

Ohio Public Utilities  
Commission  
180 E. Broad St.  
Columbus, Ohio 43215

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2017 JAN 25 PM 12:35

Case # 16-1961-EH-CSS  
% Att. Mr. Dick Bulgrin

PUCO

Re: Von Busse, Cleveland Illuminating Company  
Date: January 19, 2017

As stated on CEI detailed statement starting 9/28/15 - 8/29/16 here is a small list of charges - pd amt's and their balances. From 4/08/16 until 11/30/16 I have pd slightly over \$805. According to their budget amt's and my payments which seems to be higher than their budget amt's, I pd on 4/19/2016, \$296.16 added to the \$130.54 of 4/08/16 a total of \$426.60 and cents. Then I discovered a \$81.97 of fees added to their balance which \$70.00 of those fees were pd in the \$296.16 amt, when I pd the \$426.16 as of 4/19/2016, I then pd \$379, from 5/11/16 - 11/30/2016, I owe Dec \$48.91 which is due now, but I didn't pay when I received a dismissal account from the CEI on Jan. 5/2017. This account was

asking for another <sup>(2)</sup> \$335.84, they state  
as past due. According to their  
detailed statement from 4/19/2016,  
the bal. was \$491.98 after the \$426.  
was pd. Then they <sup>added</sup> their fees + more.  
How can one pay over \$805. and still be  
due \$335.84, I was on a budget, I thought,  
(~~\$49.00~~ or 48.91) From 5/11/16 I pd \$379. until  
11/30/16  
The second point -  
We agreed on \$50. - as a reduction  
not \$49.86, what is that?

Third point -  
Sending me disconnects again after  
4/19/2016 is rude and I was paying on  
the \$379. They seem to be behind, in  
receiving, sending, giving credit and some  
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 \$81.97 plus additional items of 4/19/16

I want proof.

Second, I want a new budget after the above has been studied (Not 9 months)

Third, I want CEI to give me a little more then \$150 - now with all this hassle, delay, stress that I have been under.

P.S. This A.M. Jan. 19 - 2016 - I

He could have told me on 12th finally got a call from Mr. Eckert. One week he let me wait, no reason from his 1st call of 6/12/17. This info. is now what I learned from him. He states that the \$49.86 is \$35. Re-connect fee + \$12 field charge + .03 tax + \$1.05. What? He states they did not agreed on \$50. - Really - I heard that amt. > Perhaps, since they double billed me, all \$81.97? I asked him what proof on the \$335. He states past bal. I asked him how?

Again, detailed amt states \$91.98. Bal.  
I was paying \$379.7 he couldn't answer.  
He said He would 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 \$.

4/16/16 Additional - If the detailed statement  
states \$518.68 - my payment of \$130.54  
= \$388.14, then where did they get  
4/19/16 \$226. due as a reason to disconnect  
me? and I was on budget ???  
So, if one is on budget and they  
don't like how it is going - they can  
disconnect whenever.

Thank you, M. Bulgrin

Sincerely,

Ruth von Busse

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

Attorney

FirstEnergy Service Company

76 South Main Street

Akron, Ohio 44308

Telephone: 330-384-5849

Facsimile: 330-384-3875

jeckert@firstenergycorp.com



**CERTIFICATE OF SERVICE**

I hereby certify that a copy of the foregoing Joint Motion to Dismiss has 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 Cleveland Electric  
Illuminating Company