



Public Utilities
Commission

FILE

21-25-EL-COS

Case Number

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

Formal Complaint Form

BOYCE PARKER

Customer Name (Please Print)

CATHERINE

9505 ST. CATHERINE AVE

Customer Address

CLEVELAND OHIO 44104

City

State

Zip

Against

110067265337

Account Number

Customer Service Address (if different from above)

ILLUMINATING COMPANY

Utility Company Name

City

State

Zip

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

CEI METER READING WAS ON AUG. 7, 2022 WHICH IS A SUNDAY
WHEN CEI DON'T READ METERS THAT IS WHAT CEI TOLD ME,
THE READING CEI SENT ME FOR AUG 7, 2022 WAS 1979,
MY PICTURE FOR MY METER IS 1968 KWH CEI ADDED
14 WATTS THAN IT WAS.

HACKING PROOF

PICTURES DON'T LIE

HOW CAN MY METER JUMP

FROM 1968 TO 1979 IN THE
SAME PERIOD OF DAY

COPY 1 OF 3

Boyce Parker AUG 10, 2022

Signature

(216) 278-6246

Customer Telephone Number

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.

Billing Period: Jul 08 to Aug 07, 2022 for 31 days
Bill For: BOYCE PARKER
9505 SAINT CATHERINE AVE
CLEVELAND OH 44104

August 10, 2022

Account Number: 110 067 265 337

Amount Due: \$54.40

Due Date: August 24, 2022

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 1.50% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date.	Previous Balance	47.75
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 6.79 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 .	Payments/Adjustments	-47.75
Residential Service - 1530060287 - 6.79 cents per KWH	Balance at Billing on Aug 10, 2022	0.00
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	The Illuminating Company - Consumption	54.40
	Amount Due by Aug 24, 2022	\$54.40
	Usage Information for Meter Number 5002829916	
	Aug 07, 2022 KWH Reading (Actual)	1,979
	Jul 08, 2022 KWH Reading (Actual)	1,605
	KWH used	374
	Charges From The Illuminating Company	
	Customer Number: 0800726312 1530060287	
	Rate: Residential Service CE-RSF	
	Customer Charge	4.00
	Distribution Related Component	19.10
	Cost Recovery Charges	7.78
	Bypassable Generation and Transmission Related Component	25.39
	Consumer Rate Credit	-1.87
	Current Consumption Bill Charges	54.40
	Detail Payment and Adjustment Information	
	07/18/22 Payment	-47.75

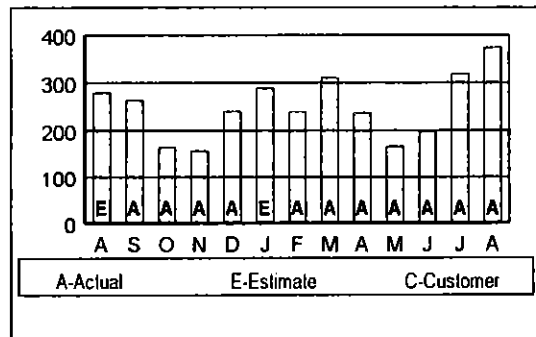
Energy Efficiency	374 KWH x 0.000000	\$0.00
Peak Demand Reduction	374 KWH x 0.000000	\$0.00
Renewable Energy	374 KWH x 0.002084	\$0.78

Your next meter reading is scheduled to occur on or about Sep 08, 2022.

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 - 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

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

Usage History			
Aug 21	279	Feb 22	238
Sep 21	264	Mar 22	310
Oct 21	164	Apr 22	237
Nov 21	156	May 22	166
Dec 21	239	Jun 22	197
Jan 22	289	Jul 22	318
		Aug 22	374



Comparisons	Last Year	This Year
Average Daily Use (KWH)	10	12
Average Daily Temperature	73	75
Days in Billing Period	28	31
Last 12 Months Use (KWH)		2,952
Average Monthly Use (KWH)		246

MY PICTURE SHOWS 1968 KWH ON AUG. 7, 2022 NOT 1979

COPY 2 OF 3

Messages (Continued)

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.

A new bill calculator is available online for Ohio customers. To view the calculator, please visit our website.

https://firstenergycorp.com/customer_choice/ohio/_ratecalculator.html

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.

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 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 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 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).

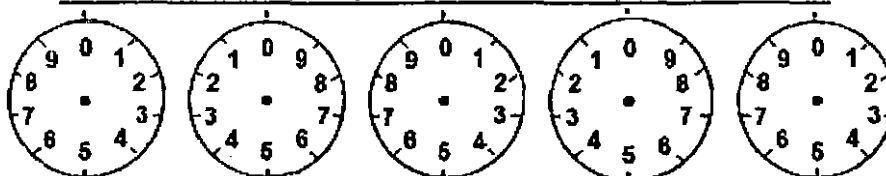
The Ohio consumers' counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.pickocc.org>.

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 dials provided and enter the reading on-line at 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.

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SUNDAY
AUG. 07, 2022

401000 00.00 00.00
kW h

CL200 240V 3W TYPE C2S0D 30TA 1.0Kh

FirstEnergy

CA 0.5
FM2S
60Hz



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ITRON IP - MESH

5 002 829 916

Q050626

OpenWay
ITRON

11/21



AUG 07, 2022

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FirstEnergy

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