



**Public Utilities
Commission**

Mike DeWine, Governor
M. Beth Trombold, Acting Chair

Commissioners

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,

Takowa Troupe, Secretary
Debbie Ryan, Acting Secretary
Donielle M. Hunter, Acting Secretary
Susan Patterson, Acting Secretary

Enclosure
DH/dlh

180 East Broad Street
Columbus, Ohio 43215-3793

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

An equal opportunity employer and service provider



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

Entry Date	Read Date	Cons Type	Meter Reading	Cons Usage	Nbr Days	Daily Average	Read Type	FE Billing Amt	Supplier Billing Amt	Total Billing Amt	Budget Billing Amt	Due Date	Payment Amt	Ag Amt	Adj Type	Account Balance
09/24/19	09/24/19	KWH	2,017	351	29	12	Act	45.64	0.00	45.64		10/10/19				-80.68
10/24/19	10/24/19	KWH	2,433	416	30	14	Act	50.18	0.00	50.18		11/12/19				-30.50
11/11/19													-132.00			-162.50
11/23/19	11/22/19	KWH	3,657	1,224	29	42	Act	144.83	0.00	144.83		12/10/19				-17.67
12/26/19	12/23/19	KWH	5,253	1,596	31	51	Est	190.37	0.00	190.37		01/13/20				172.70
01/23/20	01/23/20	KWH	6,136	883	31	28	Act	104.91	0.00	104.91		02/10/20				277.61
01/24/20													-27.63			249.98
02/22/20	02/21/20	KWH	7,309	1,173	29	40	Act	138.59	0.00	138.59		03/10/20				388.57
02/25/20													-388.00			0.57
03/21/20	03/20/20	KWH	8,485	1,176	28	42	Act	140.43	0.00	140.43	121.00	04/07/20				141.00
04/20/20	04/20/20	KWH	9,771	1,286	31	41	Act	154.55	0.00	154.55	121.00	05/06/20				297.37
04/21/20														1.82	LPC	295.55
05/19/20	05/19/20	KWH	10,801	1,030	29	36	Act	71.47	50.71	122.18	123.00	06/04/20				421.34
05/20/20														-3.61	RLPC	417.73
06/20/20	06/19/20	KWH	11,170	369	31	12	Act	29.23	18.76	47.99	57.00	07/07/20				471.15
06/22/20														-5.43	RLPC	465.72
07/22/20	07/22/20	KWH	11,397	227	33	7	Act	33.46	0.00	33.46	103.00	08/07/20				505.44
07/23/20														-6.26	RLPC	499.18
08/23/20	08/21/20	KWH	11,620	223	30	7	Act	33.40	0.00	33.40	103.00	09/08/20				540.29
08/24/20														7.71	RLPC	532.58
09/21/20	09/21/20	KWH	11,929	309	31	10	Act	43.26	0.00	43.26	103.00	10/07/20				584.98
09/22/20														-9.14	RLPC	575.84
10/14/20														12.00	DFC	587.84
10/16/20														268.00	SDREG	855.84
10/16/20														35.00	RF	890.84
10/21/20	10/21/20	KWH	12,288	359	30	12	Act	48.96	0.00	48.96	103.00	11/06/20				939.80
10/22/20														-48.96	REV	890.84
10/22/20	10/14/20	KWH	12,140	211	23	9				30.06		11/05/20				920.90
10/22/20														-30.06	REV	890.84
10/22/20	10/14/20	KWH	12,140	211	23	9	Act	30.06	0.00	30.06		11/05/20				920.90
10/22/20														-268.00	SDREV	652.90
10/22/20														-611.97	TRAN	40.93

Installment plan started on 02/05/2020 for current + 27.00.

Supplier Switch Cleveland Electric Co to NOPEC - NextEra Energy Se on 04/20/2020.

Supplier Switch NOPEC - NextEra Energy Se to Cleveland Electric Co on 06/19/2020.

Bill reversed on 10/22/2020.

Reversal of 10/21/2020 bill.

Bill reversed on 10/22/2020.

Reversal of 10/14/2020 bill.

Cancel-Security Deposit Request

Transfer to Account 110147179730

Entry Date	Read Date	Cons Type	Meter Reading	Cons Usage	Nbr Days	Daily Average	Read Type	FE Billing Amt	Supplier Billing Amt	Total Billing Amt	Budget Billing Amt	Due Date	Payment Amt	Adj Amt	Adj Type	Account Balance
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12/05/20

-40.93 WO 0.00

Write-Off - Dunning - Finalized.

Messages (Continued)

determine if you qualify, simply dial 800-829-1040, or visit 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 competitive retail electric service providers. If you do not wish to be included on this list, please call us at 1-800-225-0444, go to the Customer Choice section of our website - www.firstenergycorp.com - or write to us at 76 S. Main St., Akron, OH 44308 Attn: FECC. Please note that an election to not be included on this list will not prevent Ohio Edison, The Illuminating Company or Toledo Edison from providing your information to governmental aggregators. If you previously made a similar election, your name will continue to be excluded from the list without any additional action on your part. If you previously decided not to be included on the list and would like to reverse that decision, please call or write us at the same telephone number and address.

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.

Important Information

If you have billing questions or complaints about your Illuminating 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 1-800-686-9501 Monday - Friday, from 8 a.m. - 6 p.m.

Visit our website at <http://www.firstenergycorp.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 PUCO via 7-1-1 (Ohio relay service).

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

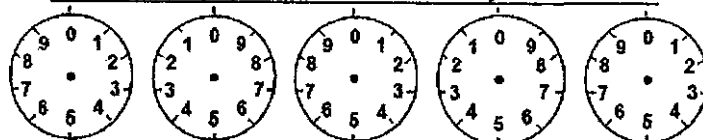
For Energy Assistance: Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8 a.m. and 5 p.m.

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

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

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

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



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

If you have a **DIGITAL METER** write the numbers here:

