

FILE

BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO

19
RECEIVED-DOCKETING DIV
2009 APR 27 PM 2:18
PUCO

In the Matter of the Application of the)
Ohio Edison Company, The Cleveland)
Electric Illuminating Company, and The)
Toledo Edison Company for Approval)
Of Changes to the Bill Format for Electric)
Service)

Case No. 09-357-EL-UNC

**Application of Ohio Edison Company, The Cleveland Electric Illuminating Company, and
The Toledo Edison Company for Changes to Electric Service Bill Format**

Come now Ohio Edison Company, The Cleveland Electric Illuminating Company, and The Toledo Edison Company ("Companies"), by counsel, and hereby file pursuant to O.A.C. 4901-1-10-22(C), an Application for Changes to Electric Service Bill Format. The Companies' bill format, inclusive of the changes proposed herein, will continue to comply with the requirements of O.A.C 4901:1-10-22(B). The Companies request an expedited ruling upon this Application and hereby seek Commission action approving the Application by May 14, 2009 to allow the Companies time to program the bill format changes into their computer system and commence billing with the modified bill format by June 1, 2009. The proposed changes to the bill have been discussed with Staff prior to the filing of this Application.

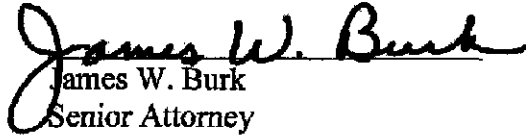
The Commission approved the Companies' Electric Security Plan in Case No. 08-935-EL-SSO et seq. on March 25, 2009. As a result thereof, certain changes are needed in the line items of the bill together with definitions of the two new line items. Attached as Exhibit 1 is a summary of the changes to the bill format proposed by this Application, along with a brief explanation of the necessity for the proposed change.

Examples of the bill reflecting the proposed changes are attached hereto and incorporated herein. This bill format will be used for all of the Companies; provided, however The Cleveland Electric Illuminating Company bill format will continue to include a Transition Charge line item as currently exists. These examples are intended to exhibit the appearance of the bill format in various billing scenarios and for different classes of customers. Be advised, however, that any names, numbers, amounts, charges, usage levels, etc. included in the attached examples are for illustrative purposes only. No actual customer names, charges or usage figures were used. However, the examples do accurately reflect how names, charges, and usage levels will be displayed as a part of the bill format reflecting the changes proposed herein.

The Operating Companies also submitted a sample of the back of the electric service bill reflecting all of the proposed changes to definitions. The back of the bill includes definitions of standard terms used on the bill, the Company's customer service contact information, state telephone numbers, and other required or frequently requested customer service information. Bill backer samples have been included for residential customers and nonresidential customers. The sample bills and bill backers are marked as Exhibit 2.

The Operating Companies request that the Commission consider this Application on an expedited basis and approve the bill format as attached hereto by May 14, 2009 so that use of the bill reflecting the proposed changes may commence by June 1, 2009.

Respectfully submitted,

A handwritten signature in black ink, reading "James W. Burk". The signature is written in a cursive style with a large, stylized initial "J".

James W. Burk
Senior Attorney
FirstEnergy Service Company
76 South Main Street
Akron, OH 44308
(330) 384-5861
Fax: (330) 384-3875

**Changes to Ohio Bill Print
Filing Summary**

Bill Presentation Changes:

1. Delete "Generation Related Component" and add "Bypassable Generation and Transmission Related Component."
This new line item appears on Page 3 of the Customer's Bill in the detailed charge section. The change provides the customer the amount of generation and transmission charges that the customer would avoid that billing period if the customer switched to a Certified Retail Electric Service provider.
2. Delete "Transmission Related Component" and add "Economic Development and Cost Recovery Charge."
Bypassable transmission charges are now included in the new line item "Bypassable Generation and Transmission Related Component", and recovery of previously incurred transmission charges is included in the new "Economic Development and Cost Recovery Charge." The new "Economic Development and Cost Recovery Charge" also includes amounts related to economic development support, uncollectible costs unrelated to distribution, and the recovery of previously incurred fuel costs. This new line item appears on Page 3 of the Customer's Bill in the detailed charge section.
3. The term "Alternate Energy Supplier" is replaced with "Competitive Retail Electric Service provider" to more closely align the terminology in the bill with the Ohio Administrative Code. This new term appears on Page 3 of the Customer's Bill in the detailed charge section.
4. Delete "Generation Shopping Credit" line item from the detailed charge section on page 3 of the bill.
The bill will no longer display a separate line item for a shopping credit for shopping customers. While a customer shops, no amount will be billed for the Bypassable Generation and Transmission Related Component.

Bill Backer/Definition Changes:

1. Bypassable Generation and Transmission Related Component
The new definition of Bypassable Generation and Transmission Related Component will appear on the back of page 1 of the bill.
2. Economic Development and Cost Recovery Charge
The new definition of Economic Development and Cost Recovery Charge will appear on the back of page 1 of the bill.
3. Definitions for Generation Related Component, Transmission Related Component, and Generation Shopping Credit will be deleted from the bill.

Exhibit 2

234



Bill for: JOE SMITH
2222 S. MAIN ST
AKRON, OH 44301

Billing Period: Jul 08 to Aug 09, 2009 for 33 days
Next Reading Date: On or about Sept, 2009
Bill Based On: Actual Meter Reading

Residential Service

Your previous bill was	113.82	
Total payments/ adjustments	-113.82	
Balance at billing on August 10, 2009	0.00	0.00
Current Basic Charges		
Ohio Edison - Consumption	129.90	
Total Current Charges	129.90	129.90
Due By: Aug 24, 2009		

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

	Bill Issued by:		
	Ohio Edison	Customer Service	1-800-833-4766
	PO Box 3637	24-Hour Emergency/Outage Reporting	1-888-544-4877
	Akron OH 44309-3637	Payment Options	1-800-688-3421
Your current PRICE TO COMPARE for generation and transmission from Ohio Edison is listed below. For you to save a supplier's price must be lower. To obtain an "Apples to Apples" comparison of available competitive electric supplier offers, visit the PUCO web site at www.PUCO.ohio.gov .			
Residential Service - 0000896412			7.00 cents per kWh

Ohio Edison
A FirstEnergy Company

Return this part with a check or money order
Payable to Ohio Edison

Account Number: 110000000000

Amount Paid	
Please Pay	\$129.90
Due By	August 24, 2009

JOE SMITH
2222 S. MAIN ST
AKRON, OH
44301

OHIO EDISON
PO BOX 3637
AKRON OH 44309-3637

05110000000000

To help improve our billing efficiency, we will soon adjust our meter reading and billing schedule. As a result, there may be a change in the date your bill is prepared and your payment is due. We will mail you a separate notice if your billing date changes significantly.

Please make sure your home's address is clearly visible from the street so that our employees and other emergency service providers - such as police, fire, and rescue personnel - can better locate your home during emergencies or service calls.

When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below.
Call Ohio Edison at 1-800-633-4766 with questions on these charges.

Basic Charges

Customer Number: 0802415060 0000896412 - Residential Service - OE-RSF	
Customer Charge	4.00
Distribution Related Component	41.27
Economic Development and Cost Recovery Charge	20.00
Bypassable Generation and Transmission Related Component	70.00
Residential Distribution Credit	-5.37

Total Charges	\$ 129.90
----------------------	------------------

Date	Reference	Amount
Payments:		
09/26/09		-113.82
Total Payments		-113.82
Total Payments and Adjustments		-\$113.82

Residential Service

Meter Number	968863114
Present KWH Reading (Actual)	5,000
Previous KWH Reading (Actual)	4,000
Kilowatt Hours Used	1,000

	Oct 08	Oct 09
Average Daily Use (KWH)	32	33
Average Daily Temperature	69	67
Days in Billing Period	31	30
Last 12 Months Use (KWH)		12,000
Average Monthly Use (KWH)		1,000

*All numbers on the bill are used for illustrative purposes.
These bills do not reflect actual tariff charges or usage.

234



Bill for: JOE SMITH
2222 S. MAIN ST
AKRON, OH 44301

Billing Period: Jul 08 to Aug 09, 2009 for 33 days
Next Reading Date: On or about Sept, 2009
Bill Based On: Actual Meter Reading

Residential Service

Your previous bill was	113.82	
Total payments/ adjustments	-113.82	
Balance at billing on August 10, 2009	0.00	0.00
Current Basic Charges		
Ohio Edison - Consumption	149.65	
Total Current Charges	149.65	149.65
Amount Due By: Aug 24, 2009		

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

	Bill Issued by:		Customer Service	1-800-633-4766
	Ohio Edison		24-Hour Emergency/Outage Reporting	1-888-544-4877
	PO Box 3637		Payment Options	1-800-686-3421
	Akron OH 44309-3637			
Your current PRICE TO COMPARE for generation and transmission from Ohio Edison is listed below. For you to save a supplier's price must be lower. To obtain an "Apples to Apples" comparison of available competitive electric supplier offers, visit the PUCO web site at www.PUCO.ohio.gov .				
Residential Service - 0000896412			7.00 cents per kWh	


Amount Paid	
Please Pay	\$149.65
Due By	August 24, 2009

JOE SMITH
2222 S. MAIN ST
AKRON, OH
44301

OHIO EDISON
PO BOX 3637
AKRON OH 44309-3637

To help improve our billing efficiency, we will soon adjust our meter reading and billing schedule. As a result, there may be a change in the date your bill is prepared and your payment is due. We will mail you a separate notice if your billing date changes significantly.

Please make sure your home's address is clearly visible from the street so that our employees and other emergency service providers - such as police, fire, and rescue personnel - can better locate your home during emergencies or service calls.

 When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below.
Call Ohio Edison at 1-800-633-4766 with questions on these charges.

Basic Charges

Customer Number: 0802415060 0000896412 - Residential Service - OE-RSF	
Customer Charge	4.00
Distribution Related Component	41.27
Economic Development and Cost Recovery Charge	20.00
Bypassable Generation and Transmission Related Component	70.00

Total Charges	\$ 135.27
----------------------	------------------

Date	Reference	Amount
Payments:		
09/26/09		-113.82
Total Payments		-113.82
Total Payments and Adjustments		-\$113.82

Residential Service

Meter Number	968863114
Present KWH Reading (Actual)	3,000
Previous KWH Reading (Actual)	2,000
Kilowatt Hours Used	1,000

	Oct 08	Oct 09
Average Daily Use (KWH)	32	33
Average Daily Temperature	69	67
Days in Billing Period	31	30
Last 12 Months Use (KWH)		12,000
Average Monthly Use (KWH)		1,000

*All numbers on the bill are used for illustrative purposes.
These bills do not reflect actual tariff charges or usage.



October 10, 2009

Account Number: 11 00 00 0000 0 0

Page 1 of 3
E05




234

Bill for: Joe Smith
2222 S. MAIN ST
AKRON, OH 44301Billing Period: Sep 08 to Oct 09, 2009 for 33 days
Next Reading Date: On or about Nov 07, 2009
Bill Based On: Actual Meter Reading

Residential Service

Your previous bill was	288.75	
Total payments/ adjustments	-288.75	
Balance at billing on October 10, 2009	0.00	0.00
Current Basic Charges		
Ohio Edison - Consumption	75.82	
Supplier - Consumption	70.00	
Total Current Charges	145.82	\$145.82

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

	Bill Issued by: Ohio Edison PO Box 3637 Akron OH 44309-3637		Customer Service 1-800-633-4766 24-Hour Emergency/Outage Reporting 1-888-544-4877 Payment Options 1-800-686-3421 visit us on-line at www.firstenergycorp.com
	Certified Retail Electric Service Provider :		For Information About Your Alternate Electric Supplier

Your current PRICE TO COMPARE for generation and transmission from Ohio Edison is listed below. For you to save a supplier's price must be lower. To obtain an "Apples to Apples" comparison of available competitive electric supplier offers, visit the PUCO web site at www.PUCO.ohio.gov.

Residential Service - 0000896412

7.00 cents per Kwh

Return this part with a check or money order
Payable to Ohio Edison

Account Number: 110000000000

Amount Paid	
Please Pay	\$145.82
Due By	October 24, 2009

Joe Smith
2222 S. MAIN ST
AKRON, OH
44301OHIO EDISON
PO BOX 3637
AKRON OH 44309-3637

05110000000000

To help improve our billing efficiency, we will soon adjust our meter reading and billing schedule. As a result, there may be a change in the date your bill is prepared and your payment is due. We will mail you a separate notice if your billing date changes significantly.

Please make sure your home's address is clearly visible from the street so that our employees and other emergency service providers - such as police, fire, and rescue personnel - can better locate your home during emergencies or service calls.

When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below.
 Call Ohio Edison at 1-800-633-4766 with questions on these charges.

Basic Charges

Customer Number: 0802415060 0000896412 - Residential Service - OE - RSD
 Customer Charge 4.00
 Distribution Related Component 45.87
 Economic Development and Cost Recovery Charge 31.32
 Residential Distribution Credit -5.37

Total Charges \$ 75.82

Account Number: 0000000005 Rate:

Basic Charges

Basic Charge 1,000 KWH X 0.06 per KWH 60.00
 Transmission Related Component 1,000 KWH X 0.01 per KWH 10.00

Total Charges \$ 70.00

Date	Reference	Amount
Payments:		
09/26/08		-150.00
Total Payments		-150.00
Total Payments and Adjustments		-\$150.00

Residential Service

Meter Number 968863114
 Present KWH Reading (Actual) 8,000
 Previous KWH Reading (Actual) 7,000
 Kilowatt Hours Used 1,000

	Oct 08	Oct 09
Average Daily Use (KWH)	88	100
Average Daily Temperature	54	55
Days in Billing Period	31	33
Last 12 Months Use (KWH)		12,000
Average Monthly Use (KWH)		1,000

*All numbers on the bill are used for illustrative purposes.
 These bills do not reflect actual tariff charges or usage.

234



Bill for: Joe Smith
2222 S. MAIN ST
AKRON OH 44301

Billing Period: Sep 08 to Oct 09, 2009 for 33 days
Next Reading Date: On or about Nov 07, 2009
Bill Based On: Actual Meter Reading

General Service - Secondary

Your previous bill was	288.75	
Total payments/ adjustments	-288.75	
Balance at billing on October 10, 2009	0.00	0.00
Current Basic Charges		
Ohio Edison - Consumption	297.18	
Total Current Charges	297.18	297.18

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

	Bill Issued by:		Customer Service	1-800-833-4766
	Ohio Edison		24-Hour Emergency/Outage Reporting	1-888-544-4877
	PO Box 3637		Payment Options	1-800-686-3421
	Akron OH 44309-3637		visit us on-line at www.firstenergycorp.com	

Ohio Edison
A FirstEnergy Company

Return this part with a check or money order
Payable to Ohio Edison

Account Number: 110000000000

Amount Paid	
Please Pay	\$297.18
Due By	October 31, 2009

Joe Smith
2222 S. MAIN ST
AKRON OH
44301

OHIO EDISON
PO BOX 3637
AKRON OH 44309-3637

05110000000000

To help improve our billing efficiency, we will soon adjust our meter reading and billing schedule. As a result, there may be a change in the date your bill is prepared and your payment is due. We will mail you a separate notice if your billing date changes significantly.

Please make sure your home's address is clearly visible from the street so that our employees and other emergency service providers - such as police, fire, and rescue personnel - can better locate your home during emergencies or service calls.

When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below.
Call Ohio Edison at 1-800-633-4766 with questions on these charges.

Basic Charges

Customer Number: 0802415060 0000896412 - General Service - Secondary - OE-GSF
 Customer Charge 7.00
 Distribution Related Component 91.73
 Economic Development and Cost Recovery Charge 32.66
 Bypassable Generation and Transmission Related Component 181.85
 Business Distribution Credit -16.06

Total Charges \$ 297.18

Date	Reference	Amount
Payments:		
09/26/09		-288.75
Total Payments		-288.75
Total Payments and Adjustments		-\$288.75

Residential Service

Meter Number 968863114
 Present KWH Reading (Actual) 2,500
 Previous KWH Reading (Actual) 0
 Kilowatt Hours Used 2,500
 Billed KWH/KVA 10.0

	Oct 08	Oct 09
Average Daily Use (KWH)	88	83
Average Daily Temperature	54	55
Days in Billing Period	31	30
Last 12 Months Use (KWH)		30,000
Average Monthly Use (KWH)		2,500

*All numbers on the bill are used for illustrative purposes.
 These bills do not reflect actual tariff charges or usage.

234



Bill for: JOE SMITH
2222 S. MAIN ST
AKRON, OH 44301

Billing Period: Jul 08 to Aug 09, 2009 for 33 days
Next Reading Date: On or about Sept, 2009
Bill Based On: Actual Meter Reading

Residential Service

Your previous bill was	113.82	
Total payments/ adjustments	-113.82	
Balance at billing on August 10, 2009	<u>0.00</u>	0.00
Current Basic Charges		
The Illuminating Company - Consumption	152.88	
Total Current Charges	152.88	152.88

To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.

Bill issued by:			
	The Illuminating Company		Customer Service
	PO Box 3837		24-Hour Emergency/Outage Reporting
	Akron OH 44309-3837		Payment Options
			1-800-633-4766 1-888-544-4877 1-800-686-3421
Your current PRICE TO COMPARE for generation and transmission from the Illuminating Company is listed below. For you to save a supplier's price must be lower. To obtain an "Apples to Apples" comparison of available competitive electric supplier offers, visit the PUCO web site at www.PUCO.ohio.gov .			
Residential Service - 0000896412			7.00 cents per kWh

Amount Paid	
Please Pay	\$152.88
Due By	August 24, 2009

JOE SMITH
2222 S. MAIN ST
AKRON, OH
44301

The Illuminating Company
PO BOX 3638
AKRON OH 44309-3638

To help improve our billing efficiency, we will soon adjust our meter reading and billing schedule. As a result, there may be a change in the date your bill is prepared and your payment is due. We will mail you a separate notice if your billing date changes significantly.

Please make sure your home's address is clearly visible from the street so that our employees and other emergency service providers - such as police, fire, and rescue personnel - can better locate your home during emergencies or service calls.

When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below.
Call The Illuminating Company at 1-800-589-3101 with questions on these charges.

Basic Charges

Customer Number: 0802415060 0000896412 - Residential Service - CE-RSF	
Customer Charge	4.00
Distribution Related Component	38.88
Transition Charge	25.37
Economic Development and Cost Recovery Charges	20.00
Bypassable Generation and Transmission Related Component	70.00
Residential Distribution Credit	-5.37

Total Charges	\$ 152.88
----------------------	------------------

Date	Reference	Amount
Payments:		
09/26/09		-113.82
Total Payments		-113.82
Total Payments and Adjustments		-\$113.82

Residential Service	
Meter Number	968863114
Present KWH Reading (Actual)	7,000
Previous KWH Reading (Actual)	6,000
Kilowatt Hours Used	1,000

	Oct 08	Oct 09
Average Daily Use (KWH)	32	33
Average Daily Temperature	69	67
Days in Billing Period	31	30
Last 12 Months Use (KWH)		12,000
Average Monthly Use (KWH)		1,000

*All numbers on the bill are used for illustrative purposes.
These bills do not reflect actual tariff charges or usage.

Definitions

Actual Reading – A reading we take from your electric meter.

Bypassable Generation and Transmission Related

Component – Charges associated with the costs for purchased power and to deliver the power through the transmission system. These are the charges that a customer would avoid for that billing period if the customer switched to a Certified Retail Electric Service provider.

Customer Charge – The fixed monthly charge for basic distribution which partially covers costs for billing, meter reading, equipment, and service line maintenance.

Distribution Related Component – A charge (including taxes) for moving electricity over electric distribution lines to your home or business. Formerly, Delivery Charge.

Due Date – The date the bill must be paid by to avoid a late payment charge.

Economic Development and Cost Recovery Charge – Charges paid by all customers to recover costs related primarily to economic development support and previously incurred costs.

Estimated Reading – On the months we do not read your meter, we calculate your bill based on your past electrical use. If you would like to read your own meter to avoid estimated bills, call us for meter reading cards or access the Web site listed below.

Kilowatt (KW) – 1,000 watts of electricity.

Kilowatt-hour (kWh) – The unit of measure for the electricity you use over time. For example, you use one kilowatt-hour of electricity to light a 100-watt light bulb for ten hours.

Late Payment Charge – A late charge added to the overdue amount if you do not pay your bill by the due date.

Price to Compare (PTC) – An alternative supplier's price for generation and transmission must be lower than your price to compare for you to save money with that supplier.

Residential Distribution Credit – A credit for customers billed on a qualifying rate (as of 1/22/09), applied to all usage over 500 kWh during the winter billing period.

Important Information

Questions or Complaints

To receive information about your Ohio Edison bill, various charges, rate schedules or for a written explanation of the Price to Compare:

Write: Ohio Edison, 76 S. Main St., A-RPC, Akron, OH 44308-1890.

Call Customer Services: 1-800-633-4766

(Monday – Friday, 7:30 a.m. – 7:00 p.m.)

Visit our Web site: www.firstenergycorp.com

You may be asked to provide:

Your phone number:

Your account number:

Your premise number:

For Your Protection

All of our employees wear Photo I.D. badges.

Always ask for an employee's I.D. before letting anyone in your home. If you are still not sure, please call.

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 supplier and/or Ohio Edison, or for general utility information, residential and business customers may call the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free), or for TDD/TTY at 1-800-686-1570 (toll free), from 8:00 a.m. to 5:00 p.m. weekdays, or at www.PUCO.ohio.gov.

Residential Customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.pickccc.org.

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

ELECTRONIC CHECK CONVERSION – When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. Funds may be withdrawn from your account as soon as the same day we receive your payment and your check will not be returned from your financial institution. If you have questions about this program, or if you do not wish to participate, call 1-866-283-8081.

Our representatives can answer your questions, describe the charges on your bill, explain how to make sure your bill is correct, and provide information on rate schedules and energy efficiency. To learn more about Ohio Edison's customer services, visit our Web site at www.firstenergycorp.com.

Definitions

Actual Reading – A reading we take from your electric meter.

Business Distribution Credit – Applied during the winter billing period for non-residential electric heat and/or water heating customers who were receiving a qualifying rate as of 1/22/09.

Bypassable Generation and Transmission Related

Component – Charges associated with the costs for purchased power and to deliver the power through the transmission system. These are the charges that a customer would avoid for that billing period if the customer switched to a Certified Retail Electric Service provider.

Customer Charge – The fixed monthly charge for basic distribution which partially covers costs for billing, meter reading, equipment, and service line maintenance.

Distribution Related Component – A charge (including taxes) for moving electricity over electric distribution lines to your home or business. Formerly, Delivery Charge.

Due Date – The date the bill must be paid by to avoid a late payment charge.

Economic Development and Cost Recovery Charge – Charges paid by all customers to recover costs related primarily to economic development support and previously incurred costs.

Estimated Reading – On the months we do not read your meter, we calculate your bill based on your past electrical use. If you would like to read your own meter to avoid estimated bills, call us for meter reading cards or access the Web site listed below.

Kilowatt (KW) – 1,000 watts of electricity.

Kilovolt Amperes (KVA) – Volts times amperes divided by 1000. Actual measured power used for circuit sizing.

Kilovolt-Amperes Reactive or kVar (kVAr) – The portion of electricity that establishes and sustains the electric and magnetic fields of ac equipment. It is used to control voltage on the transmission network.

Kilowatt-hour (kWh) – The unit of measure for the electricity you use over time. For example, you use one kilowatt-hour of electricity to light a 100-watt light bulb for ten hours.

Late Payment Charge – A late charge added to the overdue amount if you do not pay your bill by the due date.

School Distribution Credit – A distribution credit that replaces the former Energy for Education II program.

Important Information

Questions or Complaints

To receive information about your Ohio Edison bill, various charges, rate schedules or for a written explanation of the Price to Compare:

Write: Ohio Edison, 76 S. Main St., A-RPC, Akron, OH 44308-1890.

Call Customer Services: 1-800-633-4766
(Monday – Friday, 7:30 a.m. – 7:00 p.m.)

Visit our Web site: www.firstenergycorp.com

You may be asked to provide:

Your phone number:

Your account number:

Your premise number:

For Your Protection

All of our employees wear Photo I.D. badges.

Always ask for an employee's I.D. before letting anyone in your home. If you are still not sure, please call.

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 supplier and/or The Ohio Edison, or for general utility information, residential and business customers may call the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free), or for TDD/TTY at 1-800-686-1570 (toll free), from 8:00 a.m. to 5:00 p.m. weekdays, or at www.PUCO.ohio.gov.

Residential Customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.pickocc.org.

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

ELECTRONIC CHECK CONVERSION – When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. Funds may be withdrawn from your account as soon as the same day we receive your payment and your check will not be returned from your financial institution. If you have questions about this program, or if you do not wish to participate, call 1-866-283-8081.

Our representatives can answer your questions, describe the charges on your bill, explain how to make sure your bill is correct, and provide information on rate schedules and energy efficiency. To learn more about Ohio Edison's customer services, visit our Web site at www.firstenergycorp.com.

Definitions

Actual Reading – A reading we take from your electric meter.

Bypassable Generation and Transmission Related

Component – Charges associated with the costs for purchased power and to deliver the power through the transmission system. These are the charges that a customer would avoid for that billing period if the customer switched to a Certified Retail Electric Service provider.

Customer Charge – The fixed monthly charge for basic distribution which partially covers costs for billing, meter reading, equipment, and service line maintenance.

Distribution Related Component – A charge (including taxes) for moving electricity over electric distribution lines to your home or business. Formerly, Delivery Charge.

Due Date – The date the bill must be paid by to avoid a late payment charge.

Economic Development and Cost Recovery Charge – Charges paid by all customers to recover costs related primarily to economic development support and previously incurred costs.

Estimated Reading – On the months we do not read your meter, we calculate your bill based on your past electrical use. If you would like to read your own meter to avoid estimated bills, call us for meter reading cards or access the Web site listed below.

Kilowatt (KW) – 1,000 watts of electricity.

Kilowatt-hour (kWh) – The unit of measure for the electricity you use over time. For example, you use one kilowatt-hour of electricity to light a 100-watt light bulb for ten hours.

Late Payment Charge – A late charge added to the overdue amount if you do not pay your bill by the due date.

Price to Compare (PTC) – An alternative supplier's price for generation and transmission must be lower than your price to compare for you to save money with that supplier.

Residential Distribution Credit – A credit for customers billed on a qualifying rate (as of 4/30/09), applied to all usage over 500 kWh during the winter billing period.

Transition Charge – This charge provides for the recovery of a portion of the investment made in the electric system prior to deregulation and costs incurred related to the transition to full electric generation competition.

Important Information

Questions or Complaints

To receive information about your Illuminating Company bill, various charges, rate schedules or for a written explanation of the Price to Compare:

Write: The Illuminating Company, 76 S. Main St., A-RPC, Akron, OH 44308-1890.

Call Customer Services: 1-800-633-4766
(Monday – Friday, 7:30 a.m. – 7:00 p.m.)

Visit our Web site: www.firstenergycorp.com

You may be asked to provide:

Your phone number:

Your account number:

Your premise number:

For Your Protection

All of our employees wear Photo I.D. badges.

Always ask for an employee's I.D. before letting anyone in your home. If you are still not sure, please call.

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 supplier and/or The Illuminating Company, or for general utility information, residential and business customers may call the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free), or for TDD/TTY at 1-800-686-1570 (toll free), from 8:00 a.m. to 5:00 p.m. weekdays, or at www.PUCO.ohio.gov.

Residential Customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.pickocc.org.

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

ELECTRONIC CHECK CONVERSION – When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. Funds may be withdrawn from your account as soon as the same day we receive your payment and your check will not be returned from your financial institution. If you have questions about this program, or if you do not wish to participate, call 1-866-283-8081.

Our representatives can answer your questions, describe the charges on your bill, explain how to make sure your bill is correct, and provide information on rate schedules and energy efficiency. To learn more about The Illuminating Company's customer services, visit our Web site at www.firstenergycorp.com.

Definitions

Actual Reading – A reading we take from your electric meter.

Business Distribution Credit – Applied during the winter billing period for non-residential electric heat and/or water heating customers who were receiving a qualifying rate as of 4/30/09.

Bypassable Generation and Transmission Related

Component – Charges associated with the costs for purchased power and to deliver the power through the transmission system. These are the charges that a customer would avoid for that billing period if the customer switched to a Certified Retail Electric Service provider.

Customer Charge – The fixed monthly charge for basic distribution which partially covers costs for billing, meter reading, equipment, and service line maintenance.

Distribution Related Component – A charge (including taxes) for moving electricity over electric distribution lines to your home or business. Formerly, Delivery Charge.

Due Date – The date the bill must be paid by to avoid a late payment charge.

Economic Development and Cost Recovery Charge – Charges paid by all customers to recover costs related primarily to economic development support and previously incurred costs.

Estimated Reading – On the months we do not read your meter, we calculate your bill based on your past electrical use. If you would like to read your own meter to avoid estimated bills, call us for meter reading cards or access the Web site listed below.

Kilowatt (KW) – 1,000 watts of electricity.

Kilovolt Amperes (KVA) – Volts times amperes divided by 1000. Actual measured power used for circuit sizing.

Kilovolt-Amperes Reactive or kilovar (kVAR) – The portion of electricity that establishes and sustains the electric and magnetic fields of ac equipment. It is used to control voltage on the transmission network.

Kilowatt-hour (kWh) – The unit of measure for the electricity you use over time. For example, you use one kilowatt-hour of electricity to light a 100-watt light bulb for ten hours.

Late Payment Charge – A late charge added to the overdue amount if you do not pay your bill by the due date.

School Distribution Credit – A distribution credit that replaces the former Energy for Education II program.

Transition Charge – This charge provides for the recovery of a portion of the investment made in the electric system prior to deregulation and costs incurred related to the transition to full electric generation competition.

Important Information

Questions or Complaints

To receive information about your Illuminating Company bill, various charges, rate schedules or for a written explanation of the Price to Compare:

Write: The Illuminating Company, 76 S. Main St., A-RPC, Akron, OH 44308-1890.

Call Customer Services: 1-800-633-4766

(Monday – Friday, 7:30 a.m. – 7:00 p.m.)

Visit our Web site: www.firstenergycorp.com

You may be asked to provide:

Your phone number:

Your account number:

Your premise number:

For Your Protection

All of our employees wear Photo I.D. badges.

Always ask for an employee's I.D. before letting anyone in your home. If you are still not sure, please call.

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 supplier and/or The Illuminating Company, or for general utility information, residential and business customers may call the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free), or for TDD/TTY at 1-800-686-1570 (toll free), from 8:00 a.m. to 5:00 p.m. weekdays, or at www.PUCO.ohio.gov.

Residential Customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.pickocc.org.

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

ELECTRONIC CHECK CONVERSION – When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. Funds may be withdrawn from your account as soon as the same day we receive your payment and your check will not be returned from your financial institution. If you have questions about this program, or if you do not wish to participate, call 1-866-283-8081.

Our representatives can answer your questions, describe the charges on your bill, explain how to make sure your bill is correct, and provide information on rate schedules and energy efficiency. To learn more about The Illuminating Company's customer services, visit our Web site at www.firstenergycorp.com.
