Use (KWH)		623	
	Mar 16	673	Sep 16	781																																																		
Apr 16	493		Oct 16	472																																																		
May 16	386		Nov 16	443																																																		
Jun 16	589		Dec 16	580																																																		
Jul 16	1,011		Jan 17	508																																																		
Aug 16	1,195		Feb 17	555																																																		
			Mar 17	465																																																		
Comparisons	Last Year	This Year																																																				
Average Daily Use (KWH)	23	16																																																				
Average Daily Temperature	41	40																																																				
Days in Billing Period	29	29																																																				
Last 12 Months Use (KWH)		7,478																																																				
Average Monthly Use (KWH)		623																																																				

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



76 South Main Street  
Akron, OH 44308-1890

JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144-1317

Account Number: 110 111 662 083

Amount Paid	
Amount Due	\$437.84
Due Date	Apr 06, 2017

THE ILLUMINATING COMPANY  
PO BOX 3687  
AKRON OH 44309-3687

**Messages (Continued)**

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 5.39 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](http://www.energychoice.ohio.gov).

**Residential Service - 1450089037 - 5.39 cents per KWH**

Energy Efficiency	465 KWH x 0.002151	\$1.00
Peak Demand Reduction	465 KWH x 0.000538	\$0.25
Renewable Energy	465 KWH x 0.000538	\$0.25

Your next meter reading is scheduled to occur on or about Apr 19, 2017.

The Earned Income Tax Credit (EITC) is a tax credit for certain lower-income families and individuals. For information and to determine if you qualify, simply dial 1-800-829-1040 or visit [www.irs.gov/individuals](http://www.irs.gov/individuals).

**Explanation of Terms**

**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 Electric Service provider.

**Cost Recovery Charges** - Recovers previously incurred costs, including PUCO-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 line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Generation Credit** - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Important Information**

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

**Call Customer Service** at 1-800-589-3101 from Monday - Friday, 8 a.m. - 6 p.m.

**Call Payment Options** at 1-800-686-9901 from Monday - Friday, 8 a.m. - 6 p.m.

**Visit our web site** 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 try to answer your questions. If your complaint is not resolved after 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 1-800-686-7826 (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 PUCO via 7-1-1 (Ohio relay service).

**The Ohio consumers' counsel (OCC)** represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.pickocc.org>.

**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8 a.m. and 5 p.m.

**For your protection,** all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either 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 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

**Provide reading by telephone or on-line only: DO NOT MAIL**



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:



Bill Based On: Actual Meter Reading, Equal  
Payment Plan, Budget Review

Page 1 of 2  
115

Billing Period: Mar 22 to Apr 19, 2017 for 29 days  
Bill For: JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144

April 21, 2017

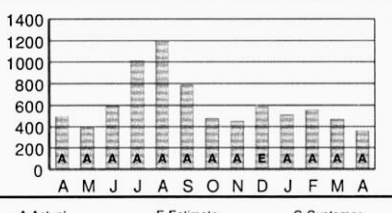
Account Number: 110 111 662 083

Amount Due: \$603.97

Due Date: May 05, 2017

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](http://www.firstenergycorp.com)

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

Messages		Account Summary		Amount Due
<b>** REMINDER NOTICE **</b>				
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 <b>Amount Due</b> by the Due Date.				
Your current <b>PRICE TO COMPARE</b> 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 5.18 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 <a href="http://www.energychoice.ohio.gov">www.energychoice.ohio.gov</a> .				
<b>Residential Service - 1450089037 - 5.18 cents per KWH</b>				
Energy Efficiency	360 KWH x 0.002161			\$0.78
Peak Demand Reduction	360 KWH x 0.000540			\$0.19
Renewable Energy	360 KWH x 0.000470			\$0.17
Your next meter reading is scheduled to occur on or about May 18, 2017.				
As a customer in the Equal Payment Plan program, your account has been reviewed and your payment amount adjusted to better match your actual usage. Starting next month, your payment amount will be \$76.00.				
Spring's warm weather often produces thunderstorms, which can cause power outages. If your power goes out, call 1-888-LIGHTSS (1-888-544-4877). For your safety, please treat all downed wires as <b>Additional messages, if any, can be found on back.</b>				
<b>Usage History</b>				
Apr 16	493	Oct 16	472	
May 16	386	Nov 16	443	
Jun 16	589	Dec 16	580	
Jul 16	1,011	Jan 17	508	
Aug 16	1,195	Feb 17	555	
Sep 16	781	Mar 17	465	
		Apr 17	360	
				
<b>Comparisons</b>				
Average Daily Use (KWH)	Last Year	16	This Year	12
Average Daily Temperature		44		54
Days in Billing Period		30		29
Last 12 Months Use (KWH)				7,345
Average Monthly Use (KWH)				612
<b>Account Summary</b>				
Previous Balance				437.84
Payments/Adjustments				0.00
<b>Balance at Billing on Apr 21, 2017</b>				<b>437.84</b>
The Illuminating Company - Payment Plan Amount				43.00
The Illuminating Company - Misc. Charges				14.72
Consumption Inst. Plan Amount				56.00
NOPEC - NextEra Energy Services Ohio - Payment Plan Amount				46.00
Late Payment Charges				6.41
<b>Total Current Charges</b>				<b>166.13</b>
<b>Amount Due by May 05, 2017</b>				<b>\$603.97</b>
<b>Your actual account balance is \$620.17.</b>				
<b>Usage Information for Meter Number 157067</b>				
Apr 19, 2017 KWH Reading (Actual)				10,577
Mar 22, 2017 KWH Reading (Actual)				10,217
KWH used				360
<b>Charges From The Illuminating Company</b>				
Customer Number: 0800268742 1450089037				
Rate: Residential Service CE-RSD				
Customer Charge				4.00
Distribution Related Component				18.88
Cost Recovery Charges				6.13
<b>Current Consumption Bill Charges</b>				<b>29.01</b>
Late payment charge				6.41
Return Check Chg				15.00
Security Deposit Interest				-0.28
<b>Total Charges</b>				<b>\$ 50.14</b>
<b>Charges From NOPEC - NextEra Energy Services Ohio</b>				
31320 Solon Road, Suite 20, Solon, OH 44139				
Customer Service: 1-855-667-3201				
Account Number: 1001288271 Rate: GEN-F4978				
<b>Billing Period: Mar 22, 2017 to Apr 19, 2017</b>				
Basic Charge 360 KWH x 0.049778				17.92
<b>Total NOPEC - NextEra Energy Services Ohio Charges</b>				<b>17.92</b>
<b>Detail Payment and Adjustment Information</b>				
04/06/17 Payment				-288.60
04/13/17 Returned payment				288.60
<b>Total Payments and Adjustments</b>				<b>\$0.00</b>
<b>Account Balances by Company</b>				
	Previous Balance	Payments/Adjustments	Current Charges	Amount Due
The Illuminating Company	345.84	92.00	120.13	557.97
NOPEC - NextEra Energy Services Ohio	92.00	-92.00	46.00	46.00
<b>Total</b>	<b>437.84</b>	<b>0.00</b>	<b>166.13</b>	<b>603.97</b>
<b>Equal Payment Plan (EPP) Summary</b>				
Actual Charges Billed During 6 EPP Months				359.21
EPP Amount During 6 EPP Months				513.00
<b>Difference Between Actual Charges and EPP Amount</b>				<b>-153.79</b>
<b>Consumption Installment Plan</b>				
Installment Date				12/05/2016
Installment Amount				505.99
Paid to date				112.60
<b>Balance Apr 21, 2017</b>				<b>393.39</b>

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



76 South Main Street  
Akron, OH 44308-1890

JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144-1317

Account Number: 110 111 662 083

Amount Paid	
Amount Due	\$603.97
Due Date	May 05, 2017

THE ILLUMINATING COMPANY  
PO BOX 3687  
AKRON OH 44309-3687

**Messages (Continued)**

live and dangerous. For more information on preparing for outages, visit [www.firstenergycorp.com/storminfo](http://www.firstenergycorp.com/storminfo).

**Explanation of Terms**

**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 Electric Service provider.

**Cost Recovery Charges** - Recovers previously incurred costs, including PUCO-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 line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Generation Credit** - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Important Information**

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

**Call Customer Service** at 1-800-589-3101 from Monday - Friday, 8 a.m. - 6 p.m.

**Call Payment Options** at 1-800-686-9901 from Monday - Friday, 8 a.m. - 6 p.m.

**Visit our web site** 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 try to answer your questions. If your complaint is not resolved after 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 1-800-686-7826 (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 PUCO via 7-1-1 (Ohio relay service).

The Ohio consumers' counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.pickocc.org>.

**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8 a.m. and 5 p.m.

**For your protection,** all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either 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 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

**Provide reading by telephone or on-line only: DO NOT MAIL**



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:





Bill Based On: Estimated Meter Reading, Equal  
Payment Plan

Page 1 of 2  
115

Billing Period: Apr 20 to May 19, 2017 for 30 days  
Bill For: JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144

May 23, 2017

Account Number: 110 111 662 083

Amount Due: \$451.31

Due Date: June 06, 2017

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](http://www.firstenergycorp.com)

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

Messages	Account Summary	Amount Due																			
<b>*** DISCONNECTION NOTICE ***</b> Your electric bill payment is past due. Your service may be disconnected unless payment of \$300.06 is made by 06/06/2017. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 to have 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 The Illuminating Company's standard-offer generation service. The amount due does not include charges for nontariffed products or services but may include charges for competitive retail electric service. Failure to pay charges for other nontariffed 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 a list of our authorized payment agent locations, please call us at 1-800-686-9901. 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 The Illuminating Company, or for general utility company information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at <a href="http://www.puco.ohio.gov">http://www.puco.ohio.gov</a> . Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Ohio consumer counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <a href="http://www.pickocc.org">http://www.pickocc.org</a> .	Previous Balance 603.97 Payments/Adjustments -288.60 <b>Balance at Billing on May 23, 2017 315.37</b> The Illuminating Company - Payment Plan Amount 43.00 The Illuminating Company - Misc. Charges -0.31 Consumption Inst. Plan Amount 56.00 NOPEC - NextEra Energy Services Ohio - Payment Plan Amount 33.00 Late Payment Charges 4.25 <b>Total Current Charges 135.94</b> <b>Amount Due by Jun 06, 2017 \$451.31</b> <b>Your actual account balance is \$383.61.</b> <b>Usage Information for Meter Number 157067</b> May 19, 2017 KWH Reading (Estimate) 10,947 Apr 20, 2017 KWH Reading (Actual) 10,577 KWH used 370 <b>Charges From The Illuminating Company</b> Customer Number: 0800268742 1450089037 Rate: Residential Service CE-RSD Customer Charge 4.00 Distribution Related Component 19.38 Cost Recovery Charges 6.30 <b>Current Consumption Bill Charges 29.68</b> Late payment charge 4.25 Security Deposit Interest -0.31 <b>Total Charges \$33.62</b> <b>Charges From NOPEC - NextEra Energy Services Ohio</b> 31320 Solon Road, Suite 20, Solon, OH 44139 Customer Service: 1-855-667-3201 Account Number: 1001288271 Rate: GEN-F4978 <b>Billing Period: Apr 20, 2017 to May 19, 2017</b> Basic Charge 370 KWH x 0.049784 18.42 <b>Total NOPEC - NextEra Energy Services Ohio Charges 18.42</b> <b>Detail Payment and Adjustment Information</b> 05/10/17 Payment -288.60 <b>Account Balances by Company</b> <table border="1"><thead><tr><th></th><th>Previous Balance</th><th>Payments/Adjustments</th><th>Current Charges</th><th>Amount Due</th></tr></thead><tbody><tr><td>The Illuminating Company</td><td>465.97</td><td>-223.12</td><td>102.94</td><td>345.79</td></tr><tr><td>NOPEC - NextEra Energy Services Ohio</td><td>138.00</td><td>-65.48</td><td>33.00</td><td>105.52</td></tr><tr><td><b>Total</b></td><td><b>603.97</b></td><td><b>-288.60</b></td><td><b>135.94</b></td><td><b>451.31</b></td></tr></tbody></table> <b>Equal Payment Plan (EPP) Summary</b> Actual Charges Billed During 7 EPP Months 407.31 EPP Amount During 7 EPP Months 589.00 <b>Difference Between Actual Charges and EPP Amount -181.69</b> <b>Consumption Installment Plan</b> Installment Date 12/05/2016 Installment Amount 505.99 Paid to date 336.00 <b>Balance May 23, 2017 169.99</b>		Previous Balance	Payments/Adjustments	Current Charges	Amount Due	The Illuminating Company	465.97	-223.12	102.94	345.79	NOPEC - NextEra Energy Services Ohio	138.00	-65.48	33.00	105.52	<b>Total</b>	<b>603.97</b>	<b>-288.60</b>	<b>135.94</b>	<b>451.31</b>
	Previous Balance	Payments/Adjustments	Current Charges	Amount Due																	
The Illuminating Company	465.97	-223.12	102.94	345.79																	
NOPEC - NextEra Energy Services Ohio	138.00	-65.48	33.00	105.52																	
<b>Total</b>	<b>603.97</b>	<b>-288.60</b>	<b>135.94</b>	<b>451.31</b>																	

Usage History			
May 16	386	Nov 16	443
Jun 16	589	Dec 16	580
Jul 16	1,011	Jan 17	508
Aug 16	1,195	Feb 17	555
Sep 16	781	Mar 17	465
Oct 16	472	Apr 17	360
		May 17	370

Comparisons	Last Year	This Year
Average Daily Use (KWH)	12	12
Average Daily Temperature	55	58
Days in Billing Period	31	30
Last 12 Months Use (KWH)		7,329
Average Monthly Use (KWH)		611

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



76 South Main Street  
Akron, OH 44308-1890

JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144-1317

Account Number: 110 111 662 083

Amount	Paid	
Amount	Due	\$451.31
Due Date		Jun 06, 2017

THE ILLUMINATING COMPANY  
PO BOX 3687  
AKRON OH 44309-3687



**Messages (Continued)**

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 5.07 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](http://www.energychoice.ohio.gov).

**Residential Service - 1450089037 - 5.07 cents per KWH**

Energy Efficiency	370 KWH x 0.002161	\$0.80
Peak Demand Reduction	370 KWH x 0.000540	\$0.20
Renewable Energy	370 KWH x 0.000470	\$0.17

Your next meter reading is scheduled to occur on or about Jun 19, 2017.

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 service providers. If you do not wish to be included on this list, please call us at 1-800-225-0444, go to the Customer Choice section of our website - [www.firstenergycorp.com](http://www.firstenergycorp.com) - or write to us at 76 S. Main St., Akron, OH 44308 Attn: FECC. Please note that an election to not be included on this list will not prevent Ohio Edison, The Illuminating Company or Toledo Edison from providing 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. If 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.

For your safety, if your service has been disconnected, do not attempt to reconnect it. While this is illegal and could result in prosecution, removing a meter base or touching any of the wires can also cause death or serious injury through arcs of electricity, explosions or fire. Meters are only to be accessed by authorized utility personnel.

If termination of service would be especially dangerous to your health or the health of someone in your household, please contact our office regarding certification of the related medical condition by a licensed physician, physician's assistant, clinical nurse specialist, certified nurse practitioner, certified nurse-midwife or local board of health physician so that service can be maintained.

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.

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

**Explanation of Terms**

**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 Electric Service provider.

**Cost Recovery Charges** - Recovers previously incurred costs, including PUCO-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 line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Generation Credit** - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Important Information**

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

**Call Customer Service** at 1-800-589-3101 from Monday - Friday, 8 a.m. - 6 p.m.

**Call Payment Options** at 1-800-686-9901 from Monday - Friday, 8 a.m. - 6 p.m.

**Visit our web site** 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 try to answer your questions. If your complaint is not resolved after 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 1-800-686-7826 (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 PUCO via 7-1-1 (Ohio relay service).

**The Ohio consumers' counsel (OCC)** represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.pickocc.org>.

**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8 a.m. and 5 p.m.

**For your protection,** all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either 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 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

**Provide reading by telephone or on-line only: DO NOT MAIL**



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:



Bill Based On: Actual Meter Reading, Equal  
Payment Plan

Page 1 of 2  
115

June 21, 2017

Account Number: 110 111 662 083

Amount Due: \$589.26

Due Date: July 05, 2017

Billing Period: May 20 to Jun 19, 2017 for 31 days  
Bill For: JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144

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](http://www.firstenergycorp.com)

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

Messages	Account Summary	Amount Due																			
<b>*** DISCONNECTION NOTICE ***</b> Your electric bill payment is past due. Your service may be disconnected unless payment of \$383.61 is made by 07/05/2017. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 to have 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 The Illuminating Company's standard offer generation service. The amount due does not include charges for nonretired products or services but may include charges for competitive retail electric service. Failure to pay charges for other nonretired 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 a list of our authorized payment agent locations, please call us at 1-800-686-9901. 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 The Illuminating Company, or for general utility company information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at <a href="http://www.puco.ohio.gov">http://www.puco.ohio.gov</a> . Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Ohio consumer counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <a href="http://www.pickocc.org">http://www.pickocc.org</a> .	Previous Balance 451.31 Payments/Adjustments 0.00 <b>Balance at Billing on Jun 21, 2017 451.31</b> The Illuminating Company - Payment Plan Amount 43.00 The Illuminating Company - Misc. Charges -0.28 Consumption Inst. Plan Amount 56.00 NOPEC - NextEra Energy Services Ohio - Payment Plan Amount 33.00 Late Payment Charges 6.23 <b>Total Current Charges 137.95</b> <b>Amount Due by Jul 05, 2017 \$589.26</b> <b>Your actual account balance is \$560.83.</b> <b>Usage Information for Meter Number 157067</b> Jun 19, 2017 KWH Reading (Actual) 12,242 May 20, 2017 KWH Reading (Estimate) 10,947 KWH used 1,295 <b>Charges From The Illuminating Company</b> Customer Number: 0800268742 1450089037 Rate: Residential Service CE-RSD Customer Charge 4.00 Distribution Related Component 68.66 Cost Recovery Charges 22.08 <b>Current Consumption Bill Charges 94.74</b> Late payment charge 6.23 Security Deposit Interest -0.28 <b>Total Charges \$ 100.69</b> <b>Charges From NOPEC - NextEra Energy Services Ohio</b> 31320 Solon Road, Suite 20, Solon, OH 44139 Customer Service: 1-855-667-3201 Account Number: 1001288271 Rate: GEN-F591 Please note: Your Certified Retail Electric Service Provider has changed your supply rate. <b>Billing Period: May 20, 2017 to Jun 19, 2017</b> Basic Charge 1,295 KWH x 0.059097 76.53 <b>Total NOPEC - NextEra Energy Services Ohio Charges 76.53</b> <b>Account Balances by Company</b> <table border="1"><thead><tr><th></th><th>Previous Balance</th><th>Payments/Adjustments</th><th>Current Charges</th><th>Amount Due</th></tr></thead><tbody><tr><td>The Illuminating Company</td><td>345.79</td><td>0.00</td><td>104.95</td><td>450.74</td></tr><tr><td>NOPEC - NextEra Energy Services Ohio</td><td>105.52</td><td>0.00</td><td>33.00</td><td>138.52</td></tr><tr><td><b>Total</b></td><td><b>451.31</b></td><td><b>0.00</b></td><td><b>137.95</b></td><td><b>589.26</b></td></tr></tbody></table> <b>Equal Payment Plan (EPP) Summary</b> Actual Charges Billed During 8 EPP Months 578.58 EPP Amount During 8 EPP Months 665.00 <b>Difference Between Actual Charges and EPP Amount -86.42</b> <b>Consumption Installment Plan</b> Installment Date 12/05/2016 Installment Amount 505.99 Paid to date 336.00 <b>Balance Jun 21, 2017 169.99</b>		Previous Balance	Payments/Adjustments	Current Charges	Amount Due	The Illuminating Company	345.79	0.00	104.95	450.74	NOPEC - NextEra Energy Services Ohio	105.52	0.00	33.00	138.52	<b>Total</b>	<b>451.31</b>	<b>0.00</b>	<b>137.95</b>	<b>589.26</b>
	Previous Balance	Payments/Adjustments	Current Charges	Amount Due																	
The Illuminating Company	345.79	0.00	104.95	450.74																	
NOPEC - NextEra Energy Services Ohio	105.52	0.00	33.00	138.52																	
<b>Total</b>	<b>451.31</b>	<b>0.00</b>	<b>137.95</b>	<b>589.26</b>																	

Usage History			
Jun 16	589	Dec 16	580
Jul 16	1,011	Jan 17	508
Aug 16	1,195	Feb 17	555
Sep 16	781	Mar 17	465
Oct 16	472	Apr 17	360
Nov 16	443	May 17	370
		Jun 17	1,295

Comparisons	Last Year	This Year
Average Daily Use (KWH)	20	42
Average Daily Temperature	69	71
Days in Billing Period	30	31
Last 12 Months Use (KWH)		8,035
Average Monthly Use (KWH)		670

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



76 South Main Street  
Akron, OH 44308-1890

JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144-1317

Account Number: 110 111 662 083

Amount	Paid	
Amount	Due	\$589.26
Due Date		Jul 05, 2017

THE ILLUMINATING COMPANY  
PO BOX 3687  
AKRON OH 44309-3687

**Messages (Continued)**

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 5.81 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](http://www.energychoice.ohio.gov).

**Residential Service - 1450089037 - 5.81 cents per KWH**

Energy Efficiency	1,295 KWH x 0.002161	\$2.80
Peak Demand Reduction	1,295 KWH x 0.000540	\$0.70
Renewable Energy	1,295 KWH x 0.000470	\$0.61

Your next meter reading is scheduled to occur on or about Jul 19, 2017.

Pursuant to Ohio law, it is illegal for your electric meter and associated equipment to be tampered with to obtain unauthorized use of electricity. As specified in the Ohio Revised Code, persons found guilty of stealing electricity or tampering may be subject to jail sentences up to five years and fines up to \$10,000. Meter tampering is dangerous and could result in serious personal injury or damage to property. Ohio Law requires this message.

**Explanation of Terms**

**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 Electric Service provider.

**Cost Recovery Charges** - Recovers previously incurred costs, including PUCO-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 line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Generation Credit** - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Important Information**

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

**Call Customer Service** at 1-800-589-3101 from Monday - Friday, 8 a.m. - 6 p.m.

**Call Payment Options** at 1-800-686-9901 from Monday - Friday, 8 a.m. - 6 p.m.

**Visit our web site** 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 try to answer your questions. If your complaint is not resolved after 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 1-800-686-7826 (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 PUCO via 7-1-1 (Ohio relay service).

**The Ohio consumers' counsel (OCC)** represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.pickocc.org>.

**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8 a.m. and 5 p.m.

**For your protection,** all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either 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 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

**Provide reading by telephone or on-line only: DO NOT MAIL**



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:



Bill Based On: Actual Meter Reading, Equal  
Payment Plan, Budget Review

Page 1 of 2  
115

Billing Period: Jun 20 to Jul 19, 2017 for 30 days  
Bill For: JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144

July 21, 2017

Account Number: 110 111 662 083

Amount Due: \$526.17

Due Date: August 04, 2017

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](http://www.firstenergycorp.com)

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

Messages	Account Summary	Amount Due																				
<b>*** DISCONNECTION NOTICE ***</b> Your electric bill payment is past due. Your service may be disconnected unless payment of \$360.83 is made by 08/04/2017. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 to have 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 The Illuminating Company's standard offer generation service. The amount due does not include charges for nontariffed products or services but may include charges for competitive retail electric service. Failure to pay charges for other nontariffed 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 a list of our authorized payment agent locations, please call us at 1-800-686-9901. 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 The Illuminating Company, or for general utility company information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at <a href="http://www.puco.ohio.gov">http://www.puco.ohio.gov</a> . Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Ohio consumer counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <a href="http://www.pickocc.org">http://www.pickocc.org</a> .	Previous Balance Payments/Adjustments <b>Balance at Billing on Jul 21, 2017</b> The Illuminating Company - Payment Plan Amount The Illuminating Company - Misc. Charges Consumption Inst. Plan Amount NOPEC - NextEra Energy Services Ohio - Payment Plan Amount Late Payment Charges <b>Total Current Charges</b> <b>Amount Due by Aug 04, 2017</b>	589.26 -200.00 <b>389.26</b> 43.00 -0.29 56.00 33.00 5.20 <b>136.91</b> <b>\$526.17</b>																				
Your actual account balance is \$467.98.																						
<b>Usage Information for Meter Number 157067</b>																						
Jul 19, 2017 KWH Reading (Actual) 13,004 Jun 20, 2017 KWH Reading (Actual) 12,242 KWH used 762																						
<b>Charges From The Illuminating Company</b>																						
Customer Number: 0800268742 1450089037 Rate: Residential Service CE-RSD Customer Charge 4.00 Distribution Related Component 40.27 Cost Recovery Charges 12.94 <b>Current Consumption Bill Charges</b> 57.21 Late payment charge 5.20 Security Deposit Interest -0.29 <b>Total Charges</b> \$ 62.12																						
<b>Charges From NOPEC - NextEra Energy Services Ohio</b>																						
31320 Solon Road, Suite 20, Solon, OH 44139 Customer Service: 1-855-667-3201 Account Number: 1001288271 Rate: GEN-F591 Please note: Your Certified Retail Electric Service Provider has changed your supply rate. Billing Period: Jun 20, 2017 to Jul 19, 2017 Basic Charge 762 KWH x 0.059094 45.03 <b>Total NOPEC - NextEra Energy Services Ohio Charges</b> 45.03																						
<b>Detail Payment and Adjustment Information</b>																						
07/06/17 Payment -200.00																						
<b>Account Balances by Company</b>																						
<table border="1"><thead><tr><th></th><th>Previous Balance</th><th>Payments/Adjustments</th><th>Current Charges</th><th>Amount Due</th></tr></thead><tbody><tr><td>The Illuminating Company</td><td>451.05</td><td>-111.72</td><td>103.91</td><td>443.24</td></tr><tr><td>NOPEC - NextEra Energy Services Ohio</td><td>138.21</td><td>-88.28</td><td>33.00</td><td>82.93</td></tr><tr><td><b>Total</b></td><td><b>589.26</b></td><td><b>-200.00</b></td><td><b>136.91</b></td><td><b>526.17</b></td></tr></tbody></table>				Previous Balance	Payments/Adjustments	Current Charges	Amount Due	The Illuminating Company	451.05	-111.72	103.91	443.24	NOPEC - NextEra Energy Services Ohio	138.21	-88.28	33.00	82.93	<b>Total</b>	<b>589.26</b>	<b>-200.00</b>	<b>136.91</b>	<b>526.17</b>
	Previous Balance	Payments/Adjustments	Current Charges	Amount Due																		
The Illuminating Company	451.05	-111.72	103.91	443.24																		
NOPEC - NextEra Energy Services Ohio	138.21	-88.28	33.00	82.93																		
<b>Total</b>	<b>589.26</b>	<b>-200.00</b>	<b>136.91</b>	<b>526.17</b>																		
<b>Equal Payment Plan (EPP) Summary</b>																						
Actual Charges Billed During 9 EPP Months 680.82 EPP Amount During 9 EPP Months 741.00 <b>Difference Between Actual Charges and EPP Amount</b> -60.18																						
<b>Consumption Installment Plan</b>																						
Installment Date 12/05/2016 Installment Amount 505.99 Paid to date 448.00 <b>Balance Jul 21, 2017</b> 57.99																						

Usage History
Jul 16 1,011 Jan 17 508 Aug 16 1,195 Feb 17 555 Sep 16 781 Mar 17 465 Oct 16 472 Apr 17 360 Nov 16 443 May 17 370 Dec 16 580 Jun 17 1,295 Jul 17 762

Comparisons	Last Year	This Year
Average Daily Use (KWH)	30	25
Average Daily Temperature	75	74
Days in Billing Period	34	30
Last 12 Months Use (KWH)		7,786
Average Monthly Use (KWH)		649

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



76 South Main Street  
Akron, OH 44308-1890

JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144-1317

Account Number: 110 111 662 083

Amount	Paid	
Amount	Due	\$526.17
Due Date	Aug 04, 2017	

THE ILLUMINATING COMPANY  
PO BOX 3687  
AKRON OH 44309-3687

**Messages (Continued)**

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 6.50 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](http://www.energychoice.ohio.gov).

**Residential Service - 1450089037 - 6.50 cents per KWH**

Energy Efficiency	762 KWH x 0.001877	\$1.43
Peak Demand Reduction	762 KWH x 0.000472	\$0.36
Renewable Energy	762 KWH x 0.000656	\$0.50

Your next meter reading is scheduled to occur on or about Aug 17, 2017.

As a customer in the Equal Payment Plan program, your account has been reviewed and your payment amount adjusted to better match your actual usage. Starting next month, your payment amount will be \$90.00.

Tree branches and shrubs -- and insects that nest in vegetation -- can make it difficult and, at times, unsafe for our employees to read your meter. Please be sure your meter is easily accessible by clearing the path to it and the area around it.

In Case No. 17-0338-EL-RDR, the Public Utilities Commission of Ohio approved the Rider GEN charges effective June 1, 2017. On an annualized basis, it is estimated that the change in Rider GEN will

have an average impact of less than 3% on the bill of a typical residential customer using 750 kWh and taking generation service from the company's Standard Service Offer.

For your safety and the safety of our crews, when using a generator follow the manufacturer's installation and operation instructions. Never connect a generator directly to your electrical system without an isolation device installed by an electrician. Otherwise, a fire could start or an employee restoring your power could be seriously injured. We suggest plugging lights/appliances in the outlets on the generator unit.

For a brochure describing your customer rights and obligations, please call our Customer Service phone number.

**Explanation of Terms**

**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 Electric Service provider.

**Cost Recovery Charges** - Recovers previously incurred costs, including PUCO-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 line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Generation Credit** - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Important Information**

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

**Call Customer Service** at 1-800-589-3101 from Monday - Friday, 8 a.m. - 6 p.m.

**Call Payment Options** at 1-800-686-9901 from Monday - Friday, 8 a.m. - 6 p.m.

**Visit our web site** 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 try to answer your questions. If your complaint is not resolved after 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 1-800-686-7826 (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 PUCO via 7-1-1 (Ohio relay service).

**The Ohio consumers' counsel (OCC)** represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.pickocc.org>.

**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8 a.m. and 5 p.m.

**For your protection,** all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either 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 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

**Provide reading by telephone or on-line only: DO NOT MAIL**



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:



Bill Based On: Actual Meter Reading, Equal  
Payment Plan

Page 1 of 2  
115

August 22, 2017

Account Number: 110 111 662 083

Amount Due: \$259.28

Due Date: September 05, 2017

Billing Period: Jul 20 to Aug 18, 2017 for 30 days  
Bill For: JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144

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](http://www.firstenergycorp.com)

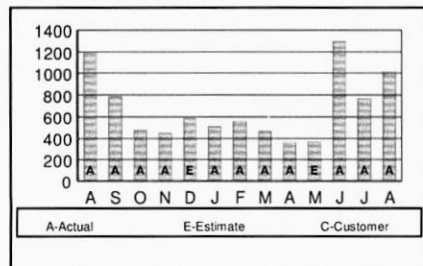
Bill issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Messages	Account Summary	Amount Due
*** DISCONNECTION NOTICE ***		
Your electric bill payment is past due. Your service may be disconnected unless payment of \$107.15 is made by 09/05/2017. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 to have 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 The Illuminating Company's standard offer generation service. The amount due does not include charges for nonratified products or services but may include charges for competitive retail electric service. Failure to pay charges for other nonratified 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 a list of our authorized payment agent locations, please call us at 1-800-686-9901. 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 The Illuminating Company, or for general utility company information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at <a href="http://www.puco.ohio.gov">http://www.puco.ohio.gov</a> . Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Ohio consumer counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <a href="http://www.pickocc.org">http://www.pickocc.org</a> .		
Previous Balance	526.17	
Payments/Adjustments	-360.83	
Balance at Billing on Aug 22, 2017	165.34	
The Illuminating Company - Payment Plan Amount	43.00	
The Illuminating Company - Misc. Charges	-0.31	
Consumption Inst. Plan Amount	1.99	
NOPEC - NextEra Energy Services Ohio - Payment Plan Amount	47.00	
Late Payment Charges	2.26	
Total Current Charges	93.94	
Amount Due by Sep 05, 2017	\$259.28	
Your actual account balance is \$243.58.		
Usage Information for Meter Number 157067		
Aug 18, 2017 KWH Reading (Actual)	14,020	
Jul 20, 2017 KWH Reading (Actual)	13,004	
KWH used	1,016	
Charges From The Illuminating Company		
Customer Number: 0800268742 1450089037		
Rate: Residential Service CE-RSD		
Customer Charge	4.00	
Distribution Related Component	53.43	
Cost Recovery Charges	17.22	
Current Consumption Bill Charges	74.65	
Late payment charge	2.26	
Security Deposit Interest	-0.31	
Total Charges	\$76.60	
Charges From NOPEC - NextEra Energy Services Ohio		
31320 Solon Road, Suite 20, Solon, OH 44139		
Customer Service: 1-855-667-3201		
Account Number: 1001288271 Rate: GEN-F5889		
Billing Period: Jul 20, 2017 to Aug 18, 2017		
Basic Charge	1,016 KWH x 0.058888	59.83
Total NOPEC - NextEra Energy Services Ohio Charges		59.83
Detail Payment and Adjustment Information		
08/04/17 Payment		-360.83
Account Balances by Company		
Previous Balance	Payments/Adjustments	Current Charges
The Illuminating Company	443.24	-278.19
NOPEC - NextEra Energy Services Ohio	82.93	-82.64
Total	526.17	-360.83
Equal Payment Plan (EPP) Summary		
Actual Charges Billed During 10 EPP Months		815.30
EPP Amount During 10 EPP Months		831.00
Difference Between Actual Charges and EPP Amount		-15.70
Consumption Installment Plan		
Installment Date		12/05/2016
Installment Amount		505.99
Paid to date		504.00
Balance Aug 22, 2017		1.99

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

#### Usage History

Aug 16	1,195	Feb 17	555
Sep 16	781	Mar 17	465
Oct 16	472	Apr 17	360
Nov 16	443	May 17	370
Dec 16	580	Jun 17	1,295
Jan 17	508	Jul 17	762
		Aug 17	1,016



Comparisons	Last Year	This Year
Average Daily Use (KWH)	41	34
Average Daily Temperature	79	75
Days in Billing Period	29	30
Last 12 Months Use (KWH)		7,607
Average Monthly Use (KWH)		634

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



76 South Main Street  
Akron, OH 44308-1890

JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144-1317

Account Number: 110 111 662 083

Amount Paid	
Amount Due	\$259.28
Due Date	Sep 05, 2017

THE ILLUMINATING COMPANY  
PO BOX 3687  
AKRON OH 44309-3687



**Messages (Continued)**

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 6.63 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](http://www.energychoice.ohio.gov).

**Residential Service - 1450089037 - 6.63 cents per KWH**

Energy Efficiency	1,016 KWH x 0.001722	\$1.75
Peak Demand Reduction	1,016 KWH x 0.000430	\$0.44
Renewable Energy	1,016 KWH x 0.000771	\$0.78

Your next meter reading is scheduled to occur on or about Sep 18, 2017.

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 service providers. If you do not wish to be included on this list, please call us at 1-800-225-0444, go to the Customer Choice section of our website - [www.firstenergycorp.com](http://www.firstenergycorp.com) - or write to us at 76 S. Main St., Akron, OH 44308 Attn: FECC. Please note that an election to not be included on this list will not prevent Ohio Edison, The Illuminating Company or Toledo Edison from providing 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. If 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.

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.

**Explanation of Terms**

**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 Electric Service provider.

**Cost Recovery Charges** - Recovers previously incurred costs, including PUCO-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 line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Generation Credit** - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Important Information**

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

**Call Customer Service** at 1-800-589-3101 from Monday - Friday, 8 a.m. - 6 p.m.

**Call Payment Options** at 1-800-686-9901 from Monday - Friday, 8 a.m. - 6 p.m.

**Visit our web site** 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 try to answer your questions. If your complaint is not resolved after 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 1-800-686-7826 (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 PUCO via 7-1-1 (Ohio relay service).

**The Ohio consumers' counsel (OCC)** represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.pickocc.org>.

**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8 a.m. and 5 p.m.

**For your protection,** all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either 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 1-866-283-9081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

**Provide reading by telephone or on-line only: DO NOT MAIL**



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:



Bill Based On: Actual Meter Reading, Equal  
Payment Plan

Page 1 of 2  
115

Billing Period: Aug 19 to Sep 18, 2017 for 31 days  
Bill For: JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144

September 20, 2017

Account Number: 110 111 662 083

Amount Due: \$244.63

Due Date: October 04, 2017

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](http://www.firstenergycorp.com)  
Bill issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Messages		Account Summary		Amount Due		
*** DISCONNECTION NOTICE ***		Previous Balance		259.28		
Your electric bill payment is past due. Your service may be disconnected unless payment of \$135.58 is made by 10/04/2017. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 to have 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 The Illuminating Company's standard-offer generation service. The amount due does not include charges for nonratified products or services but may include charges for competitive retail electric service. Failure to pay charges for other nonratified 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 a list of our authorized payment agent locations, please call us at 1-800-686-9901. 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 The Illuminating Company, or for general utility company information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at <a href="http://www.puco.ohio.gov">http://www.puco.ohio.gov</a> . Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Ohio consumer counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <a href="http://www.pickocc.org">http://www.pickocc.org</a> .		Payments/Adjustments		-108.00		
		Balance at Billing on Sep 20, 2017		151.28		
		The Illuminating Company - Payment Plan Amount		43.00		
		The Illuminating Company - Misc. Charges		-0.28		
		NOPEC - NextEra Energy Services Ohio - Payment Plan Amount		47.00		
		Late Payment Charges		3.63		
		Total Current Charges		93.35		
		Amount Due by Oct 04, 2017		\$244.63		
		Your actual account balance is \$206.68.				
		Usage Information for Meter Number 157067				
		Sep 18, 2017 KWH Reading (Actual)		14,515		
		Aug 19, 2017 KWH Reading (Actual)		14,020		
		KWH used		495		
		Charges From The Illuminating Company				
		Customer Number: 0800268742 1450089037				
		Rate: Residential Service CE-RSD				
		Customer Charge		4.00		
		Distribution Related Component		26.21		
		Cost Recovery Charges		8.39		
		Current Consumption Bill Charges		38.60		
		Late payment charge		3.63		
		Security Deposit Interest		-0.28		
		Total Charges		\$ 41.95		
		Charges From NOPEC - NextEra Energy Services Ohio				
		NEXTera ENERGY 31320 Solon Road, Suite 20, Solon, OH 44139				
		Customer Service: 1-855-667-3201				
		Account Number: 1001288271 Rate: GEN-F5889				
		Billing Period: Aug 19, 2017 to Sep 18, 2017				
		Basic Charge 495 KWH x 0.058889		29.15		
		Total NOPEC - NextEra Energy Services Ohio Charges		29.15		
		Detail Payment and Adjustment Information				
		09/12/17 Payment		-108.00		
		Account Balances by Company				
		Previous Balance	Payments/ Adjustments	Current Charges	Amount Due	
		The Illuminating Company	212.28	-61.00	46.35	197.63
		NOPEC - NextEra Energy Services Ohio	47.00	-47.00	47.00	47.00
		Total	259.28	-108.00	93.35	244.63
		Equal Payment Plan (EPP) Summary				
		Actual Charges Billed During 11 EPP Months		883.05		
		EPP Amount During 11 EPP Months		921.00		
		Difference Between Actual Charges and EPP Amount		-37.95		

Usage History			
Sep 16	781	Mar 17	465
Oct 16	472	Apr 17	360
Nov 16	443	May 17	370
Dec 16	580	Jun 17	1,295
Jan 17	508	Jul 17	762
Feb 17	555	Aug 17	1,016
		Sep 17	495

Comparisons	Last Year	This Year
Average Daily Use (KWH)	26	16
Average Daily Temperature	74	68
Days in Billing Period	30	31
Last 12 Months Use (KWH)		7,321
Average Monthly Use (KWH)		610

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



76 South Main Street  
Akron, OH 44308-1890

JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144-1317

Account Number: 110 111 662 083

Amount	Paid	
Amount	Due	\$244.63
Due Date	Oct 04, 2017	

THE ILLUMINATING COMPANY  
PO BOX 3687  
AKRON OH 44309-3687



**Messages (Continued)**

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 6.15 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](http://www.energychoice.ohio.gov).

**Residential Service - 1450089037 - 6.15 cents per KWH**

Energy Efficiency	495 KWH x 0.001722	\$0.85
Peak Demand Reduction	495 KWH x 0.000430	\$0.21
Renewable Energy	495 KWH x 0.000771	\$0.38

Your next meter reading is scheduled to occur on or about Oct 18, 2017.

**Explanation of Terms**

**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 Electric Service provider.

**Cost Recovery Charges** - Recovers previously incurred costs, including PUCO-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 line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Generation Credit** - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Important Information**

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

**Call Customer Service** at 1-800-589-3101 from Monday - Friday, 8 a.m. - 6 p.m.

**Call Payment Options** at 1-800-686-9901 from Monday - Friday, 8 a.m. - 6 p.m.

**Visit our web site** 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 try to answer your questions. If your complaint is not resolved after 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 1-800-686-7826 (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 PUCO via 7-1-1 (Ohio relay service).

**The Ohio consumers' counsel (OCC)** represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.pickocc.org>.

**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8 a.m. and 5 p.m.

**For your protection,** all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either 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 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

**Provide reading by telephone or on-line only: DO NOT MAIL**



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:



Bill Based On: Actual Meter Reading, Rebill

Page 1 of 2  
115

Billing Period: Aug 19 to Sep 18, 2017 for 31 days  
 Bill For: JENNY KENDERES  
 4116 PARKSIDE DR  
 BROOKLYN OH 44144

October 18, 2017

Account Number: 110 111 662 083

Amount Due: \$206.41

Due Date: November 01, 2017

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](http://www.firstenergycorp.com)

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

Messages		Account Summary		Amount Due
*** DISCONNECTION NOTICE ***		Previous Balance		259.28
Your electric bill payment is past due. Your service may be disconnected unless payment of \$120.03 is made by 11/02/2017. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 to have 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 The Illuminating Company's standard-offer generation service. The amount due does not include charges for nontariffed products or services but may include charges for competitive retail electric service. Failure to pay charges for other nontariffed 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 a list of our authorized payment agent locations, please call us at 1-800-686-9901. 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 The Illuminating Company, or for general utility company information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at <a href="http://www.puco.ohio.gov">http://www.puco.ohio.gov</a> . Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Ohio consumer counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <a href="http://www.pickocc.org">http://www.pickocc.org</a> .		Payments/Adjustments		-108.00
		<b>Balance at Billing on Oct 18, 2017</b>		<b>151.28</b>
		The Illuminating Company		38.60
		The Illuminating Company - Payment Plan Balance		-0.21
		The Illuminating Company - Misc. Charges		-0.55
		NOPEC - NextEra Energy Services Ohio - Consumption		29.15
		NOPEC - NextEra Energy Services Ohio - Payment Plan Balance		-15.49
		Late Payment Charges		3.63
		<b>Total Current Charges</b>		<b>55.13</b>
		<b>Amount Due by Nov 01, 2017</b>		<b>\$206.41</b>
		<b>Usage Information for Meter Number 157067</b>		
		Sep 18, 2017 KWH Reading (Actual)		14,515
		Aug 19, 2017 KWH Reading (Actual)		14,020
		KWH used		495
		<b>Charges From The Illuminating Company</b>		
		Customer Number: 0800268742 1450089037		
		Rate: Residential Service CE-RSD		
		Customer Charge		4.00
		Distribution Related Component		26.21
		Cost Recovery Charges		8.39
		<b>Current Consumption Bill Charges</b>		<b>38.60</b>
		Late payment charge		3.63
		Security Deposit Interest		-0.55
		<b>Total Charges</b>		<b>\$ 41.68</b>
		<b>Charges From NOPEC - NextEra Energy Services Ohio</b>		
		31320 Solon Road, Suite 20, Solon, OH 44139		
		Customer Service: 1-855-667-3201		
		Account Number: 1001288271 Rate: GEN-F5889		
		<b>Billing Period: Aug 19, 2017 to Sep 18, 2017</b>		
		Basic Charge 495 KWH x 0.058889		29.15
		<b>Total NOPEC - NextEra Energy Services Ohio Charges</b>		<b>29.15</b>
		<b>Detail Payment and Adjustment Information</b>		
		09/12/17 Payment		-108.00
		<b>Account Balances by Company</b>		
		Previous Balance		212.28
		Payments/Adjustments		-61.00
		Current Charges		41.47
		<b>Amount Due</b>		<b>192.75</b>
		The Illuminating Company		
		NOPEC - NextEra Energy Services Ohio		
		47.00 -47.00 13.66		13.66
		<b>Total</b>		<b>259.28 -108.00 55.13 206.41</b>

Usage History			
Sep 16	781	Mar 17	465
Oct 16	472	Apr 17	360
Nov 16	443	May 17	370
Dec 16	580	Jun 17	1,295
Jan 17	508	Jul 17	762
Feb 17	555	Aug 17	1,016
		Sep 17	495

Comparisons	Last Year	This Year
Average Daily Use (KWH)	26	16
Average Daily Temperature	74	68
Days in Billing Period	30	31
Last 12 Months Use (KWH)		7,321
Average Monthly Use (KWH)		610

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



76 South Main Street  
 Akron, OH 44308-1890

Account Number: 110 111 662 083

Amount Paid	
Amount Due	\$206.41
Due Date	Nov 01, 2017

JENNY KENDERES

THE ILLUMINATING COMPANY  
 PO BOX 3687  
 AKRON OH 44309-3687

**Messages (Continued)**

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 6.15 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](http://www.energychoice.ohio.gov).

**Residential Service - 1450089037 - 6.15 cents per KWH**

Energy Efficiency	495 KWH x 0.001722	\$0.85
Peak Demand Reduction	495 KWH x 0.000430	\$0.21
Renewable Energy	495 KWH x 0.000771	\$0.38

Your next meter reading is scheduled to occur on or about Oct 18, 2017.

If termination of service would be especially dangerous to your health or the health of someone in your household, please contact our office regarding certification of the related medical condition by a licensed physician, physician's assistant, clinical nurse specialist, certified nurse practitioner, certified nurse-midwife or local board of health physician so that service can be maintained.

**Explanation of Terms**

**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 Electric Service provider.

**Cost Recovery Charges** - Recovers previously incurred costs, including PUCO-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 line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Generation Credit** - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Important Information**

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

**Call Customer Service** at 1-800-589-3101 from Monday - Friday, 8 a.m. - 6 p.m.

**Call Payment Options** at 1-800-686-9901 from Monday - Friday, 8 a.m. - 6 p.m.

**Visit our web site** 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 try to answer your questions. If your complaint is not resolved after 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 1-800-686-7826 (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 PUCO via 7-1-1 (Ohio relay service).

**The Ohio consumers' counsel (OCC)** represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.pickocc.org>.

**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8 a.m. and 5 p.m.

**For your protection,** all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either 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 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

**Provide reading by telephone or on-line only: DO NOT MAIL**



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:



Bill Based On: Actual Meter Reading

Page 1 of 2  
115

October 20, 2017

Account Number: 110 111 662 083

**Amount Due: \$283.15**

Due Date: November 03, 2017

Billing Period: Sep 19 to Oct 18, 2017 for 30 days  
Bill For: JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144To 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](http://www.firstenergycorp.com)

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

Messages		Account Summary		Amount Due
<b>** REMINDER NOTICE **</b>		Previous Balance		206.41
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.		Payments/Adjustments		0.00
To avoid a 1.50% Late Payment Charge being added to your bill, please pay the <b>Amount Due</b> by the Due Date.		<b>Balance at Billing on Oct 20, 2017</b>		<b>206.41</b>
Your current <b>PRICE TO COMPARE</b> 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 5.86 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 <a href="http://www.energychoice.ohio.gov">www.energychoice.ohio.gov</a> .		The Illuminating Company		43.17
<b>Residential Service - 1450089037 - 5.86 cents per KWH</b>		The Illuminating Company - Misc. Charges		-0.02
Energy Efficiency 560 KWH x 0.001722 \$0.96		NOPEC - NextEra Energy Services Ohio - Consumption		33.59
Peak Demand Reduction 560 KWH x 0.000430 \$0.24		<b>Total Current Charges</b>		<b>76.74</b>
Renewable Energy 560 KWH x 0.000771 \$0.43		<b>Amount Due by Nov 03, 2017</b>		<b>\$283.15</b>
Your next meter reading is scheduled to occur on or about Nov 16, 2017.		<b>Usage Information for Meter Number 157067</b>		
If termination of service would be especially dangerous to your health or the health of someone in your household, please contact our office regarding certification of the related medical condition by a licensed physician, physician's assistant, clinical nurse specialist, certified nurse practitioner, certified nurse-midwife or local board of health physician so that service can be maintained.		Oct 18, 2017 KWH Reading (Actual)		15,075
<b>Additional messages, if any, can be found on back.</b>		Sep 19, 2017 KWH Reading (Actual)		14,515
<b>Usage History</b>		KWH used		560
Oct 16 472 Apr 17 360		<b>Charges From The Illuminating Company</b>		
Nov 16 443 May 17 370		Customer Number: 0800268742 1450089037		
Dec 16 580 Jun 17 1,295		Rate: Residential Service CE-RSD		
Jan 17 508 Jul 17 762		Customer Charge		4.00
Feb 17 555 Aug 17 1,016		Distribution Related Component		29.67
Mar 17 465 Sep 17 495		Cost Recovery Charges		9.50
		<b>Current Consumption Bill Charges</b>		<b>43.17</b>
		Security Deposit Interest		-0.02
		<b>Total Charges</b>		<b>\$43.15</b>
		<b>Charges From NOPEC - NextEra Energy Services Ohio</b>		
		31320 Solon Road, Suite 20, Solon, OH 44139		
		Customer Service: 1-855-667-3201		
		Account Number: 1001288271 Rate: GEN-F5999		
		Please note: Your Certified Retail Electric Service Provider has changed your supply rate.		
		<b>Billing Period: Sep 19, 2017 to Oct 18, 2017</b>		
		Basic Charge 560 KWH x 0.059982		33.59
		<b>Total NOPEC - NextEra Energy Services Ohio Charges</b>		<b>33.59</b>
		<b>Account Balances by Company</b>		
		Previous Balance		206.41
		Payments/Adjustments		0.00
		Current Charges		43.15
		<b>Amount Due</b>		<b>235.90</b>
		The Illuminating Company		192.75
		NOPEC - NextEra Energy Services Ohio		13.66
		<b>Total</b>		<b>206.41</b>
				<b>0.00</b>
				<b>76.74</b>
				<b>283.15</b>

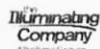
  

Comparisons			
	Last Year	This Year	
Average Daily Use (KWH)	15	19	
Average Daily Temperature	64	68	
Days in Billing Period	31	30	
Last 12 Months Use (KWH)		7,409	
Average Monthly Use (KWH)		617	

Usage History			
Month	Actual	Estimate	Customer
Oct 16	472		360
Nov 16	443		370
Dec 16	580		1,295
Jan 17	508		762
Feb 17	555		1,016
Mar 17	465		495
Apr 17			560

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

76 South Main Street  
Akron, OH 44308-1890

Account Number: 110 111 662 083

JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144-1317

Amount	Paid	
Amount	Due	\$283.15
Due Date	Nov 03, 2017	

THE ILLUMINATING COMPANY  
PO BOX 3687  
AKRON OH 44309-3687

## Messages (Continued)

## Explanation of Terms

**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 Electric Service provider.

**Cost Recovery Charges** - Recovers previously incurred costs, including PUCO-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 line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Generation Credit** - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

## Important Information

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

**Call Customer Service** at 1-800-589-3101 from Monday - Friday, 8 a.m. - 6 p.m.

**Call Payment Options** at 1-800-686-9901 from Monday - Friday, 8 a.m. - 6 p.m.

**Visit our web site** 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 try to answer your questions. If your complaint is not resolved after 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 1-800-686-7826 (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 PUCO via 7-1-1 (Ohio relay service).

**The Ohio consumers' counsel (OCC)** represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.pickocc.org>.

**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8 a.m. and 5 p.m.

**For your protection,** all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either 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 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

## Provide reading by telephone or on-line only: DO NOT MAIL



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:



Bill Based On: Actual Meter Reading

Page 1 of 2  
115

November 20, 2017

Account Number: 110 111 662 083

Billing Period: Oct 19 to Nov 16, 2017 for 29 days  
 Bill For: JENNY KENDERES  
 4116 PARKSIDE DR  
 BROOKLYN OH 44144

Amount Due: \$263.26

Due Date: December 04, 2017

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](http://www.firstenergycorp.com)

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

Messages		Account Summary		Amount Due
To avoid a 1.50% Late Payment Charge being added to your bill, please pay the <b>Amount Due</b> by the Due Date.		Previous Balance		283.15
Your current <b>PRICE TO COMPARE</b> 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 5.91 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 <a href="http://www.energychoice.ohio.gov">www.energychoice.ohio.gov</a> .		Payments/Adjustments		-268.15
<b>Residential Service - 1450089037 - 5.91 cents per KWH</b>		<b>Balance at Billing on Nov 20, 2017</b>		<b>15.00</b>
Energy Efficiency	1,593 KWH x 0.001722	The Illuminating Company		115.00
Peak Demand Reduction	1,593 KWH x 0.000430	The Illuminating Company - Misc. Charges		-0.30
Renewable Energy	1,593 KWH x 0.000771	Consumption Inst. Plan Amount		38.00
Your next meter reading is scheduled to occur on or about Dec 19, 2017.		NOPEC - NextEra Energy Services Ohio - Consumption		95.56
Thank you for setting up a payment arrangement with The Illuminating Company on 10/19/2017. The terms of the installment plan require a monthly installment amount of \$38.00 in addition to the current charges. The amount you must pay will be shown on your bill each month. Please pay this amount by the due date on the bill. Failure to keep the terms of the installment plan may result in the disconnection of your service.		<b>Total Current Charges</b>		<b>248.26</b>
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 service providers. If you do not wish to be included on this list, please call us at 1-800-225-0444, go to the Customer Choice section of our website - <a href="http://www.firstenergycorp.com">www.firstenergycorp.com</a> - or write to us at 76 S. Main St., Akron, OH 44308 Attn: FECC. Please note that an election to not be included on this list will not prevent Ohio Edison, The Illuminating Company or Toledo Edison from providing		<b>Amount Due by Dec 04, 2017</b>		<b>\$263.26</b>
<b>Additional messages, if any, can be found on back.</b>		<b>To pay your account in full you owe \$454.27.</b>		
<b>Usage History</b>		<b>Usage Information for Meter Number 157067</b>		
Nov 16	443	Nov 16, 2017 KWH Reading (Actual)		16,668
Dec 16	580	Oct 19, 2017 KWH Reading (Actual)		15,075
Jan 17	508	KWH used		1,593
Feb 17	555	<b>Charges From The Illuminating Company</b>		
Mar 17	465	Customer Number: 0800268742 1450089037		
Apr 17	360	Rate: Residential Service CE-RSD		
		Customer Charge		4.00
		Distribution Related Component		84.00
		Cost Recovery Charges		27.00
		<b>Current Consumption Bill Charges</b>		<b>115.00</b>
		Security Deposit Interest		-0.30
		<b>Total Charges</b>		<b>\$ 114.70</b>
		<b>Charges From NOPEC - NextEra Energy Services Ohio</b>		
		31320 Solon Road, Suite 20, Solon, OH 44139		
		Customer Service: 1-855-667-3201		
		Account Number: 1001288271 Rate: GEN-F5999		
		Please note: Your Certified Retail Electric Service Provider has changed your supply rate.		
		<b>Billing Period: Oct 19, 2017 to Nov 16, 2017</b>		
		Basic Charge	1,593 KWH x 0.059987	95.56
		<b>Total NOPEC - NextEra Energy Services Ohio Charges</b>		<b>95.56</b>
		<b>Detail Payment and Adjustment Information</b>		
		10/18/17 Payment		-39.14
		10/19/17 Installment plan created		-229.01
		<b>Total Payments and Adjustments</b>		<b>-268.15</b>
		<b>Account Balances by Company</b>		
		Previous Balance	Payments/Adjustments	Current Charges
		220.41	-205.41	152.70
		The Illuminating Company		167.70
		NOPEC - NextEra Energy		
		Services Ohio	62.74	-62.74
		<b>Total</b>	283.15	-268.15
				248.26
				<b>263.26</b>
		<b>Consumption Installment Plan</b>		
		Installment Date		12/04/2017
		Installment Amount		229.01
		Paid to date		0.00
		<b>Balance Nov 20, 2017</b>		<b>229.01</b>

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



76 South Main Street  
 Akron, OH 44308-1890

Account Number: 110 111 662 083

JENNY KENDERES  
 4116 PARKSIDE DR  
 BROOKLYN OH 44144-1317

Amount	Paid	
Amount	Due	\$263.26
Due Date		Dec 04, 2017

THE ILLUMINATING COMPANY  
 PO BOX 3687  
 AKRON OH 44309-3687

**Messages (Continued)**

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. If 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.

**Explanation of Terms**

**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 Electric Service provider.

**Cost Recovery Charges** - Recovers previously incurred costs, including PUCO-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 line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Generation Credit** - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Important Information**

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

**Call Customer Service** at 1-800-589-3101 from Monday - Friday, 8 a.m. - 6 p.m.

**Call Payment Options** at 1-800-686-9901 from Monday - Friday, 8 a.m. - 6 p.m.

**Visit our web site** 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 try to answer your questions. If your complaint is not resolved after 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 1-800-686-7826 (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 PUCO via 7-1-1 (Ohio relay service).

**The Ohio consumers' counsel (OCC)** represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.pickocc.org>.

**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8 a.m. and 5 p.m.

**For your protection,** all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either 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 1-866-283-8081.

**To provide a customer meter reading,** use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

**Provide reading by telephone or on-line only: DO NOT MAIL**



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:





Bill Based On: Actual Meter Reading

Page 1 of 2  
115

December 22, 2017

Account Number: 110 111 662 083

Billing Period: Nov 17 to Dec 20, 2017 for 34 days  
Bill For: JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144

Amount Due: \$589.48

Due Date: January 05, 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](http://www.firstenergycorp.com)

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

Messages		Account Summary		Amount Due
*** DISCONNECTION NOTICE ***		Previous Balance		263.26
Your electric bill payment is past due. Your service may be disconnected unless payment of \$248.25 is made by 01/05/2018. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 to have 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 The Illuminating Company's standard-offer generation service. The amount due does not include charges for nontariffed products or services but may include charges for competitive retail electric service. Failure to pay charges for other nontariffed 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 a list of our authorized payment agent locations, please call us at 1-800-686-9901. 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 The Illuminating Company, or for general utility company information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at <a href="http://www.puco.ohio.gov">http://www.puco.ohio.gov</a> . Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Ohio consumer counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <a href="http://www.pickocc.org">http://www.pickocc.org</a> .		Payments/Adjustments		0.00
		Balance at Billing on Dec 22, 2017		263.26
		The Illuminating Company		154.92
		The Illuminating Company - Misc. Charges		-0.31
		Consumption Inst. Plan Amount		38.00
		NOPEC - NextEra Energy Services Ohio - Consumption		129.88
		Late Payment Charges		3.73
		Total Current Charges		326.22
		Amount Due by Jan 05, 2018		\$599.48
		To pay your account in full you owe \$742.49.		
		Usage Information for Meter Number 157067		
		Dec 20, 2017 KWH Reading (Actual)		18,833
		Nov 17, 2017 KWH Reading (Actual)		16,668
		KWH used		2,165
		Charges From The Illuminating Company		
		Customer Number: 0800268742 1450089037		
		Rate: Residential Service CE-RSD		
		Customer Charge		4.00
		Distribution Related Component		114.22
		Cost Recovery Charges		36.70
		Current Consumption Bill Charges		154.92
		Late payment charge		3.73
		Security Deposit Interest		-0.31
		Total Charges		\$ 158.34
		Charges From NOPEC - NextEra Energy Services Ohio		
		31320 Solon Road, Suite 20, Solon, OH 44139		
		Customer Service: 1-855-667-3201		
		Account Number: 1001288271 Rate: GEN-F5999		
		Billing Period: Nov 17, 2017 to Dec 20, 2017		
		Basic Charge		2,165 KWH x 0.059991 129.88
		Total NOPEC - NextEra Energy Services Ohio Charges		129.88
		Account Balances by Company		
		Previous Balance		167.70
		Payments/Adjustments		0.00
		Current Charges		196.34
		Amount Due		364.04
		The Illuminating Company		
		NOPEC - NextEra Energy Services Ohio		
		95.56		0.00 129.88 225.44
		Total		263.26 0.00 326.22 589.48
		Consumption Installment Plan		
		Installment Date		12/04/2017
		Installment Amount		229.01
		Paid to date		0.00
		Balance Dec 22, 2017		229.01

Usage History			
Dec 16	580	Jun 17	1,295
Jan 17	508	Jul 17	762
Feb 17	555	Aug 17	1,016
Mar 17	465	Sep 17	495
Apr 17	360	Oct 17	560
May 17	370	Nov 17	1,593
		Dec 17	2,165

Comparisons	Last Year	This Year
Average Daily Use (KWH)	18	64
Average Daily Temperature	36	37
Days in Billing Period	32	34
Last 12 Months Use (KWH)		10,144
Average Monthly Use (KWH)		845

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

76 South Main Street  
Akron, OH 44308-1890

Account Number: 110 111 662 083

JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144-1317

Amount	Paid	
Amount	Due	\$589.48
Due Date		Jan 05, 2018

THE ILLUMINATING COMPANY  
PO BOX 3687  
AKRON OH 44309-3687



**Messages (Continued)**

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 5.91 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](http://www.energychoice.ohio.gov).

**Residential Service - 1450089037 - 5.91 cents per KWH**

Energy Efficiency	2,165 KWH x 0.001722	\$3.73
Peak Demand Reduction	2,165 KWH x 0.000430	\$0.93
Renewable Energy	2,165 KWH x 0.000771	\$1.67

Your next meter reading is scheduled to occur on or about Jan 19, 2018.

Under State law, the amount you are being billed includes: (1) Kilowatt-hour taxes that have been in effect since 2001 and are currently at \$47.21 and (2) Assessments to assist in the support of the operations of the PUCO and the office of the consumers' counsel that have been in effect since 1912 and 1977, respectively.

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 service providers. If you do not wish to be included on this list, please call us at 1-800-225-0444, go to the Customer Choice section of our website - [www.firstenergycorp.com](http://www.firstenergycorp.com) - or write to us at 76 S. Main St., Akron, OH 44308 Attn: FECC. Please note that an election to not be included on this list will not prevent Ohio Edison, The Illuminating Company or Toledo Edison from providing 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. If 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.

**Explanation of Terms**

**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 Electric Service provider.

**Cost Recovery Charges** - Recovers previously incurred costs, including PUCO-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 line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Generation Credit** - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Important Information**

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

**Call Customer Service** at 1-800-589-3101 from Monday - Friday, 8 a.m. - 6 p.m.

**Call Payment Options** at 1-800-686-9901 from Monday - Friday, 8 a.m. - 6 p.m.

**Visit our web site** 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 try to answer your questions. If your complaint is not resolved after 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 1-800-686-7826 (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 PUCO via 7-1-1 (Ohio relay service).

**The Ohio consumers' counsel (OCC)** represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.pickocc.org>.

**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8 a.m. and 5 p.m.

**For your protection,** all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either 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 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

**Provide reading by telephone or on-line only: DO NOT MAIL**

Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:



Bill Based On: Actual Meter Reading

Page 1 of 2  
115

Billing Period: Dec 21 to Jan 22, 2018 for 33 days  
Bill For: JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144

January 24, 2018

Account Number: 110 111 662 083

Amount Due: \$715.15

Due Date: February 07, 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](http://www.firstenergycorp.com)

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

Messages	Account Summary	Amount Due																																													
<b>*** DISCONNECTION NOTICE ***</b> Your electric bill payment is past due. Your service may be disconnected unless payment of \$326.21 is made by 02/07/2018. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 to have 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 The Illuminating Company's standard-offer generation service. The amount due does not include charges for nontariffed products or services but may include charges for competitive retail electric service. Failure to pay charges for other nontariffed 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 a list of our authorized payment agent locations, please call us at 1-800-686-9901. 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 The Illuminating Company, or for general utility company information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at <a href="http://www.puco.ohio.gov">http://www.puco.ohio.gov</a> . Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Ohio consumer counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <a href="http://www.pickocc.org">http://www.pickocc.org</a> .	Previous Balance 589.48 Payments/Adjustments -248.25 <b>Balance at Billing on Jan 24, 2018 341.23</b> The Illuminating Company 174.69 The Illuminating Company - Misc. Charges 11.68 Consumption Inst. Plan Amount 38.00 NOPEC - NextEra Energy Services Ohio - Consumption 144.71 Late Payment Charges 4.84 <b>Total Current Charges 373.92</b> <b>Amount Due by Feb 07, 2018 \$715.15</b> <b>To pay your account in full you owe \$830.16.</b> <b>Usage Information for Meter Number 157067</b> Jan 22, 2018 KWH Reading (Actual) 21,221 Dec 21, 2017 KWH Reading (Actual) 18,833 KWH used 2,388 <b>Charges From The Illuminating Company</b> Customer Number: 0800268742 1450089037 Rate: Residential Service CE-RSD Customer Charge 4.00 Distribution Related Component 129.17 Cost Recovery Charges 41.52 <b>Current Consumption Bill Charges 174.69</b> Field Collection Charge 12.00 Late payment charge 4.84 Security Deposit Interest -0.32 <b>Total Charges \$ 191.21</b> <b>Charges From NOPEC - NextEra Energy Services Ohio</b> 31320 Solon Road, Suite 20, Solon, OH 44139 31320 Solon Road, Suite 20, Solon, OH 44139 Customer Service: 1-855-667-3201 Account Number: 1001288271 Rate: GEN-F606 Please note: Your Certified Retail Electric Service Provider has changed your supply rate. <b>Billing Period: Dec 21, 2017 to Jan 22, 2018</b> Basic Charge 2,388 KWH x 0.060599 144.71 <b>Total NOPEC - NextEra Energy Services Ohio Charges 144.71</b> <b>Detail Payment and Adjustment Information</b> 01/19/18 Payment -248.25 <b>Account Balances by Company</b> <table border="1"><thead><tr><th></th><th>Previous Balance</th><th>Payments/Adjustments</th><th>Current Charges</th><th>Amount Due</th></tr></thead><tbody><tr><td>The Illuminating Company</td><td>364.04</td><td>-13.26</td><td>229.21</td><td>579.99</td></tr><tr><td>NOPEC - NextEra Energy Services Ohio</td><td>225.44</td><td>-234.99</td><td>144.71</td><td>135.16</td></tr><tr><td><b>Total</b></td><td><b>589.48</b></td><td><b>-248.25</b></td><td><b>373.92</b></td><td><b>715.15</b></td></tr></tbody></table> <b>Consumption Installment Plan</b> Installment Date 12/04/2017 Installment Amount 229.01 Paid to date 76.00 <b>Balance Jan 24, 2018 153.01</b>		Previous Balance	Payments/Adjustments	Current Charges	Amount Due	The Illuminating Company	364.04	-13.26	229.21	579.99	NOPEC - NextEra Energy Services Ohio	225.44	-234.99	144.71	135.16	<b>Total</b>	<b>589.48</b>	<b>-248.25</b>	<b>373.92</b>	<b>715.15</b>																										
	Previous Balance	Payments/Adjustments	Current Charges	Amount Due																																											
The Illuminating Company	364.04	-13.26	229.21	579.99																																											
NOPEC - NextEra Energy Services Ohio	225.44	-234.99	144.71	135.16																																											
<b>Total</b>	<b>589.48</b>	<b>-248.25</b>	<b>373.92</b>	<b>715.15</b>																																											
<b>Additional messages, if any, can be found on back.</b> <b>Usage History</b> <table border="1"><thead><tr><th></th><th>Jan 17</th><th>Feb 17</th><th>Mar 17</th><th>Apr 17</th><th>May 17</th><th>Jun 17</th><th>Jul 17</th><th>Aug 17</th><th>Sep 17</th><th>Oct 17</th><th>Nov 17</th><th>Dec 17</th><th>Jan 18</th></tr></thead><tbody><tr><td>A-Actual</td><td>508</td><td>555</td><td>465</td><td>360</td><td>370</td><td>1,295</td><td>762</td><td>1,016</td><td>495</td><td>560</td><td>1,593</td><td>2,165</td><td>2,388</td></tr></tbody></table>  <table border="1"><thead><tr><th>Comparisons</th><th>Last Year</th><th>This Year</th></tr></thead><tbody><tr><td>Average Daily Use (KWH)</td><td>17</td><td>72</td></tr><tr><td>Average Daily Temperature</td><td>34</td><td>23</td></tr><tr><td>Days in Billing Period</td><td>30</td><td>33</td></tr><tr><td>Last 12 Months Use (KWH)</td><td></td><td>12,024</td></tr><tr><td>Average Monthly Use (KWH)</td><td></td><td>1,002</td></tr></tbody></table>		Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	A-Actual	508	555	465	360	370	1,295	762	1,016	495	560	1,593	2,165	2,388	Comparisons	Last Year	This Year	Average Daily Use (KWH)	17	72	Average Daily Temperature	34	23	Days in Billing Period	30	33	Last 12 Months Use (KWH)		12,024	Average Monthly Use (KWH)		1,002	
	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18																																		
A-Actual	508	555	465	360	370	1,295	762	1,016	495	560	1,593	2,165	2,388																																		
Comparisons	Last Year	This Year																																													
Average Daily Use (KWH)	17	72																																													
Average Daily Temperature	34	23																																													
Days in Billing Period	30	33																																													
Last 12 Months Use (KWH)		12,024																																													
Average Monthly Use (KWH)		1,002																																													

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

76 South Main Street  
Akron, OH 44308-1890

JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144-1317

Account Number: 110 111 662 083

Amount	Paid	
Amount	Due	\$715.15
Due Date		Feb 07, 2018

THE ILLUMINATING COMPANY  
PO BOX 3687  
AKRON OH 44309-3687

### Messages (Continued)

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 5.84 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](http://www.energychoice.ohio.gov).

Residential Service - 1450089037 - 5.84 cents per KWH

Energy Efficiency	2,388 KWH x 0.002684	\$6.41
Peak Demand Reduction	2,388 KWH x 0.000670	\$1.60
Renewable Energy	2,388 KWH x 0.000905	\$2.16

Your next meter reading is scheduled to occur on or about Feb 19, 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](http://www.firstenergycorp.com/billassist) for more information.

### Explanation of Terms

**Cost Recovery Charges** - Recovers previously incurred costs, including PUCO-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 line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Generation Credit** - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

### Important Information

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

**Call Customer Service** at 1-800-589-3101 from Monday - Friday, 8 a.m. - 6 p.m.

**Call Payment Options** at 1-800-686-9901 from Monday - Friday, 8 a.m. - 6 p.m.

Visit our web site at <http://www.firstenergycorp.com>

Write to us at The Illuminating Company, 76 S. Main St., A-BPC, 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 try to answer your questions. If your complaint is not resolved after 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 1-800-686-7826 (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 PUCO via 7-1-1 (Ohio relay service).

The Ohio consumers' counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.pickocc.org>.

**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8 a.m. and 5 p.m.

**For your protection,** all of our employees wear Photo I.D. badges

**Electronic Check Conversion** - Your check authorizes us either 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 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

## Provide reading by telephone or on-line only: DO NOT MAIL



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:

□ □ □ □ □



Bill Based On: Actual Meter Reading

Page 1 of 2  
115

Billing Period: Jan 23 to Feb 19, 2018 for 28 days  
Bill For: JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144

February 21, 2018

Account Number: 110 111 662 083

**Amount Due: \$1,285.47**

Due Date: March 07, 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](http://www.firstenergycorp.com)

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

Messages	Account Summary	Amount Due																																																				
<b>*** DISCONNECTION NOTICE ***</b> Your electric bill payment is past due. Your service may be disconnected unless payment of \$609.43 is made by 03/07/2018. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 to have 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 The Illuminating Company's standard-offer generation service. The amount due does not include charges for nontariffed products or services but may include charges for competitive retail electric service. Failure to pay charges for other nontariffed 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 a list of our authorized payment agent locations, please call us at 1-800-686-9901. 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 The Illuminating Company, or for general utility company information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at <a href="http://www.puco.ohio.gov">http://www.puco.ohio.gov</a> . Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Ohio consumer counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <a href="http://www.pickocc.org">http://www.pickocc.org</a> .	Previous Balance 715.15 Payments/Adjustments 248.25 <b>Balance at Billing on Feb 21, 2018 963.40</b> The Illuminating Company 139.04 The Illuminating Company - Misc. Charges 26.73 Consumption Inst. Plan Amount 38.00 NOPEC - NextEra Energy Services Ohio - Consumption 104.38 Late Payment Charges 13.92 <b>Total Current Charges 322.07</b> <b>Amount Due by Mar 07, 2018 \$1,285.47</b> <b>To pay your account in full you owe \$1,362.48.</b> <b>Usage Information for Meter Number 157067</b> Feb 19, 2018 KWH Reading (Actual) 23,084 Jan 23, 2018 KWH Reading (Actual) 21,221 KWH used 1,863 <b>Charges From The Illuminating Company</b> Customer Number: 0800268742 1450089037 Rate: Residential Service CE-RSD Customer Charge 4.00 Distribution Related Component 102.23 Cost Recovery Charges 32.81 <b>Current Consumption Bill Charges 139.04</b> Field Collection Charge 12.00 Late payment charge 13.92 Return Check Chg 15.00 Security Deposit Interest -0.27 <b>Total Charges \$ 179.69</b> <b>Charges From NOPEC - NextEra Energy Services Ohio</b> 31320 Solon Road, Suite 20, Solon, OH 44139 31320 Solon Road, Suite 20, Solon, OH 44139 Customer Service: 1-855-667-3201 Account Number: 1001288271 Rate: GEN-F5603 <b>Billing Period: Jan 23, 2018 to Feb 19, 2018</b> Basic Charge 1,863 KWH x 0.056028 104.38 <b>Total NOPEC - NextEra Energy Services Ohio Charges 104.38</b> <b>Detail Payment and Adjustment Information</b> 01/26/18 Returned payment 248.25 <b>Account Balances by Company</b> <table border="1"><thead><tr><th></th><th>Previous Balance</th><th>Payments/Adjustments</th><th>Current Charges</th><th>Amount Due</th></tr></thead><tbody><tr><td>The Illuminating Company</td><td>517.56</td><td>248.25</td><td>217.69</td><td>983.50</td></tr><tr><td>NOPEC - NextEra Energy Services Ohio</td><td>197.59</td><td>0.00</td><td>104.38</td><td>301.97</td></tr><tr><td><b>Total</b></td><td><b>715.15</b></td><td><b>248.25</b></td><td><b>322.07</b></td><td><b>1,285.47</b></td></tr></tbody></table> <b>Consumption Installment Plan</b> Installment Date 12/04/2017 Installment Amount 229.01 Paid to date 0.31 <b>Balance Feb 21, 2018 228.70</b>		Previous Balance	Payments/Adjustments	Current Charges	Amount Due	The Illuminating Company	517.56	248.25	217.69	983.50	NOPEC - NextEra Energy Services Ohio	197.59	0.00	104.38	301.97	<b>Total</b>	<b>715.15</b>	<b>248.25</b>	<b>322.07</b>	<b>1,285.47</b>																																	
	Previous Balance	Payments/Adjustments	Current Charges	Amount Due																																																		
The Illuminating Company	517.56	248.25	217.69	983.50																																																		
NOPEC - NextEra Energy Services Ohio	197.59	0.00	104.38	301.97																																																		
<b>Total</b>	<b>715.15</b>	<b>248.25</b>	<b>322.07</b>	<b>1,285.47</b>																																																		
<b>Additional messages, if any, can be found on back.</b> <b>Usage History</b> <table border="1"><thead><tr><th></th><th>Feb 17</th><th>555</th><th>Aug 17</th><th>1,016</th></tr></thead><tbody><tr><td></td><td>Mar 17</td><td>465</td><td>Sep 17</td><td>495</td></tr><tr><td></td><td>Apr 17</td><td>360</td><td>Oct 17</td><td>560</td></tr><tr><td></td><td>May 17</td><td>370</td><td>Nov 17</td><td>1,593</td></tr><tr><td></td><td>Jun 17</td><td>1,295</td><td>Dec 17</td><td>2,165</td></tr><tr><td></td><td>Jul 17</td><td>762</td><td>Jan 18</td><td>2,388</td></tr><tr><td></td><td></td><td></td><td>Feb 18</td><td>1,863</td></tr></tbody></table>  <table border="1"><thead><tr><th>Comparisons</th><th>Last Year</th><th>This Year</th></tr></thead><tbody><tr><td>Average Daily Use (KWH)</td><td>17</td><td>67</td></tr><tr><td>Average Daily Temperature</td><td>38</td><td>31</td></tr><tr><td>Days in Billing Period</td><td>33</td><td>28</td></tr><tr><td>Last 12 Months Use (KWH)</td><td></td><td>13,332</td></tr><tr><td>Average Monthly Use (KWH)</td><td></td><td>1,111</td></tr></tbody></table>		Feb 17	555	Aug 17	1,016		Mar 17	465	Sep 17	495		Apr 17	360	Oct 17	560		May 17	370	Nov 17	1,593		Jun 17	1,295	Dec 17	2,165		Jul 17	762	Jan 18	2,388				Feb 18	1,863	Comparisons	Last Year	This Year	Average Daily Use (KWH)	17	67	Average Daily Temperature	38	31	Days in Billing Period	33	28	Last 12 Months Use (KWH)		13,332	Average Monthly Use (KWH)		1,111	
	Feb 17	555	Aug 17	1,016																																																		
	Mar 17	465	Sep 17	495																																																		
	Apr 17	360	Oct 17	560																																																		
	May 17	370	Nov 17	1,593																																																		
	Jun 17	1,295	Dec 17	2,165																																																		
	Jul 17	762	Jan 18	2,388																																																		
			Feb 18	1,863																																																		
Comparisons	Last Year	This Year																																																				
Average Daily Use (KWH)	17	67																																																				
Average Daily Temperature	38	31																																																				
Days in Billing Period	33	28																																																				
Last 12 Months Use (KWH)		13,332																																																				
Average Monthly Use (KWH)		1,111																																																				

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

76 South Main Street  
Akron, OH 44308-1890

JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144-1317

Account Number: 110 111 662 083

Amount	Paid	
Amount	Due	\$1,285.47
Due Date		Mar 07, 2018

THE ILLUMINATING COMPANY  
PO BOX 3687  
AKRON OH 44309-3687

**Messages (Continued)**

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](http://www.energychoice.ohio.gov).

**Residential Service - 1450089037 - 5.80 cents per KWH**

Energy Efficiency	1,863 KWH x 0.003166	\$5.90
Peak Demand Reduction	1,863 KWH x 0.000792	\$1.48
Renewable Energy	1,863 KWH x 0.000971	\$1.81

Your next meter reading is scheduled to occur on or about Mar 20, 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](http://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 determine if you qualify, simply dial 1-800-829-1040, or visit [www.irs.gov/individuals](http://www.irs.gov/individuals).

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 service providers. If you do not wish to be included on this list, please call us at 1-800-225-0444, go to the Customer Choice section of our website - [www.firstenergycorp.com](http://www.firstenergycorp.com) - or write to us at 76 S. Main St., Akron, OH 44308 Attn: FECC. Please note that an election to not be included on this list will not prevent Ohio Edison, The Illuminating Company or Toledo Edison from providing 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. If 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.

**Explanation of Terms**

**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 Electric Service provider.

**Cost Recovery Charges** - Recovers previously incurred costs, including PUCO-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 line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Generation Credit** - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Important Information**

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

**Call Customer Service** at 1-800-589-3101 from Monday - Friday, 8 a.m. - 6 p.m.

**Call Payment Options** at 1-800-686-9901 from Monday - Friday, 8 a.m. - 6 p.m.

**Visit our web site** 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 try to answer your questions. If your complaint is not resolved after 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 1-800-686-7826 (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 PUCO via 7-1-1 (Ohio relay service).

**The Ohio consumers' counsel (OCC)** represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.pickocc.org>.

**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8 a.m. and 5 p.m.

**For your protection,** all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either 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 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

**Provide reading by telephone or on-line only: DO NOT MAIL**



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:



Bill Based On: Actual Meter Reading

Page 1 of 2  
115

Billing Period: Feb 20 to Mar 20, 2018 for 29 days  
Bill For: JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144

March 22, 2018

Account Number: 110 111 662 083

Amount Due: \$1,250.06

Due Date: April 05, 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](http://www.firstenergycorp.com)

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

Messages	Account Summary	Amount Due																				
<b>*** DISCONNECTION NOTICE ***</b> Your electric bill payment is past due. Your service may be disconnected unless payment of \$904.49 is made by 04/05/2018. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 to have 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 The Illuminating Company's standard-offer generation service. The amount due does not include charges for nonratified products or services but may include charges for competitive retail electric service. Failure to pay charges for other nonratified 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 a list of our authorized payment agent locations, please call us at 1-800-686-9901. 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 The Illuminating Company, or for general utility company information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at <a href="http://www.puco.ohio.gov">http://www.puco.ohio.gov</a> . Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Ohio consumer counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <a href="http://www.pickocc.org">http://www.pickocc.org</a> .	Previous Balance 1,285.47 Payments/Adjustments -327.00 <b>Balance at Billing on Mar 22, 2018 958.47</b> The Illuminating Company 136.37 The Illuminating Company - Misc. Charges -0.28 Consumption Inst. Plan Amount 38.00 NOPEC - NextEra Energy Services Ohio - Consumption 104.27 Late Payment Charges 13.23 <b>Total Current Charges 291.59</b> <b>Amount Due by Apr 05, 2018 \$1,250.06</b> <b>To pay your account in full you owe \$1,289.07.</b> <b>Usage Information for Meter Number 157067</b> Mar 20 2018 KWH Reading (Actual) 24,945 Feb 20 2018 KWH Reading (Actual) 23,084 KWH used 1,861 <b>Charges From The Illuminating Company</b> Customer Number: 0800268742 1450089037 Rate: Residential Service CE-RSD Customer Charge 4.00 Distribution Related Component 100.16 Cost Recovery Charges 32.21 <b>Current Consumption Bill Charges 136.37</b> Late payment charge 13.23 Security Deposit Interest -0.28 <b>Total Charges \$149.32</b> <b>Charges From NOPEC - NextEra Energy Services Ohio</b> 31320 Solon Road, Suite 20, Solon, OH 44139 Customer Service: 1-855-667-3201 Account Number: 1001288271 Rate: GEN-F5603 <b>Billing Period: Feb 20, 2018 to Mar 20, 2018</b> Basic Charge 1,861 KWH x 0.056029 104.27 <b>Total NOPEC - NextEra Energy Services Ohio Charges 104.27</b> <b>Detail Payment and Adjustment Information</b> 02/20/18 Payment -327.00 <b>Account Balances by Company</b> <table border="1"><thead><tr><th></th><th>Previous Balance</th><th>Payments/Adjustments</th><th>Current Charges</th><th>Amount Due</th></tr></thead><tbody><tr><td>The Illuminating Company</td><td>811.26</td><td>-51.26</td><td>187.32</td><td>947.32</td></tr><tr><td>NOPEC - NextEra Energy Services Ohio</td><td>474.21</td><td>-275.74</td><td>104.27</td><td>302.74</td></tr><tr><td><b>Total</b></td><td><b>1,285.47</b></td><td><b>-327.00</b></td><td><b>291.59</b></td><td><b>1,250.06</b></td></tr></tbody></table> <b>Consumption Installment Plan</b> Installment Date 12/04/2017 Installment Amount 229.01 Paid to date 114.00 <b>Balance Mar 22, 2018 115.01</b>		Previous Balance	Payments/Adjustments	Current Charges	Amount Due	The Illuminating Company	811.26	-51.26	187.32	947.32	NOPEC - NextEra Energy Services Ohio	474.21	-275.74	104.27	302.74	<b>Total</b>	<b>1,285.47</b>	<b>-327.00</b>	<b>291.59</b>	<b>1,250.06</b>	
	Previous Balance	Payments/Adjustments	Current Charges	Amount Due																		
The Illuminating Company	811.26	-51.26	187.32	947.32																		
NOPEC - NextEra Energy Services Ohio	474.21	-275.74	104.27	302.74																		
<b>Total</b>	<b>1,285.47</b>	<b>-327.00</b>	<b>291.59</b>	<b>1,250.06</b>																		

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

Usage History			
Mar 17	465	Sep 17	495
Apr 17	360	Oct 17	560
May 17	370	Nov 17	1,593
Jun 17	1,295	Dec 17	2,165
Jul 17	762	Jan 18	2,388
Aug 17	1,016	Feb 18	1,863
		Mar 18	1,861

Comparisons	Last Year	This Year
Average Daily Use (KWH)	16	64
Average Daily Temperature	40	37
Days in Billing Period	29	29
Last 12 Months Use (KWH)		14,728
Average Monthly Use (KWH)		1,227

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

76 South Main Street  
Akron, OH 44308-1890

JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144-1317

Account Number: 110 111 662 083

Amount	Paid	
Amount	Due	\$1,250.06
Due Date		Apr 05, 2018

THE ILLUMINATING COMPANY  
PO BOX 3687  
AKRON OH 44309-3687

**Messages (Continued)**

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](http://www.energychoice.ohio.gov).

**Residential Service - 1450089037 - 5.80 cents per KWH**

Energy Efficiency	1,861 KWH x 0.003166	\$5.89
Peak Demand Reduction	1,861 KWH x 0.000792	\$1.47
Renewable Energy	1,861 KWH x 0.000971	\$1.81

Your next meter reading is scheduled to occur on or about Apr 18, 2018.

The Earned Income Tax Credit (EITC) is a tax credit for certain lower-income families and individuals. For information and to determine if you qualify, simply dial 1-800-829-1040, or visit [www.irs.gov/individuals](http://www.irs.gov/individuals).

**Explanation of Terms**

**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 Electric Service provider.

**Cost Recovery Charges** - Recovers previously incurred costs, including PUCO-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 line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Generation Credit** - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Important Information**

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

**Call Customer Service** at 1-800-589-3101 from Monday - Friday, 8 a.m. - 6 p.m.

**Call Payment Options** at 1-800-686-9901 from Monday - Friday, 8 a.m. - 6 p.m.

**Visit our web site** 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 try to answer your questions. If your complaint is not resolved after 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 1-800-686-7826 (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 PUCO via 7-1-1 (Ohio relay service).

**The Ohio consumers' counsel (OCC)** represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.pickocc.org>.

**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8 a.m. and 5 p.m.

**For your protection,** all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either 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 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

**Provide reading by telephone or on-line only: DO NOT MAIL**



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:





Bill Based On: Actual Meter Reading, Equal  
Payment Plan

Page 1 of 2  
115

Billing Period: Mar 21 to Apr 18, 2018 for 29 days  
Bill For: JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144

April 20, 2018

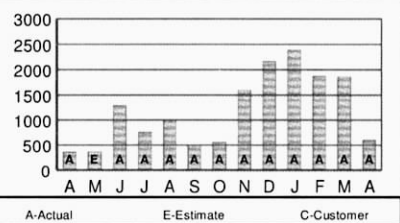
Account Number: 110 111 662 083

Amount Due: \$1,472.20

Due Date: May 04, 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](http://www.firstenergycorp.com)

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

Messages		Account Summary		Amount Due																																
*** DISCONNECTION NOTICE ***																																				
Your electric bill payment is past due. Your service may be disconnected unless payment of \$1,196.08 is made by 05/04/2018. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 to have 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 The Illuminating Company's standard offer generation service. The amount due does not include charges for nontariffed products or services but may include charges for competitive retail electric service. Failure to pay charges for other nontariffed 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 a list of our authorized payment agent locations, please call us at 1-800-686-9901. 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 The Illuminating Company, or for general utility company information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at <a href="http://www.puco.ohio.gov">http://www.puco.ohio.gov</a> . Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Ohio consumer counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <a href="http://www.pickocc.org">http://www.pickocc.org</a> .																																				
Additional messages, if any, can be found on back.																																				
Usage History																																				
<table border="1"><thead><tr><th>Month</th><th>Usage</th><th>Month</th><th>Usage</th></tr></thead><tbody><tr><td>Apr 17</td><td>360</td><td>Oct 17</td><td>560</td></tr><tr><td>May 17</td><td>370</td><td>Nov 17</td><td>1,593</td></tr><tr><td>Jun 17</td><td>1,295</td><td>Dec 17</td><td>2,165</td></tr><tr><td>Jul 17</td><td>762</td><td>Jan 18</td><td>2,388</td></tr><tr><td>Aug 17</td><td>1,016</td><td>Feb 18</td><td>1,863</td></tr><tr><td>Sep 17</td><td>495</td><td>Mar 18</td><td>1,861</td></tr><tr><td></td><td></td><td>Apr 18</td><td>601</td></tr></tbody></table>					Month	Usage	Month	Usage	Apr 17	360	Oct 17	560	May 17	370	Nov 17	1,593	Jun 17	1,295	Dec 17	2,165	Jul 17	762	Jan 18	2,388	Aug 17	1,016	Feb 18	1,863	Sep 17	495	Mar 18	1,861			Apr 18	601
Month	Usage	Month	Usage																																	
Apr 17	360	Oct 17	560																																	
May 17	370	Nov 17	1,593																																	
Jun 17	1,295	Dec 17	2,165																																	
Jul 17	762	Jan 18	2,388																																	
Aug 17	1,016	Feb 18	1,863																																	
Sep 17	495	Mar 18	1,861																																	
		Apr 18	601																																	
																																				
Comparisons																																				
<table border="1"><thead><tr><th></th><th>Last Year</th><th>This Year</th></tr></thead><tbody><tr><td>Average Daily Use (KWH)</td><td>12</td><td>21</td></tr><tr><td>Average Daily Temperature</td><td>54</td><td>40</td></tr><tr><td>Days in Billing Period</td><td>29</td><td>29</td></tr><tr><td>Last 12 Months Use (KWH)</td><td></td><td>14,969</td></tr><tr><td>Average Monthly Use (KWH)</td><td></td><td>1,247</td></tr></tbody></table>						Last Year	This Year	Average Daily Use (KWH)	12	21	Average Daily Temperature	54	40	Days in Billing Period	29	29	Last 12 Months Use (KWH)		14,969	Average Monthly Use (KWH)		1,247														
	Last Year	This Year																																		
Average Daily Use (KWH)	12	21																																		
Average Daily Temperature	54	40																																		
Days in Billing Period	29	29																																		
Last 12 Months Use (KWH)		14,969																																		
Average Monthly Use (KWH)		1,247																																		
Billing Period: Mar 21, 2018 to Apr 18, 2018																																				
Basic Charge 601 KWH x 0.056023 33.67																																				
Total NOPEC - NextEra Energy Services Ohio Charges 33.67																																				
Account Balances by Company																																				
<table border="1"><thead><tr><th></th><th>Previous Balance</th><th>Payments/Adjustments</th><th>Current Charges</th><th>Amount Due</th></tr></thead><tbody><tr><td>The Illuminating Company</td><td>885.16</td><td>0.00</td><td>149.14</td><td>1,034.30</td></tr><tr><td>NOPEC - NextEra Energy Services Ohio</td><td>364.90</td><td>0.00</td><td>73.00</td><td>437.90</td></tr><tr><td>Total</td><td>1,250.06</td><td>0.00</td><td>222.14</td><td>1,472.20</td></tr></tbody></table>						Previous Balance	Payments/Adjustments	Current Charges	Amount Due	The Illuminating Company	885.16	0.00	149.14	1,034.30	NOPEC - NextEra Energy Services Ohio	364.90	0.00	73.00	437.90	Total	1,250.06	0.00	222.14	1,472.20												
	Previous Balance	Payments/Adjustments	Current Charges	Amount Due																																
The Illuminating Company	885.16	0.00	149.14	1,034.30																																
NOPEC - NextEra Energy Services Ohio	364.90	0.00	73.00	437.90																																
Total	1,250.06	0.00	222.14	1,472.20																																
Equal Payment Plan (EPP) Summary																																				
Actual Charges Billed During 1 EPP Month 80.35																																				
EPP Amount During 1 EPP Month 166.00																																				
Difference Between Actual Charges and EPP Amount -85.65																																				
Consumption Installment Plan																																				
Installment Date 12/04/2017																																				
Installment Amount 229.01																																				
Paid to date 114.28																																				
Balance Apr 20, 2018 114.73																																				

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



76 South Main Street  
Akron, OH 44308-1890

JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144-1317

Account Number: 110 111 662 083

Amount	Paid	
Amount	Due	\$1,472.20
Due Date		May 04, 2018

THE ILLUMINATING COMPANY  
PO BOX 3687  
AKRON OH 44309-3687



**Messages (Continued)**

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 5.70 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](http://www.energychoice.ohio.gov).

**Residential Service - 1450089037 - 5.70 cents per KWH**

Energy Efficiency	601 KWH x 0.003166	\$1.90
Peak Demand Reduction	601 KWH x 0.000792	\$0.48
Renewable Energy	601 KWH x 0.000971	\$0.58

Your next meter reading is scheduled to occur on or about May 17, 2018.

During the present period, your meter was changed.

**Explanation of Terms**

**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 Electric Service provider.

**Cost Recovery Charges** - Recovers previously incurred costs, including PUCO-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 line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Generation Credit** - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Important Information**

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

**Call Customer Service** at 1-800-589-3101 from Monday - Friday, 8 a.m. - 6 p.m.

**Call Payment Options** at 1-800-686-9901 from Monday - Friday, 8 a.m. - 6 p.m.

**Visit our web site** 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 try to answer your questions. If your complaint is not resolved after 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 1-800-686-7826 (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 PUCO via 7-1-1 (Ohio relay service).

**The Ohio consumers' counsel (OCC)** represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.pickocc.org>.

**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY: 1-800-686-1557) Monday - Friday between 8 a.m. and 5 p.m.

**For your protection,** all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either 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 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

**Provide reading by telephone or on-line only: DO NOT MAIL**



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:



Bill Based On: Actual Meter Reading, Equal  
Payment Plan

Page 1 of 2  
115

May 21, 2018

Account Number: 110 111 662 083

Amount Due: \$474.30

Due Date: June 04, 2018

Billing Period: Apr 19 to May 17, 2018 for 29 days  
Bill For: JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144

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](http://www.firstenergycorp.com)  
Bill issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Messages	Account Summary	Amount Due
*** DISCONNECTION NOTICE *** Your electric bill payment is past due. Your service may be disconnected unless payment of \$202.47 is made by 06/04/2018. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 to have 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 The Illuminating Company's standard-offer generation service. The amount due does not include charges for nontariffed products or services but may include charges for competitive retail electric service. Failure to pay charges for other nontariffed 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 a list of our authorized payment agent locations, please call us at 1-800-686-9901. 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 The Illuminating Company, or for general utility company information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at <a href="http://www.puco.ohio.gov">http://www.puco.ohio.gov</a> . Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Ohio consumer counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <a href="http://www.pickocc.org">http://www.pickocc.org</a> .	Previous Balance 1,472.20 Payments/Adjustments -1,231.08 <b>Balance at Billing on May 21, 2018 241.12</b> The Illuminating Company - Payment Plan Amount 93.00 The Illuminating Company - Misc. Charges 46.70 NOPEC - NextEra Energy Services Ohio - Payment Plan Amount 73.00 Late Payment Charges 20.48 <b>Total Current Charges 233.18</b> <b>Amount Due by Jun 04, 2018 \$474.30</b>  Your actual account balance is \$262.98. <b>Usage Information for Meter Number S320693054</b> May 17, 2018 KWH Reading (Actual) 472 Apr 19, 2018 KWH Reading (Actual) 182 KWH used 290  <b>Charges From The Illuminating Company</b> Customer Number: 0800268742 1450089037 Rate: Residential Service CE-RSD Customer Charge 3.73 Distribution Related Component 15.73 Cost Recovery Charges 4.98 <b>Current Consumption Bill Charges 24.44</b> Field Collection Charge 12.00 Late payment charge 20.48 Reconnection Charge 35.00 Security Deposit Interest -0.30 <b>Total Charges \$91.62</b>  <b>Charges From NOPEC - NextEra Energy Services Ohio</b> 31320 Solon Road, Suite 20, Solon, OH 44139 Customer Service: 1-855-667-3201 Account Number: 1001288271 Rate: GEN-F5479 Please note: Your Certified Retail Electric Service Provider has changed your supply rate.	

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

Usage History			
May 17	370	Nov 17	1,593
Jun 17	1,295	Dec 17	2,165
Jul 17	762	Jan 18	2,388
Aug 17	1,016	Feb 18	1,863
Sep 17	495	Mar 18	1,861
Oct 17	560	Apr 18	601
		May 18	290

Month	Usage	Type
May 17	370	Actual
Jun 17	1,295	Actual
Jul 17	762	Actual
Aug 17	1,016	Actual
Sep 17	495	Actual
Oct 17	560	Actual
Nov 17	1,593	Actual
Dec 17	2,400	Actual
Jan 18	2,388	Actual
Feb 18	1,863	Actual
Mar 18	1,861	Actual
Apr 18	601	Actual
May 18	290	Actual

A-Actual

E-Estimate

C-Customer

Basic Charge	290 KWH x	0.054793	15.89	
<b>Total NOPEC - NextEra Energy Services Ohio Charges</b>			<b>15.89</b>	
Detail Payment and Adjustment Information				
05/11/18	Payment		-1,231.08	
Account Balances by Company				
	Previous Balance	Payments/Adjustments	Current Charges	Amount Due
The Illuminating Company	1,034.30	-793.18	160.18	401.30
NOPEC - NextEra Energy Services Ohio	437.90	-437.90	73.00	73.00
<b>Total</b>	<b>1,472.20</b>	<b>-1,231.08</b>	<b>233.18</b>	<b>474.30</b>

Equal Payment Plan (EPP) Summary	
Actual Charges Billed During 2 EPP Months	120.68
EPP Amount During 2 EPP Months	332.00
<b>Difference Between Actual Charges and EPP Amount</b>	<b>-211.32</b>

Comparisons	Last Year	This Year
Average Daily Use (KWH)	12	10
Average Daily Temperature	58	57
Days in Billing Period	30	29
Last 12 Months Use (KWH)		14,889
Average Monthly Use (KWH)		1,241

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



76 South Main Street  
Akron, OH 44308-1890

JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144-1317

Account Number: 110 111 662 083

Amount Paid	
Amount Due	\$474.30
Due Date	Jun 04, 2018

THE ILLUMINATING COMPANY  
PO BOX 3687  
AKRON OH 44309-3687

**Messages (Continued)**

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 5.58 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](http://www.energychoice.ohio.gov).

**Residential Service - 1450089037 - 5.58 cents per KWH**

Energy Efficiency	290 KWH x 0.003172	\$0.92
Peak Demand Reduction	290 KWH x 0.000793	\$0.23
Renewable Energy	290 KWH x 0.000966	\$0.28

Your next meter reading is scheduled to occur on or about Jun 19, 2018.

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

For your safety, if your service has been disconnected, do not attempt to reconnect it. While this is illegal and could result in prosecution, removing a meter base or touching any of the wires can also cause death or serious injury through arcs of electricity, explosions or fire. Meters are only to be accessed by authorized utility personnel.

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.

If termination of service would be especially dangerous to your health or the health of someone in your household, please contact our office regarding certification of the related medical condition by a licensed physician, physician's assistant, clinical nurse specialist, certified nurse practitioner, certified nurse-midwife or local board of health physician so that service can be maintained.

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 service providers. If you do not wish to be included on this list, please call us at 1-800-225-0444, go to the Customer Choice section of our website - [www.firstenergycorp.com](http://www.firstenergycorp.com) - or write to us at 76 S. Main St., Akron, OH 44308 Attn: FECC. Please note that an election to not be included on this list will not prevent Ohio Edison, The Illuminating Company or Toledo Edison from providing 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. If 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.

**Explanation of Terms**

**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 Electric Service provider.

**Cost Recovery Charges** - Recovers previously incurred costs, including PUCO-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 line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Generation Credit** - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Important Information**

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

**Call Customer Service** at 1-800-589-3101 from Monday - Friday, 8 a.m. - 6 p.m.

**Call Payment Options** at 1-800-686-9901 from Monday - Friday, 8 a.m. - 6 p.m.

**Visit our web site** 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 try to answer your questions. If your complaint is not resolved after 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 1-800-686-7826 (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 PUCO via 7-1-1 (Ohio relay service).

**The Ohio consumers' counsel (OCC)** represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.pickocc.org>.

**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8 a.m. and 5 p.m.

**For your protection,** all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either 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 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

**Provide reading by telephone or on-line only: DO NOT MAIL**



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:



Bill Based On: Actual Meter Reading, Equal  
Payment Plan

Page 1 of 2  
115

Billing Period: May 18 to Jun 19, 2018 for 33 days  
Bill For: JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144

June 21, 2018

Account Number: 110 111 662 083

Amount Due: \$595.82

Due Date: July 05, 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](http://www.firstenergycorp.com)

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

Messages	Account Summary	Amount Due
*** DISCONNECTION NOTICE *** Your electric bill payment is past due. Your service may be disconnected unless payment of \$212.98 is made by 07/05/2018. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 to have 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 The Illuminating Company's standard offer generation service. The amount due does not include charges for nonratified products or services but may include charges for competitive retail electric service. Failure to pay charges for other nonratified 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 a list of our authorized payment agent locations, please call us at 1-800-686-9901. 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 The Illuminating Company, or for general utility company information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at <a href="http://www.puco.ohio.gov">http://www.puco.ohio.gov</a> . Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Ohio consumer counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <a href="http://www.pickocc.org">http://www.pickocc.org</a> .	Previous Balance 474.30 Payments/Adjustments -50.00 <b>Balance at Billing on Jun 21, 2018 424.30</b> The Illuminating Company - Payment Plan Amount 93.00 The Illuminating Company - Misc. Charges -0.30 NOPEC - NextEra Energy Services Ohio - Payment Plan Amount 73.00 Late Payment Charges 5.82 <b>Total Current Charges 171.52</b> <b>Amount Due by Jul 05, 2018 \$595.82</b>	

Your actual account balance is \$330.86.

Usage Information for Meter Number S320693054

Jun 19, 2018 KWH Reading (Actual)	1,333
May 18, 2018 KWH Reading (Actual)	472
KWH used	861

Charges From The Illuminating Company

Customer Number: 0800268742 1450089037	
Rate: Residential Service CE-RSD	
Customer Charge	4.00
Distribution Related Component	46.42
Cost Recovery Charges	14.77
<b>Current Consumption Bill Charges</b>	<b>65.19</b>
Late payment charge	5.82
Security Deposit Interest	-0.30
<b>Total Charges</b>	<b>\$ 70.71</b>

Charges From NOPEC - NextEra Energy Services Ohio

31320 Solon Road, Suite 20, Solon, OH 44139  
Customer Service: 1-855-667-3201  
Account Number: 1001288271 Rate: GEN-F5479  
Please note: Your Certified Retail Electric Service Provider has changed your supply rate.

Billing Period: May 18, 2018 to Jun 19, 2018

Basic Charge 861 KWH x 0.054785 47.17

**Total NOPEC - NextEra Energy Services Ohio Charges 47.17**

Detail Payment and Adjustment Information

06/10/18 Payment -50.00

Account Balances by Company

	Previous Balance	Payments/ Adjustments	Current Charges	Amount Due
The Illuminating Company	401.30	0.00	98.52	499.82
NOPEC - NextEra Energy Services Ohio	73.00	-50.00	73.00	96.00
<b>Total</b>	<b>474.30</b>	<b>-50.00</b>	<b>171.52</b>	<b>595.82</b>

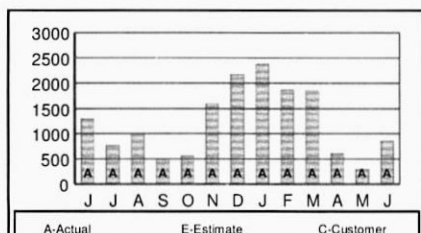
Equal Payment Plan (EPP) Summary

Actual Charges Billed During 3 EPP Months	233.04
EPP Amount During 3 EPP Months	498.00
<b>Difference Between Actual Charges and EPP Amount</b>	<b>-264.96</b>

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

Usage History

Jun 17 1,295	Dec 17 2,165
Jul 17 762	Jan 18 2,388
Aug 17 1,016	Feb 18 1,863
Sep 17 495	Mar 18 1,861
Oct 17 560	Apr 18 601
Nov 17 1,593	May 18 290
	Jun 18 861



Comparisons

	Last Year	This Year
Average Daily Use (KWH)	42	26
Average Daily Temperature	71	71
Days in Billing Period	31	33
Last 12 Months Use (KWH)		14,455
Average Monthly Use (KWH)		1,205

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



76 South Main Street  
Akron, OH 44308-1890

JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144-1317

Account Number: 110 111 662 083

Amount Paid	
Amount Due	\$595.82
Due Date	Jul 05, 2018

THE ILLUMINATING COMPANY  
PO BOX 3687  
AKRON OH 44309-3687

**Messages (Continued)**

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](http://www.energychoice.ohio.gov).

**Residential Service - 1450089037 - 5.80 cents per KWH**

The information below shows specific charges 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 charges on your bill.

Energy Efficiency	861 KWH x 0.003166	\$2.73
Peak Demand Reduction	861 KWH x 0.000792	\$0.68
Renewable Energy	861 KWH x 0.000971	\$0.84

Your next meter reading is scheduled to occur on or about Jul 19, 2018.

Pursuant to Ohio law, it is illegal for your electric meter and associated equipment to be tampered with to obtain unauthorized use of electricity. As specified in the Ohio Revised Code, persons found guilty of stealing electricity or tampering may be subject to jail sentences up to five years and fines up to \$10,000. Meter tampering is dangerous and could result in serious personal injury or damage to property. Ohio Law requires this message.

**Explanation of Terms**

**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 Electric Service provider.

**Cost Recovery Charges** - Recovers previously incurred costs, including PUCO-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 line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Generation Credit** - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Important Information**

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

**Call Customer Service** at 1-800-589-3101 from Monday - Friday, 8 a.m. - 6 p.m.

**Call Payment Options** at 1-800-686-9901 from Monday - Friday, 8 a.m. - 6 p.m.

**Visit our web site** 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 try to answer your questions. If your complaint is not resolved after 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 1-800-686-7826 (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 PUCO via 7-1-1 (Ohio relay service).

**The Ohio consumers' counsel (OCC)** represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.pickocc.org>.

**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8 a.m. and 5 p.m.

**For your protection,** all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either 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 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

**Provide reading by telephone or on-line only: DO NOT MAIL**



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:



Bill Based On: Actual Meter Reading, Equal  
Payment Plan

Page 1 of 2  
115

Billing Period: Jun 20 to Jul 19, 2018 for 30 days  
Bill For: JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144

July 24, 2018

Account Number: 110 111 662 083

Amount Due: \$553.28

Due Date: August 07, 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](http://www.firstenergycorp.com)

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

Messages		Account Summary		Amount Due
*** DISCONNECTION NOTICE ***		Previous Balance		595.82
Your electric bill payment is past due. Your service may be disconnected unless payment of \$117.88 is made by 08/07/2018.		Payments/Adjustments		-212.98
If service is disconnected, you will be required to pay a reconnection fee of \$35.00 to have 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 The Illuminating Company's standard offer generation service. The amount due does not include charges for nontariffed products or services but may include charges for competitive retail electric service. Failure to pay charges for other nontariffed 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 a list of our authorized payment agent locations, please call us at 1-800-686-9901. 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.		Balance at Billing on Jul 24, 2018		362.84
If you have a complaint in regard to this disconnection notice that can not be resolved after you have called The Illuminating Company, or for general utility company information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at <a href="http://www.puco.ohio.gov">http://www.puco.ohio.gov</a> . Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Ohio consumer counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <a href="http://www.pickocc.org">http://www.pickocc.org</a> .		The Illuminating Company - Payment Plan Amount		93.00
Additional messages, if any, can be found on back.		The Illuminating Company - Misc. Charges		-0.32
		NOPEC - NextEra Energy Services Ohio - Payment Plan Amount		73.00
		Late Payment Charges		4.76
		Total Current Charges		170.44
		Amount Due by Aug 07, 2018		\$553.28
		Your actual account balance is \$273.42.		
		Usage Information for Meter Number S320693054		
		Jul 19, 2018 KWH Reading (Actual)		2,458
		Jun 20, 2018 KWH Reading (Actual)		1,333
		KWH used		1,125
		Charges From The Illuminating Company		
		Customer Number: 0800268742 1450089037		
		Rate: Residential Service CE-RSD		
		Customer Charge		4.00
		Distribution Related Component		61.03
		Cost Recovery Charges		18.79
		Current Consumption Bill Charges		83.82
		Late payment charge		4.76
		Security Deposit Interest		-0.32
		Total Charges		\$ 88.26
		Charges From NOPEC - NextEra Energy Services Ohio		
		NEXTERA ENERGY 31320 Solon Road, Suite 20, Solon, OH 44139		
		Customer Service: 1-855-667-3201		
		Account Number: 1001268271 Rate: GEN-F598		
		Please note: Your Certified Retail Electric Service Provider has changed your supply rate.		
		Billing Period: Jun 20, 2018 to Jul 19, 2018		
		Basic Charge 1,125 KWH x 0.059804		67.28
		Total NOPEC - NextEra Energy Services Ohio Charges		67.28
		Detail Payment and Adjustment Information		
		07/05/18 Payment		-212.98
		Account Balances by Company		
		Previous Balance Payments/ Adjustments Current Charges Amount Due		
		The Illuminating Company 499.82 -117.28 97.44 479.98		
		NOPEC - NextEra Energy Services Ohio 96.00 -95.70 73.00 73.30		
		Total 595.82 -212.98 170.44 553.28		
		Equal Payment Plan (EPP) Summary		
		Actual Charges Billed During 4 EPP Months		384.14
		EPP Amount During 4 EPP Months		664.00
		Difference Between Actual Charges and EPP Amount		-279.86

Usage History

Month	Actual	Estimate	Customer
Jul 17	762		2,388
Aug 17	1,016		1,863
Sep 17	495		1,861
Oct 17	560		601
Nov 17	1,593		290
Dec 17	2,165		861
		Jul 18	1,125

A-Actual E-Estimate C-Customer

Comparisons

	Last Year	This Year
Average Daily Use (KWH)	25	38
Average Daily Temperature	74	76
Days in Billing Period	30	30
Last 12 Months Use (KWH)		14,818
Average Monthly Use (KWH)		1,235

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



76 South Main Street  
Akron, OH 44308-1890

JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144-1317

Account Number: 110 111 662 083

Amount Paid	
Amount Due	\$553.28
Due Date	Aug 07, 2018

THE ILLUMINATING COMPANY  
PO BOX 3687  
AKRON OH 44309-3687

**Messages (Continued)**

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 6.06 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](http://www.energychoice.ohio.gov).

**Residential Service - 1450089037 - 6.06 cents per KWH**

The information below shows specific charges 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 charges on your bill.

Energy Efficiency	1,125 KWH x 0.003342	\$3.76
Peak Demand Reduction	1,125 KWH x 0.000836	\$0.94
Renewable Energy	1,125 KWH x 0.000969	\$1.09

Your next meter reading is scheduled to occur on or about Aug 17, 2018.

For a brochure describing your customer rights and obligations, please call our Customer Service phone number.

For your safety and the safety of our crews, when using a generator follow the manufacturer's installation and operation instructions. Never connect a generator directly to your electrical system without an isolation device installed by an electrician. Otherwise, a fire could start

or an employee restoring your power could be seriously injured. We suggest plugging lights/appliances in the outlets on the generator unit.

Tree branches and shrubs -- and insects that nest in vegetation -- can make it difficult and, at times, unsafe for our employees to read your meter. Please be sure your meter is easily accessible by clearing the path to it and the area around it.

**Explanation of Terms**

**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 Electric Service provider.

**Cost Recovery Charges** - Recovers previously incurred costs, including PUCO-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 line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Generation Credit** - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Important Information**

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

**Call Customer Service** at 1-800-589-3101 from Monday - Friday, 8 a.m. - 6 p.m.

**Call Payment Options** at 1-800-686-9901 from Monday - Friday, 8 a.m. - 6 p.m.

**Visit our web site** 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 try to answer your questions. If your complaint is not resolved after 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 1-800-686-7826 (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 PUCO via 7-1-1 (Ohio relay service).

**The Ohio consumers' counsel (OCC)** represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.pickocc.org>.

**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8 a.m. and 5 p.m.

**For your protection,** all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either 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 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

**Provide reading by telephone or on-line only: DO NOT MAIL**



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:





Bill Based On: Actual Meter Reading, Rebill

Page 1 of 2  
115

Billing Period: Jun 20 to Jul 19, 2018 for 30 days  
Bill For: JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144

August 09, 2018

Account Number: 110 111 662 083

Amount Due: \$273.26

Due Date: August 23, 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](http://www.firstenergycorp.com)

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

Messages		Account Summary		Amount Due
*** DISCONNECTION NOTICE ***		Previous Balance		595.82
Your electric bill payment is past due. Your service may be disconnected unless payment of \$51.70 is made by 08/24/2018. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 to have 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 The Illuminating Company's standard-offer generation service. The amount due does not include charges for nontariffed products or services but may include charges for competitive retail electric service. Failure to pay charges for other nontariffed 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 a list of our authorized payment agent locations, please call us at 1-800-686-9901. 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.		Payments/Adjustments		-212.98
If you have a complaint in regard to this disconnection notice that can not be resolved after you have called The Illuminating Company, or for general utility company information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at <a href="http://www.puco.ohio.gov">http://www.puco.ohio.gov</a> . Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Ohio consumer counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <a href="http://www.pickocc.org">http://www.pickocc.org</a> .		Balance at Billing on Aug 09, 2018		382.84
Additional messages, if any, can be found on back.		The Illuminating Company		83.82
Usage History		The Illuminating Company - Payment Plan Balance		-142.69
Jul 17 762 Jan 18 2,388		The Illuminating Company - Misc. Charges		-0.48
Aug 17 1,016 Feb 18 1,863		NOPEC - NextEra Energy Services Ohio - Consumption		67.28
Sep 17 495 Mar 18 1,861		NOPEC - NextEra Energy Services Ohio - Payment Plan Balance		-122.27
Oct 17 560 Apr 18 601		Late Payment Charges		4.76
Nov 17 1,593 May 18 290		Total Current Charges		-109.58
Dec 17 2,165 Jun 18 861		Amount Due by Aug 23, 2018		\$273.26
Jul 18 1,125 Jul 18 1,125		Usage Information for Meter Number S320693054		
		Jul 19, 2018 KWH Reading (Actual)		2,458
		Jun 20, 2018 KWH Reading (Actual)		1,333
		KWH used		1,125
		Charges From The Illuminating Company		
		Customer Number: 0800268742 1450089037		
		Rate: Residential Service CE-RSD		
		Customer Charge		4.00
		Distribution Related Component		61.03
		Cost Recovery Charges		18.79
		Current Consumption Bill Charges		83.82
		Late payment charge		4.76
		Security Deposit Interest		-0.48
		Total Charges		\$ 88.10
		Charges From NOPEC - NextEra Energy Services Ohio		
		31320 Solon Road, Suite 20, Solon, OH 44139		
		Customer Service: 1-855-667-3201		
		Account Number: 1001288271 Rate: GEN-F598		
		Please note: Your Certified Retail Electric Service Provider has changed your supply rate.		
		Billing Period: Jun 20, 2018 to Jul 19, 2018		
		Basic Charge 1,125 KWH x 0.059804		67.28
		Total NOPEC - NextEra Energy Services Ohio Charges		67.28
		Detail Payment and Adjustment Information		
		07/05/18 Payment		-212.98
		Account Balances by Company		
		Previous Balance	Payments/Adjustments	Current Amount
		499.82	-117.28	-54.59
		The Illuminating Company		327.95
		NOPEC - NextEra Energy		
		Services Ohio	96.00 -95.70	-54.99
		Total	595.82 -212.98	-109.58
				273.26

Comparisons	Last Year	This Year
Average Daily Use (KWH)	25	38
Average Daily Temperature	74	76
Days in Billing Period	30	30
Last 12 Months Use (KWH)		14,818
Average Monthly Use (KWH)		1,235

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

76 South Main Street  
Akron, OH 44308-1890

JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144

Account Number: 110 111 662 083

Amount	Paid	
Amount	Due	\$273.26
Due Date	Aug 23, 2018	

THE ILLUMINATING COMPANY  
PO BOX 3687  
AKRON OH 44309-3687



**Messages (Continued)**

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 6.06 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](http://www.energychoice.ohio.gov).

**Residential Service - 1450089037 - 6.06 cents per KWH**

The information below shows specific charges 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 charges on your bill.

Energy Efficiency	1,125 KWH x 0.003342	\$3.76
Peak Demand Reduction	1,125 KWH x 0.000836	\$0.94
Renewable Energy	1,125 KWH x 0.000969	\$1.09

Your next meter reading is scheduled to occur on or about Aug 17, 2018.

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 service providers. If you do not wish to be included on this list, please call us at 1-800-225-0444, go to the Customer Choice section of our website - [www.firstenergycorp.com](http://www.firstenergycorp.com) - or write to us at 76 S. Main St., Akron, OH 44308 Attn: FECC. Please note that an election to not be included on this list will not prevent Ohio Edison, The Illuminating Company or Toledo Edison from providing

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. If 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.

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.

**Explanation of Terms**

**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 Electric Service provider.

**Cost Recovery Charges** - Recovers previously incurred costs, including PUCO-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 line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Generation Credit** - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Important Information**

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

**Call Customer Service** at 1-800-589-3101 from Monday - Friday, 8 a.m. - 6 p.m.

**Call Payment Options** at 1-800-686-9901 from Monday - Friday, 8 a.m. - 6 p.m.

**Visit our web site** 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 try to answer your questions. If your complaint is not resolved after 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 1-800-686-7826 (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 PUCO via 7-1-1 (Ohio relay service).

**The Ohio consumers' counsel (OCC)** represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.pickocc.org>.

**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8 a.m. and 5 p.m.

**For your protection,** all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either 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 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

**Provide reading by telephone or on-line only: DO NOT MAIL**



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:



Bill Based On: Actual Meter Reading

Page 1 of 2  
115

Billing Period: Jul 20 to Aug 17, 2018 for 29 days  
Bill For: JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144

August 21, 2018  
Account Number: 110 111 662 083  
Amount Due: \$433.43  
Due Date: September 04, 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](http://www.firstenergycorp.com)

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

Messages	Account Summary	Amount Due																																																																																																
<b>** REMINDER NOTICE **</b> 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 <b>PRICE TO COMPARE</b> 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 6.11 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 <a href="http://www.energychoice.ohio.gov">www.energychoice.ohio.gov</a> . <b>Residential Service - 1450089037 - 6.11 cents per KWH</b>  The information below shows specific charges 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 charges on your bill.  Energy Efficiency 1,177 KWH x 0.003449 \$4.06 Peak Demand Reduction 1,177 KWH x 0.000862 \$1.01 Renewable Energy 1,177 KWH x 0.000971 \$1.14  Your next meter reading is scheduled to occur on or about Sep 18, 2018.  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 service providers. If you do not wish to be included, please contact us at 1-800-686-9901. <b>Additional messages, if any, can be found on back.</b>	Previous Balance 273.26 Payments/Adjustments 0.00 <b>Balance at Billing on Aug 21, 2018 273.26</b>  The Illuminating Company 87.41 The Illuminating Company - Misc. Charges -0.12 NOPEC - NextEra Energy Services Ohio - Consumption 72.10 Late Payment Charges 0.78 <b>Total Current Charges 160.17</b>  <b>Amount Due by Sep 04, 2018 \$433.43</b>  <b>Usage Information for Meter Number S320693054</b>  Aug 17, 2018 KWH Reading (Actual) 3,635 Jul 20, 2018 KWH Reading (Actual) 2,458 KWH used 1,177  <b>Charges From The Illuminating Company</b>  Customer Number: 0800268742 1450089037 Rate: Residential Service CE-RSD Customer Charge 4.00 Distribution Related Component 64.08 Cost Recovery Charges 19.33 <b>Current Consumption Bill Charges 87.41</b> Late payment charge 0.78 Security Deposit Interest -0.12 <b>Total Charges \$88.07</b>  <b>Charges From NOPEC - NextEra Energy Services Ohio</b>  31320 Solon Road, Suite 20, Solon, OH 44139 Customer Service: 1-855-667-3201 Account Number: 1001288271 Rate: GEN-F6126  <b>Billing Period: Jul 20, 2018 to Aug 17, 2018</b> Basic Charge 1,177 KWH x 0.061257 72.10 <b>Total NOPEC - NextEra Energy Services Ohio Charges 72.10</b>  <b>Account Balances by Company</b> <table border="1"><thead><tr><th></th><th>Previous Balance</th><th>Payments/Adjustments</th><th>Current Charges</th><th>Amount Due</th></tr></thead><tbody><tr><td>The Illuminating Company</td><td>328.25</td><td>0.00</td><td>88.07</td><td>416.32</td></tr><tr><td>NOPEC - NextEra Energy Services Ohio</td><td>-54.99</td><td>0.00</td><td>72.10</td><td>17.11</td></tr><tr><td><b>Total</b></td><td><b>273.26</b></td><td><b>0.00</b></td><td><b>160.17</b></td><td><b>433.43</b></td></tr></tbody></table>		Previous Balance	Payments/Adjustments	Current Charges	Amount Due	The Illuminating Company	328.25	0.00	88.07	416.32	NOPEC - NextEra Energy Services Ohio	-54.99	0.00	72.10	17.11	<b>Total</b>	<b>273.26</b>	<b>0.00</b>	<b>160.17</b>	<b>433.43</b>																																																																													
	Previous Balance	Payments/Adjustments	Current Charges	Amount Due																																																																																														
The Illuminating Company	328.25	0.00	88.07	416.32																																																																																														
NOPEC - NextEra Energy Services Ohio	-54.99	0.00	72.10	17.11																																																																																														
<b>Total</b>	<b>273.26</b>	<b>0.00</b>	<b>160.17</b>	<b>433.43</b>																																																																																														
<b>Usage History</b> <table border="1"><thead><tr><th>Month</th><th>Usage (KWH)</th><th>Month</th><th>Usage (KWH)</th></tr></thead><tbody><tr><td>Aug 17</td><td>1,016</td><td>Feb 18</td><td>1,863</td></tr><tr><td>Sep 17</td><td>495</td><td>Mar 18</td><td>1,861</td></tr><tr><td>Oct 17</td><td>560</td><td>Apr 18</td><td>601</td></tr><tr><td>Nov 17</td><td>1,593</td><td>May 18</td><td>290</td></tr><tr><td>Dec 17</td><td>2,165</td><td>Jun 18</td><td>861</td></tr><tr><td>Jan 18</td><td>2,388</td><td>Jul 18</td><td>1,125</td></tr><tr><td></td><td></td><td>Aug 18</td><td>1,177</td></tr></tbody></table>  <table border="1"><thead><tr><th>Month</th><th>Usage (KWH)</th><th>Month</th><th>Usage (KWH)</th></tr></thead><tbody><tr><td>Aug 17</td><td>1,016</td><td>Feb 18</td><td>1,863</td></tr><tr><td>Sep 17</td><td>495</td><td>Mar 18</td><td>1,861</td></tr><tr><td>Oct 17</td><td>560</td><td>Apr 18</td><td>601</td></tr><tr><td>Nov 17</td><td>1,593</td><td>May 18</td><td>290</td></tr><tr><td>Dec 17</td><td>2,165</td><td>Jun 18</td><td>861</td></tr><tr><td>Jan 18</td><td>2,388</td><td>Jul 18</td><td>1,125</td></tr><tr><td></td><td></td><td>Aug 18</td><td>1,177</td></tr></tbody></table> <table border="1"><thead><tr><th>Month</th><th>Usage (KWH)</th><th>Month</th><th>Usage (KWH)</th></tr></thead><tbody><tr><td>Aug 17</td><td>1,016</td><td>Feb 18</td><td>1,863</td></tr><tr><td>Sep 17</td><td>495</td><td>Mar 18</td><td>1,861</td></tr><tr><td>Oct 17</td><td>560</td><td>Apr 18</td><td>601</td></tr><tr><td>Nov 17</td><td>1,593</td><td>May 18</td><td>290</td></tr><tr><td>Dec 17</td><td>2,165</td><td>Jun 18</td><td>861</td></tr><tr><td>Jan 18</td><td>2,388</td><td>Jul 18</td><td>1,125</td></tr><tr><td></td><td></td><td>Aug 18</td><td>1,177</td></tr></tbody></table>	Month	Usage (KWH)	Month	Usage (KWH)	Aug 17	1,016	Feb 18	1,863	Sep 17	495	Mar 18	1,861	Oct 17	560	Apr 18	601	Nov 17	1,593	May 18	290	Dec 17	2,165	Jun 18	861	Jan 18	2,388	Jul 18	1,125			Aug 18	1,177	Month	Usage (KWH)	Month	Usage (KWH)	Aug 17	1,016	Feb 18	1,863	Sep 17	495	Mar 18	1,861	Oct 17	560	Apr 18	601	Nov 17	1,593	May 18	290	Dec 17	2,165	Jun 18	861	Jan 18	2,388	Jul 18	1,125			Aug 18	1,177	Month	Usage (KWH)	Month	Usage (KWH)	Aug 17	1,016	Feb 18	1,863	Sep 17	495	Mar 18	1,861	Oct 17	560	Apr 18	601	Nov 17	1,593	May 18	290	Dec 17	2,165	Jun 18	861	Jan 18	2,388	Jul 18	1,125			Aug 18	1,177		
Month	Usage (KWH)	Month	Usage (KWH)																																																																																															
Aug 17	1,016	Feb 18	1,863																																																																																															
Sep 17	495	Mar 18	1,861																																																																																															
Oct 17	560	Apr 18	601																																																																																															
Nov 17	1,593	May 18	290																																																																																															
Dec 17	2,165	Jun 18	861																																																																																															
Jan 18	2,388	Jul 18	1,125																																																																																															
		Aug 18	1,177																																																																																															
Month	Usage (KWH)	Month	Usage (KWH)																																																																																															
Aug 17	1,016	Feb 18	1,863																																																																																															
Sep 17	495	Mar 18	1,861																																																																																															
Oct 17	560	Apr 18	601																																																																																															
Nov 17	1,593	May 18	290																																																																																															
Dec 17	2,165	Jun 18	861																																																																																															
Jan 18	2,388	Jul 18	1,125																																																																																															
		Aug 18	1,177																																																																																															
Month	Usage (KWH)	Month	Usage (KWH)																																																																																															
Aug 17	1,016	Feb 18	1,863																																																																																															
Sep 17	495	Mar 18	1,861																																																																																															
Oct 17	560	Apr 18	601																																																																																															
Nov 17	1,593	May 18	290																																																																																															
Dec 17	2,165	Jun 18	861																																																																																															
Jan 18	2,388	Jul 18	1,125																																																																																															
		Aug 18	1,177																																																																																															
<b>Comparisons</b> Average Daily Use (KWH) 34 41 Average Daily Temperature 75 75 Days in Billing Period 30 29 Last 12 Months Use (KWH) 14,979 Average Monthly Use (KWH) 1,248																																																																																																		

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

76 South Main Street  
Akron, OH 44308-1890

JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144-1317

Account Number: 110 111 662 083

Amount	Paid	
Amount	Due	\$433.43
Due Date	Sep 04, 2018	

THE ILLUMINATING COMPANY  
PO BOX 3687  
AKRON OH 44309-3687

**Messages (Continued)**

included on this list, please call us at 1-800-225-0444, go to the Customer Choice section of our website - [www.firstenergycorp.com](http://www.firstenergycorp.com) - or write to us at 76 S. Main St., Akron, OH 44308 Attn: FECC. Please note that an election to not be included on this list will not prevent Ohio Edison, The Illuminating Company or Toledo Edison from providing 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. If 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.

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.

**Explanation of Terms**

**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 Electric Service provider.

**Cost Recovery Charges** - Recovers previously incurred costs, including PUCO-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 line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Generation Credit** - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Important Information**

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

**Call Customer Service** at 1-800-589-3101 from Monday - Friday, 8 a.m. - 6 p.m.

**Call Payment Options** at 1-800-686-9901 from Monday - Friday, 8 a.m. - 6 p.m.

**Visit our web site** 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 try to answer your questions. If your complaint is not resolved after 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 1-800-686-7826 (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 PUCO via 7-1-1 (Ohio relay service).

**The Ohio consumers' counsel (OCC)** represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.pickocc.org>.

**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8 a.m. and 5 p.m.

**For your protection,** all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either 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 1-866-283-8081.

**To provide a customer meter reading,** use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

**Provide reading by telephone or on-line only: DO NOT MAIL**

Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:



Bill Based On: Actual Meter Reading

Page 1 of 2  
115

Billing Period: Aug 18 to Sep 18, 2018 for 32 days  
Bill For: JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144

September 20, 2018

Account Number: 110 111 662 083

Amount Due: \$540.25

Due Date: October 04, 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](http://www.firstenergycorp.com)

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

Messages	Account Summary	Amount Due		
<b>*** DISCONNECTION NOTICE ***</b> Your electric bill payment is past due. Your service may be disconnected unless payment of \$315.86 is made by 10/04/2018. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 to have 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 The Illuminating Company's standard-offer generation service. The amount due does not include charges for nonratified products or services but may include charges for competitive retail electric service. Failure to pay charges for other nonratified 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 a list of our authorized payment agent locations, please call us at 1-800-686-9901. 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 The Illuminating Company, or for general utility company information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at <a href="http://www.puco.ohio.gov">http://www.puco.ohio.gov</a> . Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Ohio consumer counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <a href="http://www.pickocc.org">http://www.pickocc.org</a> .	Previous Balance	433.43		
	Payments/Adjustments	-51.70		
	<b>Balance at Billing on Sep 20, 2018</b>	<b>381.73</b>		
	The Illuminating Company	84.44		
	The Illuminating Company - Misc. Charges	-0.29		
	NOPEC - NextEra Energy Services Ohio - Consumption	69.71		
	Late Payment Charges	4.66		
	<b>Total Current Charges</b>	<b>158.52</b>		
	<b>Amount Due by Oct 04, 2018</b>	<b>\$540.25</b>		
	<b>Usage Information for Meter Number S320693054</b>			
Sep 18, 2018 KWH Reading (Actual)	4,773			
Aug 18, 2018 KWH Reading (Actual)	3,635			
KWH used	1,138			
<b>Charges From The Illuminating Company</b>				
Customer Number: 0800268742 1450089037				
Rate: Residential Service CE-RSD				
Customer Charge	4.00			
Distribution Related Component	61.74			
Cost Recovery Charges	18.70			
<b>Current Consumption Bill Charges</b>	<b>84.44</b>			
Late payment charge	4.66			
Security Deposit Interest	-0.29			
<b>Total Charges</b>	<b>\$ 88.81</b>			
<b>Charges From NOPEC - NextEra Energy Services Ohio</b>				
31320 Solon Road, Suite 20, Solon, OH 44139				
Customer Service: 1-855-667-3201				
Account Number: 1001288271 Rate: GEN-F6126				
<b>Billing Period: Aug 18, 2018 to Sep 18, 2018</b>				
Basic Charge	1,138 KWH x 0.061257	69.71		
<b>Total NOPEC - NextEra Energy Services Ohio Charges</b>		<b>69.71</b>		
<b>Detail Payment and Adjustment Information</b>				
08/17/18 Payment		-51.70		
<b>Account Balances by Company</b>				
	Previous Balance	Payments/Adjustments	Current Charges	Amount Due
The Illuminating Company	294.05	-51.70	88.81	331.16
NOPEC - NextEra Energy Services Ohio	139.38	0.00	69.71	209.09
<b>Total</b>	<b>433.43</b>	<b>-51.70</b>	<b>158.52</b>	<b>540.25</b>

	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18
A-Actual	495	560	1,593	2,165	2,388	1,863	1,861	601	290	861	1,125	1,177	1,138
E-Estimate													
C-Customer													

	Last Year	This Year
Average Daily Use (KWH)	16	36
Average Daily Temperature	68	75
Days in Billing Period	31	32
Last 12 Months Use (KWH)		15,622
Average Monthly Use (KWH)		1,302

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

76 South Main Street  
Akron, OH 44308-1890

JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144-1317

Account Number: 110 111 662 083

Amount	Paid	
Amount	Due	\$540.25
Due Date		Oct 04, 2018

THE ILLUMINATING COMPANY  
PO BOX 3687  
AKRON OH 44309-3687

**Messages (Continued)**

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 5.66 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](http://www.energychoice.ohio.gov).

**Residential Service - 1450089037 - 5.66 cents per KWH**

The information below shows specific charges 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 charges on your bill.

Energy Efficiency	1,138 KWH x 0.003449	\$3.92
Peak Demand Reduction	1,138 KWH x 0.000862	\$0.98
Renewable Energy	1,138 KWH x 0.000971	\$1.10

Your next meter reading is scheduled to occur on or about Oct 17, 2018.

**Explanation of Terms**

**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 Electric Service provider.

**Cost Recovery Charges** - Recovers previously incurred costs, including PUCO-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 line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Generation Credit** - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Important Information**

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

**Call Customer Service** at 1-800-589-3101 from Monday - Friday, 8 a.m. - 6 p.m.

**Call Payment Options** at 1-800-686-9901 from Monday - Friday, 8 a.m. - 6 p.m.

**Visit our web site** 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 try to answer your questions. If your complaint is not resolved after 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 1-800-686-7826 (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 PUCO via 7-1-1 (Ohio relay service).

**The Ohio consumers' counsel (OCC)** represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.pickocc.org>.

**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8 a.m. and 5 p.m.

**For your protection,** all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either 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 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

**Provide reading by telephone or on-line only: DO NOT MAIL**



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:



Bill Based On: Actual Meter Reading

Page 1 of 2  
115

Billing Period: Sep 19 to Oct 18, 2018 for 30 days  
Bill For: JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144

October 22, 2018

Account Number: 110 111 662 083

Amount Due: \$621.99

Due Date: November 05, 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](http://www.firstenergycorp.com)

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

Messages	Account Summary	Amount Due																				
<b>** REMINDER NOTICE **</b> 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 5.35 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 <a href="http://www.energychoice.ohio.gov">www.energychoice.ohio.gov</a> . <b>Residential Service - 1450089037 - 5.35 cents per KWH</b>  The information below shows specific charges 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 charges on your bill.  Energy Efficiency 549 KWH x 0.003449 \$1.89 Peak Demand Reduction 549 KWH x 0.000862 \$0.47 Renewable Energy 549 KWH x 0.000971 \$0.53  Your next meter reading is scheduled to occur on or about Nov 15, 2018.  If termination of service would be especially dangerous to your health or the health of someone in your household, please contact our office regarding certification of the related medical condition by a licensed medical professional. <b>Additional messages, if any, can be found on back.</b>	Previous Balance 540.25 Payments/Adjustments 0.00 <b>Balance at Billing on Oct 22, 2018 540.25</b>  The Illuminating Company 42.89 The Illuminating Company - Misc. Charges -0.31 NOPEC - NextEra Energy Services Ohio - Consumption 32.19 Late Payment Charges 6.97 <b>Total Current Charges 81.74</b>  <b>Amount Due by Nov 05, 2018 \$621.99</b>  <b>Usage Information for Meter Number S320693054</b>  Oct 18, 2018 KWH Reading (Actual) 5,322 Sep 19, 2018 KWH Reading (Actual) 4,773 KWH used 549  <b>Charges From The Illuminating Company</b>  Customer Number: 0800268742 1450089037 Rate: Residential Service CE-RSD Customer Charge 4.00 Distribution Related Component 29.86 Cost Recovery Charges 9.03 <b>Current Consumption Bill Charges 42.89</b> Late payment charge 6.97 Security Deposit Interest -0.31 <b>Total Charges \$49.55</b>  <b>Charges From NOPEC - NextEra Energy Services Ohio</b>  31320 Solon Road, Suite 20, Solon, OH 44139 Customer Service: 1-855-667-3201 Account Number: 1001288271 Rate: GEN-F5863  Please note: Your Certified Retail Electric Service Provider has changed your supply rate.  <b>Billing Period: Sep 19, 2018 to Oct 18, 2018</b> Basic Charge 549 KWH x 0.058634 32.19 <b>Total NOPEC - NextEra Energy Services Ohio Charges 32.19</b>  <b>Account Balances by Company</b> <table border="1"><thead><tr><th></th><th>Previous Balance</th><th>Payments/Adjustments</th><th>Current Charges</th><th>Amount Due</th></tr></thead><tbody><tr><td>The Illuminating Company</td><td>331.16</td><td>0.00</td><td>49.55</td><td>380.71</td></tr><tr><td>NOPEC - NextEra Energy Services Ohio</td><td>209.09</td><td>0.00</td><td>32.19</td><td>241.28</td></tr><tr><td><b>Total</b></td><td><b>540.25</b></td><td><b>0.00</b></td><td><b>81.74</b></td><td><b>621.99</b></td></tr></tbody></table>		Previous Balance	Payments/Adjustments	Current Charges	Amount Due	The Illuminating Company	331.16	0.00	49.55	380.71	NOPEC - NextEra Energy Services Ohio	209.09	0.00	32.19	241.28	<b>Total</b>	<b>540.25</b>	<b>0.00</b>	<b>81.74</b>	<b>621.99</b>	
	Previous Balance	Payments/Adjustments	Current Charges	Amount Due																		
The Illuminating Company	331.16	0.00	49.55	380.71																		
NOPEC - NextEra Energy Services Ohio	209.09	0.00	32.19	241.28																		
<b>Total</b>	<b>540.25</b>	<b>0.00</b>	<b>81.74</b>	<b>621.99</b>																		

**Usage History**

	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18
A-Actual	560	1,593	2,165	2,388	1,863	1,861							
E-Estimate							601	290	861	1,125	1,177	1,138	549

	Last Year	This Year
Average Daily Use (KWH)	19	18
Average Daily Temperature	68	63
Days in Billing Period	30	30
Last 12 Months Use (KWH)		15,611
Average Monthly Use (KWH)		1,301

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

76 South Main Street  
Akron, OH 44308-1890

JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144-1317

Account Number: 110 111 662 083

Amount Paid	
Amount Due	\$621.99
Due Date	Nov 05, 2018

THE ILLUMINATING COMPANY  
PO BOX 3687  
AKRON OH 44309-3687

**Messages (Continued)**

physician, physician assistant, clinical nurse specialist, certified nurse practitioner, certified nurse-midwife or local board of health physician so that service can be maintained.

**Explanation of Terms**

**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 Electric Service provider.

**Cost Recovery Charges** - Recovers previously incurred costs, including PUCO-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 line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Generation Credit** - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Important Information**

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

**Call Customer Service** at 1-800-589-3101 from Monday - Friday, 8 a.m. - 6 p.m.

**Call Payment Options** at 1-800-686-9901 from Monday - Friday, 8 a.m. - 6 p.m.

**Visit our web site** 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 try to answer your questions. If your complaint is not resolved after 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 1-800-686-7826 (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 PUCO via 7-1-1 (Ohio relay service).

**The Ohio consumers' counsel (OCC)** represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.pickocc.org>.

**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8 a.m. and 5 p.m.

**For your protection,** all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either 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 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

**Provide reading by telephone or on-line only: DO NOT MAIL**



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:





Bill Based On: Actual Meter Reading

Page 1 of 2  
115

Billing Period: Oct 19 to Nov 15, 2018 for 28 days  
Bill For: JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144

November 19, 2018

Account Number: 110 111 662 083

Amount Due: \$671.52

Due Date: December 03, 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](http://www.firstenergycorp.com)

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

Messages		Account Summary		Amount Due																																
<b>** REMINDER NOTICE **</b>																																				
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 <b>PRICE TO COMPARE</b> 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 5.39 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 <a href="http://www.energychoice.ohio.gov">www.energychoice.ohio.gov</a> .																																				
<b>Residential Service - 1450089037 - 5.39 cents per KWH</b>																																				
The information below shows specific charges 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 charges on your bill.																																				
Energy Efficiency	341 KWH x 0.003449	\$1.18																																		
Peak Demand Reduction	341 KWH x 0.000862	\$0.29																																		
Renewable Energy	341 KWH x 0.000971	\$0.33																																		
Your next meter reading is scheduled to occur on or about Dec 17, 2018.																																				
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 service providers. If you do not wish to be included, please contact us at 1-800-686-9901.																																				
<b>Additional messages, if any, can be found on back.</b>																																				
<b>Usage History</b>																																				
<table border="1"><thead><tr><th>Month</th><th>Usage (KWH)</th><th>Month</th><th>Usage (KWH)</th></tr></thead><tbody><tr><td>Nov 17</td><td>1,593</td><td>May 18</td><td>290</td></tr><tr><td>Dec 17</td><td>2,165</td><td>Jun 18</td><td>861</td></tr><tr><td>Jan 18</td><td>2,388</td><td>Jul 18</td><td>1,125</td></tr><tr><td>Feb 18</td><td>1,863</td><td>Aug 18</td><td>1,177</td></tr><tr><td>Mar 18</td><td>1,861</td><td>Sep 18</td><td>1,138</td></tr><tr><td>Apr 18</td><td>601</td><td>Oct 18</td><td>549</td></tr><tr><td></td><td></td><td>Nov 18</td><td>341</td></tr></tbody></table>					Month	Usage (KWH)	Month	Usage (KWH)	Nov 17	1,593	May 18	290	Dec 17	2,165	Jun 18	861	Jan 18	2,388	Jul 18	1,125	Feb 18	1,863	Aug 18	1,177	Mar 18	1,861	Sep 18	1,138	Apr 18	601	Oct 18	549			Nov 18	341
Month	Usage (KWH)	Month	Usage (KWH)																																	
Nov 17	1,593	May 18	290																																	
Dec 17	2,165	Jun 18	861																																	
Jan 18	2,388	Jul 18	1,125																																	
Feb 18	1,863	Aug 18	1,177																																	
Mar 18	1,861	Sep 18	1,138																																	
Apr 18	601	Oct 18	549																																	
		Nov 18	341																																	
<table border="1"><thead><tr><th>Comparisons</th><th>Last Year</th><th>This Year</th></tr></thead><tbody><tr><td>Average Daily Use (KWH)</td><td>55</td><td>12</td></tr><tr><td>Average Daily Temperature</td><td>48</td><td>44</td></tr><tr><td>Days in Billing Period</td><td>29</td><td>28</td></tr><tr><td>Last 12 Months Use (KWH)</td><td></td><td>14,359</td></tr><tr><td>Average Monthly Use (KWH)</td><td></td><td>1,197</td></tr></tbody></table>					Comparisons	Last Year	This Year	Average Daily Use (KWH)	55	12	Average Daily Temperature	48	44	Days in Billing Period	29	28	Last 12 Months Use (KWH)		14,359	Average Monthly Use (KWH)		1,197														
Comparisons	Last Year	This Year																																		
Average Daily Use (KWH)	55	12																																		
Average Daily Temperature	48	44																																		
Days in Billing Period	29	28																																		
Last 12 Months Use (KWH)		14,359																																		
Average Monthly Use (KWH)		1,197																																		

Charges From The Illuminating Company				
Customer Number:	0800268742 1450089037			
Rate:	Residential Service CE-RSD			
Customer Charge				4.00
Distribution Related Component				18.60
Cost Recovery Charges				5.61
<b>Current Consumption Bill Charges</b>				<b>28.21</b>
Security Deposit Interest				-0.27
<b>Total Charges</b>				<b>\$ 27.94</b>

Charges From NOPEC - NextEra Energy Services Ohio				
<b>NOPEC</b> 31320 Solon Road, Suite 20, Solon, OH 44139 Customer Service: 1-855-667-3201				
Account Number: 1001288271 Rate: GEN-F633				
<b>Billing Period: Oct 19, 2018 to Nov 15, 2018</b>				
Basic Charge	341 KWH x	0.063314		21.59
<b>Total NOPEC - NextEra Energy Services Ohio Charges</b>				<b>21.59</b>

Account Balances by Company				
	Previous Balance	Payments/Adjustments	Current Charges	Amount Due
The Illuminating Company	381.00	0.00	27.94	408.94
NOPEC - NextEra Energy Services Ohio	240.99	0.00	21.59	262.58
<b>Total</b>	<b>621.99</b>	<b>0.00</b>	<b>49.53</b>	<b>671.52</b>

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

76 South Main Street  
Akron, OH 44308-1890

JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144-1317

Account Number: 110 111 662 083

Amount	Paid	
Amount	Due	\$671.52
Due Date		Dec 03, 2018

THE ILLUMINATING COMPANY  
PO BOX 3687  
AKRON OH 44309-3687



**Messages (Continued)**

included on this list, please call us at 1-800-225-0444, go to the Customer Choice section of our website - [www.firstenergycorp.com](http://www.firstenergycorp.com) - or write to us at 76 S. Main St., Akron, OH 44308 Attn: FECC. Please note that an election to not be included on this list will not prevent Ohio Edison, The Illuminating Company or Toledo Edison from providing 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. If 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.

**Explanation of Terms**

**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 Electric Service provider.

**Cost Recovery Charges** - Recovers previously incurred costs, including PUCO-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 line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Generation Credit** - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Important Information**

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

**Call Customer Service** at 1-800-589-3101 from Monday - Friday, 8 a.m. - 6 p.m.

**Call Payment Options** at 1-800-686-9901 from Monday - Friday, 8 a.m. - 6 p.m.

**Visit our web site** 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 try to answer your questions. If your complaint is not resolved after 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 1-800-686-7826 (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 PUCO via 7-1-1 (Ohio relay service).

**The Ohio consumers' counsel (OCC)** represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.pickocc.org>.

**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8 a.m. and 5 p.m.

**For your protection,** all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either 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 1-866-283-8081.

**To provide a customer meter reading,** use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

**Provide reading by telephone or on-line only: DO NOT MAIL**

Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:



Bill Based On: Actual Meter Reading

Page 1 of 2  
115

Billing Period: Nov 16 to Dec 17, 2018 for 32 days  
Bill For: JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144

December 19, 2018

Account Number: 110 111 662 083

Amount Due: \$742.20

Due Date: January 02, 2019

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](http://www.firstenergycorp.com)

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

Messages		Account Summary		Amount Due		
<b>** REMINDER NOTICE **</b>		Previous Balance		671.52		
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.		Payments/Adjustments		0.00		
To avoid a 1.50% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date.		<b>Balance at Billing on Dec 19, 2018</b>		<b>671.52</b>		
Your current <b>PRICE TO COMPARE</b> 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 5.39 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 <a href="http://www.energychoice.ohio.gov">www.energychoice.ohio.gov</a> .		The Illuminating Company		39.19		
<b>Residential Service - 1450089037 - 5.39 cents per KWH</b>		The Illuminating Company - Misc. Charges		-0.29		
The information below shows specific charges 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 charges on your bill.		NOPEC - NextEra Energy Services Ohio - Consumption		31.78		
Energy Efficiency 502 KWH x 0.003449 \$1.73		<b>Total Current Charges</b>		<b>70.68</b>		
Peak Demand Reduction 502 KWH x 0.000862 \$0.43		<b>Amount Due by Jan 02, 2019</b>		<b>\$742.20</b>		
Renewable Energy 502 KWH x 0.000971 \$0.49		<b>Usage Information for Meter Number S320693054</b>				
Your next meter reading is scheduled to occur on or about Jan 17, 2019.		Dec 17, 2018 KWH Reading (Actual)		6,165		
Under State law, the amount you are being billed includes: (1) Kilowatt-hour taxes that have been in effect since 2001 and are currently at \$58.98 and (2) Assessments to assist in the support of the <b>Additional messages, if any, can be found on back.</b>		Nov 16, 2018 KWH Reading (Actual)		5,663		
		KWH used		502		
		<b>Charges From The Illuminating Company</b>				
		Customer Number: 0800268742 1450089037				
		Rate: Residential Service CE-RSD				
		Customer Charge		4.00		
		Distribution Related Component		26.93		
		Cost Recovery Charges		8.26		
		<b>Current Consumption Bill Charges</b>		<b>39.19</b>		
		Security Deposit Interest		-0.29		
		<b>Total Charges</b>		<b>\$38.90</b>		
		<b>Charges From NOPEC - NextEra Energy Services Ohio</b>				
		<b>NOPEC</b>				
		31320 Solon Road, Suite 20, Solon, OH 44139				
		Customer Service: 1-855-667-3201				
		Account Number: 1001288271 Rate: GEN-F633				
		<b>Billing Period: Nov 16, 2018 to Dec 17, 2018</b>				
		Basic Charge 502 KWH x 0.063307		31.78		
		<b>Total NOPEC - NextEra Energy Services Ohio Charges</b>		<b>31.78</b>		
		<b>Account Balances by Company</b>				
		Previous Balance	Payments/Adjustments	Current Charges	Amount Due	
		The Illuminating Company	409.25	0.00	38.90	448.15
		NOPEC - NextEra Energy Services Ohio	262.27	0.00	31.78	294.05
		<b>Total</b>	<b>671.52</b>	<b>0.00</b>	<b>70.68</b>	<b>742.20</b>

Month	Usage (KWH)	Month	Usage (KWH)
Dec 17	2,165	Jun 18	861
Jan 18	2,388	Jul 18	1,125
Feb 18	1,863	Aug 18	1,177
Mar 18	1,861	Sep 18	1,138
Apr 18	601	Oct 18	549
May 18	290	Nov 18	341
		Dec 18	502

	Last Year	This Year
Average Daily Use (KWH)	64	16
Average Daily Temperature	37	36
Days in Billing Period	34	32
Last 12 Months Use (KWH)		12,696
Average Monthly Use (KWH)		1,058

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

76 South Main Street  
Akron, OH 44308-1890

JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144-1317

Account Number: 110 111 662 083

Amount	Paid	
Amount	Due	\$742.20
Due Date		Jan 02, 2019

THE ILLUMINATING COMPANY  
PO BOX 3687  
AKRON OH 44309-3687

**Messages (Continued)**

operations of the PUCO and the office of the consumers' counsel that have been in effect since 1912 and 1977, respectively.

Best wishes for a joyous holiday season from all of us at The Illuminating Company.

**Explanation of Terms**

**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 Electric Service provider.

**Cost Recovery Charges** - Recovers previously incurred costs, including PUCO-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 line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Generation Credit** - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Important Information**

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

**Call Customer Service** at 1-800-589-3101 from Monday - Friday, 8 a.m. - 6 p.m.

**Call Payment Options** at 1-800-686-9901 from Monday - Friday, 8 a.m. - 6 p.m.

**Visit our web site** 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 try to answer your questions. If your complaint is not resolved after 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 1-800-586-7826 (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 PUCO via 7-1-1 (Ohio relay service).

**The Ohio consumers' counsel (OCC)** represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.pickocc.org>.

**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8 a.m. and 5 p.m.

**For your protection,** all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either 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 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

**Provide reading by telephone or on-line only: DO NOT MAIL**



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:



Bill Based On: Actual Meter Reading

Page 1 of 2  
115

Billing Period: Dec 18 to Jan 17, 2019 for 31 days  
Bill For: JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144

January 21, 2019

Account Number: 110 111 662 083

Amount Due: \$802.11

Due Date: February 04, 2019

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](http://www.firstenergycorp.com)

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

Messages	Account Summary	Amount Due																				
<b>" REMINDER NOTICE "</b> 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 <b>PRICE TO COMPARE</b> 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 5.29 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 <a href="http://www.energychoice.ohio.gov">www.energychoice.ohio.gov</a> . <b>Residential Service - 1450089037 - 5.29 cents per KWH</b>  The information below shows specific charges 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 charges on your bill.  Energy Efficiency 420 KWH x 0.002881 \$1.21 Peak Demand Reduction 420 KWH x 0.000714 \$0.30 Renewable Energy 420 KWH x 0.001071 \$0.45  Your next meter reading is scheduled to occur on or about Feb 18, 2019.  Pursuant to state law, the Universal Service Fund rider rate has been adjusted effective with this bill.	Previous Balance 742.20 Payments/Adjustments 0.00 <b>Balance at Billing on Jan 21, 2019 742.20</b>  The Illuminating Company 33.64 The Illuminating Company - Misc. Charges -0.32 NOPEC - NextEra Energy Services Ohio - Consumption 26.59 <b>Total Current Charges 59.91</b>  <b>Amount Due by Feb 04, 2019 \$802.11</b>  <b>Usage Information for Meter Number S320693054</b>  Jan 17, 2019 KWH Reading (Actual) 6,585 Dec 18, 2018 KWH Reading (Actual) 6,165 KWH used 420  <b>Charges From The Illuminating Company</b>  Customer Number: 0800268742 1450089037 Rate: Residential Service CE-RSD Customer Charge 4.00 Distribution Related Component 22.70 Cost Recovery Charges 6.94 <b>Current Consumption Bill Charges 33.64</b> Security Deposit Interest -0.32 <b>Total Charges \$33.32</b>  <b>Charges From NOPEC - NextEra Energy Services Ohio</b>  <b>NOPEC</b> 31320 Solon Road, Suite 20, Solon, OH 44139 <b>NEXTERA</b> Customer Service: 1-855-667-3201 <b>ENERGY SERVICES</b> Account Number: 1001288271 Rate: GEN-F633  Billing Period: Dec 18, 2018 to Jan 17, 2019 Basic Charge 420 KWH x 0.063310 26.59 <b>Total NOPEC - NextEra Energy Services Ohio Charges 26.59</b>  <b>Account Balances by Company</b> <table border="1"><thead><tr><th></th><th>Previous Balance</th><th>Payments/Adjustments</th><th>Current Charges</th><th>Amount Due</th></tr></thead><tbody><tr><td>The Illuminating Company</td><td>448.42</td><td>0.00</td><td>33.32</td><td>481.74</td></tr><tr><td>NOPEC - NextEra Energy Services Ohio</td><td>293.78</td><td>0.00</td><td>26.59</td><td>320.37</td></tr><tr><td><b>Total</b></td><td><b>742.20</b></td><td><b>0.00</b></td><td><b>59.91</b></td><td><b>802.11</b></td></tr></tbody></table>		Previous Balance	Payments/Adjustments	Current Charges	Amount Due	The Illuminating Company	448.42	0.00	33.32	481.74	NOPEC - NextEra Energy Services Ohio	293.78	0.00	26.59	320.37	<b>Total</b>	<b>742.20</b>	<b>0.00</b>	<b>59.91</b>	<b>802.11</b>	
	Previous Balance	Payments/Adjustments	Current Charges	Amount Due																		
The Illuminating Company	448.42	0.00	33.32	481.74																		
NOPEC - NextEra Energy Services Ohio	293.78	0.00	26.59	320.37																		
<b>Total</b>	<b>742.20</b>	<b>0.00</b>	<b>59.91</b>	<b>802.11</b>																		

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

Usage History			
Jan 18	2,388	Jul 18	1,125
Feb 18	1,863	Aug 18	1,177
Mar 18	1,861	Sep 18	1,138
Apr 18	601	Oct 18	549
May 18	290	Nov 18	341
Jun 18	861	Dec 18	502
		Jan 19	420

Comparisons	Last Year	This Year
Average Daily Use (KWH)	72	14
Average Daily Temperature	23	36
Days in Billing Period	33	31
Last 12 Months Use (KWH)		10,728
Average Monthly Use (KWH)		894

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

76 South Main Street  
Akron, OH 44308-1890

JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144-1317

Account Number: 110 111 662 083

Amount	Paid	
Amount	Due	\$802.11
Due Date		Feb 04, 2019

THE ILLUMINATING COMPANY  
PO BOX 3687  
AKRON OH 44309-3687

## Messages (Continued)

## Explanation of Terms

**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 Electric Service provider.

**Cost Recovery Charges** - Recovers previously incurred costs, including PUCO-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 line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Generation Credit** - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

## Important Information

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

**Call Customer Service** at 1-800-589-3101 from Monday - Friday, 8 a.m. - 6 p.m.

**Call Payment Options** at 1-800-686-9901 from Monday - Friday, 8 a.m. - 6 p.m.

**Visit our web site** 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 try to answer your questions. If your complaint is not resolved after 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 1-800-686-7826 (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 PUCO via 7-1-1 (Ohio relay service).

**The Ohio consumers' counsel (OCC)** represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.pcoocc.org>.

**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8 a.m. and 5 p.m.

**For your protection,** all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either 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 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

## Provide reading by telephone or on-line only: DO NOT MAIL



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:



Bill Based On: Actual Meter Reading

Page 1 of 2  
115

Billing Period: Jan 18 to Feb 18, 2019 for 32 days  
Bill For: JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144

February 20, 2019

Account Number: 110 111 662 083

Amount Due: \$866.41

Due Date: March 06, 2019

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](http://www.firstenergycorp.com)  
Bill issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Messages

\*\* 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 5.20 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](http://www.energychoice.ohio.gov).

Residential Service - 1450089037 - 5.20 cents per KWH

The information below shows specific charges 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 charges on your bill.

Energy Efficiency	454 KWH x 0.002435	\$1.11
Peak Demand Reduction	454 KWH x 0.000609	\$0.28
Renewable Energy	454 KWH x 0.001187	\$0.54

Your next meter reading is scheduled to occur on or about Mar 19, 2019.

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

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

Usage History

Feb 18	1,863	Aug 18	1,177
Mar 18	1,861	Sep 18	1,138
Apr 18	601	Oct 18	549
May 18	290	Nov 18	341
Jun 18	861	Dec 18	502
Jul 18	1,125	Jan 19	420
		Feb 19	454

A bar chart showing monthly usage in KWH from February 2018 to February 2019. The y-axis ranges from 0 to 2000 KWH. The x-axis lists months from F (Feb) to F (Feb). Each month has a bar labeled 'A' (Actual), 'E' (Estimate), and 'C' (Customer). Usage is highest in Feb 18 (~1863 KWH) and Feb 19 (454 KWH), with a significant drop in the summer months (May, June, July).

Comparisons	Last Year	This Year
Average Daily Use (KWH)	67	14
Average Daily Temperature	31	28
Days in Billing Period	28	32
Last 12 Months Use (KWH)		9,319
Average Monthly Use (KWH)		777

Account Summary

Amount Due

Previous Balance	802.11
Payments/Adjustments	0.00
<b>Balance at Billing on Feb 20, 2019</b>	<b>802.11</b>
The Illuminating Company	35.85
The Illuminating Company - Misc. Charges	-0.29
NOPEC - NextEra Energy Services Ohio - Consumption	28.74
<b>Total Current Charges</b>	<b>64.30</b>

<b>Amount Due by Mar 06, 2019</b>	<b>\$866.41</b>
-----------------------------------	-----------------

Usage Information for Meter Number S320693054

Feb 18, 2019 KWH Reading (Actual)	7,039
Jan 18, 2019 KWH Reading (Actual)	6,585
KWH used	454

Charges From The Illuminating Company

Customer Number: 0800268742 1450089037	
Rate: Residential Service CE-RSD	
Customer Charge	4.00
Distribution Related Component	24.37
Cost Recovery Charges	7.48
<b>Current Consumption Bill Charges</b>	<b>35.85</b>
Security Deposit Interest	-0.29
<b>Total Charges</b>	<b>\$35.56</b>

Charges From NOPEC - NextEra Energy Services Ohio

<b>NOPEC</b>	31320 Solon Road, Suite 20, Solon, OH 44139
<b>NEXTERA</b>	Customer Service: 1-855-667-3201
<b>ENERGY SERVICES</b>	Account Number: 1001288271 Rate: GEN-F633

Billing Period: Jan 18, 2019 to Feb 18, 2019

Basic Charge	454 KWH x 0.063304	28.74
<b>Total NOPEC - NextEra Energy Services Ohio Charges</b>		<b>28.74</b>

Account Balances by Company

	Previous Balance	Payments/Adjustments	Current Charges	Amount Due
The Illuminating Company	482.03	0.00	35.56	517.59
NOPEC - NextEra Energy Services Ohio	320.08	0.00	28.74	348.82
<b>Total</b>	<b>802.11</b>	<b>0.00</b>	<b>64.30</b>	<b>866.41</b>

**Messages (Continued)**

your electric bill. Please call 1-800-589-3101, or visit [www.firstenergycorp.com/billassist](http://www.firstenergycorp.com/billassist) for more information.

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 service providers. If you do not wish to be included on this list, please call us at 1-800-225-0444, go to the Customer Choice section of our website - [www.firstenergycorp.com](http://www.firstenergycorp.com) - or write to us at 76 S. Main St., Akron, OH 44308 Attn: FECC. Please note that an election to not be included on this list will not prevent Ohio Edison, The Illuminating Company or Toledo Edison from providing 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. If 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.

The Earned Income Tax Credit (EITC) is a tax credit for certain lower-income families and individuals. For information and to determine if you qualify, simply dial 1-800-829-1040, or visit [www.irs.gov/individuals](http://www.irs.gov/individuals).

**Explanation of Terms**

**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 Electric Service provider.

**Cost Recovery Charges** - Recovers previously incurred costs, including PUCO-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 line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Generation Credit** - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Important Information**

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

**Call Customer Service** at 1-800-589-3101 from Monday - Friday, 8 a.m. - 6 p.m.

**Call Payment Options** at 1-800-686-9901 from Monday - Friday, 8 a.m. - 6 p.m.

**Visit our web site** 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 try to answer your questions. If your complaint is not resolved after 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 1-800-686-7826 (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 PUCO via 7-1-1 (Ohio relay service).

**The Ohio consumers' counsel (OCC)** represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.pickocc.org>.

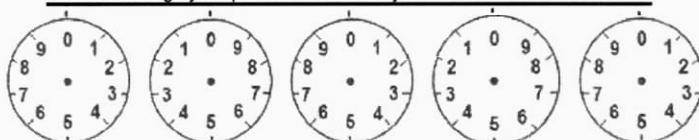
**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY: 1-800-686-1557) Monday - Friday between 8 a.m. and 5 p.m.

**For your protection,** all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either 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 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

**Provide reading by telephone or on-line only: DO NOT MAIL**



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:



Bill Based On: Actual Meter Reading

Page 1 of 2  
115

Billing Period: Feb 19 to Mar 19, 2019 for 29 days  
Bill For: JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144

March 21, 2019

Account Number: 110 111 662 083

**Amount Due: \$670.59**

Due Date: April 04, 2019

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](http://www.firstenergycorp.com)

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

Messages		Account Summary		Amount Due		
<b>** REMINDER NOTICE **</b>		Previous Balance		866.41		
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.		Payments/Adjustments		-250.00		
To avoid a 1.50% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date.		<b>Balance at Billing on Mar 21, 2019</b>		<b>616.41</b>		
Your current <b>PRICE TO COMPARE</b> 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 5.21 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 <a href="http://www.energychoice.ohio.gov">www.energychoice.ohio.gov</a> .		The Illuminating Company		30.98		
<b>Residential Service - 1450089037 - 5.21 cents per KWH</b>		The Illuminating Company - Misc. Charges		-0.28		
The information below shows specific charges 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 charges on your bill.		NOPEC - NextEra Energy Services Ohio - Consumption		23.48		
Energy Efficiency 371 KWH x 0.002435 \$0.90		<b>Total Current Charges</b>		<b>54.18</b>		
Peak Demand Reduction 371 KWH x 0.000609 \$0.23		<b>Amount Due by Apr 04, 2019</b>		<b>\$670.59</b>		
Renewable Energy 371 KWH x 0.001187 \$0.44		<b>Usage Information for Meter Number S320693054</b>				
Your next meter reading is scheduled to occur on or about Apr 18, 2019.		Mar 19, 2019 KWH Reading (Actual)		7,410		
The Earned Income Tax Credit (EITC) is a tax credit for certain lower-income families and individuals. For information and to		Feb 19, 2019 KWH Reading (Actual)		7,039		
		KWH used		371		
		<b>Charges From The Illuminating Company</b>				
		Customer Number: 0800268742 1450089037				
		Rate: Residential Service CE-RSD				
		Customer Charge		4.00		
		Distribution Related Component		20.61		
		Cost Recovery Charges		6.37		
		<b>Current Consumption Bill Charges</b>		<b>30.98</b>		
		Security Deposit Interest		-0.28		
		<b>Total Charges</b>		<b>\$ 30.70</b>		
		<b>Charges From NOPEC - NextEra Energy Services Ohio</b>				
		<b>NOPEC</b>				
		31320 Solon Road, Suite 20, Solon, OH 44139				
		Customer Service: 1-855-667-3201				
		Account Number: 1001288271 Rate: GEN-F633				
		<b>Billing Period: Feb 19, 2019 to Mar 19, 2019</b>				
		Basic Charge 371 KWH x 0.063288		23.48		
		<b>Total NOPEC - NextEra Energy Services Ohio Charges</b>		<b>23.48</b>		
		<b>Detail Payment and Adjustment Information</b>				
		02/23/19 Payment		-250.00		
		<b>Account Balances by Company</b>				
		Previous Balance	Payments/Adjustments	Current Charges	Amount Due	
		The Illuminating Company	517.91	0.00	30.70	548.61
		NOPEC - NextEra Energy Services Ohio	348.50	-250.00	23.48	121.98
		<b>Total</b>	<b>866.41</b>	<b>-250.00</b>	<b>54.18</b>	<b>670.59</b>

Usage History			
Mar 18	1,861	Sep 18	1,138
Apr 18	601	Oct 18	549
May 18	290	Nov 18	341
Jun 18	861	Dec 18	502
Jul 18	1,125	Jan 19	420
Aug 18	1,177	Feb 19	454
		Mar 19	371

Comparisons	Last Year	This Year
Average Daily Use (KWH)	64	13
Average Daily Temperature	37	33
Days in Billing Period	29	29
Last 12 Months Use (KWH)		7,829
Average Monthly Use (KWH)		652

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

76 South Main Street  
Akron, OH 44308-1890

JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144-1317

Account Number: 110 111 662 083

Amount	Paid	
Amount	Due	\$670.59
Due Date		Apr 04, 2019

THE ILLUMINATING COMPANY  
PO BOX 3687  
AKRON OH 44309-3687



**Messages (Continued)**

determine if you qualify, simply dial 1-800-829-1040, or visit [www.irs.gov/individuals](http://www.irs.gov/individuals).

**Explanation of Terms**

**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 Electric Service provider.

**Cost Recovery Charges** - Recovers previously incurred costs, including PUCO-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 line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Generation Credit** - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Important Information**

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

**Call Customer Service** at 1-800-589-3101 from Monday - Friday, 8 a.m. - 6 p.m.

**Call Payment Options** at 1-800-686-9901 from Monday - Friday, 8 a.m. - 6 p.m.

**Visit our web site** 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 try to answer your questions. If your complaint is not resolved after 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 1-800-686-7826 (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 PUCO via 7-1-1 (Ohio relay service).

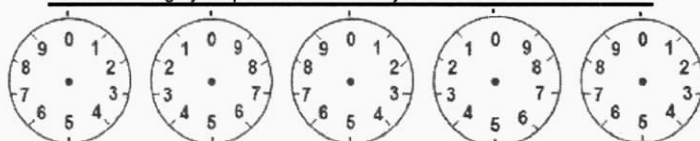
**The Ohio consumers' counsel (OCC)** represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.pickocc.org>.

**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8 a.m. and 5 p.m.

**For your protection,** all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either 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 1-866-283-8081.

**To provide a customer meter reading,** use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

**Provide reading by telephone or on-line only: DO NOT MAIL**

Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:



Bill Based On: Actual Meter Reading

Page 1 of 2  
115

Billing Period: Mar 20 to Apr 17, 2019 for 29 days  
Bill For: JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144

April 19, 2019

Account Number: 110 111 662 083

Amount Due: \$718.05

Due Date: May 03, 2019

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](http://www.firstenergycorp.com)  
Bill Issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Messages	Account Summary	Amount Due																				
<b>** REMINDER NOTICE **</b> 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 <b>PRICE TO COMPARE</b> 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 5.22 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 <a href="http://www.energychoice.ohio.gov">www.energychoice.ohio.gov</a> . <b>Residential Service - 1450089037 - 5.22 cents per KWH</b>  The information below shows specific charges 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 charges on your bill.  Energy Efficiency 320 KWH x 0.002435 \$0.78 Peak Demand Reduction 320 KWH x 0.000609 \$0.19 Renewable Energy 320 KWH x 0.001187 \$0.38  Your next meter reading is scheduled to occur on or about May 17, 2019.  On February 27, 2019, in Case No. 18-1818-EL-RDR, the Public Utilities Commission of Ohio (PUCO) approved an adjustment to the Non-Market-Based Services Rider for service rendered on or after <b>Additional messages, if any, can be found on back.</b>	Previous Balance 670.59 Payments/Adjustments 0.00 <b>Balance at Billing on Apr 19, 2019 670.59</b> The Illuminating Company 27.48 The Illuminating Company - Misc. Charges -0.28 NOPEC - NextEra Energy Services Ohio - Consumption 20.26 <b>Total Current Charges 47.46</b> <b>Amount Due by May 03, 2019 \$718.05</b> <b>Usage Information for Meter Number S320693054</b> Apr 17, 2019 KWH Reading (Actual) 7,730 Mar 20, 2019 KWH Reading (Actual) 7,410 KWH used 320 <b>Charges From The Illuminating Company</b> Customer Number: 0800268742 1450089037 Rate: Residential Service CE-RSD Customer Charge 4.00 Distribution Related Component 17.84 Cost Recovery Charges 5.64 <b>Current Consumption Bill Charges 27.48</b> Security Deposit Interest -0.28 <b>Total Charges \$27.20</b> <b>Charges From NOPEC - NextEra Energy Services Ohio</b> <b>NOPEC</b> 31320 Solon Road, Suite 20, Solon, OH 44139 <b>NEXTERA</b> Customer Service: 1-855-667-3201 <b>ENERGY SERVICES</b> Account Number: 1001288271 Rate: GEN-F633 <b>Billing Period: Mar 20, 2019 to Apr 17, 2019</b> Basic Charge 320 KWH x 0.063313 20.26 <b>Total NOPEC - NextEra Energy Services Ohio Charges 20.26</b> <b>Account Balances by Company</b> <table border="1"><thead><tr><th></th><th>Previous Balance</th><th>Payments/Adjustments</th><th>Current Charges</th><th>Amount Due</th></tr></thead><tbody><tr><td>The Illuminating Company</td><td>548.90</td><td>0.00</td><td>27.20</td><td>576.10</td></tr><tr><td>NOPEC - NextEra Energy Services Ohio</td><td>121.69</td><td>0.00</td><td>20.26</td><td>141.95</td></tr><tr><td><b>Total</b></td><td><b>670.59</b></td><td><b>0.00</b></td><td><b>47.46</b></td><td><b>718.05</b></td></tr></tbody></table>		Previous Balance	Payments/Adjustments	Current Charges	Amount Due	The Illuminating Company	548.90	0.00	27.20	576.10	NOPEC - NextEra Energy Services Ohio	121.69	0.00	20.26	141.95	<b>Total</b>	<b>670.59</b>	<b>0.00</b>	<b>47.46</b>	<b>718.05</b>	
	Previous Balance	Payments/Adjustments	Current Charges	Amount Due																		
The Illuminating Company	548.90	0.00	27.20	576.10																		
NOPEC - NextEra Energy Services Ohio	121.69	0.00	20.26	141.95																		
<b>Total</b>	<b>670.59</b>	<b>0.00</b>	<b>47.46</b>	<b>718.05</b>																		

**Usage History**

Month	Usage	Month	Usage
Apr 18	601	Oct 18	549
May 18	290	Nov 18	341
Jun 18	861	Dec 18	502
Jul 18	1,125	Jan 19	420
Aug 18	1,177	Feb 19	454
Sep 18	1,138	Mar 19	371
		Apr 19	320

Comparisons	Last Year	This Year
Average Daily Use (KWH)	21	11
Average Daily Temperature	40	48
Days in Billing Period	29	29
Last 12 Months Use (KWH)		7,548
Average Monthly Use (KWH)		629

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

76 South Main Street  
Akron, OH 44308-1890

JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144-1317

Account Number: 110 111 662 083

Amount	Paid	
Amount	Due	\$718.05
Due Date	May 03, 2019	

THE ILLUMINATING COMPANY  
PO BOX 3687  
AKRON OH 44309-3687

**Messages (Continued)**

March 1, 2019. This rider recovers costs imposed by the Federal Energy Regulatory Commission (FERC) or the regional transmission organization, PJM Interconnection. The estimated average impact of the adjustment is under \$1.00 on the monthly electric bill of a residential customer using 750 kWh per month.

Spring's warm weather often produces thunderstorms, which can cause power outages. If your power goes out, call 1-888-LIGHTSS (1-888-544-4877). For your safety, please treat all downed wires as live and dangerous. For more information on preparing for outages, visit [www.firstenergycorp.com/storminfo](http://www.firstenergycorp.com/storminfo).

**Explanation of Terms**

**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 Electric Service provider.

**Cost Recovery Charges** - Recovers previously incurred costs, including PUCO-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 line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Generation Credit** - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Important Information**

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

**Call Customer Service** at 1-800-589-3101 from Monday - Friday, 8 a.m. - 6 p.m.

**Call Payment Options** at 1-800-686-9901 from Monday - Friday, 8 a.m. - 6 p.m.

**Visit our web site** 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 try to answer your questions. If your complaint is not resolved after 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 1-800-686-7826 (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 PUCO via 7-1-1 (Ohio relay service).

**The Ohio consumers' counsel (OCC)** represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.pickocc.org>.

**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8 a.m. and 5 p.m.

**For your protection,** all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either 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 1-866-283-8081.

**To provide a customer meter reading,** use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

**Provide reading by telephone or on-line only: DO NOT MAIL**

Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:



Bill Based On: Actual Meter Reading

Page 1 of 2  
115

Billing Period: Apr 18 to May 17, 2019 for 30 days  
Bill For: JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144

May 21, 2019

Account Number: 110 111 662 083

Amount Due: \$770.02

Due Date: June 04, 2019

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](http://www.firstenergycorp.com)  
Bill issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Messages		Account Summary		Amount Due																																																																																	
<b>** REMINDER NOTICE **</b> 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 <b>Amount Due</b> by the Due Date.  Your current <b>PRICE TO COMPARE</b> 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 5.22 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 <a href="http://www.energychoice.ohio.gov">www.energychoice.ohio.gov</a> . <b>Residential Service - 1450089037 - 5.22 cents per KWH</b>  The information below shows specific charges 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 charges on your bill.  Energy Efficiency 353 KWH x 0.002435 \$0.86 Peak Demand Reduction 353 KWH x 0.000609 \$0.21 Renewable Energy 353 KWH x 0.001187 \$0.42  Your next meter reading is scheduled to occur on or about Jun 18, 2019.  If termination of service would be especially dangerous to your health or the health of someone in your household, please contact our office regarding certification of the related medical condition by a licensed professional. <b>Additional messages, if any, can be found on back.</b>		Previous Balance 718.05 Payments/Adjustments 0.00 <b>Balance at Billing on May 21, 2019 718.05</b> The Illuminating Company 29.94 The Illuminating Company - Misc. Charges -0.31 NOPEC - NextEra Energy Services Ohio - Consumption 22.34 <b>Total Current Charges 51.97</b> <b>Amount Due by Jun 04, 2019 \$770.02</b> <b>Usage Information for Meter Number S320693054</b> May 17, 2019 KWH Reading (Actual) 8,083 Apr 18, 2019 KWH Reading (Actual) 7,730 KWH used 353 <b>Charges From The Illuminating Company</b> Customer Number: 0800268742 1450089037 Rate: Residential Service CE-RSD Customer Charge 4.00 Distribution Related Component 19.71 Cost Recovery Charges 6.23 <b>Current Consumption Bill Charges 29.94</b> Security Deposit Interest -0.31 <b>Total Charges \$ 29.63</b> <b>Charges From NOPEC - NextEra Energy Services Ohio</b> <b>NOPEC</b> 31320 Solon Road, Suite 20, Solon, OH 44139 <b>NEXTERA</b> Customer Service: 1-855-667-3201 <b>ENERGY SERVICES</b> Account Number: 1001288271 Rate: GEN-F633 <b>Billing Period: Apr 18, 2019 to May 17, 2019</b> Basic Charge 353 KWH x 0.063286 22.34 <b>Total NOPEC - NextEra Energy Services Ohio Charges 22.34</b> <b>Account Balances by Company</b> <table border="1"><thead><tr><th></th><th>Previous Balance</th><th>Payments/Adjustments</th><th>Current Charges</th><th>Amount Due</th></tr></thead><tbody><tr><td>The Illuminating Company</td><td>576.38</td><td>0.00</td><td>29.63</td><td>606.01</td></tr><tr><td>NOPEC - NextEra Energy Services Ohio</td><td>141.67</td><td>0.00</td><td>22.34</td><td>164.01</td></tr><tr><td><b>Total</b></td><td><b>718.05</b></td><td><b>0.00</b></td><td><b>51.97</b></td><td><b>770.02</b></td></tr></tbody></table>			Previous Balance	Payments/Adjustments	Current Charges	Amount Due	The Illuminating Company	576.38	0.00	29.63	606.01	NOPEC - NextEra Energy Services Ohio	141.67	0.00	22.34	164.01	<b>Total</b>	<b>718.05</b>	<b>0.00</b>	<b>51.97</b>	<b>770.02</b>																																																														
	Previous Balance	Payments/Adjustments	Current Charges	Amount Due																																																																																	
The Illuminating Company	576.38	0.00	29.63	606.01																																																																																	
NOPEC - NextEra Energy Services Ohio	141.67	0.00	22.34	164.01																																																																																	
<b>Total</b>	<b>718.05</b>	<b>0.00</b>	<b>51.97</b>	<b>770.02</b>																																																																																	
<b>Usage History</b> <table border="1"><thead><tr><th>Month</th><th>Usage</th><th>Month</th><th>Usage</th></tr></thead><tbody><tr><td>May 18</td><td>290</td><td>Nov 18</td><td>341</td></tr><tr><td>Jun 18</td><td>861</td><td>Dec 18</td><td>502</td></tr><tr><td>Jul 18</td><td>1,125</td><td>Jan 19</td><td>420</td></tr><tr><td>Aug 18</td><td>1,177</td><td>Feb 19</td><td>454</td></tr><tr><td>Sep 18</td><td>1,138</td><td>Mar 19</td><td>371</td></tr><tr><td>Oct 18</td><td>549</td><td>Apr 19</td><td>320</td></tr><tr><td></td><td></td><td>May 19</td><td>353</td></tr></tbody></table>  <table border="1"><thead><tr><th>Month</th><th>Usage</th><th>Month</th><th>Usage</th></tr></thead><tbody><tr><td>May 18</td><td>290</td><td>Nov 18</td><td>341</td></tr><tr><td>Jun 18</td><td>861</td><td>Dec 18</td><td>502</td></tr><tr><td>Jul 18</td><td>1,125</td><td>Jan 19</td><td>420</td></tr><tr><td>Aug 18</td><td>1,177</td><td>Feb 19</td><td>454</td></tr><tr><td>Sep 18</td><td>1,138</td><td>Mar 19</td><td>371</td></tr><tr><td>Oct 18</td><td>549</td><td>Apr 19</td><td>320</td></tr><tr><td></td><td></td><td>May 19</td><td>353</td></tr></tbody></table>		Month	Usage	Month	Usage	May 18	290	Nov 18	341	Jun 18	861	Dec 18	502	Jul 18	1,125	Jan 19	420	Aug 18	1,177	Feb 19	454	Sep 18	1,138	Mar 19	371	Oct 18	549	Apr 19	320			May 19	353	Month	Usage	Month	Usage	May 18	290	Nov 18	341	Jun 18	861	Dec 18	502	Jul 18	1,125	Jan 19	420	Aug 18	1,177	Feb 19	454	Sep 18	1,138	Mar 19	371	Oct 18	549	Apr 19	320			May 19	353	<b>Comparisons</b> <table border="1"><thead><tr><th></th><th>Last Year</th><th>This Year</th></tr></thead><tbody><tr><td>Average Daily Use (KWH)</td><td>10</td><td>12</td></tr><tr><td>Average Daily Temperature</td><td>57</td><td>55</td></tr><tr><td>Days in Billing Period</td><td>29</td><td>30</td></tr><tr><td>Last 12 Months Use (KWH)</td><td></td><td>7,611</td></tr><tr><td>Average Monthly Use (KWH)</td><td></td><td>634</td></tr></tbody></table>			Last Year	This Year	Average Daily Use (KWH)	10	12	Average Daily Temperature	57	55	Days in Billing Period	29	30	Last 12 Months Use (KWH)		7,611	Average Monthly Use (KWH)		634
Month	Usage	Month	Usage																																																																																		
May 18	290	Nov 18	341																																																																																		
Jun 18	861	Dec 18	502																																																																																		
Jul 18	1,125	Jan 19	420																																																																																		
Aug 18	1,177	Feb 19	454																																																																																		
Sep 18	1,138	Mar 19	371																																																																																		
Oct 18	549	Apr 19	320																																																																																		
		May 19	353																																																																																		
Month	Usage	Month	Usage																																																																																		
May 18	290	Nov 18	341																																																																																		
Jun 18	861	Dec 18	502																																																																																		
Jul 18	1,125	Jan 19	420																																																																																		
Aug 18	1,177	Feb 19	454																																																																																		
Sep 18	1,138	Mar 19	371																																																																																		
Oct 18	549	Apr 19	320																																																																																		
		May 19	353																																																																																		
	Last Year	This Year																																																																																			
Average Daily Use (KWH)	10	12																																																																																			
Average Daily Temperature	57	55																																																																																			
Days in Billing Period	29	30																																																																																			
Last 12 Months Use (KWH)		7,611																																																																																			
Average Monthly Use (KWH)		634																																																																																			

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

76 South Main Street  
Akron, OH 44308-1890

JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144-1317

Account Number: 110 111 662 083

Amount	Paid	
Amount	Due	\$770.02
Due Date		Jun 04, 2019

THE ILLUMINATING COMPANY  
PO BOX 3687  
AKRON OH 44309-3687

**Messages (Continued)**

physician, physician's assistant, clinical nurse specialist, certified nurse practitioner, certified nurse-midwife or local board of health physician so that service can be maintained.

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 service providers. If you do not wish to be included on this list, please call us at 1-800-225-0444, go to the Customer Choice section of our website - [www.firstenergycorp.com](http://www.firstenergycorp.com) - or write to us at 76 S. Main St., Akron, OH 44308 Attn: FECC. Please note that an election to not be included on this list will not prevent Ohio Edison, The Illuminating Company or Toledo Edison from providing 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. If 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.

For your safety, if your service has been disconnected, do not attempt to reconnect it. While this is illegal and could result in prosecution, removing a meter base or touching any of the wires can also cause death or serious injury through arcs of electricity, explosions or fire. Meters are only to be accessed by authorized utility personnel.

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

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.

**Explanation of Terms**

**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 Electric Service provider.

**Cost Recovery Charges** - Recovers previously incurred costs, including PUCO-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 line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Generation Credit** - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Important Information**

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

**Call Customer Service** at 1-800-589-3101 from Monday - Friday, 8 a.m. - 6 p.m.

**Call Payment Options** at 1-800-686-9901 from Monday - Friday, 8 a.m. - 6 p.m.

**Visit our web site** 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 try to answer your questions. If your complaint is not resolved after 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 1-800-686-7826 (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 PUCO via 7-1-1 (Ohio relay service).

**The Ohio consumers' counsel (OCC)** represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.pickocc.org>.

**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8 a.m. and 5 p.m.

**For your protection,** all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either 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 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

**Provide reading by telephone or on-line only: DO NOT MAIL**

Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:



Bill Based On: Actual Meter Reading

Page 1 of 2  
115

Billing Period: May 18 to Jun 18, 2019 for 32 days  
Bill For: JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144

June 20, 2019

Account Number: 110 111 662 083

Amount Due: \$840.77

Due Date: July 05, 2019

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](http://www.firstenergycorp.com)

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

Messages

\*\* 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 5.59 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](http://www.energychoice.ohio.gov).

#### Residential Service - 1450089037 - 5.59 cents per KWH

The information below shows specific charges 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 charges on your bill.

Energy Efficiency	491 KWH x 0.002435	\$1.20
Peak Demand Reduction	491 KWH x 0.000609	\$0.30
Renewable Energy	491 KWH x 0.001187	\$0.58

Your next meter reading is scheduled to occur on or about Jul 18, 2019.

Pursuant to Ohio law, it is illegal for your electric meter and associated equipment to be tampered with to obtain unauthorized use of electricity. As specified in the Ohio Revised Code, persons found guilty of tampering with electric meter and associated equipment are subject to criminal penalties.

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

#### Usage History

Jun 18	861	Dec 18	502
Jul 18	1,125	Jan 19	420
Aug 18	1,177	Feb 19	454
Sep 18	1,138	Mar 19	371
Oct 18	549	Apr 19	320
Nov 18	341	May 19	353
		Jun 19	491

Usage History Data (Estimated from Chart):

Month	Actual (A)	Estimate (E)	Customer (C)
Jun 18	861		
Jul 18	1125		
Aug 18	1177		
Sep 18	1138		
Oct 18	549		
Nov 18	341		
Dec 18		502	
Jan 19		420	
Feb 19		454	
Mar 19		371	
Apr 19		320	
May 19		353	
Jun 19		491	

Comparisons	Last Year	This Year
Average Daily Use (KWH)	26	15
Average Daily Temperature	71	67
Days in Billing Period	33	32
Last 12 Months Use (KWH)		7,241
Average Monthly Use (KWH)		603

Account Summary

Amount Due

Previous Balance	770.02
Payments/Adjustments	0.00
<b>Balance at Billing on Jun 20, 2019</b>	<b>770.02</b>
The Illuminating Company	39.96
The Illuminating Company - Misc. Charges	-0.29
NOPEC - NextEra Energy Services Ohio - Consumption	31.08
<b>Total Current Charges</b>	<b>70.75</b>

<b>Amount Due by Jul 05, 2019</b>	<b>\$840.77</b>
-----------------------------------	-----------------

#### Usage Information for Meter Number S320693054

Jun 18, 2019 KWH Reading (Actual)	8,574
May 18, 2019 KWH Reading (Actual)	8,083
KWH used	491

#### Charges From The Illuminating Company

Customer Number: 0800268742 1450089037	
Rate: Residential Service CE-RSD	
Customer Charge	4.00
Distribution Related Component	27.30
Cost Recovery Charges	8.66
<b>Current Consumption Bill Charges</b>	<b>39.96</b>
Security Deposit Interest	-0.29
<b>Total Charges</b>	<b>\$39.67</b>

#### Charges From NOPEC - NextEra Energy Services Ohio

<b>NOPEC</b>	31320 Solon Road, Suite 20, Solon, OH 44139
<b>NEXTERA</b>	Customer Service: 1-855-667-3201
<b>ENERGY SERVICES</b>	Account Number: 1001288271 Rate: GEN-F633

**Billing Period: May 18, 2019 to Jun 18, 2019**

Basic Charge	491 KWH x 0.063299	31.08
--------------	--------------------	-------

<b>Total NOPEC - NextEra Energy Services Ohio Charges</b>	<b>31.08</b>
---	--------------

#### Account Balances by Company

	Previous Balance	Payments/Adjustments	Current Charges	Amount Due
The Illuminating Company	606.29	0.00	39.67	645.96
NOPEC - NextEra Energy Services Ohio	163.73	0.00	31.08	194.81
<b>Total</b>	<b>770.02</b>	<b>0.00</b>	<b>70.75</b>	<b>840.77</b>

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

76 South Main Street  
Akron, OH 44308-1890

JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144-1317

Account Number: 110 111 662 083

Amount Paid	
Amount Due	\$840.77
Due Date	Jul 05, 2019

THE ILLUMINATING COMPANY  
PO BOX 3687  
AKRON OH 44309-3687

**Messages (Continued)**

of stealing electricity or tampering may be subject to jail sentences up to five years and fines up to \$10,000. Meter tampering is dangerous and could result in serious personal injury or damage to property. Ohio Law requires this message.

**Explanation of Terms**

**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 Electric Service provider.

**Cost Recovery Charges** - Recovers previously incurred costs, including PUCO-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 line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Generation Credit** - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Important Information**

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

**Call Customer Service** at 1-800-589-3101 from Monday - Friday, 8 a.m. - 6 p.m.

**Call Payment Options** at 1-800-686-9901 from Monday - Friday, 8 a.m. - 6 p.m.

**Visit our web site** 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 try to answer your questions. If your complaint is not resolved after 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 1-800-686-7826 (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 PUCO via 7-1-1 (Ohio relay service).

**The Ohio consumers' counsel (OCC)** represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.pickocc.org>.

**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8 a.m. and 5 p.m.

**For your protection,** all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either 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 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

**Provide reading by telephone or on-line only: DO NOT MAIL**

Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:



Bill Based On: Actual Meter Reading

Page 1 of 2  
115

Billing Period: Jun 19 to Jul 18, 2019 for 30 days  
Bill For: JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144

July 22, 2019

Account Number: 110 111 662 083

Amount Due: \$1,030.35

Due Date: August 05, 2019

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](http://www.firstenergycorp.com)

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

Messages	Account Summary	Amount Due																				
<b>** REMINDER NOTICE **</b> 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 <b>Amount Due</b> by the Due Date.  Your current <b>PRICE TO COMPARE</b> 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 5.89 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 <a href="http://www.energychoice.ohio.gov">www.energychoice.ohio.gov</a> . <b>Residential Service - 1450089037 - 5.89 cents per KWH</b>  The information below shows specific charges 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 charges on your bill.  Energy Efficiency 1,422 KWH x 0.002897 \$4.12 Peak Demand Reduction 1,422 KWH x 0.000724 \$1.03 Renewable Energy 1,422 KWH x 0.001160 \$1.65  Your next meter reading is scheduled to occur on or about Aug 19, 2019.  For a brochure describing your customer rights and obligations, please call our Customer Service phone number.	Previous Balance 840.77 Payments/Adjustments 0.00 <b>Balance at Billing on Jul 22, 2019 840.77</b> The Illuminating Company 108.86 The Illuminating Company - Misc. Charges -0.31 NOPEC - NextEra Energy Services Ohio - Consumption 81.03 <b>Total Current Charges 189.58</b> <b>Amount Due by Aug 05, 2019 \$1,030.35</b> <b>Usage Information for Meter Number S320693054</b> Jul 18, 2019 KWH Reading (Actual) 9,996 Jun 19, 2019 KWH Reading (Actual) 8,574 KWH used 1,422 <b>Charges From The Illuminating Company</b> Customer Number: 0800268742 1450089037 Rate: Residential Service CE-RSD Customer Charge 4.00 Distribution Related Component 79.71 Cost Recovery Charges 25.15 <b>Current Consumption Bill Charges 108.86</b> Security Deposit Interest -0.31 <b>Total Charges \$108.55</b> <b>Charges From NOPEC - NextEra Energy Services Ohio</b> <b>NOPEC</b> 31320 Solon Road, Suite 20, Solon, OH 44139 <b>NEXTERA</b> Customer Service: 1-855-667-3201 <b>ENERGY SERVICES</b> Account Number: 1001288271 Rate: GEN-F5698 <b>Billing Period: Jun 19, 2019 to Jul 18, 2019</b> Basic Charge 1,422 KWH x 0.056983 81.03 <b>Total NOPEC - NextEra Energy Services Ohio Charges 81.03</b> <b>Account Balances by Company</b> <table border="1"><thead><tr><th></th><th>Previous Balance</th><th>Payments/Adjustments</th><th>Current Charges</th><th>Amount Due</th></tr></thead><tbody><tr><td>The Illuminating Company</td><td>646.27</td><td>0.00</td><td>108.55</td><td>754.82</td></tr><tr><td>NOPEC - NextEra Energy Services Ohio</td><td>194.50</td><td>0.00</td><td>81.03</td><td>275.53</td></tr><tr><td><b>Total</b></td><td><b>840.77</b></td><td><b>0.00</b></td><td><b>189.58</b></td><td><b>1,030.35</b></td></tr></tbody></table>		Previous Balance	Payments/Adjustments	Current Charges	Amount Due	The Illuminating Company	646.27	0.00	108.55	754.82	NOPEC - NextEra Energy Services Ohio	194.50	0.00	81.03	275.53	<b>Total</b>	<b>840.77</b>	<b>0.00</b>	<b>189.58</b>	<b>1,030.35</b>	
	Previous Balance	Payments/Adjustments	Current Charges	Amount Due																		
The Illuminating Company	646.27	0.00	108.55	754.82																		
NOPEC - NextEra Energy Services Ohio	194.50	0.00	81.03	275.53																		
<b>Total</b>	<b>840.77</b>	<b>0.00</b>	<b>189.58</b>	<b>1,030.35</b>																		

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

Usage History			
Jul 18	1,125	Jan 19	420
Aug 18	1,177	Feb 19	454
Sep 18	1,138	Mar 19	371
Oct 18	549	Apr 19	320
Nov 18	341	May 19	353
Dec 18	502	Jun 19	491
		Jul 19	1,422

Comparisons	Last Year	This Year
Average Daily Use (KWH)	38	47
Average Daily Temperature	76	76
Days in Billing Period	30	30
Last 12 Months Use (KWH)		7,538
Average Monthly Use (KWH)		628

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

76 South Main Street  
Akron, OH 44308-1890

JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144-1317

Account Number: 110 111 662 083

Amount	Paid	
Amount	Due	\$1,030.35
Due Date	Aug 05, 2019	

THE ILLUMINATING COMPANY  
PO BOX 3687  
AKRON OH 44309-3687



**Messages (Continued)**

In Case No. 19-0430-EL-RDR, the Public Utilities Commission of Ohio approved the Rider GEN charges effective June 1, 2019. On an annualized basis, it is estimated that the change in Rider GEN will result in an average decrease of 1% on the bill of a typical residential customer using 750 kWh and taking generation service from the company's Standard Service Offer.

For your safety and the safety of our crews, when using a generator follow the manufacturer's installation and operation instructions. Never connect a generator directly to your electrical system without an isolation device installed by an electrician. Otherwise, a fire could start or an employee restoring your power could be seriously injured. We suggest plugging lights/appliances in the outlets on the generator unit.

Tree branches and shrubs -- and insects that nest in vegetation -- can make it difficult and, at times, unsafe for our employees to read your meter. Please be sure your meter is easily accessible by clearing the path to it and the area around it.

**Explanation of Terms**

**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 Electric Service provider.

**Cost Recovery Charges** - Recovers previously incurred costs, including PUCO-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 line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Generation Credit** - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Important Information**

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

**Call Customer Service** at 1-800-589-3101 from Monday - Friday, 8 a.m. - 6 p.m.

**Call Payment Options** at 1-800-686-9901 from Monday - Friday, 8 a.m. - 6 p.m.

**Visit our web site** 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 try to answer your questions. If your complaint is not resolved after 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 1-800-686-7826 (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 PUCO via 7-1-1 (Ohio relay service).

The Ohio consumers' counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.pickocc.org>.

**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8 a.m. and 5 p.m.

**For your protection,** all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either 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 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

**Provide reading by telephone or on-line only: DO NOT MAIL**



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:



Bill Based On: Actual Meter Reading

Page 1 of 2  
115

Billing Period: Jul 19 to Aug 16, 2019 for 29 days  
Bill For: JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144

August 20, 2019

Account Number: 110 111 662 083

Amount Due: \$1,209.48

Due Date: September 03, 2019

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](http://www.firstenergycorp.com)

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

Messages	Account Summary	Amount Due																				
<b>** REMINDER NOTICE **</b> 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 5.90 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 <a href="http://www.energychoice.ohio.gov">www.energychoice.ohio.gov</a> . <b>Residential Service - 1450089037 - 5.90 cents per KWH</b>  The information below shows specific charges 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 charges on your bill.  Energy Efficiency 1,336 KWH x 0.003206 \$4.28 Peak Demand Reduction 1,336 KWH x 0.000802 \$1.07 Renewable Energy 1,336 KWH x 0.001144 \$1.53  Your next meter reading is scheduled to occur on or about Sep 18, 2019.  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 service providers. If you do not wish to be included, please call 1-800-686-9901. <b>Additional messages, if any, can be found on back.</b>	Previous Balance 1,030.35 Payments/Adjustments 0.00 <b>Balance at Billing on Aug 20, 2019 1,030.35</b>  The Illuminating Company 103.28 The Illuminating Company - Misc. Charges -0.28 NOPEC - NextEra Energy Services Ohio - Consumption 76.13 <b>Total Current Charges 179.13</b>  <b>Amount Due by Sep 03, 2019 \$1,209.48</b>  <b>Usage Information for Meter Number S320683054</b>  Aug 16, 2019 KWH Reading (Actual) 11,332 Jul 19, 2019 KWH Reading (Actual) 9,996 KWH used 1,336  <b>Charges From The Illuminating Company</b>  Customer Number: 0800268742 1450089037 Rate: Residential Service CE-RSD Customer Charge 4.00 Distribution Related Component 75.64 Cost Recovery Charges 23.64 <b>Current Consumption Bill Charges 103.28</b> Security Deposit Interest -0.28 <b>Total Charges \$ 103.00</b>  <b>Charges From NOPEC - NextEra Energy Services Ohio</b>  <b>NOPEC</b> 31320 Solon Road, Suite 20, Solon, OH 44139 <b>NEXTERA</b> Customer Service: 1-855-667-3201 <b>ENERGY SERVICES</b> Account Number: 1001288271 Rate: GEN-F5698  <b>Billing Period: Jul 19, 2019 to Aug 16, 2019</b> Basic Charge 1,336 KWH x 0.056984 76.13 <b>Total NOPEC - NextEra Energy Services Ohio Charges 76.13</b>  <b>Account Balances by Company</b>  <table border="1"><thead><tr><th></th><th>Previous Balance</th><th>Payments/Adjustments</th><th>Current Charges</th><th>Amount Due</th></tr></thead><tbody><tr><td>The Illuminating Company</td><td>755.11</td><td>0.00</td><td>103.00</td><td>858.11</td></tr><tr><td>NOPEC - NextEra Energy Services Ohio</td><td>275.24</td><td>0.00</td><td>76.13</td><td>351.37</td></tr><tr><td><b>Total</b></td><td><b>1,030.35</b></td><td><b>0.00</b></td><td><b>179.13</b></td><td><b>1,209.48</b></td></tr></tbody></table>		Previous Balance	Payments/Adjustments	Current Charges	Amount Due	The Illuminating Company	755.11	0.00	103.00	858.11	NOPEC - NextEra Energy Services Ohio	275.24	0.00	76.13	351.37	<b>Total</b>	<b>1,030.35</b>	<b>0.00</b>	<b>179.13</b>	<b>1,209.48</b>	
	Previous Balance	Payments/Adjustments	Current Charges	Amount Due																		
The Illuminating Company	755.11	0.00	103.00	858.11																		
NOPEC - NextEra Energy Services Ohio	275.24	0.00	76.13	351.37																		
<b>Total</b>	<b>1,030.35</b>	<b>0.00</b>	<b>179.13</b>	<b>1,209.48</b>																		

Usage History			
Aug 18	1,177	Feb 19	454
Sep 18	1,138	Mar 19	371
Oct 18	549	Apr 19	320
Nov 18	341	May 19	353
Dec 18	502	Jun 19	491
Jan 19	420	Jul 19	1,422
		Aug 19	1,336

Comparisons	Last Year	This Year
Average Daily Use (KWH)	41	46
Average Daily Temperature	75	75
Days in Billing Period	29	29
Last 12 Months Use (KWH)		7,697
Average Monthly Use (KWH)		641

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

76 South Main Street  
Akron, OH 44308-1890

JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144-1317

Account Number: 110 111 662 083

Amount	Paid	
Amount	Due	\$1,209.48
Due Date		Sep 03, 2019

THE ILLUMINATING COMPANY  
PO BOX 3687  
AKRON OH 44309-3687

**Messages (Continued)**

included on this list, please call us at 1-800-225-0444, go to the Customer Choice section of our website - [www.firstenergycorp.com](http://www.firstenergycorp.com) - or write to us at 76 S. Main St., Akron, OH 44308 Attn: FECC. Please note that an election to not be included on this list will not prevent Ohio Edison, The Illuminating Company or Toledo Edison from providing 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. If 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.

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.

**Explanation of Terms**

**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 Electric Service provider.

**Cost Recovery Charges** - Recovers previously incurred costs, including PUCO-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 line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Important Information**

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

**Call Customer Service** at 1-800-589-3101 Monday - Friday, from 8 a.m. - 6 p.m.

**Call Payment Options** at 1-800-686-9901 Monday - Friday, from 8 a.m. - 6 p.m.

**Visit our website** 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 try to answer your questions. If your complaint is not resolved after 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 1-800-686-7826 (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 PUCO via 7-1-1 (Ohio relay service).

**The Ohio consumers' counsel (OCC)** represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.pickocc.org>.

**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8 a.m. and 5 p.m.

**For your protection,** all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either 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 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

**Provide reading by telephone or on-line only: DO NOT MAIL**

Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:



Bill Based On: Actual Meter Reading

Page 1 of 2  
115

Billing Period: Aug 17 to Sep 18, 2019 for 33 days  
Bill For: JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144

September 20, 2019

Account Number: 110 111 662 083

**Amount Due: \$1,311.81**

Due Date: October 04, 2019

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](http://www.firstenergycorp.com)  
Bill issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Messages		Account Summary		Amount Due																																																					
<b>** REMINDER NOTICE **</b> 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 <b>Amount Due</b> by the Due Date.  Your current <b>PRICE TO COMPARE</b> 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 5.47 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 <a href="http://www.energychoice.ohio.gov">www.energychoice.ohio.gov</a> . <b>Residential Service - 1450089037 - 5.47 cents per KWH</b>  The information below shows specific charges 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 charges on your bill.  Energy Efficiency 772 KWH x 0.003206 \$2.48 Peak Demand Reduction 772 KWH x 0.000802 \$0.62 Renewable Energy 772 KWH x 0.001144 \$0.88  Your next meter reading is scheduled to occur on or about Oct 17, 2019.  Pursuant to Case No. 18-1604-EL-UNC, the Tax Savings Adjustment Rider will begin to decrease the price you pay for electric service rendered on or after September 1. This rider passes along to <b>Additional messages, if any, can be found on back.</b>		Previous Balance 1,209.48 Payments/Adjustments 0.00 <b>Balance at Billing on Sep 20, 2019 1,209.48</b>  The Illuminating Company 58.64 The Illuminating Company - Misc. Charges -0.30 NOPEC - NextEra Energy Services Ohio - Consumption 43.99 <b>Total Current Charges 102.33</b> <b>Amount Due by Oct 04, 2019 \$1,311.81</b>  <b>Usage Information for Meter Number S320693054</b>  Sep 18, 2019 KWH Reading (Actual) 12,104 Aug 17, 2019 KWH Reading (Actual) 11,332 KWH used 772  <b>Charges From The Illuminating Company</b>  Customer Number: 0800268742 1450089037 Rate: Residential Service CE-RSD Customer Charge 4.00 Distribution Related Component 40.98 Cost Recovery Charges 13.66 <b>Current Consumption Bill Charges 58.64</b> Security Deposit Interest -0.30 <b>Total Charges \$ 58.34</b>  <b>Charges From NOPEC - NextEra Energy Services Ohio</b>  <b>NOPEC</b> 31320 Solon Road, Suite 20, Solon, OH 44139 NEXTEra Customer Service: 1-855-667-3201 ENERGY SERVICES Account Number: 1001288271 Rate: GEN-F5698 <b>Billing Period: Aug 17, 2019 to Sep 18, 2019</b> Basic Charge 772 KWH x 0.056982 43.99 <b>Total NOPEC - NextEra Energy Services Ohio Charges 43.99</b>  <b>Account Balances by Company</b> <table border="1"><thead><tr><th></th><th>Previous Balance</th><th>Payments/Adjustments</th><th>Current Charges</th><th>Amount Due</th></tr></thead><tbody><tr><td>The Illuminating Company</td><td>858.42</td><td>0.00</td><td>58.34</td><td>916.76</td></tr><tr><td>NOPEC - NextEra Energy Services Ohio</td><td>351.06</td><td>0.00</td><td>43.99</td><td>395.05</td></tr><tr><td><b>Total</b></td><td><b>1,209.48</b></td><td><b>0.00</b></td><td><b>102.33</b></td><td><b>1,311.81</b></td></tr></tbody></table>			Previous Balance	Payments/Adjustments	Current Charges	Amount Due	The Illuminating Company	858.42	0.00	58.34	916.76	NOPEC - NextEra Energy Services Ohio	351.06	0.00	43.99	395.05	<b>Total</b>	<b>1,209.48</b>	<b>0.00</b>	<b>102.33</b>	<b>1,311.81</b>																																		
	Previous Balance	Payments/Adjustments	Current Charges	Amount Due																																																					
The Illuminating Company	858.42	0.00	58.34	916.76																																																					
NOPEC - NextEra Energy Services Ohio	351.06	0.00	43.99	395.05																																																					
<b>Total</b>	<b>1,209.48</b>	<b>0.00</b>	<b>102.33</b>	<b>1,311.81</b>																																																					
<b>Usage History</b> <table border="1"><thead><tr><th></th><th>Sep 18</th><th>1,138</th><th>Mar 19</th><th>371</th></tr></thead><tbody><tr><td></td><td>Oct 18</td><td>549</td><td>Apr 19</td><td>320</td></tr><tr><td></td><td>Nov 18</td><td>341</td><td>May 19</td><td>353</td></tr><tr><td></td><td>Dec 18</td><td>502</td><td>Jun 19</td><td>491</td></tr><tr><td></td><td>Jan 19</td><td>420</td><td>Jul 19</td><td>1,422</td></tr><tr><td></td><td>Feb 19</td><td>454</td><td>Aug 19</td><td>1,336</td></tr><tr><td></td><td></td><td></td><td>Sep 19</td><td>772</td></tr></tbody></table>  <table border="1"><thead><tr><th>Comparisons</th><th>Last Year</th><th>This Year</th></tr></thead><tbody><tr><td>Average Daily Use (KWH)</td><td>36</td><td>23</td></tr><tr><td>Average Daily Temperature</td><td>75</td><td>72</td></tr><tr><td>Days in Billing Period</td><td>32</td><td>33</td></tr><tr><td>Last 12 Months Use (KWH)</td><td></td><td>7,331</td></tr><tr><td>Average Monthly Use (KWH)</td><td></td><td>611</td></tr></tbody></table>			Sep 18	1,138	Mar 19	371		Oct 18	549	Apr 19	320		Nov 18	341	May 19	353		Dec 18	502	Jun 19	491		Jan 19	420	Jul 19	1,422		Feb 19	454	Aug 19	1,336				Sep 19	772	Comparisons	Last Year	This Year	Average Daily Use (KWH)	36	23	Average Daily Temperature	75	72	Days in Billing Period	32	33	Last 12 Months Use (KWH)		7,331	Average Monthly Use (KWH)		611			
	Sep 18	1,138	Mar 19	371																																																					
	Oct 18	549	Apr 19	320																																																					
	Nov 18	341	May 19	353																																																					
	Dec 18	502	Jun 19	491																																																					
	Jan 19	420	Jul 19	1,422																																																					
	Feb 19	454	Aug 19	1,336																																																					
			Sep 19	772																																																					
Comparisons	Last Year	This Year																																																							
Average Daily Use (KWH)	36	23																																																							
Average Daily Temperature	75	72																																																							
Days in Billing Period	32	33																																																							
Last 12 Months Use (KWH)		7,331																																																							
Average Monthly Use (KWH)		611																																																							

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

76 South Main Street  
Akron, OH 44308-1890

JENNY KENDERES  
4116 PARKSIDE DR  
BROOKLYN OH 44144-1317

Account Number: 110 111 662 083

Amount	Paid	
Amount	Due	\$1,311.81
Due Date		Oct 04, 2019

THE ILLUMINATING COMPANY  
PO BOX 3687  
AKRON OH 44309-3687

### Messages (Continued)

customers tax savings created by the federal Tax Cut and Jobs Act. The typical bill for a residential customer using 1,000 kWh will decrease, on average, by more than \$4 per month.

### Explanation of Terms

**Economic Development Component** - Charges related to economic development support.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

### Important Information

**Electronic Check Conversion** - Your check authorizes us either to make a one-time electronic funds transfer (EFT) from your account or process a check. If you have questions about this program, call 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

**Provide reading by telephone or on-line only: DO NOT MAIL**



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:

☐ ☐ ☐ ☐ ☐