

FILE

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RECEIVED-DOCKETING DIV

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PUCO

Acct. # 110026937505

To Whom It May Concern:

I just received a bill for \$314.87 for using 2,046 kilowatts for the month of Oct. 13, 2010 -- Nov. 11, 2010. Out of this total, \$180.00 was for the Illuminating Company "payment plan" and \$134.84 was for NOPEC, First Energy Solutions Corp for consumption.

When I called the Illuminating Company to inquire about this bill, I talked to a representative named Tracey. When I questioned her about the \$180.00 charge she stated that was what they called my budget amount. I stated that the budget amount should also include the consumption charge, but she had nothing to say. (It used to be called "Equal Payment Plan" and include all charges that were divided equally and then was caught up in the last month.)

I asked her "what do I get for the \$180.00 payment plan?" She said "that was for electricity". I, then, asked her "if that included all of the electricity, why was I billed for a consumption charge, also?"

She could not give me an answer.

I told her I had opted out of NOPEC anyway and did not want to be on their "payment plan".

She, then, stated that I could pay only \$69.07 and I would be caught up. That is a difference of \$245.80! Why am I paying that, too??

I want to know:

When "they" "budgeted" my monthly payment plan it was done after I've been making payments to get caught up with the new electric rate after they took back the electric discount. So — my question is:

Who budged my account and how (and when) did they come up with the figure?

Why different names and different charges!?

Who is getting my money?

Why "separate" the different charges? (Is that supposed to make me feel better?) It's all going for electricity use, isn't it?

Who makes these decisions? And why?

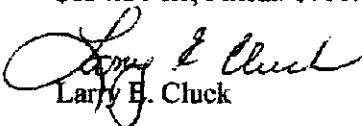
We were told if you sign up with NOPEC, you were not longer eligible for the payment plan. However, you automatically put the payment plan on my monthly bill.

What choice do I have when I cannot afford these new and horrendous prices for electricity!

These are just a few of the confusing questions that are causing problems because the answers don't make any sense.

I want answers that SATISFY me!

Also, what about older people who just fork out money because it's easier than getting a run-around from a huge corporation? I never claimed to be a rocket scientist. Just an ordinary citizen being told to fork out \$314.87 or \$134.84 err, I mean \$180.00 or maybe \$69.07??

  
Larry E. Cluck

Tracey  
69.07

**You are legally responsible for a \$69.97 actual account balance.**

See other pages for additional information and product details.



## 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.

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

**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 our 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)** - A certified retail electric service provider's price for generation and transmission must be lower than your price to compare for you to save money with that provider.

**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.

**Residential Generation Credit** - A credit for customers billed on a qualifying rate (as of 4/30/09), applied to all billing period usage 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: 1-800-589-3101

(Monday - Friday, 8:00 a.m. - 6:00 p.m.)

Visit our Web site: [www.firstenergycorp.com](http://www.firstenergycorp.com)

You may be asked to provide:

Your phone number: 1-440-235-0441

Your account number: 11 00 26 9375 0 5

Your premise number: 1480014567

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



Don't miss the enclosed brochure on Co-Op. Return the application form to sign-up for the program and help your neighbors.

### 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: 0801460370 1460014567 - Residential Service - CE-RSD

Customer Charge	4.00
Distribution Related Component	106.64
Transition Charge	21.14
Cost Recovery Charges	8.86
Residential Distribution Credit	-26.28
Residential Generation Credit	-115.30
<b>Total Charges</b>	<b>\$0.94</b>

### Charges from NOPEC-FirstEnergy Solutions Corp. this billing period

Call NOPEC-FirstEnergy Solutions Corp. at 1-888-254-9227 with questions on these charges.  
Account Number: 103765803 Rate: FESNP-G980

#### Basic Charges

Basic Charge	2,046 KWH x 0.065904 per KWH	134.84
<b>Total Charges</b>		<b>\$ 134.84</b>

### Detail Payment and Adjustment Information

Date	Reference	Amount
Payments:		
11/03/10		-269.44
<b>Total Payments</b>		<b>-269.44</b>
<b>Total Payments and Adjustments</b>		<b>-\$269.44</b>

### Account Balances by Company

	Previous Balance	Payments/ Adjustments	Current Charges	Please Pay
The Illuminating Company	180.00	-180.00	180.00	180.00
NOPEC-FirstEnergy Solutions Corp.	89.44	-89.44	134.84	134.84
<b>Total</b>	<b>269.44</b>	<b>-269.44</b>	<b>314.84</b>	<b>314.84</b>

**Equal Payment Plan (EPP) Billing Summary**

Billing Period	# Days	Due Date	Actual Charges		EPP Amount	
			Dist	Supply	Dist	Supply
12/16/09 01/15/10	31	02/17/10	376.41	0.00	196.00	0.00
01/16/10 02/15/10	31	03/18/10	362.52	0.00	196.00	0.00
02/16/10 03/16/10	29	04/16/10	291.07	0.00	196.00	0.00
03/17/10 04/14/10	29	05/17/10	156.60	0.00	225.00	0.00
04/15/10 05/14/10	30	06/16/10	163.10	0.00	225.00	0.00
05/15/10 06/11/10	28	07/15/10	21.68	0.00	225.00	0.00
06/12/10 07/14/10	33	08/16/10	211.61	0.00	198.00	0.00
07/15/10 08/13/10	30	09/15/10	224.40	0.00	198.00	0.00
08/14/10 09/13/10	31	10/14/10	159.88	0.00	198.00	0.00
<b>New Supplier</b>						
09/14/10 10/12/10	29	11/12/10	4.90	0.00	180.00	0.00
10/13/10 11/11/10	30	12/13/10	0.94	0.00	180.00	0.00
<b>Totals</b>			<b>1,971.23</b>		<b>2,217.00</b>	

Difference Between Actual Charges and EPP Amount	-245.77
Unpaid EPP Amount	180.00
<b>EPP Account Balance</b>	<b>-65.77</b>

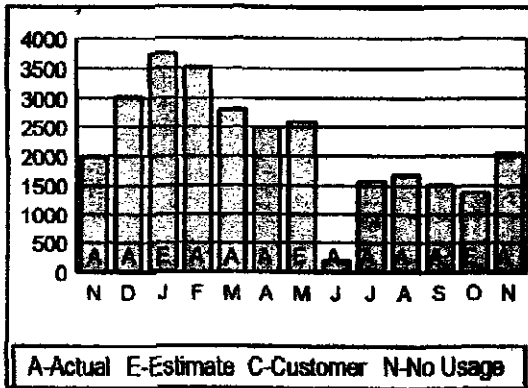
Your actual account balance with The Illuminating Company is -65.77.

**Meter Reading Information**

Residential Service  
 Meter Number 5004836  
 Present KWH Reading (Actual) 30,129  
 Previous KWH Reading (Estimate) 28,083  
 Kilowatt Hours Used 2,046



## Usage Comparison



## Historical Usage Information

Nov 09	1,994	May 10	2,597
Dec 09	3,026	Jun 10	204
Jan 10	3,741	Jul 10	1,577
Feb 10	3,525	Aug 10	1,672
Mar 10	2,801	Sep 10	1,510
Apr 10	2,494	Oct 10	1,379
		Nov 10	2,046

	Nov 09	Nov 10
Average Daily Use (KWH)	69	68
Average Daily Temperature	51	49
Days in Billing Period	29	30
Last 12 Months Use (KWH)		26,572
Average Monthly Use (KWH)		2,214