

FILE

October 10, 2021

Daniel E. Fullin, Attorney Examiner for Case No. 21-0950-EL-CSS
Public Utilities Commission of Ohio
180 East Broad Street
Columbus, Ohio 43215-3793

PUCO

2021 OCT 20 AM 7:32

RECEIVED-REGISTRATION DIV

Dear Mr. Fullin,

I am writing to request that the \$28.29 monthly opt-out surcharge The Cleveland Electric Illuminating Company (CEI) is imposing on me, which as explained in my formal complaint is illegal per the Americans with Disabilities Act, be placed in the disputed charge status Ms. Grady described to me previously when she was assisting with my informal complaint.

As you can see in the enclosed copy of my August 2021 CEI bill, in the "Messages" section on the left hand side, it says: "Because you previously declined the installation of a smart meter or elected to have the smart meter's communication disabled, starting next month a \$28.29 monthly charge will be included in the Distribution Related Charges on your bill from The Illuminating Company for manually reading your meter. The Public Utilities Commission of Ohio (PUCO) approved this monthly charge of \$28.29 in Case Number 20-385-EL-ATA."

CEI then implemented that illegal surcharge on my September bill. The Distribution Related Charges line item on my past seven bills prior to September had been:

Bill due March 2 \$11.59

Bill due April 1 \$29.27

Bill due April 28 \$12.97

Bill due May 28 \$13.99

Bill due July 1 \$23.46

Bill due August 2 \$27.34

Bill due August 31 \$22.37

Now suddenly on the bill that was due September 30, the Distribution Related Charges were \$49.69. \$49.69 minus the illegal \$28.29 surcharge equals \$21.40, which obviously is in line with the usual amount of Distribution Related Charges on my bill. Thus, although they are hiding it in my bill, CEI has begun billing me with their illegal surcharge.


I am on CEI's Equal Payment Plan so the amount I owed by September 30 remained my usual \$59. However, as you can see here https://www.firstenergycorp.com/help/billingpayments/ways-to-pay/equal_payment_plan.html, my account is "reviewed quarterly and the payment amount adjusted, if necessary.... On the anniversary month of your enrollment, the amount due is adjusted - higher or lower than your usual amount - in order to bring your balance for the year to zero. Then your account is reviewed annually to ensure the appropriate payment amount for the new plan year." My anniversary date is May 28 so, as best I can figure, CEI's quarterly review of my account when they adjust my payment amount likely happened last month and will be reflected on my October bill or will happen next month. Needless to say, the quarterly review will result in my bill going forward being raised by \$28.29/month to cover the illegal surcharge.

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Technician Nubbe Date Processed 10/20/21

Thus, I am requesting that the illegal \$28.29 surcharge already levied in September and slated for October and subsequent months' billing be placed in the disputed charge status so CEI cannot take any action to collect it from me, including by raising my \$59 monthly payment.

Many, many thanks for your assistance.

Sincerely,

A handwritten signature in black ink that reads "Judy DeFrench". The signature is written in a cursive, flowing style.

Judy DeFrench
1156 East Miner Road
Mayfield Heights, OH 44124

Enclosure

CC: Christopher A. Rogers
BENESCH, FRIEDLANDER, COPLAN & ARONOFF LLP
200 Public Square, Suite 2300
Cleveland, Ohio 44114-2378



Bill Based On Estimated Meter Reading Equal
Payment Plan

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Billing Period: Jul 18 to Aug 12, 2021 for 28 days
Bill For: JUDITH DEFRENCH
1156 E MINER RD
MAYFIELD HEIGHTS OH 44124

August 17, 2021
Account Number:

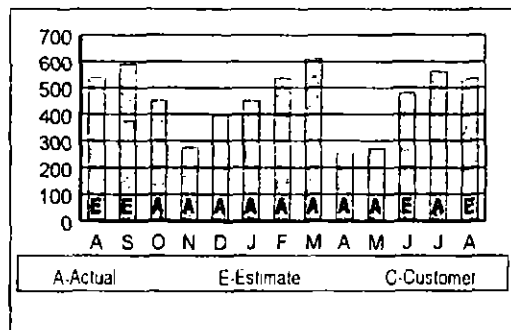
Amount Due: \$59.00

Due Date: August 31, 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 150% Late Payment Charge being added to your bill please pay the Amount Due by the Due Date	Previous Balance	59.00
Because you previously declined the installation of a smart meter or elected to have the smart meter's communication disabled, starting next month a \$28.29 monthly charge will be included in the Distribution Related Charges on your bill from The Illuminating Company for manually reading your meter. The Public Utilities Commission of Ohio (PUCO) approved this monthly charge of \$28.29 in Case Number 20-385-EL-ATA. Please visit www.firstenergycorp.com/Ohio smartmeter or call 855-344-3400 for more information.	Payments/Adjustments	-59.00
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	Balance at Billing on Aug 17, 2021	0.00
Residential Service - 1410086077 - 6.24 cents per KWH	The Illuminating Company - Payment Plan Amount	37.00
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.	NOPEC - NextEra Energy Services Ohio - Payment Plan Amount	22.00
Energy Efficiency 535 KWH x 0.000000 \$0.00	Total Current Charges	59.00
Peak Demand Reduction 535 KWH x 0.000000 \$0.00	Amount Due by Aug 31, 2021	\$59.00
Renewable Energy 535 KWH x 0.001319 \$0.71	Your actual account balance is \$102.80.	
Your next meter reading is scheduled to occur on or about Sep 13, 2021	Usage Information for Meter Number 1023480	
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.	Aug 12, 2021 KWH Reading (Estimate)	2,078
Additional messages, if any, can be found on back.	Jul 18, 2021 KWH Reading (Actual)	1,543
	KWH used	535
	Charges From The Illuminating Company	
	Customer Number	
	Rate - Residential Service CE-RSD	
	Customer Charge	4.00
	Distribution Related Component	22.37
	Cost Recovery Charges	15.09
	Current Consumption Bill Charges	41.46
	Charges From NOPEC - NextEra Energy Services Ohio	
	NOPEC 31320 Solon Road, Suite 20 Solon OH 44139	
	NEXTERA Customer Service 1-855-667-3201	
	ENERGY SERVICES Account Number 3EN-F587	
	Please note: Your Certified Retail Electric Service Provider has changed your supply rate.	
	Billing Period: Jul 18, 2021 to Aug 12, 2021	
	Basic Charge 535 KWH x 0.058632	31.40
	Total NOPEC - NextEra Energy Services Ohio Charges	31.40
	Detail Payment and Adjustment Information	
	07/28/21 Payment	-59.00
	Account Balances by Company	
	Previous Balance Payments/ Adjustments Current Charges Amount Due	
	The Illuminating Company 37.00 -37.00 37.00 37.00	
	NOPEC - NextEra Energy Services Ohio 22.00 -22.00 22.00 22.00	
	Total 59.00 -59.00 59.00 59.00	
	Equal Payment Plan (EPP) Summary	
	Actual Charges Billed During 3 EPP Months	220.80
	EPP Amount During 3 EPP Months	177.00
	Difference Between Actual Charges and EPP Amount	43.80



Comparisons	Last Year	This Year
Average Daily Use (KWH)	19	19
Average Daily Temperature	75	73
Days in Billing Period	29	28
Last 12 Months Use (KWH)		5,412
Average Monthly Use (KWH)		451