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**Ohio**

**Public Utilities  
Commission**

RECEIVED-DOCKETING DIV  
2015 JAN 28 AM 11:24

MGRE1219141D  
Case Number

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

**PUCO**  
Formal Complaint Form

15-0224-EC-CSS

Michael Grenier  
Customer Name (Please Print)

30 S. DORCAS RD. #22  
Customer Address

Toledo  
City

OH 43615  
State Zip

**Against**

118 069 355 201  
Account Number

1012 S. BYRNE RD #36  
Customer Service Address (if different from above)

First Energy / Toledo Edison  
Utility Company Name

Toledo

OH 43609

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.

Please describe your complaint. (Attach additional sheets if necessary) SMO Date Processed JAN 28 2015

I am being charged for electric that should have been deactivated on 7/31/14. I made 2 calls to confirm, both in middle of July. My lease to 1012 S. Byrne Rd., Apt 36 ended on 7/31/14. On same day that I set up service for 30 S. Dorcas, #22, Toledo Ohio 43615, I requested service to S. Byrne Rd be cut off on 7/31/14. I am still being billed for 1012 S. Byrne Rd #36, although I no longer reside there, requested, confirmed the cut-off date to be 7/31/15.

MW/CRS 1/26/14  
Signature

If audio records are kept, per Audio message prior to speaking to Operators, this should show my calls & requests of the above. I am requesting service to Byrne Rd be cut off in my name and charges be reversed.

419-490-7148 / 419 865 9767  
Customer Telephone Number

\*3 Attachment pages

- ① Rental Termination Letter - DATED
- ② Account Statement - Noted
- ③ Disconnection Notice - Noted

②

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

Customer Name:  
Service Address:

MICHAEL R GRENIER  
1012 S BYRNE RD APT 36  
TOLEDO OH 43609

Account Number: 110069355201

DATE	AMOUNT	DESCRIPTION	DATE	AMOUNT	DESCRIPTION	DATE	AMOUNT	DESCRIPTION
01/24/14								
01/28/14	86.361	KWH	02/13/14	-74.63	LPC	01/20/15	519.62	SDINT
03/01/14	70.076	KWH	03/18/14	1.14	LPC		531.35	
03/03/14	1,715	31						
03/31/14	70.989	KWH	04/16/14	-77.14	LPC			
	913	31						
04/26/14	71.621	KWH	05/13/14	2.56	LPC			
05/29/14	72.490	KWH	06/16/14	4.06	LPC			
06/13/14	869	33		5.23	LPC			
06/30/14	73.385	KWH	07/16/14	-76.00	LPC			
07/30/14	74.030	KWH	08/15/14	2.77	LPC			
08/25/14	885	32						
	845	30						
08/28/14	74.704	KWH	09/16/14	61.00	SDPAY			
09/28/14	75.138	KWH	10/16/14	-100.00	LPC			
09/29/14	434	32						
10/23/14	75.191	KWH	11/14/14	-100.00	LPC			
10/29/14	53	30						
11/24/14	75.392	KWH	12/17/14	-0.17	SDINT			
12/01/14	201	33		8.15	LPC			
12/26/14				12.00	DPC			
01/03/15								
01/03/15	75.455	KWH	01/20/15	-0.17	SDINT			

Installation plan deactivated on 12/29/2014 - Account Final.

No longer  
@ 8/1/15  
1025.12  
Byrne Rd  
#36  
Toledo,  
OH  
43609

# 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.

<b>CUSTOMER NAME</b> MICHAEL R GRENIER		<b>NOTICE PREP DATE</b> 12/17/2014
<b>SERVICE ADDRESS</b> 30 S DORCAS RD APT 22 TOLEDO OH 43615		
<b>ACCOUNT NO.</b> 110103977853	<b>TOTAL AMOUNT DUE</b> 125.29	<b>DUE DATE</b> 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 may result in loss of those products or services. Failure to pay the competitive retail electric may result in cancellation of your contract with the competitive retail electric service provider and return you 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>.

**Toledo Edison**  
A FirstEnergy Company

Form 1024 (05-01)

ID No. 58180061