21-0123 -EL-CSS Public Utilities Commission

Case Number

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

Formal Complaint Form

	_	
Customer Name (Please Print) 14/913/4870 Against	2502/awwa Customer Address Bedgrad Hts, City 1/0-/29-021-3 Account Number	0H, 44/46 State Zip
The Illuminating Company Utility Company Name	·	erent from above) OH44B09::368/ State Zip
Please describe your complaint. (Attach additional sheet) Aft To The Guerlase My Bills and Bills. 2. Lort Not Change Payment Thave Been It. 9 Have Fried To Re Showing Ch. Will Not Be Fair, A Payment I Maid on My Bells Was Gar Payment I Maid on My Bells Was Gar Payment I Maid on My Bells Was Gar 20, 2021 Ms. Charole 30, 453 27,63. Mr Riley J. H5-728 4. 27,63. Mr Riley J. H5-728 4. 28 hould Be Here Friday J. an 21, 26	Put Discommedian Ho Plan Dr Increase 9 solve The Complaint In Lott 9 p; H 565 2 142020800-58 6 30 Last Payment 9 Send Bills Statmen 21 Not True T. Y	tices In The with The 18 aid Last 24.6 9-3101 20 to Journs
whis is to certify that the	Signature 2/6/903/4 Customer Telephone Number images appearing are an image a	Pones 870
	te Processed 2. 9.21	

Jan 25,20 Z

Ohio

Development Services Agency

Mike DeWine, Governor Jon Husted, Li, 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

* Called 800-282-0880

This Is a Excor The Illuminating Co. Didn'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

immeting ompany

Bill Based On: Estimated Meter Reading

To report an emergency or en 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

11/25/19 HS Removed Deferred Arrs (Cr)
11/25/19 HS Removed Deferred Arrs (Dr)
11/25/19 HS Deferred Arreans Adjustment

机热力减少的现在分词 企业i**Hessades** 地名南非古马马克尔夫通过安 avoid a 1.50% Late Payment Charge being added to your bill, ase pay the Amount Due by the Due Date.

Nov 23 to Dec 23, 2019 for 31 days MS NINA R JONES 25021 AURORA RD APT 345 BEDEORD HEIGHTS OH 44146

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 allable competitive supplier offers, visit the Public Utilides ammission of Ohio's "Energy Choice Ohio" website at www.energychoice.chio.gov

esidential Service - 1020005543 - 5.05 cents per KWH

ne information below shows specific charges for the costs of energy ficiency, peak demand reduction, and renewable energy. These sarges are not new, but are and previously were consolidated with

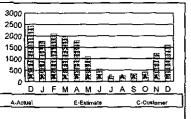
nergy Efficiency	1,596 KWH x 0.003206	\$5,12
esk Demand Reduction	1,598 KWH x 0.000802	\$1.28
cronetta Energy	i,596 KWH x 0.001144	\$1.83
our next meter reading	is acheduled to occur on a	about .

Jinder State law, the amount you are being billed includes (1) Glowatt-hour taxes that have been in effect since 2001 and are surrently at \$62.09 and (2) Assessments to assist in the support of the sperations 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

> Additional messages, if any, can be found on back 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	1,961	Sep	19	351
Apr	19	1,793	Oct	19	416
May	19	1,117	Nov	19	1,224
			Dec	19	1,596



vin _{teri} auna	Lust Year	inis Yéar
verage Dally Use (KWH)	81	51
verage Dally Temperature	36	37
ays in Billing Period	30	31
ast 12 Months Use (KWH)		13,332
COTAGE Branch to the CUTAGE		1 144

	Mark Walker San Karana San San San San San San San San San			
Meter Reading	December 30, 2019 Account Number: 110 129 021 3: Amount Dee: 3172.70	Page 1 of 2 119 2	172.70	
	Due Date: January 13, 2020	gan	1/3/10	· •
artin (a gradin and a factor)	and the second s			Ì
your bill online at wy g Company, PO Box	tomer Service, call 1-800-589-3101 For Paymer www.firstanergy.comp.com x 3897, Altron OH 44309-3687	Options, call	vious Bel. 1	32.00
Previous Balance		132.00 — Prov	stolle w	•
Balance at Billing	g On Dec 30, 2019	-17.67		· ·
The Illuminating C	Ompany - Consumption	190.37		
Amount Due by	Jan 13, 2020	\$172,70		*
aparaquanta se	Usage information for Meter Number \$328273503	होत्रहरू क्षाराज्य स्थान क्षारा करें		ر ً
	H Reading (Estimate)	5,253		•
	H Reading (Actual)	3,667		
KWH used		1,596		•
	Charges From The Bluminating Company	all about and an analysis		,)
	r: 0802900900 1020005543			(
Rate: Residental Customer Charge		4.00)
Distribution Relate		76.41		(
Cost Recovery Ch		29 39)
	ration and Transmission Related Component	80.57		(
	ption Bill Charges	190.37)
3 34.50 91.50	2: Detail Payment and Adjustment information ::	الإسلام المراجع		<i></i>

-149.67 149 67 -149.67 \$149.87

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

Company Akron, OH 44308-1890

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

Count Number, 11	0 129 02 1 322
Amount Paid	
Amount Due	\$172.70
Due Date	Jan 13, 2020

THE ILLUMINATING COMPANY PO BOX 3687 AKRON OR 44309-3687

Don't Owe



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

February 28, 2020

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

account #116-129-021-322

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.

Sincerely,

The Illuminating Co A FirstEnergy Company

Enclosure

Iliu<u>mmaan</u>g

Bill Based On: Actual Meter Reading

February 25, 2020

Account Number: 110 129 021 322

Amount Due: \$165.59

165 march 10, 2020

Billing Period: Jan 24 to Feb 21, 2020 for 29 days
BILL F4r: MS NINA R JONES

25021 AURORA RD APT 345 BEDFORD HEIGHTS OH 44146

Due Date: March 10, 2020

To report an emergency or an outage, call 24 hours a day 1-888-544-4877 For Customer Service, call 1-890-589-3101. For Payment Options, call Pay your bill online at www.firstenergycorp.com

01/24/20

01/24/20

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

	sages navario panticioni com anterior di
To avoid a 1.50% Late Payment please pay the Amount Due by the	Charge being added to your bill. Due Date.

Your current PRICE TO COMPARE for generation and transmission from The (fluminating 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 Ktyff for the same usage that appears on the biff. To review available competitive supplier offers, wist the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoice ohio.gov Resigential Service - 1020005543 - 6.13 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 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
Vol	in askadiani sa	

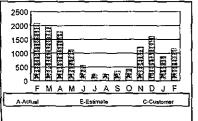
Mar 20, 2020.

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 bit. Failure to keep the terms of the installment plan may result in the disconnection of two eachs. 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.

ь	19	2,090	Aυρ	19	241
lar.	19	1,961	Sep	19	351
Арг	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



Companisons	I,ast Year	This Y+ar
Average Daily Use (KWH)	70	40
Average Dally Temperature	30	34
Days in Billing Period	30	29
Last 12 Months Use (KWH)		11,521
Average Monthly like (XXVII)		960

Amount Due by Mar 10, 2020 To pay your account in full you owe \$388	\$185,59
A	*40.5.50
Total Current Charges	165,59
Consumption Inst. Plan Amount	27.00
The Illuminating Company - Consumption	138 59
Balance at Billing on Feb 25, 2020	0.00
Payments/Adjustments	-285 00
Previous Balance	285.00

Jan 24, 2020 KWH Reading (Actual)	6,136
KWH used	1,173
Charges From The Ittuminating Company	ein reger Chance.
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 Biti Charges	138,59
Detail Payment and Adjustment information	A ಸಂಕೃತ್ವಗಳಲ್ಲಿ ಕ್ರಾನ್ಸ್ಟ್ರೀ
01/24/20 Payment	-27.63
01/24/20 HS Removed Deferred Arrs (Cr)	-7 39

02/05/20 Installment plan created	1	-249.98
Total Payments and Adjustments		-\$285.00
Consumpt	ion installment Plan 🗠 💸	· 1000年11日本公司中国第二
Installment Date		03/10/2020
Installment Amount	ν	249.98
Paid to date		0.00
h . C		

HS Removed Deferred Arra (Dr)

HS Deferred Arrears Adjus

Previous Belance
Payments/Adjustments
Balance at Billing on Feb 25, 2020

The illuminating Company - Censumption
138 59
Consumption Inst. Plan Amount
27.00
Total Gurrent Charges
165,39
Amount Dus by Mer 10, 2020

To pay your account in full you over \$388.57.

To pay your account in full you over \$388.57.

To pay your account in full you over \$328273903

The 21, 2020 KWM Reading (Actual)
180 24, 2020 KWM Reading (Actual)
190 24, 2020 KWM Reading (Actual)
1120

Charges From The Huminating Company
1120

Charges From The Huminating

3/10/2020 249,98 0.00 249,98 249,98 249,98 249,98

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

Company Akron, OH 44308-1890

MS NINA R JONES 25021 AURORA RD TRUR 345 BEDFORD HEIGHTS OH 44146 -1769 Account Number: 110 129 021 322

Amount Pald	
Amount Due	\$165.59
Due Date	Mar 10, 2020

Avora Rd 165,59

THE ILLUMINATING COMPANY PO BOX 3687 AKRON OH 44309-3587



Bill For:

Bill Based On: Actual Meter Reading, Equal

Payment Pian

Billing Period: Feb 22 to Mar 20, 2020 for 28 days MS NINA R JONÉS

25021 AURORA RD APT 345 BEDFORD HEIGHTS OH 44146 March 24, 2020

Account Number: 110 129 021 322

Amount Due: \$121.57

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

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

Ш.	Chambian Contract		et Thur-	nes.	Sages		T. 10 (7.17)	4 1	THE PERSON	10 m
То	avoid a	1,50%	Late	Payment	Charge	oeing	added	to	уоиг	bill,
ple	ase pay i	the Amo	unt C	Due by the	Due Da	te.				

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.

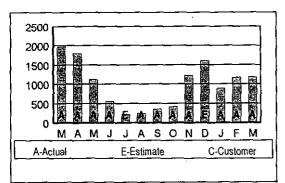
Energy Efficiency	1,176 KWH x 0.001928	\$2.27
Peak Demand Reduction	1,176 KWH x 0.000482	\$0.57
Renewable Energy	1,176 KWH x 0.000979	\$1.15

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

On January 15, 2020, in Case No. 19-2060-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.

/lar	19	1,961	Sep 19	351
٦q <i>٩</i>	19	1,793	Oct 19	416
May	19	1,117	Nov 19	1,224
ปนก	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

ļ	Company, PO Box 3687, Akron OH 44309-3687	
	Account Summary Amo	unt Due
1	Previous Balance	165.59
	Payments/Adjustments	-165.59
	Balance at Billing on Mar 24, 2020	0.00
1	The Illuminating Company - Payment Plan Amount	121.00
	Consumption inst. Plan Ámount	0.57
ı	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	4.00
	Customer Charge	4.00 52.59
	Distribution Related Component 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	-388.00
	02/25/20 Debit for future Inst. plan	222.41
	Total Payments and Adjustments	-\$165.59
	Equal Payment Plan (EPP) Summary	4-44.75
	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	3/10/2020
1	i mojumichi balo	3/10/2020 249.98
	Installment Amount	249.41
	Ralance Mar 24 2020 A A A D LATER IN	0.57
	Paid to date Balance Mar 24, 2020 Should Risk the Bills? The 388,00 Should Risk the Bills?	2.01
	The 588100	
	,	

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

April 22, 2020

Page 1 of 2

Billing Period: Mar 21 to Apr 20, 2020 for 31 days MS NINA R JONES

25021 AURORA RD APT 345

Amount Due: \$244.39

Due Date: May 06, 2020

BEDFORD HEIGHTS OH 44146

05/06/2020

Account Number: 110 129 021 322

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

<u>, 11 (13)</u>	45 <u>6</u> 14 1 <u>3</u>	KL_{ij}^{m} , KL_{ij}^{m}	Messages		
* * *	DISC	ONNE	CTION	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.

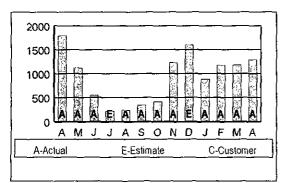
To avoid a 150% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date

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. Ucago History

	**	US	ge nistury	
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 04 0000 MM 1 Daniella (6) 3 of	0.405

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

otal Charges	\$ 156.37
Equal Payment Plan (EPP) Summary	
Actual Charges Billed During 2 EPP Months	294.98
PP Amount During 2 EPP Months	242.00
Difference Between Actual Charges and EPP Amount	52.98
Consumption Installment Plan	
	02/40/2000

Installment Date Installment Amount Paid to date Balance Apr 22, 2020

22,2020 June 0 1, 2020 24998 22,2020 June 0 1, 2020 2494941 Nichael Will get Donne

-1.82

Due 303.18

66.00

369.18

417.16 365.00

52.16

Amount



Bill For:

Bill Based On: Actual Meter Reading, Equal Payment Plan

Billing Period: Apr 21 to May 19, 2020 for 29 days

MS NINA R JONES 25021 AURORA RD APT 345 BEDFORD HEIGHTS OH 44146 May 21, 2020

Account Number: 110 129 021 322

Amount Due: \$369.18

Due Date: June 04, 2020

of Complete and the control of the c 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

*** 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.

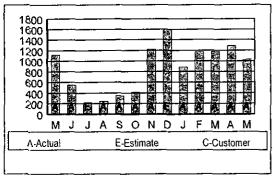
To avoid a 1.50% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date.

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.

<u> </u>	Taring Tele	argylladis regi lys	ige misiory	regulation engine
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	Ápr 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

11.1	Account Summary	Amount Due
	Previous Balance	244.39
	Payments/Adjustments	-1.82
	Balance at Billing on May 21, 2020	242.57
1	The Illuminating Company - Payment Plan Amount	57.00
)	NOPEC - NextEra Energy Services Ohio - Payment Plan Amount	66.00
f	Late Payment Charges	3.61
9	Total Current Charges	126.61
1	Amount Due by Jun 04, 2020	\$369.18
1 Ə	Your actual account balance is \$421.34.	
ĺ	Usage Information for Meter Number S328273503	ttinity fy
ŧ	May 19, 2020 KWH Reading (Actual)	10,801
)	Apr 21, 2020 KWH Reading (Actual)	9,771
ገ	KWH used	1,030
٦	Charges From The Illuminating Company	
3	Customer Number: 0802900900 1020005543	
€	Rate: Residential Service CE-RSD	
1	Customer Charge	4.00
ŧ	Distribution Related Component	46.37
ţ	Cost Recovery Charges	21.10
t	Current Consumption Bill Charges	71.47
	Late payment charge	3.61
	Total Charges	\$ 75.08
	Charges From NOPEC NextEra Energy Services Ohi	lo service de la companya de la comp
1	NOPEC 31320 Solon Road, Suite 20, Se	
5	NEXTERA Customer Service:	
Γ	ENERGY SERVICES Account Number: 1002238954 R	ate. GEN-G940
3	Billing Period: Apr 21, 2020 to May 19, 2020	
٧	Basic Charge 1,030 KWH x 0.049233	50.71
s at	Total NOPEC - NextEra Energy Services Ohio Charges	50.71
IL	Detail Payment and Adjustment Information	

Account Balances by Company

244 39

0.00

244.39

Previous Payments/

Equal Payment Plan (EPP) Summary

Balance Adjustments

-1.82

0.00

-1.82

Current

Charges 60.61

66.00

126.61

04/21/20 Reverse Late Payment Chg

Actual Charges Billed During 3 EPP Months

Difference Between Actual Charges and EPP Amount

EPP Amount During 3 EPP Months

The Illuminating Company NOPEC - NextÉra Energy

Services Ohio

Total

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

June 23, 2020 Account Number: 110 129 021 322

Page 1 of 2

Billing Period: May 20 to Jun 19, 2020 for 31 days

MS NINA R JONES

25021 AURORA RD APT 345 BEDFORD_HEIGHTS OF

Amount Due: \$431.47

Due Date: July 07, 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 \$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.

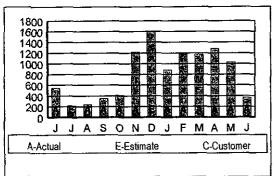
To avoid a 1.50% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date.

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 Ghoice Ohio" website at www.eriergychoice.ohio.gov

Residential Service - 1020005543 - 5.41 cents per KWH

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

เถ	19	548	Dec 19	1,596
1	19	218	Jan 20	883
UQ	19	241	Feb 20	1,173
еp	19	351	Mar 20	1,176
Ct	19	416	Apr 20	1,286
lov	19	1,224	May 20	1,030
			Jun 20	369



Last Year	This Year
17	12
67	68
33	31
	9,963
	830
	17 67

Amount Due by Jul 07, 2020	\$431,47
Total Current Charges	65.90
Late Payment Charges	5.43
NOPEC - NextEra Energy Services Ohio - Payment Plan Balance	-15 29
NOPEC - NextEra Energy Services Ohio - Consumption	18.76
The Illuminating Company - Payment Plan Amount	57.00
Balance at Billing on Jun 23, 2020	365.57
Payments/Adjustments	-3.61
Previous Balance	369,18

Usage Information for Meter Number S3282/3	503
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
District Daily 10 comments	17 OF

Your actual account balance is \$471.15.

Customer rumber, 0002300300 To200000-10	
Rate: Residential Service CE-RSD	
Customer Charge	4.00
Distribution Related Component	17.35
	7.88
	29.23
	5.43
Total Charges	\$ 34.66
Charges From NOPEC - NextEra Energy Servi	ces Ohio
Cost Recovery Charges Current Consumption Bill Charges Late payment charge Total Charges	29.23 5.43 \$ 34.66

NOPEC	31320 Solon Road, Suite 20, Solon, OH 44139			
NEXTERA	Customer Service: 1-855-667-3201			
ENERGY SERVICES	Account Number: 1002238954 Rate: GEN-G940			
	L. 46 0000			

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 Payme	nt and Adjustment Information	
05/20/20 Reverse Late Payment	Chg	-3.61
Accour	nt Balances by Company	Than best

	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
general representation of secure	i Payment P	ian (EFP) Sumi	mary 🛊 🚟 🛼	w/j.v=5,756.45
Actual Charges Billed During	4 FPP Mont	hs		465 15

OCIVICES CITIO	00 00	0.00	O 17	05.11
Total	369.18	-3.61	65.90	431.47
geraci praccipant Garrieri Ar	qual Payment Pian	(EFP) Summa	ary in this paren	egases deser
Actual Charges Billed Dr				465.15
EPP Amount During 4 E	PP Months			440.76
Difference Between Ac	tual Charnes and El	3D. 4		24.39
			The state of	

Bill Based On: Actual Meter Reading, Equal

Payment Plan

Billing Period: Jun 04 to Jul 02, 2020 for 29 days MS NINA R JONES

3988 E 190TH ST

CLEVELAND OH 44122 21,2020 u.S.P. Molder # 26812481460

July 07, 2020

Account Number: 110 029 896 658

Page 1 of 2

2.99

4.86

Amount Due: \$120.46

Due Date: July 21, 2020

call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-589-3101. For Payment Options, call To report an emergency or an outage 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.

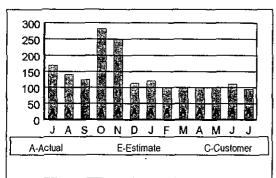
To avoid a 1.50% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date.

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

<u> 664-51</u>	<u> </u>		ge memiy	The Transfer of the
Jul	19	169	Jan., 20	120
	19	140	Feb 20	99
Aug Sep	19	124	Mar 20	98 l
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 Payments/Adjustments	79 92 -0.50
Balance at Billing on Jul 07, 2020	79.42
The Illuminating Company - Payment Plan Amount The Illuminating Company - Misc. Charges Consumption Inst. Plan Amount NEXTERA ENERGY SERVICES OHIO, LLC - Payment Plan Amount Late Payment Charges Total Current Charges	▼ 15 00 2 99 14 00 8.00 1.05 41.04
Amount Due by Jul 21, 2020	\$120.46
Your actual account balance is \$129.99.	
Usage Information for Meter Number \$315448771	

Jul 02, 2020 KWH Reading (Actual)	11,723
Jun 04, 2020 KWH Reading (Actual)	11,628
KWH used	95
Charges From The Illuminating Cor	ripany
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

Charges From NEXTERA ENERGY SERVICES OHIO, LLC NOPEC 20455 State Highway 249 Suite 200, Houston, TX 77070 **NEXTERA** Customer Service: 1-855-667-3201 **ENERGY SERVICES** Account Number: 1002288516 Rate: GEN-F512

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

0.051158

Billing Period: Jun 04, 2020 to Jul 02, 2020 95 KWH x Basic Charge

HomeServe USA Plan (1-888-658-3800)

Total Charges

Total NEXTERA ENERGY SERVICES OHIO, LLC Charges				
		djustment info		al-in pays.
06/04/20 Reverse Late Pay	ment Chg			-0.50
Ac	count Balan	ces by Compar	ny: Sassa	
	Previous Balance	Payments/ Adjustments	Current Charges	Amount Due
The Illuminating Company NEXTERA ENERGY	63.92	-0.50	33.04	96.46
SERVICES OHIO, LLC	16.00	0 00	8.00	24.00
Total	79.92	-0.50	41.04	120.46
Equa	l Payment P	lan (EPP) Sumi	nary	45.45.47°C
Astual Obsessor Dillad During	C CDO Maria	I.		400.70

Actual Charges billed buring 6 EFF Months		103.72
EPP Amount During 6 EPP Months	4	138.00
Difference Between Actual Charges and EPP Amount	t 🔫	-34.28
Consumption Installment Pl	an a	المراقى بشواها
Installment Date	02/2	20/2020
Installment Amount		127.81
Paid to date		46.05
Palance ful 07, 2020 3		94.70

Raid 07/21/2020 120.46 U.S. P. M. Order # 268124 8/400 Paid twice Bedford, 048 Serial # 26812481480 Phr 800-275-8777 guly 21, 2020



Bill Based On: Actual Meter Reading, Equal

Payment Plan

Billing Period: Jun 20 to Jul 22, 2020 for 33 days Bill For: MS NINA R JONES

MS NINA R JONES

25021 AURORA RD APT 345 BEDFORD HEIGHTS OH 44146 July 24, 2020

Z√ Page 1 of 2

Account Number: 110 129 021 322

Amount Due: \$535.30

Due Date: August 07, 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 \$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.

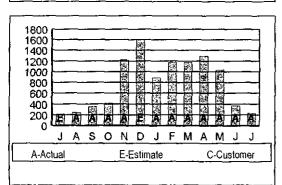
To avoid a 1.50% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date.

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

	Magagi	Usa	ge 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 Hea (KWH)		831

	arangan kalanya . A	count Sun	mary		mount Due
Previous Balance					431.47
Pay	Payments/Adjustments				
Bal	ance at Billing on Jul 24	2020			426.04
	Hluminating Company - P	ayment Plar	n Amount 👚 📠		103.00
	e Payment Charges		_	_	6.26
Tot	al Current Charges				109.26
Am	ount Due by Aug 07, 202	0			\$535.30
			nt balance is \$5		
			<u>leter Number S</u>	328273503	
	22, 2020 KWH Reading (A				11,397
	20, 2020 KWH Reading (A	Actual)			11,170
1	H used				227
	Charges			mpany	c - 1 (3 H2C - 1)
	stomer Number: 08029009		543		
	e: Residential Service CE	-K2F			
	stomer Charge				4.00
	tribution Related Compone	nı			12.04 5.03
Cost Recovery Charges Bypassable Generation and Transmission Related Component					12.39
	rrent Consumption Bill C		rrelated Compo	HEHL	33.46
	e payment charge	iiu,goo			6.26
	al Charges				\$ 39.72
	Detail Pay	ment and A	djustment Info	rmation	
06/	22/20 Reverse Late Paym				-5.43
	Acc	ount Balan	ces by Compar	ı y	Osabeta (
		Previous	Payments/	Current	Amount
1		Balance	Adjustments	Charges	Due
The	Illuminating Company	362,00	0.00	109.26	471.26
	PEC - NextÉra Energy	00.47	5 40	0.00	
	Services Ohio 69 47 -5.43 0.00 64				
Total 431.47 -5.43 109.26 535.30					
			lan (EPP) Sumr	nary	<u> </u>
				498.61	
	P Amount During 5 EPP Me erence Between Actual (onins วันกรักรณ	4 E00 Amazz=4		543.76
դ սո	erence between Actual (marges and	I ELL WINDRUK		-45.15

Oct 29, 2020 CMr. Todd # 31328 Confournation # 10291237 Return me to the Genepany Company

Billing Period: Jul 23 to Aug 21, 2020 for 30 days Bill For: MS NINA R JONES

25024 AURORA RD APT 345

BEDFORD HEIGHTS OH 44146

Bill Based On: Actual Meter Reading, Equal Payment Plan

#1234 August 25, 2020

Page 1 of 2

Account Number: 110 129 021 322

Amount Due: \$639,75

Due Date: September 08, 2020

54.99 17 mins

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

*** 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 nontarified 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.

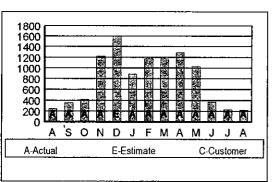
To avoid a 1.50% Late Payment Charge being added to your bill, please pay the **Amount Due** by the Due Date.

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.

7 2		. 1261, 1771, 12, 6783 S. O. I. Balla.	استعلم 191 بازد		
A. The	P 75	∵ - Usa	je History	Get and Alexander	
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 Month's Use (KWH)		9.954
Average Monthly Use (KWH)		830

Ÿ	A CONTRACTOR OF THE PROPERTY O	ccount Sun	ımary		Amount Due
	Previous Balance				535.30
9	Payments/Adjustments				-6.26
	Balance at Billing on Aug 2	5, 2020			529.04
1	The Illuminating Company - P	ayment Plar	Amount		103.00
)	Late Payment Charges	•			7.71
f	Total Current Charges				110.71
e il	Amount Due by Sep 08, 202	:0			\$639.75
" 1	Your ac	tual accour	it balance is \$5	40.29.	
9			leter Number S	328273503	
t	Aug 21, 2020 KWH Reading (Actual)		•	11 620
t	Jul 23, 2020 KWH Reading (A	(ctual)			11,397
)	KWH used				223
١.	Charges			mpany	
1	Customer Number: 08029009		543		
9	Rate: Residential Service CE	-RSF			
Customer Charge					4.00
Distribution Related Component				12.33	
Cost Recovery Charges Bypassable Generation and Transmission Related Component					4.95
į	Current Consumption Bill C	ransmission 'barace	Related Compo	neni	12 12 33.40
	Late payment charge	marges			7.71
	Total Charges				\$ 41.11
'	Detail Pay	ment and A	diustment Info	rmation	
,	07/24/20 Reverse Late Payrr	nent Cha		<u> </u>	-6.26
,			ces by Compar	IV Commission	
r		Previous	Payments/	Current	Amount
;		Balance	Adjustments		Due
/	The Illuminating Company	471.26	0.00	11Ö 71	581.97
3	NOPEC - NextEra Energy				
ı	Services Ohio	64.04	-6.26	0 00	57 78
	Total	535.30	-6.26	110.71	639.75
	Equal			nary	
	Actual Charges Billed During 6		าร		532.01
	EPP Amount During 6 EPP M	onths	1 EDD 4 1		631.47
	Difference Between Actual (onarges and	1 EPP Amount		-99.46

Bill Will Come In 59,00 Oct 2020 Would Be 49,00 Por, MO.

Said He Was From The Illuminating

Deverye ?

Sin Ma



Bill Based On: Actual Meter Reading, Equal

Payment Plan

Billing Period: Aug 22 to Sep 21, 2020 for 31 days Bill For: MS NINA R JONES

MS NINA R JONES

25021 AURORA RD APT 345 BEDFORD HEIGHTS OH 44146 September 23, 2020

Account Number: 110 129 021 322

Page 1 of 2

Amount Due: \$744.18

Due Date: October 07, 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 ***

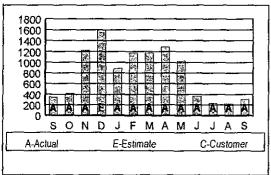
Your electric bill payment is past due. Your service may be disconnected unless payment of \$532.58 is made by 10/07/2020. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 and may be required to pay a security deposit of \$268.00 to have power restored. You may be 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

		Usa	ige History	Translation (1
Sen	19	351	Mar 20	1,176
Sep 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	Ju1 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

۳.						
	The Vigor And State of the	ccount Sun	mary 🛒 📑	ata Secretaria	<u>Imount Due</u>	
	Previous Balance				639,75	
	Payments/Adjustments	Payments/Adjustments				
	Balance at Billing on Sep 23	3, 2020			632.04	
	The Illuminating Company - P.	ayment Plan	Amount		103.00	
!	Late Payment Charges	•			9.14	
	Total Current Charges				112.14	
	Amount Due by Oct 07, 2020)			\$744.18	
	Your ac	tuai accoun	t balance is \$5	84.98.		
	Usage Inform	nation for N	leter Number S	328273503	4)15-50-54	
i	Sep 21, 2020 KWH Reading (11,929	
1	Aug 22, 2020 KWH Reading (Actuat)			11,620	
1	KWH used		T		309	
!	Gharges : Charges			mpany		
	Customer Number: 08029009		043			
Rate: Residential Service CE-RSF					4.00	
Customer Charge Distribution Related Component					17.36	
Cost Recovery Charges				6.62		
	Bypassable Generation and Tr		Related Compo	nent	15.28	
1	Current Consumption Bill C	harges	·		43.26	
ı	Late payment charge				9.14	
	Total Charges		FRANCIS CONTRACTOR		\$ 52.40	
ļ	Detail Pay		djustment into	rmation	######################################	
ı	08/25/20 Reverse Late Paym				<i>-7.7</i> 1	
<u> </u>	A CC		ces by Compa			
		Previous Balance	Payments/ Adjustments	Current Charges	Amount Due	
	The Illuminating Company	581.97	0.00	Charges 112 14	694.11	
	NOPEC - NextEra Energy	001.07	0.00	112.14	004.11	
i	Services Ohio	57.78	-7.71	0.00	50.07	
Total 639.75 -7.71 112.14						
	Equal			nary		
	Actual Charges Billed During 1	7 EPP Monti	ìs		575.27 734.47	
	LEPP Amount During 7 EPP Months					
	Difference Between Actual Charges and EPP Amount					

Oct 14, 2020

ATTENTION OCCUPANTS!

ELECTRIC SERVICE TO THESE PREMISES HAS BEEN DISCONNECTED

SHUT-OFF DATE

SHUT-OFF TIME Oct 14,2020

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.



Form 1025 (05-01) ID No. 58180041



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

3illing Period: Sep 22 to Oct 21, 2020 for 30 days 3ill For: MS NINA R JONES 25021 AURORA RD APT 345

BEDFORD HEIGHTS OH 44146

October 23, 2020

Account Number: 110 129 021 322

Amount Due: \$1,153.04

Due Date: November 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

The Boundary of the Control of the C	
** 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 compily pay the overdue amount. Overdue amounts associated with a disconnect notice from a prior month's bill and/or an Ohio 10-day Ninter 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.	
Fo avoid a 1.50% Late Payment Charge being added to your bill, blease pay the Amount Du e 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	

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

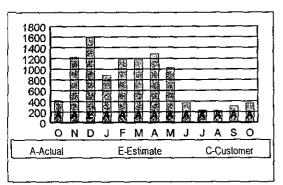
The information below shows specific charges for the costs of energy afficiency, peak demand reduction, and renewable energy. These charges are not new, but are and previously were consolidated with other charges on your bill.

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

Oct 1	9	416	Apr 20	1,286
Nov 1	9	1,224	May 20	1,030
Dec 1	9	1,596	Jun 20	369
Jan 2	20	883	Jul 20	227
Feb 2	20	1,173	Aug 20	223
Mar 2	20	1,176	Sep 20	309
		ŕ	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

_	o company, i o box occi, i mile.				
4	Righty regulation is guill	count Sum	mary		<u>Imount Duel</u>
	Previous Balance				744.18
	Payments/Adjustments		-9.14		
1	Balance at Billing on Oct 23	735.04			
	The Illuminating Company - Pa	avment Plan	Amount		103.00
	The Illuminating Company - M		315.00		
	Total Current Charges	Ū			418.00
	Amount Due by Nov 06, 202	\$1,153.04			
ı	Your ac	ual accoun	t balance is \$9	39.80.	
	Usage Inform	iation for N	leter Number S	328273503	1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1
	Oct 21, 2020 KWH Reading (A	(ctual)			12,288
	Sep 22, 2020 KWH Reading (Actual)			11,929
	KWH used	:			359
	Charges	From The I	lluminating Co	mpany	
	Customer Number: 08029009	00 10200055	43		
	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 C	harges			48.96
	Field Collection Charge				12.00
	Reconnection Charge				35.00
	Security Deposit Request				268.00
	Total Charges		11. 4	Constant of the second	\$ 363.96
			djustment Info	rmation :	0.44
	09/23/20 Reverse Late Payr	tent Chg			-9.14
	Account Balances by Company				
]	Previous	Payments/	Current	Amount
		Balance	Adjustments	Charges	Due
	The Illuminating Company	694.11	0.00	418.00	1,112.11
	NOPEC - NextEra Energy	50.07	-9.14	0.00	40.93
	Services Ohio	744.18	-9.14 -9.14	418.00	1.153.04
	Equal				7,133.04
-				IRO F	624.23
	Actual Charges Billed During EPP Amount During 8 EPP M	u LEE IVIOIIII Anthe	ю		837.47
	Difference Potucon Actual	Charace as	A FDD Amount		-213.24
Difference Between Actual Charges and EPP Amount					-Z 1J.Z4

October 26, 2020

Page 1 of 2

Account Number: 110 147 179 730

Amount Due: \$898.87

Due Date: November 09, 2020

Tak Priji Tak Proji 1980 (1980) (1980) (1980) (1980) (1980) (1980) (1980) (1980) (1980) (1980) (1980) (1980) (1

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 firsteneroycom com

1-000-000-000 1.	Tay your bill chillio at 11111.	
Bill issued by: The illun	ninating Company, PO Box 368	37, Akron OH 44309-3687

** 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 biff. 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

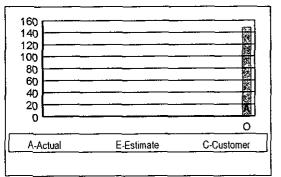
The information below shows specific charges for the costs of energy efficiency, peak demand reduction, and renewable energy. These charges are not new, but are and previously were consolidated with other charges on your bill.

Energy Efficiency	148 KWH x 0.003784	\$0.56
Peak Demand Reduction	148 KWH x 0.000946	\$0.14
Renewable Energy	148 KWH × 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.

v tangike s ali	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 Amou	unt Due
	Previous Balance	0.00
	Payments/Adjustments	611.97
	Balance at Billing on Oct 26, 2020	611.97
	The Illuminating Company - Consumption 3	18.90
	The Illuminating Company - Misc. Charges 1	268.00
	Total Current Charges	286.90
	Amount Due by Nov 09, 2020	\$898.87
	Usage Information for Meter Number S328273503	
į	Oct 21, 2020 KWH Reading (Actual)	12,288
	Oct 15, 2020 KWH Reading (Actual)	12,140
ĺ	KWH used	148
	Charges From The Illuminating Company	
	Customer Number: 0802900900 1020005543	•
ı	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
		\$ 286.90
	Detail Payment and Adjustment Information	
	10/22/20 Trans fr 110129021322 / Oct	611.97
	,	



Bill Based On. Estimated Meter Reading

November 25, 2020

Account Number: 110 147 179 730

Page 1 of 2

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

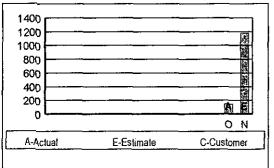
Messages *** DISCONNECTION NOTICE ***

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 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.

Oct 20 Nov 20	148 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 (KŴH)	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	48.80
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



Bill Based On: Actual Meter Reading

Billing Period: Nov 19 to Dec 22, 2020 for 34 days Bill For: MS NINA R JONES

MS NINA R JONES 25021 AURORA RD APT 345 BEDFORD HEIGHTS OH 44146 December 28, 2020

Page 1 of 2

Account Number: 110 147 179 730

Amount Due: \$1,020.32

Due Date: January 11, 2021

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 website at www.energychoice.ohio.gov. Residential Service - 1020005543 - 4.79 cents per KWH

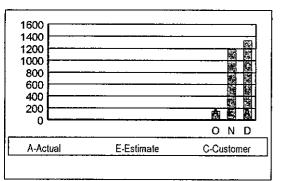
The information below shows specific charges for the costs of energy efficiency, peak demand reduction, and renewable energy. These charges are not new, but are and previously were consolidated with other charges on your bill.

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.

Veage History		
Oct 20 Nov 20 Dec 20	148 1,182 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 (KŴH)	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



Bill Based On: Actual Meter Reading, PIPP Plus

Decen

December 27, 2018

Account Number: 110 129 021 322

Page 1 of 2

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 Paud

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

Listing and the string of the 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.
charges are not new, but are and previously were consolidated with

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.

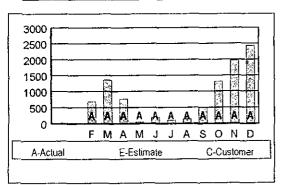
Your PIPP Plus Anniversary Date is 02/24/2019. This is the date by which you must pay any PIPP Plus payments missed in the prior 12 months to remain on the program.

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

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	13	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

3 '	Company, 1 O Box 3007 Anion of 1 44003-0007	
	Account Summary Amou	nt 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	25
ļ	Dec 21, 2018 KWH Reading (Actual)	98,597
	Nov 22, 2018 KWH Reading (Actual)	96,171
-	KWH used	2,426
	Crearges 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	E0 E0
	Previous bill was	53 52 -88 00
	Total payments/adjustments	-88.00
	One-time balance reduction	0.00
	1/24th Arrearage Credit	
	Current bill arrearage credit	3/1/48
_	Current charges	310.73
_	Actual Account Balance	276.25
	Current bill arrearage credit Balance at billing Current charges Actual Account Balance Park Fan 2, 14655238 P. M. Onder # 25574655238	,
	THIN TWILL ON WILL TATTO	
	13 10 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
	THE CONTRACTOR OF SIGN	
	110	



January 22, 2019

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

Account Number: 110029896658, Whong Acc.

Dear MS NINA R JONES:

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

Summary Of Statement

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

Adjustment Type Key

LPC SDINT

Late Payment Charge Interest for Security Deposit Held on the Account

Sincerely,

The Cleveland Electric Illuminating Company A FirstEnergy Company

Billing Period: Dec 22 to Jan 24, 2019 for 34 days Bill For: MS NINA R JONES

MS NINA R JONES

25021 AURORA RD APT 345 BEDFORD HEIGHTS OH 44146

January 28, 2019

Account Number: 110 129 021 322

Amount Due: \$88.00

Due Date: February 11, 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

88,00

Messages	٠
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. 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.

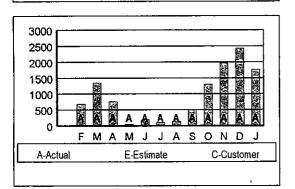
Your PIPP Plus Anniversary Date is 02/24/2019. This is the date by which you must pay any PIPP Plus payments missed in the prior 12 months to remain on the program.

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

eb	18	686	Aug	18	136
Mar	18	1,350		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
ast 12 Months Use (KWH)	11,264
Average Monthly Use (KWH)	939

١	50111parily, FO 50x 5067, ANION OF 44505-5007	
	Account Summary	nt Due
ŀ	Previous Balance	88.00
ı	Payments/Adjustments	-88.00
١	Balance at Billing on Jan 28, 2019	0,00
ı	PIPP Plus Amount	88.00
	Amount Due by Feb 11, 2019	\$88.00
Ì	You are legally responsible for a \$226.89 actual account balance.	
	Usage Information for Meter Number G005099795	Solo (Fig.) and Title (BOS SOL)
	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
1	Bypassable Generation and Transmission Related Component	98.52
	Current Consumption Bill Charges	226.89
	The state of the s	20.00
	01/04/19 Payment	-88.00
	Account Balance Information	<u>Micheller</u>
	PIPP Plus Account Balance	00.00
	Previous bill was	88.00
	Total payments/adjustments	-88.00
	Balance at billing	0.00
	Current charges PIPP Plus Batance	88.00 88.00
	Actual Account Balance	66.00
	Previous bill was	276.25
	Total payments/adjustments	-88.00
	One-time balance reduction	-00.00
	1/24th Arrearage Credit	0.00
	Current bill arrearage credit	-188.25
	Balance at billing	0.00
1	Current charges	226.89
- 1	Actual Account Balance	226.89
	riesemi i secolii momino	

Prid Feb 0 7 2019 88.60 P.M. Ordert 25574663136 For Feb 11, 2019

Page 1 of 2

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 MS NINA R JONES

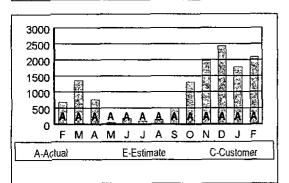
25021 AURORA RD APT 345 BEDFORD HEIGHTS OH 44146

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

Dil tasaca by. The maining	Company, PO Box 3007, Akion Ori 44303-3007
Messages	Amount Due
The information below shows specific charges for the costs of energy	Previous Balance 88.00
efficiency, peak demand reduction, and renewable energy. These	Payments/Adjustments -88.00
charges are not new, but are and previously were consolidated with	Balance at Billing on Feb 26, 2019 0.00
other charges on your bill.	PiPP Plus Amount 88.00
Energy Efficiency 2,090 KWH x 0.002435 \$5.09	Amount Due by Mar 12, 2019 \$88.00
Peak Demand Reduction 2,090 KW/H x 0.000609 \$1.27	You are legally responsible for a \$264.45 actual account balance.
, , , , , , , , , , , , , , , , , , , ,	Usage Information for Meter Number G005099795
Renewable Energy 2,090 KWH x 0.001187 \$2.48	Feb 23, 2019 KWH Reading (Actual) 2,464
Your next meter reading is scheduled to occur on or about	Jan 25, 2019 KWH Reading (Actual) 374
Mar 25, 2019.	KWH used 2,090 Charges From The Illuminating Company.
You must reverify your income by 02/24/2019 to stay on PIPP Plus. If	Charges From The Illuminating Company Customer Number: 0802900900 1020005543
you have questions about your household income reverification, call	Rate: Residential Service CE-RSF
the Ohio Development Services Agency at 1-800-282-0880. If	Customer Charge 4.00
removed from the program, you will need to contact your local	Distribution Related Component 111.27
Community Action Agency to re-enroll, and will be responsible for all missed payments and monthly charges.	Cost Recovery Charges 34.44
•	Bypassable Generation and Transmission Related Component 114.74
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	Current Consumption Bill Charges 264.45
months to remain on the program.	Detail Payment and Adjustment Information
If you pay your PIPP Plus payment on-time and in-full this month, you	02/13/19 Payment -88.00
will receive a credit of \$177.44 applied to your account balance.	Account Balance Information
If your bill is higher than normal due to the recent extreme	PIPP Plus Account Balance Previous bill was 88.00
temperatures, you may be eligible for payment arrangements. We also	Previous bill was 88.00 Total payments/adjustments -88.00
offer budget billing to help even out the seasonal highs and lows of	Balance at billing 0.00
your electric bill. Please call 1-800-589-3101, or visit	Current charges 88.00
www.firstenergycorp.com/billassist for more information.	PiPP Plus Balance 88.00
We are required to include your name, address and usage information	Actual Account Balance
on a list of eligible customers that is made available to other	Previous bill was 226.89
competitive retail electric service providers. If you do not wish to be	Total payments/adjustments -88.00 One-time balance reduction
included on this list, please call us at 1-800-225-0444, go to the	1004 4
Customer Choice section of our website - www.firstenergycorp.com -	Current bill arrearage credit -138.89
or write to us at 76 S. Main St., Akron, OH 44308 Attn: FECC. Please Additional messages, if any, can be found on back.	Balance at billing 0.00
Usage History	Current charges , B, 48 A / / 264.45
	Actual Account Balance 264.45
Feb 18 686 Aug 18 136	This mary
Mar 18 1,350 Sep 18 515	and and order of the
Apr 18 761 Oct 18 1,308	11. D. P. Michael Provide 1 de la la
May 18 46 Nov 18 1,971 Jun 18 186 Dec 18 2,426	Current bill arrearage credit Balance at billing Current charges Actual Account Balance 1.38.89 264.45 Actual Account Balance 1.38.99 264.45 264.45 264.45

charges are not new, but a other charges on your bill.	re and previously were consolid	dated with
Energy Efficiency	2,090 KWH x 0.002435	\$5.09
O I O Lead Deduction	2 000 KMR1 ** U 000600	04.07

eb 18	686	Aug 18	136
Var 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

Illuminating Company

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

March 26, 2019

Account Number: 110 129 021 322

Amount Due: \$88.00

Due Date: April 09, 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.firstenergy.com.

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

Hessages	
The information below shows specific charges for the costs of energy efficiency, peak demand reduction, and renewable energy. These	Pre Pay
abases are not never but are and assubusts were appealed to the	

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.

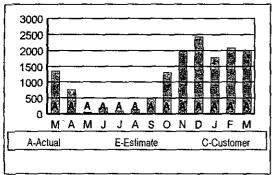
You must reverify your income to stay on PIPP Plus. If you have questions about your household income reverification, call the Ohio Development Services Agency at 1-800-282-0880. If removed from the program, you will need to contact your local Community Action Agency to re-enroll, and will be responsible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

V lar	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

Company, PO Box 3087, Akron OH 44309-3687	
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 ba	lance.
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	基本数字表 污染基
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	20.00
03/13/19 Payment	-88.00
Account Balance Information	
PIPP Plus Account Balance	00.00
Previous bill was	88.00
Total payments/adjustments	-88,00
Balance at billing	0.00
Current charges PIPP Plus Balance	88.00
Actual Account Balance	88.00
Previous bill was	264.45
Total payments/adjustments	-88.00
One-time balance reduction	-00.00
1/24th Arrearage Credit	0.00
Current bill arrearage credit	-176 4 5
Balance at billing	0.00
Current charges	253.51
Actual Account Balance	253.51
	200.01

Paid April 02, 2019 88,00 P. M. Grader #2583 9157165

0.00

0.00

165.51

233.15

233.15



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 April 26, 2019

Account Number: 110 129 021 322

Amount Due: \$88.00

Due Date: May 10, 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

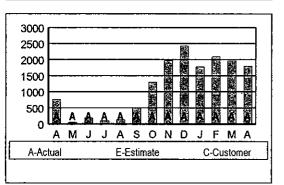
Bill issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

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

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.

		Us:	ige 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	Маг 19	
			Apr. 10	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 Month's Use (KWH)		14,311
Average Monthly Use (KWH)		1,193

olar vallet opgible löllenin dib vilg val V <u>ictoria</u> l Committee governmente	Messages	y ky hiley rok doggary, k Le	Account Summary	Amount Due
	vs specific charges for the costs of		Previous Balance	88.00
	eduction, and renewable energy.		Payments/Adjustments	-88.00
	are and previously were consolidat	ted with	Balance at Billing on Apr 26, 2019	0.00
other charges on your bill.			PIPP Plus Amount	88.00
Energy Efficiency	1,793 KWH x 0.002435	\$4.37	Amount Due by May 10, 2019	\$88.00
Peak Demand Reduction	1,793 KWH x 0.000609	\$1.09	You are legally responsible for a \$233.15 actual account be	
	1.793 KWH x 0.001187	•	Usage Information for Meter Number G005099795	President Communication
Renewable Energy	1,793 KWH X 0.001187	\$2.13	Apr 24, 2019 KWH Reading (Actual)	6,218
	is scheduled to occur on or	about	Mar 23, 2019 KWH Reading (Actual)	4,425
May 23, 2019.			KWH used	1.793
You must reverify your inc	ome to stay on PIPP Plus. If yo	ou have	Charges From The Illuminating Company	Aller of the desired state of the control of the co
	ehold income reverification, call th		Customer Number: 0802900900 1020005543	
	ncy at 1-800-282-0880. If remove		Rate: Residential Service CE-RSF	4.00
	to contact your local Community		Customer Charge Distribution Related Component	4.00 98.90
	III be responsible for all missed pa	yments	Cost Recovery Charges	31,60
and monthly charges.			Bypassable Generation and Transmission Related Component	98.65
Your PIPP Plus Anniversar	y Date is 02/24/2020. This is the	date by	Current Consumption Bill Charges	233.15
which you must pay any Pl months to remain on the pro	IPP Plus payments missed in the page.	prior 12	Detail Payment and Adjustment Information	
•	•		04/15/19 Payment	-88.00
	ayment on-time and in-full this mor 05 applied to your account balance.		Account Balance Information	
	••		PIPP Plus Account Balance	
	Case No. 18-1818-EL-RDR, the		Previous bill was	88.00
	o (PUCO) approved an adjustment s Rider for service rendered on o		Total payments/adjustments	-88.00
	recovers costs imposed by the I		Balance at billing	0.00
	sion (FERC) or the regional trans		Current charges	88.00
organization PJM Intercon	nection. The estimated average im	pact of	PIPP Plus Balance Actual Account Balance	88.00
	\$1.00 on the monthly electric bi		Previous bill was	253.51
residential customer using 7			Total payments/adjustments	-88.00
•	han and an aller design	. L	One time helenge reduction	-00.00

Paid May 0 6, 2019 88.00 ce, S.l. M. Order 25839158861

One-time balance reduction

Current bill arrearage credit

1/24th Arrearage Credit

Balance at billing

Current charges

May 24, 2019

Page 1 of 2

Account Number: 110 129 021 322

Amount Due: \$88,00

Due Date: June 07, 2019

To report an emergeancy or are 1800-686-9901. Pay vour bill online at unum first appointment of the second of the 1800-686-9901. Pay your bill online at www.firstenergycorp.com

Missied by: The Illuminating Company, PO Box 3687. Akron OH 44309-3687

	14
Land the costs of ones	·Qγ
The information below shows specific chapes for the costs of energy. The efficiency, peak demand reduction, and anewable energy. The efficiency, peak demand reduction, were consolidated when the costs of the costs of energy.	se
efficiency, peak demand reduction, efficiency, peak demand reduction, review were consolidated we charges are not new, but are and previous were consolidated we charges are not new but are and previous were consolidated we charge an every bill	üth
efficiency, peak defilland reduced to the consolidated w	1111
charges are not new, but any	
other charges on your bill.	
Office changes and a series	

	1,117 KWHx 0.002435	\$2.72
Energy Efficiency	1 117 KWH 1 0.000609	\$0.68
Peak Demand Reduction	1,117 KWH 10,001187	\$1.33
Renewable Energy	1,11/ 100-0	chout

scheduled to occur on or about Your next meter reading is

You must reverify your income to stay on PIPP Plus. If you have questions about your noome to stay reveification, call the Ohio Development Services Agency at 1-800-2828880. If removed from the program you will appear to the program you will be program to the progr the program, you will need to contact your beal Community Action Agency to re-enroll, and will be responsible to all missed payments

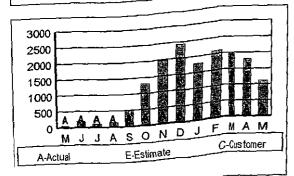
Your PIPP Plus Anniversary Date is 02/24/200. This is the date by which you must pay any PIPP Plus payments missed in the prior 12 months to come.

If you pay your PIPP Plus payment on-time amin-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 boal board of health physician so that assistant. 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

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



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

g	Company, PO Box 3687, Akron OH 44309-3687	
	Account Summary Amor	int Due
1	Previous Balance	88.00
9	Payments/Adjustments	-88.00
l	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.	V 00.00
	Usage Information for Meter Number G005099795	
•	May 03, 2019 KWH Reading (Actual)	6,676
t	Apr 25, 2019 KWH Reading (Actual)	6,218
	KWH used Kilowalt Hours Billed	458
!		_1,117
ì	Usage Information for Meter Number S328273503 May 22, 2019 KWH Reading (Actual)	16-44 : 5 7 F 30 - 5 - 5 7 F
1	May 04, 2019 KWH Reading (Actual)	659
	KWH used	0
	Charges From The Illuminating Company	659
1	Customer Number: 0802900900 1020005543	
	Rate: Residential Service CE-RSF	•
ľ	Customer Charge	4.00
	Distribution Related Component	61.77
	Cost Recovery Charges	19.72
	Bypassable Generation and Transmission Related Component	61.51
1	Current Consumption Bill Charges Detail Payment and Adjustment Information	147.00
	05/13/19 Payment	公里
i		-88.00
ſ	Account Balance Information PIPP Plus Account Balance	
[Previous bill was	00.00
1	Total payments/adjustments	88.00
ì	Balance at billing	-88.00 0.00
1	Current charges	88.00
ļ	PIPP Plus Balance	88.00
l	Actual Account Balance Previous bill was	
1	Total payments/adjustments	233.15
١	One-time balance reduction	-88.00
1	1/24th Arrearage Credit	0.00
Ţ	Current hill arrogram andit	0.00 145.15
ľ	Balance at billing	0.00
Ì	Current charges 10	
1	Actual Account Balance	147.00
1	OLAS. ALL MAR ODA	
ſ	Mist Divisor, as 171 8 800	
l	Park Dune 14 2119 88,00 U.S. P.M. Order 25879127318 Pipp Plus	
1	11. JUPA STANT IN DA	
ŀ	1 2 10 Tran Tura	
1	158741 LI DIO 147 JULE	
1		

armation below shows specific charges for the costs of energy cy, peak demand reduction, and renewable energy. These 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

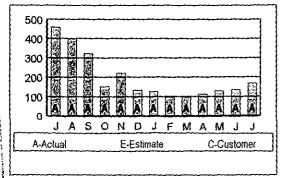
next meter reading is scheduled to occur on or about $05,\,2019.$

a brochure describing your customer rights and obligations, please our 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 romer 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 mect a generator directly to your electrical system without an Additional messages, if any, can be found on back.

22.5		Usa	ige History	(東京)	
Jul Aug Sep Oct Nov Dec	18 18 18 18 18	460 401 322 152 223 133	Jan Feb Mar Apr May Jun Jul	19 19 19 19 19	127 106 104 113 131 135 169



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

Jun 06, 2019 KWH Reading	(Actual)	me or	7)		V1-~
KWH used	,, _				169
Charge	s From The	Huminating Co	mpany		
Customer Number: 0802900	900 1750006	736 G			
Rate: Residential Service 0		NITAN	1201	G .	
Customer Charge		1 67 Jul	y no i	ł –	4.00
Distribution Related Compon	ent	•	i	•	9.60
Cost Recovery Charges				1	2.99
Current Consumption Bill					16.59
Charges From	NEXTERA E	NERGY SERVIC	ES OHIO, L	LC	لننت
NOPEC	20455 State	Highway 249 Si	uite 200, Hou	iston, TX	77070
NEXT era		Custo	mer Service:	1-855-68	7-3201
ENERGY SERVICES Account Number: 1002288516 Rate: GEN-F5425					
Billing Period: Jun 06, 201	9 to Jul 08, 2	2019			
lasic 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					
AA AA AA AA AA	count Balan	ces by Compa	1V		
	Previous	Payments/	Current	A	mount
	Balance	Adjustments	Charges		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		57.78
	onsumption	Installment Pla	n		37.50.40
Installment Date				03/2	2019
Installment Amount					293.76
Paid to date			\sim	1	128 00

165.76

Gene 20, 20/9 Paid Payment 53.37 Custome + 080290000



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 June 26, 2019

Account Number: 110 129 021 322

Amount Due: \$88.00

Due Date: July 10, 2019

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-589-	31c1 For Payment Options, call
1-800-686-9901. Pay your bill online at www.firstenergycorp.com	•

	, ,		
Bill issued by: The Illun	oinating 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.

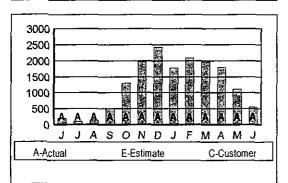
Your PIPP Plus Anniversary Date is 02/24/2020. This is the date by which you must pay any PIPP Plus payments missed in the prior 12 months to remain on the program.

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.

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

ı	Company, PO Box 3687, Akron OH 44309-3687				
	Account Summary Amor	ınt 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° actual account balance.				
	Usage Information for Meter Number \$328273503				
	Jun 24, 2019 KWH Reading (Actual)	1,207			
	May 23, 2019 KWH Reading (Actual) KWH used	659 548			
	Charges From The Illuminging Company				
	Customer Number: 0802900900 1020005543	areati A _e ci, A., A			
Rate: Residential Service CE-RSF					
Customer Charge					
,	Distribution Related Component	30.44			
	Cost Recovery Charges	9.67			
	Bypassable Generation and Transmission Related Component	28.17			
	Current Consumption Bill Charges Detail Payment and Adjustment Information	72.28			
	06/06/19 Payment	-88.00			
	Account Balance Information	4.04			
	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 Actual Account Balance	88.00			
	Previous bill was	147.00			
	Total payments/adjustments	-88.00			
	One-time balance reduction	40.00			
	1/24th Arrearage Credit	0.00			
i	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. Onder # 23 972163 243

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 Amount Due: \$88.00

Due Date: August 12, 2019

Account Number: 110 129 021 322

BEDFORD HEIGHTS OH 44146 Painl 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 Compa	ny, 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.

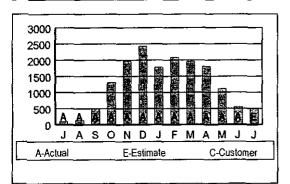
For a brochure describing your customer rights and obligations, please call our Customer Service phone number.

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.

ī. ī	40	400	1	40	4 777
וטע	18	102	Jan	IJ	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) Average Daily Temperature	4 76	78
Days in Billing Period	29	3ŏ
Last 12 Months Use (KWH)		16,143
Average Monthly Use (KWH)		1,345

y	Company, FO Box 5007, Amon Or 1 44005-5007	
	Account Summary Amou	nt 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 \$328273503	1965
	Jul 24, 2019 KWH Reading (Estimate)	1,708
	Jun 25, 2019 KWH Reading (Actual)	1,207
	KWH used	501
	Charges From The Illuminating Company	,5jgr-y-2; ***
	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	00.00
!	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	70.00
•	Previous bill was	72.28 -88.00
	Total payments/adjustments	-00.00
Ť	One-time balance reduction .	0.00
	1/24th Arrearage Credit	0.00
	Current bill arrearage credit	-15.72
90	Balance at billing	66 37
	Current charges Actual Account Balance	50.65
	Notical Vocality Dalatice	50.00

Paid August 06,2019 88,00 Due August 12,2019 P. M. Order 4 2604 7905-254 Billing Period: Jul 25 to Aug 26, 2019 for 33 days Bill For: MS NINA R JONES

MS NINA R JONES

25021 AURORA RD APT 345 BEDFORD HEIGHTS OH 44146

August 27, 2019

Account Number: 110 129 021 322

Amount Due: \$88,00

Due Date: September 10, 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

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

	MEN		ge 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

Messages	Account Summary Amount Due
The information below shows specific charges for the costs of energy	Balance at Billing on Aug 27, 2019 0.00
efficiency, peak demand reduction, and renewable energy. These	PIPP Plus Amount 88.00
charges are not new, but are and previously were consolidated with	Amount Due by Sep 10, 2019 \$88.00
other charges on your bill.	Your actual account balance is a credit of -\$38.32.
Energy Efficiency 241 KWH x 0.003206 \$0.77	Usage Information for Meter Number S328273503
Peak Demand Reduction 241 KWH x 0.000802 \$0.19	Aug 26, 2019 KWH Reading (Actual) 1,666
	Jul 25, 2019 KWH Reading (Estimate) 1,425 KWH used 241
Renewable Energy 241 KWH x 0.001144 \$0.28	KWH used 241 Charges From The Illuminating Company
Your next meter reading is scheduled to occur on or about Sep 24, 2019.	Customer Number: 0802900900 1020005543 Rate: Residential Service CE-RSF
You must reverify your income to stay on PIPP Plus. If you have	Customer Charge 4.00
questions about your household income reverification, call the Ohio	Distribution Related Component 13.79
Development Services Agency at 1-800-282-0880. If removed from	Cost Recovery Charges 4.26
the program, you will need to contact your local Community Action Agency to re-enroll, and will be responsible for all missed payments	Bypassable Generation and Transmission Related Component 12.10 Current Consumption Bill Charges 34.15
and monthly charges.	Current Consumption Bill Charges 34.15 Account Balance Information
Your PIPP Plus Anniversary Date is 02/24/2020. This is the date by	PIPP Plus Account Balance
which you must pay any PIPP Plus payments missed in the prior 12	Previous bill was 0.00
months to remain on the program.	Total payments/adjustments 0.00
If you pay your PIPP Plus payment on-time and in-full this month, you	Balance at billing 0.00
will receive a credit of \$6.90 applied to your account balance.	Current charges 88.00 PIPP Plus Balance 88.00
We are required to include your name, address and usage information	Actual Account Balance
on a list of eligible customers that is made available to other	Previous bill was -72.47
competitive retail electric service providers. If you do not wish to be	Total payments/adjustments 0.00
included on this list, please call us at 1-800-225-0444, go to the Customer Choice section of our website - www.firstenergycorp.com -	One-time balance reduction
or write to us at 76 S. Main St., Akron, OH 44308 Attn: FECC. Please	1/24th Arrearage Credit 0.00 Current bill arrearage credit 0.00
note that an election to not be included on this list will not prevent Ohio	Balance at billing OM. Wylder 4
Edison, The Illuminating Company or Toledo Edison from providing	Current charges 34.15
your information to governmental aggregators. If you previously made	Actual Account Balance -38.32
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	12/1/1/9/14 AU
Additional messages, if any, can be found on back.	One-time balance reduction 1/24th Arrearage Credit Current bill arrearage credit Balance at billing Current charges Actual Account Balance 26047911420 O00 -72.47 -72.47 -734.15 -734.15





Billing Period: Aug 27 to Sep 24, 2019 for 29 days

Bill For: MS NINA R JONES

MS NIIVA R JONES 25021 AURORA RD APT 345 BEDFORD HEIGHTS OH 44146 September 26, 2019

Account Number: 110 129 021 322

Amount Due: \$88.00

Due Date: October 10, 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 Illuminatin	g Company	PO Box 368	7, Akron OH 44309-3687

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

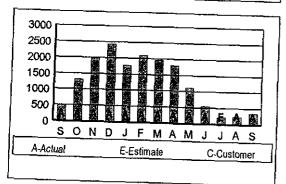
questions about your household income reverification, call the Ohio Development Services Agency at 1-800-282-0880. If removed from the program, you will need to contact your local Community Action Agency to re-enroll, and will be responsible for all missed payments and monthly charges.

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.

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



Comparisons Average Daily Use (KWH) Average Daily Temperature Days in Billing Period Last 12 Months Use (KWH) Average Monthly Use (KWH)	Last Year 16 74 33	This Year 12 71 29 15,801 1.317
• • •		1,317

Previous Balance	g	Odinpany, 1 O Dox Goot, Amon Ort 43000 0001	
Payments/Adjustments -88.00	Ú	Account Summary Am	ount Due
Balance at Billing on Sep 26, 2019 0.00	,	Previous Balance	
PIPP Plus Amount Amount Due by Oct 10, 2019 Your actual account balance is a credit of \$80.68. Usage Information for Meter Number \$328273503 Sep 24, 2019 KWH Reading (Actual) 1,666 Customer Number: 0802900900 1020005543 Rate: Residential Service CE-RSF Customer Charge Distribution Related Component 17.80 Cost Recovery Charges 6.21 Bypassable Generation and Transmission Related Component 17.63 Current Consumption Bifl Charges 45.64 Poetall Payment and Adjustment Information 91PP Plus Account Balance Previous bill was 7 Total payments/adjustments Balance at billing 88.00 Previous bill was Total payments/adjustments 98.00 Previous bill was Total payments/adjustments 98.00 Previous bill was Total payments/adjustments 98.00 Actual Account Balance 98.00 Previous bill was Total payments/adjustments 98.00 Actual Account Balance 98.00 Previous bill was 10a payments/adjustments 98.00 Actual Account Balance 98.00 Previous bill was 10a payments/adjustments 98.00 Actual Account Balance 98.00 Previous bill was 10a payments/adjustments 98.00 Actual Account Balance 98.00 Previous bill was 10a payments/adjustments 98.00 Actual Account Balance 98.00 Actual Account Balance 98.00 Current bill arrearage Credit 10a 0.00 Current bill arrearage Credit 10a 0.00 Current charges 126.32 Actual Account Balance 45.64		Payments/Adjustments	-88.00
Amount Due by Oct 10, 2019 Your actual account balance is a credit of \$80.68. Usage Information for Meter Number \$328273503 Sep 24, 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 5,17.80 Bypassable Generation and Transmission Related Component 17,63 Current Consumption Bill Charges 45.64 Detail Payment and Adjustment Information 9,120 Previous bill was Total payments/adjustments Balance at billing 88.00 Previous bill was Total payments/adjustments 98.00 Actual Account Balance 98.00 Previous bill was Total payments/adjustments 98.00 Actual Account Balance 98.00 Previous bill was 98.00 Current bill arrearage Credit 98.00 Current bill arrearage Credit 98.00 Current charges 9.126.32 Actual Account Balance 45.64	ı	Balance at Billing on Sep 26, 2019	0,00
Vour actual account balance is a credit of \$80.68. Usage Information for Meter Number \$328273503 Sep 24, 2019 KWH Reading (Actual) 1,666 Customer Number: 0802900900 1020005543 Rate: Residential Service CE-RSF Customer Charge 17.80 Distribution Related Component 4.00 Cost Recovery Charges 17.80 Bypassable Generation and Transmission Related Component 17.63 Current Consumption Bill Charges 45.64 O9/06/19 Payment 46.64 O9/06/19 Payment 88.00 Account Balance Information 88.00 Previous bill was 1010 Account Balance 188.00 Actual Account Balance 198.00 Current charges 198.00 Current charges 198.00 Actual Account Balance 198.00 Actual Account Balance 198.00 Actual Account Balance 198.00 Actual Account Balance 198.00		PIPP Plus Amount	88.00
Usage Information for Meter Number \$328273503		Amount Due by Oct 10, 2019	\$88.00
Sep 24, 2019 KWH Reading (Actual)			
1,666 Customer Number: 0802900900 1020005543 Rate: Residential Service CE-RSF Customer Charge 17.80	1	Usage Information for Meter Number S328273503	
Customer Number: 0802900900 1020005543 Rate: Residential Service CE-RSF Customer Charge 4.00 17.80)		
Rate: Residential Service CE-RSF Customer Charge 17.80 Cost Recovery Charges 6.21 Bypassable Generation and Transmission Related Component 17.60 Current Consumption Bifl Charges 45.64 Detail Payment and Adjustment Information 45.64 Og/06/19 Payment 88.00 Account Balance Information 7 Previous bill was 88.00 Current charges 88.00 PIPP Plus Account Balance 88.00 Current charges 0.00 PIPP Plus Balance 88.00 Current charges 88.00 Current charges 88.00 Current bill arrearage Credit 0.00 Current bill arrearage Credit 0.00 Current charges 0.00 Current bill arrearage credit 0.00 Current charges 0.00 Current charges 0.00 Current bill arrearage credit 0.00 Current charges 0	;	Aug 27 2010 KWH Reading (Actual)	1,666
Customer Charge 17.80 17.80 17.80 17.80 17.80 17.80 17.63 17	•	Customer Number: 0802900900 1020005543	2250 2500 3500
Distribution Related Component		Customas Charas	
17.80 Cost Recovery Charges 6.21		Distribution Related Company	4.00
Bypassable Generation and Transmission Related Component 17.63		Cost Recovery Charges	17.80
Detail Payment and Adjustment Information		Bypassable Generation and Transmission Rolated Comment	
O9/06/19 Payment Account Balance Information	1	Current Consumption Bill Charges	
Account Balance Information PIPP Plus Account Balance		Detail Payment and Additionant lack.	45.64
Account Balance Information PIPP Plus Account Balance	ı	09/06/19 Payment	
Pipp Plus Account Balance 88.00	Į		-88.00
Previous Dill was	l	PIPP Plus Account Palance	
Balance at billing -88.00 Current charges 0.00 PIPP Plus Balance 88.00 Revious bill was -38.32 Total payments/adjustments -38.32 One-time balance reduction 1/24th Arrearage Credit Current bill arrearage credit 0.00 Balance at billing 0.00 Current charges -126.32 Actual Account Balance 45.64	l	rtevious dill was	00.00
Current charges 0.00	ı	l otal payments/adjustments	
PIPP Plus Balance	ŀ	Dalance at billing	
Actual Account Balance Previous bill was Total payments/adjustments One-time balance reduction 1/24th Arrearage Credit Current bill arrearage credit 0.00 Balance at billing Current charges Actual Account Balance 45.64	l	PIPP Plus Rolonge	
Previous bill was	ĺ		
Total payments/adjustments	ĺ	Previous hill was	
Une-time balance reduction 1/24th Arrearage Credit 0.00 Balance at billing 0.00 Current charges -126.32 Actual Account Balance 45.64	l	Total payments/adjustments	
1/24th Arrearage Credit	l	Une-time balance reduction	-88.00
Current bill arrearage credit Balance at billing Current charges Actual Account Balance 0.00	ŀ	1/24th Arrearage Credit	0.00
Batance at billing 0.00 Current charges -126.32 Actual Account Balance 45.64	١.	Current bill arrearage credit	
Actual Account Balance 45.64	ľ	Batance at billing	
A DOGO THE DAISING		Outrent charges	
	,	notual Account Balance	

Bill For:

Billing Period: Sep 25 to Oct 24, 2019 for 30 days

MS NINA R JONES

Messages

25021 AURORA RD APT 345 BEDFORD HEIGHTS OH 44146

October 28, 2019

Account Number: 110 129 021 322

Amount Due: \$176.00

Due Date: November 12, 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

** 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.

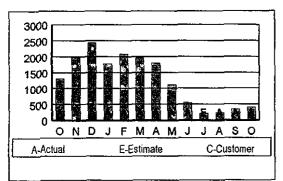
You must reverify your income to stay on PIPP Plus. If you have questions about your household income reverification, call the Ohio Development Services Agency at 1-800-282-0880. If removed from the program, you will need to contact your local Community Action Agency to re-enroll, and will be responsible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

Oct	18	1,308	Apr	19	1,793
~~.	18	1.971	May	19	1,117
Dec	18	2,426	Jun	19	548
	19	1,777	Jul	19	218
	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 Amo	unt Due
<u></u>	Previous Balance	88.00
F	Payments/Adjustments	0.00
	Balance at Billing on Oct 28, 2019	88.00
ı	PIPP Plus Amount	88.00
'	Amount Due by Nov 12, 2019	\$176.00
	Your actual account balance is a credit of -\$30.50.	\$170.00
	Usage Information for Meter Number S328273503	en i Vale
,	Oct 24, 2019 KWH Reading (Actual)	2,433
	Sep 25, 2019 KWH Reading (Actual)	2,433
	KWH used	416
	Charges From The Illuminating Company	-31-4
	Customer Number: 0802900900 1020005543	
1	Rate: Residential Service CE-RSF	
,	Customer Charge	4.00
	Distribution Related Component	18.10
	Cost Recovery Charges	7.37
l	Bypassable Generation and Transmission Related Component	20.71
į	Current Consumption Bill Charges	50.18
,	Account Balance Information	
)	PIPP Plus Account Balance	
1	Previous bill was	88.00
ı	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
ı	One-time balance reduction	0.00
•	1/24th Arrearage Credit	0.00
	Current bill arrearage credit	0.00
•	Rajance at billing	-80.68
)	Current charges	50 18
1	Actual Account Balance	-30.50
98	D. 1 29 11 100 100	7
	10. 1. 19 di 10 di 10	
	Current bill arrearage credit Baiance at billing Current charges Actual Account Balance Actual Account Balance	
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	prince 10	

P.m. Order 26383225331 Paid Nov 07/2019

The Markena Nov-15, 19

Said & Sam Remove

Pip Plan Each Mo. 9 Will

Pay What OUSE 160.00 Bill Based On. Actual Meter Reading, PIPP Plus

November 26, 2019

Page 1 of 2

Account Number: 110 129 021 322

Amount Due: \$132.00

Due Date: December 10, 2019

ont Owe 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

Contact Contact	Desir	T. M	essaq	es	ghter e	May.
	** RF	MINE	DER N	OTICE	**	

Billing Period: Oct 25 to Nov 22, 2019 for 29 days

MS NINA R JONES 25021 AURORA RD APT 345

BEDFORD HEIGHTS OH 44146

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 barges 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

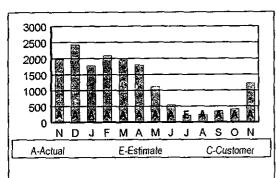
Your PIPP Plus Anniversary Date is 02/24/2020. This is the date by which you must pay any PIPP Plus payments missed in the prior 12 months to remain on the program.

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 15	9	1,117
Dec	18	2,426	Jun 19	9	548
Jan	19	1,777	Jul 1!	9	218
Feb	19	2,090	Aug 19	9	241
Mar	19	1,961	Sep 1	9	351
Apr	19	1,793	Oct 1	9	416
•			Nov 1	9	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 Amo	ant Due
1	Previous Balance	176.00 -
	Payments/Adjustments	∴32.00 🛌
1	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	u dragaz (m.)
	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	444-0-3
	Customer Number: 0802900900 1020005543	
	Rate Residential Service CE-RSF	4.00 :
	Customer Charge	4.00 - 57.74 - -
	Distribution Related Component	22.33
	Cost Recovery Charges Bypassable Generation and Transmission Related Component	- 60 76 ~
.	Current Consumption Bill Charges	144.83
ı	Detail Payment and Adjustment Information	
	11/11/19 Payment	-132.00
1	Account Balance Information	
	PIPP Plus Account Balance	<u> </u>
	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	
ı	Previous bill was	-30.50 🌥
	Total payments/adjustments	-132.00 —
1	One-time balance reduction	0.00
•	1/24th Arrearage Credit	0.00
,	Current bill arrearage credit Balance at billing	182.50 🍅
	Current charges	144.83 🗪
	Actual Account Balance	-17.67 🕶
	Public Utility Public Utility	-
	Milly Jimes of John All	
	1011-589-3101 Juin	/
	1 the symmetry	
	DILA MARIA CO . A SAID	
	Tubill of Mine Of Kull	1
	127/10/00/00/01/03	731
	May 1001 1 20638 3000	J •
	L. P.M. Ordove	
	Public Utiles Commission Pay 132, 10 Nov 07, 2019 Pay 132, M. Order #26383223 U. S. P. M. Order #26383223	
	100 Ha Ha 1/2011	
	19/2/1/2/10 1/20 1/20	
	I was a	

397.81

-403.51

-57088.00

82.30

397.81

-379.70

0.00

0.00

18.11

175.52

193.63

!

March 28, 2018 Account Number: 110 129 021 322

Amount Due: \$82.30

Due Date: April 11, 2018

Amount Due

Billing Period: Feb 24 to Mar 26, 2018 for 31 days Bill For: MS NINA R JONES

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 Balance

कृत्यस्य द्वानाः द्वान्यः स्य तुर्वस्तरः स	Messages	Park William
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 1-800-232-0380. 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 tower-income families and individuals. For information and to determine if you qualify simply dial 1-800-829-1040, or visit www.irs.gov/individuals.

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 b	alance.	
Usage Information for Meter Number G005099795	syllig in terificial	
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	4.00	
Customer Charge		
Distribution Related Component		
Cost Recovery Charges	23.27 75.71	
Bypassable Generation and Transmission Related Component		
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	To an Electrical Section of	
PIPP Plus Account Balance		
Previous bill was	397.81	

Actual Account Balance

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

еь 18	686	· _
Маг 18	1,350	

1600		
1200		
1000		<u> </u>
800		19
600		
400		M
200		
200		<u> </u>
		F M
A-Actual	E-Estimate	C-Customer

	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

Pard 04/16/2018 u. S. P. m. Ordex & 25158577116

Total payments/adjustments Balance at billing

One-time balance reduction

Current bill arrearage credit

1/24th Arrearage Credit

Current charges

Previous bill was Total payments/adjustments

Balance at billing

Current charges Actual Account Balance

PIPP Plus Balance

Page 1 of 2

99.28

9.94

109.22

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

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

Balance at billing

Current charges

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. 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.

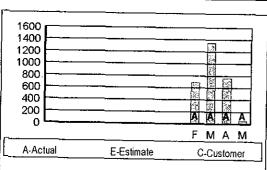
Your PIPP Plus Anniversary Date is 02/24/2019. This is the date by which you must pay any PIPP Plus payments missed in the prior 12 months to remain on the program.

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.

L	6	a, sass	Us	age History	
	Feb Mar Apr	18 18 18	686 1,350 761		



A B. N. H. aprau	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 Payments/Adjustments	88.00 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 ba	lance.
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	manya labarati
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

Previous bill was	00.88
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

Account Balance Information

PIPP Plus Account Balance

Actual Account Balance



Billing Period: Jun 27 to Jul 25, 2018 for 29 days Bill For: MS NINA R JONES

MS NINA R JONES 25021 AURORA RD APT 345 BEDFORD HEIGHTS OH 44146 July 27, 2018

Account Number: 110 129 021 322

Amount Due: \$88.00

Due Date: August 10, 2018

WALLET 0 1, 20 18

To report an emergency of an eutrope cell 24 hours a day 1,999,544,4977. For C

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

The state of the s
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.

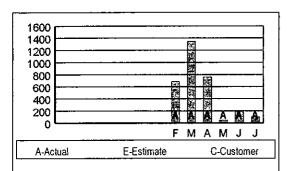
For a brochure describing your customer rights and obligations, please call our Customer Service phone number.

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.

		Usago Nise	N y
Feb	18	686	
Mar	18	1,350	
Apr	18	761	
May	18	46	
Jun	18	186	
Jui	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

y '	Company, PO Box 3007, Akron OH 44303-3007	
	Account Summary	unt Due
	Previous Balance	88.00
:	Payments/Adjustments	-176.00
1	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
1	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	1.68190771
	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
1	Adj Debit	88.00
1	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 Account Balance Information	-\$176.00
	PIPP Plus Account Balance	5 25,0524
	Previous bill was	88.00
	Total payments/adjustments	-176.00
	Balance at bifling	-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	0.00
	1/24th Arrearage Credit	0.00
	Current bill arrearage credit Batance at billing	-215.32
	Current charges	105.10
	Actual Account Balance	-110.22

Paid August 01, 2018
P. M. Order 25299954461
Paid August 01, 2018 88.00
Paid August 01, 2018

Bill Based On: Actual Meter Reading, PIPP Plus

FFIUS

Page 1 of 2

August 27, 2018

Account Number: 110 129 021 322

Amount Due: \$88.00

Due Date: September 10, 2018

MS NINA R JONES

Billing Period: Jul 26 to Aug 23, 2018 for 29 days

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.

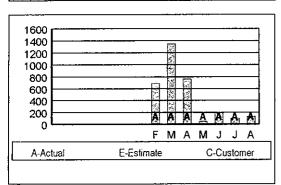
If you pay your PIPP Plus payment on-time and in-full this month, you will receive a credit of \$0.99 applied to your account balance.

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.firstenergy.corp.com or write to us at 76 S. Main St., Akron, OH 44308 Attnr 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.

Feb	18	686	Aug 18	136
Маг	18	1,350	-	
Арг	18	761		
May	18	46		
Jun	18	186		
Jul	18	102		

lleane History



-	
	This Year
Average Daily Use (KWH)	5
Average Daily Temperature	75
Days in Billing Period	29
ast 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.	7
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	0.00
1/24th Arrearage Credit	0.00
Current bill arrearage credit	100.00
Balance at billing	7 -190.22
Actual Account Palanta	176.83
Actual Account Balance	110.02 منصر
1 Did 1860 1 20172	5/
1 ma 22/28/13	•
1/24th Arrearage Credit Current bill arrearage credit Balance at billing Current charges Actual Account Balance Paul Sept. 173 U.S.P.M. Order 253128173	
NSIF, III, Was	
İ	

Billing Period: Sep 26 to Oct 23, 2018 for 28 days Bill For: MS NINA R JONES MS NINA R JONES

October 25, 2018

Account Number: 110 129 021 322

Amount Due: \$88.00

25021 AURORA RD APT 345 DFORD HEIGHTS OH 44146

DIE Date: November 08, 2018

DIE DATE: November 08, 2018 BEDFORD HEIGHTS OH 44146

eport 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

Bill issued by: The Illuminati

_					
The information efficiency, peak charges are not	demand	reduction,	and rene		These
		are und F	reviously	Word Combandad	cu mai
other charges or	ı your bill.				

Messages

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. you have questions about your household income reverification, or the Ohio Development Services Agency at 1-800-282-0880. removed from the program, you will need to contact your local Community Action Agency to re-enroll, and will be responsible for a missed payments and monthly charges.

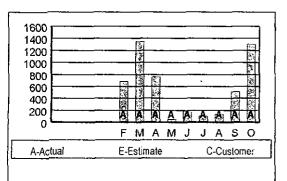
Your PIPP Plus Anniversary Date is 02/24/2019. This is the date by which you must pay any PIPP Plus payments missed in the prior 12 months to remain on the program.

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

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

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

af krij		Us	ge History	lakül.		Ž.
Feb	18	686	Aug	18	136	٦
Mar	18	1,350	Sep	18	515	Ţ
Apr	18	761	Oct	18	1,308	1
May	18	46			•	ı
Jun	18	1ደና				
Jul	18	102				Ţ



	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

	our bill online at www.firstenergycorp.com Company, PO Box 3687, Akron OH 44309-3687	
-	Account Summary	Amount Due
gy	Previous Balance	88.00
se	Payments/Adjustments	-88.00
ith	Balance at Billing on Oct 25, 2018	0.00
	PIPP Plus Amount	88.00
51	Amount Due by Nov 08, 2018	\$88.00
13	Your actual account balance is a credit of -\$113.20.	
	Usage Information for Meter Number G005099795	
27	Oct 23, 2018 KWH Reading (Actual)	94,200
ut	Sep 26, 2018 KWH Reading (Actual)	92,892
	KWH used	1,308
If	Charges From The Illuminating Company	
sii	Customer Number: 0802900900 1020005543	
lf	Rate: Residential Service CE-RSF	
al	Customer Charge	4.00
all	Distribution Related Component	70.75
	Cost Recovery Charges	21.54
bv :	Bypassable Generation and Transmission Related Component	74.03
by 12	Current Consumption Bill Charges	170.32
_	Detail Payment and Adjustment Information	
ou	10/15/18 Payment Account Ralance Information	-88.00
	ADECURE DIMINISTRATION	<u> </u>
lth	PIPP Plus Account Balance	20.00
ce	Previous bill was	88.00
ed	Total payments/adjustments	-88.00
se	Balance at billing	0.00
an	Current charges PIPP Plus Balance	88.00
ا"	Actual Account Balance	88.00
	Previous bill was	-195.52
	Total payments/adjustments	-88.00
ļ	One-time balance reduction	-00.00
ļ	1/24th Arrearage Credit	0.00
1	Current bill arrearage credit	0.00
i	Balance at billing	-283.52
10	Current charges	170.32

	. a Bridge	
l	My Duck, 110	
	11/20 I A TOUR OF NOWN AAN	4
	Actual Account Balance Mr. Brack The Illuminating Compan	/
i	Chare az acadak HM	

reve 05,2018 ask pinnent 190 and statment 3988 East 190 th Dt. For 3988 East 190 th Dt. 441-22 Said From

Page 1 of 2

November 26, 2018

Account Number: 110 129 021 322

Due Date: December 10, 2018

Amount Due: \$88.00

MS NINA R JONES 25021 AURORA RD APT 345

Billing Period: Oct 24 to Nov 21, 2018 for 29 days

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

Harting the Design Messages of the State of
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.

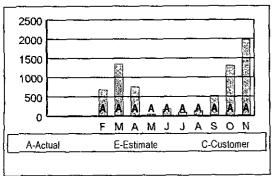
Your PIPP Plus Anniversary Date is 02/24/2019. This is the date by which you must pay any PIPP Plus payments missed in the prior 12 months to remain on the program.

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.

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



Average Daily Use (KWH)
Average Daily Temperature
Days in Billing Period
Last 10 Months Use (KWH)
Average Monthly Use (KWH)

This Year	
68	
42	
29	
7.061	
706	

_		
_	Account Summary Amo	ount Due
/	Previous Balance	88.00
3	Payments/Adjustments	-88.00
1	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	
j	Nov 21, 2018 KWH Reading (Actual)	96,171
t	Oct 24, 2018 KWH Reading (Actual)	94,200
	KWH used	1, <u>971</u>
f	Charges From The Illuminating Company	
i	Customer Number: 0802900900 1020005543	
f	Rate: Residential Service CE-RSF	
ļ	Customer Charge	4.00
ı	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
t	Account Balance Information	
	PIPP Plus Account Balance	
1	Previous bill was	88.00
۲	Total payments/adjustments	-88.00
9	Balance at billing	0.00
3	Current charges	88.00
-	PIPP Plus Balance	88.00
;	Actual Account Balance	440.00
	Previous bill was	-113.20
}	Total payments/adjustments	-88.00
t	One-time balance reduction	0.00
1	1/24th Arrearage Credit	0.00
•	Current bill arrearage credit	-201.20
777	Balance at billing Current charges	-201.20 254.72
_	l Actual Account Balance	53.52
	Votingi vocconii ngigilice	03.0Z

Paid 12/14/18 88,00 u. S. P. M. Ooder 255746 54226



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



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 # 1995

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	5 39.33
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



DETAILED STATEMENT OF ACCOUNT

Customer Name:

MS NINA R JONES

Account Number:

110129021322

Service Address:

25021 AURORA RD APT 345 BEDFORD HEIGHTS OH 44146

	Consideration Consideratio	(- 6			i		ģ			1	06/22/20
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A-FECC 76 South Main St Akron OH 44308-1812 800-589-3101

June 01, 2020

NINA R JONES **25021 AURORA RD APT 345 BEDFORD HEIGHTS OH 44146** account \$\frac{110-129-021-322}{988.0002/25/20

Fleap Paid 388.0002/25/20

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Retur The

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

Auna Pone 903/4870 2502/avrora, # 345 Bedord Flight, Ohio 44146 Case 90:00565582 Must Provide one original and Two Copies of The Complaint. O Formal complaint frendled By The PUCO'S Legal Begartoment Contain Rules The Formal Complaint Brocess. Should Indude 1. Nina Cones 25021 auroda Pd. #23 4 Bedford Height, 074 441-46 Pht 216/903/4870 The account 4 110-129-021-322 12ew- account # 110-147-179-730 gan 22,2019 account Number Bedford Height, Off. 4414 Nov-07, 2019-Nov 12, 2019-Dec 19, 2019 Oct 10,2019-Sep 05,2019- august 86,2019- Guly 05,2019- Sure 07201 may 06,2019- april 02,2019-May 12,2019- Feb 07,2019 In The Pipp Plan In The The MA OF May 12,2019- Author on Al The the Pipe Plan For These MO. 88.00 Per Mo. 9 am Customer of the the blur Glur John Lo. 9 and 2019 Form Jan 22, 2018-10 Jan 49, gan 22, 2019 - gon 01, 2021 Feb 28, 2020 Ohlo blevelopment Services agency Pad the Illuminating Co. 388.00 4 D. J. F. J. S. 11 1000 00 Services agency Pad the Illuminating Co. 388.00 A Right live Bill New Paid Bal. 0.00 For Feb Jame 01, 2020 Que Mayo 6, 202 March 18, 2020 Guly 07, 2020 april 07, 20 20 June 04, 2020 Mov 12, 2019 July 21, 2020 guly 07, 2020 april 07, 20 20 June 04, 2020 Mov 12, 2019 Que Oct 072020 Discommention Notice Oct 14,2020 Has From Obscommeted 3: 10 Por account in 30. 75 Bap 0 82020 3: 10 Por account 10. 320110129021322 6 39. 75 8 0 8 2021 Disconnection your. Nov 6, 20201, 153.04 Bal. 744.18 Nov 09, 2020 Theo accounts 110-147-179-730 898.87 Previous Bal. 0.0 C Dec 09, 2020 Discommention Notic 1,056.11 Raymet 886.81 New Account # 110-147-179-730 Old account # 110-129-021-322 Balo 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 Execommention Notices on My Bills. Ont Change Paymet Planes 4. Try To Resolve The Complaints Thank you the the Slundminating 800-589-3101 Mina Jone

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