

NC

Ohio

Public Utilities
Commission

21-223 ELC53

00663235

Case Number

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

FILE

Formal Complaint Form

Aaron Wth Wright IV

Customer Name (Please Print)

2140 Wyndhurst Rd

Customer Address

Toledo

City

OH 43607

State Zip

Apt #2

Against

110 130 122 986

Account Number

3313 Arlington Apt #53

Customer Service Address (if different from above)

Toledo Edison

Utility Company Name

Toledo, OH 43614

City

State Zip

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

PUCO

2021 MAR -8 AM 11:36

Aaron Wth Wright IV

Signature

419-283-2848

Customer Telephone Number

This is to certify that the images appearing are an
accurate and complete reproduction of a case file
document delivered in the regular course of business.
Technician SL Date Processed 3-8-21

Billing Period: Jan 10 to Feb 07, 2019 for 29 days
Bill For: AARON W WRIGHT IV
 2140 WYNDHURST APT 2
 TOLEDO OH 43607

February 12, 2019
Account Number: 110 130 122 986
Amount Due: \$3,169.84
Due Date: February 26, 2019

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-447-3333. For Payment Options, call 1-800-995-0095. Pay your bill online at www.firstenergycorp.com
Bill issued by: Toledo Edison, PO Box 3687, Akron OH 44309-3687

DISCONNECTION NOTICE
REMINDER

Payment for your electric service is past due and a 10-day notice was issued on 01/26/2019. Your service may be disconnected if payment in the amount of \$1,397.38 is not received by 02/08/2019. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 to have power restored. You may be eligible for the Percentage of Income Payment Plan Plus or other extended payment plan. See enclosed information. Failure to pay charges for competitive retail electric service may also result in the cancellation of your contract with the competitive retail electric service provider and return you to Toledo Edison's standard offer generation service. The amount due does not include charges for non-tariffed products or services but may include charges for competitive retail electric service. Failure to pay charges for other non-tariffed products or services may result in loss of those products or services. This provision is applicable only to accounts that are on a competitive retail electric service contract. This 10-day 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 1-800-447-3333. You may also call this number for information about our medical certification program if the disconnection of service would be especially dangerous to the health of a permanent resident.

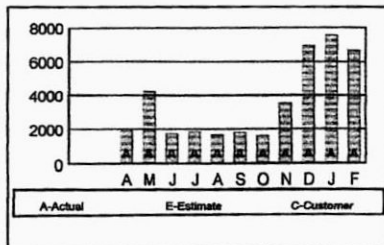
To avoid a 1.50% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date.

Your current **PRICE TO COMPARE** for generation and transmission from Toledo Edison is listed below. In order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than Toledo Edison's price of 5.21 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 - 2770012170 - 5.21 cents per KWH

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

Apr 18	2,051	Oct 18	1,640
May 18	4,207	Nov 18	3,503
Jun 18	1,737	Dec 18	6,940
Jul 18	1,865	Jan 19	7,574
Aug 18	1,546	Feb 19	6,626
Sep 18	1,823		



Average Daily Use (KWH)	228
Average Daily Temperature	23
Days in Billing Period	29
Last 11 Months Use (KWH)	39,618
Average Monthly Use (KWH)	3,602

Account Summary	Amount Due
Previous Balance	2,213.95
Payments/Adjustments	0.00
Balance at Billing on Feb 12, 2019	2,213.95
Toledo Edison - Payment Plan Amount	357.00
Toledo Edison - Misc. Charges	11.61
Consumption Inst. Plan Amount	147.00
Direct Energy Services, LLC - Consumption	410.15
Late Payment Charges	30.13
Total Current Charges	955.89
Amount Due by Feb 26, 2019	\$3,169.84

Your actual account balance is \$4,939.65

Usage information for Meter Number S322208424	
Feb 07, 2019 KWH Reading (Actual)	26,289
Jan 10, 2019 KWH Reading (Actual)	19,683
KWH used	6,626

Chapters: Emma Tolsted Edition

Customer Number:	0803328775 2770012170
Rate:	Residential Service TE-RSD
Customer Charge	4.00
Distribution Related Component	392.28
Cost Recovery Charges	104.24
Current Consumption Bill Charges	500.50
Field Collection Charge	12.00
Late payment charge	30.13
Security Deposit Interest	-0.39
Total Charges	\$ 642.24

Billing Information for Direct Energy Services, LLC

 **Direct Energy.** Po Box 180, Tulsa, OK 74101-0180
Customer Service: 1-888-565-9955
Account Number: 14236830 Rate: BILL-READY

Billing Period: Jan 10, 2019 to Feb 07, 2019

Generation Charge	410.15
Total Direct Energy Services, LLC Current Charges	410.15
6626 Kwh @ 0.081900	

Account Balances by Company

	Previous Balance	Payments/ Adjustments	Current Charges	Amount Due
Toledo Edison	1,098.32	0.00	545.74	1,644.06
Direct Energy Services, LLC	1,115.63	0.00	410.15	1,525.78
Total	2,213.95	0.00	955.89	3,169.84

Equal Payment Plan (EPP) Summary

Actual Charges Billed During 7 EPP Months	2,216.19
EPP Amount During 7 EPP Months	1,185.00
Difference Between Actual Charges and EPP Amount	1,031.19

Consumption Installment Plan

Installment Date	11/21/2018
Installment Amount	1,326.62
Paid to date	77.02
Balance Feb 12, 2019	1,249.60

Return this part with a check or money order payable to Toledo Edison



76 South Main Street
Akron, OH 44308-1890

Account Number: 110 130 122 986

Amount Paid	
Amount Due	\$3,169.84
Due Date	Feb 26, 2019

AARON W WRIGHT IV
2140 WYNDHURST RD APT 2
TOLEDO OH 43607-1388

TOLEDO EDISON
PO BOX 3687
AKRON OH 44309-3687

[illegible]

Billing Period: Feb 08 to Mar 08, 2013 for 29 days
Bill For: AARON W WRIGHT IV
2140 WYNDHURST APT 2
TOLEDO OH 43607

Bill Based On: Actual Meter Reading, Equal
Payment Plan

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T07

March 13, 2019

Account Number: 110 130 122 986

Amount Due: \$4,103.36

Due Date: March 27, 2019

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-447-3333. For Payment Options, call 1-800-995-0095. Pay your bill online at www.firstenergycorp.com
Bill issued by: Toledo Edison, PO Box 3687, Akron OH 44309-3687

*** DISCONNECTION NOTICE ***

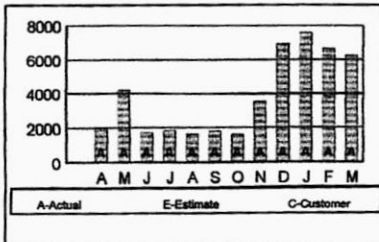
Your electric bill payment is past due. Your service may be disconnected unless payment of \$5,130.45 is made by 03/27/2019. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 to have power restored. You may be eligible for the Percentage of Income Payment Plan or other extended payment plan. See enclosed information. Failure to pay charges for competitive retail electric service may also result in the cancellation of your contract with the competitive retail electric service provider and return you to Toledo Edison's standard-of-generation service. The standard-of-generation service includes charges for nonrated products and services that do not include charges for competitive retail electric service. Failure to pay charges for other nonrated 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 1-800-955-0095. You may also call this number for information about our medical certification program. If the disconnection of service would be especially dangerous to the health of a permanent resident.

If you have a complaint in regard to this disconnection notice that can not be resolved after you have called Toledo Edison, 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.pickoco.org>.

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

Apr 18	2,051	Oct 18	1,840
May 18	4,207	Nov 18	3,503
Jun 18	1,737	Dec 18	6,948
Jul 18	1,885	Jan 19	7,574
Aug 18	1,846	Feb 19	6,826
Sep 18	1,823	Mar 19	6,237



Average Daily Use (KWH)
Average Daily Temperature
Days in Billing Period
Last 12 Months Use (KWH)
Average Monthly Use (KWH)

This Year	215
	27
	26
45,855	
3,821	

Account Summary	Amount Due
Previous Balance	3,169.84
Payments/Adjustments	0.00
Balance at Billing on Mar 13, 2019	3,169.84
Toledo Edison - Payment Plan Amount	357.00
Toledo Edison - Misc. Charges	-0.35
Consumption Inst. Plan Amount	147.00
Direct Energy Services, LLC - Consumption	386.07
Late Payment Charges	43.64
Total Current Charges	633.62
Amount Due by Mar 27, 2019	\$4,103.36

Your actual account balance is \$5,847.92


Usage Information for Meter Number 8322208424

Mar 08, 2019 KWH Reading (Actual)	32,526
Feb 08, 2019 KWH Reading (Actual)	26,289
KWH used	6,237

Changes From Toledo Editor

Customer Number: 0803328775 2770012170	
Rate: Residential Service TE-RSD	
Customer Charge	4.00
Distribution Related Component	373.66
Cost Recovery Charges	98.87
Current Consumption Bill Charges	478.75
Late payment charge	43.84
Security Deposit Interest	-0.39
Total Charges	\$ 622.20

Billing Information for Direct Energy Services, LLC

 **Direct Energy.** Po Box 180, Tulsa, OK 74101-0180
Customer Service: 1-888-566-9988
Account Number: 14236830 Rate: BILL-READY

Billing Period: Feb 08, 2019 to Mar 08, 2019	
Generation Charge	386.07
Total Direct Energy Services, LLC Current Charges	386.07
6237 Kwh @ 0.061900	

Account Balances by Component

	Previous Balance	Payments/ Adjustments	Current Charges	Amount Due
Toledo Edison	1,644.06	0.00	547.45	2,191.51
Direct Energy Services, LLC	1,525.78	0.00	386.07	1,911.85
Total	3,169.84	0.00	933.52	4,103.36

Equal Payment Plan (EPP) Summary

Actual Charges Billed During 8 EPP Months	2,694.94
EPP Amount During 8 EPP Months	1,542.00
Difference Between Actual Charges and EPP Amount	1,152.94

Consumption Installment Plan

Installment Date	11/21/2018
Installment Amount	1,326.62
Paid to date	77.41
Balance Mar 13, 2019	1,249.21

Return this part with a check or money order payable to Toledo Edison



76 South Main Street
Akron, OH 44308-1890

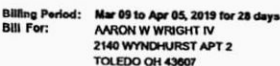
AARON W WRIGHT IV
2140 WYNDHURST RD APT 2
TOLEDO OH 43607 -1388

Account Number: 110 130 122 986

Amount	Paid	
Amount	Due	\$4,103.36
Due Date		Mar 27, 2019

TOLEDO EDISON
PO BOX 3687
AKRON OH 44309-3687

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T07

April 10, 2019
 Account Number: 110 130 122 986
 Amount Due: \$4,907.29
 Due Date: April 24, 2019

Bill issued by: Toledo Edison, PO Box 3687, Akron, OH 44309-3687

Payment for your electric service is past due and a 10-day notice was issued on 04/03/2019. Your service may be disconnected if payment in the amount of \$3,130.45 is not received by 04/15/2019. If service is disconnected, you will be required to pay a reconnection fee of \$35.00 to have power restored. You may be eligible for the Percentage of Income Payment Plan Plus or other extended payment plan. See enclosed information. Failure to pay charges for competitive retail electric service may also result in the cancellation of your contract with the competitive retail electric service provider and return you to Toledo Edison's standard offer generation service. The amount due does not include charges for non-tariffed products or services but may include charges for competitive retail electric service. Failure to pay charges for other non-tariffed products or services may result in loss of those products or services. This provision is applicable only on accounts that are not associated with a bill for electric service. The due date on this notice is not a guaranteed date of disconnection. Please pay the amount due 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 1-800-447-3333. You may also call this number for information about our medical certification program if the disconnection of service would be especially dangerous to the health of a permanent resident.

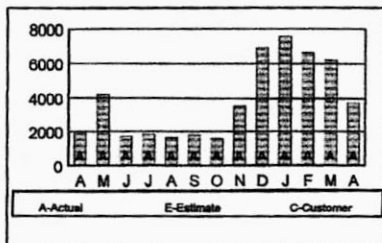
To avoid a 1.50% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date.

Your current **PRICE TO COMPARE** for generation and transmission from Toledo Edison is listed below. In order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than Toledo Edison's price of 5.21 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 - Z770012170 - 5.21 cents per KWH

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

Apr 18	2,051	Oct 18	1,840
May 18	4,207	Nov 18	3,503
Jun 18	1,737	Dec 18	6,946
Jul 18	1,805	Jan 19	7,574
Aug 18	1,848	Feb 19	6,020
Sep 18	1,823	Mar 19	6,237
		Apr 19	3,734



Comparisons	Last Year	This Year
Average Daily Use (KWH)	256	133
Average Daily Temperature	38	41
Days in Billing Period	8	28
Last 12 Months Use (KWH)		47,538
Average Monthly Use (KWH)		3,962

Account/Summary	Amount Due
Previous Balance	4,103.36
Payments/Adjustments	0.00
Balance at Billing on Apr 10, 2019	4,103.36
Toledo Edison - Payment Plan Amount	357.00
Toledo Edison - Misc. Charges	11.02
Consumption inst. Plan Amount	147.00
Direct Energy Services, LLC - Consumption	231.13
Late Payment Charges	57.16
Total Current Charges	803.33
Amount Due by Apr 24, 2019	\$4,907.29

Your actual account balance is \$6,437.73.

Usage Information for Meter Number 832230434

Apr 05, 2019 KWH Reading (Actual)	36,280
Mar 09, 2019 KWH Reading (Actual)	32,526
KWH used	3,734

Charges From Toledo Edison

Customer Number:	0603328775	2770012170
Rate:	Residential Service TE-RSD	
Customer Charge		4.00
Distribution Related Component		225.44
Cost Recovery Charges		60.44
Current Consumption Bill Charges		299.88
Field Collection Charge		12.00
Late payment charge		57.18
Security Deposit Interest		-0.38
Total Charges		\$ 358.66

Billing Information for Direct Energy Services, LLC



Po Box 180, Tulsa, OK 74101-0180

Customer Service: 1-888-566-9988

Account Number: 14236830 Rate: BILL-READY

Billing Period: Mar 09, 2019 to Apr 05, 2019

Generation Charge

Total Direct Energy Services, LLC Current Charges

3734 Kwh @ 0.081900

Account Balances by Company

	Previous Balance	Payments/ Adjustments	Current Charges	Amount Due
Toledo Edison	2,191.51	0.00	572.80	2,764.31
Direct Energy Services, LLC	1,811.85	0.00	231.13	2,142.98
Total	4,103.36	0.00	803.93	4,907.29

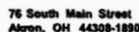
Equal Payment Plan (EPP) Summary

Actual Charges Billed During 9 EPP Months	2,984.82
EPP Amount During 9 EPP Months	1,899.00
Difference Between Actual Charges and EPP Amount	1,085.82

Consumption Installment Plan

Installment Date	11/21/2018
Installment Amount	1,326.62
Paid to date	77.60
Balance Apr 10, 2019	1,248.82

Return this part with a check or money order payable to Toledo Edison



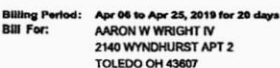
AARON W WRIGHT IV
2140 WYNDHURST RD APT 2
TOLEDO OH 43607-1388

Account Number: 110 130 122 986

Amount Paid	
Amount Due	\$4,907.29
Due Date	Apr 24, 2019

TOLEDO EDISON
PO BOX 3687
AKRON OH 44309-3687

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Page 1 of 2
T02

Due Date: May 14, 2019

Bill issued by: Toledo Edison, PO Box 3687, Akron OH 44309-3687

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 1-800-995-0095 if you have questions or for information on payment arrangements.

Your current **PRICE TO COMPARE** for generation and transmission from Toledo Edison is listed below. In order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than Toledo Edison's price of 5.17 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 - 2770012170 - 5.17 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.

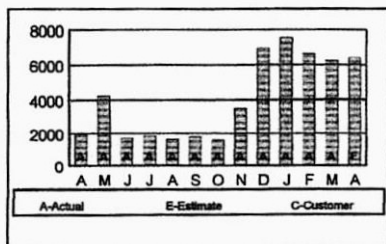
Energy Efficiency	2,667 KWH x 0.003281	\$8.75
Peak Demand Reduction	2,667 KWH x 0.000821	\$2.19
Renewable Energy	2,667 KWH x 0.001189	\$3.17

Payments made on or after June 13, 2019, for your supplier charges should be mailed to:

Direct Energy Services, LLC, PO BOX 180, TULSA, OK 74101-0180
Payments received after this date will be applied to the amount owed
to Toledo Edison

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

Apr 18	2,051	Oct 18	1,840
May 18	4,207	Nov 18	3,503
Jun 18	1,737	Dec 18	6,946
Jul 18	1,865	Jan 19	7,574
Aug 18	1,648	Feb 19	6,626
Sep 18	1,623	Mar 19	6,237
		Apr 19	6,401



Comparisons	Last Year	This Year
Average Daily Use (KWH)	256	320
Average Daily Temperature	38	53
Days in Billing Period	8	20
Last 12 Months Use (KWH)		50,205
Average Monthly Use (KWH)		4,184

Account Statement	Amount Due
Previous Balance	4,907.29
Payments/Adjustments	281.62
Balance at Billing on Apr 30, 2019	5,188.91
Toledo Edison	208.93
Toledo Edison - Payment Plan Balance	1,065.62
Toledo Edison - Misc. Charges	-0.27
Direct Energy Services, LLC - Consumption	165.09
Total Current Charges	1,439.37
Amount Due by May 14, 2019	\$6,648.68


Usage Information for Meter Number S322208424

Apr 25, 2019 KWH Reading (Estimate)	38,927
Apr 06, 2019 KWH Reading (Actual)	36,260
KWH used	2,667

Charges From Toledo Edison

Customer Number:	0603328775 2770012170
Rate:	Residential Service TE-RSD
Customer Charge	2.57
Distribution Related Component	160.04
Cost Recovery Charges	43.42
Current Consumption Bill Charges	208.93
Security Deposit Interest	-0.27
Total Charges	\$ 208.66

Billing Information for Direct Energy Services, LLC

 **Direct Energy.** Po Box 180, Tulsa, OK 74101-0180
Customer Service: 1-888-566-9999
Account Number: 14236830 Rate: BILL-READY

Billing Period: Apr 06, 2019 to Apr 25, 2019

Generation Charge	165.09
Total Direct Energy Services, LLC Current Charges	165.09
2557 Kwh @ 0.061900	

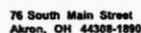
Detail Payment and Adjustment Information

04/25/19	Deactivated Installment Plan	444.62
04/30/19	Security Deposit Refund	-163.00
Total Payments and Adjustments		\$281.62

Account Balances by Company

	Previous Balance	Payments/ Adjustments	Current Charges	Amount Due
Toledo Edison	2,764.31	281.62	1,292.48	4,338.41
Direct Energy Services, LLC	2,142.98	0.00	165.09	2,308.07
Total	4,907.29	281.62	1,457.57	6,646.48

Return this part with a check or money order payable to Toledo Edison.



AARON W WRIGHT IV
2140 WYNDHURST RD APT 2
TOLEDO OH 43607 -1388

Account Number: 110 130 122 986

Amount Paid	
Amount Due	\$6,646.48
Due Date	May 14, 2019

TOLEDO EDISON
PO BOX 3687
AKRON OH 44309-3687

[illegible]

\$789.41

Aaron W^o Knight IV
Against
Toledo Edison

My complaint is Toledo Edison is charging me for services that I clearly had cut off and didn't make any payments to in 2019.

My last payment was made in Dec 2018. I left the two bedroom 660 sq ft apartment in Jan 2019 due to astronomical utility bills.

I was charged the following of amounts

Jan	\$ 789.41
Feb	\$ 955.89
Mar	\$ 933.52
Apr	\$ 803.93
May	\$ 1,457.57

That's \$4,940.32 on an abandon apartment with actual readings.

The unit is located on the 1st floor with the meters ~~readings~~ by the back bedroom windows. All blinds and curtains were removed.

It makes no sense at all. I broke my lease because I was paying 2x the amount in electric compared to my \$550 rent.



Public Utilities Commission

Mike DeWine, Governor
M. Beth Trombold, Acting Chair

Commissioners

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

February 19, 2021

Aaron Wright IV
3313 Arlington Apt 53
Toledo, OH 43614

CASE ID: 00663235

Dear Aaron Wright IV:

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,

Kenya Spencer
Customer Service Investigator

Enclosure