



Public Utilities  
Commission

14-1241-EL-CSS

Case Number

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

Formal Complaint Form

Gwendolyn Tandy

Customer Name (Please Print)

1439 Sulzer Ave

Customer Address

Euclid, Ohio 44132

City State Zip

110046580079

Account Number

Customer Service Address (if different from above)

City State Zip

The Illuminating Co

Utility Company Name

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

I Opted out of the Euclid aggregation 9-9-13. It took nine months for First Energy Solution Corp. to cancel. Eventhough I have a confirmation cancellation #1664452.

Also the program wasn't a benefit for me. For example Jan 2014 Total Current was \$150.00 Feb \$131.55 March 131.64 April 95.67

These aggregation amounts were atleast 3 and 4 times more than the last four years. How does one get compensated for a program that amounts to theft & fraud!

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. Updated June 29, 2012 (314) 464-3016 www.PUCO.ohio.gov

Technician SMO

Date Processed

JUL 11 2014

RECEIVED-DOCKETING

2014 JUL 11 PM 3:33

PUCO

Against

the  
**Illuminating  
Company**  
A FirstEnergy Company

*FirstEnergy Solutions Corp*  
*Cancellation 9/9/13*  
*166 4452*



00000328 01 AV 0.380  
GWENDOLYN C TANDY  
1439 SULZER AVE  
EUCLID OH 44132-2725

Supplier Services  
FirstEnergy Service Company  
78 S. Main St.  
Akron, OH 44308

JULY 25, 2013

FOR SERVICE AT: 1439 SULZER AVE DUP  
EUCLID OH 44132

ACCOUNT NUMBER: 110046580079  
CUSTOMER NUMBER: 08008856621580009813

**THIS IS A CONFIRMATION LETTER FOR A CHANGE OF ELECTRIC SUPPLIER**

Dear Illuminating Company Customer:

This letter is simply a confirmation that FIRSTENERGY SOLUTIONS CORP is becoming your electric generation supplier on your next meter reading, which is AUGUST 07, 2013. If your community has formed an aggregation group to buy electricity, this supplier may have been selected for you through that aggregation. If this information is correct, you do not need to respond to this letter.

However, if you do not want to change suppliers, please call our toll-free automated Customer Choice number at 1-800-225-0444 within seven calendar days of the postmark date on this letter.

No matter what company supplies your electricity, The Illuminating Company will still deliver your electricity to you and respond to any questions or concerns you may have with your service.

If you have any questions about the FIRSTENERGY SOLUTIONS CORP charges, please contact them directly at 1-866-636-3749. If you have questions about choosing electric suppliers or governmental aggregation programs, you can contact the Public Utilities Commission of Ohio at 1-800-686-7826 or visit [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

*Mary - Supper PUCO*



800-686-7826

# Total Current

2009	2010	2011
Sept \$32.49	\$39.03	\$54.21
Oct 47.91		48.4
Nov 27.91	41.38	59.37
Dec. 34.79	34.47	63.48

2012	2013
Sept \$24.40	\$13.75 T11 + 11.65 FES = 25.40
Oct 31.40	7.85 + 5.80 = 13.65
Nov 29.76	7.95 + 5.80 = 13.71
Dec 31.16	70.27 + 71.99 = 146.34

2014 Jan	2014 more than triple 2013 total current
\$150.00 Feb \$63.29 T11.00 59.57 + 8.75 Late Fee = \$131.55	
131.69 March 67.68	64.01 131.64
April 45.20	42.18 + 8.34 late 95.67
117.67 May 26.65	19.05 8.34 late 53.94
May 31, 2014 Service Disconnect \$613.04 To reconnect	
June 18.29 \$11.94 To disconnect	30.23

2011	2012
Jan 09 = \$103.33	2010 \$45.87 49.13 19.91
Feb 100.91	26.66 22.63 29.61
March 96.53	37.89 32.41 40.55
April 33.03	29.30 39.18 8.22
May 35.74	26.39 29.20 25.12
June 32.49	28.91 41.64

5-31-2014 My service was disconnected

# ATTENTION OCCUPANTS!

**ELECTRIC SERVICE TO THESE PREMISES HAS BEEN DISCONNECTED**

SHUT-OFF DATE

SHUT-OFF TIME

CUSTOMER NAME  
GWENDOLYN C TANDY

ACCOUNT NO.  
110046580079

SERVICE ADDRESS  
1439 SULZER AVE DUP EUCLID OH 44132

We received no response to our request for payment of your overdue electric bill. As a result, your electric service has been disconnected.

In order to have service restored, the past due or defaulted payment plan balance and a reconnection charge must be paid. A security deposit may also be required.

Please call us toll-free at 1-800-686-9901 for information on how to pay your bill or for agencies that might be able to provide assistance. To ensure same-day restoration, you must contact us before 12:30 p.m and make a payment or provide proof of payment.

**Amount Past Due**

\$ 578.04

**Reconnection Fee**

\$ 35.00

**Security Deposit**

\$ 0.00

**Total Required For Reconnection**

\$ 613.04

**Important Information**

We urge you to call our toll-free number concerning restoration of service. Do not attempt to reconnect the electric meter yourself. An unauthorized reconnection is both dangerous and against the law.

Under the law, any proof of unauthorized reconnection or tampering is considered sufficient evidence that the customer reconnected the meter or caused the tampering. Violators of the law may be subject to jail sentences and fines. In addition, violators must pay for the value of electricity used and the cost of repairs or replacement.

Please be aware that using candles, portable heaters, gas appliances and gasoline or diesel-powered generators to light or heat your home may be dangerous. Portable heaters and burning candles that are left unattended, especially around children and pets, can create a fire hazard. In addition, portable heaters and gasoline or diesel-powered generators can produce deadly levels of carbon monoxide and should never be operated inside the home or garage. For more safety information, contact your local fire department.

If you have a complaint in regard to this disconnection notice that can not be resolved after you have called The Cleveland Electric Illuminating Company, or for general utility company information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.puco.ohio.gov>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Ohio consumer counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.pickocc.org>.