May 11, 2009
Ms. Renee J. Jenkins
Director, Administration Department
Secretary to the Commission
Docketing Division
The Public Utilities Commission of Ohio
180 Broad Street
Columbus, OH 43215-3793

## Re: Ohio Edison Company, The Cleveland Electric Illuminating Company and The Toledo Edison Company Request for Approval of Bill Format Changes Case No. 09-357.EL-UNC

Dear Ms. Jenkins:
On April 27, 2009, Ohio Edison Company, The Cleveland Electric Illuminating Company, and The Toledo Edison Company ("Companies") filed an Application in the abovereferenced proceeding requesting certain modifications to their bill format. After further discussions subsequent to the filing of the Application, the Companies hereby modify certain of the proposed changes to their existing bill format, and now request approval of the bill format reflected in the bill mock-ups attached to this letter and identified as Attachment 1.

The proposed modification to the bill format included as part of the original Application in this proceeding is that the formerly proposed new bill line item entitled "Economic Development and Cost Recovery Charge" will now be split into to two separate line items. The two newly proposed bill line items are "Economic Development Component", which will recover amounts associated with newly approved reasonable arrangements (Rider DRR), and "Cost Recovery Charges" which will recover the balance of the amounts formerly designated to be recovered through the previously proposed "Economic Development and Cost Recovery Charge" including Riders NDU, GCR, DTC, CDR, and elements of Rider EDR. The definitions of the newly proposed line items are set forth as part of the Definitions section in the bill mockups included as part of Attachment 1, which, once approved, would appear on the back of the bill.

With this modification, the Companies request that their proposed changes to their bill format be approved.

Sincerely,


Att.
This is to certify that the imeges appearing are al accurate and complete reprovaction of a case file document dolizefoci in tae remziar concore cabe buginegs.


Attachment 1

|  | 234 Bill for: | JOE SMITH 2222 S. MAIN ST AKRON, OH 44301 |
| :---: | :---: | :---: |
| Bllling Period; | Sep 01100 at 01, 2009 for 31 days |  |
| Next Reading Date; | On or about Sept, 2009 |  |
| Bill Basad On: | Actual Meter Raading |  |


|  |  |  |
| :---: | :---: | :---: |
| Your prevlous bill was | 113.82 | 0.00 |
| Total payments/ adjustments | -133.82 |  |
| Balance at billing on Oclober 2, 2009 | 0.00 |  |
| Current Basic Charges |  |  |
| Ohio Edison - Consumplion | 130.50 |  |
| Total Current Charges | 130.50 | 130.50 |




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

|  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: |
|  | Bin issued by: <br> Ohdo Edison PO Box 3637 <br> Aknon OH 44seg.3037 | Oho Fedison | Customar Senich 24-Your Emargency/Oulage Report Payment Oplons | $\begin{aligned} & 1-880 \\ & 1-800 \end{aligned}$ |
|  |  |  |  |  |
| Your currenl PFICE TO COMPARE for generation and Iransentaston from Ohio Edison is listad bolow. For youl lo save a suppliar's prices must be lower. To obtah an "Apples to Apples" comparson of avalable compelitive electrice suppler oflers, visl the PUCO web sile al www.PUCO.ohla.gov. <br> Reaidiential Service . 0000896412 <br> 7.89 cents per kWh |  |  |  |  |
|  |  |  |  |  |

Return thls part with a check or money order

OHIO EDISON
po BOX 3637
AKRON OH 44309-3637

Payable to Ohio Edison

Account Number: 110000000000

| Amount Paid |  |
| :--- | ---: |
| Please Pay |  |
| Due By | October 15, 2000 |

JOg SMITH
2222 S. MAIN ST
AKRON, OH
44301


[^0]Bill for: JOE SMITH
2222 S. MAIN ST
AKRON, OH 44301

| Bliling Perlod: | Sep 01 1o Oct 01, 2009 for 31 days |
| :--- | :--- |
| Next Reading Date: | On or about Sept, 2009 |
| Blif Based On: | Actual Meter Reading |

Residential Service

|  |  |  |
| :---: | :---: | :---: |
| Your previous bill was | 113.82 | 0.00 |
| Tolal paymenis' acoustments | .113.82 |  |
| Balance at billing on October 2, 2009 | 0.00 |  |
| Current Basic Charges |  |  |
| Ohmo Edison - Consumplion | 121.65 |  |
| Total Current Cturges | 121.65 | 121.69 |
|  |  |  |
|  | +5x ${ }^{\text {a }}$ |  |

To avoid a $1.50 \%$ Late Payment Charge boing adifed to your bill, please pay by the due dete.


Your current PRICE TO COMPARE for generadon and transmission from Ohlo Edison is Isted bolow. For you lo save a supplitis price must be lowsr. To cbtain an "Apples to Apples" comparison of available compotitive olecific suppiles offors, visit tha FUCO web site al www.PUCO.ohio.gew.
Fesidentlal Service - 0000896412
7.89 cents per kWh



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

Account Number: 110000000000

| Amount Pald |  |
| :--- | ---: |
| Plases Pay | $\$ 121,65$ |
| Due By | October 15, 200 |

OHIO EDISON
PO BOX 3637
AKRON OH 44309-3637

2222 S , MAIN ST
ARRON, OH
44301

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

| Billing Period: | Sep 08 to Oct 09, 2009 for 39 days |
| :--- | :--- |
| Next Reading Dale: | On or aboul Nov 07, 2009 |

Bill Based On: Actual Meter Reading

Reeidenlial Service

|  |  |  |
| :---: | :---: | :---: |
| Total payments/ adjustments | -288.75 |  |
| Balance at blling on Ootober 10,2009 | 0.00 | 0.00 |
| Current Basic Charges |  |  |
| Ohio Edison-Consumplion | 42.73 |  |
| Supplier - Consumption | 70.00 |  |
| Total Current Chargas | 112.73 | \$112.73 |

To avold a $1.50 \%$ Lato Paymont Charge being added to your bill, please pay by ite due date.


| N覆 | Bill lssued by: ONlo Edison PO Box 3637 Akron OH 44306.3637 | Ohro Edson | Customer Bannice <br> 24-Hour Energency/Oulage Feporting <br> Pajmend Optians <br> visit us on-iline at wwwifi | $\begin{aligned} & 1-800-633-4768 \\ & 1-888-544-4877 \\ & 1-800-686-3421 \\ & \text { inergycorp.com } \end{aligned}$ |
| :---: | :---: | :---: | :---: | :---: |
| (密) | Cortilled Retal El |  | For inlomation Aboul You Alignale Elactric Supoliar |  |


 price must be kwer. To oblain an "Apples to Apples' comparison of avalable compolitive elecric suppliar oliers, yst the PUCO web stie at ww. PUCO. ohlo.gow.

Residential Service . 0000896412
7.00 cenls per Kwh


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

Account Number: 110000000000

| Amount Pald |  |
| :--- | ---: |
| Please Pay |  |
| Due By | October 24, 2008 |

Joe Smith
2222 S. MAIN ST
AKRON, OH
44301

OHIO EDISON
PO BOX 3637
aKRON OH 44309-3637


[^1]Blat for: Joo Smith
2222 S. MAIN ST
AKRON OH 44301

| Billing Perlod: | Sep 08 to Oct 09, 2009 for 33 days |
| :--- | :--- |
| Next Reading Date: On or about Nov 07, 2009 <br> Bill Based On: Actual Meter Reading |  |


| Your prevlous bill was | 288.75 | 0,00 |
| :---: | :---: | :---: |
| Total payments/ adjustments | -288.75 |  |
| Balance at blling on Oclober 10, 2009 | 0.00 |  |
| Current Basic Charges |  |  |
|  |  |  |
| Total Current Charges | 276.97 | 276.97 |


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



OhroEdison
A Fritenemg Compory

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

Account Number: 110000000000

| Amount Paid |  |
| :--- | ---: |
| Please Pay |  |
| Due By | Detober 31, 2009.97 |

## Joe Smith

2222 S. MAIN ST
AKRON OH
44301

## OHIO EDISON

PO BOX 3637
AKRON OH 44309-3637

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

Bill for: JOE 8MITH
2222 S. MAIN ST
AKRRON, OH 44301

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


| Hem, |  |  |
| :---: | :---: | :---: |
| Total payments/ adjusiments | -113.82 |  |
| Balance at billing on October 2nd, 2009 | 0,00 | 0.00 |
| Current Easlc Chargas |  |  |
| The llluminating Company - Consumption | 135.70 |  |
| Tolal Current Charges | 135.70 | 135.70 |
|  |  |  |
| WVNewno |  |  |

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


TV. 4 M
Your curfeni PAICE TO COMPARE [or gonerallon and trantsmilsston trom the Iliumhaling Company is lisled below, For you to save a supplier's price must be lower. To cblah an "Apples to Apples" compariscn of availiable compelitive elecilic suppliter olfers, visit the PUCO web sile at www. PUCC.ohlo.gov.

Residential Service - 0C000806412 7,00 cents per KWh

3.

Return this part with a check or monay order Payable to The llluminating Company

Account Number: 110000000000

| Amount Paid |  |
| :--- | ---: |
| Plaase Pay | $\$ 135.70$ |
| Due By | October 15, 2000 |

JOE SMITR
2222 S. MAIN ST
AKRON, OH
44301

The Illuminating Company
PO BOX 3638
AKRON OH 44309-3638

*All numbers on the bill are used lor llustrative purposes.
These bllls do not reflect actual tarili charges or usage.

| Delfritions |  |
| :---: | :---: |
| Aclual Reading - A reading we take from your electice meler. | Eallmated Reading - On the months we do not read your |
| Businass Distribution Credit - Applied during the winter bitiling | mater, we calculate your bill based on your pasi electrical use. |
| period for non-residenilal electric heat and/or water heating | If you would like to read youy own meter to avold estlmated bills, |
| customers who were recelving a qualibying rate as of 1/2209. | call us for meter reading cards or access the Web site listed |
| Bypassable Ceneration and Transmilssion Related | below. |
| Compenent - Charges assoclated with the cosis lor purchased | Kilowatt (KW) - 1,000 watis of electricity. |
| power and to deliver the power through the transmission system. | Kiloyoll Ampeses (KVA) - Volis times amperes divided by |
| These are the charges that a customer would avold for that billing | 1000. Actual measured power used for circuil sizing. |
| period if the customer switched to a Cerifited Retall Electric | Klovoli-Amperes Resctive or kliver (kVAr) - The portion of |
| Service provider. | elechinity fhat establishes and sustalns the electric and |
| Customar Chase - The fixed monthy charge for basle | magnetic fialcs of ac equipmeni. It is used to control voliage on |
| distribution which partially covers cosis for biling, meter reading, | the transmission network. |
| equipment, and service ine maintenance. | Klowath hour (kWh) - The unit of measure lor the eleotricky |
| tribution Rolated Component - A charge (including faxes) | you use ovar lima. For examita; you use one kllowath hour of |
| for moving alectricity over electric distribution ines to your home | electrichy to lighl a 100 -watt light bulb for ion houss. |
| or business. Formerily, Dolivery Charge. | Late Payment Charge - A late charge added to the overidue |
| Due Date - The date the bill must be paid by to ayold a late | amouni I you do not pay your bill by the due dale. |
| payment charge. | Cosi Recovery Charges -Charges peid by all cusiomers io |
| Economic Devalopment Component-Charges paid by all | recover previousty /ncured cosks. |
| customers to recover costs related to economic didvalopment | School Distribution Credilt - Adistribution crecil that replaces |
| suppori. | the former Energy for Education Il program. |


| Questions or Complaints | We welcome the opportunity to work with you and will ty to |
| :---: | :---: |
| To receive information abouk your Ohio Edison bill, various | answer your questions. Hyour complaint is not resolved after |
| charges, rate schedules or ior a wititen explanation of the Price | you have callod your electice supplier and/or The Ohio Edison, |
| to Compare: | or lor genered urtity information, residenatial and business |
| Wite: Ohlo Edison, 76 S. Main St., A-FPG, Akrort, OH 443081890. | customers may call the Public Utilities Commilssion of Dhio for assistance al $1.800-686$-7826 (lllif fees), or for TDDTTY al t. |
| Call Customer Services: 1-800-633-4768 | 800-686-1570 (toll free), from 8:00 a.m. to 5:00 p.m. weakdays, |
| (Monday - Friday, 7:30 a.m. - 7:00 p.m.) | or al www.PUCO.ohlo.gov. |
| Vist our Web sile: wrw.irstenergycom.com |  |
| You may be asked to providg: | Residendial Cusiomers may also contact the Ohio Consumers' |
| Your phone number, | Counsel for assistance with complaits and ullily issues at 1- |
| Your account number: | 877-742-5522 (10il free) from 8:00 a.m, to 6:00) p.m. Weekdays, |
| Your premise number: | or at www.plekocc.org. |
| For Your Protection |  |
| All of cur employees wear Phoio I.D, badges. | Enargy Assistance: Contact HEAP at 1-800-282-0880 |
| Always ask for an employea's 1.D. before letting anyone in your | (TDDITTY 1-800-606-1557) Monday - Fitday belwaen 8:00 |
| hame. If you ara still not sure, prease call. | am. and 5:00 p.m. |

ELECTRONIC CHECK CONVERSIDN - When yeu provide a check as payment, you authorize us to elther usa informailon from your check to make a one-lime electronio fund transter firom your accounl or to process the payment as a check transaction. Funds may be withdrawn from your accouni as scon as the same day we recolve your payment and your check will nol be relumed from your financlal Instianilon. If you have quastions aboot this program, or if you do not wish to participate, call 1-868-283-8081.

Our represenlatives can answer your questions, descibe the charges on your bill, explain how to make sure your biel is correct, and provide Information on rate schedules and energy effictency. To loarn more aboul Ohio Edison's customer semices, visít our Web site at waw. irstenergycorp.com.

|  |  |
| :---: | :---: |
| Aciual Reading - A reading we take from your olectrice meler. | Estimated Reading - On the months we do not read your |
| Bypassable Ceneration and Transmission Related | meter, we calculale your bill based on your past eloctrical use. |
| Component - Charges assockated with the cosis for puchased | If you wouddlike to read your own meter to avold estimated bills, |
| power and to deliver the power through the transmission system. | cell us for meter reading cards or accoss the Web site listed |
| cese are the charges that a customer would avoid for that billing | below. |
| periodil the customer switched to a Cortilied Retall Electric | Kllowatt (KW) - 1,000 watts of elecultly. |
| Service provider. | Kliowall-hour (kWh) - The unit of measure for the electricity |
| Customer Charge - The fixed monthy charge for basto | you use over time. For example, you use one klowatthour of |
| distribution which partally covers cosis lor bliling, meter reading, | elecricily to light a 100 -want light bulb for ten hours. |
| equipmont, and servico line mainsenance. | Late Payment Charge - A late charge added to the overdue |
| Distribution Related Component - A charge (incturing taxes) | amounl lif you do not pay your bin by the due date. |
| for moving electricily ower elecric dislribution lines to your home | Cost Recovery Charges - Charges pald by all customers to |
| orbusinoss. Formaty, Dalivery Charge. | recover prevlously incured costs. |
| Due Dale - The date the bill must be pald by to avold a lale payment charce. | Price to Compare (PTC)-An alternalive supplier's price for generalion and transmission must be lower than your price to |
| Economic Devolopment Componenl-Charges pald by all | compare for you lo save money with liai supplier. |
| customers lo recover cosis reaated to econonic dovelopment | Residential Distribution Crealt - A credit ior custoners |
| support. | on a qualitining rate (as of 1/2209), applitad to all usage over 500 kWh diring the winter blling period. |

Imaportant Information

Quesilions or Complaints
To receive intormation about your Ohio Edison bill, vatious charges, raie schedules or for a writen explanallon of the Pice to Compare:
White: Ohio Edison, 76 S. Main St., A.RPG, Akron, OH 44308. 1890.

Call Cuslomar Sevices: 1-800-633-4766
(Monday - Fidday, 7:30 am. - 7:00 p.m.)
Vist our Wob sito: whw, irslenergycors.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 1.D. betore lelling anyone in your
home. If you are silili not sure, please call.

We welcome the appartunty to work with you and will iry to answer your questions. It your complaint is not resolved atier you have called your electric supplier and/ar Ohlo Edson, or for general utilly information, resiciortalal and business customers may call the Publio Ufitilies Commission of Ohio for assistiance at $1-800-686.7826$ (foll free), of for TDD/TV al $1-800.686$-1570 (fiol free), from 8:00 e.m. to $5: 00 \mathrm{p} . \mathrm{m}$. weokdays, or at Winw, PUCO.ohio.gov.
Residential Customers may also contact the Ohio Consumers' Counsel for asslstance with complaints and ulility issues at i877.742 .5622 (foll free) from $8: 00 \mathrm{a} . \mathrm{m}$. to $5: 00$ p.m. weokdays, or at www.pickocc.org.

Energy Asslsiance, Contact HEAP al 1-800-2s2.0880 (TDOITY 1-800-886-1557) Monday - Fidday between 8:00 a.m. and 5:07 p.m.

ELECTRONIC CHECK CONVERSION - When you provide a chack as payment, you aulhorize us lo ellher usa liformation from your check to make a ona-time elecironic fund transfer from your account or lo process the payment as a check fransaction. Funds may be wilhdrawn from your account as soon as the same day we recalve your payment and your check will not be returned from your financial inslitution. If you have questions about this program, or if you do nol wish to participate call $1-886-283-8081$.

Our representalives can answer your quesitons, describe the charges on your bill, axplain how io make sure your bill is correct, and provida Intormation on rale schedules and Anergy efficlency. To leam more about Ohio Edison's cusiomer senices, visit our Web sile at wiwn.lirstenergycorp.com.

| Deilnillans |  |
| :---: | :---: |
| Actual Reading - A reading wa take from your elecric meter. | Klowatt (KW) - 1,000 watts ol electrictly. |
| Bypassable Generation and Transmission Related | Kllowatt-how (kWh) - The unit of measure for the electricty |
| Component - Charges associated with the cosis for purchased | you use over lime. For example, you use ono kilowathhour of |
| power and lo dellver the power through the fransmission system. | electricity to lkgha a 100 -wat light beth for ten hours. |
| These are the charges that a customer would avoid for that blling | Late Payment Cherge - A late charge added to the overdue |
| period if the customer switched to a Certilled Retall Electric | amound i you do nol pay your bill by the due dato. |
| Service provider. | Cost Recovery Charges - Charges pald by all customers to |
| Customer Charge - The flued monithy charge for basto | recover previousky incuned cosis. |
| distribution which partially covers costs for billing, meter reading, | Price to Compare (PTC)- An allemative suppliars price for |
| equipmont, and service line mainlenance. | generation and transmission riust be lower than your price to |
| Distrlbutlon Related Component - A charge (including taxes) | compare for you to save money with thal supplier. |
| for moving elactricity over electric distribution ines to your home | Rasidantial Diatribution Crealit - A credit for customers billed |
| or business. Formesty, Detlyery Charge. | on a qualifying rate (as of (40069), applied to an usage over |
| Due Date - The date the bill must be pald by to avold a late | 500 kWh curing the whier biling period. |
| payment charge. | Transition Charge - Thls charge provides for the recovery of a |
| Economic Development Component- Charges paid by all | portion of the investment made in the electric system prior to |
| customers to recover costs related to economic development | deregulation and costs incurred related to the Iransition to full |
| support. | electre generalion compelition. |
| Estimated Reading - On the months we do not read your meter, |  |
| we calculate your bill based on your pasi electrical use. If you |  |
| would like to read your own meter to avold estimated bills, call us |  |
| for meter reading cards or access the Web sile listed below. |  |

## Impotant Information

Questions or Complaints
To receive Intormation about your Illuminaling Company bili, various charges, rate schedules or for a writen explanation of the Price to Compare:
White: The lluminaling Company, 76 S. Main St., A-RPC, Akron, $\mathrm{OH} 44308 \cdot 1890$.
Call Custiomer Senices: 1-800-633-4766
(Monday - Friday, 7:30 am. $-7: 00$ p.m.)
Yisit our Web site: wuw firslengerycorp.com
You may be asked lo provide:
Your phone number:
Your accounl number.
Your premise number:
For Your Prolection
All of our empicyees wear Phoio I.D. badjes.
Always ask for an employee's I.D. betore letting anyone in your
honte. If you are still nol sure, please call.

We welcome the oppartunlly to work with you and wilit ty to answer your questions. If your complaint is not resolved after you have called your electric suppller and/or Tha lluminading Company, of for genemel utility Information, residenilal and business customers may call tha Public (LTities Commilsslon of Ohlo for asslistance at $1-600-686-7826$ (till free), or for TDD/TTY at $9-800-686-1570$ ( 101 free), from B:00 am. to $5: 00$ P.m. Weekdays, or ad wiw. PUCO.ohio.gov.

Residenilal Cusionters may also contact the Ohio Consumers' Counsel for asslstance yith complainls and ullity issues at 1. B77-742-5622 (fill ftee) from 8:00 a.m. io 5:00 p.m. weekdays, or al www pickocc.ong.

Energy Assislence: Contaot HEAP al 1-800-282-0880 (TODITY 1-600-686-1557) Monday - Fidday between 8:00 a.m. and 5:00 p.m.

ELECTRONIC CHECK CONVERSION - When you provide a check as payment, you authorize us to eihther use information from your check to make a one-time elecironte tund transfer from your account on to process the payment as a chock transection. Funds may be withdrawn from your account as soon as the same day we recave your payment and your check will not be relurned from your financial institution. II you have quesilons about thls program, or II you do not wish to participate, call 1-866-283-808s.

Our representallues can answer your questions, describe the charges on your bill, explath how io make sure your bill is comect, and provide infomation on rate schedules and energy efficiency. To leam more abouri Tho llumnating Company's cusiomer senvices, visil our Web site at www.firstenergycop.com.

Actual Reading - A reading wa take from your electris meter. Business Distribution Credit - Applied during the winler billing period for nor-residentlal elecitc heat and/or water heating customars who were receiving a qualitying rate as of $\$ / 3009$. Bypassable Generalion and Transmisslon Related Component - Chargos assoclated wht the costs for purchased power and to dellver the power through the transmission system. These are the charges that a customer would avoid for thai biling period if the customer switched to a Centified Relall Electric Senvice proulder.
Cuslomer Charge - The fixed montilly charge for basio distribution which partiaty covers cosis for biling, meler reading, equipinent, and service line maintenance.
Distribulion Relaled Component - A charge (noluding taxes) for moving electrictity over electric distribution lines to your home or bushaess. Formeriy, Dellvery Charge.
Dus Date - The date the bill must be paid by io avoid a late payment charge.
Economic Development Component-Charges pald by all cuslomers to recover cosis related to economic development support.
Estimated Reading - On the months we do not read your meler, wa calculale your bill based on your past aloctrical use. Ifyou would like to read your own meter to avoid estimated bills, call us for meter reading cards or access the Web site listed bolow.

Kllowall (KMi) - 1,000 watto of eloctriciky.
Kilowolt Amperes (KVA) - Volls times amperes divided by 1000. Actual measured power usod for clicult sizing. Kilovoll-Amperes Reactive or kiliowar (KVAr)-The portion of electricily that establishes and suslains the eleciric and magretic tieds of ec equipment. It is used ko control vollage on the transmission network.
Kilowati-hour ( KWh ) - The unit of measme for the electricity you use overtime. For exampla, you use one kilowall-hour of elecricity to light a 100 -watt light bulb for fen hours. Late Payment Charge - A late charge added to the overdua amount 11 you do not pay your bill by the due date. Cost Recovery Charges - Charges paid by all customers to recover proviousty incurred costs.
School Disiribution Credit - A distribution credit that replaces the tomes Energy for Education II program.
Tranallion Charge - This charge provides for the recovery of a portion of the investmant mada in the electric system prior to derenguation and cosk incurred related to the transition to full electrí gentration competlifor.

## Important Information

Questions or Complaints
To receive information about your Illuminating Company bill, various charges, rale schedulos or for a witten explanation of the Price to Compars:
Wite: The llluminating Company, 76 S. Main St., A-RPC, Akron, OH 44308-1890.
Call Customer Sarvices: $\{-800.633$-4766
(Monday - Friday, 7:30 am. - 7:00 p.m.)
Visit our Web site: wisulifsilenerrucom.com
You may be asked to provide:
Your phone number:
Your accouni number.
Your premise number:
For Your Protection
All ol our employees wear Pholo l.D. badges. Always ask for an employee's I.D. betora letting anyone in your home. II you are sill nol sure, please cail

We walcome the opportunity to work with you and will try 10 answor your quesions. Hyour complaint is not resolved aflet you have called your electric suppliter andor The lluminailing Company, or for general ulility hlommation, residendlat and business cusiomers may call the Publle Ulitililes Commlesion of Ohio for asslstance ald $1.600-686-7828$ (foll fres), or for TDD/TY at 1-800.686-1570 (toll free), from 8:00 am. io 5:00 p.m. weokdays, of at www. PUCO.chio.gow.

Residentital Customers may also contact the Ohlo Consumers' Counsel tor assislance with complaints and utility issues at i-877.742-5622 (lodit free) fom 8:00 a.m. to 5:00 p.m. weekdays, or at www.pickocc.org.

Energy Assistance: Conlact HEAP at 1-8000-282-0880 (TDDITY 1-800-686-1557) Monday - Friday belween 8:00 a.m. and 5:00 p.m.

ELECTRONIC CHECK CONVERSION - When you prowide a check as payment, you authorize us to eliher use information from your chack to make a ons-dime electronic fund transfer from your account of lo process the payment as a check transtaclion. Funds msy be withdrawn foom your account as soon as the same day we recelve your payment and your check will not be reluned from your finarsial institulion. 11 you have quesilons about thls program, or il you do not wish to partictpate, cotill 1-866-283-8081.
Our representallyes can answer your questions, cescribs the charges on your bill, explain how to make sure your bill is conect, and provido inlormation on rate schedules and energy efficiency. To leam mare about The liluminaling Company's customer sarvices, visil our Wab site ai www./fistenergycop.com.


[^0]:    -All numbers on the bill are used for illustrative purposes. These bills do not reflect actual tarift charges or usage.

[^1]:    *A具 numbers on the bill are usad for Ifustrative purposas. These bills do nol reflect actual fariff charges or usage.

