

FILE

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6

Ohio

Public Utilities Commission

11007742727153
Case Number

Public Utilities Commission of Ohio
Attn: Docketing
180 E. Broad St.
Columbus, OH 43215

Formal Complaint Form 12-2102-EL-CSS

Gwendolyn Tandy
Customer Name (Please Print)

1439 Sulzer Ave
Customer Address

Euclid Ohio 44137
City State Zip

Against

110 046 580 079
Account Number

Same as above
Customer Service Address (if different from above)

The Illuminating Co.
Utility Company Name

City State Zip

Please describe your complaint. (Attach additional sheets if necessary)

On July 29, 2012. The Illuminating Co had a Ending Balance zero. Letter attached then on the actual statement for 6/5/12 to July 5 2012 they have \$423.82. I have the Illuminating owing me a refund \$363.94

RECEIVED-DOCKETING BY

2012 NOV -8 PM 2:10

PUCO

Gwendolyn Tandy
Signature

(216) 322-2910
Customer Telephone Number

614 752 8351

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 je Date Processed NOV 08 2012

July 29, 2012 - 6 - Balance



July 29, 2012

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132

Account Number: 110072427153

Dear GWENDOLYN C TANDY:

Enclosed is a statement of your account from 07/29/2011 to 07/29/2012.

Summary Of Statement

Beginning Balance of Statement	375.19
Total of First Energy Billings	3.52
Total of Suppliers Billings	4.57
Total Billings	8.09
Total Payments	0.00
Total Adjustments	-383.28
Ending Balance of Statement	0.00

July 29, 2012

Adjustment Type Key

REV Debit or Credit amount removed from the Account
 TRAN Transfer of Credit/Debit from One Account to Another Account
 WO Write Off

Sincerely,

The Cleveland Electric Illuminating Company
A FirstEnergy Company

Act

Past amounts incorrect 18. MMS
 Added 1179 amount to Current amount

July 2012 zero bal.
 Jan - Sept 12. # paid in \$363.96
 Disputed Transfer 269.08
 Disputed March 33-12 \$633.04
 \$45,000

\$212.33 Credit as of March 3, 2012

Billing Period: Jun 05 to Jul 05, 2012 for 31 days
Bill For: GWENDOLYN C TANDY
1439 SULZER AVE DUP
EUCLID OH 44132

July 06, 2012
Account Number: 110 046 580 079

Amount Due: \$439.88

Due Date: July 20, 2012

June 7, 2012 Paid \$30.00 Not Late

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-589-3101. For Payment Options, call 1-800-686-9901. Pay your bill online at www.firstenergycorp.com
Bill issued by: The Illuminating Company, PO Box 3638, Akron OH 44309-3638

Messages Account Summary Amount Due

***** DISCONNECTION NOTICE *****

Your electric bill payment is past due. Your service may be disconnected unless payment of \$384.73 is made by 07/20/2012. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 and may be required to pay a security deposit of \$48.00 to have power restored. You may be eligible for the Percentage of Income Payment Plan Plus or other extended payment plan. See enclosed information. Failure to pay charges for competitive retail electric service may also result in the cancellation of your contract with the competitive retail electric service provider and return you to The Illuminating Company's standard-offer generation service. The amount due does not include charges for nontariffed products or services but may include charges for competitive retail electric service. Failure to pay charges for other nontariffed products or services may result in loss of those products or services. This provision is applicable only on accounts issued a consolidated bill for electric service. The due date on this notice does not change the due date of any previous notice sent to you for a past due amount. If you have questions, or if you want a list of our authorized payment agent locations, please call us at 1-800-686-9901. You may also call this number for information about our medical certification program if the disconnection of service would be especially dangerous to the health of a permanent resident.

To avoid a 1.50% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date.

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.

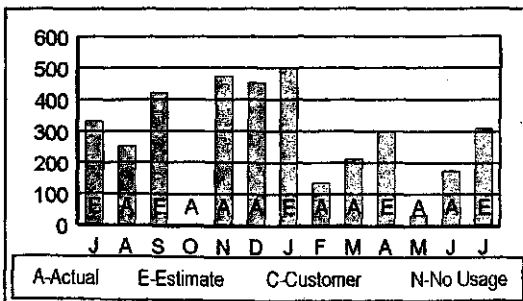
Residential Service - 1580009813 - 6.99 cents per KWH

Your next meter reading is scheduled for Aug 03, 2012.

Additional messages, if any, can be found on back.

Usage History

Jul 11	331	Jan 12	500
Aug 11	253	Feb 12	136
Sep 11	419	Mar 12	212
Oct 11	6	Apr 12	302
Nov 11	474	May 12	35
Dec 11	452	Jun 12	175
		Jul 12	310



Average Daily Use (KWH)	Jul 11	Jul 12
Average Daily Temperature	12	10
Days in Billing Period	70	73
Last 12 Months Use (KWH)	28	31
Average Monthly Use (KWH)		3,274
		273

Previous Balance	423.82
Payments/Adjustments	-30.00
Balance at Billing on Jul 06, 2012	393.82
The Illuminating Company - Consumption	42.98
Late Payment Charges	3.08
Total Current Charges	46.06
Amount Due by Jul 20, 2012	\$439.88

Usage Information for Meter Number 882428	
Jul 05, 2012 KWH Reading (Estimate)	8,826
Jun 05, 2012 KWH Reading (Actual)	8,516
KWH used	310

Charges From The Illuminating Company	
Customer Number: 0800885662 1580009813	
Rate: Residential Service CE-RSF	
Customer Charge	4.00
Distribution Related Component	13.77
Cost Recovery Charges	3.53
Bypassable Generation and Transmission Related Component	21.68
Current Consumption Bill Charges	42.98
Late payment charge	3.08
Total Charges	\$ 46.06

Detail Payment and Adjustment Information	
06/07/12 Payment	-30.00

\$109.99 P. Bal
109.98
42.98
152.97
\$46. *\$42.98*
30.00
\$ 12.98
112.97

My PIPP payments was not late!

Actual \$42.98
Payment -30.00 6-7-12
12.98 Bal

As of July 6, 2012
\$ 122.97

AUGUST 7, 2012 \$50.83
50.83
30.00
\$20.83

Billing Period: Jul 06 to Aug 06, 2012 for 32 days
Bill For: GWENDOLYN C TANDY
 1439 SULZER AVE DUP
 EUCLID OH 44132

August 07, 2012
Account Number: 110 046 580 079

Amount Due: \$464.04

Due Date: August 21, 2012

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-589-3101. For Payment Options, call 1-800-686-9901. Pay your bill online at www.firstenergycorp.com

Bill issued by: The Illuminating Company, PO Box 3638, Akron OH 44309-3638

Messages Account Summary Amount Due

***** DISCONNECTION NOTICE *****

Your electric bill payment is past due. Your service may be disconnected unless payment of \$400.79 is made by 08/21/2012. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 and may be required to pay a security deposit of \$48.00 to have power restored. You may be eligible for the Percentage of Income Payment Plan Plus or other extended payment plan. See enclosed information. Failure to pay charges for competitive retail electric service may also result in the cancellation of your contract with the competitive retail electric service provider and return you to The Illuminating Company's standard-offer generation service. The amount due does not include charges for nontariffed products or services but may include charges for competitive retail electric service. Failure to pay charges for other nontariffed products or services may result in loss of those products or services. This provision is applicable only on accounts issued a consolidated bill for electric service. The due date on this notice does not change the due date of any previous notice sent to you for a past due amount. If you have questions, or if you want a list of our authorized payment agent locations, please call us at 1-800-686-9901. You may also call this number for information about our medical certification program if the disconnection of service would be especially dangerous to the health of a permanent resident.

To avoid a 1.50% Late Payment Charge being added to your bill, please pay the **Amount Due** by the Due Date.

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 - 158009813 - 7.04 cents per KWH

Your next meter reading is scheduled for Sep 05, 2012.

Previous Balance	439.88
Payments/Adjustments	-30.00
Balance at Billing on Aug 07, 2012	409.88
The Illuminating Company - Consumption	50.83
Late Payment Charges	3.33
Total Current Charges	54.16
Amount Due by Aug 21, 2012	\$464.04

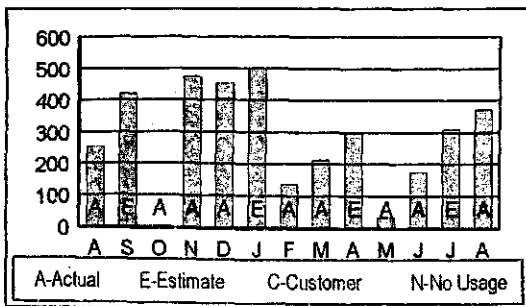
Usage Information for Meter Number 682428	
Aug 06, 2012 KWH Reading (Actual)	9,196
Jul 06, 2012 KWH Reading (Estimate)	8,826
KWH used	370

Charges From The Illuminating Company	
Customer Number: 0800885662 158009813	
Rate: Residential Service CE-RSF	
Customer Charge	4.00
Distribution Related Component	16.92
Cost Recovery Charges	3.87
Bypassable Generation and Transmission Related Component	26.04
Current Consumption Bill Charges	50.83
Late payment charge	3.33
Total Charges	\$ 54.16

Detail Payment and Adjustment Information	
07/09/12 Payment	-30.00

Additional messages, if any, can be found on back.

Usage History			
Aug 11	253	Feb 12	136
Sep 11	419	Mar 12	212
Oct 11	6	Apr 12	302
Nov 11	474	May 12	35
Dec 11	452	Jun 12	175
Jan 12	500	Jul 12	310
		Aug 12	370



Average Daily Use (KWH)	Aug 11: 8	Aug 12: 12
Average Daily Temperature	77	78
Days in Billing Period	32	32
Last 12 Months Use (KWH)		3,391
Average Monthly Use (KWH)		283

Billing Period: Aug 07 to Sep 06, 2012 for 31 days
Bill For: GWENDOLYN C TANDY
1439 SULZER AVE DUP
EUCLID OH 44132

September 07, 2012
Account Number: 110 046 580 079

Amount Due: \$431.67

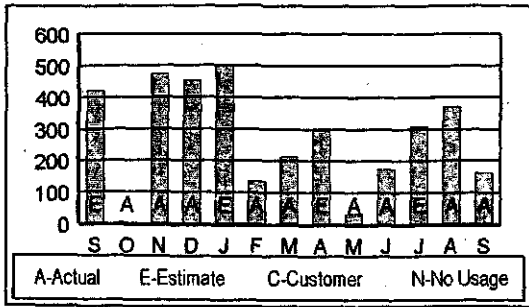
Due Date: September 21, 2012

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-589-3101. For Payment Options, call 1-800-686-9901. Pay your bill online at www.firstenergycorp.com

Bill issued by: The Illuminating Company, PO Box 3638, Akron OH 44309-3638

Messages	Account Summary	Amount Due
*** DISCONNECTION NOTICE ***	Previous Balance	464.04
Your electric bill payment is past due. Your service may be disconnected unless payment of \$394.95 is made by 09/21/2012.	Payments/Adjustments	-60.00
If service is disconnected, you will be required to pay a reconnection fee of \$35.00 and may be required to pay a security deposit of \$49.00 to have power restored. You may be eligible for the Percentage of Income Payment Plan Plus or other extended payment plan. See enclosed information. Failure to pay charges for competitive retail electric service may also result in the cancellation of your contract with the competitive retail electric service provider and return you to The Illuminating Company's standard-offer generation service. The amount due does not include charges for nontariffed products or services but may include charges for competitive retail electric service. Failure to pay charges for other nontariffed products or services may result in loss of those products or services. This provision is applicable only on accounts issued a consolidated bill for electric service. The due date on this notice does not change the due date of any previous notice sent to you for a past due amount. If you have questions, or if you want a list of our authorized payment agent locations, please call us at 1-800-686-9901. You may also call this number for information about our medical certification program if the disconnection of service would be especially dangerous to the health of a permanent resident.	Balance at Billing on Sep 07, 2012	404.04
To avoid a 1.50% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date.	The Illuminating Company - Consumption	24.40
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 .	Late Payment Charges	3.23
Residential Service - 1580009813 - 6.86 cents per KWH	Total Current Charges	27.63
Your next meter reading is scheduled for Oct 05, 2012.	Amount Due by Sep 21, 2012	\$431.67
Additional messages, if any, can be found on back.	Usage Information for Meter Number 892429	
	Sep 06, 2012 KWH Reading (Actual)	9,359
	Aug 07, 2012 KWH Reading (Actual)	9,196
	KWH used	163
	Charges From The Illuminating Company	
	Customer Number: 0800885662 1580009813	
	Rate: Residential Service CE-RSF	
	Customer Charge	4.00
	Distribution Related Component	7.51
	Cost Recovery Charges	1.71
	Bypassable Generation and Transmission Related Component	11.18
	Current Consumption Bill Charges	24.40
	Late payment charge	3.23
	Total Charges	\$ 27.63
	Detail Payment and Adjustment Information	
	08/07/12 Payment	-30.00
	08/08/12 Payment	-30.00
	Total Payments and Adjustments	-\$60.00

Usage History			
Sep 11	419	Mar 12	212
Oct 11	6	Apr 12	302
Nov 11	474	May 12	35
Dec 11	452	Jun 12	175
Jan 12	500	Jul 12	310
Feb 12	136	Aug 12	370
		Sep 12	163



Average Daily Use (KWH)	Sep 11	Sep 12
Average Daily Temperature	14	5
Days in Billing Period	71	71
Last 12 Months Use (KWH)	29	31
Average Monthly Use (KWH)		3,135
		261

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Billing Period: Sep 07 to Oct 05, 2012 for 29 days
Bill For: GWENDOLYN C TANDY
1439 SULZER AVE DUP
EUCLID OH 44132

October 08, 2012
Account Number: 110 046 580 079

Amount Due: \$423.87

Due Date: October 22, 2012

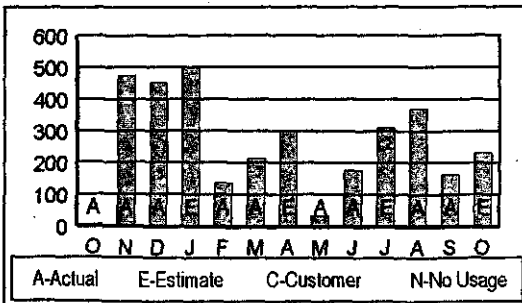
To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-569-3101. For Payment Options, call 1-800-686-9901. Pay your bill online at www.firstenergycorp.com

Bill issued by: The Illuminating Company, PO Box 3638, Akron OH 44309-3638

Messages	Account Summary	Amount Due
<p>** REMINDER NOTICE **</p> <p>When this bill was prepared, your account had an unpaid balance. If you have already made this payment, thank you. If not, please promptly pay the overdue amount. Call us if you have questions or for information on payment arrangements.</p> <p>To avoid a 1.50% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date.</p> <p>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.chio.gov.</p> <p>Residential Service - 1580009813 - 6.12 cents per KWH</p> <p>Your next meter reading is scheduled for Nov 05, 2012.</p> <p>If termination of service would be especially dangerous to your health or the health of someone in your household, please contact our office regarding certification of the related medical condition by a licensed physician, physician's assistant, clinical nurse specialist, certified nurse practitioner, certified nurse-midwife or local board of health physician so that service can be maintained.</p>	<p>Previous Balance 431.67</p> <p>Payments/Adjustments -39.09</p> <p>Balance at Billing on Oct 08, 2012 392.58</p> <hr/> <p>The Illuminating Company - Consumption 31.29</p> <p>Amount Due by Oct 22, 2012 \$423.87</p> <hr/> <p>Usage Information for Meter Number 692429</p> <p>Oct 05, 2012 KWH Reading (Estimate) 9,590</p> <p>Sep 07, 2012 KWH Reading (Actual) 9,359</p> <p>KWH used 231</p> <hr/> <p>Charges From The Illuminating Company</p> <p>Customer Number: 0800885662 1580009813</p> <p>Rate: Residential Service CE-RSF</p> <p>Customer Charge 4.00</p> <p>Distribution Related Component 10.74</p> <p>Cost Recovery Charges 2.41</p> <p>Bypassable Generation and Transmission Related Component 14.14</p> <p>Current Consumption Bill Charges 31.29</p> <hr/> <p>Detail Payment and Adjustment Information</p> <p>09/07/12 Payment -30.00</p> <p>09/24/12 HS Deferred Arrears Adjustment -9.09</p> <p>Total Payments and Adjustments -\$39.09</p>	

Additional messages, if any, can be found on back.

Usage History			
Oct 11	6	Apr 12	302
Nov 11	474	May 12	35
Dec 11	452	Jun 12	175
Jan 12	500	Jul 12	310
Feb 12	136	Aug 12	370
Mar 12	212	Sep 12	163
		Oct 12	231



Comparisons	Last Year	This Year
Average Daily Use (KWH)	0	8
Average Daily Temperature	65	60
Days in Billing Period	30	29
Last 12 Months Use (KWH)		3,360
Average Monthly Use (KWH)		280