

PC

FILE

21-0824-EL-CSS

# Ohio Public Utilities Commission

Case Number

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

## Formal Complaint Form

Bayyannah Brooks  
Customer Name (Please Print)

3247 Yorkshire Rd  
Customer Address

Cleveland Hts OH 44118  
City State Zip

**Against**

110144500169  
Account Number

2096 Surrey Rd. #7  
Customer Service Address (if different from above)

Illuminating Company  
Utility Company Name

Cleveland Hts, OH 44118  
City State Zip

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

Estimated billing.  
see attached

RECEIVED-DOCKETING DIV  
2021 JUL 27 PM 3:14  
PUCO

Bayyannah Brooks  
Signature

216 702-1062  
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 DN Date Processed 7/22/21

July 20, 2021

Ohio Public Utilities  
Commission of Ohio  
Docketing Division  
180 East Broad Street  
Columbus, Ohio 43215-3793

Re: the Illuminating Company final bill for address 2096 Surrey Rd. Apt 7  
Illuminating account no. 110144500169  
Ohio PUC Case no. 00695667

To whom it may concern:

I would like the Ohio PUC to review my prior electric bills with the Illuminating Company with the hopes of a final bill reduction based on prior electric bills. I moved out of the above referenced apartment on May 31, 2021. I received my last bill dated June 10, 2021 in the amount of \$1,348.03. I immediately contacted the Illuminating company and was told that my last bill was an estimated bill and that because this is a final bill they were unable to come out and preform an actual read and they were unable to offer me a payment plan nor additional time to pay as this is a final bill.

I also received a letter dated June 10, 2021 stating that my bill was being estimated for the past seven months and based on the last actual reading the bill was for 12k kWh. I do not agree with the amount of kWh based on the amount of time I spent away from the apartment and when I was there the occupants consists of myself and a seven-year old boy. I immediately contacted the Ohio PUC and was given a case number and assigned an agent (Lee is his name) to the matter. On June 28, 2021 I followed up with my agent and was told I was allowed an extension until August 30, 2021 to pay the final bill but major matter of why the bill was being estimated or how they came up with that kWh was addressed nor did Lee sound concerned or interested. In my opinion, I strongly feel with estimating my bill the Illuminating company has taken advantage of me as a customer and to present me with a \$1,300.00 bill on June 10, 2021 with a due date of June 24, 2021 is not fair nor is it reasonable not knowing my financial situation. I attempted to obtain financial assistance from the following organizations (Step forward [today.org](http://today.org), Catholic Charities and the Salvation Army) but to no avail they were either out of funds or there is a waiting list.

In addition to my request for the final bill reduction, I am asking for additional time to pay the final bill. I am the head of my household supporting one child and I have worked diligently to keep collection matters off my credit report and I do not wish to have this bill placed on my credit report.

Lastly, I have attached the final bill from the Illuminating company as well as the letter they sent me saying they were unable to contact me so that was their reason for estimating my bill for seven months when in fact that is not true. Not one time did the company make an attempt to let me know that they were not able to gain access to the area to read the meter as I was living in an apartment building!! And furthermore, if they were unable to gain access for seven months and were estimating how did they come up with an actual reading for the final bill??

Thank you for this opportunity,

Baylinah A. Brooks

Enclosures



Bill Based On: Estimated Meter Reading, Final  
Bill

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Billing Period: May 07 to May 28, 2021 for 22 days  
Bill For: BAYYINAH A BROOKS  
2096 SURREY RD APT 7  
CLEVELAND HEIGHTS OH 44106

June 10, 2021

Account Number: 110 144 500 169

Amount Due: \$1,348.03

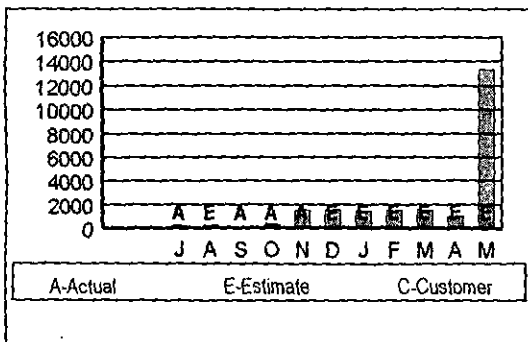
Due Date: June 24, 2021

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](http://www.firstenergycorp.com)

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

Messages	Account Summary	Amount Due
<p><b>** REMINDER NOTICE **</b></p> <p>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.</p> <p>Your current <b>PRICE TO COMPARE</b> 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 4.88 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 <a href="http://www.energychoice.ohio.gov">www.energychoice.ohio.gov</a>.</p> <p><b>Residential Service - 1600014316 - 4.88 cents per KWH</b></p> <p>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.</p>	<p>Previous Balance 197.64</p> <p>Payments/Adjustments 0.00</p> <p><b>Balance at Billing on Jun 10, 2021 197.64</b></p> <p>The Illuminating Company 478.24</p> <p>NOPEC - NextEra Energy Services Ohio - Consumption 672.15</p> <p><b>Total Current Charges 1,150.39</b></p> <p><b>Amount Due by Jun 24, 2021 \$1,348.03</b></p> <p><b>Usage Information for Meter Number 681090632</b></p> <p>May 28, 2021 KWH Reading (Estimate) 88,237</p> <p>May 07, 2021 KWH Reading (Estimate) 75,531</p> <p>KWH used 12,706</p> <p><b>Charges From The Illuminating Company</b></p> <p>Customer Number: 0800039188 1600014316</p> <p>Rate: Residential Service CE-RSD</p> <p>Customer Charge 2.93</p> <p>Distribution Related Component 571.27</p> <p>Cost Recovery Charges 348.24</p> <p>Residential Distribution Credit -209.76</p> <p>Residential Non-Standard Credit -234.44</p> <p><b>Current Consumption Bill Charges 478.24</b></p> <p><b>Charges From NOPEC - NextEra Energy Services Ohio</b></p> <p><b>NOPEC</b> <i>Suppliers</i> 31320 Solon Road, Suite 20, Solon, OH 44139</p> <p><b>NEXTERA</b> Customer Service: 1-855-667-3201</p> <p><b>ENERGY SERVICES</b> Account Number: 1010400376 Rate: GEN-F529</p> <p><b>Billing Period: May 07, 2021 to May 28, 2021</b></p> <p>Basic Charge 12,706 KWH x 0.052900 672.15</p> <p><b>Total NOPEC - NextEra Energy Services Ohio Charges 672.15</b></p> <p><b>Account Balances by Company</b></p>	
<p>Energy Efficiency 12,706 KWH x 0.000000 \$0.00</p> <p>Peak Demand Reduction 12,706 KWH x 0.000000 \$0.00</p> <p>Renewable Energy 12,706 KWH x 0.000942 \$11.97</p> <p>Payments made on or after July 24, 2021, for your supplier charges should be mailed to: NOPEC - NextEra Energy Services Ohio, 31320 SOLON ROAD, SUITE 20, SOLON, OH 44139 Payments received after this date will be applied to the amount owed to The Illuminating Company.</p>	<p><b>Additional messages, if any, can be found on back.</b></p>	

Usage History			
Jul 20	219	Jan 21	1,440
Aug 20	206	Feb 21	1,489
Sep 20	94	Mar 21	1,502
Oct 20	304	Apr 21	982
Nov 20	1,484	May 21	13,348
Dec 20	1,534		



This Year

Average Daily Use (KWH) 607

Average Daily Temperature 60

Days in Billing Period 22

Last 11 Months Use (KWH) 22,602

Average Monthly Use (KWH) 2,055

*Alicia NOPEC* *Escalation Team*



5001 NASA Blvd  
Fairmont WV 26554  
800-686-0022

June 10, 2021

BAYYINAH A BROOKS  
3247 YORKSHIRE RD  
CLEVELAND HEIGHTS OH 44118

Acct No: 110144500169

Dear BAYYINAH A BROOKS:

For the past 7 months, we have been unable to read your meter. We used estimated meter readings which were based on past electrical use in order to calculate your bills. Recently we got an actual read and found that we underestimated the amount of your usage.

Based on the actual read, your account has been billed for 12,706 kWh at \$1,150.39. Since your previous bills were based on a low estimate, your current bill may appear higher than normal.

If you would like to report your meter reading to avoid estimated bills, call us toll-free at 1-800-589-3101 and follow the prompts, or visit our web site at [www.firstenergycorp.com](http://www.firstenergycorp.com).

We apologize for any inconvenience this may have caused. If you have any questions, or if you would like to make payment arrangements, please call us at the number shown above.

Sincerely,

The Illuminating Co  
A FirstEnergy Company