

21-0958-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**

Daniel Odoemene	2091 Lennox Road	_	
Sustomer Name (Please Print)	Customer Address		
	Cleveland Heights	Ohio	44106
	City	State	Zip
Against			
	Account Number		
	110 138 818 635		
	Customer Service Address	i (if different fron	n above)
lluminating Company			
tility Company Name	City	State	Zip
of the pandemic, since March 2020 t	s below. Illuminating Company just info they have been giving me an estimated n	ormed me that be nonthly bill as	because opposed
calculated. I will explain my reasons of the pandemic, since March 2020 to the actual monthly bill because of all monthly bill sent to me promptly. March 2020 to August 2021 subtract August, 2021. This will give the actual billed me at rate as at August 2021 wonths.	s below. Illuminating Company just inforthey have been giving me an estimated not Covid-19 they were not allowed to enter. They decided to bill me for unpaid actuating the last estimated reading in July, 20 and consumption unpaid from March, 20 without acknowledging the rate of inflation	ormed me that be nonthly bill as or or the premises. Ital consumption 121 from the ac 20. However, to on over the lass	because opposed I paid n from ctual in hey t 18
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### **Public Utilities**

Case Number

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

of Ohio ketina pad St.

43215

Where 6.24 cents is rate as at August, 2021.

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

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

3. WHY IS my Bypassable Generation and Transmission Related Component NOT = 1635KWH \*-.-- cents = \$--.---

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.

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

Account	Balance	0.00	21.90	0.00	20.60	0.00	20.09	00.0	23.57	0.00	23.45	0.00	24.51	0.00	21.44	0.00	19.45	0.00	20.19	0.00	21.68	0.00	24.90	0.00		220.45	
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Adj	$\dot{\dashv}$																										
	Adj Amt																										
Payment	Amt	-23.12		-21.90		-20.60		-20.09		-23.57		-23.45		-24.51		-21.44		-19.45		-20.19		-21.68		-24.90			
	Due Date		09/22/20		10/22/20		11/23/20		12/23/20		01/25/21		02/23/21		03/24/21		04/22/21		05/24/21		06/23/21		07/23/21		021.	08/23/21	
Budget	Billing Amt																								on 08/04/2		
Total	Billing Amt		21.90		20.60		20.09		23.57		23.45		24.51		21.44		19.45		20.19		21.68		24.90		Era Energy Se	220.45	
Supplier	Billing Amt																								Supplier Switch Cleveland Electric Co to NOPEC - Next Era Energy Se on 08/04/2021.		
H	Billing Amt		21.90		20.60		20.09		23.57		23.45		24.51		21.44		19.45		20.19		21.68		24.90		Bectric Co to 1	220,45	
Read	Type		<u>ឆ</u>		ži Li		<u>.</u>		ŭ		ži Ož		ij		ŭ		ă		E E		Ĭ		ă		weland E	3 Act	
Daily	Ачегаде		4		4		4		4		r.		C)		4		4		4		4		4		Switch Cle	58	
Nbr	Days		30		33		30		32		30		31		30		29		30		32		30		ıpplier S	28	
Cons	Usage		127		119		109		140		141		151		127		104		108		117		130		ซื	1,635	
Meter	Reading		6,492		6,611		6,720		6,860		7,001		7,152		7,279		7,383		7,491		7,608		7,738			9,373	
Cons	Туре		KWH		ΚWΗ		KWH		Κ		KWH		KWH		KWH			KWH									
Read	Date		09/03/20		10/06/20		11/05/20		12/07/20		01/06/21		02/06/21		03/08/21		04/06/21		05/06/21		06/07/21		07/07/21			08/05/21 08/04/21	
Entry	Date	08/14/20	09/03/20	09/09/20	10/06/20	10/16/20	11/05/20	11/12/20	12/07/20	12/11/20	01/07/21	01/15/21	02/06/21	02/12/21	03/08/21	03/15/21	04/06/21	04/15/21	05/06/21	05/14/21	06/07/21	06/10/21	07/07/21	07/14/21		08/05/21	



August 06, 2021

DANIEL O ODOEMENE 2091 LENNOX RD APT I 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	<b>V</b>	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 Resul	lt RT	Read Ty	rpe Co	nsumption	Cons \$
07/08/2021	08/04/2021	28	9,373	14	Act	1,6	35	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	11	7	21.68
04/07/2021	05/06/2021	30	7,491	3	Est	10	3	20.19
03/09/2021	04/06/2021	29	7,383	3	Est	104	1	19.45
02/07/2021	03/08/2021	30	7,279	3	Est	12	7	21.44
01/07/2021	02/06/2021	31	7,152	3	Est	15	<u> </u>	24.51
12/08/2020	01/06/2021	30	7,001	3	Est	14:	l	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	<del></del>	20.60
08/05/2020	09/03/2020	30	6,492	3	Est	127	<u> </u>	21.90
07/07/2020	08/04/2020	_ 29	6,365	3	Est	138	3	23.12
06/05/2020	07/06/2020	32	6,227	3_	Est	134	1	21.73
05/05/2020	06/04/2020	31	6,093		Est	114	ļ	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	<b>3</b>	Est	100	5 	17.63
02/06/2020	03/05/2020	29	5,763	1	Act _	11!	<u> </u>	18.56
01/09/2020	02/05/2020	28	5,648	1	Act	124	l	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	9	20.71
10/09/2019	11/06/2019	29	5,232	1	Act	119	5	17.24
09/10/2019	10/08/2019	. 29	5,117		Act	136	5	19.90
08/08/2019	09/09/2019	33	4,981	14	Act	248	3	36.37
07/08/2019	08/07/2019	31	4,733	3	Est	5 <del>9</del>		12.01

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

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## Sample of previous months bill at a different rate

Diamenating Company

Bill Based On. Estimated Meter Reading, eBill

October 08, 2020

Account Number: 110 138 818 635

Amount Due: \$20.60

Due Date: October 22, 2020

Billing Period: Sep 04 to Oct 06, 2020 for 33 days
Bill For: DANIEL O ODOEMENE 2091 LENNOX RD APT 1 CLEVELAND HEIGHTS OH 44106

पुरेबक सेवेब सामके । सोता (के धेरे हे प्रोक्ता **। एक सहस्र ॥ ४**। श्र 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

89088898 · · · · · · · · · · · · · · · · ·	Account Sume
To avoid a 1.50% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date.	Previous Balance Payments/Adjustments
Your current PRICE TO COMPARE for generation and transmission	Balance at Billing on Oct 08, 2020
from The Illuminating Company is listed below. In order for you to	The Illuminating Company - Consumption
save money off of your utility's supply charges, a supplier must offer you a price lower than The Illuminating Company's price of 4.73 cents	Amount Due by Oct 22, 2020
per KWH for the same usage that appears on the bill. To review	Usage Information for المناسبة المناسب
available competitive supplier offers, visit the Public Utilities	Oct 06, 2020 KWH Reading (Estimate)
Commission of Ohio's "Energy Choice Ohio" website at	Sep 04, 2020 KWH Reading (Estimate)
www energychoico ohio gov.	KWH used
Residential Service - 1350053182 - 4.73 cents per KWH	Charges From The Ul

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.

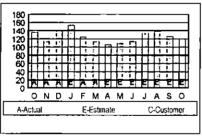
119 KWH x 0.003788 Energy Efficiency 50 45 Peak Demand Reduction 119 KWH x 0 000947 S0 11 Renewable Energy 119 KWH x 0 000864 SO 10

Your next meter reading is scheduled to occur on or about Nov 04, 2020.

If termination of service would be especially dangerous to your health or the health of someone in your household, please contact our office regarding certification of the related medical condition by a licensed physician, physician assistant, clinical nurse specialist, certified nurse practitioner, certified nurse-midwife or local board of health physician so that service can be maintained

We continue to find ways to assist customers during the coronavirus pandemic and its aftereffects. We will be restarting service terminations on October 5, 2020. If the termination date on your disconnection notice is on or after October 5, 2020, your service may be terminated for non-payment. These notices can be used as proof of Additional messages, if any, can be found on back.

	\Us	age History —	
Oct 19 Nov 19 Dec 19 Jan 20 Feb 20	136 115 139 153 124	Apr 20 May 20 Jun 20 Jul 20 Jul 20 Aug 20	106 110 114 134 138
Mar 20	115	Sep 20	127
		Oct 20	119



Comparisons	Last Year	This Year
Average Dally Use (KWH)	5	4
Average Daily Temperature	71	62
Days in Billing Period	29	33
Last 12 Months Use (KWH)		1,494
Average Monthly Use (KWH)		125

and the second publication of the second pub 21.90 -21.90 0.00 20.60 \$20.60 Meter Number 489585 x ... 6.611 7 6,492 119 KWH used Charges From The Uluminating Company Customer Number: 0806170229 1350063182 Rate Residential Service CF-RSF

Customer Charge
Distribution Related Component Distribution Related Component
Cost Recovery Charges
Bypassable Generation and Transmission Related Component
Current Consumption Bill Charges
Detail Payment and Adjustment Information

400 806 291 563 -473×119KWH

Return this part with a check or money order payable to The Illuminating Company

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** \$20.60 Oct 22, 2020 **Due Date** 

> THE ILLUMINATING COMPANY PO BOX 3687 AKRON OH 44309-3687

> > Aftachment

Messages (Continued)

situation by agencies who provide financial support to assist with bills. situation by agencies who provide financial support to assist with bitts. 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 thoir 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 onhanced payment arrangements are still available. Arrangements made prior to October 5, 2020 will not interfere with any future newment options customers may choose. For information about future newment options customers may choose. future payment options customers may choose. For information about assistance programs residential customers may be eliqible for please assistance programs residential customers may be enginee on please visit www.listenergy.comp.com/billassist. When disconnection activities resume, all normal collections practices will also resume including payment plan options, requirements for reconnections, and late payment charges.

THE RESERVE THE PROPERTY OF TH

Bypassable Generation and Transmission Related Component harges for purchasing power and delivering it through the transmission istem. These charges are avoided when switching to a Certified Retail Electric Service provider.

Cost Recovery Charges - Recovers previously incurred costs, including PUCD-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 tine 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

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

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 - Finday, from 8 a m. - 6 p.m.

Call Payment Options at 1-800-588-9901 Monday - Finday, from 8 a m. - 6 p.m.

Vistour weekster at hitm. Wivew firstensors com-

Visit our website at http://www.firstenergy.corp.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.

If you have a DIGITAL METER write the numbers here.

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 1-800-886-7826 (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 reby service).

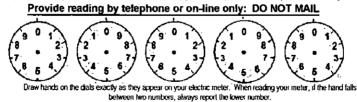
The Ohio consumers' counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622.

(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 1-800-688-1557) 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 1-865-283-8081.

To provide a customer meter reading, use the data provided and enter the reading on-line at www.firstenergycorp.com/aboutyourbill or by calting 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.



previous months bill at a different

Bill Based On Estimated Meter Reading, eBill

Billing Period: Apr 07 to May 06, 2021 for 30 days Bill For: DANIEL O ODOEMENE 2091 LENNOX RD APT CLEVELAND HEIGHTS OH 44106

Company

May 10, 2021

Account Number: 110 138 818 635

Amount Due: \$20,19

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

04/15/21 Payment

			1000	2000					
To avoid a	1.50%	Late	Payment	Charge	being	added	to	YOUR	b리.
please pay t	he Amo	ount (	Due by the	Due Da	te.			•	

please pay the Amount Due by the Due Laze.

Your current PRICE TO COMPARE for generation and transmission from The Illuminating Company is letted 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 Orbio's "Energy Choice Ohio" website at www energychoice.ohio gov.

Residential Service - 1350053182 - 4.88 cents per KWH

The information below shows specific charges for the neets of opens.

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	108 KWH x 0 0000000	\$0.00
Peak Demand Reduction	108 KWH x 0.000000	\$0.00
Renewable Energy	108 KWH × 0 000942	<b>S</b> D. 10

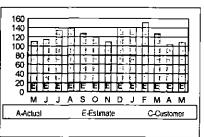
Your next meter reading is scheduled to occur on or about Jun 04, 2021.

For your safety, if your service has been disconnected, do not attempt to reconnect it. Whate this is illegal and could result in prosecution, removing a meter base or touching any of the wires can also cause death or serious injury through arcs of electricity, explosions or fire Meters are only to be accessed by authorized utility personnel

If termination of service would be especially dangerous to your health or the health of someone in your household, please contact our office regarding certification of the related medical condition by a licensed physician, physician's assistant, clinical nurse specialist, certified nurse practioner, certified nurse-midwife or local board of health physician so that service can be maintained

Additional messages, if any, can be found on back

May 20	110	Nov	20	109
Juní 20	114	Dec	20	140
ul 20	134	Jan	21	141
lug 20	138	Feb	21	151
ep 20	127	Mar	21	127
ct 20		Apr	21	104
		May	21	108



Comparisons	Last Year	This Year
Average Daily Use (KWH)	4	4
Average Daily Temperature	49	53
Days in Billing Period	31	30
Last 12 Months Use (KWH)		1.512
Average Monthly Use (KWH)		126
• • • •		

Previous Balance 19 45 Paymonts/Adjustment -19.45 Balance at Billing on May 10, 2021 0.00 The Illuminating Company - Consumption 20.19 Amount Due by May 24, 2021 \$20.19 क्षित्र व्यक्त Usage Information for Meter Number 469585 May 06, 2021 KWH Reading (Estimate) Apr 07, 2021 KWH Reading (Estimate) KWH used 7 491 7,383 108 Customer Number: 0806170229 1350053162 Rate: Residential Service CE-RSF Customer Charge
Distribution Related Component 4 00 6.59 Cost Recovery Charges 4 33 5 27 Bypassable Generation and Transmission Related Component Current Consumption Bill Charges Detail Payment and Adjustment Information 20,19

+4.88 x 108KMH

-19 45

Return this part with a check or money order payable to The Illuminating Company

76 South Main Street Akron, OH 44308-1890 <u>Nummating</u> Company

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

Account Number:	110 138 818 635
Amount Paid	
Amount Due	\$20.19
Due Date	May 24, 2021

THE ILLUMINATING COMPANY PO BOX 3687 AKRON OH 44309-3687

Invoice Number: 90137115395 Page 2 of 2

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.firstenergy.corp.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 note that an election to not be included on this list will not prevent Unit 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 tolephone 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.

#### completes and the programmer of Explanation of Terms when we represent

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 PUCQ-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 maintonance.

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 (Killowatt 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 owod 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

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 comptaints about your illuminating Company account or for a written explanation of the Price to Compane.

Catl Customer Service at 1-800-589-3101 Monday - Friday, from 8 a.m. - 6 p.m.

Catl 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 44306-1890.

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 ubility, or for general utility information, residential and business customers may contact the public utilities commission of Onio (PUCO) for assistance at 1-800-686-7826 (toll free) from 8 a m. to 5 p m. weekdays, or at http://www.puco.onio.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 customors in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (totl-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/aboutyourball or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of those 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,

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

07/14/21 Payment

 	7 1705554400	 
	Payment Char Due by the Due	d to your bill,

CLEVELAND HEIGHTS OH 44106

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 tower than The Illuminating Company's price of 6/24 cents you a price tower durin the internating Company's price to 24 cents por KWH for the same usage that appears on the bill. To review available competitive supplier offers, visit the Public Utilities Commission of Chiefs "Energy Choice Ohio" website at www.energychoice.ohio.gov.

Residential Service - 1350053182 - 8.24 cents per KWH

Billing Period: Jul 08 to Aug 04, 2021 for 28 days Bill For: DANIEL O ODDEMENE DANIEL O ODOEMENE 2091 LENNOX RD APT 1

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	S2 16
Your next meter reading	is scheduled to occur on or	about

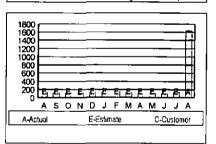
Sep 02, 2021. An important message to dog owners - to ensure that our meter readers' visits to your home are safe and productive, please keep your

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			ge History	
Aug	20	138	Feb 21	151
Aug 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	1,635



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

Account Summary was a series of Amount Due Previous Balance 24 90 -24 90 Payments/Adjustments Balance at Billing on Aug 09, 2021 0.00 The Illuminating Company - Consumption 220.45 Amount Due by Aug 23, 2021 \$770 45 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 Distribution Related Component 4.00 70.57 cents x 1635 KW H Cost Recovery Charges
Bypassable Generation and Transmission Related Component 43.88 102.00->6.24 Current Consumption Bill Charges

Dotail Payment and Adjustment Information 220.45

> Return this part with a check or money order payable to The Illuminating Company

76 South Main Street Akron, OH 44308-1890 <u>Illummating</u>

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

Page 2 of 2

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 por month is a credit of approximately \$10 50.

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#### Daniel Odoemene Account 110138818635

Invoice Date	Price to Compare	Supplier rate
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