

NC
FILE

19

9-20-2016

RECEIVED-DOCKETING DIV

2016 SEP 26 PM 1:52

Gregory J Augustine
625 Timberline Trail
Mayfield Village, Ohio 44143
1(216)-970-4225
North American Power accounts #
Case ID: GAUG070516EV

PUCO

16-1939-GA-CSS

To whom it may concern,

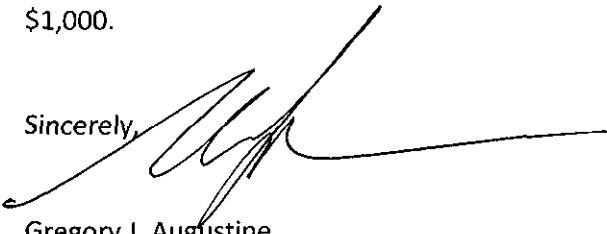
Please provide me with the full amount of the overcharge due to the unjustified rate increase. The Gas and Electric come to over \$1,000 overcharged as well as an additional \$1,000 for fees and financial stress. I was never told of a possibility of a rate increase due to a letter in the mail. I did not receive a letter stating this from North American power. I have attached the following;

1. Copy of the original contract that I signed. It does not state that they would mail me a letter stating that if I do not replay that my rate would possibly increase.
2. Copy of the Better business bureau showing the D+ rating as well as settled and unsettled complaints.
3. Copy of an electric and gas bill showing the increased rate. I was paying much around 2.74 Mcf before they increased it to \$5.79 without my authorization. I was .07 Kwh before they increased my rate to .1399 without my authorization.
4. Copy of my emails with North American Power. I tried to resolve this matter instead of submitting a formal complaint but they would not work with me.

I have had financial difficulty due to this event. I am still behind on my electric bill and have been accessed late charges for both gas and electric. We have had an increase in expenses such as my daughter started collage when this occurred, which has caused us to fall behind on bills.

Please provide my family with a refund of all overcharges during the period I was overcharged with North American power. I also demand that my family be compensated for the financial stress that this has caused. After reviewing the late fees and the effects this substantial increase I request an additional \$1,000.

Sincerely,


Gregory J. Augustine

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 je Date Processed SEP 26 2016

\$50 Welcome Bonus Redemption Form



Thank you for becoming a customer of North American Power! Eligible customers enrolling with North American Power for electricity or natural gas supply service between January 1, 2014 and August 31, 2014 can receive up to **\$50 as a VISA® Prepaid Card** or statement credit (GA residents only). Additionally, if you have enrolled with North American Power for both electricity and natural gas during that time, you may also be eligible to receive **up to an additional \$50 bonus** – a **potential total of up to \$100 for you to enjoy!**

Usage Requirements: In order to receive a \$50 Welcome Bonus, you must meet certain minimum historic energy usages:

- **4,500 kWh** per year for electricity accounts
- **450 therms (450 CCF)** per year for natural gas accounts. *(300 therms/300 CCF, per year for Georgia Customers)*
- **An account that does not meet the above mentioned usage minimum requirements but meets all other Welcome Bonus requirements will receive a \$10 Welcome Bonus**

To receive your Welcome Bonus, simply print and fill out this request form and submit to North American Power along with a copy of your first month's utility bill showing North American Power and Gas LLC listed as your supplier. Please include copies of both bills if enrolled in both electric and gas. See terms below for additional details.* If you have any questions please call toll-free **888-313-9086**.

Customer Name: CORRIGOR AUGUSTINE
(First/Last or Company Name as it appears on the utility bill)

Address: 625 Timberline Trail

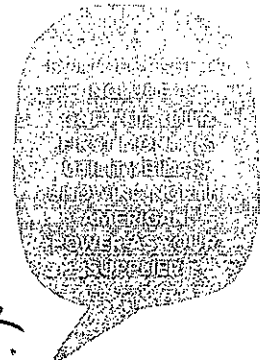
City: Mayfield Village

State/Zip: Ohio 44143

Email: Augustine.FIN@SBC Global.net

Phone: 440-449-7658

Signature: [Signature]



Service Address: 123 MAIN STREET, A
SAMPLE DETAILED ACCOUNT AC.

Electricity Supply Charges

North American Power Supply charge

Merchant function charge

Subtotal Electricity Supply

Total Electricity Cost

Please circle which utility bill(s) you've enclosed:



Send completed form and copy of utility bill to:

North American Power
ATTN: VISA Offer
20 Glover Avenue
Norwalk, CT 06850

Power for change.

North American
Power®

* To be eligible for the offer(s) referenced herein, the customer must: (1) enroll a valid new account with North American Power (electric, natural gas, or both) between January 1, 2014 and August 31, 2014; (2) mail this request form and a copy of the first month's bill for the applicable account showing North American Power and Gas, LLC as the supplier within 60 days of the date of the customer's first bill (the "Expiration Date"); and (3) continue to remain an active customer in good standing during the processing period. Limit one VISA Prepaid Card (or statement credit for Georgia customers only) per account. The total potential value is up to \$100 per customer for both an electric and natural gas account per address. In order to receive \$50, customers submitting request forms must have minimum historical usage reported to North American Power by the energy utility of at least 4,500 kWh per year for electricity accounts and 450 therms or 450 CCF per year for natural gas accounts (300 therms per year for Georgia customers). Customers in all markets with usage below those minimums can still receive a \$10 Welcome Bonus if all of the other requirement herein are met. (electric and/or natural gas). The VISA Prepaid Card(s) will be sent to the name and address listed on the subject account, no exceptions. Please allow 15-30 days from receipt of the valid request form for processing and issuance of the prepaid debit card. For Georgia customers the statement credit will be applied to the bill related to the name and address listed on the account within 1-2 billing cycles from receipt of a valid request form. If you cancel your account and you have a remaining statement credit balance that credit balance will be lost and removed from your account. Request forms will only be accepted via ~~fax~~ mail on or before the Expiration Date will not be processed. Void where prohibited.

NAP-WB-070314-EN

Connecticut

[Change Location](#)

BBB Business Review

THIS BUSINESS IS NOT BBB ACCREDITED.

North American Power and Gas, LLC

Phone: (888) 313-9086

Fax: (203) 286-2064

20 Glover Ave, Norwalk, CT06850

[View Additional Email Addresses](#)

<http://www.napower.com>



On a scale of A+ to F
Reason for Rating
[BBB Ratings System Overview](#)

BBB Business Reviews may not be reproduced for sales or promotional purposes.

Description

North American Power offers electricity at a variable rate through a network of independent sales representatives.

BBB Accreditation

This business is not BBB accredited.

Businesses are under no obligation to seek BBB accreditation, and some businesses are not accredited because they have not sought BBB accreditation.

To be accredited by BBB, a business must apply for accreditation and BBB must determine that the business meets BBB accreditation standards, which include a commitment to make a good faith effort to resolve any consumer complaints. BBB Accredited Businesses must pay a fee for accreditation review/monitoring and for support of BBB services to the public.

Reason for Rating

BBB rating is based on 13 factors. Get the details about the factors considered.

Factors that *lowered* the rating for North American Power and Gas, LLC include:

635 complaint(s) filed against business

1 complaint(s) filed against business that were not resolved

Business has failed to resolve underlying cause(s) of a pattern of complaints

Factors that *raised* the rating for North American Power and Gas, LLC include:

Length of time business has been operating

Response to 635 complaint(s) filed against business

Customer Complaints Summary

[Read complaint details](#)

Complaint Type	Total Closed Complaints
Advertising/Sales Issues	181
Billing/Collection Issues	314
Delivery Issues	7
Guarantee/Warranty Issues	4
Problems with Product/Service	129
Total Closed Complaints	635

[Read Complaints](#) | [Definitions](#) | [BBB Complaint Process](#) | [File a Complaint against North American Power and Gas, LLC](#)

[See Trends in Complaints on North American Power and Gas, LLC](#) | [View Complaints Summary by Resolution Pie Chart on North American Power and Gas, LLC](#)

Customer Reviews Summary

[Read customer reviews](#)

Customer Experience	Total Customer Reviews
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Positive Experience	0
Neutral Experience	3
Negative Experience	25
Total Customer Reviews	28

[Read Customer Reviews](#) | [Submit a Customer Review](#) | [See Trends in Customer Reviews on North American Power and Gas, LLC](#)

Government Actions

BBB knows of no government actions involving the marketplace conduct of North American Power and Gas, LLC.

What government actions does BBB report on?

Advertising Review

BBB has nothing to report concerning North American Power and Gas, LLC's advertising at this time.

What is BBB Advertising Review?

Billing Period: Mar 09 to Apr 07, 2016 for 30 days
Bill For: GREGORY J AUGUSTINE
625 TIMBERLINE TRL
MAYFIELD HEIGHTS OH 44143

April 11, 2016
Account Number: 110 053 602 188
Amount Due: \$539.60
Due Date: April 25, 2016

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-589-3101. For Payment Options, call 1-800-686-9901. Pay your bill online at www.firstenergycorp.com
Bill Issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Messages

Account Summary

Amount Due

*** DISCONNECTION NOTICE ***

Your electric bill payment is past due. **Your service may be disconnected unless payment of \$319.61 is made by 04/25/2016.** If service is disconnected, you will be required to pay a reconnection fee of \$35.00 to have power restored. You may be eligible for the Percentage of Income Payment Plan Plus or other extended payment plan. See enclosed information. Failure to pay charges for competitive retail electric service may also result in the cancellation of your contract with the competitive retail electric service provider and return you to The Illuminating Company's standard-of-care generation service. The amount due does not include charges for nonratified products or services but may include charges for competitive retail electric service. Failure to pay charges for other nonratified products or services may result in loss of those products or services. This provision is applicable only on accounts issued a consolidated bill for electric service. The due date on this notice does not change the due date of any previous notice sent to you for a past due amount. If you have questions, or if you want a list of our authorized payment agent locations, please call us at 1-800-686-9901. You may also call this number for information about our medical certification program if the disconnection of service would be especially dangerous to the health of a permanent resident.

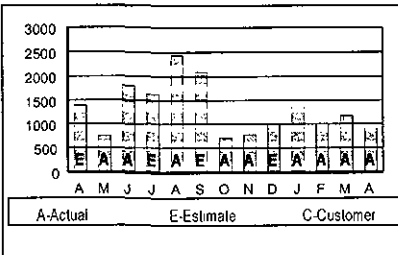
If you have a complaint in regard to this disconnection notice that can not be resolved after we have called The Illuminating Company, or for general utility company information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7825 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.pucoco.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.pucocco.org>.

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

Usage History

Apr 15	1,381	Oct 15	712
May 15	751	Nov 15	780
Jun 15	1,802	Dec 15	1,013
Jul 15	1,638	Jan 16	1,376
Aug 15	2,442	Feb 16	1,007
Sep 15	2,089	Mar 16	1,175
		Apr 16	888



Comparisons	Last Year	This Year
Average Daily Use (KWH)	48	30
Average Daily Temperature	42	46
Days in Billing Period	29	30
Last 12 Months Use (KWH)		15,673
Average Monthly Use (KWH)		1,306

Previous Balance	319.93
Payments/Adjustments	0.00
Balance at Billing on Apr 11, 2016	319.93
The Illuminating Company - Payment Plan Amount	80.00
The Illuminating Company - Misc Charges	-0.32
Consumption Inst Plan Amount	73.00
NOPEC-FirstEnergy Solutions Corp - Consumption	62.23
Late Payment Charges	4.76
Total Current Charges	219.87
Amount Due by Apr 25, 2016	\$539.80

Your actual account balance is \$875.79.

Usage Information for Meter Number 3019779

Apr 07, 2016 KWH Reading (Actual)	65,533
Mar 09, 2016 KWH Reading (Actual)	64,645
KWH used	888

Charges From The Illuminating Company

Customer Number	0900934576	1610015133
Rate	Residential Service CE-RSD	
Customer Charge		4.00
Distribution Related Component		42.80
Economic Development Component		0.07
Cost Recovery Charges		12.68
Current Consumption Bill Charges		59.55
Late payment charge		4.76
Security Deposit Interest		-0.32
Total Charges		\$ 63.99

Charges From NOPEC-FirstEnergy Solutions Corp.

341 White Pond Drive Bldg 83, Akron, OH 44320
Customer Service: 1-888-254-9227

Account Number: 63181219 Rate: FESNP-G940

Billing Period: Mar 09, 2016 to Apr 07, 2016

Basic Charge	888 KWH x	0.070079	62.23
Total NOPEC-FirstEnergy Solutions Corp. Charges			62.23

Account Balances by Company

	Previous Balance	Payments/ Adjustments	Current Charges	Amount Due
The Illuminating Company	155.55	0.00	157.44	312.99
NOPEC FirstEnergy Solutions Corp.	0.00	0.00	62.23	62.23
North American Power & Gas, LLC	164.38	0.00	0.00	164.38
Total	319.93	0.00	219.67	539.60

Equal Payment Plan (EPP) Summary

Actual Charges Billed During 8 EPP Months	563.76
EPP Amount During 8 EPP Months	745.00
Difference Between Actual Charges and EPP Amount	-181.24

Consumption Installment Plan

Installment Date	03/25/2016
Installment Amount	663.43
Paid to date	0.00
Balance Apr 11, 2016	663.43

Return this part with a check or money order payable to The Illuminating Company

**to
Illuminating
Company**

76 South Main Street
Akron, OH 44308-1890

GREGORY J AUGUSTINE
625 TIMBERLINE TRL
MAYFIELD HEIGHTS OH 44143

Account Number: 110 053 602 188

Amount Paid	
Amount Due	\$539.60
Due Date	Apr 25, 2016

THE ILLUMINATING COMPANY
PO BOX 3687
AKRON OH 44309-3687

0411005360218800000000000000000000000000000219670000539604

Billing Period: Jan 09 to Feb 05, 2016 for 28 days
Bill For: GREGORY J AUGUSTINE
 625 TIMBERLINE TRL
 MAYFIELD HEIGHTS OH 44143

February 10, 2016
Account Number: 110 053 602 188
Amount Due: \$723.10
Due Date: February 24, 2016

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-589-3101. For Payment Options, call 1-800-686-9901. Pay your bill online at www.firstenergycorp.com
Bill Issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Messages

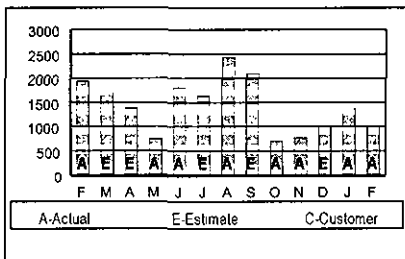
*** DISCONNECTION NOTICE ***

Your electric bill payment is past due. **Your service may be disconnected unless payment of \$382.48 is made by 02/24/2016.** If service is disconnected, you will be required to pay a reconnection fee of \$35.00 to have power restored. You may be eligible for the Percentage of Income Payment Plan Plus or other extended payment plan. See enclosed information. Failure to pay charges for competitive retail electric service may also result in the cancellation of your contract with the competitive retail electric service provider and return you to The Illuminating Company's standard offer generation service. The amount due does not include charges for nonratified products or services but may include charges for competitive retail electric service. Failure to pay charges for other nonratified products or services may result in loss of those products or services. This provision is applicable only on accounts issued a consolidated bill for electric service. The due date on this notice does not change the due date of any previous notice sent to you for a past due amount. If you have questions, or if you want a list of our authorized payment agent locations, please call us at 1-800-686-9901. You may also call this number for information about our medical certification program if the disconnection of service would be especially dangerous to the health of a permanent resident. If you have a complaint in regard to this disconnection notice that can not be resolved after you have called The 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.pucoccc.org>.

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

Usage History

Feb 15	1,939	Aug 15	2,442
Mar 15	1,692	Sep 15	2,089
Apr 15	1,381	Oct 15	712
May 15	751	Nov 15	780
Jun 15	1,802	Dec 15	1,013
Jul 15	1,638	Jan 16	1,376
		Feb 16	1,007



Comparisons	Last Year	This Year
Average Daily Use (KWH)	67	36
Average Daily Temperature	23	30
Days in Billing Period	29	28
Last 12 Months Use (KWH)		16,683
Average Monthly Use (KWH)		1,390

Account Summary

Previous Balance	702.77
Payments/Adjustments	-320.00
Balance at Billing on Feb 10, 2016	382.77
The Illuminating Company - Payment Plan Amount	90.00
The Illuminating Company - Misc Charges	-0.29
Consumption Inst. Plan Amount	104.00
North American Power & Gas, LLC - Consumption	140.88
Late Payment Charges	5.74
Total Current Charges	340.33
Amount Due by Feb 24, 2016	\$723.10
Your actual account balance is \$707.06.	
Usage Information for Meter Number 3018779	
Feb 05, 2016 KWH Reading (Actual)	63.470
Jan 09, 2016 KWH Reading (Actual)	62.463
KWH used	1,007
Charges From The Illuminating Company	
Customer Number: 0800934576 1610015133	
Rate: Residential Service CE-RSD	
Customer Charge	4.00
Distribution Related Component	48.80
Economic Development Component	0.11
Cost Recovery Charges	12.34
Current Consumption Bill Charges	65.25
Late payment charge	5.74
Security Deposit Interest	-0.29
Total Charges	\$ 70.70

Billing Information for North American Power & Gas, LLC

20 Glover Avenue, Norwalk, CT 06851
Customer Service 1-203-939-1155
Account Number: 788981 Rate: BILL-READY

Billing Period: Jan 09, 2016 to Feb 03, 2016	140.88
Generation 1,007 Kwh @ 0.1399	140.88
Total North American Power & Gas, LLC Current Charges	140.88

Detail Payment and Adjustment Information

01/25/16	Payment	-320.00
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Account Balances by Company

	Previous Balance	Payments/ Adjustments	Current Charges	Amount Due
The Illuminating Company	368 55	-97 83	199 45	470 17
North American Power & Gas, LLC	334 22	-222 17	140 88	252 93
Total	702.77	-320.00	340.33	723.10

Equal Payment Plan (EPP) Summary

Actual Charges Billed During 6 EPP Months	428.63
EPP Amount During 6 EPP Months	585.00
Difference Between Actual Charges and EPP Amount	-156.37

Consumption Installment Plan

Installment Date	10/27/2015
Installment Amount	936.33
Paid to date	591.73
Balance Feb 10, 2016	344.60

Return this part with a check or money order payable to The Illuminating Company

**Plumbing
Company**

76 South Main Street
Akron, OH 44308-1890

GREGORY J AUGUSTINE
625 TIMBERLINE TRL
MAYFIELD HEIGHTS OH 44143

Account Number: 110 053 602 188

Amount Paid	
Amount Due	\$723.10
Due Date	Feb 24, 2016

THE ILLUMINATING COMPANY
PO BOX 3687
AKRON OH 44309-3687

Billing Period: Dec 09 to Jan 08, 2016 for 31 days
Bill For: GREGORY J AUGUSTINE
625 TIMBERLINE TRL
MAYFIELD HEIGHTS OH 44143

January 13, 2016
Account Number: 110 053 602 188
Amount Due: \$702.77
Due Date: January 27, 2016

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-589-3101. For Payment Options, call 1-800-686-9901. Pay your bill online at www.firstenergycorp.com
Bill issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Messages

Account Summary

Amount Due	
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*** DISCONNECTION NOTICE ***

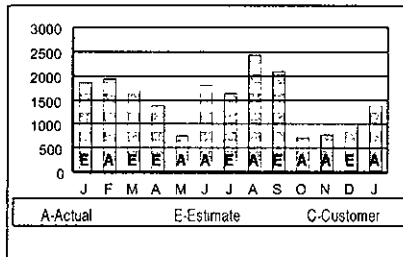
Your electric bill payment is past due. **Your service may be disconnected unless payment of \$311.59 is made by 01/27/2016.** If service is disconnected, you will be required to pay a reconnection fee of \$35.00 to have power restored. You may be eligible for the Percentage of Income Payment Plan Plus or other extended payment plan. See enclosed information. Failure to pay charges for competitive retail electric service may also result in the cancellation of your contract with the competitive retail electric service provider and return you to the Illuminating Company's standard offer generation service. The amount due does not include charges for nonratified products or services but may include charges for competitive retail electric service. Failure to pay charges for other nonratified products or services may result in loss of those products or services. This provision is applicable only on accounts issued a consolidated bill for electric service. The due date on this notice does not change the due date of any previous notice sent to you for a past due amount. If you have questions, or if you want a list of our authorized payment agent locations, please call us at 1-800-686-9901. You may also call this number for information about the medical certification program if the disconnection of service would be especially dangerous to the health of a permanent resident.

If you have a complaint in regard to this disconnection notice that can not be resolved after you have called The Illuminating Company, or for general utility company information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-685-7826 (toll free) from eight a.m. to five p.m., weekdays, or at <http://www.pucio.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.pucokcc.org>

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

Usage History

Jan 15	1,856	Jul 15	1,638
Feb 15	1,939	Aug 15	2,442
Mar 15	1,692	Sep 15	2,089
Apr 15	1,381	Oct 15	712
May 15	751	Nov 15	780
Jun 15	1,802	Dec 15	1,013
		Jan 16	1,376



Comparisons	Last Year	This Year
Average Daily Use (KWH)	55	44
Average Daily Temperature	30	41
Days in Billing Period	34	31
Last 12 Months Use (KWH)		17,615
Average Monthly Use (KWH)		1,468

Previous Balance	661.93
Payments/Adjustments	-350.00
Balance at Billing on Jan 13, 2016	311.93
The Illuminating Company - Payment Plan Amount	90.00
The Illuminating Company - Misc Charges	0.34
Consumption Inst. Plan Amount	104.00
North American Power & Gas, LLC - Consumption	192.50
Late Payment Charges	4.88
Total Current Charges	390.84

Amount Due by Jan 27, 2016	\$702.77
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Your actual account balance is \$815.48.

Usage Information for Meter Number 3019779

Jan 08, 2016 KWH Reading (Actual)	62,463
Dec 09, 2015 KWH Reading (Estimate)	61,087
KWH used	1,376

Charges From The Illuminating Company

Customer Number: 0800934576 1610015133	
Rate, Residential Service CE-RSD	
Customer Charge	4.00
Distribution Related Component	66.24
Economic Development Component	0.19
Cost Recovery Charges	16.89
Current Consumption Bill Charges	87.32
Late payment charge	4.68
Security Deposit Interest	-0.34
Total Charges	\$ 91.66

Billing Information for North American Power & Gas, LLC

20 Glover Avenue, Norwalk, CT 06851

Customer Service 1-203-939-1155

Account Number: 788981 Rate: BILL-READY

Billing Period: Dec 09, 2015 to Jan 08, 2016

Generation 1,376 Kwh @ 0.1399	192.50
Total North American Power & Gas - U.S. Current Charges	192.50

Total North American Power & Gas, LLC Current Charges	192.50
Detail Payment and Adjustment Information	

Detail Payment and Adjustment Information

12/18/15	Payment	-350.00
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Account Balances by Company

	Previous Balance	Payments/ Adjustments	Current Charges	Amount Due
The Illuminating Company	411.09	-113.40	198.34	496.03
North American Power & Gas, LLC	250.84	-236.60	192.50	206.74
Total	661.93	-350.00	390.84	702.77

Equal Payment Plan (EPP) Summary

Actual Charges Billed During 5 EPP Months	363.38
EPP Amount During 5 EPP Months	495.00
Difference Between Actual Charges and EPP Amount	-131.62

Consumption Installment Plan

Installment Date	10/27/2015
Installment Amount	936.33
Paid to date	507.79
Balance Jan 13, 2016	428.54

Return this part with a check or money order payable to The Illuminating Company

**Illuminating
Company**

76 South Main Street
Akron, OH 44308-1890

GREGORY J AUGUSTINE
625 TIMBERLINE TRL
MAYFIELD HEIGHTS OH 44143

Account Number: 110 053 602 188

Amount Paid	
Amount Due	\$702.77
Due Date	Jan 27, 2016

THE ILLUMINATING COMPANY
PO BOX 3687
AKRON OH 44309-3687

0411005360218800000000000000000000000000000390840000702772

Billing Period: Nov 07 to Dec 08, 2015 for 32 days
Bill For: GREGORY J AUGUSTINE
625 TIMBERLINE TRL
MAYFIELD HEIGHTS OH 44143

December 11, 2015
Account Number: 110 053 602 188
Amount Due: \$661.93
Due Date: December 28, 2015

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-589-3101. For Payment Options, call 1-800-686-9901. Pay your bill online at www.firstenergycorp.com
Bill issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Messages

*** DISCONNECTION NOTICE ***

Your electric bill payment is past due. **Your service may be disconnected unless payment of \$321.44 is made by 12/28/2015.** If service is disconnected, you will be required to pay a reconnection fee of \$35.00 to have power restored. You may be eligible for the Percentage of Income Payment Plan Plus or other extended payment plan. See enclosed information. Failure to pay charges for competitive retail electric service may also result in the cancellation of your contract with the competitive retail electric service provider and return you to The Illuminating Company's standard offer generation service. The amount due does not include charges for nonratified products or services but may include charges for competitive retail electric service. Failure to pay charges for other nonratified products or services may result in loss of those products or services. This provision is applicable only on accounts issued a consolidated bill for electric service. The due date on this notice does not change the due date of any previous notice sent to you for a past due amount. If you have questions, or if you want a list of our authorized payment agent locations, please call us at 1-800-686-9901. You may also call this number for information about our medical certification program if the disconnection of service would be especially dangerous to the health of a permanent resident.

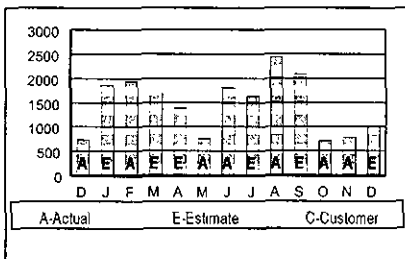
If you have a complaint in regard to this disconnection notice that can not be resolved after you have called The Illuminating Company, or for general utility company information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7828 (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).

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

Usage History

Dec 14	737	Jun 15	1,802
Jan 15	1,856	Jul 15	1,638
Feb 15	1,939	Aug 15	2,442
Mar 15	1,692	Sep 15	2,089
Apr 15	1,381	Oct 15	712
May 15	751	Nov 15	780
		Dec 15	1,013



Comparisons	Last Year	This Year
Average Daily Use (KWH)	26	32
Average Daily Temperature	33	44
Days in Billing Period	28	32
Last 12 Months Use (KWH)		18,095
Average Monthly Use (KWH)		1,508

Account Summary

Previous Balance	630.75
Payments/Adjustments	-309.00
Balance at Billing on Dec 11, 2015	321.75
The Illuminating Company - Payment Plan Amount	90.00
The Illuminating Company - Misc. Charges	-0.31
Consumption Inst. Plan Amount	104.00
North American Power & Gas, LLC - Consumption	141.72
Late Payment Charges	4.77
Total Current Charges	340.18
Amount Due by Dec 28, 2015	\$661.93

Your actual account balance is \$881.32.

Usage Information for Meter Number 3019779

Dec 08, 2015 KWH Reading (Estimate)	61.087
Nov 07, 2015 KWH Reading (Actual)	60.074
KWH used	1.013

Charges From The Illuminating Company

Customer Number	0800934576	1610015133
Rate	Residential Service CE-RSD	
Customer Charge		4.00
Distribution Related Component		47.63
Economic Development Component		0.15
Cost Recovery Charges		12.46
Current Consumption Bill Charges		64.24
Late payment charge		4.77
Security Deposit Interest		-0.31
Total Charges		\$ 68.70

Billing Information for North American Power & Gas, LLC

20 Glover Avenue, Norwalk, CT 06851

Customer Service: 1-203-939-1155

Account Number: 788981 Rate: BILL-READY

Billing Period: Nov 07, 2015 to Dec 08, 2015

Generation 1,013 Kwh @ 0.1399	141.72
Total North American	141.72

Detail Payment and Adjustment Information

Detail Payment and Adjustment Information	
11/13/15 Payment	-309.00

Account Balances by Company

	Previous Balance	Payments/ Adjustments	Current Charges	Amount Due
The Illuminating Company	422.02	-105.99	198.46	514.49
North American Power & Gas, LLC	208.73	-203.01	141.72	147.44
Total	630.75	-308.00	340.18	662.93

Equal Payment Plan (EPP) Summary

Actual Charges Billed During 4 EPP Months	276.06
EPP Amount During 4 EPP Months	405.00
Difference Between Actual Charges and EPP Amount	-128.94

Consumption Installment Plan

Installment Date	10/27/2015
Installment Amount	936.33
Paid to date	380.00
Balance Dec 11 2015	556.33

Return this part with a check or money order payable to The Illuminating Company

**illuminating
Company**

76 South Main Street
Akron, OH 44308-1890

GREGORY J AUGUSTINE
625 TIMBERLINE TRL
MAYFIELD HEIGHTS OH 44143

Account Number: 110 053 602 188

Amount Paid	
Amount Due	\$661.93
Due Date	Dec 28, 2015

THE ILLUMINATING COMPANY
PO BOX 3687
AKRON OH 44309-3687

0411005360218800000000000000000000000000000340180000661939

Billing Period: Oct 09 to Nov 08, 2015 for 29 days
Bill For: GREGORY J AUGUSTINE
625 TIMBERLINE TRL
MAYFIELD HEIGHTS OH 44143

November 11, 2015

Account Number: 110 053 602 188

Amount Due: \$630.75

Due Date: November 25, 2015

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-589-3101. For Payment Options, call 1-800-686-9901. Pay your bill online at www.firstenergycorp.com

Bill Issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Messages

*** DISCONNECTION NOTICE ***

Your electric bill payment is past due. **Your service may be disconnected unless payment of \$308.01 is made by 11/25/2015.** If service is disconnected, you will be required to pay a reconnection fee of \$35.00 to have power restored. You may be eligible for the Percentage of Income Payment Plan Plus or other extended payment plan. See enclosed information. Failure to pay charges for competitive retail electric service may also result in the cancellation of your contract with the competitive retail electric service provider and return you to The Illuminating Company's standard offer generation service. The amount due does not include charges for nonratified products or services but may include charges for competitive retail electric service. Failure to pay charges for other nonratified products or services may result in loss of those products or services. This provision is applicable only on accounts issued a consolidated bill for electric service. The due date on this notice does not change the due date of any previous notice sent to you for a past due amount. If you have questions, or if you want a list of our authorized payment agent locations, please call us at 1-800-686-9901. You may also call this number for information about our medical certification program if the disconnection of service would be especially dangerous to the health of a permanent resident.

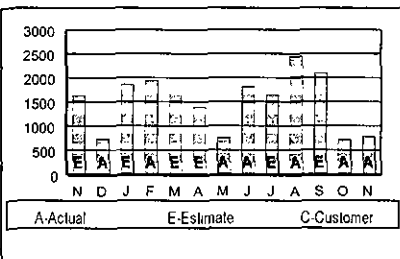
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Additional messages, if any, can be found on back.

Usage History

Nov 14	1,629	May 15	751
Dec 14	737	Jun 15	1,802
Jan 15	1,856	Jul 15	1,638
Feb 15	1,939	Aug 15	2,442
Mar 15	1,692	Sep 15	2,089
Apr 15	1,381	Oct 15	712
		Nov 15	780



Comparisons	Last Year	This Year
Average Daily Use (KWH)	51	27
Average Daily Temperature	50	56
Days in Billing Period	32	29
Last 12 Months Use (KWH)		17,819
Average Monthly Use (KWH)		1,485

Account Summary

Previous Balance	308.31
Payments/Adjustments	0.00
Balance at Billing on Nov 11, 2015	308.31
The Illuminating Company - Payment Plan Amount	105.00
The Illuminating Company - Misc Charges	-0.30
Consumption Inst. Plan Amount	104.00
North American Power & Gas, LLC - Consumption	109.12
Late Payment Charges	4.62
Total Current Charges	322.44
Amount Due by Nov 25, 2015	\$630.75

Your actual account balance is \$979.90.

Usage Information for Meter Number 3019779

Nov 06, 2015 KWH Reading (Actual)	60,074
Oct 09, 2015 KWH Reading (Actual)	59,294
KWH used	780

Charges From The Illuminating Company

Customer Number 0800934576 1610015133	
Rate Residential Service CE-RSD	
Customer Charge	4.00
Distribution Related Component	33.97
Economic Development Component	0.12
Cost Recovery Charges	9.55
Current Consumption Bill Charges	47.68
Late payment charge	4.62
Security Deposit Interest	-0.30
Total Charges	\$ 52.00

Billing Information for North American Power & Gas, LLC

20 Glover Avenue, Norwalk, CT 06851

Customer Service 1-203-939-1155

Account Number 788981 Rate BILL-READY

Billing Period: Oct 09, 2015 to Nov 06, 2015

Generation 780 Kwh @ 0.1399	109.12
Total Monthly Charges	109.12

Power & Gas, LLC Current Charge
Account Deleted by Company

	Previous Balance	Payments/ Adjustments	Current Charges	Amount Due
The Illuminating Company	208.70	0.00	213.32	422.02
North American Power & Gas, LLC	99.61	0.00	109.12	208.73
Total	308.31	0.00	322.44	630.75

Equal Payment Plan (EPP) Summary

Actual Charges Billed During 3 EPP Months	211.82
EPP Amount During 3 EPP Months	315.00
Difference Between Actual Charges and EPP Amount	-103.18

Consumption Installment Plan

Installment Date	10/27/2015
Installment Amount	936.33
Paid to date	276.30
Balance Nov 11, 2015	660.03

Return this part with a check or money order payable to The Illuminating Company

**illuminating
Company**

76 South Main Street
Akron, OH 44308-1890

GREGORY J AUGUSTINE
625 TIMBERLINE TRL
MAYFIELD HEIGHTS OH 44143

Account Number: 110 053 602 188

Amount Paid	
Amount Due	\$630.75
Due Date	Nov 25, 2015

THE ILLUMINATING COMPANY
PO BOX 3687
AKRON OH 44309-3687

Billing Period: Sep 10 to Oct 08, 2015 for 29 days
Bill For: GREGORY J AUGUSTINE
625 TIMBERLINE TRL
MAYFIELD HEIGHTS OH 44143

October 13, 2015
Account Number: 110 053 602 188
Amount Due: \$308.31
Due Date: October 27, 2015

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-589-3101. For Payment Options, call 1-800-686-9901. Pay your bill online at www.firstenergycorp.com
Bill issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Messages		Account Summary		Amount Due	
To avoid a 150% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date.		Previous Balance		936.33	
		Payments/Adjustments		-936.33	
Your current PRICE TO COMPARE for generation and transmission from The Illuminating Company 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		Balance at Billing on Oct 13, 2015		0.00	
Residential Service - 1610015133 - 7.18 cents per KWH		The Illuminating Company - Payment Plan Amount		105.00	
Your next meter reading is scheduled to occur on or about Nov 06, 2015.		The Illuminating Company - Misc Charges		-0.30	
Thank you for setting up a payment arrangement with The Illuminating Company on 09/25/2015. The terms of the installment plan require a monthly installment amount of \$104.00 in addition to a budget payment plan for the projected monthly bills. If you receive your electric generation from an alternative supplier, you will need to pay the monthly installment amount, the utility's budget amount and your supplier's charges. The budget portion of the payments may be adjusted periodically. The amount you must pay will be shown on your bill each month. Please pay this amount by the due date on the bill. Failure to keep the terms of the installment plan may result in the disconnection of your service.		Consumption Inst Plan Amount		104.00	
If termination of service would be especially dangerous to your health or the health of someone in your household, please contact our office regarding certification of the related medical condition by a licensed physician, physical assistant, clinical nurse specialist, certified nurse practitioner, certified nurse midwife or local board of health physician so that service can be maintained.		North American Power & Gas, LLC - Consumption		99.61	
		Total Current Charges		308.31	
		Amount Due by Oct 27, 2015		\$308.31	
		Your actual account balance is \$818.78.			
		Usage Information for Meter Number 3019779			
		Oct 08, 2015 KWH Reading (Actual)		59,294	
		Sep 10, 2015 KWH Reading (Estimate)		58,582	
		KWH used		712	
		Charges From The Illuminating Company			
		Customer Number: 0800934576 1610015133			
		Rate: Residential Service CE-RSD			
		Customer Charge			
		Distribution Related Component			
		Economic Development Component			
		Cost Recovery Charges			
		Current Consumption Bill Charges			
		Security Deposit Interest			
		Total Charges			
		\$ 43.64			
		Billing Information for North American Power & Gas, LLC			
		20 Glover Avenue, Norwalk, CT 06851			
		Customer Service 1-203-939-1155			
		Account Number 788981 Rate BILL-READY			
		Billing Period: Sep 18, 2015 to Oct 08, 2015			
		Generation 712 Kwh @ 0.1399			
		Total North American Power & Gas, LLC Current Charges			
		99.61			
		Detail Payment and Adjustment Information			
		09/28/15 Payment			
		276.00			
		09/28/15 Debit for future inst. plan			
		276.00			
		09/25/15 Installment plan created			
		-936.33			
		Total Payments and Adjustments			
		-\$936.33			
		Account Balances by Company			
		Previous Balance		Payments/ Adjustments	
		Current Charges		Amount Due	
		The Illuminating Company		347.75	
		North American Power & Gas, LLC		-347.75	
		Total		208.70	
		588.58		-588.58	
		936.33		99.61	
		-936.33		308.31	
		Equal Payment Plan (EPP) Summary			
		Actual Charges Billed During 2 EPP Months			
		EPP Amount During 2 EPP Months			
		Difference Between Actual Charges and EPP Amount			
		164.14			
		210.00			
		-45.86			
		Consumption Installment Plan			
		Installment Date			
		10/27/2015			
		Installment Amount			
		936.33			
		Paid to date			
		276.00			
		Balance Oct 13, 2015			
		660.33			

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

Usage History					
Oct 14	1,956	Apr 15	1,381		
Nov 14	1,629	May 15	751		
Dec 14	737	Jun 15	1,802		
Jan 15	1,856	Jul 15	1,638		
Feb 15	1,939	Aug 15	2,442		
Mar 15	1,692	Sep 15	2,089		
		Oct 15	712		

A-Actual E-Estimate C-Customer

Comparisons	Last Year	This Year
Average Daily Use (KWH)	65	25
Average Daily Temperature	57	64
Days in Billing Period	30	29
Last 12 Months Use (KWH)		18,868
Average Monthly Use (KWH)		1,556

Return this part with a check or money order payable to The Illuminating Company

illuminating
Company
76 South Main Street
Akron, OH 44308-1890

GREGORY J AUGUSTINE
625 TIMBERLINE TRL
MAYFIELD HEIGHTS OH 44143

Account Number: 110 053 602 188

Amount Paid	
Amount Due	\$308.31
Due Date	Oct 27, 2015

THE ILLUMINATING COMPANY
PO BOX 3687
AKRON OH 44309-3687

04110053602188000000000000000000000000000000308310000308310

Billing Period: Aug 11 to Sep 09, 2015 for 30 days
Bill For: GREGORY J AUGUSTINE
625 TIMBERLINE TRL
MAYFIELD HEIGHTS OH 44143

September 14, 2015

Account Number: 110 053 602 188

Amount Due: \$936.33

Due Date: September 28, 2015

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-589-3101. For Payment Options, call 1-800-686-9901. Pay your bill online at www.firstenergycorp.com
Bill issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Bill issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Massages

Account Summary

Amount Due

*** DISCONNECTION NOTICE ***

Your electric bill payment is past due. **Your service may be disconnected unless payment of \$551.75 is made by 09/28/2015.** If service is disconnected, you will be required to pay a reconnection fee of \$35.00 to have power restored. You may be eligible for the Percentage of Income Payment Plan Plus or other extended payment plan. See enclosed information. Failure to pay charges for competitive retail electric service may also result in the cancellation of your contract with the competitive retail electric service provider and return you to The Illuminating Company's standard offer generation service. The amount due does not include charges for nonclassified products or services but may include charges for competitive retail electric service. Failure to pay charges for other nonclassified products or services may result in loss of those products or services. This provision is applicable only on accounts issued a consolidated bill for electric service. The due date on this notice does not change the due date of any previous notice sent to you for a past due amount. If you have questions, or if you want a list of our authorized payment agent locations, please call us at 1-800-686-9901. You may also call this number for information about our medical certification program if the disconnection of service would be especially dangerous to the health of a permanent resident.

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Previous Balance	929.08
Payments/Adjustments	-377.00
Balance at Billing on Sep 14, 2015	552.08
The Illuminating Company - Payment Plan Amount	105.00
The Illuminating Company - Misc. Charges	-0.33
Consumption Inst. Plan Amount	0.01
North American Power & Gas, LLC - Consumption	271.36
Late Payment Charges	8.21
Total Current Charges	384.25
Amount Due by Sep 28, 2015	\$936.33

Your actual account balance is \$951.63.

Usage Information for Meter Number 3019779

Sep 09, 2015 KWH Reading (Estimate)	58,582
Aug 11, 2015 KWH Reading (Actual)	56,493
KWH used	2,089

Charges From The Illuminating Company

Customer Number	0800934576	1610015133
Rate	Residential Service CE-RSD	
Customer Charge		4.00
Distribution Related Component		90.33
Economic Development Component		0.30
Cost Recovery Charges		25.67
Current Consumption Bill Charges		120.30
Late payment charge		8.21
Security Deposit Interest		-0.33
Total Charges		\$ 128.18

Billing Information for North American Power & Gas, LLC

20 Glover Avenue, Norwalk, CT 06851

Customer Service 1-203-939-1155

Account Number: 788981 Rate: BILL-READY

Generation 2,089 Kwh @ 0.1299	271.36
Total North American Power & Gas, LLC Current Charges	271.36

Detail Payment and Adjustment Information

08/24/15	Payment	-377.00
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Account Balances by Company

	Previous Balance	Payments/ Adjustments	Current Charges	Amount Due
The Illuminating Company	399 08	-164.22	112 89	347 75
North American Power & Gas, LLC	530 00	-212 78	271 36	588 58
Total	929 08	-377 00	384 25	936 33

Equal Payment Plan (EPP) Summary

Actual Charges Billed During 1 EPP Months	120.30
EPP Amount During 1 EPP Months	105.00
Difference Between Actual Charges and EPP Amount	15.30

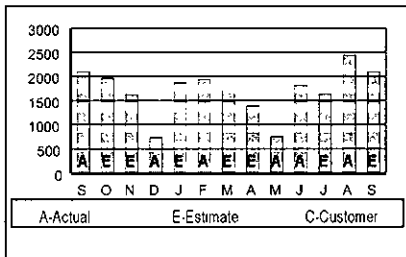
Consumption Installment Plan

Installment Date	05/27/2015
Installment Amount	384.01
Paid to date	288.00
Balance Sep 14, 2015	96.01

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

Usage History

Sep 14	2,088	Mar 15	1,692
Oct 14	1,956	Apr 15	1,381
Nov 14	1,629	May 15	751
Dec 14	737	Jun 15	1,802
Jan 15	1,856	Jul 15	1,638
Feb 15	1,939	Aug 15	2,442
		Sep 15	2,089



Comparisons	Last Year	This Year
Average Daily Use (KWH)	70	70
Average Daily Temperature	70	72
Days in Billing Period	30	30
Last 12 Months Use (KWH)		19,912
Average Monthly Use (KWH)		1,659

Return this part with a check or money order payable to The Illuminating Company

**the
Illuminating
Company**

76 South Main Street
Akron, OH 44308-1890

GREGORY J AUGUSTINE
625 TIMBERLINE TRL
MAYFIELD HEIGHTS OH 44143

Account Number: 110 053 602 188

Amount Paid	
Amount Due	\$936.33
Due Date	Sep 28, 2015

THE ILLUMINATING COMPANY
PO BOX 3687
AKRON OH 44309-3687

0411005360218800000000000000000000000000000384250000936339

Billing Period: Jul 11 to Aug 10, 2015 for 31 days
Bill For: GREGORY J AUGUSTINE
 625 TIMBERLINE TRL
 MAYFIELD HEIGHTS OH 44143

August 13, 2015
Account Number: 110 053 602 188
Amount Due: \$929.08
Due Date: August 27, 2015

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Bill issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Messagen

Account Summary

Amount Due

*** DISCONNECTION NOTICE ***

Your electric bill payment is past due. **Your service may be disconnected unless payment of \$376.07 is made by 08/27/2015.** If service is disconnected, you will be required to pay a reconnection fee of \$35.00 to have power restored. You may be eligible for the Percentage of Income Payment Plan Plus or other extended payment plan. See enclosed information. Failure to pay charges for competitive retail electric service may also result in the cancellation of your contract with the competitive retail electric service provider and return you to The Illuminating Company's standard offer generation service. The amount due does not include charges for nonratified products or services but may include charges for competitive retail electric service. Failure to pay charges for other nonratified products or services may result in loss of those products or services. This provision is applicable only on accounts issued a consolidated bill for electric service. The due date on this notice does not change the due date of any previous notice sent to you for a past due amount. If you have questions, or if you want a list of our authorized payment agent locations, please call us at 1-800-686-9901. You may also call this number for information about our medical certification program if the disconnection of service would be especially dangerous to the health of a permanent resident.

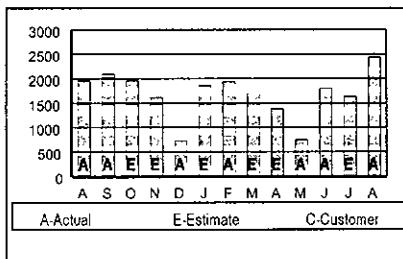
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Additional messages, if any, can be found on back.

Usage History

Aug 14	1,958	Feb 15	1,939
Sep 14	2,088	Mar 15	1,692
Oct 14	1,956	Apr 15	1,381
Nov 14	1,629	May 15	751
Dec 14	737	Jun 15	1,802
Jan 15	1,856	Jul 15	1,638
		Aug 15	2,442



Comparisons	Last Year	This Year
Average Daily Use (KWH)	63	79
Average Daily Temperature	69	73
Days in Billing Period	31	31
Last 12 Months Use (KWH)		19,911
Average Monthly Use (KWH)		1,659

Previous Balance	826.37
Payments/Adjustments	-450.00
Balance at Billing on Aug 13, 2015	376.37
The Illuminating Company - Payment Plan Amount	100.00
The Illuminating Company - Payment Plan Balance	34.14
The Illuminating Company - Misc. Charges	-0.30
Consumption Inst. Plan Amount	96.00
North American Power & Gas, LLC - Consumption	317.22
Late Payment Charges	5.65
Total Current Charges	552.71
Amount Due by Aug 27, 2015	\$929.08

Your actual account balance is \$929.09.

Usage Information for Meter Number 3019779

Aug 10, 2015 KWH Reading (Actual)	56,493
Jul 11, 2015 KWH Reading (Estimate)	54,051
KWH used	2,442

Charges From The Illuminating Company

Customer Number 0800934576 1610015133	
Rate Residential Service GE-RSD	
Customer Charge	4.00
Distribution Related Component	114.12
Economic Development Component	0.35
Cost Recovery Charges	30.01
NOPEC Customer Credit	-2.00
Current Consumption Bill Charges	146.48
Late payment charge	5.65
Security Deposit Interest	-0.30
Total Charges	\$ 151.83

Billing Information for North American Power & Gas, LLC

20 Glover Avenue, Norwalk, CT 06851

Customer Service: 1-203-939-1155

Account Number: 788981 Rate BILL-READY

Billing Period: Jul 13, 2015 to Aug 10, 2015

Generation 2.442 Kwh @ 0.1299 317.22

Detail Payment and Adjustment Information

Detail Payment and Adjustment Information		
07/21/15	Payment	-450.00

Account Balances by Company

	Previous Balance	Payments/ Adjustments	Current Charges	Amount Due
The Illuminating Company	397 53	-149 49	235 49	483 53
North American Power & Gas, LLC	428 84	-300 51	317 22	445 55
Total	826.37	-450.00	552.71	929.08

Equal Payment Plan (EPP) Summary

Actual Charges Billed During 12 EPP Months	1,234.14
EPP Amount During 12 EPP Months	1,200.00
Difference Between Actual Charges and EPP Amount	34.14

Consumption Installment Plan

Installment Date	05/27/2015
Installment Amount	384.01
Paid to date	224.41
Balance Aug 13, 2015	159.60

Return this part with a check or money order payable to The Illuminating Company

**illuminating
Company**

76 South Main Street
Akron, OH 44308-1890

GREGORY J AUGUSTINE
625 TIMBERLINE TRL
MAYFIELD HEIGHTS OH 44143

Account Number: 110 053 602 188

Amount Paid	
Amount Due	\$929.08
Due Date	Aug 27, 2015

THE ILLUMINATING COMPANY
PO BOX 3687
AKRON OH 44309-3687

0411005360218800000000000000000000000000000552710000929085

GREGORY J AUGUSTINE

625 TIMBERLINE TRL
MAYFIELD OH 44143-2345

Account Number Date Prepared

5 5000 3277 4517 April 27, 2016

Next Meter Reading

05/25 - 05/31/2016

Cycle 15

For questions about Dominion East Ohio charges call 1-800-362-7557



Dominion

Page 1



Credits and Charges Since Your Last Bill

Balance from Last Bill \$233.93
Payment on Apr 15, 2016 - Thank You 140.00 CR
Subtotal 93.93
Late Payment Charge 1.41
Gross Receipts Tax (4.6044%) 0.06
Balance \$95.40

Current Charges

Dominion East Ohio Distribution Charges

Basic Service Charge \$24.83
Usage-Based Charges 2.39
8.2 MCF @ \$.2914 2.39
Gross Receipts Tax (4.6044%) 1.25
Total Dominion East Ohio Charges \$28.47
For questions about Dominion East Ohio charges, call us at 1-800-362-7557.

North American Power And Gas, L L C Char

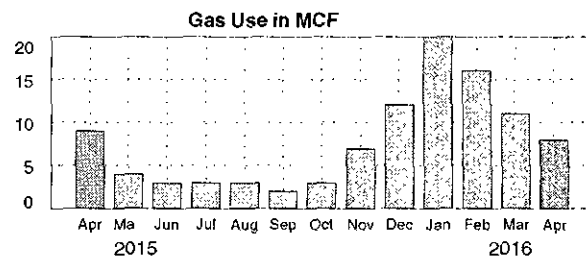
Gas Cost 8.2 McF @ \$5.79 \$47.48
Sales Tax 3.80
Total NORTH AMERICAN POWER AND GAS, L \$51.28

For questions about gas supply costs, contact NORTH AMERICAN POWER AND GAS, L L C (acct# 788982) at 1-888-313-9086 or 20 Glover Avenue Norwalk, CT 06851 or napower.com.

Total Current Charges \$79.75
Total Account Balance \$175.15

Monthly Usage Comparison

Average Daily Temperature 2015 2016
For This Billing Period 47°F 47°F



Avg Monthly Use: 7.8 MCF.
Total Annual Use: 93.4 MCF.

Billing Period and Meter Readings

Date	Read Type	Reading	Difference
Meter Number	11462161		
Apr 27, 2016	Actual	88.9	
Mar 29, 2016	Actual	80.7	8.2
MCF Used in 29 Days			8.2

PLEASE PAY Account Balance of \$175.15 by May 16, 2016 to Avoid Late Payment Charge of 1.5% per month.

Energy Choice Program Message And Payment Reminder

Thank you for participating in the Energy Choice Program. This will be your last bill for gas supplied to you by your current supplier. Your next month's bill will reflect charges for gas supplied by the new natural gas supplier that you selected. Dominion East Ohio will continue to deliver the gas and provide customer service. However, we haven't received your previous amount due. If you've already paid it, thank you. If not, please pay the amount due by the due date. To participate in the Energy Choice program, you must pay the amount due on time each month.

If you need assistance, please call Dominion East Ohio at the number listed at the top of this bill.

Please detach and return this coupon with a check made payable to Dominion East Ohio. For mailing address changes, visit Manage Your Account on dom.com

PLEASE PAY BY May 16, 2016 Account No. 5 5000 3277 4517

\$175.15

Account Balance

Amount Enclosed

15 ebill

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GREGORY J AUGUSTINE
625 TIMBERLINE TRL
MAYFIELD OH 44143-2345

Call Before You Dig

If you plan to dig in your yard, please call the Ohio Utilities Protection Service at 811 to make sure you do not dig into an underground line. Damaged lines can interrupt your gas, electric and cable service. State law requires that you call 811 at least two business days, but not more than 10 business days, before digging.

DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785

0155000327745170000000007975000000175159

GREGORY J AUGUSTINE

625 TIMBERLINE TRL
MAYFIELD OH 44143-2345

Account Number Date Prepared

5 5000 3277 4517 June 29, 2016

Next Meter Reading

07/26 - 07/29/2016

Cycle 15

For questions about Dominion East Ohio charges call 1-800-362-7557



Dominion

Page 1



Credits and Charges Since Your Last Bill

Balance from Last Bill \$221.20
Payment on Jun 13, 2016 - Thank You 221.20 CR
Balance \$0.00

Current Charges

Dominion East Ohio Distribution Charges

Basic Service Charge \$26.16

Usage-Based Charges

3.7 MCF @ \$2.216 0.82

Gross Receipts Tax (4.6044%) 1.24

Total Dominion East Ohio Charges \$28.22

For questions about Dominion East Ohio charges, call us at 1-800-362-7557.

Nopec - Nextera Energy Services Charges

Gas Cost 3.7 McF @ \$2.74 \$10.14

Sales Tax 0.81

Total NOPEC - NEXTERA ENERGY SERVICES \$10.95

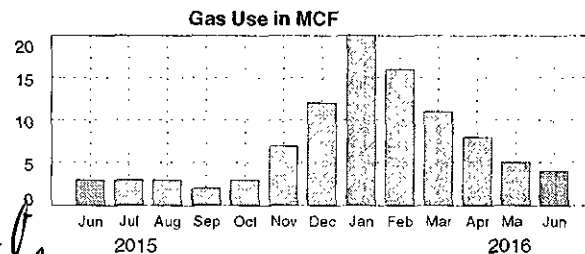
For questions about gas supply costs, contact NOPEC - NEXTERA ENERGY SERVICES at 855-667-3201 or 20455 State Hwy 249, Suite 200 Houston, TX 77070 855-nopec01 or www.nexteraenergyservices.com.

Total Current Charges \$39.17

Total Account Balance \$39.17

Monthly Usage Comparison

Average Daily Temperature 2015 2016
For This Billing Period 68°F 72°F



Avg Monthly Use: 7.9 MCF.
Total Annual Use: 94.3 MCF.

Billing Period and Meter Readings

Date	Read Type	Reading	Difference
Meter Number	11462161		
Jun 27, 2016	Actual	97.6	
May 26, 2016	Actual	93.9	3.7
MCF Used in 32 Days			3.7

PLEASE PAY Account Balance of \$39.17 by Jul 18, 2016 to Avoid Late Payment Charge of 1.5% per month.

Servicing the Meter

We need your help. If you have an inside meter, please clear furniture or boxes away from the meter. Outside air conditioners or shrubs can block access to meters. And dogs can endanger all our employees and can keep them from doing their jobs. If we cannot get close enough to read the meter, we might have to estimate your bill. Servicing a blocked meter is also difficult and can be a safety hazard in an emergency.

ENERGYSHARE: Help people without heat by donating to EnergyShare. To donate, add exactly \$1, \$2, \$6, \$12, \$18 or \$36 to your payment or mail a separate check payable to EnergyShare, Salvation Army, P.O. Box 5847, Cleveland, OH 44101.

Please detach and return this coupon with a check made payable to Dominion East Ohio. For mailing address changes, visit Manage Your Account on dom.com

PLEASE PAY BY Jul 18, 2016 Account No. 5 5000 3277 4517

\$39.17

Account Balance

Amount Enclosed

15 ebill

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GREGORY J AUGUSTINE
625 TIMBERLINE TRL
MAYFIELD OH 44143-2345

AMR & PIR Riders Change

Effective for bills rendered on, or after, May 6, 2016, the Automated Meter Reading (AMR) Cost Recovery Charge decreased from \$0.55 to \$0.46 per month and the Pipeline Infrastructure Replacement (PIR) Cost Recovery Charge increased from \$6.70 to \$8.12 per month. With the rider changes, the Basic Service Charge increased by \$1.33 to a total of \$26.16 per month. The Public Utilities Commission of Ohio approved these changes.

DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785

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Thank you,
Chandra H.
Customer Service Representative
Correspondence Department
North American Power and Gas



From: Augustine, Gregory [<mailto:Gregory.Augustine@opco.com>]
Sent: Wednesday, February 17, 2016 2:36 PM
To: Customer Care <customercare@napower.com>
Subject: Urgent: Complaint for account 788981

I called and spoke with Rita at your service center on 2-11-2016 and requested a call from a manager. I have been over charged for my electric a total of \$954.87 since 4-29-2015. Call me at 216-970-4225 do discuss this matter .

Gregory J Augustine
Oppenheimer & Co. Inc.
Associate Director-Investments
25550 Chagrin Boulevard #310
Beachwood, OH 44122
Phone:216-765-5942 Fax:216-765-8944
My Website:

<http://fa.opco.com/gregory.augustine/>

This communication and any attached files may contain information that is confidential or privileged. If this communication has been received in error, please delete or destroy it immediately. Please go to www.opco.com/EmailDisclosures

Augustine, Gregory

From: Augustine, Gregory
Sent: Friday, March 04, 2016 1:50 PM
To: 'Customer Care'
Subject: RE: Urgent: Complaint for account 788981
Attachments: 20160304135029803.pdf

Hi Chandra,

I hope you are well. Please provide proof that I received the letter. Was it certified mail?

I have also attached a copy of the BBB review of your company. I circled your D+ rating as well as your total complaints closed(635) I believe that The substantial overcharge of over \$1,000 since 2015 is a large enough discrepancy to fight for.

I want my complaint escalated to your superior, whether it be the compliance department or senior management. . Contact me via phone at 216-970-4225 or via email.

I am confident that we can work something out.
Thanks

Gregory J Augustine
Oppenheimer & Co. Inc.
Associate Director-Investments
25550 Chagrin Boulevard #310
Beachwood, OH 44122
Phone:216-765-5942 Fax:216-765-8944
My Website:
<http://fa.opco.com/gregory.augustine/>

From: Customer Care [<mailto:customercare@napower.com>]
Sent: Monday, February 22, 2016 11:40 AM
To: Augustine, Gregory
Subject: RE: Urgent: Complaint for account 788981

Dear Gregory Augustine,

Thank you for contacting North American Power and Gas. I appreciate the opportunity to address your concerns. Please be advised that our records indicate that you have been contacted by Management to inform you that no adjustment credits are warranted due to no response on the renewal letter that was sent to you.

The account is pending final with a service end date, March 9, 2016. As of February invoice there is an outstanding balance of \$333.38.

Please do not hesitate to contact us if you are in need of further assistance. Our Customer Care Center is available for support Monday-Friday from 8:00am to 6:00pm EST by calling toll free at 1.888.313.9086.



**Public Utilities
Commission**

Asim Z. Haque, Chairman

Commissioners

Lynn Slaby
M. Beth Trombold
Thomas W. Johnson
M. Howard Petricoff

July 25, 2016

Gregory Augustine
625 Timberline Trl
Mayfield Village, OH 44143

CASE ID: GAUG070516EV

Dear Mr. Augustine:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Enclosed is the necessary information for filing a formal complaint.

Please note that all filings must be made on 8-1/2 by 11 inch paper. You must provide one original and two copies of the complaint.

Should you have any additional utility-related questions, please do not hesitate to contact the PUCO Call Center at (800) 686-PUCO (7826) or visit our website at www.PUCO.ohio.gov.

Sincerely,

A handwritten signature in black ink, appearing to read 'Lawrence Hampton', written in a cursive style.

Lawrence Hampton
Customer Service Investigator
Service Monitoring and Enforcement Department

Enclosure