

NC

FILE

21-0958-EL-CSS



# Public Utilities Commission

Case Number

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

## Formal Complaint Form

Daniel Odoemene  
Customer Name (Please Print)

2091 Lennox Road  
Customer Address

Cleveland Heights Ohio 44106  
City State Zip

**Against**

Account Number

110 138 818 635  
Customer Service Address (if different from above)

Illuminating Company  
Utility Company Name

City State Zip

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

On August 6th, 2021, I received a bill from first energy of \$220.45. I believe the sum was wrongly calculated. I will explain my reasons below. Illuminating Company just informed me that because of the pandemic, since March 2020 they have been giving me an estimated monthly bill as opposed to the actual monthly bill because of Covid-19 they were not allowed to enter the premises. I paid all monthly bill sent to me promptly. They decided to bill me for unpaid actual consumption from March 2020 to August 2021 subtracting the last estimated reading in July, 2021 from the actual in August, 2021. This will give the actual consumption unpaid from March, 2020. However, they billed me at rate as at August 2021 without acknowledging the rate of inflation over the last 18 months.

My Meter reading (estimated) on July 8th was 7,738 kwh. On Aug 4th it was 9373 kwh. That means consumption in July was 9373-7738 = 1635 kwh. (See below).

Aug 04, 2021 KWH Reading (Actual)	9,373
Jul 08, 2021 KWH Reading (Estimate)	7,738
KWH used	1,635
Charges from The Illuminating Company	

This means from march 2020 to Aug 2021 my actual consumption exceeded my estimated consumption. Fine!

Here the main issue I am contesting:

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 NJB Date Processed 9/17/21

2021 SEP 17 PM 12:07

RECEIVED - DOCKETING DIV

PUCO

1. In the bill charging me 220.45 they charged my Bypassable Generation and Transmission Related Component =  $1635\text{KWH} \times 6.24\text{cents} = \$102$

Where 6.24 cents is rate as at August, 2021.

2. However why is my Bypassable Generation and Transmission Related Component NOT =  $1635\text{KWH} \times 4.73\text{ cents} = \$77.3355$

WHERE 4.73 cents WAS THE LOWEST RATE BETWEEN march 2020 to Aug 2021.

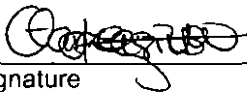
or

3. WHY IS my Bypassable Generation and Transmission Related Component NOT =  $1635\text{KWH} \times \text{--- cents} = \$\text{---,---}$

Where --- cents is a different (smaller) rate from the highest rate charged over the period taking into account inflation.

I just want to know why the 6.24 cents was used and not the other value. In a sense by illuminating company using 6.24 cents to cover consumption for 18 months' period. I am paying more than I would have paid had I be given the actual reading at the appropriate time and the appropriate rate.

This is wrong. illuminating company is trying to punish me for their inability to come and take the reading because of the pandemic. Punishing the customer for restrictions caused by the pandemic cannot be right. Please intervene as soon as possible in order to balance equity. Prevent from them from charging more that I am required to pay and prevent them from taking any actions against me. What illuminating company is attempting to do cannot be legal or allowed. Please you can call me on for further details.



Signature

2162627877

Customer Telephone Number



# DETAILED STATEMENT OF ACCOUNT

Customer Name: DANIEL O ODOEMENE Account Number: 110138818635

Service Address: 2091 LENNOX RD APT 1  
CLEVELAND HEIGHTS OH 44106

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
08/14/20																
09/03/20	09/03/20	KWH	6,492	127	30	4	Est	21.90		21.90		09/22/20	-23.12			0.00
09/09/20																21.90
10/06/20	10/06/20	KWH	6,611	119	33	4	Est	20.60		20.60		10/22/20	-21.90			0.00
10/16/20																20.60
11/05/20	11/05/20	KWH	6,720	109	30	4	Est	20.09		20.09		11/23/20	-20.60			0.00
11/12/20																20.09
12/07/20	12/07/20	KWH	6,860	140	32	4	Est	23.57		23.57		12/23/20	-20.09			0.00
12/11/20																23.57
01/07/21	01/06/21	KWH	7,001	141	30	5	Est	23.45		23.45		01/25/21	-23.57			0.00
01/15/21																23.45
02/06/21	02/06/21	KWH	7,152	151	31	5	Est	24.51		24.51		02/23/21	-23.45			0.00
02/12/21																24.51
03/08/21	03/08/21	KWH	7,279	127	30	4	Est	21.44		21.44		03/24/21	-24.51			0.00
03/15/21																21.44
04/06/21	04/06/21	KWH	7,383	104	29	4	Est	19.45		19.45		04/22/21	-21.44			0.00
04/15/21																19.45
05/06/21	05/06/21	KWH	7,491	108	30	4	Est	20.19		20.19		05/24/21	-19.45			0.00
05/14/21																20.19
06/07/21	06/07/21	KWH	7,608	117	32	4	Est	21.68		21.68		06/23/21	-20.19			0.00
06/10/21																21.68
07/07/21	07/07/21	KWH	7,738	130	30	4	Est	24.90		24.90		07/23/21	-21.68			0.00
07/14/21																24.90
Supplier Switch Cleveland Electric Co to NOPEC - NextEra Energy Se on 08/04/2021.																
08/05/21	08/04/21	KWH	9,373	1,635	28	58	Act	220.45		220.45		08/23/21	-24.90			0.00
																220.45

Attachment



August 06, 2021

DANIEL O ODOEMENE  
2091 LENNOX RD APT 1  
CLEVELAND HEIGHTS OH 44106

Account Number: 110138818635

Dear DANIEL O ODOEMENE:

Enclosed is a statement of your account from 08/06/2020 to 08/06/2021.

### Summary Of Statement

Beginning Balance of Statement	23.12
Total of First Energy Billings	462.23
Total of Suppliers Billings	0.00
Total Billings	462.23
Total Payments	-264.90
Total Adjustments	0.00
Ending Balance of Statement	220.45

Sincerely,

The Cleveland Electric Illuminating Company  
A FirstEnergy Company

Read From	Read To	#days	MR Result	RT	Read Type	Consumption	Cons \$
07/08/2021	08/04/2021	28	9,373	14	Act	1,635	220.45
06/08/2021	07/07/2021	30	7,738	3	Est	130	24.90
05/07/2021	06/07/2021	32	7,608	3	Est	117	21.68
04/07/2021	05/06/2021	30	7,491	3	Est	108	20.19
03/09/2021	04/06/2021	29	7,383	3	Est	104	19.45
02/07/2021	03/08/2021	30	7,279	3	Est	127	21.44
01/07/2021	02/06/2021	31	7,152	3	Est	151	24.51
12/08/2020	01/06/2021	30	7,001	3	Est	141	23.45
11/06/2020	12/07/2020	32	6,860	3	Est	140	23.57
10/07/2020	11/05/2020	30	6,720	3	Est	109	20.09
09/04/2020	10/06/2020	33	6,611	3	Est	119	20.60
08/05/2020	09/03/2020	30	6,492	3	Est	127	21.90
07/07/2020	08/04/2020	29	6,365	3	Est	138	23.12
06/05/2020	07/06/2020	32	6,227	3	Est	134	21.73
05/05/2020	06/04/2020	31	6,093	3	Est	114	18.87
04/04/2020	05/04/2020	31	5,979	3	Est	110	18.36
03/06/2020	04/03/2020	29	5,869	3	Est	106	17.63
02/06/2020	03/05/2020	29	5,763	1	Act	115	18.56
01/09/2020	02/05/2020	28	5,648	1	Act	124	19.43
12/07/2019	01/08/2020	33	5,524	3	Est	153	22.48
11/07/2019	12/06/2019	30	5,371	1	Act	139	20.71
10/09/2019	11/06/2019	29	5,232	1	Act	115	17.24
09/10/2019	10/08/2019	29	5,117	14	Act	136	19.90
08/08/2019	09/09/2019	33	4,981	14	Act	248	36.37
07/08/2019	08/07/2019	31	4,733	3	Est	59	12.01

Attachment

Daily Cons	Avg Temp	Device	Doc Nbr	Rev Mo
58	72	469585	715614459346	202108
4	73	469585	710625113949	202107
4	62	469585	718212568774	202106
4	53	469585	712620442232	202105
4	48	469585	719608364725	202104
4	28	469585	718511993098	202103
5	29	469585	711123338876	202102
5	35	469585	717212893794	202101
4	44	469585	712020815163	202012
4	53	469585	719010741810	202011
4	62	469585	719209971154	202010
4	72	469585	713118803801	202009
5	77	469585	712918825372	202008
4	72	469585	713518005499	202007
4	60	469585	710523168693	202006
4	49	469585	717711841351	202005
4	45	469585	715512961966	202004
4	33	469585	712818198520	202003
4	37	469585	712518318152	202002
5	38	469585	711021426540	202001
5	38	469585	716312217523	201912
4	53	469585	715112681473	201911
5	71	469585	716411967455	201910
8	71	469585	718810063497	201909
2	76	469585	710122411308	201908

Attachment

**Messages (Continued)**

situation by agencies who provide financial support to assist with bills. We will comply with any state orders to postpone these activities as long as necessary. Field personnel in the community performing collection activities will be following proper safety measures and take necessary precautions against the spread of COVID-19. Customers who are having difficulty paying their bills should call us to arrange a payment plan and request information on potential assistance programs to avoid termination. Customers are urged to contact us while enhanced payment arrangements are still available. Arrangements made prior to October 5, 2020 will not interfere with any future payment options customers may choose. For information about assistance programs residential customers may be eligible for, please visit [www.firstenergycorp.com/billsassist](http://www.firstenergycorp.com/billsassist). When disconnection activities resume, all normal collections practices will also resume including payment plan options, requirements for reconnections, and late payment charges.

**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.

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**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.

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**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.

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**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 1-800-686-9901 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).

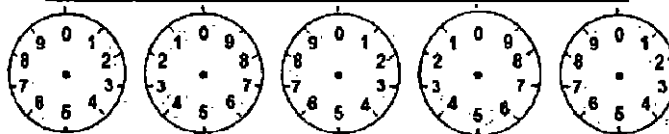
**The Ohio consumers' counsel (OCC)** represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.pickocc.org>

**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 data provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://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.



**Thurman**  
**Company**  
A Division of

Page 1 of 2  
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**Nurturing  
Company**

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**Messages (Continued)**

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](http://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.

An important message to dog owners - to ensure that our meter readers' visits to your home are safe and productive, please keep your dog secured in an area away from the path to your meter.

All of our employees wear photo ID badges. Always ask for an employee's ID before letting anyone in your home. If you are still not sure, please call the company.

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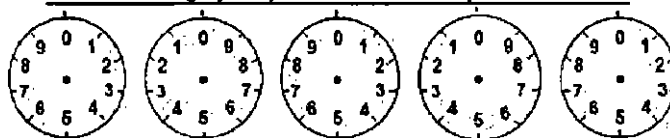
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If you have a DIGITAL METER write the numbers here.

**Billing Period:** Jul 08 to Aug 04, 2021 for 28 days  
**Bill For:** DANIEL O ODOEMENE  
 2091 LENNOX RD APT 1  
 CLEVELAND HEIGHTS OH 44106

August 09, 2021  
Account Number: 110 138 818 635  
**Amount Due: \$220.45**  
Due Date: August 23, 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

## Messagers

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 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 6.24 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](http://www.energychoice.ohio.gov).

Residential Service - 1350053182 - 6.24 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	1,635 KWH x 0.000000	\$0.00
Peak Demand Reduction	1,635 KWH x 0.000000	\$0.00
Renewable Energy	1,635 KWH x 0.001319	\$2.16

Your next meter reading is scheduled to occur on or about Sep 02, 2021.

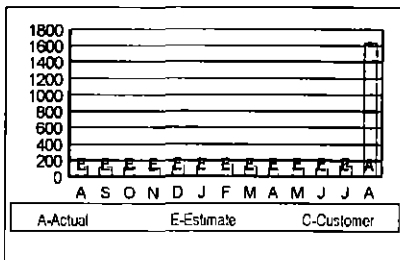
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Please note that an election to not be included on this list will not prevent Ohio Edison, The Illuminating Company or Toledo Edison from  
**Additional messages, if any, can be found on back.**

### Usage History

Aug 20	138	Feb 21	151
Sep 20	127	Mar 21	127
Oct 20	119	Apr 21	104
Nov 20	109	May 21	108
Dec 20	140	Jun 21	117
Jan 21	141	Jul 21	130
		Aug 21	1,636



Comparisons	Last Year	This Year
Average Daily Use (KWH)	5	58
Average Daily Temperature	77	72
Days in Billing Period	29	28
Last 12 Months Use (KWH)		3,008
Average Monthly Use (KWH)		251

### Account Summary

Amount Due

Previous Balance	24.90
Payments/Adjustments	-24.90
<b>Balance at Billing on Aug 09, 2021</b>	<b>0.00</b>
The Illuminating Company - Consumption	220.45
<b>Amount Due by Aug 23, 2021</b>	<b>\$220.45</b>

**Usage Information for Meter Number 469585**

Aug 04, 2021 KWH Reading (Actual)	9,373
Jul 08, 2021 KWH Reading (Estimate)	7,738
KWH used	1,635

### Charges From The Illuminating Company

Customer Number: 0806170229 1350053182	
Rate, Residential Service CE-RSF	
Customer Charge	4.00
Distribution Related Component	70.57
Cost Recovery Charges	43.86
Bypassable Generation and Transmission Related Component	102.00
<b>Current Consumption Bill Charges</b>	<b>220.45</b>

### Detail Payment and Adjustment Information

07/14/21	Payment	-24.90
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**Return this part with a check or money order payable to The Illuminating Company**



**76 South Main Street  
Akron, OH 44308-1890**

DANIEL O ODOEMENE  
2091 LENNOX RD APT 1  
CLEVELAND HEIGHTS OH 44108

Account Number: 110 138 818 635

Amount Paid	
Amount Due	\$220.45
Due Date	Aug 23, 2021

THE ILLUMINATING COMPANY  
PO BOX 3687  
AKRON OH 44309-3687

Attachment

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**Messages (Continued)**

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On July 7, 2021, in Case No. 21-0484-EL-ATA, the Public Utilities Commission of Ohio directed that all funds collected through the Conservation Support Rider (Rider CSR) be refunded to customers over a single billing cycle beginning August 1, 2021. An individual customer's refund will be based on the Rider CSR rates applied to the electricity used during the month of August. The average impact on the monthly electric bill of a typical residential customer using 750 kWh per month is a credit of approximately \$10.50.

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Call Payment Options at 1-800-686-9901 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).

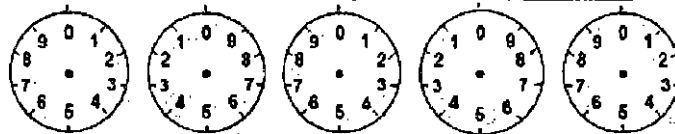
The Ohio consumers' counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.pickocc.org>.

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 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](http://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.

**Daniel Odoemene**  
**Account 110138818635**

<b>Invoice Date</b>	<b>Price to Compare</b>	<b>Supplier rate</b>
3/9/2020	5.12 cents per kWh	N/A
4/7/2020	5.13 cents per kWh	N/A
5/7/2020	5.24 cents per kWh	N/A
6/8/2020	5.26 cents per kWh	N/A
7/8/2020	5.50 cents per kWh	N/A
8/6/2020	5.44 cents per kWh	N/A
9/8/2020	5.36 cents per kWh	N/A
10/8/2020	4.73 cents per kWh	N/A
11/9/2020	4.79 cents per kWh	N/A
12/9/2020	4.79 cents per kWh	N/A
1/11/2021	4.79 cents per kWh	N/A
2/9/2021	4.81 cents per kWh	N/A
3/10/2021	4.81 cents per kWh	N/A
4/8/2021	4.82 cents per kWh	N/A
5/10/2021	4.88 cents per kWh	N/A
6/9/2021	5.21 cents per kWh	N/A
7/9/2021	6.35 cents per kWh	N/A
8/9/2021	6.24 cents per kWh	N/A

Attachment