

James W. Burk
Senior Attorney

330-384-5861
Fax: 330-384-3875

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

PUCO

RECEIVED-DOCKETING DIV
2009 MAY 11 PM 12:25

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

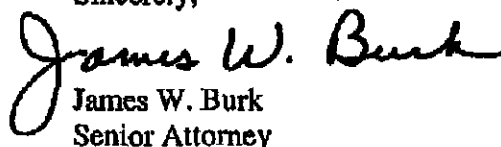
Dear Ms. Jenkins:

On April 27, 2009, Ohio Edison Company, The Cleveland Electric Illuminating Company, and The Toledo Edison Company ("Companies") filed an Application in the above-referenced 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 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 mock-ups 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,


James W. Burk
Senior Attorney

Att.

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.
Technician SKM Date Processed MAY 11 2009

Attachment 1



October 2, 2009

Account Number: 11 00 00 0000 0 0

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E05

234



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

Billing Period: Sep 01 to Oct 01, 2009 for 31 days
Next Reading Date: On or about Sept, 2009
Bill Based On: Actual Meter Reading

Residential Service

Account Summary		Amount Due
Your previous bill was	113.82	
Total payments/ adjustments	-113.82	
Balance at billing on October 2, 2009	0.00	0.00
Current Basic Charges		
Ohio Edison - Consumption	130.50	
Total Current Charges	130.50	130.50
Total Due by Oct 15, 2009 - Please pay this amount		\$130.50

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

General Information			
	Bill issued by:		
	Ohio Edison	Customer Service	1-800-633-4766
	PO Box 3637	24-Hour Emergency/Outage Reporting	1-888-544-4877
	Akron OH 44309-3637	Payment Options	1-800-686-3421
Price to Compare Message:			
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			7.89 cents per kWh

See other pages for additional information and telephone numbers



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

Account Number: 110000000000

Amount Paid	
Please Pay	\$130.50
Due By	October 15, 2009

JOE SMITH
2222 S. MAIN ST
AKRON, OH
44301

OHIO EDISON
PO BOX 3637
AKRON OH 44309-3637

05110000000000

JOE SMITH

Messages

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.

Charges from Ohio Edison this billing period

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 0000895412 - Residential Service - OE-RSF	
Customer Charge	4.00
Distribution Related Component	41.38
Economic Development Component	5.00
Cost Recovery Charges	1.20
Bypassable Generation and Transmission Related Component	78.92
Total Charges	\$ 130.50

Detail Payment and Adjustment Information

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

Meter Reading Information

Residential Service	
Meter Number	988863114
Present KWH Reading (Actual)	3,000
Previous KWH Reading (Actual)	2,000
Kilowatt Hours Used	1,000

Usage Information

	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 2, 2009

Account Number: 11 00 00 0000 0 0

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234

Bill for: JOE SMITH
2222 S. MAIN ST
AKRON, OH 44301Billing Period: Sep 01 to Oct 01, 2009 for 31 days
Next Reading Date: On or about Sept, 2009
Bill Based On: Actual Meter Reading

Residential Service

Account Summary		Amount Due
Your previous bill was	113.82	
Total payments/ adjustments	-113.82	
Balance at billing on October 2, 2009	0.00	0.00
Current Basic Charges		
Ohio Edison - Consumption	121.65	
Total Current Charges	121.65	121.65
Total Due by Oct 15, 2009 - Please pay this amount		\$121.65

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

General Information			
	Bill Issued by:		Customer Service
	Ohio Edison		1-800-633-4766
	PO Box 3637		24-Hour Emergency/Outage Reporting
	Akron OH 44309-3637		1-888-544-4877
			Payment Options
			1-800-686-3421
Price to Compare Message			
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		7.89 cents per kWh	

See other pages for additional information and telephone numbers

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

Account Number: 110000000000

Amount Paid	
Please Pay	\$121.65
Due By	October 15, 2009

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

05110000000000

Messages

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.

Charges from Ohio Edison this billing period

When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below.
 Call Ohio Edison at 1-800-633-4786 with questions on these charges.

Basic Charges

Customer Number: 0802415060 0000886412 - Residential Service - OE-RSF	
Customer Charge	4.00
Distribution Related Component	41.38
Economic Development Component	5.00
Cost Recovery Charges	1.20
Bypassable Generation and Transmission Related Component	78.92
Residential Distribution Credit	-8.85

Total Charges	\$ 121.65
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Detail Payment and Adjustment Information

Date	Reference	Amount
Payments:		
08/26/09		-113.82
Total Payments		-113.82
Total Payments and Adjustments		-\$113.82

Meter Reading Information

Residential Service	
Meter Number	988863114
Present KWH Reading (Actual)	5,000
Previous KWH Reading (Actual)	4,000
Kilowatt Hours Used	1,000

Usage Information

	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: 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

Account Summary		Amount Due
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	42.73	
Supplier - Consumption	70.00	
Total Current Charges	112.73	\$112.73
Total Due by Oct 24, 2009 Please pay this amount		\$112.73

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

General Information	
 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

Price to Compare Message	
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

See other pages for additional information and telephone numbers

Amount Paid	
Please Pay	\$112.73
Due By	October 24, 2009

Joe Smith
2222 S. MAIN ST
AKRON, OH
44301

OHIO EDISON
PO BOX 3637
AKRON OH 44309-3637

Messages

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.

Charges from Ohio Edison this billing period

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	41.38
Economic Development Component	5.00
Cost Recovery Charges	1.20
Residential Distribution Credit	-8.85
Total Charges	\$ 42.73

Charges from Supplier for this billing period

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

Detail Payment and Adjustment Information

Date	Reference	Amount
Payments:		
09/28/09		-150.00
Total Payments		-150.00
Total Payments and Adjustments		-\$150.00

Meter Reading Information

Residential Service	
Meter Number	863863114
Present KWH Reading (Actual)	8,000
Previous KWH Reading (Actual)	7,000
Kilowatt Hours Used	1,000

Usage Information

	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.



October 10, 2009

Account Number: 11 00 00 0000 0 0

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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

Account Summary		Amount Due
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	276.97	
Total Current Charges	276.97	276.97
Total Due by Oct 31, 2009. Please pay this amount.		\$276.97

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

General Information	
 Bill Issued by: Ohio Edison PO Box 3637 Akron OH 44309-3637	 Customer Service 1-800-633-4766 24-Hour Emergency/Outage Reporting 1-888-644-4877 Payment Options 1-800-686-3421 visit us on-line at www.firstenergycorp.com

See other pages for additional information and telephone numbers



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

Account Number: 110000000000

Amount Paid	
Please Pay	\$276.97
Due By	October 31, 2009

Joe Smith
2222 S. MAIN ST
AKRON OH
44301

OHIO EDISON
PO BOX 3637
AKRON OH 44309-3637

05110000000000

Messages

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.

Charges from Ohio Edison this billing period

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 65.30
 Economic Development Component 12.50
 Cost Recovery Charges 40.44
 Bypassable Generation and Transmission Related Component 201.64
 Business Distribution Credit -50.00

Total Charges \$ 276.97

Detail Payment and Adjustment Information

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

Meter Reading Information

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

Usage Information

	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

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October 2nd, 2009

Account Number: 11 00 00 0000 0 0

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234

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

Account Summary		Amount Due
Your previous bill was	113.82	0.00
Total payments/ adjustments	-113.82	
Balance at billing on October 2nd, 2009	0.00	
Current Basic Charges		135.70
The Illuminating Company - Consumption	135.70	
Total Current Charges	135.70	
Total Due by Oct 15, 2009 - Please pay this amount		\$135.70

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

General Information			
	Bill Issued by:		Customer Service 1-800-633-4766
	The Illuminating Company		24-Hour Emergency/Outage Reporting 1-888-544-4877
	PO Box 3637		Payment Options 1-800-686-3421
	Akron OH 44309-3637		
Price to Compare Message			
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

See other pages for additional information and telephone numbers

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

Account Number: 110000000000

Amount Paid	
Please Pay	\$135.70
Due By	October 15, 2009

JOE SMITH
2222 S. MAIN ST
AKRON, OH
44301The Illuminating Company
PO BOX 3638
AKRON OH 44309-3638

05110000000000

JOE SMITH

Account Number: 11 00 00 0000 0 0

Invoice Number: 90851580788

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Messages

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.

Charges from The Illuminating Company this billing period

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 Component			5.00
Cost Recovery Charges			1.25
Bypassable Generation and Transmission Related Component			70.00
Residential Distribution Credit			-8.80

Total Charges \$ **135.70**

Detail Payment and Adjustment Information

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

Meter Reading Information

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

Usage Information

	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.

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 Component – Charges paid by all customers to recover costs related to economic development support.

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.

Cost Recovery Charges – Charges paid by all customers to recover previously incurred costs.

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: 1-800-633-4768

(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 1-877-742-5822 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.pccoco.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 Component – Charges paid by all customers to recover costs related to economic development support.

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.

Cost Recovery Charges – Charges paid by all customers to recover previously incurred costs.

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: 1-800-833-4766

(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 1-800-886-7826 (toll free), or for TDD/TTY at 1-800-886-1570 (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 1-877-742-5822 (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 1-800-886-1557) 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 Component – Charges paid by all customers to recover costs related to economic development support.
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.
Cost Recovery Charges – Charges paid by all customers to recover previously incurred costs.
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: 1-800-533-4768

(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 1-800-688-1570 (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 1-877-742-5822 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.pkcoco.org.

Energy Assistance: Contact HEAP at 1-800-282-0880 (TDD/TTY 1-800-688-1557) 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 Component – Charges paid by all customers to recover costs related to economic development support.

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.

Cost Recovery Charges – Charges paid by all customers to recover previously incurred costs.

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.

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