BEFORE THE PUBLIC UTILITIES COMMISISON OF OHIO

| LARS ST. JOHN, |) |
|---|---|
| Complainant, |) |
| v. |) |
| THE CLEVELAND ELECTRIC ILLUMINATING COMPANY, |) |
| Respondent. |) |

Case No. 18-0123-EL-CSS

THE CLEVELAND ELECTRIC ILLUMINATING COMPANY'S MOTION TO DISMISS PURSUANT TO O.A.C. 4901-9-01(C)(4)

Pursuant to Rule 4901-9-01(C)(4), Ohio Administrative Code, The Cleveland Electric Illuminating Company ("CEI" or "Company") hereby moves the Public Utilities Commission of Ohio ("Commission") to dismiss the Complaint of Lars St. John ("Complainant") as the Complaint has been satisfied. As fully set forth in the attached memorandum in support, the security deposit that is the subject of this Complaint (while rightfully applied) has been refunded to Complainant and applied against the outstanding balance on his account due to Complainant's recent successful enrollment in the Percentage of Income Payment Plan (PIPP) program. Accordingly, the sole issue raised in the Complaint has been resolved and the Complaint should be dismissed as satisfied. **Pursuant to Commission rule, the Complainant has twenty (20) days to file a written response agreeing or disagreeing with the assertions contained herein and in the attached memorandum in support. If no response is filed within the prescribed period of time, the Commission may presume satisfaction or settlement of the claim has occurred and dismiss the Complaint.** *See* **O.A.C. 4901-9-01(F). For these reasons, and those fully set forth in the**

attached memorandum in support, CEI respectfully requests that the Commission dismiss the Complaint, with prejudice.

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 Cleveland Electric Illuminating Company

BEFORE THE PUBLIC UTILITIES COMMISSION OF OHIO

| LARS ST. JOHN, |) |
|---|---|
| Complainant, |) |
| v. |) |
| THE CLEVELAND ELECTRIC ILLUMINATING COMPANY, |) |
| Respondent. |) |

Case No. 18-0123-EL-CSS

MEMORANDUM IN SUPPORT OF THE CLEVELAND ELECTRIC ILLUMINATING COMPANY'S MOTION TO DISMISS PURSUANT TO O.A.C. 4901-9-01(C)(4)

I. INTRODUCTION

Pursuant to O.A.C. 4901-9-01(C)(4), The Cleveland Electric Illuminating Company ("CEI" or "Company") respectfully requests that the Public Utilities Commission of Ohio ("Commission") dismiss the Complaint of Lars St. John ("Complainant") as satisfied. Complainant alleges that CEI improperly added a security deposit to his account "out of retaliation" and requests that the Commission order CEI to remove the charge from his account.¹ As explained herein, CEI did not apply a security deposit to Complainant's account "out of retaliation," but, rather, due to Complainant's repeated failures to make full and timely payments on his account.² Accordingly, CEI's application of a security deposit was appropriate under both the Company's Tariff and Commission rule.³

¹ Complaint at 1.

² See Exhibit A, Affidavit of Deborah Reinhart ("Reinhart Aff.") at ¶_.

³ See P.U.C.O. No. 13, The Cleveland Electric Illuminating Company's Schedule of Rates for Electric Service, Electric Service Regulations, Section III, "Creditworthiness and Deposits," Sheet 4, First Revised Page 3 of 21; see *also* O.A.C. 4901:1-10-14.

Regardless of the appropriateness of CEI's actions, however, the Complaint has been satisfied and rendered moot. Complainant recently successfully completed enrollment in the Percentage of Income Payment Plan (PIPP) program.⁴ As a result, CEI has refunded Complainant's security deposit and applied it against outstanding charges on Complainant's account.⁵ This is in accordance with the Company's policies and Rule 122:5-3-05(A) of the Ohio Administrative Code.⁶ As the only relief sought by Complainant was "for the charge to be removed from [his] account," the Complaint has been satisfied. Thus, the Commission must grant this Motion and dismiss the Complaint, with prejudice.

II. BACKGROUND

Complainant has received residential electric service from CEI at 1352 Clarence Apt. 5, Lakewood, Ohio 44107, under Account No. 110105691007 since September 2014.⁷ During that time, Complainant has had trouble paying for his electric service.

In June 2017, Complainant once again fell behind on paying for his electric service. On June 16, 2017, Complainant called CEI to set-up an installment payment plan, and, after advising Complainant of his options, the Company placed Complainant on a six-month plan to pay his outstanding balance.⁸ While Company records do not indicate that Complainant attempted to cancel this installment payment plan in July 2017 (as Complainant alleges in the Complaint), Complainant did notify the Company on July 17, 2017 that he intended to pay the then-outstanding balance on his account (\$154.88) by July 28, 2017.⁹ Complainant made no such payment.¹⁰

⁴ Reinhart Aff. at ¶ 13; see also Answer at ¶¶ 5-6; see also Complaint at 1.

⁵ Reinhart Aff. at ¶ 13.

⁶ See O.A.C. 122:5-3-05(A)

⁷ Reinhart Aff. at ¶ 5.

⁸ Reinhart Aff. at ¶ 6.

⁹ Reinhart Aff. at ¶¶ 7-8.

¹⁰ Reinhart Aff. at ¶ 7.

On September 12, 2017, Complainant once again contacted the Company seeking to establish an installment payment plan for his outstanding balance.¹¹ CEI informed Complainant that he was not eligible for a new installment payment plan, as he had already defaulted on two prior plans.¹² At the time of this phone call, Complainant had not made a payment on his account since June 16, 2017.¹³ As a result, Complainant's August 2017 bill included a notice stating that "[i]f future payments are not made in a timely manner, you may be required to pay a security deposit equal to 130 percent of your estimated average bill."¹⁴ Complainant failed to make full and timely payment of the charges from the August 2017 bill, and, on September 20, 2017, CEI assessed a security deposit against Complainant's account.¹⁵

On September 25, 2017, Complainant contacted CEI and demanded to speak with a supervisor at the call center.¹⁶ Presumably, it is the subsequent conversation Complainant had with a supervisor that Complainant alleges resulted in CEI applying a security deposit to Complainant's account "out of retaliation;" however, the security deposit had already been properly applied to Complainant's account at this time due to Complainant's failure to make full and timely payments for his electric service.¹⁷ Complainant filed the instant Complaint on January 22, 2018, alleging that CEI improperly applied a security deposit to his account.

On December 28, 2017, Complainant successfully completed enrollment in the Percentage of Income Payment Plan (PIPP) program.¹⁸ As a result of Complainant's enrollment in the PIPP program, CEI refunded Complainant's security deposit and applied it against

¹¹ Reinhart Aff. at ¶ 10.

¹² Id.

¹³ Reinhart Aff. at ¶¶ 9-10.

¹⁴ Exhibit B, Complainant's bill for electric service dated August 29, 2017.

¹⁵ Reinhart Aff. at ¶¶ 10-11; see also Exhibit C, Detailed Statement of Account.

¹⁶ Reinhart Aff. at ¶ 12.

¹⁷ Reinhart Aff. at ¶¶ 11-12; see also Exhibit C, Detailed Statement of Account.

¹⁸ Reinhart Aff. at ¶ 13.

outstanding charges on Complainant's account.¹⁹ This refund and credit appeared on Complainant's bill dated February 1, 2018.²⁰

III. LAW AND ARGUMENT

Rule 4901-9-01(C)(4) of the Ohio Administrative Code allows utilities against which a complaint has been filed to move to dismiss the complaint on the grounds that the complaint has been satisfied or the case has been settled.²¹ And, subsection F of that same chapter provides:

If the public utility complained against files an answer or motion which asserts that the complaint has been satisfied or that the case has been settled, the complainant shall file a written response within twenty days after the service of the answer or motion, indicating whether the complainant agrees or disagrees with the utility's assertions, and whether he or she wishes to pursue the complaint. If no response is filed within the prescribed period of time, the commission may presume that satisfaction or settlement has occurred and dismiss the complaint.

In this case, Complainant alleges that CEI improperly applied a security deposit to his account "out of retaliation" for what Complainant describes as "a hostile conversation" he had with a CEI call center supervisor. As discussed above, Complainant's assertion is incorrect. CEI applied a security deposit to Complainant's account because Complainant routinely failed to make full and timely payments.²² Indeed, Company records indicate that CEI applied the security deposit to Complainant's account *before* the alleged "hostile conversation" with the CEI supervisor.²³ Accordingly, it would not even have been possible for CEI to have applied the security deposit to Complainant's account "out of retaliation" for that conversation.

¹⁹ Id.

 $^{^{20}}$ Id.

²¹ O.A.C. 4901-9-01(C)(4).

²² See generally Reinhart Aff.; see also Exhibit C, Detailed Statement of Account.

²³ See Exhibit C, Detailed Statement of Account.

Regardless whether Complainant's claims are correct (which they are not), however, this case should be dismissed as satisfied. Complainant makes a single request for relief in the Complaint – that his security deposit be refunded.²⁴ This has already occurred. Upon Complainant's successful enrollment in the PIPP program, CEI, following Commission rules and the Company's standard procedures, refunded Complainant's security deposit and applied it against the outstanding charges on his account.²⁵ As Complainant's sole request for relief has been satisfied by CEI's refund due to Complainant's successful enrollment in PIPP, further proceedings are unnecessary. Accordingly, the Commission should dismiss the Complaint as satisfied.

IV. CONCLUSION

For these reasons, CEI respectfully request that the Commission dismiss the Complaint, with prejudice.

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 Cleveland Electric Illuminating Company

²⁴ Complaint at 1.

²⁵ Reinhart Aff. at ¶ 13; see also Exhibit C, Detailed Statement of Account.

CERTIFICATE OF SERVICE

I hereby certify that a copy of the foregoing The Cleveland Electric Illuminating Company's Motion to Dismiss Pursuant to O.A.C. 4901-9-01(C)(4) and Memorandum in Support was served upon the following by U.S. mail on this 11^{th} day of May 2018.

Lars St. John 1352 Clarence St. Apt. 5 Lakewood, Ohio 44107

/s/ Joshua R. Eckert_

An Attorney for The Cleveland Electric Illuminating Company

BEFORE THE PUBLIC UTILITIES COMMISSION OF OHIO

)

| LARS ST. JOHN, | |
|------------------------|--|
| Complainant, | |
| v. | |
| THE CLEVELAND ELECTRIC | |
| ILLUMINATING COMPANY, | |
| Respondent. | |

Case No. 18-0123-EL-CSS

AFFIDAVIT OF DEBORAH L. REINHART IN SUPPORT OF THE CLEVELAND ELECTRIC ILLUMINATING COMPANY'S MOTION TO DISMISS PURSUANT TO O.A.C. 4901-9-01(B)(4)

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STATE OF PENNSYLVANIA

COUNTY OF MERCER

Deborah L. Reinhart, having first been duly sworn and having personal knowledge of the matters contained herein, hereby deposes and says:

SS:

1. I am employed by FirstEnergy Service Company as a Senior Customer Services Compliance Specialist. FirstEnergy Service Company provides corporate support, including customer service, to FirstEnergy Corp.'s regulated public utility subsidiaries. The Cleveland Electric Illuminating Company ("CEI" or the "Company") is one of FirstEnergy Corp.'s regulated public utility subsidiaries in Ohio.

2. My job responsibilities include reviewing and responding to complaints made by customers of FirstEnergy Corp.'s regulated public utility subsidiaries to the Public Utilities Commission of Ohio.

3. As part of my job responsibilities, I regularly review business records related to matters before the Public Utilities Commission of Ohio. These records are all kept in the course

of regularly conducted business activity, and it is the regular practice of FirstEnergy and CEI to make and preserve these business records. I regularly rely upon these records when investigating complaints in accordance with my duties as a Senior Customer Services Compliance Specialist.

4. I have reviewed relevant business records pertaining to the complaint of Lars St. John before the Public Utilities Commission of Ohio, Case No. 18-0123-EL-CSS. Based on my review of these records, I offer the following information pertaining to Lars St. John's electric service account at 1352 Clarence Apt. 5, Lakewood, Ohio 44107 (the "Property").

5. Mr. St. John has received residential electric service from CEI at the Property since September 2014 under Account No. 110105691007.

6. Mr. St. John contacted the Company on June 16, 2017 to request an installment payment plan. After discussing Mr. St. John's options with him, the customer service representative placed Mr. St. John on a six-month payment plan for his outstanding balance. Mr. John's outstanding balance at this time was \$126.98.

7. On July 17, 2017, Mr. St. John notified the Company that he intended to pay the then-outstanding balance on his account by July 28, 2017. The then-outstanding balance on Mr. St. John's account \$154.88. Mr. St. John made no payment in July of 2017.

8. Customer contact notes for Mr. St. John's account do not reflect that he contacted the Company in July of 2017 to cancel the above-referenced payment arrangement.

9. On August 29, 2017, CEI issued a bill to Mr. St. John with a bill notice that indicated "[i]f future payments are not made in a timely manner, you may be required to pay a security deposit equal to 130 percent of your estimated average bill." Payment on this bill was due September 12, 2017. At the time the bill was issued, Mr. St. John had not made a payment on his account since June 16, 2017.

10. On September 12, 2017, Mr. St. John contacted the Company to request another installment payment plan for his outstanding balance. CEI denied this request because Mr. St. John had already defaulted on two prior payment plans. Mr. St. John did not make a payment on September 12, 2017.

11. On September 20, 2017, CEI assessed a security deposit against Mr. St. John's account.

12. On September 25, 2017, Mr. St. John called CEI and demanded to speak with a supervisor.

On December 28, 2017, Mr. St. John completed enrollment in the Percentage of 13. Income Payment Plan (PIPP) program. Upon Mr. St. John's successful enrollment in the PIPP program, CEI refunded the security deposit previously assessed to Mr. St. John and applied it against the outstanding charges on his account. This refund and credit appeared on Mr. St. John's bill dated February 1, 2018.

Further Affiant sayeth naught.

Deborah L. Reinhart

Subscribed and sworn to before me this the day of May 2018.

Mugnal J. Jenkins Notary Public J. Jenkins My Commission expires: Aug. 8, 2021

COMMONWEALTH OF PENNSYLVANIA NOTARIAL SEAL Suzanne J. Jenkins, Notary Public Clark Boro, Mercer County My Commission Expires Aug. 8, 2021 MEMBER, PENNSYLVANIA ASSOCIATION OF NOTARIES



Bill For:

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r

Jul 29 to Aug 26, 2017 for 29 days

LARS T STJOHN 1352 CLARENCE AVE APT 5 LAKEWOOD OH 44107



Due Date: September 12, 2017

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-589-3101. For Payment Options, call 1-800-586-9901. Pay your bill online at www.firstenergycorp.com

Bill issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

| Messages | Account Summary | Amount Due |
|---|--|------------|
| *** DISCONNECTION NOTICE *** | Previous Balance | 106.93 |
| Your electric bill payment is past due. Your service may be | Payments/Adjustments | 0.00 |
| disconnected unless payment of \$106.93 is made by 09/12/2017. | Balance at Billing on Aug 29, 2017 | 106.93 |
| If service is disconnected, you will be required to pay a reconnection | The Illuminating Company - Consumption | 30.00 |
| fee of \$35.00 and may be required to pay a security deposit of \$59.00 | Consumption Inst. Plan Amount | 21.00 |
| to have power restored. You may be eligible for the Percentage of | Late Payment Charges | 1.59 |
| Income Payment Plan Plus or other extended payment plan. See | Total Current Charges | 52.59 |
| enclosed information. Failure to pay charges for competitive retail electric service may also result in the cancellation of your contract with | Amount Due by Sep 12, 2017 | \$159.52 |
| the competitive retail electric service provider and return you to The | To pay your account in full you owe \$223.50. | |
| Illuminating Company's standard-offer generation service. The amount | Usage Information for Meter Number 4019976 | |
| due does not include charges for nontariffed products or services but | Aug 26, 2017 KWH Reading (Actual) | 65,775 |
| may include charges for competitive retail electric service. Failure to | Jul 29, 2017 KWH Reading (Actual) | 65,585 |
| pay charges for other nontariffed products or services may result in | KWH used | 190 |
| loss of those products or services. This provision is applicable only on | Charges From The Illuminating Company | |
| accounts issued a consolidated bill for electric service. The due date | Customer Number: 0803110554 1120031361 | |
| on this notice does not change the due date of any previous notice | Rate: Residential Service CE-RSF | |
| sent to you for a past due amount. If you have questions, or if you | Customer Charge | 4.00 |
| want a list of our authorized payment agent locations, please call us at | Distribution Related Component | 10.18 |
| 1-800-686-9901. You may also call this number for information about | Cost Recovery Charges | 3.23 |
| our medical certification program if the disconnection of service would | Bypassable Generation and Transmission Related Component | 12.59 |
| be especially dangerous to the health of a permanent resident. | Current Consumption Bill Charges | 30.00 |
| IMPORTANT NOTICE | Late payment charge | 1.59 |
| Under state regulations, one reason The Illuminating Company is | Total Charges | \$ 31.59 |
| permitted to request a security deposit is when a customer's payment | Consumption Installment Plan | |
| history is unsatisfactory. If future payments are not made in a timely | Installment Date | 07/13/2017 |
| manner, you may be required to pay a security deposit equal to 130 | Installment Amount | 126.98 |
| percent of your estimated average bill. You may avoid paying the | Paid to date | 0.00 |
| security deposit by providing a guarantor to secure payment of bills | Balance Aug 29, 2017 | 126.98 |

Under state regulations, one reason The Illumi permitted to request a security deposit is when a history is unsatisfactory. If future payments are n history is unsatisfactory. If future payments are not made in a timely manner, you may be required to pay a security deposite equal to 130 percent of your estimated average bill. You may avoid paying the security deposit by providing a guarantor to secure payment of bills equal to 60 days of usage. If eligible, you may enroll in our Checkless Payment Plan at www.directpaymentplan.com. This can help ensure your payments are received by the due date. If you have any questions regarding this matter, please call 1-800-686-9901.

Additional messages, if any, can be found on back

| | | V3 4 | gemetery | | |
|-----|----|-------------|----------|----|-----|
| Aug | 16 | 243 | Feb | 17 | 504 |
| Sep | 16 | 196 | Mar | 17 | 511 |
| Oct | 16 | 208 | Apr | 17 | 407 |
| Nov | 16 | 373 | May | 17 | 256 |
| Dec | 16 | 506 | Jun | 17 | 179 |
| Jan | 17 | 242 | Jul | 17 | 237 |
| | | | Aug | 17 | 190 |

| 600 500 400 300 200 100 0 | | A S | A O | A | E D | A J Estin | A F nate | A | A | A | A J C-Cu | A J stom | A A er | |
|--|--|--------|---------------|---|--------|-----------------|----------------|----|------|----------------------|----------------|----------------|--------------|----------------------|
| Comparisons Average Daily Use (KWH) Average Daily Temperature Days In Billing Period Last 12 Months Use (KWH) Average Monthly Use (KWH) | | | | | | | | La | st Y | ear 8 78 29 | | Tł | nis Y | ear 7 73 29 |

Return this part with a check or money order payable to The Illuminating Company



76 South Main Street Akron, OH 44308-1890

LARS T STJOHN 1352 CLARENCE AVE APT 5 LAKEWOOD OH 44107-2802

| Acc | Account Number: 110 105 691 007 | | | | | | | | | |
|-----|---------------------------------|------|--------------|--|--|--|--|--|--|--|
| 1 | Amount | Paid | | | | | | | | |
| 1 | Amount | Due | \$159.52 | | | | | | | |
| | Due Date | | Sep 12, 2017 | | | | | | | |

THE ILLUMINATING COMPANY PO BOX 3687 AKRON OH 44309-3687

EXHIBIT B

Page 2 of 2 To avoid a 1.50% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date. 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 -Your current PRICE TO COMPARE for generation and transmission from The Illuminating Company is listed below. In order for you to save money off of your utility's supply charges, a supplier must offer or write to us at 76 S. Main St., Akron, OH 44308 Attn: FECC. Please you a price lower than The Illuminating Company's price of 6.63 cents note that an election to not be included on this list will not prevent Ohio Edison, The Illuminating Company or Toledo Edison from providing 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 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, www.energychoice.ohio.gov. Residential Service - 1120031361 - 6.63 cents per KWH please call or write us at the same telephone number and address. 190 KWH x 0.001722 Energy Efficiency \$0.33 An important message to dog owners - to ensure that our meter readers' visits to your home are safe and productive, please keep your Peak Demand Reduction 190 KWH x 0.000430 \$0.08 Renewable Energy 190 KWH x 0.000771 \$0.15 dog secured in an area away from the path to your meter.

Invoice Number: 90714809037

| lectric Service provider. | Late Payment Charge - A charge added to the bill on balances owed after |
|---|--|
| ost Recovery Charges - Recovers previously incurred costs, including | the Due Date. |
| UCO-approved Phase-In Recovery Charges CEI collects from all customers | Price to Compare (PTC) - The utility's price per KWH for bypassable |
| n behalf of CEI Funding, LLC which owns the right to impose and collect | generation and transmission; can be compared with the price offered b |
| ch charges | another supplier. |
| ustomer Charge - Monthly charge that offsets costs for billing, meter | Residential Distribution Credit - A distribution credit for a qualifying rat |
| ading, equipment, and service line maintenance. | applied to all usage over 500 KWH during the winter billing period. |
| istribution Related Component - Charge for moving electricity over stribution lines to a service location. conomic Development Component - Charges related to economic evelopment support. | Residential Generation Credit - A credit for a qualifying rate an usage applied to all usage during the billing periods beginning October 31 an ending March 31. |
| stimated Reading - On the months we do not read a meter, we calculate | Residential Non-Standard Credit - A generation credit for a qualifying rat |
| e bill based on past electrical usage. | applied to all usage over 500 KWH during the winter billing period. |

Call Payment Options at 1-800-686-9901 from Monday - Friday, 8 a.m. - 6 p.m.

Your next meter reading is scheduled to occur on or about Sep 26, 2017.

Visit our web site at http://www.firstenergy.corp.com Write to us at The Illuminating Company, 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 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 sistance at 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

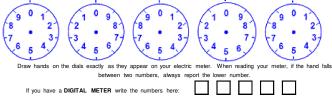
(toll-free) from 8 a.m. to 5 p.m. weekdays, or at http://www.pickocc.org. For Energy Assistance: Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between

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 1-800-589-3101. 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



| | DETAILED STATEMENT OF ACCOUNT Lars T StJohn 1352 Clarence Ave Apt 5, Lakewood, OH 44107 Account Number: 110105691007 | | | | | | | | | | | | | |
|------------|---|-----------|--------|---------|------------|--------|-----------|------------|-----------|--------------|------------|---------|-------------|---------|
| Enter Date | Read Date | Mtr Read | KWH | #Days | Dly Use | | Dist Bill | Supp Bill | Tot Bill | Due Date | Pay Amt | Adj Amt | Adj Code | Balance |
| 1/26/2016 | 1/26/2016 | 60327 | 318 | 34 | 0 | Act | 23.52 | 22.24 | 45.76 | 2/11/2016 | | 0.56 | LPC | 103.25 |
| 2/25/2016 | 2/25/2016 | 60597 | 270 | 30 | 9 | Est | | 18.96 | 39.60 | 3/14/2016 | | 1.52 | LPC | 144.37 |
| 3/11/2016 | Installment P | lan deact | ivated | 3/11/20 |)16 | | | | | | | | | |
| 3/11/2016 | Emergency H | IEAP | | | | | | | | | -103.02 | | | 41.35 |
| 3/29/2016 | 3/29/2016 | 60965 | 368 | 33 | 11 | Act | 26.81 | 25.84 | 52.65 | 4/14/2016 | | 0.77 | LPC | 94.77 |
| 4/6/2016 | Regular HEA | Р | | | | | | | | | -221.00 | | | 126.23- |
| 4/26/2016 | 4/26/2016 | 61212 | 247 | 28 | 9 | Act | 19.41 | 17.2 | 36.61 | 5/5/2016 | | | | 89.62- |
| 5/24/2016 | 5/24/2016 | 61,428 | 216 | 28 | 8 | Act | 17.47 | 15.04 | 32.51 | 6/2/2016 | | | | 57.11- |
| 6/27/2016 | 6/27/2016 | 61,565 | 137 | 34 | 4 | Act | 12.24 | 8.51 | 20.75 | 7/6/2016 | | | | 36.36- |
| 7/26/2016 | 7/26/2016 | 61,723 | 158 | 29 | 5 | Act | 13.45 | 9.06 | 22.51 | 8/4/2016 | | | | 13.85- |
| 8/24/2016 | 8/24/2016 | 61,966 | 243 | 29 | 8 | Act | 18.41 | 13.85 | 32.26 | 9/9/2016 | | | | 18.41 |
| 9/26/2016 | 9/26/2016 | 62,162 | 196 | 33 | 6 | Act | 16.20 | 9.97 | 26.17 | 10/12/2016 | | 0.28 | LPC | 44.86 |
| 10/23/2016 | | | | | | | | | | | -45.00 | | | 0.14- |
| 10/25/2016 | 10/25/2016 | 62,370 | 208 | 29 | | Act | 16.99 | 10.33 | 27.32 | 11/10/2016 | | 0.67 | LPC | 27.85 |
| 11/26/2016 | 11/25/2016 | 62,743 | 373 | 31 | 12 | Act | 27.12 | 18.57 | 45.69 | 12/13/2016 | | 0.41 | LPC | 73.95 |
| 12/23/2016 | | | | | | | | | | | -47.00 | | | 26.95 |
| 12/28/2016 | 12/28/2016 | 63,249 | 506 | 33 | 15 | Est | 34.10 | 25.18 | 59.28 | 1/13/2017 | | 1.09 | LPC | 87.32 |
| 1/26/2017 | | | | | | | | | | | -30.00 | | | 57.32 |
| 1/27/2017 | Supplier Swit | ch NOPE | C-Firs | tEnergy | /Solu | tion t | o Clevela | Ind Electi | ric Co on | 01/27/2017. | | | | |
| 1/28/2017 | 1/27/2017 | 63,491 | 242 | 30 | 8 | | 19.89 | 11.79 | 31.68 | 2/14/2017 | | 1.29 | LPC | 90.29 |
| 2/3/2017 | | | | | | | | | | | | -32.97 | REV | 57.32 |
| 2/4/2017 | | , | 242 | | | Act | | 12.25 | | 2/21/2017 | | 1.29 | LPC | 90.13 |
| 2/28/2017 | Supplier Swit | ch Clevel | and El | | | | | | rgy Se o | n 02/28/2017 | | 0.00 | | |
| 2/28/2017 | 2/28/2017 | 63,995 | 504 | 32 | 16 | Act | 63.05 | | 63.05 | 3/16/2017 | | 1.33 | LPC | 154.51 |
| 3/14/2017 | | | | | | | | | | | -90.13 | | | 64.38 |
| | Supplier Swit | | | | | | | | | | • | | | |
| 3/28/2017 | 3/28/2017 | 64,506 | 511 | 28 | 18 | Act | 39.49 | 25.44 | 64.93 | 4/13/2017 | | | | 129.31 |
| 4/4/2017 | | | | | | | | | | | -67.00 | | | 62.31 |
| 4/29/2017 | 4/28/2017 | 64,913 | 407 | 31 | 13 | Act | 52.94 | | 52.94 | 5/16/2017 | | 0.15 | LPC | 115.40 |

| 5/30/2017 | 5/30/2017 | 65,169 | 256 | 32 | 8 | Act | 34.82 | | 34.82 | 6/15/2017 | | 0.95 | LPC | 151.17 |
|------------|----------------|-----------|--------|---------|-------|-------|------------|-----|-------|------------|---------|--------|-------|--------|
| 6/16/2017 | | | | | | | | | | | -24.19 | | | 126.98 |
| 6/19/2017 | Installment pl | an starte | d on 0 | 6/19/20 | 17 fo | r cur | rent + 21. | 00. | | | | | | |
| 6/27/2017 | 6/27/2017 | 65,348 | 179 | 28 | 6 | Act | 27.90 | | 27.90 | 7/13/2017 | | | | 154.88 |
| 7/29/2017 | 7/28/2017 | 65,585 | 237 | 31 | 8 | Act | 36.30 | | 36.30 | 8/15/2017 | | 0.73 | LPC | 191.91 |
| 8/26/2017 | 8/26/2017 | 65,775 | 190 | 29 | 7 | Act | 30.00 | | 30.00 | 9/12/2017 | | 1.59 | LPC | 223.50 |
| 9/13/2017 | | | | | | | | | | | -106.93 | | | 116.57 |
| 9/20/2017 | | | | | | | | | | | | 59.00 | SDREQ | 175.57 |
| 9/25/2017 | Installment pl | an deacti | ivated | on 09/2 | 5/20 | 17 | | | | | | | | |
| 9/27/2017 | 9/27/2017 | 65,951 | 176 | 32 | 6 | Act | 26.87 | | 26.87 | 10/13/2017 | | 0.97 | LPC | 203.41 |
| 10/13/2017 | | | | | | | | | | | -117.00 | | | 86.41 |
| 10/28/2017 | 10/27/2017 | 66,182 | 231 | 30 | 8 | Act | 33.90 | | 33.90 | 11/14/2017 | | 0.51 | LPC | 120.82 |
| 10/28/2017 | | | | | | | | | | | | -0.09 | SDINT | 120.73 |
| 11/28/2017 | 11/28/2017 | 66,567 | 385 | 32 | 12 | Act | 53.74 | | 53.74 | 12/14/2017 | | 1.02 | LPC | 175.49 |
| 11/28/2017 | | | | | | | | | | | | -0.15 | SDINT | 175.34 |
| 12/27/2017 | 12/27/2017 | 66,960 | 393 | 29 | 14 | Act | 54.82 | | 54.82 | 1/12/2018 | | 1.83 | LPC | 231.99 |
| 12/27/2017 | | | | | | | | | | | | -0.14 | SDINT | 231.85 |
| 12/29/2017 | | | | | | | | | | | | -59.00 | SEREF | 172.85 |
| 12/29/2017 | | | | | | | | | | | -120.58 | | | 52.27 |
| 1/12/2018 | | | | | | | | | | | -10.00 | | | 42.27 |
| 1/30/2018 | 1/30/2018 | 67,565 | 605 | 34 | 18 | Act | 81.82 | | 81.82 | 2/15/2018 | | | | 124.09 |
| 2/7/2018 | | | | | | | | | | | -43.00 | | | 81.09 |
| 2/13/2018 | | | | | | | | | | | -10.00 | | | 71.09 |
| 2/26/2018 | 2/26/2018 | 68,049 | 484 | 27 | 18 | Act | 66.38 | | 66.38 | 3/14/2018 | | | | 137.47 |
| 2/26/2018 | | | | | | | | | | | | -28.82 | HSAC | 108.65 |
| 3/12/2018 | | | | | | | | | | | -10.00 | | | 98.65 |
| 3/28/2018 | 3/28/2018 | 68,603 | 554 | 30 | 18 | Act | 74.44 | | 74.44 | 4/13/2018 | | | | 173.09 |
| 3/28/2018 | | | | | | | | | | | | -56.38 | HSAC | 116.71 |
| 4/14/2018 | | | | | | | | | | | -10.00 | | | 106.71 |
| 4/25/2018 | 4/25/2018 | 69,073 | 470 | 28 | 17 | Act | 62.87 | | 62.87 | 5/11/2018 | | | | 169.58 |
| 4/25/2018 | | | | | | | | | | | | -64.44 | HSAC | 105.14 |
| 5/10/2018 | | | | | | | | | | | -10.00 | | | 95.14 |

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Case No(s). 18-0123-EL-CSS

Summary: Motion --The Cleveland Electric Illuminating Company's Motion to Dismiss and Memorandum in Support electronically filed by Mr. Joshua R. Eckert on behalf of The Cleveland Electric Illuminating Company