NC FILE

Ohio | Public Utilities Commission

22-0450-EL-CSS
Case Number

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

Formal Complaint Form

Robert A. Neidert
Customer Name (Please Print)

2444 Shadow Lane
Customer Address

Stow | OH | 44224
City | State | Zip

Against

110008538040
Account Number

Customer Service Address (if different from above)

Ohio Edison (a First Energy Company)
Utility Company Name

City | State | Zip

This is in reference to Case #00738359.

In the letter received from Ohio Edison (First Energy) in August 2020, the installation company (Wellington Energy) used by Ohio Edison was to call ahead prior to installation (24-48 hours prior) of the so-called 'smart' meter and thus did not allow me to refuse the installation. The installation company did not, as stated in the letter, call the day of the installation. (See Exhibit A letter from Ohio Edison [First Energy] received August 2020). The meter was installed, based on the bill received for usage, on or about November 21, 2020. I was out of town when it was installed, returning on December 3, 2020.

Based on this, I am requesting the removal of the 'smart' meter and replacing it with the original analog meter at no cost to me, the customer.
In addition, I will read the meter (so as not to be charged a monthly fee of approximately $28.29; for years and years previous, Ohio Edison never charged for reading the analog meter) and provide the reading to Ohio Edison Customer Service either via telephone or a scanned copy via e-mail. For that purpose, Ohio Edison provides, on page two of their bill, dials as on the analog meter. See Exhibit B, page 2.

RECEIVED-DOCKETING DIV
2022 APR 22 PM 1:37
PUCO

It 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 MN Date Processed APR 22 2022

Your power is about to get **BRIGHTER.**

Exhibit 1

5

T6 P1
016959

ROBERT A NEIDERT
OR CURRENT RESIDENT
PO BOX 2320
STOW, OH 44224-1100

opened 8-24-2020

344-3400

888-554-

SERVICE ADDRESS:
2444 SHADOW LN
STOW OH 44224

Never allow a call

Dear Customer,

In the next few weeks, we will be installing smart meters on homes and businesses in your area. This effort is part of a three year investment approved by the Public Utilities Commission of Ohio to modernize the electric distribution system in Ohio with advanced automation equipment, real-time voltage controls and the installation of 700,000 smart meters.

This step toward a more modernized electric system will enable automated meter readings and may enhance our ability to respond to outages faster and more efficiently.

Plus, in the future, you will have access to more detailed energy information through our online Home Energy Analyzer tool that will help you better understand your electricity use – which means you can then make informed decisions on how to manage and control your electricity consumption.

Exchanging your current meter with a smart meter takes very little time and even less effort from you. In fact, if your meter is readily accessible, you may not even need to be there when it occurs. You will receive a phone call 24-48 hours prior to your installation date to notify you of your appointment. On the day of the installation, an installer will call you to let you know they are installing your meter. If we are unable to make contact prior to installation date, we will attempt the exchange if the meter is not located inside the premises.

In order to adhere to social distancing guidelines, we will no longer be leaving door hangers once our visit is complete. Please be aware that all of our installers will be carrying a photo identification badge from FirstEnergy. In addition, FirstEnergy installers will have FirstEnergy uniforms and trucks. Wellington Energy installers will wear a brown uniform with a Wellington logo and their white trucks will have Wellington Energy and FirstEnergy logos. If an installer cannot show you an identification badge, or if you have a concern about that person's identity, please call Wellington Energy at 888-895-1044.

There will be a brief interruption in your electric service when the meter is being installed, so you may need to reset some of your electronic equipment.

Be assured that the smart meter technology being implemented has been rigorously tested and proven by manufacturers to be accurate, safe and secure in systems throughout the country. If you have any questions about your installation, please call Wellington Energy at 888-895-1044. If you'd like more information about our smart meter program, please visit our website at **firstenergycorp.com/Ohiosmartmeter**.

Thank you.

FirstEnergy®

Ohio Edison • The Illuminating Company • Toledo Edison

OhioEdison
A FirstEnergy Company

Bill Based On: Actual Meter Reading

March 21, 2022
Account Number: 110 008 538 040
Amount Due: $77.46
Due Date: April 04, 2022

Billing Period: Feb 15 to Mar 16, 2022 for 30 days
Bill For: ROBERT A NEIDERT
2444 SHADOW LN
STOW OH 44224

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-633-4766. For Payment Options, call 1-800-686-3421. Pay your bill online at www.firstenergycorp.com
Bill Issued by: Ohio Edison, PO Box 3687, Akron OH 44309-3687

Messages

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 Ohio Edison 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 Ohio Edison's price of 4.89 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.
Residential Service - 0001456415 - 4.89 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	606 KWH x 0.000000	$0.00
Peak Demand Reduction	606 KWH x 0.000000	$0.00
Renewable Energy	606 KWH x 0.002084	$1.26

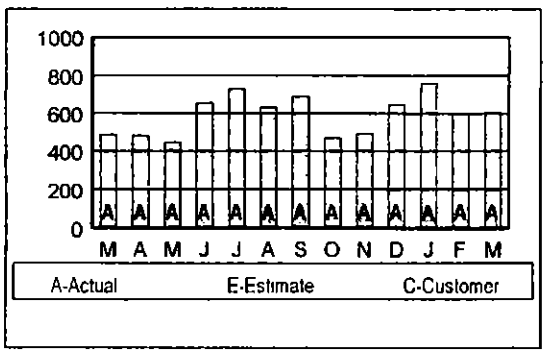
Your next meter reading is scheduled to occur on or about Apr 18, 2022.

The Earned Income Tax Credit (EITC) is a tax credit for certain lower-income families and individuals. For information and to determine if you qualify, simply dial 800-829-1040, or visit irs.gov/individuals.

Additional messages, if any, can be found on back.

Usage History

Mar 21	488	Sep 21	688
Apr 21	480	Oct 21	470
May 21	448	Nov 21	493
Jun 21	655	Dec 21	644
Jul 21	729	Jan 22	760
Aug 21	631	Feb 22	594
		Mar 22	606



Comparisons	Last Year	This Year
Average Daily Use (KWH)	17	20
Average Daily Temperature	38	38
Days In Billing Period	29	30
Last 12 Months Use (KWH)		7,198
Average Monthly Use (KWH)		600

Account Summary

	Amount Due
Previous Balance	75.41
Payments/Adjustments	-75.41
Balance at Billing on Mar 21, 2022	**0.00**
Ohio Edison	47.64
Energy Harbor LLC - Consumption	29.82
Total Current Charges	**77.46**
Amount Due by Apr 04, 2022	**$77.46**

Usage Information for Meter Number 5002422342

Mar 16, 2022 KWH Reading (Actual)	9,378
Feb 15, 2022 KWH Reading (Actual)	8,772
KWH used	606

Charges From Ohio Edison

Customer Number. 0801974003 0001456415
Rate: Residential Service OE-RSD

Customer Charge	4.00
Distribution Related Component	30.83
Economic Development Component	0.02
Cost Recovery Charges	14.66
Consumer Rate Credit	-1.87
Current Consumption Bill Charges	**47.64**

Charges From Energy Harbor LLC

energy harbor
168 E Market St, Akron, OH 44308
Customer Service: 1-888-254-6359
Account Number: 48677027 Rate: FES-8092

Billing Period: Feb 15, 2022 to Mar 16, 2022

Basic Charge	606 KWH x 0.049208	29.82
Total Energy Harbor LLC Charges		**29.82**

Detail Payment and Adjustment Information

02/24/22 Payment	-75.41

Account Balances by Company

	Previous Balance	Payments/ Adjustments	Current Charges	Amount Due
Ohio Edison	46.19	-46.19	47.64	47.64
Energy Harbor LLC	29.22	-29.22	29.82	29.82
Total	**75.41**	**-75.41**	**77.46**	**77.46**

#7785
3/21/22

Messages (Continued)

Exhibit B

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.

Cost Recovery Charges - Recovers previously incurred costs, including PUCO-approved Phase-In Recovery Charges OE collects from all customers on behalf of OE 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 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 watts used for one hour.

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.

Important Information

If you have billing questions or complaints about your Ohio Edison account or for a written explanation of the Price to Compare:

Call Customer Service at 1-800-633-4766 Monday - Friday, from 8 a.m. - 6 p.m.

Call Payment Options at 1-800-686-3421 Monday - Friday, from 8 a.m. - 6 p.m.

Visit our website at http://www.firstenergycorp.com

Write to us at Ohio Edison, 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.

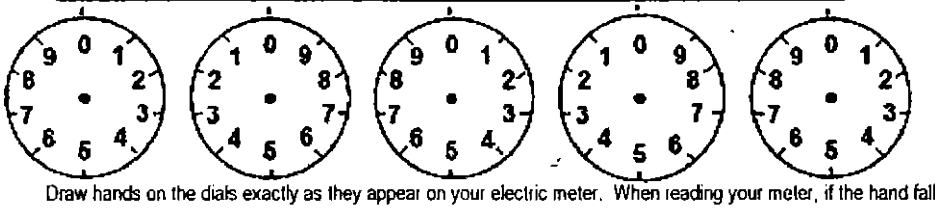
For Energy Assistance: Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8 a.m. and 5 p.m.

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 dials provided and enter the reading on-line at www.firstenergycorp.com/aboutyourbill or by calling 1-800-633-4766. 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.