

Case# 00748387

RECEIVED-SOCKETING DIV 22-237-EL-658
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Dear Judge

PUCO

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Technician JK Date Processed 6.2.22

I stated in my complaint before a representative stated they were going off last year's usage which is unfair I didn't live there last year and my usage is much different from others. Illuminating company records all calls so it should be on their recording for Feb 2022 I don't remember the date because I had called them a lot about my bill. In Mar I representative from PUCO Maureen Harbolt email me this letter on the second page stating almost the same thing. The usage is in line with prior history at my address this is so untrue of the usage I use Judge. I just switch over to Clean energy company getting rid of First energy all I asked was if they will pay half of the 179.00 because all that usage I didn't use. Thank you much..

FILE

 Inbox

PUBLIC UTILITIES COMMISSION OF OHIO - Case #: 007...



Thank you for contacting the Public Utilities Commission of Ohio (PUCO) and allowing me to address your concerns regarding the Cleveland Electric Illuminating Company (CEI).

In your complaint, you state your recent CEI bill was \$150, and you do not believe this is accurate and are disputing the charges.

I reached out to CEI, and the company responded that you contacted them regarding your bill on February 17, 2022, for the service period of January 18, 2022 to February 15, 2022. When you inquired why your bill had increased the representative advised that the usage at this address is higher every year during the winter months, and that heating is the cause. The company advised the usage is in line with the prior history at the address. The company provided a statement of account (attached), which shows the company is obtaining actual readings.

During the winter heating season and summer cooler season, your electric bill will go up, primarily due to both the market cost of electric, which tends to increase on a national scale during these high-use months, and due to increased electric usage to heat and cool your home. The market cost of electric is not controlled by the PUCO but is determined by the market price which is based on demand and the cost of production. You may want to consider participating in the electric choice program, so you can choose the supplier of your electric. You can shop for electric suppliers at www.energychoice.ohio.gov. Additionally, the PUCO can recommend several ways to help you use your electric more efficiently, which could lower your bill. You can visit our website at www.PUCO.Ohio.gov and search "Energy and Water Conservation Tips" for cost saving suggestions.

The CEI representative offered energy saving tips, and an Equal Payment Plan to level out the bills, but you declined.

Should you have any additional utility-related questions, please do not hesitate to contact the PUCO Call Center at (800) 686-PUCO (7826) or visit our website at www.PUCO.ohio.gov.

Sincerely,

Maureen Harbolt

Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)

www.PUCO.ohio.gov

