

Ohio**Public Utilities
Commission**

RECEIVED-DOCKETING DIV

00702168

Case Number

Public Utilities Commission of Ohio

Attn: Docketing

180 E. Broad St.

Columbus, OH 43215

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

Technician SM

Formal Complaint Form PUCO

8/18/21

FILE

GEORGE CLOS

Customer Name (Please Print)

1750 PARKVIEW LANE

Customer Address

BROADVIEW HTS. OHIO 44147

City

State Zip

Against110 053 850 811

Account Number

Customer Service Address (if different from above)

THE ILLUMINATING COMPANY

Utility Company Name

City

State Zip

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

I AM THE CUSTOMER OF THE ILLUMINATING CO. THE BILLING PRACTICES OF THE ILLUMINATING COMPANY ARE NOT TRANSPARENT TO OHIO CUSTOMERS. THE LARGEST CHARGE, "DISTRIBUTION COMPONENT" HAS NO DETAIL ON HOW THESE CHARGES ARE CALCULATED. CUSTOMERS SHOULD HAVE THE RIGHT TO SEE THE COMPUTATIONS - SINCE ITS EFFECTING THEIR POCKETS. ALSO THE "COST RECOVERY CHARGES" AND THEIR ORIGINATION REQUIRES A BETTER UNDERSTANDING AND EXPLANATION. (SEE ATTACHMENTS)

Signature

440 237 5707

Customer Telephone Number

I BELIEVE IT'S UNREASONABLE AND UNFAIR TO OHIO CUSTOMERS TO REQUIRE THEM TO BLINDLY PAY FOR CHARGES THAT ARE LISTED ESPECIALLY "DISTRIBUTION RELATED COMPONENT" WITHOUT TRANSPARENCY AND SUPPORT, I WANT TO SEE THAT I'M NOT OVERCHARGED. (SEE ATTACHMENT!)

CASE ID: 00702168

**REGARDING THE LACK
OF TRANSPARENCY ON**

DATE: 08/13/2021

ILLUMINATING COMPANY BILLING

FROM: GEORGE CLOS

1750 PARKVIEW LANE

BROADVIEW HTS., OHIO 44147

PHONE (440) 237 5707

ACCT #: 110 053 850 811

ILLUMINATING CUSTOMER NUMBER:0801224686 5000299110

COMPLAINT:--LACK OF TRANSPARENCY ON BILLING STATEMENT.

ON 07/14/2021, I CALLED THE ILLUMINATING COMPANY CUSTOMER SERVICE DEPARTMENT AFTER LOOKING AT MY ILLUMINATING BILL RECEIVED IN THE MAIL THAT DAY TO ASK SPECIFIC QUESTIONS ABOUT HOW THE "DISTRIBUTION RELATED COMPONENT" AND THE "COST RECOVERY CHARGES" WERE COMPUTED. BOTH OF THESE CHARGES MAKE UP THE MAJORITY OF THE BILLING AMOUNT THAT THE ILLUMINATING COMPANY CHARGES-(the July bill showed that 97% of the \$122.84 Illuminating charges were related to these two items). THE CUSTOMER SERVICE PERSON I SPOKE WITH COULD NOT TELL ME WHY THESE CHARGES CHANGED EACH MONTH OR HOW THEY WERE COMPUTED: SHE STATED "SHE DID NOT HAVE THAT INFORMATION AND I WOULD HAVE TO CONTACT PUCO."

MY BILL TOTAL FOR THE JUNE/JULY PERIOD AMOUNTED TO \$186.76. I WAS ABLE TO PINPOINT CHARGES FROM THE SUPPLIER, ENERGY HARBOR LLC, BY MULTIPLYING MY KILOWATTS USED TIMES THE SUPPLIER RATE CHARGE-1,606 X .039801= \$63.92....THAT PORTION WAS TRANSPARENT AND REFLECTED ON THE BILL-I KNOW WHAT I'M CHARGED FOR.

BUT THE DETAIL OR SUPPORT IS LACKING FOR THE ILLUMINATING CHARGES TITLED "Distribution Related Component" and the "Cost Recovery Charges". THEY ARE VERY SIGNIFICANT CHARGES ON MY UTILITY BILL THAT MAY HAVE BEEN APPROVED BY PUCO, BUT OHIO CONSUMERS WHO ARE PAYING THE BILL EACH MONTH HAVE A RIGHT TO KNOW WHAT THAT CHARGE IS MADE UP OF AND HOW IT WAS DETERMINED. IS IT BASED ON A FLAT RATE? IS IT COMPUTED BASED ON USAGE AND A FLAT RATE. WHAT ARE BEHIND THESE CHARGES? HOW ARE THESE CHARGES DETERMINED? THE SUPPLIERS ARE ABLE TO PROVIDE THEIR PORTION. THE ILLUMINATING CO. AND PUCO HAVE A RESPONSIBILITY TO ITS CONSUMER TO BE AS TRANSPARENT ABOUT ALL CHARGES ON THE BILL.

**REQUEST/SOLUTION: CHANGE THE BILL SO OHIO CONSUMERS CAN
UNDERSTAND CHARGES-ESPECIALLY THE VARIABLE COMPONENTS.**

**THE PUCO REP STATED THAT PUCO DETERMINED ADDITIONAL
INFORMATION ON THE BILL WAS NOT NEEDED AND APPROVED THE BILLING
STATEMENT AS IS. IF THIS IS TRUE, I BELIEVE PUCO FAILED OHIO
CUSTOMERS BY NOT PROVIDING TRANSPARENT BILLING AND SHOULD
EXPLAIN AND CHANGE THEIR POSITION. DID THEY AT LEAST GET INPUT
FROM THE CONSUMER? THERE IS PLENTY OF SPACE ON THE BILLING
STATEMENT TO REFLECT THE CALCULATIONS FOR THESE TWO CHARGES.
THE CONSUMER HAS A RIGHT TO KNOW THE VISIBLE SOURCE OF ALL
CHARGES.**

Billing Period: Jun 09 to Jul 09, 2021 for 31 days
Bill For: GEORGE CLOS
1750 PARKVIEW LN
BROADVIEW HEIGHTS OH 44147

July 13, 2021

Account Number: 110 053 850 811

Amount Due: \$186.76

Due Date: July 27, 2021

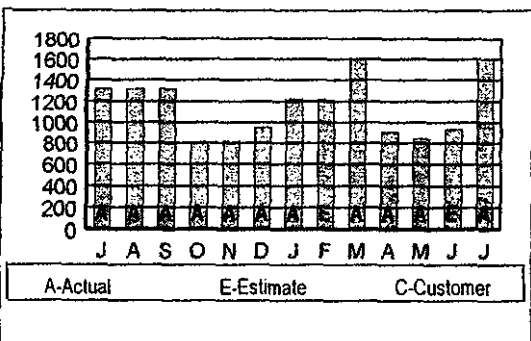
To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-589-3101. For Payment Options, call 1-800-686-9901. Pay your bill online at www.firstenergycorp.com

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

Messages	Account Summary	Amount Due
To avoid a 1.50% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date.	Previous Balance	111.83
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 6.34 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 .	Payments/Adjustments	-111.83
Residential Service - 5000299110 - 6.34 cents per KWH	Balance at Billing on Jul 13, 2021	0.00
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.	The Illuminating Company	122.84
Energy Efficiency 1,606 KWH x 0.000000 \$0.00	Energy Harbor LLC - Consumption	63.92
Peak Demand Reduction 1,606 KWH x 0.000000 \$0.00	Total Current Charges	186.76
Renewable Energy 1,606 KWH x 0.001052 \$1.69	Amount Due by Jul 27, 2021	\$186.76
Your next meter reading is scheduled to occur on or about Aug 06, 2021.	Usage Information for Meter Number: 827031478	
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.	Jul 09, 2021 KWH Reading (Actual)	68,634
For a brochure describing your customer rights and obligations, please call our Customer Service phone number.	Jun 09, 2021 KWH Reading (Estimate)	67,028
Tree branches and shrubs -- and insects that nest in vegetation -- can make it difficult and, at times, unsafe for our employees to read your	KWH used	1,606
Additional messages, if any, can be found on back.	Charges From The Illuminating Company	
	Customer Number: 0801224686 5000299110	
	Rate: Residential Service CE-RSD	
	Customer Charge	4.00
	Distribution Related Component	74.18
	Cost Recovery Charges	44.66
	Current Consumption Bill Charges	122.84
	Charges From Energy Harbor LLC	
	energy harbor	
	168 E Market St, Akron, OH 44308	
	Customer Service: 1-888-254-6359	
	Account Number: 135370489 Rate: GEN-F398	
	Billing Period: Jun 09, 2021 to Jul 09, 2021	
	Basic Charge 1,606 KWH x 0.039801	63.92
	Total Energy Harbor LLC Charges	63.92
	Detail Payment and Adjustment Information	
	06/18/21 Payment	-111.83
	Account Balances by Company	
	Previous Balance	111.83
	Payments/Adjustments	-111.83
	Current Charges	186.76
	Amount Due	186.76
	The Illuminating Company	74.78
	Energy Harbor LLC	37.05
	Total	111.83

Usage History

Jul 20	1,321	Jan 21	1,225
Aug 20	1,316	Feb 21	1,216
Sep 20	1,318	Mar 21	1,594
Oct 20	814	Apr 21	908
Nov 20	823	May 21	844
Dec 20	949	Jun 21	931
		Jul 21	1,606



Comparisons

	Last Year	This Year
Average Daily Use (KWH)	44	52
Average Daily Temperature	72	73
Days in Billing Period	30	31
Last 12 Months Use (KWH)		13,544
Average Monthly Use (KWH)		1,129

SHAWN 7/14/21
PUCO
1 (800) 684 7826
10 DAYS
INVESTIGATOR
00702148

PROVIDE DETAILS/SUPPORT