FILE Shir Public ultities Jeb 26, 2021 Commission Mina R. Jones Dn # 216-903-4870 25021 aviora Rd. #345 21-123-EL-CSS Bedford Hts, Ohio 44146 January 07, 2020 Account Number 110129021322 Balance 0.00 March 11, 2021 the Illuminating company account Mumber 110 147 179730 amount Due 1,303.12 Previous Balance 1. When Signed Not Easy to Change amount 2. Not Easy To Change Number 1,154.52 3. I Would Like to keep the Formal Complaint Because of the Bill The Illuminating March 11, 2021 T. G. Dina Jones

Hease Help

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.

Technician Date Processed 3.3.21



Lawrence K. Friedeman Dennis P. Deters Daniel R. Conway

February 9, 2021

Nina R. Jones 25021 Aurora Road #345 Bedford Hts., Ohio 44146

Case No. 21-0123-EL-CSS

Dear Ms. Jones:

This letter will confirm that the Public Utilities Commission of Ohio has received your formal complaint against The Cleveland Electric Illuminating Company. Your formal complaint has been assigned the above case number. We have sent a copy of your complaint to the utility company. The utility has been given 20 days to file its answer in response to your complaint and will send a copy of that answer to you as well.

The Commission will issue an entry that explains the next step in your case. A copy of the entry will be sent to you.

Enclosed is a brochure to assist you in understanding the process associated with formal complaints filed with the Public Utilities Commission of Ohio.

Sincerely,

Tahowa Troupe, Secretary
Debbie Ryan, Acting Secretary

Donielle M. Hunter, Acting Secretary

Susan Patterson, Acting Secretary

Enclosure DH/dlh



January 07, 2021

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

Account Number: 110129021322

Dear MS NINA R JONES:

Enclosed is a statement of your account from 01/07/2019 to 01/07/2021.

Summary Of Statement

Beginning Balance of Statement	188.25
Total of First Energy Billings	2,618.45
Total of Suppliers Billings	69.47
Total Billings	2,687.92
Total Payments	-1,251.63
Total Adjustments	-1,624.54
Ending Balance of Statement	0.00

Adjustment Type Key

DFC	Field Collection Charge for Past Due Balances
HSAC	Arrearage Credit
LPC	Late Payment Charge
REV	Debit or Credit amount Removed from the Account
RF	Fee Applied for Reconnection due to Non Payment Disconnection
RLPC	Removing Late Payment Charge from the Account
SDREQ	Request for Security Deposit
SDREV	Cancel-Security Deposit Request
TRAN	Transfer of Credit/Debit from One Account to Another Account
WO	Write Off

Sincerely,

The Cleveland Electric Illuminating Company A FirstEnergy Company



DETAILED STATEMENT OF ACCOUNT

3

MS NINA R JONES Customer Name:

Account Number:

110129021322

Service Address:

25021 AURORA RD APT 345 BEDFORD HEIGHTS OH 44146

Account Balance	415.14	138.89	264.45 176.45 429.96	253.51 165.51 398.66	233.15	1.45.15	292.15	147.00	131.28	-15.72	37.26	-103.72	-72.47	-38.32	-126.32
Adj Adj A	1000t		-138.89 HSAC	-1.76.45 HSAC	-165.51 HSAC			-145,15 HSAC	-59.00 HSAC.			-66.37 REV			
Payment Amt /	:	-88.00	-88.00	-88.00		-88.00	:	. 98,00		-88,00	00 88-				-88.00
mt Due Date	02/11/19	03/12/19.	04/09/19	.05/10/19			06/07/19	:	07/10/19	08/12/19			09/10/19	09/10/19	
Budget It Billing Amt	89	45	51	15			0.00		28	37	:	:	25	15	
Total Billing Annt	0 226.89	0 264.45	0 253.51	0233,15	05/03/2019		4		0 72.28	7 66.37			31,25	0 34.15	
Supplier Billing Amt	0.00	0.00	00.0	00.00	removed on installed on		0.00	:	0.00	00:0	on 08/2	07/24/2019	00.0	00.0	
FE Billing Amt	226.89	264.45	253.51	233.15	Meter G005099795 removed on 05/03/20.19 Meter S328273503 installed on 05/04/2019.	-	147.00	:	72.28	66.37	Bill reversed	Beversal of 07/24/2019 Hill	31.25	34.15	
Daily Read Average Type	52 Act	70. Act.	73 Act	54. Act	Meter G		51 Act 35 Act	:	17 Act	17		:	7 Est	7 .Act	
Nbr Daily Days Average	34	30	27	33	:	:	9 0 	:	33	30			ဗ္ဗ	33	
Cons	1777	2,090	1,961	1,793	: :	:	458	-	548	501	: }	:	218	. 241.	
Meter Reading	374	2,464	4,425	6,218		:	6,676	:	1,207	1,708		- :	1,425	1,666	
Cons	KWH	KWH	KWH	KWH	:		KWH	-	KWH	KWH.			KWH	KWH	
Read	01/24/19	02/23/19 KWH	03/22/19	03/23/19 04/15/19 04/24/19 04/24/19			05/03/19		06/24/19	07/16/19			07/24/19	08/26/19	
Entry Date	01/24/19	02/13/19	02/23/19	03/23/19	04/24/19	05/13/19	05/22/19 05/03/19 05/22/19	05/22/19	06/24/19	07/16/19	08/08/19	08/27/19	08/27/19 07/24/19	08/27/19	09/06/19

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227 33	11,397	KWH	07/22/20	07/22/20
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33 33 34 34 34 34 34 34 34 34 34 34 34 3	Installment plan started on 02/05/2020 for current + 27.00.	, t,	6,136 8 7,309 1,1 8,485 1,1 9,771 1,2 11,397 2 11,620 2 11,929 3	KWH 5,253 1,5 KWH 6,136 8 KWH 7,309 1,1 KWH 9,771 1,2 KWH 11,170 3 KWH 11,620 2 KWH 11,929 3 KWH 12,288 3

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1,303.12

Illuminating Company

Billing Period: Jan 22 to Feb 22, 2021 for 32 days Bill For: MS NINA R JONES 25021 AURORA RO APT 345 BEDFORD HEIGHTS OH 44146

February 25, 2021 Account Number: 110 147 179 730

Amount Due: \$1,303.12

Due Date: March 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

Basic Charge

Total

DESCRIPTION OF THE PROPERTY OF ** REMINDER NOTICE **

When this bill was prepared, your account had an unpaid balance, you have already made this payment, thank you. If not, pleas promptly pay the overdue amount. Overdue amounts associated wit a disconnect notice from a prior month's bill and/or an Ohio 10-da a disconnect notice from a prior month's bill and/or an Ohio 10-da Winter Notice may continue to result in disconnection of electric service. Cell us at 1-800-868-9901 if you have questions or for information on payment arrangements. service. Call us at 1-800-686-9901 information on payment arrangements.

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

please pay the Amount true by the Due Date.

Your current PRICE TO COMPARE for generation and transmissio from The Illuminating Company is listed below. In order for you the save money off of your utility's supply charges, a supplier must offer you a price lower than The Illuminating Company's price of 481 cent you a price lower than The Illuminating Company's price of 481 cent per KWH for the same usage that appears on the bill. To review available competitive supplier offers, visit the Public Utilitie Commission of Chiro's "Energy Choice Ohio" website a way decreased the price of the company of th www.energychoice.ohio.gov.
Residential Service - 1020005543 - 4.81 cents per KWH

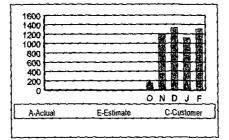
The information below shows specific charges for the costs of energe efficiency, peak demand reduction, and renewable energy. There charges are not new, but are and previously were consolidated with other charges on your bill.

Energy Efficiency	1,310 KWH × 0.000000	\$0.00
Peak Demand Reduction	1,310 KWH x 0.000000	\$0.00
Renewable Energy	1,310 KWH x 0.000942	\$1.23
Your next meter reading Mar 23, 2021.	is scheduled to occur on or	about

During the present period, your meter was changed.

The Earned Income Tax Credit (EITC) is a tax credit for certain lower-income families and individuals. For information and to Additional messages, if any, can be found on back.

Oct 20	148	
Nov 20	1,182	
Dec 20	1 331	
Jan 21	1 121	
Feb 21	1,310	



	This Year
Average Daily Use (KWH)	41
Average Daily Temperature	23
Days in Billing Period	. 32
Last 5 Months Use (KWH)	5,092
Average Monthly Use (KWH)	1,018

ž,	Account Summary	Amount Due
Įf	Previous Balance Payments/Adjustments	1,154.52 0.00
se	Balance at Billing on Feb 25, 2021	1,154.52
ith kay ⊓	The Illuminating Company	89.85
ric '	The Illuminating Company - Misc. Charges NOPEC - NextEra Energy Services Ohio - Consumption	-0.51 59.26
for	Total Current Charges	148.60
. 311	Amount Due by Mar 11, 2021	\$1,303.12
ill	Usage Information for Meter Number 572827	
	Feb 11, 2021 KWH Reading (Actual)	16,782
ion to	Jan 22, 2021 KWH Reading (Actual)	15,922
ter	Kilowatt Hours Metered	860
nts	KILOWATT HOURS BILLED	1,310
6M	Usage Information for Meter Number 500244	01 60 . postación (2
ies	Feb 22, 2021 KWH Reading (Estimate)	450
at	Feb 12, 2021 KWH Reading (Actual)	.0
	Kilowatt Hours Metered	450
	Charges From The Illuminating Compan	THE FRANK STATES
	Customer Number: 0802900900 1020005543	
gy	Rate: Residential Service CE-RSD	
ese vilh	Customer Charge	4.00
MINT	Distribution Related Component	59.46
	Cost Recovery Charges	26.37
	Current Consumption Bill Charges	89.86
.00	Security Deposit Interest	-0.51
.00	Total Charges	\$ 89,34
23	Charges From NOPEC. NextEra Energy Service	es Ohlo

Charges From I	IOPEC NextEra Energy	Services Ohio	resident E
NOPEC	31320 Solon Roa	d, Suite 20, Solo	n, OH 44139
NEXTORS	Cush	omer Service: 1-8	55-667-3201
ENERGY SERVICES	Account Number: 10	02238954 Rate	: GEN-G940
Billing Period: Jan 22, 2021	to Feb 22, 2021		
Basic Charge	1,310 KWH x	0.045237	59.26

	Total NOPEC - NextEra End				59,28
,	INCLUDE THE TAX	count Balan	ces by Compar	V see is a serie	407622.460
	The Illuminating Company	Previous Balance 1,103,86	Payments/ Adjustments 0.00	Current Charges 89.34	Amount Due 1,193,20
	The Illuminating Company NOPEC - NextEra Energy Services Ohio	50,66	0.00	59.26	109.92

1.154.52

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

Correct Akron, QH 44308-1890

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Account Number: 110 147 179 730 **Amount Paid Amount Due** \$1,303.12 Mar 11, 2021 **Due Date**

THE ILLUMINATING COMPANY PO BOX 3687 AKRON OH 44309-3687 ւրիյյնավիշերկիահիրիրնիրվուկանում կիկինիկինիկի

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determine if you qualify, simply dial 800-829-1040, or www.irs.gov/individuals

We are required to include your name, address and usage information on a list of eligible customers that is made available to other 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 - write to us at 76 s. Main st., Akron, OH 44308 Attn: FECC. Please note that an election to not be included on this list will not prevent Ohio Edison, The Illuminating Company or Toledo Edison from providing your information to governmental aggregators. If you previously made a similar election, your name will continue to be excluded from the list without any additional action on your part. If you previously decided not to be included on the list and would like to reverse that decision, please call or write us at the same telephone number and address.

Explanation of Terms

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

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

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

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

Economic Development Component - Charges related to economic development support.

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

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

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

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

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

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

If you have billing questions or complaints about your liluminating Company account or for a written explanation of the Price to Compare: Call Customer Service at 1-800-589-3101 Monday - Friday, from 8 a.m. - 6 p.m.

Call Payment Options at 1-800-686-3901 Monday - Friday, from 8 a.m. - 6 p.m.

Visit our website at http://www.firslenergycorp.com Write to us at The Illuminating Company, 76 S. Main St., A-RPC, Akron, OH 44308-1890.

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

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

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

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

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

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

To provide a customer meter reading, use the dials provided and enter the reading on-line at www.firstenergycorp.com/aboutyourbill or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

Provide reading by telephone or on-line only: DO NOT MAIL 8

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

If you have a DIGITAL METER write the numbers here:

