

FILE

14-830-EL-CSS

May 28, 2014

Doug Jennings, Attorney
PUCO
Attn.: Docketing
180 E. Broad St.
Columbus, OH 43215

Dear Mr. Jennings:

Thank you for the information over the phone yesterday. I spoke to Cindy, a rep from Toledo Edison. She said that Toledo Edison sent her copies from 2012 instead of October 2013 till February 2014.

I moved from Westmar to the 800 Division St. on 8/31/13. In September, I went to EOPA (because I'm on the HEAP plan) to let them know that I had moved. They gave me a new account number. On the next bill, Edison applied credits from my old address. But that should only be done one time. Instead Edison kept sending credits from my old address until the March 6 bill.

When I called Edison about that, they said that I was using my old account number. Well, I checked my bank (Fifth Third) to be sure. Another thing, Edison charged me \$102.09 on the same March 6 bill. Whenever you move being on the HEAP plan, Edison SHOULD ONLY APPLY CREDIT ONE TIME. But as I've already stated, they kept doing that until the March 6, 2014 bill.

On the Feb 4 bill, Edison said that I'll receive \$232.03 if I pay my bill on time. Well, I've been doing that for years. Then Edison said I would get another credit on my April 4 bill of \$34.25. Well, I never received those credits and why are they doing that when they never did it before? Coming back to the March 6 bill, they charged me \$102.09. They were already paid, so why charge me more? I want them to go over my whole bill from October 2013 to March 6, 2014 and correct their mistakes.

Thank you.

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