

Formal Complaint Form

LAKEWOOD SENIOR HEALTH CAMPUS
Customer Name (Please Print)

38642 CENTER RIDGE RD.
Customer Address

N. RIDGEVILLE OH 44039
City State Zip

Against

08034292771250095477
Account Number

1345 BUNTS RD.
Customer Service Address (if different from above)

FIRST ENERGY SOLUTIONS
Utility Company Name

LAKEWOOD OH 44107
City State Zip

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

SEE ATTACHED.

RECEIVED-DOCKETING DIV
2014 AUG 15 AM 11:56
PUCO

[Signature]
Signature
(440) 387-5557
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 fe Date Processed AUG 15 2014

August 12, 2014

Re: PUCO Formal Complaint Against First Energy Solutions

Service address:
1345 Bunts Road
Lakewood, OH 44107

Our electricity supplier, First Energy Solutions, is seeking payment in the amount of \$73.93 which they say represents additional costs they incurred in order to provide us electricity, due to the fact that the month of January 2014 was an extremely cold month. They deem the record low temperatures of January 2014 as a "pass-through event", and claim that, per our agreement with them, we are responsible to pay the attached invoice.

As a customer who signed a "fixed price" agreement with First Energy Solutions, we feel it is not our responsibility to pay these additional charges, as they are above and beyond the price we agreed to pay for our electricity supply. Please refer to line 2.0 on the attached Fixed Price Pricing Attachment.

We respectfully request the PUCO review these charges, and notify First Energy Solutions that it is contrary to our agreement, and contrary to the common notion of "fixed price" contracts, that they try to collect this additional payment from us.

341 White Pond Drive
Akron, OH 44320

Service Address
1345 BUNTS RD
LAKEWOOD, OH 44107

**RTO Expense
Surcharge Invoice**
TAKE ACTION IMMEDIATELY

RTO Expense Surcharge
\$ 73.93

Sales Tax
\$ 0.00

RE: Customer / Account Number **08034292771250095477**

Dear Customer,

January was an extremely cold month with temperatures reaching record lows, which resulted in record levels of energy use. Throughout the month, PJM Interconnection (PJM) – the regional transmission organization (RTO) that coordinates reliability and wholesale electricity in our region – initiated emergency operations. As a result, PJM incurred extremely high ancillary services costs to purchase the power needed to keep the electric system reliable throughout these severe conditions. PJM billed these costs to suppliers that serve customers throughout the region, including FirstEnergy Solutions.

You were a FirstEnergy Solutions customer when these costs were incurred. Therefore, pursuant to your agreement with FirstEnergy Solutions, these additional ancillary services charges are a "pass-through event." This is your invoice for the one-time RTO Expense Surcharge.

For more information about the RTO Expense Surcharge, you can visit fes.com/RTOexpenseCI or call FirstEnergy Solutions at 1-888-809-8436, weekdays between 8 a.m. and 5 p.m.

Thank you for choosing FirstEnergy Solutions as your electric generation supplier.

Generation prices and charges are set by the electric generation supplier you have chosen. The Public Utility Commission regulates distribution prices and services. The Federal Energy Regulatory Commission regulates transmission prices and services.

Detach and return bottom portion with payment.

FirstEnergy PO BOX 3622
Solutions AKRON OH 44309-3622

Service Address	Customer / Account No.
1345 BUNTS RD	08034292771250095477
LAKEWOOD, OH 44107	ABP# 54936995
Due Date	Billing Date
Due Upon Receipt	07/10/2014
	Total Amount Due
	\$ 73.93

\$.



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LAKEWOOD SENIOR HEALTH CAMPUS
1381 BUNTS RD
LAKEWOOD OH 44107-2640

996

Please write your account number on your check or money order made payable to **FirstEnergy Solutions Corp.**

10000000000000054936995201407100000007393

5*25052

FirstEnergy
 Solutions

 OHIO-CEI
 FIXED
 02.13
 05-14-01-1

Fixed Price Pricing Attachment

This Pricing Attachment is entered into on this 9th day of May 2013 by and between FirstEnergy Solutions Corp., an Ohio corporation with its principal office location in Akron, Ohio ("Supplier"), and Lakewood Senior Health Campus, a customer with its principal office located in Lakewood, OH ("Customer") and are hereby incorporated into the Customer Supply Agreement ("Agreement") dated the 26th day of April, 2012 ("Effective Date").

Customer Name: Lakewood Senior Health Campus

Billing Address: 1381 Bunts Rd / Lakewood OH 44107

Customer hereby acknowledges that it will be receiving Consolidated Billing from the Electric Utility.

- 1.0 All applicable taxes shall be listed separately on the monthly invoice if required by state and local tax law. Taxes may be altered periodically in accordance with state and local requirements.
- 2.0 Fixed Price: For the billing months listed on this Pricing Attachment, all kilowatt-hours ("kWh") of electric energy metered by the Electric Utility at the Service Address listed hereto shall be billed at the rate per kWh specified.
- 3.0 Enrollment Chart:

Service Address	Electric Utility Account Number	Electric Utility	Electric Utility Rate Code	Interval Meter (Yes or No)	*FCM mm/yy	End Month mm/yy	Sample Meter Read Date	Pricing cents / kWh
1381 Bunts Rd	08034292771020095547	CEI	GS	No	06/13	06/14	05/29/2013	5.15
1345 Bunts Rd	08034292771250095477	CEI	GS	No	06/13	06/14	06/03/2013	5.15
13900 Detroit Ave	08034292771450000188	CEI	GS	No	06/13	06/14	06/03/2013	5.15

* First Commencement Month ("FCM")

- 4.0 Pricing Attachment will automatically renew on a month to month basis until terminated by either Party on 30 days' prior written notice at a price per kWh as determined by Supplier on a monthly basis that will include the then current market based price for energy plus all other costs, charges, fees, and taxes.

All terms and conditions of the Agreement shall remain in full force and effect unless specifically stated otherwise herein.

IN WITNESS WHEREOF, both Parties hereto have caused this Pricing Attachment to be executed and represent that the persons whose signatures appear below are duly authorized to sign the same.

 FirstEnergy Solutions Corp.
 (Both FES Signatures Required)

 By: Kase Simpson
 Print: Kase Simpson
 Title: Channel Manager
 Date: 5-10-13

Lakewood Senior Health Campus

 By: Jason R. Jacobs
 Print: JASON R. JACOBS
 Title: PROJ. MGR.
 Date: 5-9-13

 FES Contracts: Agreement Date: 5/15/2013

OH License No. 00-011(2)

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