

**BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO**

RAYMOND P. NORMILE

Complainant,

v.

FIRSTENERGY SOLUTIONS CORP.

Respondent.

Case No. 13-1062-EL-CSS

ANSWER

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PUCO

Respondent, FirstEnergy Solutions Corp. ("FES"), for its answer to the Complaint of Raymond P. Normile ("Complainant") states:

1. FES admits Complainant was a customer of FES.
2. FES denies that Complainant was never presented information related to a cancellation charge.
3. FES admits Complainant never received a gift card.
4. FES denies for lack of knowledge or information sufficient to form a belief as to the truth of the allegations contained in the last paragraph of the Complaint related to collection notices.

FIRST DEFENSE

5. The Complaint fails to state any reasonable grounds for a complaint, as Complainant has not alleged any violations of statute, rule or tariff provision.

SECOND DEFENSE

6. The Complaint fails to state a claim upon which relief can be granted.

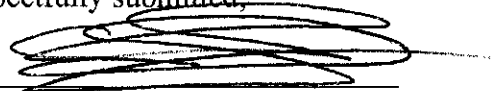
This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business
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THIRD DEFENSE

7. FES reserves the right to raise other defenses as warranted by discovery in this matter.

WHEREFORE, FES respectfully requests an Order dismissing the Complaint and granting FES all other necessary and proper relief.

Respectfully submitted,

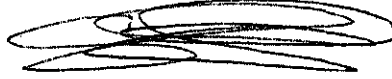
A handwritten signature in black ink, appearing to read 'Scott J. Casto', is written over a horizontal line.

Scott J. Casto (0085756)
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Akron, OH 44308
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Counsel for FirstEnergy Solutions Corp.

CERTIFICATE OF SERVICE

THIS IS TO CERTIFY that a copy of the foregoing Answer was served by regular U.S. Mail upon Raymond Normile, 609 Amherst Avenue, Terrace Park, OH 45174 on May 20, 2013.

A handwritten signature in black ink, appearing to read "Scott J. Casto", written over a horizontal line.

Scott J. Casto
Attorney