

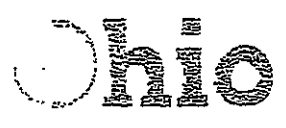
FILE NO

000.00 payment 10-17-16

Oct 19, 2016 Statement requested
with the \$500.00 payment

5

2017 JUL 10 PM 4:29



Public Utilities
Commission

PUCO

17-1567-EL-CSS
Case Number

Public Utilities Commission of Ohio
Attn: Docketing
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 110120836 116
Customer Service Address (if different from above)
City State Zip

First Energy Co.
Utility Company Name

This is to certify that the fees appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business. Date Processed: JUL 10 2017 Technician: SW

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

I requested my statement of
Accounts Dec 6, 2016; ^{For} From June 2006 to
Oct 1, 2016. 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
to send a statement of account for June 2006
thru ~~the present~~ ^{Oct 2016 - July 2017} that I can see.

Gwendolyn Tandy
Signature

(216) 471-5313
Customer Telephone Number



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

Detailed Statement Of Account

Home > Back > End > Cancel > System > Global > Comprehensive > School > Overview > Enroll in secondary order > Enroll in secondary order > Set Mgr > View > Settings > Expand > Collapse > Print/Print > Other processing > Local Log

Detailed Statement Of Account

Name: GWENDOLYN CTANEY
Account Nbr: 110045880079
Service Address: 1430 BULZER AVE DUP
EUCLID OH 44132
Account Balance: 0.00

Enroll Date	Enroll Date	Mbr	Head	KNWN	Us	LED	Dly	Use	RT	Tot	Ch	Bud Bal	Org	D	Pr	Pay Amt	Adm	Am	Ad	Code	Balance	Adm	Nbrs
01/06/2016																					866.06		
01/06/2016	01/06/2016			1,872		1,187	33	35	Ac	180.55	80.00	01/25/2016								11.22	LPC	1,037.84	
01/22/2016																					12.80	DFC	1,049.84
02/02/2016																					0.05	SD/IT	1,049.75
02/02/2016	02/02/2016			2,772		1,900	27	70	Ac	261.26	87.00	02/19/2016								11.65	LPC	1,222.23	
03/15/2016																	40.00				0.06	SD/IT	1,232.73
03/15/2016	03/15/2016			1,435		1,842	33	56	Ac	231.64	87.00	03/31/2016								12.41	LPC	1,326.72	
04/11/2016																	70.00				0.06	SD/IT	1,456.66
04/05/2016	04/05/2016			4,303		841	32	29	Ac	120.32	87.00	04/21/2016								13.42	LPC	1,590.40	
04/14/2016																	87.00				0.06	SD/IT	1,523.34
04/29/2016																					12.00	DFC	1,525.34
05/07/2016	04/26/2016			6,819		518	21	25	Ex	73.10		06/24/2016								0.06	SD/IT	1,525.23	
10/19/2016																500.00						1,028.47	
11/07/2016																	1,108.47	TRAN		0.00	Transfer to Account 110120636116		
11/06/2016																							
11/06/2016																							
11/06/2016																							

\$500.00 10-19-16

I can't see the previous balances
on the fold account balance

330-701-7299

July 20, 2015



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 11, 2015

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

Name: (MEMORIAL C TRUST)
 Account No: 110046580079
 Service Address: 1439 SUZZER AVE DUP
 EUCLID OH 44132

1059.84

Account Balance

Entry Date	Read Date	Acct Read	Req Usage	Usage	Days	Job	Job	For Bill	Bud Bill	Due Date	Pay Amt	Adj Amt	Adj Code	Balance	Detail Notes
01/09/2015											50.00			548.32	
01/10/2015														548.26	
01/10/2015	01/09/2015	9.019	1.415	14	12	EST	182.16			01/23/2015				738.92	Bill reversed on 01/12/2015.
02/05/2015											50.00			688.92	
02/09/2015	02/09/2015	9.0	1.072	12	15	EST	142.20			02/25/2015				841.62	Bill reversed on 03/12/2015.
03/12/2015														686.87	
03/12/2015														688.92	Reversal of 02/09/2015 bill.
03/12/2015														498.26	Reversal - Interest for Security Deposit Held on the Account.
03/12/2015														498.32	Reversal of 01/19/2015 bill.
03/12/2015														498.15	Reversal Interest for Security Deposit Held on the Account.
03/12/2015														543.30	
03/12/2015	01/09/2015	7.862	2.58	14	8	EST	36.65			03/26/2015				584.85	
03/12/2015	02/09/2015	8.097	2.15	12	8	EST	34.49			03/26/2015				625.50	
03/12/2015	03/10/2015	8.317	220	29	8	ACT	33.54			03/26/2015				652.43	
04/17/2015	04/07/2015	8.489	172	38	6	ACT	26.13			04/23/2015				652.38	
05/16/2015	05/06/2015	8.669	180	29	6	ACT	27.25			05/22/2015				688.63	
05/17/2015	05/16/2015	8.841	174	30	6	ACT	27.01			06/23/2015	30.00			658.63	
06/05/2015	06/05/2015	8.841	174	30	6	ACT	27.01			06/23/2015	30.00			664.92	
07/07/2015	07/07/2015	9.040	170	32	6	ACT	32.75			07/23/2015	33.00			664.92	
07/17/2015														707.05	
07/17/2015														674.05	
07/17/2015														709.05	
08/05/2015	08/05/2015	9.231	170	29	6	ACT	31.09			08/21/2015	33.00			721.05	Installment plan started on 07/10/2015 for amount + 32.92.
08/05/2015														752.14	
08/13/2015														752.09	
09/03/2015	09/03/2015	9.475	244	29	8	ACT	17.53			09/22/2015	33.00			721.00	
09/23/2015														760.06	
09/23/2015														760.00	
09/23/2015														721.00	
10/03/2015	09/23/2015	9.667	172	20	10	ACT	27.03			10/25/2015	39.00			746.03	Installment plan described on 10/01/2015 - Account Finalized. Bill reversed on 10/12/2015.
10/12/2015														747.98	
10/12/2015														782.38	
10/12/2015														785.95	Reversal of 09/23/2015 bill.
10/12/2015														755.94	Reversal - Interest for Security Deposit Held on the Account.
10/12/2015	10/06/2015	9.667	192	33	6	EST	26.78			10/24/2015	30.00			782.72	
11/04/2015														809.95	
11/04/2015														809.90	
12/05/2015														809.84	
12/05/2015	12/04/2015	705	702	30	13	ACT	97.11			12/22/2015	30.00			918.12	
12/22/2015														888.12	
01/06/2016	01/06/2016	1.872	1,157	13	15	ACT	169.55			01/22/2016	30.00			1,059.90	
01/06/2016														1,059.84	\$5000 Credit

Jan 2016