Columbus, Ohio 43215-3793

## Public Utilities ECE IVED DOCKETING DIV Case Number Case Number 2015 JAN 28 AM 11: 24 Public Utilities Commission of Ohio Attn: Docketing 180 E. Broad St.

180 E. Broad St.

Columbus, OH 43215

 $\begin{array}{c} P \ U \ C \ O \\ \textbf{Formal Complaint Form} \end{array}$ 

15-0224-EC-CSS

		•
Midnagl Grenier  Customer Name (Please Print)	305. DoRCA	5 RD. #22
Customer Name (Flease Film)	Toledo City	OH 43615 State Zip
Against	Account Number	5 2\$1
1	Customer Service Add	ress (if different from above)
Tinst Everely Toledo Edison Utility Company Name	rnis is its continue that	the imageStatepeziping are an eproduction of a case file
Please describe your complaint. (Attach addition	document delivered in the perfect of	Date Processed JAN 2 8 2015
I am being charged for ele deactiveted on 7/31/14.	I made 2 celk	to confirm.
both in middle of July Apt 36 Ended on 7/3	. My lease to 11 31/4. On Same	012 S.Byrne Rd., dev that I
Tequested Service to I requested Service to I requested Service to I was longer reside the	on 1012 Sibying	Pel 1436, although
01816 00 100 100 1	Signature Signature	1/26/14
Jer Audio records ere lept	Customer Telephone N	-7148/419 865 9764 umber
Speaking to Operators, this should show my const	3 strong	• 1 U
Requests of the above, I am requesting service to	' 2) Account St	etement - Noted
And charges be poversol.	DISCOUNAGE	Updated January 20, 2015
180 East Broad Street		(614) 466-3016

Updated January 20, 2015 (614) 466-3016 www.PUCÓ.ohio.gov



**R.A.F. PROPERTIES** 

P.O. BOX 633

SYLVANIA, OHIO 43560

June 5, 2014

Michael Grenier

1012 S. Byrne Rd. Apt.#36

Toledo. Ohio 43609

Dear Michael,

Your rental arrangement with R.A.F. Properties is a month to month tenancy.

As of July 31, 2014 R.A.F. Properties will end that tenancy and take possession of

Apt.#36 located 1012 S. Byrne Rd. Toledo, Ohio 43609.

Sincerely,

Betty L. Smith Manager

**R.A.F. PROPERTIES** 



# DETAILED STATEMENT OF ACCOUNT

MICHAEL R GRENIER

1012 S BYRNE RD APT 36
TOLEDO OH 43609

Service Address: Customer Name:

Account Number

110069355201

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## ATTENTION OCCUPANTS!

## SERVICE DISCONNECTION NOTICE

Your monthly electric bill has not been paid. The due date listed below is the FINAL DATE for paying the amount due in order to prevent your service from being disconnected.

CUSTOMER NAME

MICHAEL R GRENIER

MICHAEL R GRENIER

SERVICE ADDRESS

30 S DORÇAS RD APT 22 TOLEDO OH 49815

ACCOUNT NO.

110103977853

TOTAL AMOUNT DUE

DUE DATE

12/29/2014

The total amount due does not include charges for nontariffed products or services but may include charges for competitive retail electric service. Failure to pay the nontariffed products or services mayresult in loss of those products or services. Failure to pay the competitiveretail electric may result in cancellation of your contract with the competitive retail electric service provider and returnyou to the electric distribution utility's standard-offer generation service.

If your service is disconnected, in addition to the amount due, additional charges, including a reconnection fee and/or a security deposit may be charged. Please call us toll-free at 1-800-995-0095 to discuss payment arrangements. Reduced payments can be made and disconnection avoided if you are eligible for an extended payment plan or the Percentage of Income Payment Plan Plus.

## **Extended Payment Plan**

- A) ONE-SIXTH PLAN Extended payment plan that requires six equal monthly payments on the arrearages, in addition to full payment of current bills.
- B) ONE-NINTH PLAN Extended payment plan that requires nine equal monthly payments on the arrearages, in addition to a budget payment plan for the projected monthly bills. The budget portion of the payments may be adjusted periodically.
- C) ONE-THIRD PLAN Available from November 1 through April 15. Extended payment plan that requires payment of one-third of the balance due each month, which is arrearages plus current bill.
- D) PERCENT OF INCOME PAYMENT PLAN PLUS (PIPP Plus) Extended payment plan for customers whose household income is at or below 150% of the federal poverty level. PIPP Plus allows you to pay a percentage of your household income instead of the actual amount of your bill.

MEDICAL EMERGENCIES - Inquire about the Company's Medical Certification Program. If a licensed physician determines that disconnection of your electric service would be especially dangerous to the health of a permanent resident of your household, you may postpone the disconnection for a limited time.

You may be eligible for financial assistance under one or more of the following federal, state or local programs:

HOME ENERGY ASSISTANCE PROGRAM (HEAP) 1-800-282-0880 EMERGENCY HEAP FUNDS Administered through local Community Action Agencies COUNTY WELFARE DEPARTMENT (Emergency Assistance) Consult your local directory

If you have a complaint in regard to this disconnection notice that can not be resolved after you have called Toledo Edison 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.

