21-0123-EL-CSS

FILE

Ohio | Public Utilities Commission

Case Number

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

Formal Complaint Form

NINA R. JONES
Customer Name (Please Print)
216/903/4870

25021 Aurora Road #345
Customer Address
Bedford Hts. OH. 44146
City State Zip
110-129021-322
Account Number
Case ID: 00565582
Customer Service Address (if different from above)
Akron, OH. 44309-3687
City State Zip

Against

The Illuminating Company
Utility Company Name

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

1. Not To Do Increase My Bills And Put Disconnection Notices On My Bills. 2. Dont Not Change Payment Plan Or Increase my Bills. I Have Been Ill. I Have Tried To Resolve The Complaint With The Illuminating Co. Will Not Be Fair, Mr. Scott I.D.: #5651 Said Last Payment I Paid on My Bills Was Jan 24 2020 800-589-3101 27.63 Jan 06, 2021 Ms. Charole I.D.: #55630 Last Payment Jan 06, 2020 27.63. Mr Riley I.D.: #57284 Send Bills Statment For Two years Should Be Here Friday Jan 21, 2021 Not True T.J.

Ms. Nina R. Jones
Signature
216/903/4870
Customer Telephone Number

2021 FEB -9 PM 1:01
PUCO

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 SL Date Processed 2-9-21

Jan 25, 202

Ohio | **Development Services Agency**

Mike DeWine, Governor
Jon Husted, Lt. Governor

Lydia L. Mihalik, Director

January 25, 2020

Nina Jones
25021 Aurora Rd APT 345
Bedford Heights, OH 44146

Please refer to the following number when making inquiries:

Client Number: 01181164

Dear Nina Jones,

We have received and reviewed your Energy Assistance Programs application. We have determined that your household is eligible for the Percentage of Income Payment Plan Plus (PIPP).

Your monthly PIPP payment and arrearage credit amounts are listed below. You are required to pay your monthly PIPP payment in full and on time each month. You will receive a credit toward your arrearage with each on-time and in-full payment. Your re-verification and anniversary dates are on your utility bill.

Application:	*Re-verification Application*
Utility:	Cleveland Electric Illuminating Company
Payment:	$153.00
Status:	Accepted

If you believe this determination is in error, you have the right to appeal this decision. Please contact your local Energy Assistance Provider to submit an appeal. Your appeal must be submitted in writing **within 30 days** of the receipt of this letter. Please include the following information in your appeal:

- Name, address, client number and telephone number;
- Signed letter explaining the reason for the appeal; and,
- Copies of documentation to support the appeal.

If you are facing a disconnection, have 25% or less of fuel (propane, kerosene or fuel oil) capacity in your tank, or less than a 10-day supply of coal, wood or pellets, please contact your local provider. Winter Crisis Assistance is available November 1 through March 31 and Summer Crisis is available from July 1 through August 31.

If you have any questions, please call (800) 282-0880 or email energyhelp@development.ohio.gov and a customer service representative will assist you. Hearing impaired applicants may call 711. If you would like to meet with someone in person, please contact your local Energy Assistance Provider to schedule an appointment.

Sincerely,

Megan Meadows
Deputy Chief
Ohio Development Services Agency, Office of Community Assistance

I called 800-282-0880
This is a Error The Illuminating Co. Did this

77 South High Street
P.O. Box 2169
Columbus, Ohio 43216-1001 U.S.A.

800 | 282 0880
www.development.ohio.gov

Print Job #: 14582

The State of Ohio is an Equal Opportunity Employer and Provider of ADA Services

The Illuminating Company

Bill Based On: Estimated Meter Reading

December 30, 2019
Account Number: 110 129 021 322
Amount Due: $172.70
Due Date: January 13, 2020

Due 172.70
Jan 13, 2020

ng Period: Nov 23 to Dec 23, 2019 for 31 days
For: MS NINA R JONES
25021 AURORA RD APT 345
BEDFORD HEIGHTS OH 44146

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 1-800-686-9901. Pay your bill online at www.firstenergycorp.com
Bill Issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Previous Bal. 132.00

Messages

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

ur current **PRICE TO COMPARE** for generation and transmission m The Illuminating Company is listed below In order for you to ve money off of your utility's supply charges, a supplier must offer u a price lower than The Illuminating Company's price of 5.05 cents r KWH for the same usage that appears on the bill. To review ailable competitive supplier offers, visit the Public Utilities ommission of Ohio's "Energy Choice Ohio" website at ww energychoice.ohio.gov

esidential Service - 1020005543 - 5.05 cents per KWH

e information below shows specific charges for the costs of energy ficiency, *peak demand reduction, and renewable energy These* harges are not new, but are and previously were consolidated with ther charges on your bill.

nergy Efficiency	1,596 KWH	x 0.003206	$5.12
eak Demand Reduction	1,596 KWH	x 0.000802	$1.28
enewable Energy	1,596 KWH	x 0.001144	$1.83

our next meter reading is scheduled to occur on or about Jan 22, 2020.

Under State law, the amount you are being billed includes (1) Kilowatt-hour taxes that have been in effect since 2001 and are currently at $62.09 and (2) Assessments to assist in the support of the operations of the PUCO and the office of the consumers' counsel that have been in effect since 1912 and 1977, respectively.

Best wishes for a joyous holiday season from all of us at The *Illuminating Company.*

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

Account Summary — **Amount Due**

Previous Balance	132.00
Payments/Adjustments	-149.67
Balance at Billing on Dec 30, 2019	-17.67
The Illuminating Company - Consumption	190.37
Amount Due by Jan 13, 2020	$172.70

Usage Information for Meter Number S328273503

Dec 23, 2019 KWH Reading (Estimate)	5,253
Nov 23, 2019 KWH Reading (Actual)	3,657
KWH used	1,596

Charges From The Illuminating Company

Customer Number: 0802900900 1020005543
Rate: Residential Service CE-RSF

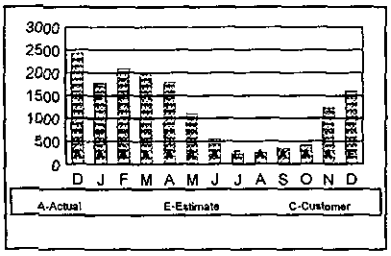
Customer Charge	4.00
Distribution Related Component	76.41
Cost Recovery Charges	29.39
Bypassable Generation and Transmission Related Component	80.57
Current Consumption Bill Charges	190.37

Detail Payment and Adjustment Information

11/25/19	HS Removed Deferred Arrs (Cr)	-149.67
11/25/19	HS Removed Deferred Arrs (Dr)	149.67
11/25/19	HS Deferred Arrears Adjustment	-149.67
Total Payments and Adjustments		-$149.67

Usage History

Dec	18	2,426	Jun	19	548
Jan	19	1,777	Jul	19	218
Feb	19	2,090	Aug	19	241
Mar	19	1,981	Sep	19	351
Apr	19	1,793	Oct	19	416
May	19	1,117	Nov	19	1,224
			Dec	19	1,596



Comparisons	Last Year	This Year
Average Daily Use (KWH)	81	51
Average Daily Temperature	36	37
Days in Billing Period	30	31
Last 12 Months Use (KWH)		13,332
Average Monthly Use (KWH)		1,111

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

The Illuminating Company
76 South Main Street
Akron, OH 44308-1890

Account Number: 110 129 021 322

Amount Paid	
Amount Due	**$172.70**
Due Date	**Jan 13, 2020**

Don't Owe

MS NINA R JONES
25021 AURORA RD TRLR 345
BEDFORD HEIGHTS OH 44146-1769

THE ILLUMINATING COMPANY
PO BOX 3687
AKRON OH 44309-3687

0411012902132200000000000000000000000190370000172703

the Illuminating Company
FirstEnergy Company

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

February 28, 2020

NINA R JONES
25021 AURORA RD APT 345 Account# 110-129-021-322
BEDFORD HEIGHTS OH 44146

Dear NINA R JONES:

Concerning your recent inquiry, we are enclosing to explain terms of Equal Paymnent Plan (EPP). The budget amount is 121.00/month. Correction month is February. See 3/26/20 Bill for details. As you are a valued customer, don't hesitate to contact our office with any additional questions. When calling or corresponding with our office, please reference your account number which is listed below. Thank you.
Not True

Sincerely,

The Illuminating Co
A FirstEnergy Company

Enclosure

The Illuminating Company

Bill Based On: Actual Meter Reading

119

February 25, 2020

Account Number: 110 129 021 322

Amount Due: $165.59

Due Date: March 10, 2020

165.59 March 10, 2020

Billing Period: Jan 24 to Feb 21, 2020 for 29 days

Bill For: MS NINA R JONES
25021 AURORA RD APT 345
BEDFORD HEIGHTS OH 44146

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 1-800-686-9901. Pay your bill online at www.firstenergycorp.com

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

Messages

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 The Illuminating Company 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 The Illuminating Company's price of 5.13 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 - 1020005543 - 5.13 cents per KWH

The information below shows specific charges for the costs of energy efficiency, peak demand reduction, and renewable energy. These charges are not new, but are and previously were consolidated with other charges on your bill

Energy Efficiency	1,173 KWH	x 0.001928	$2.26
Peak Demand Reduction	1,173 KWH	x 0.000482	$0.57
Renewable Energy	1,173 KWH	x 0.000979	$1.15

Your next meter reading is scheduled to occur on or about Mar 20, 2020.

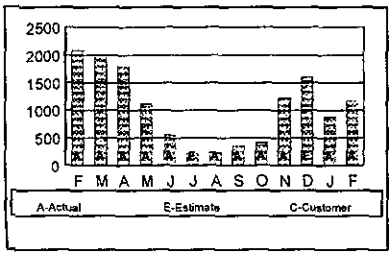
Thank you for setting up a payment arrangement with The Illuminating Company on 02/05/2020. The terms of the installment plan require a monthly installment amount of $27.00 in addition to the current charges. The amount you must pay will be shown on your bill each month. Please pay this amount by the due date on the bill. Failure to keep the terms of the installment plan may result in the disconnection of your service

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

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

Usage History

Feb	19	2,090	Aug	19	241
Mar	19	1,951	Sep	19	351
Apr	19	1,793	Oct	19	416
May	19	1,117	Nov	19	1,224
Jun	19	548	Dec	19	1,596
Jul	19	218	Jan	20	883
			Feb	20	1,173



Comparisons	Last Year	This Year
Average Daily Use (KWH)	70	40
Average Daily Temperature	30	34
Days in Billing Period	30	29
Last 12 Months Use (KWH)		11,521
Average Monthly Use (KWH)		960

Account Summary

	Amount Due
Previous Balance	285.00
Payments/Adjustments	-285.00
Balance at Billing on Feb 25, 2020	**0.00**
The Illuminating Company - Consumption	138.59
Consumption Inst. Plan Amount	27.00
Total Current Charges	**165.59**
Amount Due by Mar 10, 2020	**$165.59**

To pay your account in full you owe $388.57.

Previous Bal -285.00
Bal. on Feb 25, 2020 0.0
Total Current Charge March 10, 2020 165.59

Usage Information for Meter Number 9126273303

Feb 21, 2020 KWH Reading (Actual)	7,309
Jan 24, 2020 KWH Reading (Actual)	6,136
KWH used	1,173

Charges From The Illuminating Company

Customer Number: 0802900900 1020005543
Rate: Residential Service CE-RSF

Customer Charge	4.00
Distribution Related Component	51.72
Cost Recovery Charges	22.75
Bypassable Generation and Transmission Related Component	60.12
Current Consumption Bill Charges	**138.59**

Current Bill Charge 138.59

Detail Payment and Adjustment Information

01/24/20	Payment	-27.83
01/24/20	HS Removed Deferred Arrs (Cr)	-7.39
01/24/20	HS Removed Deferred Arrs (Dr)	7.39
01/24/20	HS Deferred Arrears Adjustment	-7.39
02/05/20	Installment plan created	-249.98
Total Payments and Adjustments		**-$285.00**

Consumption Installment Plan

Installment Date	03/10/2020
Installment Amount	249.98
Paid to date	0.00
Balance Feb 25, 2020	**249.98**

Feb 24, 2020 249.95

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

The Illuminating Company
76 South Main Street
Akron, OH 44308-1890

Account Number: 110 129 021 322

Amount Paid	
Amount Due	$165.59
Due Date	Mar 10, 2020

Aurora Rd 165.59

MS NINA R JONES
25021 AURORA RD TRLR 345
BEDFORD HEIGHTS OH 44146-1769

THE ILLUMINATING COMPANY
PO BOX 3687
AKRON OH 44309-3687

0411012902132200000000000000000000000165590000165594

The Illuminating Company
A FirstEnergy Company

Bill Based On: Actual Meter Reading, Equal Payment Plan

March 24, 2020
Account Number: 110 129 021 322

Amount Due: $121.57

Due Date: April 07, 2020
04/07/2020

Billing Period: Feb 22 to Mar 20, 2020 for 28 days
Bill For: MS NINA R JONES
25021 AURORA RD APT 345
BEDFORD HEIGHTS OH 44146

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 1-800-686-9901. Pay your bill online at www.firstenergycorp.com
Bill issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Messages

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 The Illuminating Company 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 The Illuminating Company's price of 5.13 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 - 1020005543 - 5.13 cents per KWH

The information below shows specific charges for the costs of energy efficiency, peak demand reduction, and renewable energy. These charges are not new, but are and previously were consolidated with other charges on your bill.

Energy Efficiency	1,176 KWH x 0.001928	$2.27
Peak Demand Reduction	1,176 KWH x 0.000482	$0.57
Renewable Energy	1,176 KWH x 0.000979	$1.15

Your next meter reading is scheduled to occur on or about Apr 21, 2020.

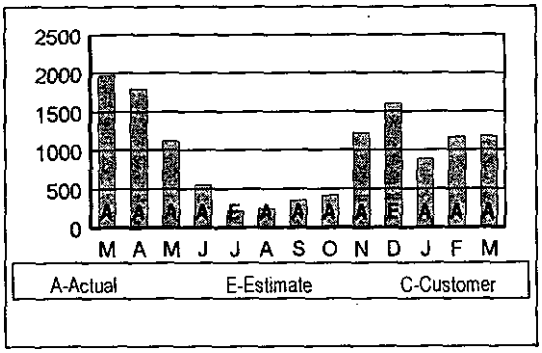
On January 15, 2020, in Case No. 19-2080-EL-ATA, the Public Utilities Commission of Ohio approved the Conservation Support Rider for service rendered beginning February 1, 2020. This rider enables support for efficient use of electricity, pursuant to recently enacted state legislation. The initial impact of the rider is $0.90 on the monthly electric bill of a typical residential customer.

The Earned Income Tax Credit (EITC) is a tax credit for certain lower-income families and individuals. For information and to determine if you qualify, simply dial 800-829-1040, or visit irs.gov/individuals.

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

Usage History

Mar 19	1,961	Sep 19	351
Apr 19	1,793	Oct 19	416
May 19	1,117	Nov 19	1,224
Jun 19	548	Dec 19	1,596
Jul 19	218	Jan 20	883
Aug 19	241	Feb 20	1,173
		Mar 20	1,176



Comparisons	Last Year	This Year
Average Daily Use (KWH)	73	42
Average Daily Temperature	33	41
Days in Billing Period	27	28
Last 12 Months Use (KWH)		10,736
Average Monthly Use (KWH)		895

Account Summary	Amount Due
Previous Balance	165.59
Payments/Adjustments	-165.59
Balance at Billing on Mar 24, 2020	**0.00**
The Illuminating Company - Payment Plan Amount [redacted]	121.00
Consumption Inst. Plan Amount	0.57
Total Current Charges	**121.57**
Amount Due by Apr 07, 2020	**$121.57**

Your actual account balance is $141.00.

Usage Information for Meter Number S328273503	
Mar 20, 2020 KWH Reading (Actual)	8,485
Feb 22, 2020 KWH Reading (Actual)	7,309
KWH used	1,176

Charges From The Illuminating Company	
Customer Number: 0802900900 1020005543	
Rate: Residential Service CE-RSF	
Customer Charge	4.00
Distribution Related Component	52.59
Cost Recovery Charges	23.57
Bypassable Generation and Transmission Related Component	60.27
Current Consumption Bill Charges	**140.43**

Detail Payment and Adjustment Information	
02/25/20 'Regular' HEAP Credit [redacted]	-388.00
02/25/20 Debit for future Inst. plan	222.41
Total Payments and Adjustments	**-$165.59**

Equal Payment Plan (EPP) Summary	
Actual Charges Billed During 1 EPP Months	140.43
EPP Amount During 1 EPP Months	121.00
Difference Between Actual Charges and EPP Amount	**19.43**

Consumption Installment Plan	
Installment Date	03/10/2020
Installment Amount	249.98
Paid to date	249.41
Balance Mar 24, 2020	**0.57**

The 388.00 Should Pid the Bills ?

The Illuminating Company
a FirstEnergy Company

Bill Based On: Actual Meter Reading, Equal Payment Plan, Budget Review

April 22, 2020
Account Number: 110 129 021 322

Amount Due: $244.39

Due Date: May 06, 2020

Billing Period: Mar 21 to Apr 20, 2020 for 31 days
Bill For: MS NINA R JONES
25021 AURORA RD APT 345
BEDFORD HEIGHTS OH 44146

June 01, 2020 Ms Robin Transfere Me 05/06/2020

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 1-800-686-9901. *Pay your bill online at www firstenergycorp.com*
Bill issued by: The Illuminating Company, 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 $121.57 is made by 05/06/2020.** 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 $289.00 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 The Illuminating Company's standard-offer generation service. The amount due does not include charges for nontariffed products or services but may include charges for competitive retail electric service. Failure to pay charges for other nontariffed 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 1-800-686-9901. 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.

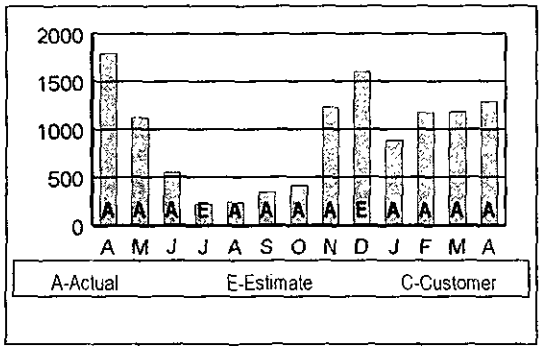
To avoid a 1 50% Late Payment Charge being added to your bill, please pay the **Amount Due** by the Due Date.

Your current ***PRICE TO COMPARE*** *for generation and transmission* from The Illuminating Company 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 The Illuminating Company's price of 5.20 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 - 1020005543 - 5.20 cents per KWH

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

Usage History

Apr	19	1,793	Oct	19	416
May	19	1,117	Nov	19	1,224
Jun	19	548	Dec	19	1,596
Jul	19	218	Jan	20	883
Aug	19	241	Feb	20	1,173
Sep	19	351	Mar	20	1,176
			Apr	20	1,286



Comparisons	Last Year	This Year
Average Daily Use (KWH)	54	41
Average Daily Temperature	50	45
Days in Billing Period	33	31
Last 12 Months Use (KWH)		10,229
Average Monthly Use (KWH)		852

Account Summary	Amount Due
Previous Balance	121 57
Payments/Adjustments	0.00
Balance at Billing on Apr 22, 2020	**121.57**
The Illuminating Company - Payment Plan Amount	121.00
Late Payment Charges	1 82
Total Current Charges	**122.82**
Amount Due by May 06, 2020	**$244.39**

Your actual account balance is $297.37.

Usage Information for Meter Number S328273503	
Apr 20, 2020 KWH Reading (Actual)	9,771
Mar 21, 2020 KWH Reading (Actual)	8,485
KWH used	1,286

Charges From The Illuminating Company	
Customer Number: 0802900900 1020005543	
Rate: Residential Service CE-RSF	
Customer Charge	4 00
Distribution Related Component	57.54
Cost Recovery Charges	26 17
Bypassable Generation and Transmission Related Component	66.84
Current Consumption Bill Charges	**154.55**
Late payment charge	**1.82**
Total Charges	**$ 156.37**

Equal Payment Plan (EPP) Summary	
Actual Charges Billed During 2 EPP Months	294.98
EPP Amount During 2 EPP Months	242.00
Difference Between Actual Charges and EPP Amount	**52.98**

Consumption Installment Plan	
Installment Date	03/10/2020
Installment Amount	249 98
Paid to date	249.41
Balance Apr 22, 2020	**0.57**

June 01, 2020
Mr. Michael Will get Some To Help

The Illuminating Company
A FirstEnergy Company

Bill Based On: Actual Meter Reading, Equal Payment Plan

May 21, 2020
Account Number: 110 129 021 322
Amount Due: $369.18
Due Date: June 04, 2020

Billing Period: Apr 21 to May 19, 2020 for 29 days
Bill For: MS NINA R JONES
25021 AURORA RD APT 345
BEDFORD HEIGHTS OH 44146

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 1-800-686-9901. Pay your bill online at www.firstenergycorp.com
Bill issued by: The Illuminating Company, 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 $242.57 is made by 06/04/2020.** 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 $148.00 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 The Illuminating Company's standard-offer generation service. The amount due does not include charges for nontariffed products or services but may include charges for competitive retail electric service. Failure to pay charges for other nontariffed 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 1-800-686-9901. 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.

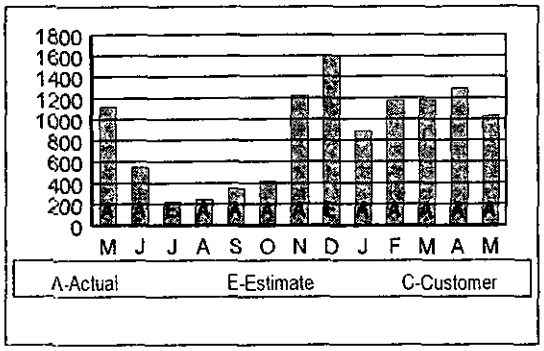
To avoid a 1.50% Late Payment Charge being added to your bill, please pay the **Amount Due** by the Due Date.

Your current **PRICE TO COMPARE** for generation and transmission from The Illuminating Company 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 The Illuminating Company's price of 5.24 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 - 1020005543 - 5.24 cents per KWH

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

Usage History

May 19	1,117	Nov 19	1,224
Jun 19	548	Dec 19	1,596
Jul 19	218	Jan 20	883
Aug 19	241	Feb 20	1,173
Sep 19	351	Mar 20	1,176
Oct 19	416	Apr 20	1,286
		May 20	1,030



Comparisons	Last Year	This Year
Average Daily Use (KWH)	40	36
Average Daily Temperature	57	52
Days in Billing Period	28	29
Last 12 Months Use (KWH)		10,142
Average Monthly Use (KWH)		845

Account Summary

	Amount Due
Previous Balance	244.39
Payments/Adjustments	-1.82
Balance at Billing on May 21, 2020	**242.57**
The Illuminating Company - Payment Plan Amount	57.00
NOPEC - NextEra Energy Services Ohio - Payment Plan Amount	66.00
Late Payment Charges	3.61
Total Current Charges	**126.61**
Amount Due by Jun 04, 2020	**$369.18**

Your actual account balance is $421.34.

Usage Information for: Meter Number S328273503

May 19, 2020 KWH Reading (Actual)	10,801
Apr 21, 2020 KWH Reading (Actual)	9,771
KWH used	1,030

Charges From The Illuminating Company

Customer Number: 0802900900 1020005543
Rate: Residential Service CE-RSD

Customer Charge	4.00
Distribution Related Component	46.37
Cost Recovery Charges	21.10
Current Consumption Bill Charges	**71.47**
Late payment charge	**3.61**
Total Charges	**$ 75.08**

Charges From NOPEC - NextEra Energy Services Ohio

NOPEC
NEXTera ENERGY SERVICES
31320 Solon Road, Suite 20, Solon, OH 44139
Customer Service: 1-855-667-3201
Account Number: *1002238954* Rate. *GEN-G940*

Billing Period: Apr 21, 2020 to May 19, 2020

Basic Charge	1,030 KWH x	0.049233	50.71
Total NOPEC - NextEra Energy Services Ohio Charges			**50.71**

Detail Payment and Adjustment Information

04/21/20	Reverse Late Payment Chg	-1.82

Account Balances by Company

	Previous Balance	*Payments/ Adjustments*	*Current Charges*	*Amount Due*
The Illuminating Company	244.39	-1.82	60.61	303.18
NOPEC - NextEra Energy *Services Ohio*	*0.00*	*0.00*	*66.00*	*66.00*
Total	**244.39**	**-1.82**	**126.61**	**369.18**

Equal Payment Plan (EPP) Summary

Actual Charges Billed During 3 EPP Months	417.16
EPP Amount During 3 EPP Months	*365.00*
Difference Between Actual Charges and EPP Amount	**52.16**

The Illuminating Company
A FirstEnergy Company

Bill Based On: Actual Meter Reading, Equal Payment Plan, Budget Review

June 23, 2020
Account Number: 110 129 021 322
Amount Due: $431.47
Due Date: July 07, 2020

Billing Period: May 20 to Jun 19, 2020 for 31 days
Bill For: MS NINA R JONES
25021 AURORA RD APT 345
BEDFORD HEIGHTS OH 441

DONT USE

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 1-800-686-9901. Pay your bill online at www.firstenergycorp.com
Bill issued by: The Illuminating Company, 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 $350.28 is made by 07/07/2020.** 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 $146.00 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 The Illuminating Company's standard-offer generation service. The amount due does not include charges for nontariffed products or services but may include charges for competitive retail electric service. Failure to pay charges for other nontariffed 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 1-800-686-9901. 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.

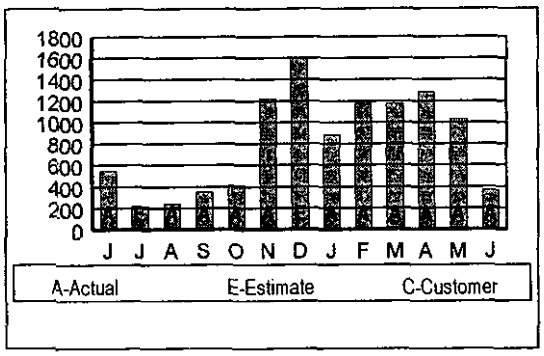
To avoid a 1.50% Late Payment Charge being added to your bill, please pay the **Amount Due** by the Due Date.

Your current **PRICE TO COMPARE** for generation and transmission from The Illuminating Company 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 The Illuminating Company's price of 5.41 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 - 1020005543 - 5.41 cents per KWH

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

Usage History

Jun	19	548	Dec	19	1,596
Jul	19	218	Jan	20	883
Aug	19	241	Feb	20	1,173
Sep	19	351	Mar	20	1,176
Oct	19	416	Apr	20	1,286
Nov	19	1,224	May	20	1,030
			Jun	20	369



Comparisons	Last Year	This Year
Average Daily Use (KWH)	17	12
Average Daily Temperature	67	68
Days in Billing Period	33	31
Last 12 Months Use (KWH)		9,963
Average Monthly Use (KWH)		830

Account Summary

	Amount Due
Previous Balance	369.18
Payments/Adjustments	-3.61
Balance at Billing on Jun 23, 2020	**365.57**
The Illuminating Company - Payment Plan Amount [redacted]	57.00
NOPEC - NextEra Energy Services Ohio - Consumption	18.76
NOPEC - NextEra Energy Services Ohio - Payment Plan Balance	-15.29
Late Payment Charges	5.43
Total Current Charges	**65.90**
Amount Due by Jul 07, 2020	**$431.47**

Your actual account balance is $471.15.

Usage Information for Meter Number S328273503

Jun 19, 2020 KWH Reading (Actual)	11,170
May 20, 2020 KWH Reading (Actual)	10,801
KWH used	369

Charges From The Illuminating Company

Customer Number: 0802900900 1020005543
Rate: Residential Service CE-RSD

Customer Charge	4.00
Distribution Related Component	17.35
Cost Recovery Charges	7.88
Current Consumption Bill Charges	**29.23**
Late payment charge	**5.43**
Total Charges	**$ 34.66**

Charges From NOPEC - NextEra Energy Services Ohio

NOPEC
NEXTera ENERGY SERVICES
31320 Solon Road, Suite 20, Solon, OH 44139
Customer Service: 1-855-667-3201
Account Number: 1002238954 Rate: GEN-G940

Billing Period: May 20, 2020 to Jun 19, 2020

Basic Charge	369 KWH x	0.050840	18.76
Total NOPEC - NextEra Energy Services Ohio Charges			**18.76**

Detail Payment and Adjustment Information

05/20/20 Reverse Late Payment Chg	-3.61

Account Balances by Company

	Previous Balance	Payments/ Adjustments	Current Charges	Amount Due
The Illuminating Company	303.18	-3.61	62.43	362.00
NOPEC - NextEra Energy Services Ohio	66.00	0.00	3.47	69.47
Total	**369.18**	**-3.61**	**65.90**	**431.47**

Equal Payment Plan (EPP) Summary

Actual Charges Billed During 4 EPP Months	465.15
EPP Amount During 4 EPP Months	440.76
Difference Between Actual Charges and EPP A[redacted]	**24.39**

[redacted]

Ms. Nicole #55918
June 29, 2020
Disconnected Sep 15, 2020
Paid July 21, 2020 120.46
U.S.P.M. Order# 268124-81400

The Illuminating Company
A FirstEnergy Company

Bill Based On: Actual Meter Reading, Equal Payment Plan

July 07, 2020
Account Number: 110 029 896 658
Amount Due: $120.46 [redacted]
Due Date: July 21, 2020

Billing Period: Jun 04 to Jul 02, 2020 for 29 days
Bill For: MS NINA R JONES
3988 E 190TH ST
CLEVELAND OH 44122

Paid July 21, 2020 u.S.P.M order # 26812481400 120.46

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 1-800-686-9901. Pay your bill online at www.firstenergycorp.com
Bill issued by: The Illuminating Company, 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 $70.45 is made by 07/21/2020.** 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 $18.00 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 The Illuminating Company's standard-offer generation service. The amount due does not include charges for nontariffed products or services but may include charges for competitive retail electric service. Failure to pay charges for other nontariffed 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 1-800-686-9901. 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.

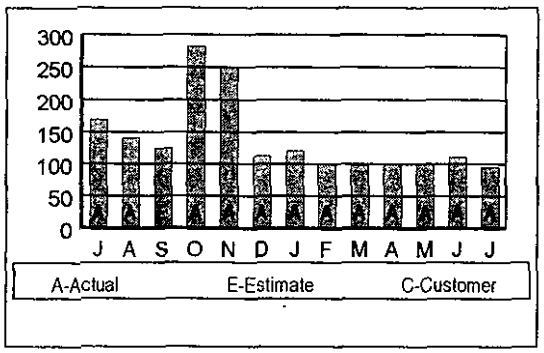
To avoid a 1.50% Late Payment Charge being added to your bill, please pay the **Amount Due** by the Due Date.

Your current **PRICE TO COMPARE** for generation and transmission from The Illuminating Company 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 The Illuminating Company's price of 5.51 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 - 1750006736 - 5.51 cents per KWH

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

Usage History

Jul	19	169	Jan	20	120
Aug	19	140	Feb	20	99
Sep	19	124	Mar	20	98
Oct	19	282	Apr	20	100
Nov	19	251	May	20	101
Dec	19	112	Jun	20	110
			Jul	20	95



Comparisons	Last Year	This Year
Average Daily Use (KWH)	5	3
Average Daily Temperature	72	71
Days in Billing Period	33	29
Last 12 Months Use (KWH)		1,632
Average Monthly Use (KWH)		136

Account Summary

	Amount Due
Previous Balance [redacted]	79.92
Payments/Adjustments	-0.50
Balance at Billing on Jul 07, 2020	**79.42**
The Illuminating Company - Payment Plan Amount	15.00
The Illuminating Company - Misc. Charges	2.99
Consumption Inst. Plan Amount	14.00
NEXTERA ENERGY SERVICES OHIO, LLC - Payment Plan Amount	8.00
Late Payment Charges	1.05
Total Current Charges	**41.04**
Amount Due by Jul 21, 2020	**$120.46**

Your actual account balance is $129.99. [redacted]

Usage Information for Meter Number S315448771

Jul 02, 2020 KWH Reading (Actual)	11,723
Jun 04, 2020 KWH Reading (Actual)	11,628
KWH used	95

Charges From The Illuminating Company

Customer Number: 0802900900 1750006736
Rate: Residential Service CE-RSD

Customer Charge	4.00
Distribution Related Component	5.31
Cost Recovery Charges	2.41
Current Consumption Bill Charges	**11.72**
Late payment charge	**1.05**
HomeServe USA Plan (1-888-658-3800)	**2.99**
Total Charges	**$ 15.76**

Charges From NEXTERA ENERGY SERVICES OHIO, LLC

NOPEC
NEXTera ENERGY SERVICES
20455 State Highway 249 Suite 200, Houston, TX 77070
Customer Service: 1-855-667-3201
Account Number: 1002288516 Rate: GEN-F512

Please note Your Certified Retail Electric Service Provider has changed your supply rate.

Billing Period: Jun 04, 2020 to Jul 02, 2020

Basic Charge	95 KWH x	0.051158	4.86
Total NEXTERA ENERGY SERVICES OHIO, LLC Charges			**4.86**

Detail Payment and Adjustment Information

06/04/20 Reverse Late Payment Chg -0.50

Account Balances by Company

	Previous Balance	Payments/ Adjustments	Current Charges	Amount Due
The Illuminating Company	63.92	-0.50	33.04	96.46
NEXTERA ENERGY SERVICES OHIO, LLC	16.00	0.00	8.00	24.00
Total	**79.92**	**-0.50**	**41.04**	**120.46**

Equal Payment Plan (EPP) Summary

Actual Charges Billed During 6 EPP Months	103.72
EPP Amount During 6 EPP Months	138.00
Difference Between Actual Charges and EPP Amount	**-34.28**

Consumption Installment Plan

Installment Date	02/20/2020
Installment Amount	127.81
Paid to date	46.05
Balance Jul 07, 2020	**81.76**

Paid 07/21/2020 120.46
u.S.P.M. Order # 26812481400 Paid twice Bedford, OH
Serial # 26812481400
Ph# 800-275-8777 July 21, 2020

The Illuminating Company
A First Energy Company

Bill Based On: Actual Meter Reading, Equal Payment Plan

2v

I19

July 24, 2020

Account Number: 110 129 021 322

Amount Due: $535.30

Due Date: August 07, 2020

Billing Period: Jun 20 to Jul 22, 2020 for 33 days

Bill For: MS NINA R JONES
25021 AURORA RD APT 345
BEDFORD HEIGHTS OH 44146

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 1-800-686-9901. Pay your bill online at www.firstenergycorp.com

Bill issued by: The Illuminating Company, 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 $426.04 is made by 08/07/2020.** 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 $268.00 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 The Illuminating Company's standard-offer generation service. The amount due does not include charges for nontariffed products or services but may include charges for competitive retail electric service. Failure to pay charges for other nontariffed 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 1-800-686-9901. 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.

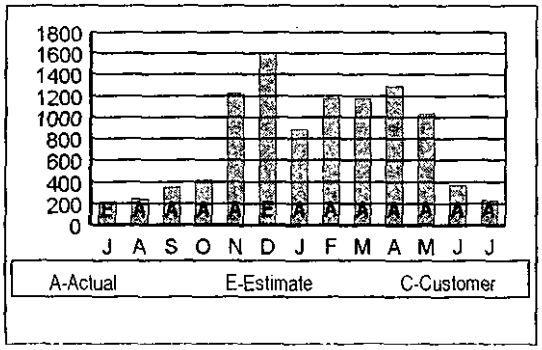
Your current **PRICE TO COMPARE** for generation and transmission from The Illuminating Company is listed below. In order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than The Illuminating Company's price of 5.46 cents per KWH for the same usage 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 - 1020005543 - 5.46 cents per KWH

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

Usage History

Jul	19	218	Jan	20	883
Aug	19	241	Feb	20	1,173
Sep	19	351	Mar	20	1,176
Oct	19	416	Apr	20	1,286
Nov	19	1,224	May	20	1,030
Dec	19	1,596	Jun	20	369
			Jul	20	227



Comparisons	Last Year	This Year
Average Daily Use (KWH)	7	7
Average Daily Temperature	78	76
Days in Billing Period	30	33
Last 12 Months Use (KWH)		9,972
Average Monthly Use (KWH)		831

Account Summary

	Amount Due
Previous Balance	431.47
Payments/Adjustments	-5.43
Balance at Billing on Jul 24, 2020	**426.04**
The Illuminating Company - Payment Plan Amount [redacted]	103.00
Late Payment Charges	6.26
Total Current Charges	**109.26**
Amount Due by Aug 07, 2020	**$535.30**

Your actual account balance is $505.44.

Usage Information for Meter Number S328273503

Jul 22, 2020 KWH Reading (Actual)	11,397
Jun 20, 2020 KWH Reading (Actual)	11,170
KWH used	227

Charges From The Illuminating Company

Customer Number: 0802900900 1020005543
Rate: Residential Service CE-RSF

Customer Charge	4.00
Distribution Related Component	12.04
Cost Recovery Charges	5.03
Bypassable Generation and Transmission Related Component	12.39
Current Consumption Bill Charges	**33.46**
Late payment charge	**6.26**
Total Charges	**$ 39.72**

Detail Payment and Adjustment Information

06/22/20	Reverse Late Payment Chg	-5.43

Account Balances by Company

	Previous Balance	Payments/ Adjustments	Current Charges	Amount Due
The Illuminating Company	362.00	0.00	109.26	471.26
NOPEC - NextEra Energy Services Ohio	69 47	-5.43	0.00	64.04
Total	**431.47**	**-5.43**	**109.26**	**535.30**

Equal Payment Plan (EPP) Summary

Actual Charges Billed During 5 EPP Months	498.61
EPP Amount During 5 EPP Months	543.76
Difference Between Actual Charges and EPP Amount	**-45.15**

Oct 29, 2020
Mr. Todd # 31328
Confoumation #
10291237
Return me To the
Illuminating Company

The Illuminating Company

Bill Based On: Actual Meter Reading, Equal Payment Plan

#1234

August 25, 2020

Account Number: 110 129 021 322

Amount Due: $639.75

Due Date: September 08, 2020

54.99 12 mo

Billing Period: Jul 23 to Aug 21, 2020 for 30 days

Bill For: MS NINA R JONES
25021 AURORA RD APT 345
BEDFORD HEIGHTS OH 44146

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 1-800-686-9901 Pay your bill online at www.firstenergycorp.com

Bill issued by: The Illuminating Company, 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 $499.18 is made by 09/08/2020.** 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 $265.00 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 The Illuminating Company's standard-offer generation service. The amount due does not include charges for nontariffed products or services but may include charges for competitive retail electric service. Failure to pay charges for other nontariffed 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 1-800-686-9901. 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.

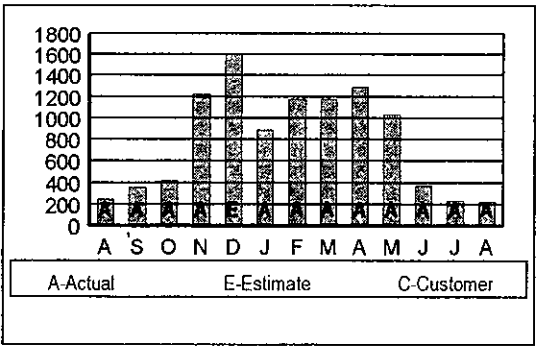
Your current **PRICE TO COMPARE** for generation and transmission from The Illuminating Company is listed below. In order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than The Illuminating Company's price of 5.43 cents per KWH for the same usage 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 - 1020005543 - 5.43 cents per KWH

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

Usage History

Aug	19	241	Feb	20	1,173
Sep	19	351	Mar	20	1,176
Oct	19	416	Apr	20	1,286
Nov	19	1,224	May	20	1,030
Dec	19	1,596	Jun	20	369
Jan	20	883	Jul	20	227
			Aug	20	223



Comparisons	Last Year	This Year
Average Daily Use (KWH)	7	7
Average Daily Temperature	74	72
Days in Billing Period	33	30
Last 12 Months Use (KWH)		9,954
Average Monthly Use (KWH)		830

Account Summary

	Amount Due
Previous Balance	535.30
Payments/Adjustments	-6.26
Balance at Billing on Aug 25, 2020	**529.04**
The Illuminating Company - Payment Plan Amount	103.00
Late Payment Charges	7.71
Total Current Charges	**110.71**
Amount Due by Sep 08, 2020	**$639.75**

Your actual account balance is $540.29.

Usage Information for Meter Number S328273503

Aug 21, 2020 KWH Reading (Actual)	11,620
Jul 23, 2020 KWH Reading (Actual)	11,397
KWH used	223

Charges From The Illuminating Company

Customer Number: 0802900900 1020005543
Rate: Residential Service CE-RSF

Customer Charge	4.00
Distribution Related Component	12.33
Cost Recovery Charges	4.95
Bypassable Generation and Transmission Related Component	12.12
Current Consumption Bill Charges	**33.40**
Late payment charge	7.71
Total Charges	**$ 41.11**

Detail Payment and Adjustment Information

07/24/20 Reverse Late Payment Chg	-6.26

Account Balances by Company

	Previous Balance	Payments/ Adjustments	Current Charges	Amount Due
The Illuminating Company	471.26	0.00	110.71	581.97
NOPEC - NextEra Energy Services Ohio	64.04	-6.26	0.00	57.78
Total	**535.30**	**-6.26**	**110.71**	**639.75**

Equal Payment Plan (EPP) Summary

Actual Charges Billed During 6 EPP Months	532.01
EPP Amount During 6 EPP Months	631.47
Difference Between Actual Charges and EPP Amount	**-99.46**

Bill Will Come On 59.00
Oct 2020
Would Be 49.00 Per. Mo.

Said He Was From The Illuminating
09/30/2020
Dewayne ?
Smith

The Illuminating Company
A FirstEnergy Company

Bill Based On: Actual Meter Reading, Equal Payment Plan

September 23, 2020
Account Number: 110 129 021 322
Amount Due: $744.18
Due Date: October 07, 2020

Billing Period: Aug 22 to Sep 21, 2020 for 31 days
Bill For: MS NINA R JONES
25021 AURORA RD APT 345
BEDFORD HEIGHTS OH 44146

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 1-800-686-9901. Pay your bill online at www.firstenergycorp.com
Bill issued by: The Illuminating Company, 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 $532.58 is made by 10/07/2020.** *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 $268 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 The Illuminating Company's standard-offer generation service. The amount due does not include charges for nontariffed products or services but *may include charges for competitive retail electric service. Failure to* pay charges for other nontariffed 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 1-800-686-9901 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.

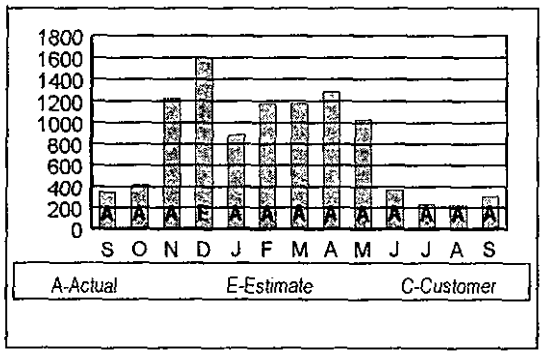
Your current **PRICE TO COMPARE** for generation and transmission from The Illuminating Company is listed below. In order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than The Illuminating Company's price of 4.94 cents per KWH for the same usage 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 - 1020005543 - 4.94 cents per KWH

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

Usage History

Sep	19	351	Mar	20	1,176
Oct	19	416	Apr	20	1,286
Nov	19	1,224	May	20	1,030
Dec	19	1,596	Jun	20	369
Jan	20	883	Jul	20	227
Feb	20	1,173	Aug	20	223
			Sep	20	309



Comparisons	Last Year	This Year
Average Daily Use (KWH)	12	10
Average Daily Temperature	71	68
Days in Billing Period	29	31
Last 12 Months Use (KWH)		9,912
Average Monthly Use (KWH)		826

Account Summary

	Amount Due
Previous Balance	639.75
Payments/Adjustments	-7.71
Balance at Billing on Sep 23, 2020	**632.04**
The Illuminating Company - Payment Plan Amount	*103.00*
Late Payment Charges	9.14
Total Current Charges	**112.14**
Amount Due by Oct 07, 2020	**$744.18**

Your actual account balance is $584.98.

Usage Information for Meter Number S328273503

Sep 21, 2020 KWH Reading (Actual)	11,929
Aug 22, 2020 KWH Reading (Actual)	11,620
KWH used	309

Charges From The Illuminating Company

Customer Number: 0802900900 1020005543
Rate: Residential Service CE-RSF

Customer Charge	*4.00*
Distribution Related Component	17.36
Cost Recovery Charges	6.62
Bypassable Generation and Transmission Related Component	15.28
Current Consumption Bill Charges	**43.26**
Late payment charge	**9.14**
Total Charges	**$ 52.40**

Detail Payment and Adjustment Information

08/25/20	Reverse Late Payment Chg	-7.71

Account Balances by Company

	Previous Balance	Payments/ Adjustments	Current Charges	Amount Due
The Illuminating Company	581.97	0.00	112.14	694.11
NOPEC - NextEra Energy Services Ohio	57.78	-7.71	0.00	50.07
Total	***639.75***	***-7.71***	***112.14***	***744.18***

Equal Payment Plan (EPP) Summary

Actual Charges Billed During 7 EPP Months	575.27
EPP Amount During 7 EPP Months	734.47
Difference Between Actual Charges and EPP Amount	***-159.20***

Oct 14, 2020

ATTENTION OCCUPANTS!

ELECTRIC SERVICE TO THESE PREMISES HAS BEEN DISCONNECTED

SHUT-OFF DATE	SHUT-OFF TIME Oct 14, 2020 3:00 PM
CUSTOMER NAME NINA R JONES	ACCOUNT NO. 110129021322

SERVICE ADDRESS
25021 AURORA RD APT 345 BEDFORD HEIGHTS OH 44146

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 1-800-686-9901 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
$ 532.58
Reconnection Fee
$ 35.00
Security Deposit
$ 268.00
Total Required For Reconnection
$ 835.58

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 The Cleveland Electric Illuminating 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.

the Illuminating Company
A FirstEnergy Company

Form 1025 (05-01)
ID No. 58180041

The Illuminating Company
A FirstEnergy Company

Bill Based On: Actual Meter Reading, Equal Payment Plan, Budget Review

October 23, 2020

Account Number: 110 129 021 322

Amount Due: $1,153.04

Due Date: November 06, 2020

Billing Period: Sep 22 to Oct 21, 2020 for 30 days
Bill For: MS NINA R JONES
25021 AURORA RD APT 345
BEDFORD HEIGHTS OH 44146

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 1-800-686-9901. Pay your bill online at www.firstenergycorp.com
Bill issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Messages

**** REMINDER NOTICE ****

When this bill was prepared, your account had an unpaid balance. If you have already made this payment, thank you. If not, please promptly pay the overdue amount. Overdue amounts associated with a disconnect notice from a prior month's bill and/or an Ohio 10-day Winter Notice may continue to result in disconnection of electric service. Call us at 1-800-686-9901 if you have questions or for information on payment arrangements.

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 The Illuminating Company 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 The Illuminating Company's price of 4.77 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 - 1020005543 - 4.77 cents per KWH

The information below shows specific charges for the costs of energy efficiency, peak demand reduction, and renewable energy. These charges are not new, but are and previously were consolidated with other charges on your bill.

Energy Efficiency	359 KWH x 0.003788	$1.36
Peak Demand Reduction	359 KWH x 0.000947	$0.34
Renewable Energy	359 KWH x 0.000864	$0.31

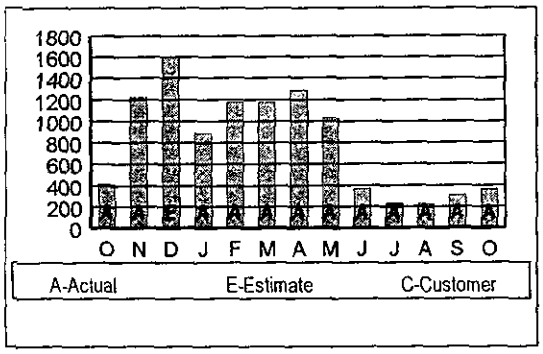
Your next meter reading is scheduled to occur on or about Nov 20, 2020.

As a customer in the Equal Payment Plan program, your account has been reviewed and your payment amount adjusted to better match

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

Usage History

Oct	19	416	Apr	20	1,286
Nov	19	1,224	May	20	1,030
Dec	19	1,596	Jun	20	369
Jan	20	883	Jul	20	227
Feb	20	1,173	Aug	20	223
Mar	20	1,176	Sep	20	309
			Oct	20	359



Comparisons	Last Year	This Year
Average Daily Use (KWH)	14	12
Average Daily Temperature	62	58
Days in Billing Period	30	30
Last 12 Months Use (KWH)		9,855
Average Monthly Use (KWH)		821

Account Summary

	Amount Due
Previous Balance	744.18
Payments/Adjustments	-9.14
Balance at Billing on Oct 23, 2020	**735.04**
The Illuminating Company - Payment Plan Amount	103.00
The Illuminating Company - Misc. Charges	315.00
Total Current Charges	**418.00**
Amount Due by Nov 06, 2020	**$1,153.04**

Your actual account balance is $939.80.

Usage Information for Meter Number S328273503

Oct 21, 2020 KWH Reading (Actual)	12,288
Sep 22, 2020 KWH Reading (Actual)	11,929
KWH used	359

Charges From The Illuminating Company

Customer Number: 0802900900 1020005543
Rate: Residential Service CE-RSF

Customer Charge	3.60
Distribution Related Component	20.67
Cost Recovery Charges	7.55
Bypassable Generation and Transmission Related Component	17.14
Current Consumption Bill Charges	**48.96**
Field Collection Charge	**12.00**
Reconnection Charge	**35.00**
Security Deposit Request	**268.00**
Total Charges	**$ 363.96**

Detail Payment and Adjustment Information

09/23/20	Reverse Late Payment Chg	-9.14

Account Balances by Company

	Previous Balance	Payments/ Adjustments	Current Charges	Amount Due
The Illuminating Company	694.11	0.00	418.00	1,112.11
NOPEC - NextEra Energy Services Ohio	50.07	-9.14	0.00	40.93
Total	**744.18**	**-9.14**	**418.00**	**1,153.04**

Equal Payment Plan (EPP) Summary

Actual Charges Billed During 8 EPP Months	624.23
EPP Amount During 8 EPP Months	837.47
Difference Between Actual Charges and EPP Amount	**-213.24**

The Illuminating Company
A FirstEnergy Company

Bill Based On Initial Bill, Actual Meter Reading

October 26, 2020
Account Number: 110 147 179 730

Amount Due: $898.87

Due Date: November 09, 2020

Billing Period: Oct 15 to Oct 21, 2020 for 7 days
Bill For: MS NINA R JONES
25021 AURORA RD APT 345
BEDFORD HEIGHTS OH 44146

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 1-800-686-9901. Pay your bill online at www.firstenergycorp.com
Bill issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Messages

**** REMINDER NOTICE ****

When this bill was prepared, your account had an unpaid balance. If you have already made this payment, thank you. If not, please promptly pay the overdue amount. Overdue amounts associated with a disconnect notice from a prior month's bill and/or an Ohio 10-day Winter Notice may continue to result in disconnection of electric service. Call us at 1-800-686-9901 if you have questions or for information on payment arrangements.

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 The Illuminating Company 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 The Illuminating Company's price of 4.80 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 - 1020005543 - 4.80 cents per KWH

The information below shows specific charges for the costs of energy efficiency, peak demand reduction, and renewable energy. These charges are not new, but are and previously were consolidated with other charges on your bill.

Energy Efficiency	148 KWH x 0.003784	$0.56
Peak Demand Reduction	148 KWH x 0.000946	$0.14
Renewable Energy	148 KWH x 0.000878	$0.13

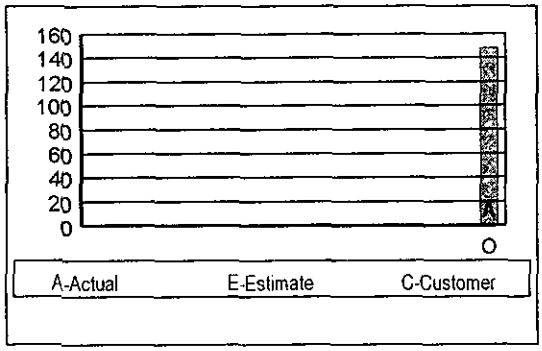
Your next meter reading is scheduled to occur on or about Nov 20, 2020.

The Illuminating Company welcomes you as a customer. We look forward to serving you.

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

Usage History

Oct 20 148



	This Year
Average Daily Use (KWH)	21
Average Daily Temperature	52
Days in Billing Period	7
Last 1 Months Use (KWH)	148
Average Monthly Use (KWH)	148

Account Summary

	Amount Due
Previous Balance	0.00
Payments/Adjustments	611.97
Balance at Billing on Oct 26, 2020	**611.97**
The Illuminating Company - Consumption	18.90
The Illuminating Company - Misc. Charges ?	268.00
Total Current Charges	**286.90**
Amount Due by Nov 09, 2020	**$898.87**

Usage Information for Meter Number S328273503

Oct 21, 2020 KWH Reading (Actual)	12,288
Oct 15, 2020 KWH Reading (Actual)	12,140
KWH used	148

Charges From The Illuminating Company

Customer Number: 0802900900 1020005543
Rate: Residential Service CE-RSF

Customer Charge	0.67
Distribution Related Component	8.13
Cost Recovery Charges	3.00
Bypassable Generation and Transmission Related Component	7.10
Current Consumption Bill Charges	**18.90**
Security Deposit Request	**268.00**
Total Charges	**$ 286.90** ?

Detail Payment and Adjustment Information

10/22/20 Trans fr 110129021322 / Oct.	611.97

The Illuminating Company
A FirstEnergy Company

Bill Based On. Estimated Meter Reading

November 25, 2020
Account Number: 110 147 179 730
Amount Due: $1,056.11
Due Date: December 09, 2020

Billing Period: Oct 22 to Nov 18, 2020 for 28 days
Bill For: MS NINA R JONES
25021 AURORA RD APT 345
BEDFORD HEIGHTS OH 44146

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 1-800-686-9901. Pay your bill online at www.firstenergycorp.com
Bill issued by: The Illuminating Company, 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 $886.87 is made by 12/09/2020.** If service is disconnected, you will be required to pay a reconnection fee of $35.00 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 The Illuminating Company's standard-offer generation service. The amount due does not include charges for nontariffed *products or services but may include charges for competitive retail* electric service. Failure to pay charges for other nontariffed 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 1-800-686-9901. 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.

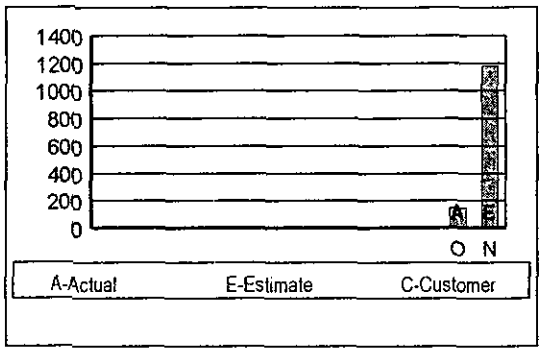
If you have a complaint in regard to this disconnection notice that can not be resolved after you have called The Illuminating Company, or for general utility company information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (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.

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

Usage History

Oct 20	148
Nov 20	1,182



	This Year
Average Daily Use (KWH)	42
Average Daily Temperature	50
Days in Billing Period	28
Last 2 Months Use (KWH)	1,330
Average Monthly Use (KWH)	665

Account Summary	Amount Due
Previous Balance	898.87
Payments/Adjustments	0.00
Balance at Billing on Nov 25, 2020	**898.87**
The Illuminating Company - Consumption	148.44
Late Payment Charges	8.80
Total Current Charges	**157.24**
Amount Due by Dec 09, 2020	**$1,056.11**

Usage Information for Meter Number S328273503

Nov 18, 2020 KWH Reading (Estimate)	13,470
Oct 22, 2020 KWH Reading (Actual)	12,288
KWH used	1,182

Charges From The Illuminating Company

Customer Number: 0802900900 1020005543
Rate: Residential Service CE-RSF

Customer Charge	4.00
Distribution Related Component	64.13
Cost Recovery Charges	23.66
Bypassable Generation and Transmission Related Component	56.65
Current Consumption Bill Charges	**148.44**
Late payment charge	**8.80**
Total Charges	**$ 157.24**

The Illuminating Company
A First Energy Company

Bill Based On: Actual Meter Reading

I19

December 28, 2020
Account Number: 110 147 179 730
Amount Due: $1,020.32
Due Date: January 11, 2021

Billing Period: Nov 19 to Dec 22, 2020 for 34 days
Bill For: MS NINA R JONES
25021 AURORA RD APT 345
BEDFORD HEIGHTS OH 44146

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 1-800-686-9901. Pay your bill online at www.firstenergycorp.com
Bill issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Messages

**** REMINDER NOTICE ****

When this bill was prepared, your account had an unpaid balance. If you have already made this payment, thank you. If not, please promptly pay the overdue amount. Overdue amounts associated with a disconnect notice from a prior month's bill and/or an Ohio 10-day Winter Notice may continue to result in disconnection of electric service. Call us at 1-800-686-9901 if you have questions or for information on payment arrangements.

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 The Illuminating Company 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 The Illuminating Company's price of 4.79 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 - 1020005543 - 4.79 cents per KWH

The information below shows specific charges for the costs of energy efficiency, peak demand reduction, and renewable energy. These charges are not new, but are and previously were consolidated with other charges on your bill.

Energy Efficiency	1,331 KWH x 0.003788	$5.04
Peak Demand Reduction	1,331 KWH x 0.000947	$1.26
Renewable Energy	1,331 KWH x 0.000864	$1.15

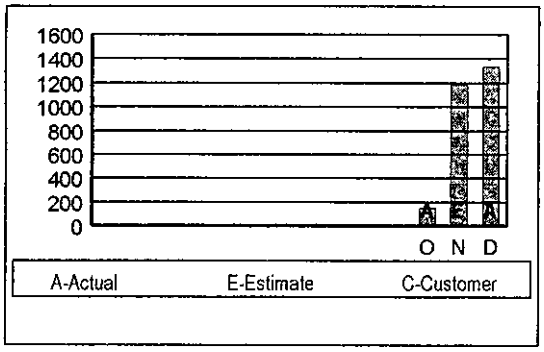
Your next meter reading is scheduled to occur on or about Jan 21, 2021.

Under State law, the amount you are being billed includes: (1) Kilowatt-hour taxes that have been in effect since 2001 and are currently at $44.51 and (2) Assessments to assist in the support of the

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

Usage History

Oct	20	148
Nov	20	1,182
Dec	20	1,331



	This Year
Average Daily Use (KWH)	39
Average Daily Temperature	39
Days in Billing Period	34
Last 3 Months Use (KWH)	2,661
Average Monthly Use (KWH)	887

Account Summary

	Amount Due
Previous Balance	1,056.11
Payments/Adjustments	-200.00
Balance at Billing on Dec 28, 2020	**856.11**
The Illuminating Company - Consumption	164.33
The Illuminating Company - Misc. Charges	-0.12
Total Current Charges	**164.21**
Amount Due by Jan 11, 2021	**$1,020.32**

Usage Information for Meter Number S328273503

Dec 22, 2020 KWH Reading (Actual)	14,801
Nov 19, 2020 KWH Reading (Estimate)	13,470
KWH used	1,331

Charges From The Illuminating Company

Customer Number: 0802900900 1020005543
Rate: Residential Service CE-RSF

Customer Charge	4.00
Distribution Related Component	69.95
Cost Recovery Charges	26.58
Bypassable Generation and Transmission Related Component	63.80
Current Consumption Bill Charges	**164.33**
Security Deposit Interest	**-0.12**
Total Charges	**$ 164.21**

Detail Payment and Adjustment Information

12/21/20 Fuel fund assistance	-200.00

The Illuminating Company
A First Energy Company

Bill Based On: Actual Meter Reading, PIPP Plus

December 27, 2018
Account Number: 110 129 021 322

Amount Due: $88.00

Due Date: January 10, 2019

Billing Period: Nov 22 to Dec 21, 2018 for 30 days
Bill For: MS NINA R JONES
25021 AURORA RD APT 345
BEDFORD HEIGHTS OH 44146

Paid

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 1-800-686-9901. Pay your bill online at www.firstenergycorp.com
Bill issued by: The Illuminating Company, PO Box 3687 Akron OH 44309-3687

Messages

The information below shows specific charges for the costs of energy efficiency, peak demand reduction, and renewable energy. These charges are not new, but are and previously were consolidated with other charges on your bill.

Energy Efficiency	2,426 KWH x 0.003449	$8.37
Peak Demand Reduction	2,426 KWH x 0.000862	$2.09
Renewable Energy	2,426 KWH x 0.000971	$2.36

Your next meter reading is scheduled to occur on or about Jan 23, 2019

You must reverify your income by 02/24/2019 to stay on PIPP Plus. If you have questions about your household income reverification, call the Ohio Development Services Agency at 1-800-282-0880. If removed from the program, you will need to contact your local Community Action Agency to re-enroll, and will be responsible for all missed payments and monthly charges.

Your PIPP Plus Anniversary Date is 02/24/2019. This is the date by which you must pay any PIPP Plus payments missed in the prior 12 months to remain on the program.

If you pay your PIPP Plus payment on-time and in-full this month, you will receive a credit of $223.72 applied to your account balance.

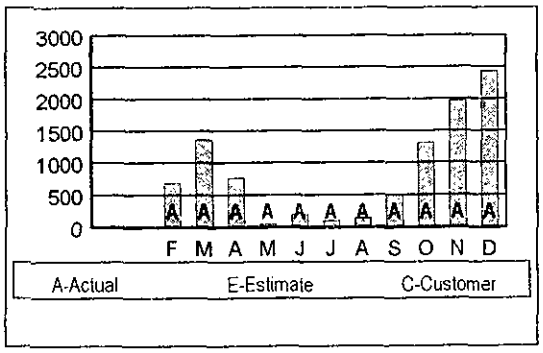
Under State law, the amount you are being billed includes: (1) Kilowatt-hour taxes that have been in effect since 2001 and are currently at $60.41 and (2) Assessments to assist in the support of the operations of the PUCO and the office of the consumers' counsel that have been in effect since 1912 and 1977, respectively

Best wishes for a joyous holiday season from all of us at The Illuminating Company

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

Usage History

Feb 18	686	Aug 18	136
Mar 18	1,350	Sep 18	515
Apr 18	761	Oct 18	1,308
May 18	46	Nov 18	1,971
Jun 18	186	Dec 18	2,426
Jul 18	102		



	This Year
Average Daily Use (KWH)	81
Average Daily Temperature	36
Days in Billing Period	30
Last 11 Months Use (KWH)	9,437
Average Monthly Use (KWH)	862

Account Summary

	Amount Due
Previous Balance	88.00
Payments/Adjustments	-88.00
Balance at Billing on Dec 27, 2018	***0.00***
PIPP Plus Amount	**88.00**
Amount Due by Jan 10, 2019	**$88.00**

You are legally responsible for a $276.25 actual account balance.

Usage Information for Meter Number G005099795

Dec 21, 2018 KWH Reading (Actual)	98,597
Nov 22, 2018 KWH Reading (Actual)	96,171
KWH used	2,426

Charges From The Illuminating Company

Customer Number: 0802900900 1020005543
Rate: Residential Service CE-RSF

Customer Charge	4.00
Distribution Related Component	129.11
Cost Recovery Charges	39.94
Bypassable Generation and Transmission Related Component	137.68
Current Consumption Bill Charges	**310.73**

Detail Payment and Adjustment Information

12/18/18 Payment	-88.00

Account Balance Information

PIPP Plus Account Balance

Previous bill was	88.00
Total payments/adjustments	-88.00
Balance at billing	0.00
Current charges	88.00
PIPP Plus Balance	88.00

Actual Account Balance

Previous bill was	53.52
Total payments/adjustments	-88.00
One-time balance reduction	
1/24th Arrearage Credit	0.00
Current bill arrearage credit	0.00
Balance at billing	-34.48
Current charges	310.73
Actual Account Balance	276.25

Paid Jan 02, 2019 88.00
P.M. Order # 2557465238

Illuminating Company
A FirstEnergy Company

January 22, 2019

MS NINA R JONES
25021 AURORA RD APT 345
BEDFORD HEIGHTS OH 44146

Account Number: 110029896658
Wrong Acc.

Dear MS NINA R JONES:

Enclosed is a statement of your account from 01/22/2018 to 01/22/2019.

Summary Of Statement

Beginning Balance of Statement	-52.93
Total of First Energy Billings	539.33
Total of Suppliers Billings	98.64
Total Billings	637.97
Total Payments	-279.61
Total Adjustments	9.47
Ending Balance of Statement	314.90

Adjustment Type Key

LPC	Late Payment Charge
SDINT	Interest for Security Deposit Held on the Account

Sincerely,

The Cleveland Electric Illuminating Company
A FirstEnergy Company

The Illuminating Company
A FirstEnergy Company

Bill Based On: Actual Meter Reading, PIPP Plus

January 28, 2019
Account Number: 110 129 021 322

Billing Period: Dec 22 to Jan 24, 2019 for 34 days
Bill For: MS NINA R JONES
25021 AURORA RD APT 345
BEDFORD HEIGHTS OH 44146

Amount Due: $88.00

88.00

Due Date: February 11, 2019
Feb 26, 2019

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 1-800-686-9901. Pay your bill online at www.firstenergycorp.com
Bill issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Messages

The information below shows specific charges for the costs of energy efficiency, peak demand reduction, and renewable energy. These charges are not new, but are and previously were consolidated with other charges on your bill.

Energy Efficiency	1,777 KWH x 0.002735	$4.86
Peak Demand Reduction	1,777 KWH x 0.000681	$1.21
Renewable Energy	1,777 KWH x 0.001125	$2.00

Your next meter reading is scheduled to occur on or about Feb 22, 2019.

You must reverify your income by 02/24/2019 to stay on PIPP Plus. If you have questions about your household income reverification, call the Ohio Development Services Agency at 1-800-282-0880. If removed from the program, you will need to contact your local Community Action Agency to re-enroll, and will be responsible for all missed payments and monthly charges.

Your PIPP Plus Anniversary Date is 02/24/2019. This is the date by which you must pay any PIPP Plus payments missed in the prior 12 months to remain on the program.

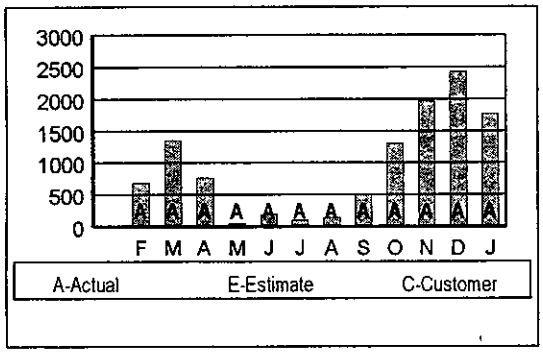
If you pay your PIPP Plus payment on-time and in-full this month, you will receive a credit of $139.88 applied to your account balance.

Pursuant to state law, the Universal Service Fund rider rate has been adjusted effective with this bill.

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

Usage History

Feb	18	686	Aug	18	136
Mar	18	1,350	Sep	18	515
Apr	18	761	Oct	18	1,308
May	18	46	Nov	18	1,971
Jun	18	186	Dec	18	2,426
Jul	18	102	Jan	19	1,777



	This Year
Average Daily Use (KWH)	52
Average Daily Temperature	34
Days in Billing Period	34
Last 12 Months Use (KWH)	11,264
Average Monthly Use (KWH)	939

Account Summary

	Amount Due
Previous Balance	88.00
Payments/Adjustments	-88.00
Balance at Billing on Jan 28, 2019	**0.00**
PIPP Plus Amount	**88.00**
Amount Due by Feb 11, 2019	**$88.00**

You are legally responsible for a $226.89 actual account balance.

Usage Information for Meter Number G005099795

Jan 24, 2019 KWH Reading (Actual)	374
Dec 22, 2018 KWH Reading (Actual)	98,597
KWH used	1,777

Charges From The Illuminating Company

Customer Number: 0802900900 1020005543
Rate: Residential Service CE-RSF

Customer Charge	4.00
Distribution Related Component	95.08
Cost Recovery Charges	29.29
Bypassable Generation and Transmission Related Component	98.52
Current Consumption Bill Charges	**226.89**

Detail Payment and Adjustment Information

01/04/19 Payment	-88.00

Account Balance Information

PIPP Plus Account Balance

Previous bill was	88.00
Total payments/adjustments	-88.00
Balance at billing	0.00
Current charges	88.00
PIPP Plus Balance	88.00

Actual Account Balance

Previous bill was	276.25
Total payments/adjustments	-88.00
One-time balance reduction	
1/24th Arrearage Credit	0.00
Current bill arrearage credit	-188.25
Balance at billing	0.00
Current charges	226.89
Actual Account Balance	226.89

Paid Feb 07 2019 88.00
P.M. Order # 2557466313 6
For Feb 11, 2019

The Illuminating Company
A FirstEnergy Company

Bill Based On: Actual Meter Reading, PIPP Plus

I19

February 26, 2019
Account Number: 110 129 021 322

Amount Due: $88.00

Due Date: March 12, 2019

Billing Period: Jan 25 to Feb 23, 2019 for 30 days
Bill For: MS NINA R JONES
25021 AURORA RD APT 345
BEDFORD HEIGHTS OH 44146

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 1-800-686-9901. Pay your bill online at www.firstenergycorp.com
Bill issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Messages

The information below shows specific charges for the costs of energy efficiency, peak demand reduction, and renewable energy These charges are not new, but are and previously were consolidated with other charges on your bill.

Energy Efficiency	2,090 KWH x 0.002435	$5.09
Peak Demand Reduction	2,090 KWH x 0.000609	$1.27
Renewable Energy	2,090 KWH x 0.001187	$2.48

Your next meter reading is scheduled to occur on or about Mar 25, 2019.

You must reverify your income by 02/24/2019 to stay on PIPP Plus. If you have questions about your household income reverification, call the Ohio Development Services Agency at 1-800-282-0880. If removed from the program, you will need to contact your local Community Action Agency to re-enroll, and will be responsible for all missed payments and monthly charges.

Your PIPP Plus Anniversary Date is 02/24/2019. This is the date by which you must pay any PIPP Plus payments missed in the prior 12 months to remain on the program.

If you pay your PIPP Plus payment on-time and in-full this month, you will receive a credit of $177.44 applied to your account balance.

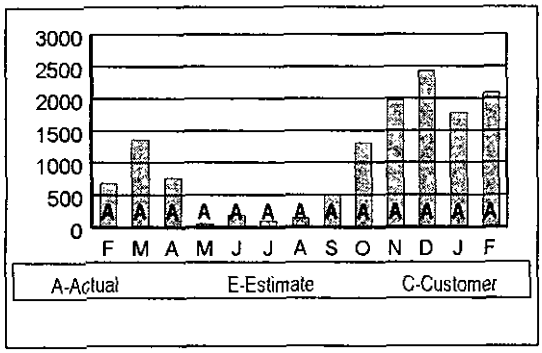
If your bill is higher than normal due to the recent extreme temperatures, you may be eligible for payment arrangements. We also offer budget billing to help even out the seasonal highs and lows of your electric bill. Please call 1-800-589-3101, or visit www.firstenergycorp.com/billassist for more information.

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

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

Usage History

Feb	18	686	Aug	18	136
Mar	18	1,350	Sep	18	515
Apr	18	761	Oct	18	1,308
May	18	46	Nov	18	1,971
Jun	18	186	Dec	18	2,426
Jul	18	102	Jan	19	1,777
			Feb	19	2,090



Comparisons	Last Year	This Year
Average Daily Use (KWH)	57	70
Average Daily Temperature	43	30
Days in Billing Period	12	30
Last 12 Months Use (KWH)		12,668
Average Monthly Use (KWH)		1,056

Account Summary

	Amount Due
Previous Balance	88.00
Payments/Adjustments	-88.00
Balance at Billing on Feb 26, 2019	**0.00**
PIPP Plus Amount	**88.00**
Amount Due by Mar 12, 2019	**$88.00**

You are legally responsible for a $264.45 actual account balance.

Usage Information for Meter Number G005099795

Feb 23, 2019 KWH Reading (Actual)	2,464
Jan 25, 2019 KWH Reading (Actual)	374
KWH used	2,090

Charges From The Illuminating Company

Customer Number: 0802900900 1020005543
Rate: Residential Service CE-RSF

Customer Charge	4.00
Distribution Related Component	111.27
Cost Recovery Charges	34.44
Bypassable Generation and Transmission Related Component	114.74
Current Consumption Bill Charges	**264.45**

Detail Payment and Adjustment Information

02/13/19 Payment	-88.00

Account Balance Information

PIPP Plus Account Balance

Previous bill was	88.00
Total payments/adjustments	-88.00
Balance at billing	0.00
Current charges	88.00
PIPP Plus Balance	88.00

Actual Account Balance

Previous bill was	226.89
Total payments/adjustments	-88.00
One-time balance reduction	
1/24th Arrearage Credit	0.00
Current bill arrearage credit	-138.89
Balance at billing	0.00
Current charges	264.45
Actual Account Balance	264.45

Paid March 12, 2019
U.S.P.M. Orderoff
2557467 2654

The Illuminating Company

Bill Based On: Actual Meter Reading, PIPP Plus

I19

March 26, 2019

Account Number: 110 129 021 322

Amount Due: $88.00

Due Date: April 09, 2019

Billing Period: Feb 24 to Mar 22, 2019 for 27 days
Bill For: MS NINA R JONES
25021 AURORA RD APT 345
BEDFORD HEIGHTS OH 44146

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 1-800-686-9901. Pay your bill online at www.firstenergycorp.com
Bill issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Messages

The information below shows specific charges for the costs of energy efficiency, peak demand reduction, and renewable energy. These charges are not new, but are and previously were consolidated with other charges on your bill.

Energy Efficiency	1,961 KWH x 0.002435	$4.78
Peak Demand Reduction	1,961 KWH x 0.000609	$1.19
Renewable Energy	1,961 KWH x 0.001187	$2.33

Your next meter reading is scheduled to occur on or about Apr 24, 2019.

You must reverify your income to stay on PIPP Plus. If you have questions about your household income reverification, call the Ohio Development Services Agency at 1-800-282-0880. If removed from the program, you will need to contact your local Community Action Agency to re-enroll, and will be responsible for all missed payments and monthly charges.

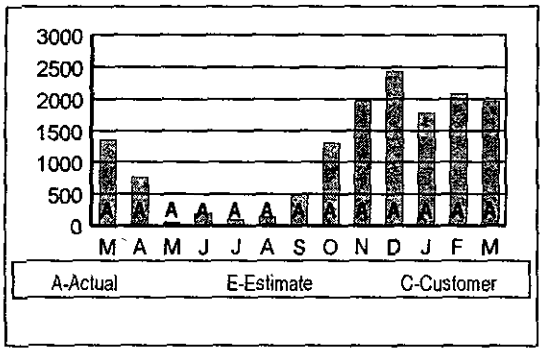
If you pay your PIPP Plus payment on-time and in-full this month, you will receive a credit of $166.50 applied to your account balance.

The Earned Income Tax Credit (EITC) is a tax credit for certain lower-income families and individuals. For information and to determine if you qualify, simply dial 1-800-829-1040, or visit www.irs.gov/individuals.

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

Usage History

Mar 18	1,350	Sep 18	515
Apr 18	761	Oct 18	1,308
May 18	46	Nov 18	1,971
Jun 18	186	Dec 18	2,426
Jul 18	102	Jan 19	1,777
Aug 18	136	Feb 19	2,090
		Mar 19	1,961



Comparisons	Last Year	This Year
Average Daily Use (KWH)	44	73
Average Daily Temperature	35	33
Days in Billing Period	31	27
Last 12 Months Use (KWH)		13,279
Average Monthly Use (KWH)		1,107

Account Summary	Amount Due
Previous Balance	88.00
Payments/Adjustments	-88.00
Balance at Billing on Mar 26, 2019	**0.00**
PIPP Plus Amount	**88.00**
Amount Due by Apr 09, 2019	**$88.00**

You are legally responsible for a $253.51 actual account balance.

Usage Information for Meter Number G005099795

Mar 22, 2019 KWH Reading (Actual)	4,425
Feb 24, 2019 KWH Reading (Actual)	2,464
KWH used	1,961

Charges From The Illuminating Company

Customer Number: 0802900900 1020005543
Rate: Residential Service CE-RSF

Customer Charge	4.00
Distribution Related Component	107.86
Cost Recovery Charges	34.00
Bypassable Generation and Transmission Related Component	107.65
Current Consumption Bill Charges	**253.51**

Detail Payment and Adjustment Information

03/13/19 Payment	-88.00

Account Balance Information

PIPP Plus Account Balance

Previous bill was	88.00
Total payments/adjustments	-88.00
Balance at billing	0.00
Current charges	88.00
PIPP Plus Balance	88.00

Actual Account Balance

Previous bill was	264.45
Total payments/adjustments	-88.00
One-time balance reduction	
1/24th Arrearage Credit	0.00
Current bill arrearage credit	-176.45
Balance at billing	0.00
Current charges	253.51
Actual Account Balance	253.51

Paid April 02, 2019
88.00
P.M Order #2583915165

The Illuminating Company
A FirstEnergy Company

Bill Based On: Actual Meter Reading, PIPP Plus

I19

April 26, 2019

Account Number: 110 129 021 322

Amount Due: $88.00

Due Date: May 10, 2019

Billing Period: Mar 23 to Apr 24, 2019 for 33 days
Bill For: MS NINA R JONES
25021 AURORA RD APT 345
BEDFORD HEIGHTS OH 44146

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 1-800-686-9901. Pay your bill online at www.firstenergycorp.com
Bill issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Messages

The information below shows specific charges for the costs of energy efficiency, peak demand reduction, and renewable energy. These charges are not new, but are and previously were consolidated with other charges on your bill.

Energy Efficiency	1,793 KWH x 0.002435	$4.37
Peak Demand Reduction	1,793 KWH x 0.000609	$1.09
Renewable Energy	1,793 KWH x 0.001187	$2.13

Your next meter reading is scheduled to occur on or about May 23, 2019.

You must reverify your income to stay on PIPP Plus. If you have questions about your household income reverification, call the Ohio Development Services Agency at 1-800-282-0880. If removed from the program, you will need to contact your local Community Action Agency to re-enroll, and will be responsible for all missed payments and monthly charges.

Your PIPP Plus Anniversary Date is 02/24/2020. This is the date by which you must pay any PIPP Plus payments missed in the prior 12 months to remain on the program.

If you pay your PIPP Plus payment on-time and in-full this month, you will receive a credit of $152.05 applied to your account balance.

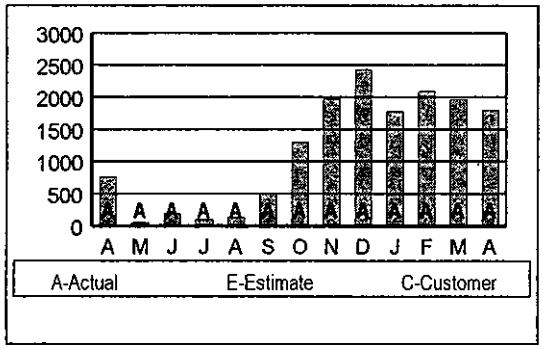
On February 27, 2019, in Case No. 18-1818-EL-RDR, the Public Utilities Commission of Ohio (PUCO) approved an adjustment to the Non-Market-Based Services Rider for service rendered on or after March 1, 2019. This rider recovers costs imposed by the Federal Energy Regulatory Commission (FERC) or the regional transmission organization, PJM Interconnection. The estimated average impact of the adjustment is under $1.00 on the monthly electric bill of a residential customer using 750 kWh per month.

Spring's warm weather often produces thunderstorms, which can cause power outages. If your power goes out, call 1-888-LIGHTSS (1-888-544-4877). For your safety, please treat all downed wires as

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

Usage History

Apr	18	761	Oct	18	1,308
May	18	46	Nov	18	1,971
Jun	18	186	Dec	18	2,426
Jul	18	102	Jan	19	1,777
Aug	18	136	Feb	19	2,090
Sep	18	515	Mar	19	1,961
			Apr	19	1,793



Comparisons	Last Year	This Year
Average Daily Use (KWH)	25	54
Average Daily Temperature	43	50
Days in Billing Period	30	33
Last 12 Months Use (KWH)		14,311
Average Monthly Use (KWH)		1,193

Account Summary

	Amount Due
Previous Balance	88.00
Payments/Adjustments	-88.00
Balance at Billing on Apr 26, 2019	**0.00**
PIPP Plus Amount	**88.00**
Amount Due by May 10, 2019	**$88.00**

You are legally responsible for a $233.15 actual account balance.

Usage Information for Meter Number G005099795

Apr 24, 2019 KWH Reading (Actual)	6,218
Mar 23, 2019 KWH Reading (Actual)	4,425
KWH used	1,793

Charges From The Illuminating Company

Customer Number: 0802900900 1020005543
Rate: Residential Service CE-RSF

Customer Charge	4.00
Distribution Related Component	98.90
Cost Recovery Charges	31.60
Bypassable Generation and Transmission Related Component	98.65
Current Consumption Bill Charges	**233.15**

Detail Payment and Adjustment Information

04/15/19 Payment	-88.00

Account Balance Information

PIPP Plus Account Balance

Previous bill was	88.00
Total payments/adjustments	-88.00
Balance at billing	0.00
Current charges	88.00
PIPP Plus Balance	88.00

Actual Account Balance

Previous bill was	253.51
Total payments/adjustments	-88.00
One-time balance reduction	
1/24th Arrearage Credit	0.00
Current bill arrearage credit	-165.51
Balance at billing	0.00
Current charges	233.15
Actual Account Balance	233.15

Paid May 06, 2019 88.00
U.S.P.M. Order
25839158861

The Illuminating Company
A FirstEnergy Company

Billing Period: Apr 25 to May 22 (28 Days)
Bill For: MS NINA R JONES
25021 AURORA RD
BEDFORD HEIGHTS OH 44146

Bill Based On: Actual Meter Reading, PIPP Plus

May 24, 2019
119

Account Number: 110 129 021 322

Amount Due: $88.00

Due Date: June 07, 2019

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 1-800-686-9901. Pay your bill online at www.firstenergycorp.com

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

Messages

The information below shows specific charges for the costs of energy efficiency, peak demand reduction, and renewable energy. These charges are not new, but are and previously were consolidated with other charges on your bill.

Energy Efficiency	1,117 KWH x 0.002435	$2.72
Peak Demand Reduction	1,117 KWH x 0.000609	$0.68
Renewable Energy	1,117 KWH x 0.001187	$1.33

Your next meter reading is scheduled to occur on or about Jun 24, 2019.

You must reverify your income to stay on PIPP Plus. If you have questions about your household income reverification, call the Ohio Development Services Agency at 1-800-2820880. If removed from the program, you will need to contact your local Community Action Agency to re-enroll, and will be responsible for all missed payments and monthly charges.

Your PIPP Plus Anniversary Date is 02/24/2020. This is the date by which you must pay any PIPP Plus payments missed in the prior 12 months to remain on the program.

If you pay your PIPP Plus payment on-time and in-full this month, you will receive a credit of $65.90 applied to your account balance.

During the present period, your meter was changed.

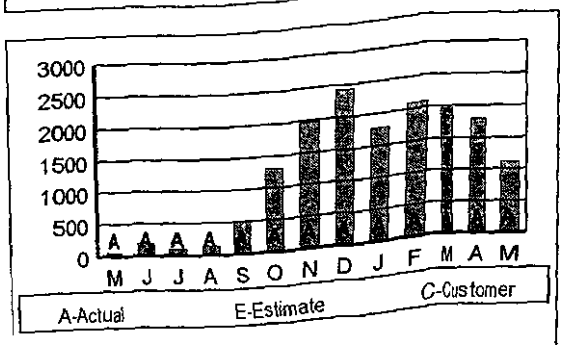
If termination of service would be especially dangerous to your health or the health of someone in your household, please contact our office regarding certification of the related medical condition by a licensed physician, physician's assistant, clinical nurse specialist, certified nurse practitioner, certified nurse-midwife or local board of health physician so that service can be maintained.

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

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

Usage History

May	18	46	Nov	18	1,971
Jun	18	186	Dec	18	2,426
Jul	18	102	Jan	19	1,777
Aug	18	136	Feb	19	2,090
Sep	18	515	Mar	19	1,961
Oct	18	1,308	Apr	19	1,793
			May	19	1,117



Comparisons	Last Year	This Year
Average Daily Use (KWH)	2	40
Average Daily Temperature	61	57
Days in Billing Period	29	28
Last 12 Months Use (KWH)		15,382
Average Monthly Use (KWH)		1,282

Account Summary

	Amount Due
Previous Balance	88.00
Payments/Adjustments	-88.00
Balance at Billing on May 24, 2019	**0.00**
PIPP Plus Amount	**88.00**
Amount Due by Jun 07, 2019	**$88.00**

You are legally responsible for a $147.00 actual account balance.

Usage Information for Meter Number G005099795

May 03, 2019 KWH Reading (Actual)	6,676
Apr 25, 2019 KWH Reading (Actual)	6,218
KWH used	458
Kilowatt Hours Billed	1,117

Usage Information for Meter Number S328273503

May 22, 2019 KWH Reading (Actual)	659
May 04, 2019 KWH Reading (Actual)	0
KWH used	659

Charges From The Illuminating Company

Customer Number: 08029Q0900 1020005543
Rate: Residential Service CE-RSF

Customer Charge	4.00
Distribution Related Component	61.77
Cost Recovery Charges	19.72
Bypassable Generation and Transmission Related Component	61.51
Current Consumption Bill Charges	**147.00**

Detail Payment and Adjustment Information

05/13/19 Payment	-88.00

Account Balance Information

PIPP Plus Account Balance

Previous bill was	88.00
Total payments/adjustments	-88.00
Balance at billing	0.00
Current charges	88.00
PIPP Plus Balance	88.00

Actual Account Balance

Previous bill was	233.15
Total payments/adjustments	-88.00
One-time balance reduction	
1/24th Arrearage Credit	0.00
Current bill arrearage credit	-145.15
Balance at billing	0.00
Current charges	147.00
Actual Account Balance	147.00

Paid June 04, 2019 88.00
U.S.P.O. Order
25879127310 Pipp Plus

ɔrmation below shows specific charges for the costs of energy cy, peak demand reduction, and renewable energy. These ɜ are not new, but are and previously were consolidated with harges on your bill.

y Efficiency	169 KWH x 0.002604	$0.44
Demand Reduction	169 KWH x 0.000651	$0.11
wable Energy	169 KWH x 0.001183	$0.20

next meter reading is scheduled to occur on or about 05, 2019.

ɜ brochure describing your customer rights and obligations, please ɔur Customer Service phone number.

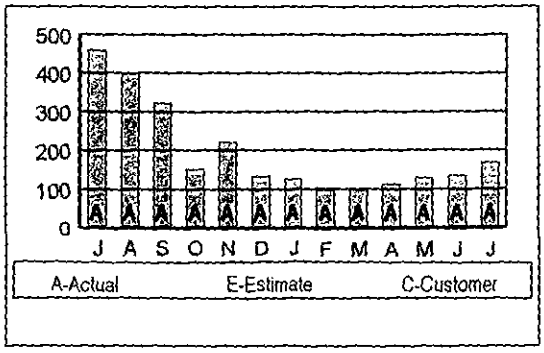
ase No. 19-0430-EL-RDR, the Public Utilities Commission of Ohio roved the Rider GEN charges effective June 1, 2019. On an ualized basis, it is estimated that the change in Rider GEN will ult in an average decrease of 1% on the bill of a typical residential ɪtomer using 750 kWh and taking generation service from the npany's Standard Service Offer.

r your safety and the safety of our crews, when using a generator low the manufacturer's installation and operation instructions. Never nnect a generator directly to your electrical system without an

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

Usage History

Jul	18	460	Jan	19	127
Aug	18	401	Feb	19	106
Sep	18	322	Mar	19	104
Oct	18	152	Apr	19	113
Nov	18	223	May	19	131
Dec	18	133	Jun	19	135
			Jul	19	169



Comparisons	Last Year	This Year
Average Daily Use (KWH)	15	5
Average Daily Temperature	75	72
Days in Billing Period	30	33
Last 12 Months Use (KWH)		2,116
Average Monthly Use (KWH)		176

Jul 06, 2019 KWH Reading (Actual) June 24,
Jun 06, 2019 KWH Reading (Actual)
KWH used 169

Charges From The Illuminating Company

Customer Number: 0802900900 1750006736 ~~[illegible]~~
Rate: Residential Service CE-RSD 06/20/2019

Customer Charge	4.00
Distribution Related Component	9.60
Cost Recovery Charges	2.99
Current Consumption Bill Charges	**16.59**

Charges From NEXTERA ENERGY SERVICES OHIO, LLC

NOPEC
NEXTera ENERGY SERVICES

20455 State Highway 249 Suite 200, Houston, TX 77070
Customer Service: 1-855-667-3201
Account Number: 1002288516 Rate: GEN-F5425

Billing Period: Jun 06, 2019 to Jul 08, 2019

Basic Charge	169 KWH x 0.054260	9.17
Total NEXTERA ENERGY SERVICES OHIO, LLC Charges		**9.17**

Detail Payment and Adjustment Information

06/20/19 Payment	-53.37

Account Balances by Company

	Previous Balance	Payments/ Adjustments	Current Charges	Amount Due
The Illuminating Company	46.05	-46.05	48.59	48.59
NEXTERA ENERGY SERVICES OHIO, LLC	7.32	-7.32	9.17	9.17
Total	**53.37**	**-53.37**	**57.76**	**57.76**

Consumption Installment Plan

Installment Date	03/21/2019
Installment Amount	293.76
Paid to date	128.00
Balance Jul 10, 2019	**165.76**

June 20, 2019 Paid
Payment 53.37
Customer# 0802900900

LLC, ACE Virginia Title Loans LLC, ACE Cash Express Title Loans LLC, ACE Finance Company LLC, ACE Credit Access LLC, ESH Credit Services LLC and any other

The Illuminating Company
A FirstEnergy Company

Bill Based On: Actual Meter Reading, PIPP Plus

June 26, 2019
I19

Account Number: 110 129 021 322

Amount Due: $88.00

Due Date: July 10, 2019

Billing Period: May 23 to Jun 24, 2019 for 33 days
Bill For: MS NINA R JONES
25021 AURORA RD APT 345
BEDFORD HEIGHTS OH 44146

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-589-31.. For Payment Options, call 1-800-686-9901. Pay your bill online at www.firstenergycorp.com
Bill issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Messages

The information below shows specific charges for the costs of energy efficiency, peak demand reduction, and renewable energy. These charges are not new, but are and previously were consolidated with other charges on your bill.

Energy Efficiency	548 KWH x 0.002435	$1.33
Peak Demand Reduction	548 KWH x 0.000609	$0.33
Renewable Energy	548 KWH x 0.001187	$0.65

Your next meter reading is scheduled to occur on or about Jul 24, 2019.

You must reverify your income to stay on PIPP Plus. If you have questions about your household income reverification, call the Ohio Development Services Agency at 1-800-282-0880. If removed from the program, you will need to contact your local Community Action Agency to re-enroll, and will be responsible for all missed payments and monthly charges.

Your PIPP Plus Anniversary Date is 02/24/2020. This is the date by which you must pay any PIPP Plus payments missed in the prior 12 months to remain on the program.

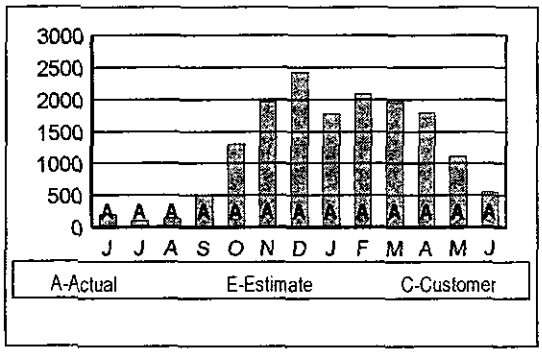
If you pay your PIPP Plus payment on-time and in-full this month, you will receive a credit of $6.90 applied to your account balance.

Pursuant to Ohio law, it is illegal for your electric meter and associated equipment to be tampered with to obtain unauthorized use of electricity. As specified in the Ohio Revised Code, persons found guilty of stealing electricity or tampering may be subject to jail sentences up to five years and fines up to $10,000. Meter tampering is dangerous and could result in serious personal injury or damage to property. Ohio Law requires this message.

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

Usage History

Jun	18	186	Dec	18	2,426
Jul	18	102	Jan	19	1,777
Aug	18	136	Feb	19	2,090
Sep	18	515	Mar	19	1,961
Oct	18	1,308	Apr	19	1,793
Nov	18	1,971	May	19	1,117
			Jun	19	548



Comparisons	Last Year	This Year
Average Daily Use (KWH)	6	17
Average Daily Temperature	72	67
Days in Billing Period	33	33
Last 12 Months Use (KWH)		15,744
Average Monthly Use (KWH)		1,312

Account Summary

	Amount Due
Previous Balance	88.00
Payments/Adjustments	-88.00
Balance at Billing on Jun 26, 2019	**0.00**
PIPP Plus Amount	**88.00**
Amount Due by Jul 10, 2019	**$88.00**

You are legally responsible for a $72.2[illegible] actual account balance.

Usage Information for Meter Number S328273503

Jun 24, 2019 KWH Reading (Actual)	1,207
May 23, 2019 KWH Reading (Actual)	659
KWH used	548

Charges From The Illuminating Company

Customer Number: 0802900900 1020005543
Rate: Residential Service CE-RSF

Customer Charge	4.00
Distribution Related Component	30.44
Cost Recovery Charges	9.67
Bypassable Generation and Transmission Related Component	28.17
Current Consumption Bill Charges	**72.28**

Detail Payment and Adjustment Information

06/06/19 Payment	-88.00

Account Balance Information

PIPP Plus Account Balance

Previous bill was	88.00
Total payments/adjustments	-88.00
Balance at billing	0.00
Current charges	88.00
PIPP Plus Balance	88.00

Actual Account Balance

Previous bill was	147.00
Total payments/adjustments	-88.00
One-time balance reduction	
1/24th Arrearage Credit	0.00
Current bill arrearage credit	-59.00
Balance at billing	0.00
Current charges	72.28
Actual Account Balance	72.28

Paid July 05, 2019 88.00
P.M. Order # 23972163243

The Illuminating Company
A FirstEnergy Company

Bill Based On: Estimated Meter Reading, PIPP Plus

July 29, 2019
Account Number: 110 129 021 322
Amount Due: $88.00
Due Date: August 12, 2019

Billing Period: Jun 25 to Jul 24, 2019 for 30 days
Bill For: MS NINA R JONES
25021 AURORA RD APT 345
BEDFORD HEIGHTS OH 44146

Paid August 06, 2019

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 1-800-686-9901. Pay your bill online at www.firstenergycorp.com
Bill issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Messages

The information below shows specific charges for the costs of energy efficiency, peak demand reduction, and renewable energy. These charges are not new, but are and previously were consolidated with other charges on your bill.

Energy Efficiency	501 KWH x 0.003054	$1.53
Peak Demand Reduction	501 KWH x 0.000758	$0.38
Renewable Energy	501 KWH x 0.001158	$0.58

Your next meter reading is scheduled to occur on or about Aug 23, 2019.

You must reverify your income to stay on PIPP Plus. If you have questions about your household income reverification, call the Ohio Development Services Agency at 1-800-282-0880. If removed from the program, you will need to contact your local Community Action Agency to re-enroll, and will be responsible for all missed payments and monthly charges.

Your PIPP Plus Anniversary Date is 02/24/2020. This is the date by which you must pay any PIPP Plus payments missed in the prior 12 months to remain on the program.

If you pay your PIPP Plus payment on-time and in-full this month, you will receive a credit of $6.90 applied to your account balance.

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

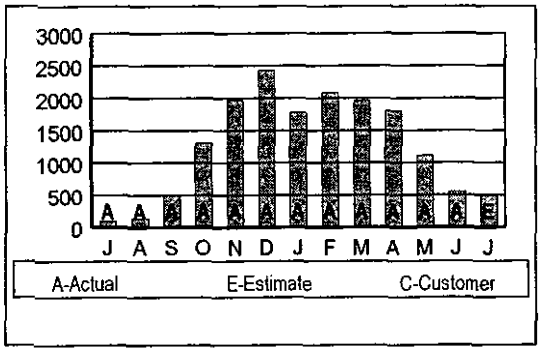
In Case No. 19-0430-EL-RDR, the Public Utilities Commission of Ohio approved the Rider GEN charges effective June 1, 2019. On an annualized basis, it is estimated that the change in Rider GEN will result in an average decrease of 1% on the bill of a typical residential customer using 750 kWh and taking 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

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

Usage History

Jul	18	102	Jan	19	1,777
Aug	18	136	Feb	19	2,090
Sep	18	515	Mar	19	1,961
Oct	18	1,308	Apr	19	1,793
Nov	18	1,971	May	19	1,117
Dec	18	2,426	Jun	19	548
			Jul	19	501



Comparisons	Last Year	This Year
Average Daily Use (KWH)	4	17
Average Daily Temperature	76	78
Days in Billing Period	29	30
Last 12 Months Use (KWH)		16,143
Average Monthly Use (KWH)		1,345

Account Summary	Amount Due
Previous Balance	88.00
Payments/Adjustments	-88.00
Balance at Billing on Jul 29, 2019	**0.00**
PIPP Plus Amount	**88.00**
Amount Due by Aug 12, 2019	**$88.00**

You are legally responsible for a $50.65 actual account balance.

Usage Information for Meter Number S328273503

Jul 24, 2019 KWH Reading (Estimate)	1,708
Jun 25, 2019 KWH Reading (Actual)	1,207
KWH used	501

Charges From The Illuminating Company

Customer Number: 0802900900 1020005543
Rate: Residential Service CE-RSF

Customer Charge	4.00
Distribution Related Component	28.35
Cost Recovery Charges	8.87
Bypassable Generation and Transmission Related Component	25.15
Current Consumption Bill Charges	**66.37**

Detail Payment and Adjustment Information

07/16/19 Payment	-88.00

Account Balance Information

PIPP Plus Account Balance

Previous bill was	88.00
Total payments/adjustments	-88.00
Balance at billing	0.00
Current charges	88.00
PIPP Plus Balance	88.00

Actual Account Balance

Previous bill was	72.28
Total payments/adjustments	-88.00
One-time balance reduction	
1/24th Arrearage Credit	0.00
Current bill arrearage credit	0.00
Balance at billing	-15.72
Current charges	66.37
Actual Account Balance	50.65

Paid August 06, 2019 88.00
Due August 12, 2019
P.M. Order # 2604 7905 254

The Illuminating Company
A First Energy Company

Bill Based On: Actual Meter Reading, PIPP Plus

I19

August 27, 2019

Account Number: 110 129 021 322

Amount Due: $88.00

Due Date: September 10, 2019

Billing Period: Jul 25 to Aug 26, 2019 for 33 days

Bill For: MS NINA R JONES
25021 AURORA RD APT 345
BEDFORD HEIGHTS OH 44146

Paid 09/05/2019 88.00

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 1-800-686-9901. Pay your bill online at www.firstenergycorp.com

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

Messages

The information below shows specific charges for the costs of energy efficiency, peak demand reduction, and renewable energy. These charges are not new, but are and previously were consolidated with other charges on your bill.

Energy Efficiency	241 KWH x 0.003206	$0.77
Peak Demand Reduction	241 KWH x 0.000802	$0.19
Renewable Energy	241 KWH x 0.001144	$0.28

Your next meter reading is scheduled to occur on or about Sep 24, 2019.

You must reverify your income to stay on *PIPP Plus*. If you have questions about your household income reverification, call the Ohio Development Services Agency at 1-800-282-0880. If removed from the program, you will need to contact your local Community Action Agency to re-enroll, and will be responsible for all missed payments and monthly charges.

Your PIPP Plus Anniversary Date is 02/24/2020. This is the date by which you must pay any PIPP Plus payments missed in the prior 12 months to remain on the program.

If you pay your PIPP Plus payment on-time and in-full this month, you will receive a credit of $6.90 applied to your account balance.

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

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

Usage History

Aug 18	136	Feb 19	2,090
Sep 18	515	Mar 19	1,961
Oct 18	1,308	Apr 19	1,793
Nov 18	1,971	May 19	1,117
Dec 18	2,426	Jun 19	548

Account Summary

	Amount Due
Balance at Billing on Aug 27, 2019	***0.00***
PIPP Plus Amount	**88.00**
Amount Due by Sep 10, 2019	**$88.00**

Your actual account balance is a credit of -$38.32.

Usage Information for Meter Number S328273503

Aug 26, 2019 KWH Reading (Actual)	1,666
Jul 25, 2019 KWH Reading (Estimate)	1,425
KWH used	241

Charges From The Illuminating Company

Customer Number: 0802900900 1020005543
Rate: Residential Service CE-RSF

Customer Charge	4.00
Distribution Related Component	13.79
Cost Recovery Charges	4.26
Bypassable Generation and Transmission Related Component	12.10
Current Consumption Bill Charges	**34.15**

Account Balance Information

PIPP Plus Account Balance

Previous bill was	0.00
Total payments/adjustments	0.00
Balance at billing	0.00
Current charges	88.00
PIPP Plus Balance	88.00

Actual Account Balance

Previous bill was	-72.47
Total payments/adjustments	0.00
One-time balance reduction	
1/24th Arrearage Credit	0.00
Current bill arrearage credit	0.00
Balance at billing	-72.47
Current charges	34.15
Actual Account Balance	-38.32

P.M. Order #
2604791142 0

The Illuminating Company
A FirstEnergy Company

Bill Based On: Actual Meter Reading, PIPP Plus

September 26, 2019
Account Number: 110 129 021 322

Amount Due: $88.00

Due Date: October 10, 2019

Billing Period: Aug 27 to Sep 24, 2019 for 29 days
Bill For: MS NINA R JONES
25021 AURORA RD APT 345
BEDFORD HEIGHTS OH 44146

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 1-800-686-9901. Pay your bill online at www.firstenergycorp.com
Bill issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Messages

The information below shows specific charges for the costs of energy efficiency, peak demand reduction, and renewable energy. These charges are not new, but are and previously were consolidated with other charges on your bill.

Energy Efficiency	351 KWH x 0.003206	$1.13
Peak Demand Reduction	351 KWH x 0.000802	$0.28
Renewable Energy	351 KWH x 0.001144	$0.40

[illegible] your income to stay on PIPP Plus. If you have questions about your household income reverification, call the Ohio Development Services Agency at 1-800-282-0880. If removed from the program, you will need to contact your local Community Action Agency to re-enroll, and will be responsible for all missed payments and monthly charges.

Your PIPP Plus Anniversary Date is 02/24/2020. This is the date by which you must pay any PIPP Plus payments missed in the prior 12 months to remain on the program.

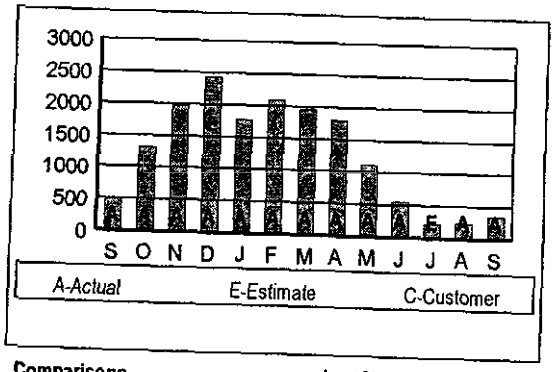
If you pay your PIPP Plus payment on-time and in-full this month, you will receive a credit of $6.90 applied to your account balance.

Pursuant to Case No. 18-1604-EL-UNC, the Tax Savings Adjustment Rider will begin to decrease the price you pay for electric service rendered on or after September 1. This rider passes along to customers tax savings created by the federal Tax Cut and Jobs Act. The typical bill for a residential customer using 1,000 kWh will decrease, on average, by more than $4 per month.

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

Usage History

Sep 18	515	Mar 19	1,961
Oct 18	1,308	Apr 19	1,793
Nov 18	1,971	May 19	1,117
Dec 18	2,426	Jun 19	548
Jan 19	1,777	Jul 19	218
Feb 19	2,090	Aug 19	241
		Sep 19	351



Comparisons	Last Year	This Year
Average Daily Use (KWH)	16	12
Average Daily Temperature	74	71
Days In Billing Period	33	29
Last 12 Months Use (KWH)		15,801
Average Monthly Use (KWH)		1,317

Account Summary

	Amount Due
Previous Balance	88.00
Payments/Adjustments	-88.00
Balance at Billing on Sep 26, 2019	**0.00**
PIPP Plus Amount	**88.00**
Amount Due by Oct 10, 2019	**$88.00**

Your actual account balance is a credit of -$80.68.

Usage Information for Meter Number S328273503

Sep 24, 2019 KWH Reading (Actual)	2,017
Aug 27, 2019 KWH Reading (Actual)	1,666

Customer Number: 0802900900 1020005543
Rate: Residential Service CE-RSF

Customer Charge	
Distribution Related Component	4.00
Cost Recovery Charges	17.80
Bypassable Generation and Transmission Related Component	6.21
Current Consumption Bill Charges	17.63
	45.64

Detail Payment and Adjustment Information

09/06/19 Payment	-88.00

Account Balance Information

PIPP Plus Account Balance

Previous bill was	88.00
Total payments/adjustments	-88.00
Balance at billing	0.00
Current charges	88.00
PIPP Plus Balance	88.00

Actual Account Balance

Previous bill was	-38.32
Total payments/adjustments	-88.00
One-time balance reduction	
1/24th Arrearage Credit	0.00
Current bill arrearage credit	0.00
Balance at billing	-126.32
Current charges	45.64
Actual Account Balance	-80.68

The Illuminating Company

Bill Based On: Actual Meter Reading, PIPP Plus

I19

October 28, 2019

Account Number: 110 129 021 322

Amount Due: $176.00

Due Date: November 12, 2019

Billing Period: Sep 25 to Oct 24, 2019 for 30 days
Bill For: MS NINA R JONES
25021 AURORA RD APT 345
BEDFORD HEIGHTS OH 44146

Pay 88.00
44.00
132.00

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 1-800-686-9901. Pay your bill online at www.firstenergycorp.com

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

Messages

**** REMINDER NOTICE ****

When this bill was prepared, your account had an unpaid balance. If you have already made this payment, thank you. If not, please promptly pay the overdue amount. Overdue amounts associated with a disconnect notice from a prior month's bill and/or an Ohio 10-day Winter Notice may continue to result in disconnection of electric service. Call us at 1-800-686-9901 if you have questions or for information on payment arrangements.

The information below shows specific charges for the costs of energy efficiency, peak demand reduction, and renewable energy. These charges are not new, but are and previously were consolidated with other charges on your bill.

Energy Efficiency	416 KWH x 0.003206	$1.33
Peak Demand Reduction	416 KWH x 0.000802	$0.33
Renewable Energy	416 KWH x 0.001144	$0.48

Your next meter reading is scheduled to occur on or about Nov 21, 2019.

You must reverify your income to stay on PIPP Plus. If you have questions about your household income reverification, call the Ohio Development Services Agency at 1-800-282-0880. If removed from the program, you will need to contact your local Community Action Agency to re-enroll, and will be responsible for all missed payments and monthly charges.

Your PIPP Plus Anniversary Date is 02/24/2020. This is the date by which you must pay any PIPP Plus payments missed in the prior 12 months to remain on the program.

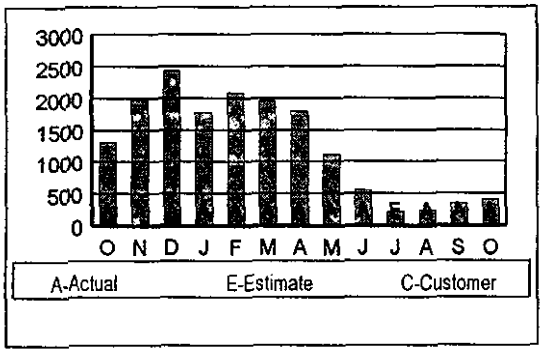
If you pay your PIPP Plus payment on-time and in-full this month, you will receive a credit of $6.90 applied to your account balance.

If termination of service would be especially dangerous to your health or the health of someone in your household, please contact our office regarding certification of the related medical condition by a licensed

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

Usage History

Oct	18	1,308	Apr	19	1,793
Nov	18	1,971	May	19	1,117
Dec	18	2,426	Jun	19	548
Jan	19	1,777	Jul	19	218
Feb	19	2,090	Aug	19	241
Mar	19	1,961	Sep	19	351
			Oct	19	416



Comparisons	Last Year	This Year
Average Daily Use (KWH)	47	14
Average Daily Temperature	59	62
Days in Billing Period	28	30
Last 12 Months Use (KWH)		14,909
Average Monthly Use (KWH)		1,242

Account Summary

	Amount Due
Previous Balance	88.00
Payments/Adjustments	0.00
Balance at Billing on Oct 28, 2019	**88.00**
PIPP Plus Amount	**88.00**
Amount Due by Nov 12, 2019	**$176.00**

Your actual account balance is a credit of -$30.50.

Usage Information for Meter Number S328273503

Oct 24, 2019 KWH Reading (Actual)	2,433
Sep 25, 2019 KWH Reading (Actual)	2,017
KWH used	416

Charges From The Illuminating Company

Customer Number: 0802900900 1020005543
Rate: Residential Service CE-RSF

Customer Charge	4.00
Distribution Related Component	18.10
Cost Recovery Charges	7.37
Bypassable Generation and Transmission Related Component	20.71
Current Consumption Bill Charges	**50.18**

Account Balance Information

PIPP Plus Account Balance

Previous bill was	88.00
Total payments/adjustments	0.00
Balance at billing	88.00
Current charges	88.00
PIPP Plus Balance	176.00

Actual Account Balance

Previous bill was	-80.68
Total payments/adjustments	0.00
One-time balance reduction	
1/24th Arrearage Credit	0.00
Current bill arrearage credit	0.00
Balance at billing	-80.68
Current charges	50.18
Actual Account Balance	-30.50

Paid 132.00 For Oct 24, 2019
and Nov 12, 2019

P.M. Order 2638325331
Paid Nov 07/2019
Ms. Nanleena Nov 15, 19
Said If I am Remove
Pip Plan Each Mo. I will
Pay What I Use 160.00
Or More

The Illuminating Company
A FirstEnergy Company

, Bill Based On. Actual Meter Reading, PIPP Plus

November 26, 2019
Account Number: 110 129 021 322

Amount Due: $132.00

Due Date: December 10, 2019

Don't Owe 132.00

Billing Period: Oct 25 to Nov 22, 2019 for 29 days
Bill For: MS NINA R JONES
25021 AURORA RD APT 345
BEDFORD HEIGHTS OH 44146

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 1-800-686-9901. *Pay your bill online at www.firstenergycorp.com*
Bill issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Messages

**** REMINDER NOTICE ****

When this bill was prepared, your account had an unpaid balance. If you have already made this payment, thank you. If not, please promptly pay the overdue amount. Overdue amounts associated with a disconnect notice from a prior month's bill and/or an Ohio 10-day Winter Notice may continue to result in disconnection of electric service. Call us at 1-800-686-9901 if you have questions or for information on payment arrangements.

The information below shows specific charges for the costs of energy efficiency, peak demand reduction, and renewable energy. These charges are not new, but are and previously were consolidated with other charges on your bill.

Energy Efficiency	1,224 KWH x 0.003206	$3.92
Peak Demand Reduction	1,224 KWH x 0.000802	$0.98
Renewable Energy	1,224 KWH x 0.001144	$1.40

Your next meter reading is scheduled to occur on or about Dec 21, 2019.

You must reverify your income to stay on PIPP Plus. If you have questions about your household income reverification, call the Ohio Development Services Agency at 1-800-282-0880. If removed from the program, you will need to contact your local Community Action Agency to re-enroll, and will be responsible for all missed payments and monthly charges.

Your PIPP Plus Anniversary Date is 02/24/2020. This is the date by which you must pay any PIPP Plus payments missed in the prior 12 months to remain on the program.

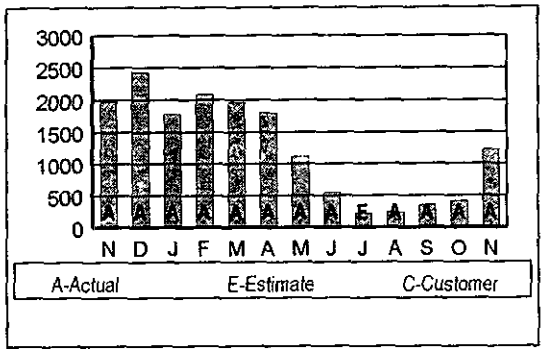
If you pay your PIPP Plus payment on-time and in-full this month, you will receive a credit of $63.73 applied to your account balance.

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

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

Usage History

Nov 18	1,971	May 19	1,117
Dec 18	2,426	Jun 19	548
Jan 19	1,777	Jul 19	218
Feb 19	2,090	Aug 19	241
Mar 19	1,961	Sep 19	351
Apr 19	1,793	Oct 19	416
		Nov 19	1,224



Comparisons	Last Year	This Year
Average Daily Use (KWH)	68	42
Average Daily Temperature	41	42
Days in Billing Period	29	29
Last 12 Months Use (KWH)		14,162
Average Monthly Use (KWH)		1,180

Account Summary

	Amount Due
Previous Balance	176.00
Payments/Adjustments	-132.00
Balance at Billing on Nov 26, 2019	**44.00**
PIPP Plus Amount	**88.00**
Amount Due by Dec 10, 2019	**$132.00**

Your actual account balance is a credit of -$17.67.

Usage Information for Meter Number S328273503

Nov 22, 2019 KWH Reading (Actual)	3,657
Oct 25, 2019 KWH Reading (Actual)	2,433
KWH used	1,224

Charges From The Illuminating Company

Customer Number: 0802900900 1020005543
Rate: Residential Service CE-RSF

Customer Charge	4.00
Distribution Related Component	57.74
Cost Recovery Charges	22.33
Bypassable Generation and Transmission Related Component	60.76
Current Consumption Bill Charges	**144.83**

Detail Payment and Adjustment Information

11/11/19 Payment	-132.00

Account Balance Information

PIPP Plus Account Balance

Previous bill was	176.00
Total payments/adjustments	-132.00
Balance at billing	44.00
Current charges	88.00
PIPP Plus Balance	132.00

Actual Account Balance

Previous bill was	-30.50
Total payments/adjustments	-132.00
One-time balance reduction	
1/24th Arrearage Credit	0.00
Current bill arrearage credit	0.00
Balance at billing	-162.50
Current charges	144.83
Actual Account Balance	-17.67

Ms. Nicole Nov 4, 2019
800-589-3101
Public Utilities Commission
Pay 132.00 Nov 07, 2019
U.S.P.M. Order #26 38 32 25331
Paid For Dec 10, 2019

The Illuminating Company
A FirstEnergy Company

Bill Based On: Actual Meter Reading, PIPP Plus

March 28, 2018
Account Number: 110 129 021 322
Amount Due: $82.30
Due Date: April 11, 2018

Billing Period: Feb 24 to Mar 26, 2018 for 31 days
Bill For: MS NINA R JONES
25021 AURORA RD APT 345
BEDFORD HEIGHTS OH 44146

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 1-800-686-9901. Pay your bill online at www.firstenergycorp.com
Bill issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Messages

Energy Efficiency	1,350 KWH x 0.003166	$4.27
Peak Demand Reduction	1,350 KWH x 0.000792	$1.07
Renewable Energy	1,350 KWH x 0.000971	$1.31

Your next meter reading is scheduled to occur on or about Apr 24, 2018

You must reverify your income by 02/24/2019 to stay on PIPP Plus. If you have questions about your household income reverification, call the Ohio Development Services Agency at 1-800-282-0380. If removed from the program, you will need to contact your local Community Action Agency to re-enroll, and will be responsible for all missed payments and monthly charges.

Your PIPP Plus Anniversary Date is 02/24/2019. This is the date by which you must pay any PIPP Plus payments missed in the prior 12 months to remain on the program.

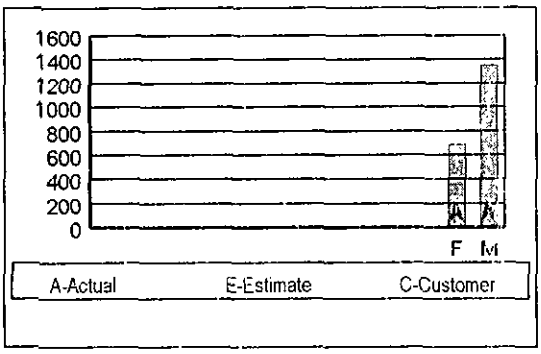
If you pay your PIPP Plus payment on-time and in-full this month, you will receive a credit of $88.51 applied to your account balance.

The Earned Income Tax Credit (EITC) is a tax credit for certain lower-income families and individuals. For information and to determine if you qualify, simply dial 1-800-829-1040, or visit www.irs.gov/individuals.

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

Usage History

Feb 18	686
Mar 18	1,350



	This Year
Average Daily Use (KWH)	44
Average Daily Temperature	35
Days in Billing Period	31
Last 2 Months Use (KWH)	2,036
Average Monthly Use (KWH)	1,018

Account Summary

	Amount Due
Previous Balance	397.81
Payments/Adjustments	-403.51
Balance at Billing on Mar 28, 2018	**-5.70**
PIPP Plus Amount	**88.00**
Amount Due by Apr 11, 2018	**$82.30**

You are legally responsible for a $193.63 actual account balance.

Usage Information for Meter Number G005099795

Mar 26, 2018 KWH Reading (Actual)	91,146
Feb 24, 2018 KWH Reading (Actual)	89,796
KWH used	1,350

Charges From The Illuminating Company

Customer Number: 0802900900 1020005543
Rate: Residential Service CE-RSF

Customer Charge	4.00
Distribution Related Component	72.54
Cost Recovery Charges	23.27
Bypassable Generation and Transmission Related Component	75.71
Current Consumption Bill Charges	**175.52**

Detail Payment and Adjustment Information

03/21/18	Payment	-88.00
03/23/18	Payment	-5.70
03/21/18	HS Deferred Invoicing Credit	-23.81
03/21/18	Cancel -Security Deposit Request	-198.00
03/21/18	Security Deposit Refund	-88.00
Total Payments and Adjustments		**-$403.51**

Account Balance Information

PIPP Plus Account Balance

Previous bill was	397.81
Total payments/adjustments	-403.51
Balance at billing	-5.70
Current charges	88.00
PIPP Plus Balance	82.30

Actual Account Balance

Previous bill was	397.81
Total payments/adjustments	-379.70
One-time balance reduction	
1/24th Arrearage Credit	0.00
Current bill arrearage credit	0.00
Balance at billing	18.11
Current charges	175.52
Actual Account Balance	193.63

Paid 04/16/2018
U.S. P.M. Order #
2515857716

The Illuminating Company

Bill Based On. Actual Meter Reading, PIPP Plus

May 29, 2018
Account Number: 110 129 021 322
Amount Due: $176.00
Due Date: June 12, 2018

Billing Period: Apr 26 to May 24, 2018 for 29 days
Bill For: MS NINA R JONES
25021 AURORA RD APT 345
BEDFORD HEIGHTS OH 44146

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 1-800-686-9901. Pay your bill online at www firstenergycorp.com
Bill issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Messages

**** REMINDER NOTICE ****

When this bill was prepared, your account had an unpaid balance. If you have already made this payment, thank you. If not, please promptly pay the overdue amount. Overdue amounts associated with a disconnect notice from a prior month's bill and/or an Ohio 10-day Winter Notice may continue to result in disconnection of electric service. Call us at 1-800-686-9901 if you have questions or for information on payment arrangements.

The information below shows specific charges for the costs of energy efficiency, peak demand reduction, and renewable energy. These charges are not new, but are and previously were consolidated with other charges on your bill.

Energy Efficiency	46 KWH x 0.003166	$0.15
Peak Demand Reduction	46 KWH x 0.000792	$0.04
Renewable Energy	46 KWH x 0.000971	$0.04

Your next meter reading is scheduled to occur on or about Jun 25, 2018.

You must reverify your income by 02/24/2019 to stay on PIPP Plus. If you have questions about your household income reverification, call the Ohio Development Services Agency at 1-800-282-0880. If removed from the program, you will need to contact your local Community Action Agency to re-enroll, and will be responsible for all missed payments and monthly charges.

Your PIPP Plus Anniversary Date is 02/24/2019. This is the date by which you must pay any PIPP Plus payments missed in the prior 12 months to remain on the program.

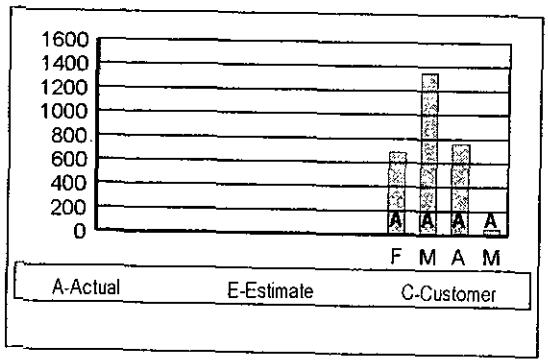
If you pay your PIPP Plus payment on-time and in-full this month, you will receive a credit of $0.99 applied to your account balance.

All of our employees wear photo ID badges. Always ask for an employee's ID before letting anyone in your home. If you are still not sure, please call the company.

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

Usage History

Feb	18	686
Mar	18	1,350
Apr	18	761



	This Year
Average Daily Use (KWH)	2
Average Daily Temperature	61
Days in Billing Period	29
Last 4 Months Use (KWH)	2,843
Average Monthly Use (KWH)	711

Account Summary

	Amount Due
Previous Balance	88.00
Payments/Adjustments	0.00
Balance at Billing on May 29, 2018	**88.00**
PIPP Plus Amount	**88.00**
Amount Due by Jun 12, 2018	**$176.00**

You are legally responsible for a $109.22 actual account balance.

Usage Information for Meter Number G005099795

May 24, 2018 KWH Reading (Actual)	91,953
Apr 26, 2018 KWH Reading (Actual)	91,907
KWH used	46

Charges From The Illuminating Company

Customer Number: 0802900900 1020005543
Rate: Residential Service CE-RSF

Customer Charge	4.00
Distribution Related Component	2.68
Cost Recovery Charges	0.78
Bypassable Generation and Transmission Related Component	2.48
Current Consumption Bill Charges	**9.94**

Account Balance Information

PIPP Plus Account Balance

Previous bill was	88.00
Total payments/adjustments	0.00
Balance at billing	88.00
Current charges	88.00
PIPP Plus Balance	176.00

Actual Account Balance

Previous bill was	99.28
Total payments/adjustments	0.00
One-time balance reduction	
1/24th Arrearage Credit	0.00
Current bill arrearage credit	0.00
Balance at billing	99.28
Current charges	9.94
Actual Account Balance	109.22

Paid 88.00
06/05/2018
May Bill Was Return
to Illuminating Co.
~~That~~ I Dont Have It
to Pay The Bill To Pay
2485944450
U.S.P.M. Order
06/05/2018

the Illuminating Company
A FirstEnergy Company

Bill Based On: Actual Meter Reading, PIPP Plus

119

July 27, 2018
Account Number: 110 129 021 322
Amount Due: $88.00
Due Date: August 10, 2018

August 01, 2018 88.00

Billing Period: Jun 27 to Jul 25, 2018 for 29 days
Bill For: MS NINA R JONES
25021 AURORA RD APT 345
BEDFORD HEIGHTS OH 44146

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 1-800-686-9901. Pay your bill online at www.firstenergycorp.com
Bill issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Messages

The information below shows specific charges for the costs of energy efficiency, peak demand reduction, and renewable energy. These charges are not new, but are and previously were consolidated with other charges on your bill.

Energy Efficiency	102 KWH x 0.003333	$0.34
Peak Demand Reduction	102 KWH x 0.000882	$0.09
Renewable Energy	102 KWH x 0.000980	$0.10

Your next meter reading is scheduled to occur on or about Aug 23, 2018.

You must reverify your income by 02/24/2019 to stay on PIPP Plus. If you have questions about your household income reverification, call the Ohio Development Services Agency at 1-800-282-0880. If removed from the program, you will need to contact your local Community Action Agency to re-enroll, and will be responsible for all missed payments and monthly charges.

Your PIPP Plus Anniversary Date is 02/24/2019. This is the date by which you must pay any PIPP Plus payments missed in the prior 12 months to remain on the program.

If you pay your PIPP Plus payment on-time and in-full this month, you will receive a credit of $0.99 applied to your account balance.

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

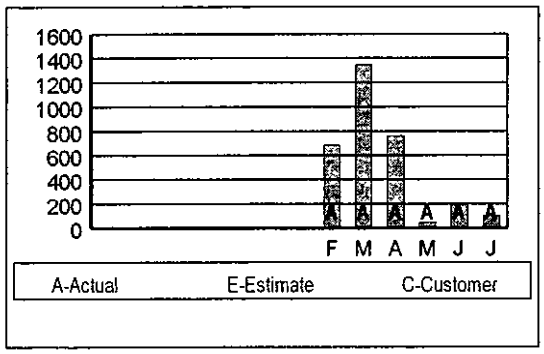
For your safety and the safety of our crews, when using a generator follow the manufacturer's installation and operation instructions. Never connect a generator directly to your electrical system without an isolation device installed by an electrician. Otherwise, a fire could start or an employee restoring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

Tree branches and shrubs -- and insects that nest in vegetation -- can make it difficult and, at times, unsafe for our employees to read your

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

Usage History

Feb	18	686
Mar	18	1,350
Apr	18	761
May	18	46
Jun	18	186
Jul	18	102



	This Year
Average Daily Use (KWH)	4
Average Daily Temperature	76
Days in Billing Period	29
Last 6 Months Use (KWH)	3,131
Average Monthly Use (KWH)	522

Account Summary	Amount Due
Previous Balance	88.00
Payments/Adjustments	-176.00
Balance at Billing on Jul 27, 2018	**-88.00**
PIPP Plus Amount	88.00
The Illuminating Company - Misc. Charges	88.00
Total Current Charges	**176.00**
Amount Due by Aug 10, 2018	**$88.00**

Your actual account balance is a credit of -$110.22.

Usage Information for Meter Number G005099795

Jul 25, 2018 KWH Reading (Actual)	92,241
Jun 27, 2018 KWH Reading (Actual)	92,139
KWH used	102

Charges From The Illuminating Company

Customer Number: 0802900900 1020005543
Rate: Residential Service CE-RSF

Customer Charge	4.00
Distribution Related Component	5.74
Cost Recovery Charges	1.68
Bypassable Generation and Transmission Related Component	5.68
Current Consumption Bill Charges	**17.10**
Adj Debit	**88.00**
Total Charges	**$ 105.10**

Detail Payment and Adjustment Information

06/28/18 Payment	-88.00
07/09/18 Payment	-88.00
Total Payments and Adjustments	**-$176.00**

Account Balance Information

PIPP Plus Account Balance

Previous bill was	88.00
Total payments/adjustments	-176.00
Balance at billing	-88.00
Current charges	176.00
PIPP Plus Balance	88.00

Actual Account Balance

Previous bill was	-39.32
Total payments/adjustments	-176.00
One-time balance reduction	
1/24th Arrearage Credit	0.00
Current bill arrearage credit	0.00
Balance at billing	-215.32
Current charges	105.10
Actual Account Balance	-110.22

Paid August 01, 2018
P.M. Order 2529995461
Paid August 01, 2018 88.00
Pipp Plus

The Illuminating Company

Bill Based On: Actual Meter Reading, PIPP Plus

119

August 27, 2018

Account Number: 110 129 021 322

Amount Due: $88.00

Due Date: September 10, 2018

Billing Period: Jul 26 to Aug 23, 2018 for 29 days
Bill For: MS NINA R JONES
25021 AURORA RD APT 345
BEDFORD HEIGHTS OH 44146

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 1-800-686-9901. Pay your bill online at www.firstenergycorp.com
Bill issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Messages

The information below shows specific charges for the costs of energy efficiency, peak demand reduction, and renewable energy. These charges are not new, but are and previously were consolidated with other charges on your bill

Energy Efficiency	136 KWH x 0.003449	$0.47
Peak Demand Reduction	136 KWH x 0.000862	$0.12
Renewable Energy	136 KWH x 0.000971	$0 13

Your next meter reading is scheduled to occur on or about Sep 24. 2018.

You must reverify your income by 02/24/2019 to stay on PIPP Plus. If you have questions about your household income reverification, call the Ohio Development Services Agency at 1-800-282-0880. If removed from the program, you will need to contact your local Community Action Agency to re-enroll, and will be responsible for all missed payments and monthly charges.

Your PIPP Plus Anniversary Date is 02/24/2019. This is the date by which you must pay any PIPP Plus payments missed in the prior 12 months to remain on the program.

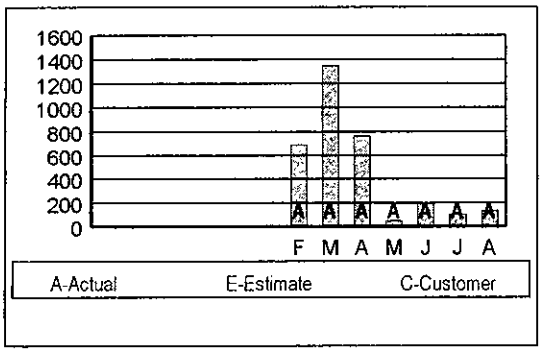
If you pay your PIPP Plus payment on-time and in-full this month, you will receive a credit of $0.99 applied to your account balance.

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

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

Usage History

Feb 18	686		Aug 18	136
Mar 18	1,350			
Apr 18	761			
May 18	46			
Jun 18	186			
Jul 18	102			



	This Year
Average Daily Use (KWH)	5
Average Daily Temperature	75
Days in Billing Period	29
Last 7 Months Use (KWH)	3,267
Average Monthly Use (KWH)	467

Account Summary

	Amount Due
Previous Balance	88.00
Payments/Adjustments	-88 00
Balance at Billing on Aug 27, 2018	**0.00**
PIPP Plus Amount	**88.00**
Amount Due by Sep 10, 2018	**$88.00**

Your actual account balance is a credit of -$176.82.

Usage Information for Meter Number G005099795

Aug 23, 2018 KWH Reading (Actual)	92,377
Jul 26, 2018 KWH Reading (Actual)	92,241
KWH used	136

Charges From The Illuminating Company

Customer Number: 0802900900 1020005543
Rate: Residential Service CE-RSF

Customer Charge	4.00
Distribution Related Component	7.58
Cost Recovery Charges	2.22
Bypassable Generation and Transmission Related Component	7.60
Current Consumption Bill Charges	**21.40**

Detail Payment and Adjustment Information

08/03/18 Payment	-88.00

Account Balance Information

PIPP Plus Account Balance

Previous bill was	88.00
Total payments/adjustments	-88 00
Balance at billing	0 00
Current charges	88.00
PIPP Plus Balance	88.00

Actual Account Balance

Previous bill was	-110.22
Total payments/adjustments	-88.00
One-time balance reduction	
1/24th Arrearage Credit	0.00
Current bill arrearage credit	0.00
Balance at billing	-198.22
Current charges	21.40
Actual Account Balance	-176.82

Paid Sep 05, 2018 $88.00
U.S.P.M. Order 25312817351

The Illuminating Company
A FirstEnergy Company

Bill Based On: Actual Meter Reading, PIPP Plus

119

October 25, 2018
Account Number: 110 129 021 322
Amount Due: $88.00
Due Date: November 08, 2018

Billing Period: Sep 26 to Oct 23, 2018 for 28 days
Bill For: MS NINA R JONES
25021 AURORA RD APT 345
BEDFORD HEIGHTS OH 44146

Paid 88.00 For 25021 Aurora Rd. P.M. Order # 2529953977

Paid Nov 06, 2018

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 1-800-686-9901. Pay your bill online at www.firstenergycorp.com
Bill issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Messages

The information below shows specific charges for the costs of energy efficiency, peak demand reduction, and renewable energy. These charges are not new, but are and previously were consolidated with other charges on your bill.

Energy Efficiency	1,308 KWH x 0.003449	$4.51
Peak Demand Reduction	1,308 KWH x 0.000862	$1.13
Renewable Energy	1,308 KWH x 0.000971	$1.27

Your next meter reading is scheduled to occur on or about Nov 21, 2018.

You must reverify your income by 02/24/2019 to stay on PIPP Plus. If you have questions about your household income reverification, call the Ohio Development Services Agency at 1-800-282-0880. If removed from the program, you will need to contact your local Community Action Agency to re-enroll, and will be responsible for all missed payments and monthly charges.

Your PIPP Plus Anniversary Date is 02/24/2019. This is the date by which you must pay any PIPP Plus payments missed in the prior 12 months to remain on the program.

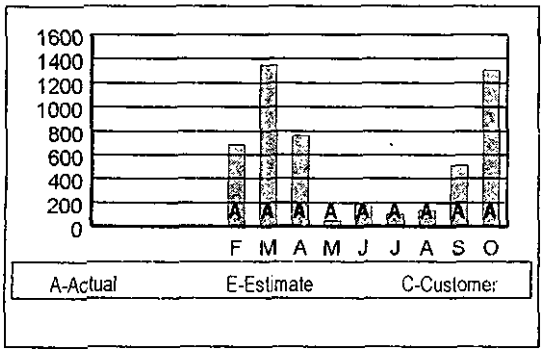
If you pay your PIPP Plus payment on-time and in-full this month, you will receive a credit of $83.31 applied to your account balance.

If termination of service would be especially dangerous to your health or the health of someone in your household, please contact our office regarding certification of the related medical condition by a licensed physician, physician assistant, clinical nurse specialist, certified nurse practitioner, certified nurse-midwife or local board of health physician so that service can be maintained.

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

Usage History

Feb	18	686	Aug	18	136
Mar	18	1,350	Sep	18	515
Apr	18	761	Oct	18	1,308
May	18	46			
Jun	18	186			
Jul	18	102			



	This Year
Average Daily Use (KWH)	47
Average Daily Temperature	59
Days in Billing Period	28
Last 9 Months Use (KWH)	5,090
Average Monthly Use (KWH)	566

Account Summary

	Amount Due
Previous Balance	88.00
Payments/Adjustments	-88.00
Balance at Billing on Oct 25, 2018	**0.00**
PIPP Plus Amount	**88.00**
Amount Due by Nov 08, 2018	**$88.00**

Your actual account balance is a credit of -$113.20.

Usage Information for Meter Number G005099795

Oct 23, 2018 KWH Reading (Actual)	94,200
Sep 26, 2018 KWH Reading (Actual)	92,892
KWH used	1,308

Charges From The Illuminating Company

Customer Number: 0802900900 1020005543
Rate: Residential Service CE-RSF

Customer Charge	4.00
Distribution Related Component	70.75
Cost Recovery Charges	21.54
Bypassable Generation and Transmission Related Component	74.03
Current Consumption Bill Charges	**170.32**

Detail Payment and Adjustment Information

10/15/18 Payment	-88.00

Account Balance Information

PIPP Plus Account Balance

Previous bill was	88.00
Total payments/adjustments	-88.00
Balance at billing	0.00
Current charges	88.00
PIPP Plus Balance	88.00

Actual Account Balance

Previous bill was	-195.52
Total payments/adjustments	-88.00
One-time balance reduction	
1/24th Arrearage Credit	0.00
Current bill arrearage credit	0.00
Balance at billing	-283.52
Current charges	170.32
Actual Account Balance	-113.20

Mr. Brad The Illuminating Company Nove 05, 2018 ask him To send Statment 3988 East 190 To Bedford Was over Charging Me For 3988 East 190th St, Cleve, OH, 441-22 Said From Sept 24, 2018 Bill 61.00 And Sept 7-Oct 04, The Bill was 86.92 Oct 06-Nov 02, 2018 Bill 88.21 Said He would Turn My Light Off and I would Have To Pay a Deposit and The Bills To Have Them Turn On.

The Illuminating Company
A FirstEnergy Company

Bill Based On: Actual Meter Reading, PIPP Plus

November 26, 2018
Account Number: 110 129 021 322

Amount Due: $88.00

Due Date: December 10, 2018

Billing Period: Oct 24 to Nov 21, 2018 for 29 days
Bill For: MS NINA R JONES
25021 AURORA RD APT 345
BEDFORD HEIGHTS OH 44146
1-888-544-4877

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 1-800-686-9901. Pay your bill online at www.firstenergycorp.com
Bill issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Messages

The information below shows specific charges for the costs of energy efficiency, peak demand reduction, and renewable energy. These charges are not new, but are and previously were consolidated with other charges on your bill.

Energy Efficiency	1,971 KWH x 0.003449	$6.80
Peak Demand Reduction	1,971 KWH x 0.000862	$1.70
Renewable Energy	1,971 KWH x 0.000971	$1.91

Your next meter reading is scheduled to occur on or about Dec 21, 2018.

You must reverify your income by 02/24/2019 to stay on PIPP Plus. If you have questions about your household income reverification, call the Ohio Development Services Agency at 1-800-282-0880. If removed from the program, you will need to contact your local Community Action Agency to re-enroll, and will be responsible for all missed payments and monthly charges.

Your PIPP Plus Anniversary Date is 02/24/2019. This is the date by which you must pay any PIPP Plus payments missed in the prior 12 months to remain on the program.

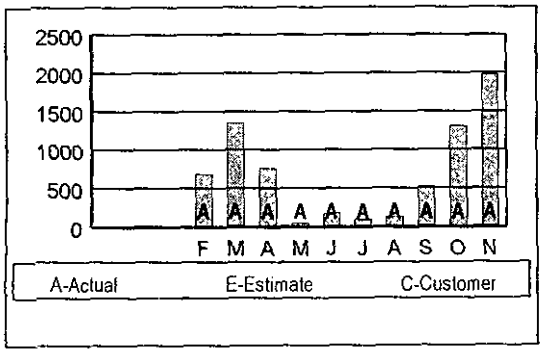
If you pay your PIPP Plus payment on-time and in-full this month, you will receive a credit of $167.71 applied to your account balance.

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

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

Usage History

Feb	18	686	Aug	18	136
Mar	18	1,350	Sep	18	515
Apr	18	761	Oct	18	1,308
May	18	46	Nov	18	1,971
Jun	18	186			
Jul	18	102			



	This Year
Average Daily Use (KWH)	68
Average Daily Temperature	42
Days in Billing Period	29
Last 10 Months Use (KWH)	7,061
Average Monthly Use (KWH)	706

Account Summary

	Amount Due
Previous Balance	88.00
Payments/Adjustments	-88.00
Balance at Billing on Nov 26, 2018	**0.00**
PIPP Plus Amount	**88.00**
Amount Due by Dec 10, 2018	**$88.00**

You are legally responsible for a $53.52 actual account balance.

Usage Information for Meter Number G005099795

Nov 21, 2018 KWH Reading (Actual)	96,171
Oct 24, 2018 KWH Reading (Actual)	94,200
KWH used	1,971

Charges From The Illuminating Company

Customer Number: 0802900900 1020005543
Rate: Residential Service CE-RSF

Customer Charge	4.00
Distribution Related Component	106.40
Cost Recovery Charges	32.45
Bypassable Generation and Transmission Related Component	111.87
Current Consumption Bill Charges	**254.72**

Detail Payment and Adjustment Information

11/08/18 Payment	-88.00

Account Balance Information

PIPP Plus Account Balance

Previous bill was	88.00
Total payments/adjustments	-88.00
Balance at billing	0.00
Current charges	88.00
PIPP Plus Balance	88.00

Actual Account Balance

Previous bill was	-113.20
Total payments/adjustments	-88.00
One-time balance reduction	
1/24th Arrearage Credit	0.00
Current bill arrearage credit	0.00
Balance at billing	-201.20
Current charges	254.72
Actual Account Balance	53.52

Paid 12/14/18 88.00
W.S.P.M. Order
2557465422 6

Ohio | Public Utilities Commission
Mike DeWine, Governor
Sam Randazzo, Chairman

Commissioners
M. Beth Trombold
Lawrence K. Friedeman
Dennis P. Deters
Daniel R. Conway

September 22, 2020

Nina Jones
25021 Aurora Road, #345
Bedford Heights, Ohio 44146

CASE ID: 00565582

Dear Nina Jones:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Enclosed is the necessary information for filing a formal complaint.

Please note that all filings must be made on 8-1/2 by 11 inch paper. You must provide one original and two copies of the complaint.

Should you have any additional utility-related questions, please do not hesitate to contact the PUCO Call Center at (800) 686-PUCO (7826) or visit our website at www.PUCO.ohio.gov.

Sincerely,

Michael Coady
Lead Customer Service Investigator

Enclosure

180 East Broad Street
Columbus, Ohio 43215-3793

(614) 466-3016
www.PUCO.ohio.gov

An equal opportunity employer and service provider

the Illuminating Company
A FirstEnergy Company

January 22, 2019

MS NINA R JONES
25021 AURORA RD APT 345
BEDFORD HEIGHTS OH 44146

wrong ACC.

Account Number: 110029896658

Dear MS NINA R JONES: Account# [illegible]

Enclosed is a statement of your account from 01/22/2018 to 01/22/2019.

Summary Of Statement

Beginning Balance of Statement	-52.93
Total of First Energy Billings	539.33
Total of Suppliers Billings	98.64
Total Billings	637.97
Total Payments	-279.61
Total Adjustments	9.47
Ending Balance of Statement	314.90

Adjustment Type Key

LPC Late Payment Charge
SDINT Interest for Security Deposit Held on the Account

Sincerely,

The Cleveland Electric Illuminating Company
A FirstEnergy Company

55833

the Illuminating Company
A FirstEnergy Company

DETAILED STATEMENT OF ACCOUNT

Customer Name: MS NINA R JONES

Account Number: 110129021322

Service Address:
25021 AURORA RD APT 345
BEDFORD HEIGHTS OH 44146

Entry Date	Read Date	Cons Type	Meter Reading	Cons Usage	Nbr Days	Daily Average	Read Type	FE Billing Amt	Supplier Billing Amt	Total Billing Amt	Budget Billing Amt	Due Date	Payment Amt	Adj Amt	Adj Type	Account Balance
07/16/19													-88.00			-15.72
07/25/19	07/24/19	KWH	1,708	501	30	17	Est	66.37	0.00	66.37		08/12/19				50.65
Bill reversed on 08/27/2019.																
08/08/19													-88.00			-37.35
08/27/19														-66.37	REV	-103.72
Reversal of 07/24/2019 bill.																
08/27/19	07/24/19	KWH	1,425	218	30	7	Est	31.25	0.00	31.25		09/10/19				-72.47
08/27/19	08/26/19	KWH	1,666	241	33	7	Act	34.15	0.00	34.15		09/10/19				-38.32
09/06/19													-88.00			-126.32
09/24/19	09/24/19	KWH	2,017	351	29	12	Act	45.64	0.00	45.64		10/10/19				-80.68
10/24/19	10/24/19	KWH	2,433	416	30	14	Act	50.18	0.00	50.18		11/12/19				-30.50
11/11/19													-132.00			-162.50
11/23/19	11/22/19	KWH	3,657	1,224	29	42	Act	144.83	0.00	144.83		12/10/19				-17.67
12/26/19	12/23/19	KWH	5,253	1,596	31	51	Est	190.37	0.00	190.37		01/13/20				172.70
01/23/20	01/23/20	KWH	6,136	883	31	28	Act	104.91	0.00	104.91		02/10/20				277.61
01/24/20													-27.63			249.98
Installment plan started on 02/05/2020 for current + 27.00.																
02/22/20	02/21/20	KWH	7,309	1,173	29	40	Act	138.59	0.00	138.59		03/10/20				388.57
02/25/20													-388.00			0.57
03/21/20	03/20/20	KWH	8,485	1,176	28	42	Act	140.43	0.00	140.43	121.00	04/07/20				141.00
Supplier Switch Cleveland Electric Co to NOPEC - NextEra Energy Se on 04/20/2020.																
04/20/20	04/20/20	KWH	9,771	1,286	31	41	Act	154.55	0.00	154.55	121.00	05/06/20		1.82	LPC	297.37
04/21/20														-1.82	RLPC	295.55
05/19/20	05/19/20	KWH	10,801	1,030	29	36	Act	71.47	50.71	122.18	123.00	06/04/20		3.61	LPC	421.34
05/20/20														-3.61	RLPC	417.73
Supplier Switch NOPEC - NextEra Energy Se to Cleveland Electric Co on 06/19/2020.																
06/20/20	06/19/20	KWH	11,170	369	31	12	Act	29.23	18.76	47.99	57.00	07/07/20		5.43	LPC	471.15
06/22/20														-5.43	RLPC	465.72

the Illuminating Company
A FirstEnergy Company

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

Mo Courtney Courtney Sept 21, 2020
I Call To speak To mr. Coady Mike 10:13
She will Have Him Retur the Call.

June 01, 2020

Account # 110-129-021-322
Heap Paid 388.00 02/25/20
I Don't Owe

NINA R JONES
25021 AURORA RD APT 345
BEDFORD HEIGHTS OH 44146

Dear NINA R JONES:

Enclosed is a copy of the bill(s) that you have requested. As you are a valued customer, don't hesitate to contact our office with any additional questions. When calling or corresponding with our office, please reference your account number which is listed below. Thank you.

Sincerely,

The Illuminating Co
A FirstEnergy Company

Enclosure

Nina Jone 903/4870
25021 Aurora, # 345
Bedford Height, Ohio 44146
Case ID: 00565582

Filing Must Be Made on 8 1/2 By 11 inch Papper.
Must Provide One Original and Two Copies of The Complaint.
A Formal complaint Handled By The PUCO's Legal Department
Certain Rules The Formal Complaint Process. Should Include
1. Nina Jones 25021 Aurora Rd. #234 Bedford Height, Oh.
441-46 Ph# 216/903/4870 The Account# 110-129-021-322
New account# 110-147-179-730 Jan 22, 2019 Account Number
1100-2989-6658 Service address 25021 Aurora Rd # 345
Bedford Height, Oh. 4414 Nov 07, 2019 - Nov 12, 2019 - Dec 10, 2019 -
Oct 10, 2019 - Sep 05, 2019 - August 06, 2019 - July 05, 2019 - June 07, 201
May 06, 2019 - April 02, 2019 - May 12, 2019 - Feb 07, 2019 In
The Pipp Plan For These Mo. 88.00 Per Mo. I Am Customer of The
~~Cleveland~~ ~~Utility~~ Illuminating Co. ~~Jan 22, 2019~~ Form Jan 22, 2018 -
To ~~Jan 19~~, Jan 22, 2019 — Jan 01, 2021 Feb 28, 2020
Ohio Development Services Agency Paid The Illuminating Co. 388.00
I Didn't Owe Bill Was Paid Bal. 0.00 For Feb June 01, 2020 Due May 06, 202
March 16, 2020
July 21, 2020 July 07, 2020 April 07, 2020 June 04, 2020 Nov 12, 2019
Due Oct 07, 2020 Disconnection Notice Oct 14, 2020 Has Been Disconnected
3:00 PM Account No. ~~2989~~ 110129021322 639.75 Sep 08, 2020
Disconnection Notic. Nov 6, 2020 1,153.04 Bal. 744.18
Nov 09, 2020 New Account# 110-147-179-730 898.87 Previous Bal. 0.0C
Dec 09, 2020 Disconnection Notic 1,056.11 Payment 886.87 New Account
110-147-179-730 Old Account# 110-129-021-322 Bal. 898.87
Jan 11, 2021 New Account# 110-147-179-730 1,020.32 Bal.
Dec 28, 2020 New Account# 110-147-179-730 Dec 28, 2020 Bal. 856.1
; Not to Increase My Bill, And Put Disconnection Notices On My Bills.
Dont Change Payment Planes 4. Try To Resolve The Complaints
th the Illuminating 800-589-3101 Thank You
Nina Jone

September 22, 2020

Nina Jones
2502 Aurora #345
Bedford Height, OH. 44146

Ph. # 203/4870

Case ID: 00565582

1. Not To Increase My Bills And Put Discomnection Notices On My Bills. 2. Don't Change Payment Plans 3. Try To Resolve The Complaints With The Illuminating 800-589-3101 The Will Not Be Fair Mr. Scott ID: #5651 The Last Payment I Paid On My Bills January 24, 2020 27.63 Not True. No Other Payment. Jan 06, 2021 Ms. Charolne ID: #55630 The Last Payment Jan 06, 2020 27.63 On my Bill 800-589-3101 Not True; Ms. Charoen ID #55630 Gave Me a New Account #. Jan 06, 2021 110-147-179-730 I Don't Want New Account #. Mr. Riley ID #57284 Said He Would Send Statement For Two Years. I Called Said The Mail Was Slow Friday 22, 2021. No mail Oct 14, 2020 Disconnected 3:PM The Illuminating Co. Account # 110-129-021-322 No Water, Heater No Appliance Small Hot Plate, ~~I~~ Small Portable ~~space~~ ~~Heater~~ I am Not Here ~~Day~~ 1/2 The Time I Am ~~Not Here~~ Sep 08, 2020 Let This Man In The House Said He was From The Illuminating Co. I Gave Him Sep 08, 2020 Bill He made a Phone call Said Mo. Oct, 2020 The Bill would Be 54.79 For 12 Mo. Or 49.00 For 12 Mo. I Called The Office was Not Sure Other's Was People was call He Did write on Sep 08, 2020 Put Is Name on The Bill Nov 6, 2020 Bill 1,153.04 Previous Bal. 744.18 Nov 25, 2020 Discomnection Notice 1,056.11 Previous Previous Dec 09, 2020 Previous Bal. 0.00 898.97 Feb 25, 2020 Bal. 0.00 Didn't Owe 388.57 Some From The Illuminating Call The Ohio Development Services Agency For 388.57 I Didn't Not Apply Didnt Sign My Signture I called 1800-282-0880 Immediately. The Illuminating Said The Didnt Apply I Didnt Bal. Feb 25, 2020 I Was 0.00 It Was On The Bill My Bill was Paid Feb 25, 2020 I ~~Ask The Return The Money~~ I Ask Him To Return The money 216/903/4870

No Water No Heat

Thank you
Nina Jones