

NE

Ohio

Public Utilities Commission

PBO 0222130D
Case Number

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

13-1004-EL-CSS

Formal Complaint Form

Paul Brown
Customer Name (Please Print)

2211 5th Ave
Customer Address

Youngstown, OH 44504
City State Zip

Against

110 015 080 069
Account Number

Customer Service Address (if different from above)

Ohio Edison
Utility Company Name

City State Zip

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

[Signature]
Signature

330 651 3883 / 330 947-4590
Customer Telephone Number

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 [Signature] Date Processed APR 2-2-2013

NC

FILE

13-1004-EL-CSS

Paul Brown
2211 5th ave.
Youngstown OH 44504
330-747-4990/330-651-3883

PBRO0222130D
April 17, 2013

RECEIVED-COCKETING DIV
2013 APR 22 PM 1:50
PUCO

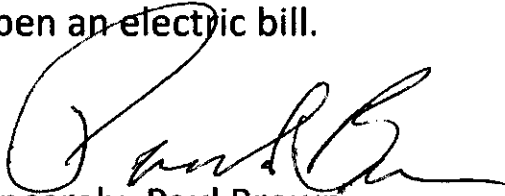
For the past 3 years, starting in 2011, I have been involved with the First Energy Co. in an adversarial relationship over billing. The first instance was in 2011 over a collections amount of \$132.44 from 2008. This situation was resolved with me owing nothing, and First Energy(Ohio Edison) informing the 3 credit agencies to disregard the collection notice.

The second instance was June 2012, I was billed over \$1300.00 for the month of June. Case ID: PBRO081412kj. This case was resolved in my favor.

The 3rd and most recent billing problem started where the last billing problem ended. December 2012, the above billing problem was resolved in my favor. Any, and all arrears bills were paid and First Energy Lawyers and I signed off on the agreement.

My December 2012 , and January 2013 bills were abnormally high. The kilowatt hours were the highest I've ever had, the usages 5000, and approx. 4200 respectively. The December 2012, the January 2013, and the February 2013 bills were all estimated.

In fact, year to date, ten of twelve months were estimated. I have no confidence in the First Energy estimation process. Finally, I don't think that as a consumer that my adrenaline should be pumping, wondering what wild adventure awaits every time I open an electric bill.



Sincerely, Paul Brown

PS: My complaint is against the Ohio Edison Co., the account number is 110015080069.