

FILE

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FORAMAL COMPLIANT TO THE PUCO:

Michelle Meinke  
640 N. Decant Rd. Oregon, Ohio 43616  
419-340-8506

14-1303-EL-CSS

Account # 110 019 982 435- at address above 640 N Decant Rd. Oregon, Ohio 43616

Case # MME1062014 (spoke to Lee Gary at Public Utilities Commission office)

Complaint against Toledo Edison

I am writing this complaint due to the June statement I received for the amount of \$981.74 for usage of 11,029 KW hrs. I called and on 6/9/14 I spoke to Shelby at ext #1643 who agreed that this did seem very abnormal and I requested the meter to be removed and tested (which I believe is fraudulent due to an outside company should be used not Toledo Edison w/ a copy of the testing provided to the customer who requested) . From 6/9/14 through the next month our usage showed it went back to our 1000 to 2000 KW Hr usage (meter was digital and easy to read). That is when I then received a letter stating that the meter was tested and within the 100.39 # which is within the PUCO's standards and that my bill stands as is. We have new appliances, geothermal heat/air, only 2.5 adults in the home, and use propane for hot water with no changes in the last year & had the geothermal system checked as precaution with unit in perfect working order and per the certified technician there is no possible way even if the unit had an issue would it use anywhere near the KW hrs we were charged. Historical usage which is indicated on my statement included shows from June of 2013 until the present NEVER have we used any such number of hours of usage. Examiner about when we discussed on the phone stated it was due to estimation of the past six months which is not correct if you also refer to our statement every other month we had an actual reading. I was told by Lee at the PUCO that the reason the June statement was so high was due to we had extreme temperatures this past winter and excessive high temperatures already this year and that is why my bill reflects this due to the actual hours that we used and it was reflective of true readings that made up for the estimated ones. He refused to address the fact that once the meter was removed and taken off our usage went back to normal usage. I believe that Toledo Edison as a Monopoly in my area is bullying me with their error of faulty equipment and want my funds reimbursed to me. I also would like to have on record that due choosing an eco & economic source of heating and cooling with Geothermal we were promised 4.2 KW hour rate for life then we were told by Toledo Edison that no longer applies and we are being changed now 7.70 cents per KW hour. Once again large Monopoly taking advantage of single mom with two children who does not have the large financial resources to fight them on failure to follow through with given statements, quotes, and they can charge you whatever they want due to the service is needed & I can't do without electricity. My final statement is that Toledo Edison has provided us with inadequate service due to faulty equipment proven by removal and usage proven to be back to normal usage after meter removed.

Sent letter to:

Public Utilities Commission of Ohio

Docketing Division

180 E. Broad St

Columbus, Ohio 43215-3792

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 Ad Date Processed 7/28/14

PUCO

RECEIVED-DOCKETING DIV  
2014 JUL 28 PM 3:16

**Billing Period:** May 02 to Jun 02, 2014 for 32 days  
**Bill For:** MICHELLE MEINKE  
640 N DECAT RD  
CURTICE OH 43412

June 05, 2014  
**Account Number: 110 019 982 435**  
**Amount Due: \$981.74**  
**Due Date: June 19, 2014**

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-447-3333. For Payment Options, call 1-800-995-0095. Pay your bill online at [www.firstenergycorp.com](http://www.firstenergycorp.com)  
**Bill issued by:** Toledo Edison, PO Box 3638, Akron OH 44309-3638

# Messages

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 Toledo Edison 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](http://www.PUCO.ohio.gov).

**Residential Service - 3000006925 - 6.44 cents per KWH**

Your next meter reading is scheduled to occur on or about Jul 01, 2014.

Pursuant to Ohio law, it is illegal for your electric meter and associated equipment to be tampered with to obtain unauthorized use of electricity. As specified in the Ohio Revised Code, persons found guilty of stealing electricity or tampering may be subject to jail sentences up to five years and fines up to \$10,000. Meter tampering is dangerous and could result in serious personal injury or damage to property. Ohio Law requires this message.

We contract with various establishments in your area to make paying your electric bill more convenient. When paying your bill in person, please use authorized payment locations only. We cannot verify receipt of payments made at unauthorized locations. For more information and other available payment options, visit [www.firstenergycorp.com/paymentoptions](http://www.firstenergycorp.com/paymentoptions).

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

# Account Summary

# Amount Due

Previous Balance	278.85
Payments/Adjustments	-278.85
<b>Balance at Billing on Jun 05, 2014</b>	<b>0.00</b>

Toledo Edison	314.18
FirstEnergy Solutions Corp - Consumption	667.56
<b>Total Current Charges</b>	<b>981.74</b>

<b>Amount Due by Jun 19, 2014</b>	<b>\$981.74</b>
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# Usage Information for Meter Number 927020385

Jun 02, 2014 KWH Reading (Actual)	70,627
May 02, 2014 KWH Reading (Estimate)	59,598
KWH used	11,029

# Charges From Toledo Edison

Customer Number: 0800875146 3000006925	
Rate: Residential Service TE-RSD	
Customer Charge	4.00
Distribution Related Component	563.40
Cost Recovery Charges	102.13
Residential Distribution Credit	-170.88
Residential Non-Standard Credit	-184.47
<b>Current Consumption Bill Charges</b>	<b>314.18</b>

# Charges From FirstEnergy Solutions Corp

341 White Pond Drive Bldg B3, Akron, OH 44320-1119

Customer Service: 1-888-254-6359

Account Number: 50550371 Rate: FES-G940

Basic Charge	11,029 KWH x	0.060528	667.56
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<b>Total FirstEnergy Solutions Corp Charges</b>	<b>667.56</b>
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# Detail Payment and Adjustment Information

05/27/14 Payment	-278.85
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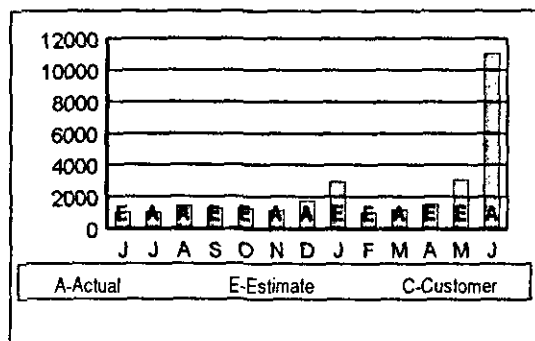
# Account Balances by Company

	Previous Balance	Payments/Adjustments	Current Charges	Amount Due
Toledo Edison	95.33	-95.33	314.18	314.18
FirstEnergy Solutions Corp	183.52	-183.52	667.56	667.56
<b>Total</b>	<b>278.85</b>	<b>-278.85</b>	<b>981.74</b>	<b>981.74</b>

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

**Usage History**

Jun 13	1,047	Dec 13	1,769
Jul 13	1,048	Jan 14	2,985
Aug 13	1,448	Feb 14	1,027
Sep 13	1,282	Mar 14	1,211
Oct 13	1,277	Apr 14	1,575
Nov 13	1,153	May 14	3,082
		Jun 14	11,029



Comparisons	Last Year	This Year
Average Daily Use (KWH)	34	345
Average Daily Temperature	63	61
Days in Billing Period	31	32
Last 12 Months Use (KWH)		28,886
Average Monthly Use (KWH)		2,407

*A meter to test meter on house 6/9/14 Shelby Est. 11043*

**Billing Period:** Jun 03 to Jul 02, 2014 for 30 days  
**Bill For:** MICHELLE MEINKE  
640 N DECAT RD  
CURTICE OH 43412

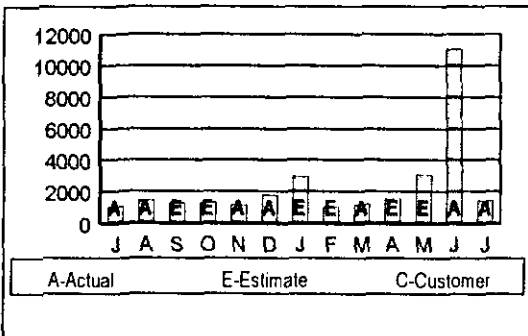
**July 07, 2014**  
**Account Number: 110 019 982 435**  
**Amount Due: \$871.46**  
**Due Date: July 21, 2014**

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-447-3333. For Payment Options, call 1-800-995-0095. Pay your bill online at [www.firstenergycorp.com](http://www.firstenergycorp.com)  
**Bill Issued by:** Toledo Edison, PO Box 3638, Akron OH 44309-3638

Messages	Account Summary	Amount Due
<b>** REMINDER NOTICE **</b> 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. Overdue amounts associated with a disconnect notice from a prior month's bill and/or an Ohio 10-day Winter Notice may continue to result in disconnection of electric service. Call us at 1-800-995-0095 if you have questions or for information on payment arrangements. To avoid a 1.50% Late Payment Charge being added to your bill, please pay the <b>Amount Due</b> by the Due Date. Your current <b>PRICE TO COMPARE</b> for generation and transmission from Toledo Edison 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 <a href="http://www.PUCO.ohio.gov">www.PUCO.ohio.gov</a> . <b>Residential Service - 3000008925 - 7.70 cents per KWH</b> Your next meter reading is scheduled to occur on or about Aug 01, 2014. During the present period, your meter was changed. For your safety and the safety of our crews, when using a generator follow the manufacturer's installation and operation instructions. Never connect a generator directly to your electrical system without an isolation device installed by an electrician. Otherwise, a fire could start or an employee restoring your power could be seriously injured. We suggest plugging lights/appliances in the outlets on the generator unit. Tree branches and shrubs - and insects that nest in vegetation - can make it difficult and, at times, unsafe for our employees to read your meter. Please be sure your meter is easily accessible by clearing the path to it and the area around it. For a brochure describing your customer rights and obligations, please call our Customer Service phone number.	Previous Balance 981.74 Payments/Adjustments -314.18 <b>Balance at Billing on Jul 07, 2014 667.56</b> Toledo Edison 90.41 FirstEnergy Solutions Corp - Consumption 103.48 Late Payment Charges 10.01 <b>Total Current Charges 203.90</b> <b>Amount Due by Jul 21, 2014 \$871.46</b> <b>Usage Information for Meter Number 927020385</b> Jun 10, 2014 KWH Reading (Actual) 70,992 Jun 03, 2014 KWH Reading (Actual) 70,627 KWH used 365 Kilowatt Hours Billed 1,429 <b>Usage Information for Meter Number S311308094</b> Jul 02, 2014 KWH Reading (Actual) 1,064 Jun 11, 2014 KWH Reading (Actual) 0 KWH used 1,064 <b>Charges From Toledo Edison</b> Customer Number: 0800875146 3000006925 Rate: Residential Service TE-RSD Customer Charge 4.00 Distribution Related Component 73.36 Cost Recovery Charges 13.05 <b>Current Consumption Bill Charges 90.41</b> Late payment charge 10.01 <b>Total Charges \$ 100.42</b> <b>Charges From FirstEnergy Solutions Corp</b> 341 White Pond Drive Bldg B3, Akron, OH 44320-1119 Customer Service: 1-888-254-6359 Account Number: 50550371 Rate: FES-G940 Basic Charge 1,429 KWH x 0.072414 103.48 <b>Total FirstEnergy Solutions Corp Charges 103.48</b> <b>Detail Payment and Adjustment Information</b> 06/12/14 Payment -314.18	

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

Usage History			
Jul 13	1,048	Jan 14	2,985
Aug 13	1,448	Feb 14	1,027
Sep 13	1,282	Mar 14	1,211
Oct 13	1,277	Apr 14	1,575
Nov 13	1,153	May 14	3,082
Dec 13	1,769	Jun 14	11,029
		Jul 14	1,429



Comparisons	Last Year	This Year
Average Daily Use (KWH)	34	48
Average Daily Temperature	69	70
Days in Billing Period	31	30
Last 12 Months Use (KWH)		29,267
Average Monthly Use (KWH)		2,439

Account Balances by Company				
	Previous Balance	Payments/Adjustments	Current Charges	Amount Due
Toledo Edison	314.18	-314.18	100.42	100.42
FirstEnergy Solutions Corp	667.56	0.00	103.48	771.04
<b>Total</b>	<b>981.74</b>	<b>-314.18</b>	<b>203.90</b>	<b>871.46</b>