

FILE*

re mailed 7/3/17

17-1567-EL-CSS

1

2017 JUL 10 PM 4:29

June 19, 2017

PUCO

PUCO

I request a detailed Statement of account For June 2006 to Dec 2016 ~~Oct 2015~~. Attached is what

First Energy sent.

First it is not legible and it starts at Jan 2016. Ten years are missing. I also

requested a monthly statement

for October 2016 with the

payment of \$500.00 on Oct 19, 2016

~~Eight~~ 8 mth have passed and

I still don't have it.

Explane why my account No.

was changed from 110046580079 to 110120836116

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.

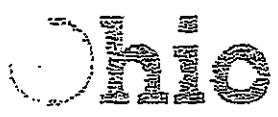
Technician DW Date Processed JUL 10 2017

I want ~~all~~ of 2016 Aug-Dec 2016
reprinted monthly statement
with the correct balance

Sincerely
Sarah Lynn Jandy
Gwendolyn Jandy

\$ 500.00 Payment 10-19-16

0002



Public Utilities Commission

Case Number

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

Formal Complaint Form

Gwendolyn Tandy

Customer Name (Please Print) Request

June 2006 - Oct 2015

Against

present

1439 Sulzer Ave

Customer Address

Euclid, Ohio 44132

City State Zip

110046580079 June 2006 -

Account Number Nov 2016 my ac #

changes 110120836116

Customer Service Address (if different from above)

First

Energy Co.

Utility Company Name

City

State Zip

Please describe your complaint. (Attach additional sheets if necessary)

I requested my statement of
Account on Dec 6, 2016; For From June 2006 to
Oct 1, 2015. I also requested a monthly
Statement with the \$500.00^{payment} made 10-19-16
Attach is what I received from First Energy
It is not legible.

I want First Energy

Gwendolyn Tandy

Signature

(216) 471-5313

Customer Telephone Number

to send a statement of account for June 2006
thru ^{Oct 2015} the present, that I can see.



A-FECC
76 South Main St
Akron OH 44308-1812
800-589-3101

December 19, 2016

GWENDOLYN C TANDY
1439 SULZER AVE DUP
EUCLID OH 44132

Dear GWENDOLYN C TANDY:

Concerning your recent inquiry, we are enclosing DETAILED STATEMENT As you are a valued customer, don't hesitate to contact our office with any additional questions. When calling or corresponding with our office, please reference your account number which is listed below. Thank you.

Sincerely,

The Illuminating Co
A FirstEnergy Company

Enclosure

I request May 2016 - Dec 2016

330-701-7299

July 20, 2015

**The Illuminating[®]
Company**

A FirstEnergy Company

A-FECC
76 South Main St
Akron OH 44308-1812
800-589-3101

July 20, 2015

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132

Dear GWENDOLYN C TANDY:

This is to acknowledge your written correspondence on 07/07/2015 regarding MISSING PAYMENTS. PLEASE FAX COPIES OF THE FRONT AND BACK OF ALL CHECKS OR MONEY ORDERS FOR PAYMENTS TO 330-761-7299.

We appreciate your concerns and are anxious to resolve your inquiry, but we have been unable to reach you by telephone. Please contact us at your earliest convenience at the telephone number listed above. A Customer Service representative will be able to discuss your account with you.

Thank you for the opportunity to serve you.

Sincerely,

The Illuminating Co
A FirstEnergy Company

Aug 13, 2015

Why am I required to do anything. Its
First Energy thats need to look at my
monthly statement And come up with
how much of A refund Im owed

