Otto Public Utilities commission 180 E. Broad St. RECEIVED-BUCKETERATT Columbus, OHIO 2017 JAN 25 PM 12: 35 Case#16-1961-EL-CSS PUCO 90 Att. Mr. Dick Bulgrin Res Von Busse, Cleveland Illuminating Company Date: January 19, 2017 As stated on CET detailed statement

As stated on CET detailed statement

Starting 9/29/15 - 8/29/16 here is a small

Starting 9/29/15 - 8/29/16 here is a small

I st of charges - pd amt's and their

I st of charges - pd amt's and my 11/30/16

I list of charges - pd amt's and my payments

Thave pd slightly over 4805. According

to have pd slightly over 4805. According

to have pd slightly and my payments

Thave pd slightly and my payments

Their budget amt's and my payments

to their budget amt's and my payments

to their budget of higher 19016.

which seems to be higher 19016.

which seems to pd on 4/19/2016.

budget amt's Then I discovered

\$296.16 added to the Then I discovered

\$296.16 added to the the Then I discovered As stated on CEI, detailed statement total of fees added to their balance, about the short that and short the short the short to their balance. UNICH #76,00 OF those fees were pod which #76,00 of those Trulban with \$196.16 amt, When I pd the \$476.16 in the \$196.16 111 The +70.16 I then pd \$379, from
05, of 4/19/30/30/6, I owo Dec \$48.91
5/11/16 - 11/30/30/6, I owo 11. 5/11/16 due now, but I didn't when I which is due now, but I account from the received a dismissal account erved Jan. 5/2017, This account was

 asking for another \$335.84, they state as past due. according to their detailed statement from 4/19/2016, the hal. was \$491.98 after the \$4426, the hal. was \$491.98 after the \$4426, was pd. Then they their fees + more. was pd. Then they their fees + more. Was pd. Then they their fees + more. Was pd. Then they all the \$805. and still be thow can one pay over \$805. and still be thow can one pay over \$805. and still be they can one pay over \$805. and still be they can one pay over \$805. and still be they as so a budget, I thought. All \$335.84, I was on a budget, I thought. (49.86 or 48.91) From 5/11/16 I pd \$379, until 11/30/16 the second point \$-\$450. - as a reduction whe agreed on \$50. - as a reduction and \$449.86, What is that.

Third pointSending me disconnects again after
Sending me disconnects again after

4/19/2014 is rade and I was paying on

4/19/2014 is rade and I was paying on

the \$379. They seem to be behind, in

the \$379. They seem to be behind, in

receiving, Sending, giving credit and some

receiving, Sending, giving credit which

times two bills in one month which

puts the customer behind.

My budget now is \$48,91.

So, here is now what I want.

First, I want the \$335. looked at and the amt. Owed according to the CEI Detailed Amt. of \$91.98 before of 4/19/16

\$81.97 plus additional items

I want proof.

Second, I want a new budget after the above has been studied (Not 9) the above has been studied (months) third, I want CEI to give me a little more then 50 - now with little more than delay, stress all this hassle, delay, stress that I have been under,

Hecouldhare Finally got a call from m. Eins Hecould have Finally got a call from Mr. Eckert. One too me week he let me was I make week he let me was I make the let me was I mak fee + \$12 Field charge +, B tax + \$1.05. What? fee + #12 field charge +. B tax + 1.03, on. 1.60.
fee + #12 field charge +. B tax + 1.03, on. 1.60.
the states they did not agreed on 50.
He states they did not agreed on 50.
Really - I heard that amt. 7Pethaps, since

Really - I heard that amt. 1881.97.7

They double billed me, all 81.97.7

They double billed me, all 81.97.7

I asked him what proof on the 335.7

He states past bal. I asked him how.

He states past bal. I asked him how.

Abain, de tailet amt states \$191.98. Bal. I was paying \$1379, He couldn't amswer, the said Hewould look into it more/ time, more sloppy wk. - 8 months! That is the up date, I do not trust this mess, I have been given the run around, All they want is the Hold States \$518.68 - my payment their act

Ason in Land 1/9/3226. due as a reason Lindopt? me? and I was on budget? So, if one is on budget and they can don't like how it is going don't like how henever.

disconnect whenever. thank you, Mr. Bulgrin Siscouly: Ruth von Busse

1-800-646-0400

January 5, 2017

Ruth von Busse 20265 Orchard Grove Rocky River, Ohio 44116

Re:

von Busse v. The Cleveland Electric Illuminating Company

Case No. 16-1961-EL-CSS

Dear Ms. von Busse:

I am writing to follow-up on the settlement teleconference held on Tuesday, December 20, 2016, in Case No. 16-1961-EL-CSS, before the Public Utilities Commission of Ohio. As discussed, attached is a Settlement Agreement and Release as well as a Joint Motion to Dismiss. The Joint Motion to Dismiss the Complaint will be filed with the Public Utilities Commission of Ohio once signed and returned to the Company. The filing of the Joint Motion to Dismiss will conclude the case. Please review and sign these documents at your earliest convenience, and return them to our office by mail, email, or fax as indicated in my signature block below.

Currently, the past due balance of your account, Account No. 110027370383, is \$335.84. Upon receipt of the signed Joint Motion to Dismiss and Settlement Agreement and Release, this account will be credited in the amount of \$49.86. Additionally, as discussed in the enclosed Settlement Agreement and Release, you will be placed on an installment repayment plan, not to exceed nine (9) months, for the remaining balance of \$285.98, plus any current monthly charges owed.

Please do not hesitate to contact me should have any questions.

Sincerely,

Joshua R. Eckert

Áttorney

FirstEnergy Service Company

76 South Main Street Akron, Ohio 44308

Telephone: 330-384-5849
Facsimile: 330-384-3875
jeckert@firstenergycorp.com



BEFORE THE PUBLIC UTILITIES COMMISSION OF OHIO

RUTH VON BUSSE,)	
)	
Complainant,)	
)	Case No. 16-1961-EL-CSS
v.)	
)	
THE CLEVELAND ELECTRIC)	
ILLUMINATING COMPANY,)	
)	
Respondent.)	
)	

JOINT MOTION TO DISMISS

Complainant, Ruth von Busse, and Respondent, The Cleveland Electric Illuminating
Company, (collectively, the "Parties") file this Joint Motion to Dismiss. The Parties resolved all
issues and claims raised in and arising from the Complaint. No further action remains to be
completed in this matter, and no further proceedings are necessary. Thus, the Parties request that
the case be dismissed with prejudice.

Respectfully submitted,

Ruth von Busse 20265 Orchard Grove Rocky River, Ohio 44116 Erika Ostrowski (#0084579) Counsel of Record Joshua R. Eckert (#0095715) FirstEnergy Service Company 76 South Main Street Akron, Ohio 44308 Telephone: 330-384-5849 Facsimile: 330-384-3875

eostrowski@firstenergycorp.com jeckert@firstenergycorp.com

On behalf of The Cleveland Electric Illuminating Company

CERTIFICATE OF SERVICE

I hereby certify that a copy of the foregoing Joint Motion to Dismiss h	ias been served
upon the following by U.S. mail on this day of January, 2017.	
Ruth von Busse 20265 Orchard Grove Rocky River, ohio 44116	
Attorney for The Illuminating Com	Cleveland Electric