

4500 S Hamilton Rd
Groveport, OH 43125-9563

1255-1
990001255 01 AT 0.406



[REDACTED]
NEW ALBANY, OH 43054-8728

Service Address:
[REDACTED]
New Albany, OH 43054-8728

June 6, 2014

Account Number: [REDACTED]

Service Delivery ID: [REDACTED]

Dear [REDACTED]:

This letter is to confirm the request that Firstenergy Solutions Corp. no longer provide your generation service as of June 30, 2014. At that time, AEP Ohio will begin providing your generation service according to the rate designated by the Public Utilities Commission of Ohio (PUCO).

If you wish to choose a generation supplier other than AEP Ohio then you must contact another supplier so that they can submit a switch request to AEP Ohio on your behalf. The new switch request needs to be received no later than 5:00 pm twelve (12) days prior to the above date.

To return to AEP Ohio's standard offer service, you need not take any action.

For a list of generation suppliers in your area, please go to www.aepohio.com. You may also contact the Public Utilities Commission of Ohio at 1-800-686-7826 or www.puco.ohio.gov.

Please call AEP at 1-888-237-5566 if you have any questions.

Sincerely,

AEP Ohio



DATE: November 26, 2014

REFERENCE CODE: 1411SF089DOH5-9N99

WATERVILLE, OH



15

*** PLEASE RESPOND WITHIN 30 DAYS ***

YOU ARE RESPONSIBLE FOR SOME OF THE COMPONENTS OF YOUR EXTERIOR ELECTRICAL SYSTEM.

The electrical system outside your home could fail without warning. You are responsible for the cost of repairing some of your exterior electrical system. Repairs could cost you hundreds of dollars and are your financial responsibility as the homeowner.

Protect the exterior electrical system of your home today. Complete and return the form below for the *optional* Exterior Electrical Line Protection Plan from HomeServe. You will receive up to \$3,000 a year (30-day wait period with money-back guarantee) to pay for covered repairs and a 24/7 Emergency Repair Hotline.

COMPLETE AND RETURN THE ATTACHED FORM

CALL TOLL FREE 1-888-658-3800

OR FOR FASTEST PROCESSING VISIT TOLEDOEDPLANS.COM TO ACCEPT THIS PLAN

HomeServe USA Repair Management Corp. ("HomeServe") is an *independent company separate from FirstEnergy Corp., its operating companies, subsidiaries and affiliates, including the electric utility that provides your electric distribution service (hereafter referred to, collectively, as "FirstEnergy Companies").* The Public Utilities Commission of Ohio does not regulate this optional service and has no authority to investigate complaints about this optional service. HomeServe offers this service as an authorized representative of AMT Warranty Corp., the contract issuer. A customer's decision to receive or not receive the good or service under this program will not influence the delivery of competitive or non-competitive retail electric service to that customer by the FirstEnergy Companies. HomeServe's corporate offices are located in Norwalk, CT.

COMPLETE AND RETURN FORM

1411SF089DOH5-9N99

Please correct address information below, if necessary, before submitting.

WATERVILLE, OH

YES, please sign me up for the Exterior Electrical Line Protection Plan from HomeServe and include the \$5.49 monthly charge on my electric bill (if available). I understand that this optional Plan is billed on a monthly basis and based on an annual contract that will be renewed annually at the then-current renewal price. I grant permission for my utility company to share my customer information, including account number, with HomeServe only as needed to process my enrollment and bill me. I have the option to cancel this contract at any time without additional cost to me by calling 1-888-658-3800. I confirm that I have read the information in this package and meet the eligibility requirements for this Plan.

REFERENCE CODE: 1411SF089DOH5-9N99

REFERENCE #: 110019744256

SIGNATURE (required)

PHONE NUMBER

EMAIL ADDRESS

IGS Set 2
As to objections: Carrie M. Dunn

Case No. 14-1297-EL-SSO
Ohio Edison Company, The Cleveland Electric Illuminating Company and
The Toledo Edison Company for Authority to Provide for a Standard Service Offer
Pursuant to R.C. § 4928.143 in the Form of an Electric Security Plan

RESPONSES TO REQUEST

- IGS Set 2 –** Does First Energy currently place charges on its utility bill for Home Serve USA?
INT-31
- a. If the answer to INT 2.31 is yes, please list all services that First Energy bills on Home Serve USA's behalf
 - b. If the answer to INT 2.31 is yes, does FirstEnergy charge Home Serve USA for providing these billing services
 - c. If the answer to INT 2.31(b) is yes, please describe any and all charges FirstEnergy invoices to Home Serve USA in exchange for being able to bill on the FirstEnergy bill
 - d. If the answer to 2.31 is yes, please list all payments or royalties that are remitted to the FirstEnergy's parent or affiliated company(s) by Home Serve USA
 - e. If the answer to 2.31 is yes, please explain the payment priority system FirstEnergy utilizes when a customer is past due on charges, and the customer is being billed for Home Serve USA charges on the utility bill?

Response: Objection. This request is overbroad and unduly burdensome and seeks information that is neither relevant nor reasonably calculated to lead to the discovery of admissible evidence. Moreover, this request mischaracterizes facts. The Companies have not proposed anything in this proceeding related to any offers to customers of certain products and services or any changes to tariffs pertaining to those products and services.

Case No. 14-1297-EL-SSO
Ohio Edison Company, The Cleveland Electric Illuminating Company and
The Toledo Edison Company for Authority to Provide for a Standard Service Offer
Pursuant to R.C. § 4928.143 in the Form of an Electric Security Plan

RESPONSES TO REQUEST

- IGS Set 2 –** Please list all Non-Commodity Products and Services (see definition) that First Energy allows
INT-32 parties or CRES providers to invoice and collect through its utility bill?
- a. For each Non-Commodity Product and Service listed in INT-2.32 please identify the entity that is the provider of the Non-Commodity Product and Service.
 - b. For all entities identified in 2.32(a), please list whether such an entity is an affiliated company of FirstEnergy.
 - c. For all entities identified in 2.32(a), please list whether such entity is a CRES provider.
 - d. For each of the Non-Commodity Products and Services identified in INT-2.32 please list the cost of system upgrades required to make the billing functionality available to bill for these Non-Commodity Product and Services
 - e. For each of the Non-Commodity Products and Services identified in INT-2.32, please describe any and all charges FirstEnergy invoices the provider of the Non-Commodity Products and Services in exchange for being able to bill on the FirstEnergy bill.

Response: Objection. This request is vague and ambiguous, overbroad and unduly burdensome and seeks information that is neither relevant nor reasonably calculated to lead to the discovery of admissible evidence. The Companies have not proposed anything in this proceeding related to offers to customers of certain products and services or any changes to tariffs pertaining to those products and services.

Case No. 14-1297-EL-SSO
Ohio Edison Company, The Cleveland Electric Illuminating Company and
The Toledo Edison Company for Authority to Provide for a Standard Service Offer
Pursuant to R.C. § 4928.143 in the Form of an Electric Security Plan

RESPONSES TO REQUEST

IGS Set 2 – If a CRES provider asked FirstEnergy to place Non-Commodity Products and Services on
INT-33 the utility bill, would FirstEnergy agree to bill for the CRES providers charges?

Response: Objection. This request is neither relevant nor reasonably calculated to lead to the discovery of admissible evidence. Moreover, this request mischaracterizes facts and calls for speculation. The Companies have not proposed anything in this proceeding related to offers to customers of certain products and services or any changes to tariffs pertaining to those products and services.

Case No. 14-1297-EL-SSO
Ohio Edison Company, The Cleveland Electric Illuminating Company and
The Toledo Edison Company for Authority to Provide for a Standard Service Offer
Pursuant to R.C. § 4928.143 in the Form of an Electric Security Plan

RESPONSES TO REQUEST

**IGS Set 2 –
RPD-5** Please provide any and all agreements that FirstEnergy has entered into with entities that relate to billing arrangements for Non-Commodity Products and Services that are billed on the FirstEnergy utility bill.

Response: Objection. This request is vague and ambiguous, overbroad and unduly burdensome and seeks information that is neither relevant nor reasonably calculated to lead to the discovery of admissible evidence. The Companies have not proposed anything in this proceeding related to offers to customers of certain products and services or any changes to tariffs pertaining to those products and services