

PUCO EXHIBIT FILING

Date of Hearing: 9/13/18

Case No. 18-82-EL-CSS

PUCO Case Caption: John Blanchard v.

Toledo Edison

List of exhibits being filed:

Complainant (r-)

Company EV-1

Company Cross Ex-1-4

Reporter's Signature: Michael O. Mena

Date Submitted: 2/10/9/18 ✓

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BEFORE THE PUBLIC UTILITIES COMMISSION OF OHIO

- - -

John Blanchard, ;
Complainant, : Case No.
vs : 18-82-EL-CSS
The Toledo Edison Company, :
Respondent. :

- - -

PROCEEDINGS

Before Stacie Cathcart and Anna Sanyal, Attorney
Examiners, held at the Public Utilities
Commission of Ohio, 180 East Broad Street,
Hearing Room 11-C, Columbus, Ohio, on Thursday,
September 13, 2018, at 1:00 P.M.

- - -

Armstrong & Okey, Inc.
222 East Town Street, 2nd Floor
Columbus, Ohio 43215
(614) 224-9481 - (800) 223-9481

- - -

ruptcy stay of proceedings is applicable, as a bankruptcy
the city and utilities' office billing manager may be
held in contempt for demanding that the individual
furnish another guarantor, letter of credit, or secu-
rity deposit to have service continue. In re Schnip-
pel (Bkrty.S.D.Ohio 1990) 121 B.R. 784. Bank-
ruptcy ¶ 2394.1; Bankruptcy ¶ 2465.1

An electric company's claim for unpaid services
against a customer who has filed a petition in
bankruptcy is treated as unsecured, except to the
extent that it reflects service provided after the
customer's Chapter 13 proceeding was converted to
one under Chapter 7; the later charges are an
administrative expense granted priority by 11 USC
503 and 507. In re Criss (Bkrty.N.D.Ohio 1988)
85 B.R. 459.

493.122 Procedures prior to termination of residential gas or electric service; limit on due dates

No natural gas, gas, or electric light company shall terminate service, except for safety
reasons or upon the request of the customer, at any time to a residential consumer, except
pursuant to procedures that provide for all of the following:

(A) Reasonable prior notice is given to such consumer, including notice of rights and
remedies, and no due date shall be established, after which a customer's account is considered
to be in arrears if unpaid, that is less than fourteen days after the mailing of the billing. This
limitation does not apply to charges to customers that receive service pursuant to an
arrangement authorized by section 4905.31 of the Revised Code, nor to electric light companies
operated not for profit or public utilities that are owned or operated by a municipal
corporation.

(B) A reasonable opportunity is given to dispute the reasons for such termination;

(C) In circumstances in which termination of service to a consumer would be especially
dangerous to health, as determined by the public utilities commission, or make the operation of
necessary medical or life-supporting equipment impossible or impractical, and such consumer
establishes that the consumer is unable to pay for such service in accordance with the
requirements of the utility's billing except under an extended payment plan.

Such procedures shall take into account the need to include reasonable provisions for elderly
and handicapped consumers.

The commission shall hold hearings and adopt rules to carry out this section.

To the extent that any rules adopted for the purpose of division (C) of this section require a
health care professional to validate the health of a consumer or the necessity of operation of a
consumer's medical or life-supporting equipment, the rules shall include as a health care
professional a physician assistant, a clinical nurse specialist, a certified nurse practitioner, or a
certified nurse-midwife.

3002 S 245, eff. 3-31-03; 1983 H 294, eff. 3-6-84; 1979 H 338)

Company Ex-1

**BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO**

JOHN BLANCHARD

Complainant,

v.

THE TOLEDO EDISON COMPANY,

Respondent.

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Case No. 18-82-EL-CSS

**DIRECT TESTIMONY OF PRINCESS DAVIS ON BEHALF OF
THE TOLEDO EDISON COMPANY**

INTRODUCTION

Q. PLEASE INTRODUCE YOURSELF.

A. My name is Princess Davis. I am employed by FirstEnergy Service Company as a Customer Services Compliance Specialist. FirstEnergy Service Company provides corporate support, including customer service, to FirstEnergy Corp.'s regulated public utility subsidiaries. In Ohio, these subsidiaries are Ohio Edison Company, The Cleveland Electric Illuminating Company, and The Toledo Edison Company ("Toledo Edison" or "Company").

Q. PLEASE DESCRIBE YOUR EDUCATIONAL BACKGROUND AND WORK EXPERIENCE.

A. I received a Bachelor of Science, Criminal Justice degree from Fairmont State University in December 1999, majoring in criminal justice with a minor in psychology. I have worked at either FirstEnergy Service Company or Allegheny Power Company ("Allegheny Power") in a customer service capacity for the last 18 years. I have held my current position since 2010, although after the merger the title was changed from Business Analyst to Customer Services Compliance Specialist.

Q. WHAT ARE YOUR CURRENT JOB RESPONSIBILITIES?

A. 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 ("Commission"), which process includes investigating facts including gathering information from subject matter experts. I also have responsibility for reviewing and responding to customer complaints in Maryland and West Virginia. Among

1 other customer service related duties, I also provide training to new hires and to my peers
2 within FirstEnergy regarding various state compliance requirements.

3 **Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY IN THE PRESENT CASE?**

4 A. My testimony addresses several of the allegations raised in the Complaint pertaining to the
5 electric service at Sylvania, OH. Specifically, my testimony addresses the disconnection
6 for non-payment in October 2017.

7 **Q. DID YOU REVIEW ANY RECORDS RELATED TO THIS CASE?**

8 A. Yes, I have reviewed numerous business records related to this case maintained and
9 preserved within FirstEnergy's SAP System. These records, all of which were kept in the
10 course of regularly conducted business activity, include customer contact notes, various
11 bills associated with the Property, and Toledo Edison's Commission-approved tariff. It is
12 the regular practice of FirstEnergy and Toledo Edison to make and preserve these business
13 records, and I regularly rely upon such documents when investigating customer complaints
14 in accordance with my duties as a Senior Customer Services Compliance Specialist. I also
15 reviewed Complainant's responses to discovery in this proceeding.

16 **HISTORY OF JOHN BLANCHARD'S ACCOUNT**

17 **Q. CAN YOU PLEASE BRIEFLY DESCRIBE THE INITIAL CIRCUMSTANCES OF**
18 **MR. BLANCHARD'S SERVICE?**

19 A. Mr. Blanchard requested service in his name at the Property on March 17, 2017, including
20 paperless billing. Mr. Blanchard received verbal instructions on setting up an on-line
21 account, and on the next day he logged in to the Company's website, changed his login id,
22 set his own password, completed his on-line profile, and completed registration for the
23 electronic bill option ("eBill") after agreeing to the applicable terms and conditions.

1 **Q. WHAT DO THE COMPANY'S RECORDS SHOW ABOUT TERMINATION OF**
2 **SERVICE TO THE PROPERTY?**

3 A. The Company's records show that on October 4, 2017, service was disconnected for non-
4 payment on the account. Records show that not only was payment delinquent, Mr.
5 Blanchard had not made a single monthly payment on his new account. After the April,
6 May, and June bills went unpaid, the July billing statement to Mr. Blanchard included the
7 standard disconnection notice. Disconnection notices were also included in Mr.
8 Blanchard's August and September billing statements as well. The Company also made
9 outbound collection calls in July, August, and September but to no avail.

10 **Q. PLEASE DESCRIBE THE EBILL PROCESS.**

11 A. eBill is an option for customers to "go paperless" by receiving their monthly billing
12 statements electronically rather than via standard paper copy delivered by the United States
13 Postal Service. Each month customers choosing this option receive an electronic
14 notification sent to the email address associated with their account with summary
15 information and an indication that their monthly billing statement is available via the
16 embedded link in the message. The monthly billing statements available by this method
17 are exact replicas of the paper statements that otherwise would be provided via the standard
18 process. Approximately one million customers across FirstEnergy's footprint have
19 selected the eBill option.

20 **Q. EARLIER YOU MENTIONED TERMS AND CONDITIONS FOR THE EBILL**
21 **OPTION. PLEASE ELABORATE.**

22 A. There are a number of descriptions, terms, and conditions listed on the Company's website
23 instructing customers on the eBill enrollment process, the most important of which is that

1 customers must agree to receive email notifications in lieu of monthly paper statements.
2 Moreover, customers are specifically warned that it is their responsibility to ensure proper
3 receipt of the electronic notification, including making sure that “spam” filters do not divert
4 the Company’s monthly notification. Customers are instructed to keep their account
5 information updated with an accurate email address. The “Customer’s Responsibilities”
6 section of the terms and conditions states: “In addition, Ohio customers will not receive a
7 paper copy of any applicable disconnection notice.” It also states: “Customer agrees that
8 if electronic notification of a statement is not received for any reason, including but not
9 limited to server error or computer program failure, Customer remains solely responsible
10 for timely payment of the amount due.”

11 **Q. MR. BLANCHARD CLAIMS THE ONLY EMAIL HE RECEIVED ABOUT HIS**
12 **ACCOUNT WAS THE JUNE E-BILL NOTIFICATION. HOW DO YOU**
13 **RESPOND?**

14 A. Mr. Blanchard’s claim is highly implausible for several reasons, and largely irrelevant in
15 any event. First, the email address to which the June eBill was received is the same address
16 that was used to send eBill notices for April, May, July, August and September, and,
17 further, is the only email address that has ever been associated with Mr. Blanchard’s
18 account. Second, in most instances an email delivery failure is captured by the Company’s
19 contact notes system, and there is no record of an email delivery failure associated with Hr.
20 Blanchard’s account. Third, Mr. Blanchard clearly indicates in his Complaint, and also
21 admits in his discovery response, that he did receive the June eBill notice. If there were an
22 error in the Company’s records, such as an incorrect email address, the system could not
23 have automatically corrected itself for just one month. In fact, if Mr. Blanchard had called

1 or logged in to change the email address, that activity would have been captured in the
2 contact notes. Additionally, Mr. Blanchard's claim that he ignored the June eBill notice
3 because he only cared about signing up for the automatic payment option also rings
4 hollow—the automatic payment option is accessed through the same category that Mr.
5 Blanchard followed to sign up for eBill. That link, entitled "Billing and Payment Options,"
6 is embedded within the "Customer's Responsibilities" section of the eBill terms and
7 conditions. In other words, one can easily sign up for automatic payments at the same time
8 as signing up for eBill.

9 **Q. YOU STATED THAT MR. BLANCHARD'S CLAIM IS ALSO IRRELEVANT.**
10 **WHY IS THAT?**

11 A. Mr. Blanchard's claim that he received only the June eBill notice is irrelevant because
12 when Mr. Blanchard chose to go paperless, he agreed to take the steps necessary to ensure
13 that he would receive the monthly email notifications with the link to his eBill. He also
14 agreed that he remains solely responsible for paying his bill each month even if he fails to
15 receive the eBill notification. In claiming that he did not receive the email notifications
16 sent to him in April, May, July, August, and September, Mr. Blanchard ignores his
17 responsibility to ensure that he received the messages and to pay his bill even if he did not
18 receive them. Directly addressing this point, the Company's website contains the
19 following explanation:

What if the eBill email notification gets blocked from my email? How do I avoid this? —

It is your responsibility to ensure your electric bill is paid each month, even in the event your notification email is not successfully delivered to you (e.g. spam blockers).

To help avoid this issue, you may want to add ElectronicOnline@FirstEnergyCorp.com to your email address book. You can also sign up for monthly billing reminders by text message. If you sign up for text alerts, you can receive monthly reminders on your mobile phone when your bill is available and your payment is due and posted.

1
2 **Q. IS THERE ANYTHING ELSE TO NOTE REGARDING MR. BLANCHARD'S**
3 **ACCOUNT?**

4 A. Yes. There can be no doubt that Mr. Blanchard fully understood that he must pay for his
5 electric service. Mr. Blanchard initiated his account by calling the Company to have the
6 electric service turned on in his name. He then actively and voluntarily signed up for the
7 eBill service and agreed to the terms and conditions which included instructions about
8 paying bills. Further, Mr. Blanchard claims he ignored the June email notice because it
9 didn't provide instructions on how to set up automatic payments. It is apparent from these
10 events that Mr. Blanchard fully understood that he must pay for his electric service, and
11 yet for six months he failed to make a single payment on his account. Even if his story of
12 not receiving the email notifications is accepted, he failed to inquire of the Company why
13 he hadn't received his eBill notices. Further, claiming that he willfully ignored the June
14 email notification which included the amount and date due is tantamount to arguing that
15 ignoring the U.S. Mail envelope containing a bill statement means he shouldn't be held
16 responsible for not paying it. Simply put, Mr. Blanchard's complaint is that when he
17 ignored his payment obligation, he suffered the predictable consequence.

18 **Q. DID THE COMPANY FOLLOW PROPER PROCEDURES WHEN IT**
19 **DISCONNECTED MR. BLANCHARD'S SERVICE FOR NON-PAYMENT?**

1 A. Yes. The Company sent billing notices for six months which went unpaid, including
2 disconnection notices in July, August and September. Further, the Company attempted
3 telephone contacts in each of the months of July, August, and September in an effort to
4 notify Mr. Blanchard that his account was seriously delinquent. When none of these efforts
5 generated a response of any kind from Mr. Blanchard, the Company appropriately executed
6 a disconnection for non-payment pursuant to its tariff and Commission rules.

7 **Q. PLEASE DESCRIBE THE ATTEMPTED TELEPHONE CONTACTS.**

8 A. Records show courtesy outbound collection calls were made to Mr. Blanchard in July,
9 August and September to the phone number on file, 248-990-8609. Each call was
10 unsuccessful. The courtesy calls were prompted due to the account being past due. Such
11 courtesy calls contain a message giving the customer notification that their bill is past due,
12 that if service is disconnected a reconnect fee and deposit may be required, and giving them
13 the option to make a payment. However, as I mentioned, these call attempts were
14 unsuccessful.

15 **CONCLUSION**

16 **Q. DOES THIS CONCLUDE YOUR DIRECT TESTIMONY?**

17 A. Yes; however, I reserve my right to supplement my testimony.

NC

FILE

Company

XCF-1
18-082-EL-CSS

FORMAL COMPLAINT

COMPLAINANT: John Blanchard
6040 Acres Road Lot 3
Sylvania, OH 43560

(248) 990-8609

wjblanchar@aol.com

ACCOUNT NUMBER: 11 01 23 0408 9 8

SERVICE ADDRESS: 6040 Acres Road Lot 3
Sylvania, OH 43560

NAME OF PUBLIC UTILITY: Toledo Edison

RECEIVED-DOCKETING DIV
2018 JAN -8 PM 2:34
PUCO

I, John Blanchard, am a customer of Toledo Edison. On October 4, 2017 I returned to my home at approximately 11:00 pm after being gone all day, to find my electricity had been disconnected and the attached notice – ATTENTION OCCUPANTS! – inserted in my door. Prior to that date the only communication I had received from Toledo Edison was the attached e-mail from ElectricOnline@FirstEnergyCorp.com, dated June 15, 2017. I did not respond to this email since I wanted to go on an auto-pay system of payments and this email mentioned nothing about how to get on an auto-pay account. I assumed that I would receive another communication which would explain further. The email mentions nothing about termination of service.

Ohio Revised Code 4933.122 lays out very specifically the procedures which must be followed prior to termination of residential gas or electric service. To quote from the Code:

“No natural gas, gas, or electric light company shall terminate service, except for safety reasons or upon the request of the customer, at any time to a residential customer, except pursuant to procedures that provide for all of the following:

(A) Reasonable prior notice is given to such consumer.

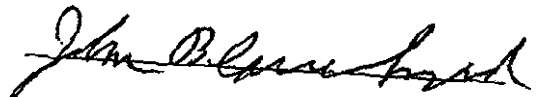
(B) A reasonable opportunity is given to dispute the reasons for such termination.”

In my case, neither of these procedures was followed.

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 mm Date Processed 01/08/18

As compensation I am requesting an award of \$50 in damages for spoiled food and \$500 in punitive damages for Toledo Edison's failure to follow proper procedures.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "John Blanchard". The signature is fluid and cursive, with a long horizontal stroke at the end.

John Blanchard
January 5, 2018

From: ElectricOnline <ElectricOnline@FirstEnergyCorp.com>
To: wjblanchar <wjblanchar@aol.com>
Subject: Toledo Edison Statement 06/30/2017
Date: Thu, Jun 15, 2017 10:11 am

***** PLEASE DO NOT REPLY TO THIS AUTOMATED MESSAGE *****

Your electric statement from Toledo Edison is available for review. To access your account securely online, visit https://www.firstenergycorp.com/log_in.

Account Number: 11 01 23 0408 9 8
Due Date: 06/30/2017
Amount Due: \$78.25
Service Address: JOHN E BLANCHARD
6040 ACRES RD LOT 3
SYLVANIA OH 43560

To view your monthly bill inserts, which include state-mandated messages, newsletters and other important information, please visit <https://www.firstenergycorp.com/billinserts>.

If you would like to receive text or email payment and outage alerts, go to <https://www.firstenergycorp.com/connect>.

For questions or concerns, please email us at <https://www.firstenergycorp.com/contactus>, or call 1-800-447-3333.

Special Notice:

We are warning customers about a scam involving a telephone caller posing as an electric company employee threatening to shut off power unless an immediate payment is made using a pre-paid debit card such as a Green Dot card. Although we may phone customers to remind them that a payment is past due, we would explain how a payment can be made using one of our many payment options. If you receive a call demanding immediate payment using a specific option, please contact us at 1-800-447-3333. For more information, visit <https://www.firstenergycorp.com/paymentoptions>.

The information contained in this message is intended only for the personal and confidential use of the recipient(s) named above. If the reader of this message is not the intended recipient or an agent responsible for delivering it to the intended recipient, you are hereby notified that you have received this document in error and that any review, dissemination, distribution, or copying of this message is strictly prohibited. If you have received this communication in error, please notify us immediately, and delete the original message.

ATTENTION OCCUPANTS!

ELECTRIC SERVICE TO THESE PREMISES HAS BEEN DISCONNECTED

SHUT-OFF DATE	SHUT-OFF TIME
CUSTOMER NAME JOHN E BLANCHARD	ACCOUNT NO. 110123040898

SERVICE ADDRESS
6040 ACRES RD LOT 3 SYLVANIA OH 43560

70 S. MAIN AVE OH 43002

We received no response to our request for payment of your overdue electric bill. As a result, your electric service has been disconnected.

In order to have service restored, the past due or defaulted payment plan balance and a reconnection charge must be paid. A security deposit may also be required.

Please call us toll-free at 1-800-995-0095 for information on how to pay your bill or for agencies that might be able to provide assistance. To ensure same-day restoration, you must contact us before 12:30 p.m and make a payment or provide proof of payment.

Amount Past Due

\$ 156.06

Reconnection Fee

\$ 35.00

Security Deposit

\$ 36.00

Total Required For Reconnection

\$ 227.06

Important Information

We urge you to call our toll-free number concerning restoration of service. Do not attempt to reconnect the electric meter yourself. An unauthorized reconnection is both dangerous and against the law.

Under the law, any proof of unauthorized reconnection or tampering is considered sufficient evidence that the customer reconnected the meter or caused the tampering. Violators of the law may be subject to jail sentences and fines. In addition, violators must pay for the value of electricity used and the cost of repairs or replacement.

Please be aware that using candles, portable heaters, gas appliances and gasoline or diesel-powered generators to light or heat your home may be dangerous. Portable heaters and burning candles that are left unattended, especially around children and pets, can create a fire hazard. In addition, portable heaters and gasoline or diesel-powered generators can produce deadly levels of carbon monoxide and should never be operated inside the home or garage. For more safety information, contact your local fire department.

If you have a complaint in regard to this disconnection notice that can not be resolved after you have called Toledo Edison Company, or for general utility company information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five 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 consumer counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.pickocc.org>.

Toledo Edison
A FirstEnergy Company

0711012304089800000000000000000000000000000047000000125250

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. - 5 p.m.

Call Payment Options at 1-800-955-0095 from Monday - Friday, 8 a.m. - 5 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 1-800-656-7826 (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).

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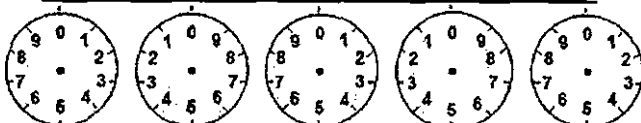
For Energy Assistance: Contact the Home Energy Assistance Program (HEAP) at 1-800-262-0680 (TDD/TTY 1-800-686-1557) Monday - Friday between 8 a.m. and 5 p.m.

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:

[illegible]

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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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.

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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 1-800-666-7826 (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).

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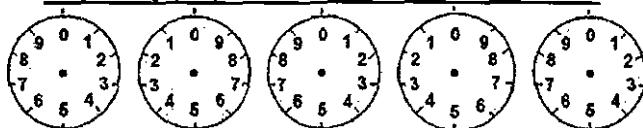
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Electronic Check Conversion - Your check authorizes us either to make a one-time electronic funds transfer (EFT) from your account or process as a check. If you have questions about this program, call 1-866-283-8081.

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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:

Billing Period: Aug 16 to Sep 14, 2017 for 30 days
Bill For: JOHN E BLANCHARD
6040 ACRES RD LOT 3
SYLVANIA OH 43560

September 18, 2017
Account Number: 110 123 040 898
Amount Due: \$183.12
Due Date: October 02, 2017

To report an emergency or an outage, call 24 hours a day 1-888-544-6877. 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 3587, Akron OH 44309-3587

Messages	Account Summary	Amount Due
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*** 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. 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 \$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 with a competitive retail electric service contract. If you have a notice, no 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.

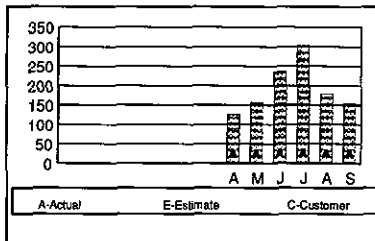
Your current **PRICE TO COMPARE** for generation and transmission from Toledo Edison is listed below. In order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than Toledo Edison's price of 6.18 cents per KWH for the same usage that appears on the bill. 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 - 2900031067 - 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		Amount Due
10/1/2018	10/1/2018	
10/2/2018	10/2/2018	
10/3/2018	10/3/2018	
10/4/2018	10/4/2018	
10/5/2018	10/5/2018	
10/6/2018	10/6/2018	
10/7/2018	10/7/2018	
10/8/2018	10/8/2018	
10/9/2018	10/9/2018	
10/10/2018	10/10/2018	
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12/27/2018	12/27/2018	
12/28/2018	12/28/2018	
12/29/2018	12/29/2018	
12/30/2018	12/30/2018	
12/31/2018	12/31/2018	
1/1/2019	1/1/2019	
1/2/2019	1	

Previous Balance	156.00
Payments/Adjustments	0.00
Balance at Billing on Sep 18, 2017	156.00
Toledo Edison - Consumption	24.74
Late Payment Charges	2.28
Total Current Charges	27.02
Amount Due by Oct 02, 2017	\$183.12

Use information for Master Number: 19429755

Sep 14, 2017 KWH Reading (Actual)	77,45
Aug 16, 2017 KWH Reading (Actual)	77,30
KWH used	15

Charge From Toledo Edison

Customer Number: 0805799898 2900031087

Rate: Residential Service TE-RSF

Customer Charge	4.0
Distribution Related Component	8.8
Cost Recovery Charges	2.4
Bypassable Generation and Transmission Related Component	9.5
Current Consumption Bill Charges	24.7
Late payment charge	2.2
Total Charges	\$ 27.0

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

0711012304089800000000000000000000000000000027060000183125

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.

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:

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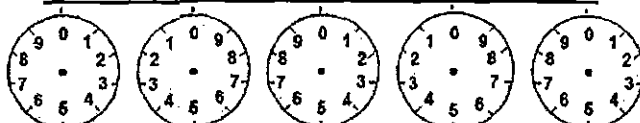
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