

**BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO**

JOHN BLANCHARD,)	
)	
Complainant,)	
)	
v.)	Case No. 18-0082-EL-CSS
)	
THE TOLEDO EDISON COMPANY,)	
)	
Respondent.)	
)	

ANSWER OF THE TOLEDO EDISON COMPANY

The Toledo Edison Company (“Toledo Edison” or “Company”) is a public utility company as defined by §4905.03(C) of the Ohio Revised Code, and is duly organized and existing under the laws of the State of Ohio. The Complaint of John Blanchard (“Complainant”) consists of two (2) unnumbered pages containing unnumbered paragraphs and several attachments. Toledo Edison will attempt to specifically answer each allegation. To the extent Toledo Edison does not respond to a specific allegation, Toledo Edison denies any such allegation.

Therefore, in accordance with Rule 4901-1-9-01(D) of the Ohio Administrative Code, Respondent Toledo Edison for its answer to the Complaint states:

FIRST DEFENSE

1. As to the allegations contained in the first unnumbered paragraph on the first unnumbered page of the Complaint, Toledo Edison admits that Complainant is a Toledo Edison customer. Toledo Edison also admits that the Company terminated Complainant’s electric service on or about October 4, 2017, due to Complainant’s non-payment of electric service charges and that the Company left a notice at Complainant’s property at the time of disconnection. Toledo Edison denies that prior to the date of disconnection “the only communication [Complainant]

received from Toledo Edison was the email from ElectricOnline@FirstEnergyCorp.com, dated June 15, 2017.” By way of further response, Toledo Edison avers that Complainant enrolled in electronic billing upon initiating electric service and, accordingly, the Company emailed Complainant a link to an electronic statement each month since Complainant initiated service in March 2017. Company records indicate that Toledo Edison sent the aforementioned emails on the following dates: April 14, 2017, May 14, 2017, June 15, 2017, July 16, 2017, August 16, 2017, September 15, 2017, October 15, 2017, November 12, 2017, and December 14, 2017. Toledo Edison lacks knowledge or information sufficient to form a belief as to the truth of the remaining allegations in the first unnumbered paragraph on the first unnumbered page of the Complaint and, therefore denies same.

2. As to the allegations contained in the second unnumbered paragraph on the first unnumbered page of the Complaint, Toledo Edison avers that R.C. §4933.122 speaks for itself and, therefore, no response is required. To the extent a response is required, Toledo Edison denies any allegations and avers that Complainant’s quote of R.C. §4933.122 is not a full and accurate quotation of that provision. Toledo Edison further denies that the Company failed to follow the procedures prescribed by §4933.122. By way of further response, Toledo Edison avers that its disconnection of Complainant’s electric service (including all notices provided) was in accordance with Ohio law, Commission rules, and the Company’s Tariff. Prior to disconnection of Complainant’s electric service on October 4, 2017 for non-payment, Toledo Edison provided disconnection notices on several of Complainant’s bills. Copies of Complainant’s bills dated July 18, 2017, August 17, 2017, and September 18, 2017, each containing disconnection notices, are attached hereto as Exhibit A.

3. As to the allegations contained in the first unnumbered paragraph on the second unnumbered page of the Complaint, Toledo Edison denies that the Company “fail[ed] to follow proper procedures.” Toledo Edison further denies that Complainant is entitled to the relief sought. Toledo Edison lacks knowledge or information sufficient to form a belief as to the truth of Complainant’s allegations regarding the amount of alleged damages and, therefore, denies same.

4. With regard to the attachments to the Complaint, Toledo Edison neither admits nor denies the authenticity of the attached documents. Toledo Edison further avers that the attachments speak for themselves and, therefore, no response is required. To the extent a response is required, Toledo Edison denies any allegations.

5. Toledo Edison denies any remaining allegations in the Complaint.

AFFIRMATIVE DEFENSES

In addition to the above, Toledo Edison offers the following affirmative defenses in response to the Complaint:

SECOND DEFENSE

6. The Complaint fails to set forth reasonable grounds for complaint, as required by Section 4905.26 of the Revised Code.

THIRD DEFENSE

7. The Complaint fails to state a claim upon which relief can be granted.

FOURTH DEFENSE

8. Toledo Edison at all times complied with the Ohio Revised Code Title 49; the applicable rules, regulations, and orders of the Public Utilities Commission of Ohio; and Tariff PUCO No. 8, on file with the Public Utilities Commission of Ohio. These statutes, rules, regulations, orders, and tariff provisions bar Complainant’s claims.

FIFTH DEFENSE

9. Toledo Edison reserves the right to supplement its answer with other defenses, including affirmative defenses, as discovery progresses in this matter.

WHEREFORE, Toledo Edison requests an order dismissing the Complaint and granting Toledo Edison any other relief deemed necessary and proper.

Respectfully submitted,

/s/ Joshua R. Eckert

Carrie M. Dunn-Lucco (0076952)

Counsel of Record

Joshua R. Eckert (0095715)

FirstEnergy Service Company

76 South Main Street

Akron, Ohio 44308

Telephone: 330-761-2352

Facsimile: 330-384-3875

cdunn@firstenergycorp.com

jeckert@firstenergycorp.com

*Attorneys for The Toledo Edison
Company*



Bill Based On: Actual Meter Reading, eBill

Page 1 of 2
T12

July 18, 2017

Account Number: 110 123 040 898

Billing Period: Jun 15 to Jul 14, 2017 for 30 days

Bill For: JOHN E BLANCHARD
6040 ACRES RD LOT 3
SYLVANIA OH 43560

Amount Due: \$125.25

Due Date: August 01, 2017

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-447-3333. For Payment Options, call 1-800-995-0095. Pay your bill online at www.firstenergycorp.com

Bill issued by: Toledo Edison, 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 \$78.25 is made by 08/01/2017.** If service is disconnected, you will be required to pay a reconnection fee of \$35.00 and may be required to pay a security deposit of \$39.00 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 Toledo Edison's standard-ofr generation service. The amount due does not include charges for nonrattified products or services but may include charges for competitive retail electric service. Failure to pay charges for competitive retail electric service may result in the cancellation 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 1-800-995-0095. 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.

To avoid a 1.50% Late Payment Charge being added to your bill, please pay the **Amount Due** by the Due Date.

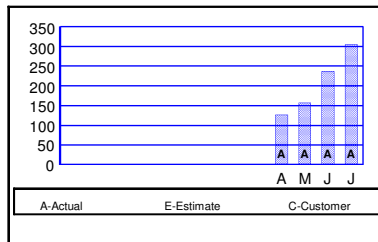
Your current **PRICE TO COMPARE** for generation and transmission from Toledo Edison is listed below. In order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than Toledo Edison's price of 6.43 cents per KWH for the same usage that appears on the bill. To review available competitive supplier offers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoice.ohio.gov.

Residential Service - 2900031087 - 6.43 cents per KWH

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

Usage History

Apr	17	127
May	17	157
Jun	17	237
Jul	17	304



This Year

Average Daily Use (KWH)	10
Average Daily Temperature	71
Days in Billing Period	30
Last 4 Months Use (KWH)	825
Average Monthly Use (KWH)	206

Account Summary

Previous Balance	78.25
Payments/Adjustments	0.00
Balance at Billing on Jul 18, 2017	78.25
Toledo Edison - Consumption	45.84
Late Payment Charges	1.16
Total Current Charges	47.00
Amount Due by Aug 01, 2017	\$125.25
Usage Information for Meter Number 19426755	
Jul 14, 2017 KWH Reading (Actual)	77,122
Jun 15, 2017 KWH Reading (Actual)	76,818
KWH used	304
Charges From Toledo Edison	
Customer Number: 0805799898 2900031087	
Rate: Residential Service TE-RSF	
Customer Charge	4.00
Distribution Related Component	17.55
Cost Recovery Charges	4.75
Bypassable Generation and Transmission Related Component	19.54
Current Consumption Bill Charges	45.84
Late payment charge	1.16
Total Charges	\$ 47.00

Return this part with a check or money order payable to Toledo Edison



76 South Main Street
Akron, OH 44308-1890

JOHN E BLANCHARD
6040 ACRES RD LOT 3
SYLVANIA OH 43560

Account Number: 110 123 040 898

Amount Paid	
Amount Due	\$125.25
Due Date	Aug 01, 2017

TOLEDO EDISON
PO BOX 3687
AKRON OH 44309-3687

0711012304089800000000000000000000000000000047000000125250

Messages (Continued)

Energy Efficiency	304 KWH x 0.002204	\$0.67
Peak Demand Reduction	304 KWH x 0.000559	\$0.17
Renewable Energy	304 KWH x 0.000625	\$0.19

Your next meter reading is scheduled to occur on or about Aug 14, 2017.

Tree branches and shrubs -- and insects that nest in vegetation -- can make it difficult and, at times, unsafe for our employees to read your meter. Please be sure your meter is easily accessible by clearing the path to it and the area around it.

In Case No. 17-0338-EL-RDR, the Public Utilities Commission of Ohio approved the Rider GEN charges effective June 1, 2017. On an annualized basis, it is estimated that the change in Rider GEN will have an average impact of less than 3% on the bill of a typical residential customer using 750 kWh and taking generation service from the company's Standard Service Offer.

For your safety and the safety of our crews, when using a generator follow the manufacturer's installation and operation instructions. Never connect a generator directly to your electrical system without an isolation device installed by an electrician. Otherwise, a fire could start or an employee restoring your power could be seriously injured. We suggest plugging lights/appliances in the outlets on the generator unit.

For a brochure describing your customer rights and obligations, please call our Customer Service phone number.

Explanation of Terms

Bypassable Generation and Transmission Related Component - Charges for purchasing power and delivering it through the transmission system. These charges are avoided when switching to a Certified Retail Electric Service provider.

Cost Recovery Charges - Recovers previously incurred costs, including PUCO-approved Phase-In Recovery Charges TE collects from all customers on behalf of TE Funding, LLC which owns the right to impose and collect such charges.

Customer Charge - Monthly charge that offsets costs for billing, meter reading, equipment, and service line maintenance.

Distribution Related Component - Charge for moving electricity over distribution lines to a service location.

Economic Development Component - Charges related to economic development support.

Estimated Reading - On the months we do not read a meter, we calculate the bill based on past electrical usage.

KWH (Kilowatt Hour) - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

Late Payment Charge - A charge added to the bill on balances owed after the Due Date.

Price to Compare (PTC) - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

Residential Distribution Credit - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

Residential Generation Credit - A credit for a qualifying rate and usage applied to all usage over 2,000 KWH during the billing periods beginning October 31 and ending March 31. All-Electric apartments receive the credit on all usage up to 2,000 KWH during the billing periods beginning October 31 and ending March 31.

Residential Non-Standard Credit - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

Important Information

If you have billing questions or complaints about your Toledo Edison account or for a written explanation of the Price to Compare:

Call Customer Service at 1-800-447-3333 from Monday - Friday, 8 a.m. - 6 p.m.

Call Payment Options at 1-800-995-0095 from Monday - Friday, 8 a.m. - 6 p.m.

Visit our web site at <http://www.firstenergycorp.com>

Write to us at Toledo Edison, 76 S. Main St., A-RPC, Akron, OH 44308-1890.

Customers with hearing or speech impairments can contact the Telecommunications Relay Service (TRS) at 711.

We welcome the opportunity to work with you and will try to answer your questions. If your complaint is not resolved after you have called your electric utility, or for general utility information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from 8 a.m. to 5 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).

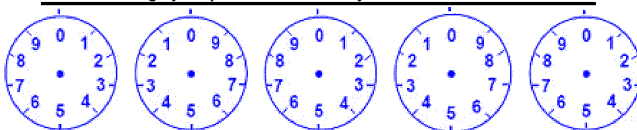
The Ohio consumers' counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.pickocc.org>.

For Energy Assistance: Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8 a.m. and 5 p.m.

For your protection, all of our employees wear Photo I.D. badges.

Electronic Check Conversion - Your check authorizes us either to make a one-time electronic funds transfer (EFT) from your account or process as a check. If you have questions about this program, call 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at www.firstenergycorp.com/aboutyourbill or by calling 1-800-447-3333. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

Provide reading by telephone or on-line only: DO NOT MAIL

Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:

Messages (Continued)

Energy Efficiency	179 KWH x 0.002222	\$0.40
Peak Demand Reduction	179 KWH x 0.000555	\$0.10
Renewable Energy	179 KWH x 0.000771	\$0.14

Your next meter reading is scheduled to occur on or about Sep 13, 2017.

We are required to include your name, address and usage information on a list of eligible customers that is made available to other competitive retail electric service providers. If you do not wish to be included on this list, please call us at 1-800-225-0444, go to the Customer Choice section of our website - www.firstenergycorp.com - or write to us at 76 S. Main St., Akron, OH 44308 Attn: FECC. Please note that an election to not be included on this list will not prevent Ohio Edison, The Illuminating Company or Toledo Edison from providing your information to governmental aggregators. If you previously made a similar election, your name will continue to be excluded from the list without any additional action on your part. If you previously decided not to be included on the list and would like to reverse that decision, please call or write us at the same telephone number and address.

An important message to dog owners - to ensure that our meter readers' visits to your home are safe and productive, please keep your dog secured in an area away from the path to your meter.

Explanation of Terms

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Customer Charge - Monthly charge that offsets costs for billing, meter reading, equipment, and service line maintenance.

Distribution Related Component - Charge for moving electricity over distribution lines to a service location.

Economic Development Component - Charges related to economic development support.

Estimated Reading - On the months we do not read a meter, we calculate the bill based on past electrical usage.

KWH (Kilowatt Hour) - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

Late Payment Charge - A charge added to the bill on balances owed after the Due Date.

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Residential Non-Standard Credit - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

Important Information

If you have billing questions or complaints about your Toledo Edison account or for a written explanation of the Price to Compare:

Call Customer Service at 1-800-447-3333 from Monday - Friday, 8 a.m. - 6 p.m.

Call Payment Options at 1-800-995-0095 from Monday - Friday, 8 a.m. - 6 p.m.

Visit our web site at <http://www.firstenergycorp.com>

Write to us at Toledo Edison, 76 S. Main St., A-RPC, Akron, OH 44308-1890.

Customers with hearing or speech impairments can contact the Telecommunications Relay Service (TRS) at 711.

We welcome the opportunity to work with you and will try to answer your questions. If your complaint is not resolved after you have called your electric utility, or for general utility information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from 8 a.m. to 5 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).

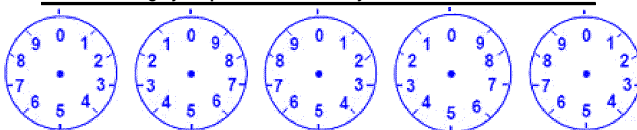
The Ohio consumers' counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.pickocc.org>.

For Energy Assistance: Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8 a.m. and 5 p.m.

For your protection, all of our employees wear Photo I.D. badges.

Electronic Check Conversion - Your check authorizes us either to make a one-time electronic funds transfer (EFT) from your account or process as a check. If you have questions about this program, call 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at www.firstenergycorp.com/aboutyourbill or by calling 1-800-447-3333. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

Provide reading by telephone or on-line only: DO NOT MAIL

Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:



Bill Based On: Actual Meter Reading, eBill

Page 1 of 2
T12

September 18, 2017

Account Number: 110 123 040 898

Amount Due: \$183.12

Due Date: October 02, 2017

Billing Period: Aug 16 to Sep 14, 2017 for 30 days

Bill For: JOHN E BLANCHARD
6040 ACRES RD LOT 3
SYLVANIA OH 43560

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-447-3333. For Payment Options, call 1-800-995-0095. Pay your bill online at www.firstenergycorp.com

Bill issued by: Toledo Edison, 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 \$156.06 is made by 10/02/2017.

service is disconnected, you will be required to pay a reconnection fee of \$35.00 and may be required to pay a security deposit of \$36.00 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 Toledo Edison'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 1-800-995-0095. 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.

To avoid a 1.50% Late Payment Charge being added to your bill, please pay the **Amount Due** by the Due Date.

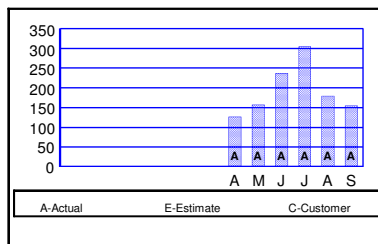
Your current **PRICE TO COMPARE** for generation and transmission from Toledo Edison is listed below. In order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than Toledo Edison's price of 6.18 cents per KWH for the same usage that appears on the bill. To review available competitive supplier offers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoice.ohio.gov.

Residential Service - 2900031087 - 6.18 cents per KWH

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

Usage History

Apr	17	127
May	17	157
Jun	17	237
Jul	17	304
Aug	17	179
Sep	17	154



This Year

Average Daily Use (KWH)	5
Average Daily Temperature	65
Days in Billing Period	30
Last 6 Months Use (KWH)	1,158
Average Monthly Use (KWH)	193

Account Summary

Previous Balance	156.06
Payments/Adjustments	0.00
Balance at Billing on Sep 18, 2017	156.06
Toledo Edison - Consumption	24.78
Late Payment Charges	2.28
Total Current Charges	27.06
Amount Due by Oct 02, 2017	\$183.12
Usage Information for Meter Number 19426755	
Sep 14, 2017 KWH Reading (Actual)	77,455
Aug 16, 2017 KWH Reading (Actual)	77,301
KWH used	154
Charges From Toledo Edison	
Customer Number: 0805799898 2900031087	
Rate: Residential Service TE-RSF	
Customer Charge	4.00
Distribution Related Component	8.86
Cost Recovery Charges	2.40
Bypassable Generation and Transmission Related Component	9.52
Current Consumption Bill Charges	24.78
Late payment charge	2.28
Total Charges	\$27.06

Return this part with a check or money order payable to Toledo Edison



76 South Main Street
Akron, OH 44308-1890

JOHN E BLANCHARD
6040 ACRES RD LOT 3
SYLVANIA OH 43560

Account Number: 110 123 040 898

Amount Paid	
Amount Due	\$183.12
Due Date	Oct 02, 2017

TOLEDO EDISON
PO BOX 3687
AKRON OH 44309-3687

Messages (Continued)

Energy Efficiency 154 KWH x 0.002222 \$0.34
 Peak Demand Reduction 154 KWH x 0.000555 \$0.09
 Renewable Energy 154 KWH x 0.000771 \$0.12
 Your next meter reading is scheduled to occur on or about
 Oct 13, 2017.

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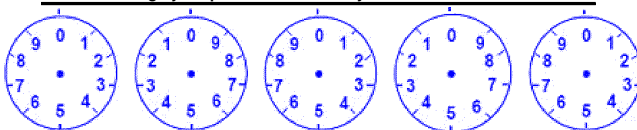
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If you have a **DIGITAL METER** write the numbers here:

CERTIFICATE OF SERVICE

I hereby certify that a copy of the foregoing Answer of The Toledo Edison Company was served on the following by regular U.S. mail on this 26th day of January 2018.

John Blanchard
6040 Acres Road Lot 3
Sylvania, Ohio 43560

/s/ Joshua R. Eckert
An Attorney for The Toledo Edison
Company

This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

1/26/2018 8:58:07 AM

in

Case No(s). 18-0082-EL-CSS

Summary: Answer of The Toledo Edison Company electronically filed by Mr. Joshua R. Eckert on behalf of The Toledo Edison Company