ALAN JONES	)	
Complainant,	)	
	)	
	)	
vs.	)	Case No. 22-16-EL-CSS
	)	
The Cleveland Electric	)	
Illuminating Company	)	
	)	
Respondent.	)	

Electronic Filing Complainant's Exhibit 3

Exhibit 3. Document from PUCO to Alan Jones in PUCO Case ID: AJON080416E3. Meter information and case discovery. Seventy two (72) Pages plus this cover page.

Submitted by;

Alan Jones
410 Wakefield Run Blvd.
Hinckley, Ohio 44233
216-408-4346
alanmichele@roadrunner.com

Ohio | **Public Utilities Commission**

Asim Z. Haque, Chairman

Commissioners

Lynn Slaby
M. Beth Trombold
Thomas W. Johnson
M. Howard Petricoff

Complainant's Exhibit 3, 72 Pages

October 12, 2016

Alan Jones
410 Wakefield Run Blvd
Hinckley, OH 44233

CASE ID: AJON080416E3

Dear Mr. Jones:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Enclosed is the necessary information for filing a formal complaint.

Please note that all filings must be made on 8-1/2 by 11 inch paper. You must provide one original and two copies of the complaint.

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,

Mariner Taft
Customer Service Investigator
Service Monitoring and Enforcement Department

Enclosure - formal complaint packet & case history

How to File a Complaint with the Public Utilities Commission of Ohio

There are two ways you can file a complaint with the Public Utilities Commission of Ohio (PUCO). One is an informal complaint, which is handled by the staff of the PUCO's Service Monitoring and Enforcement Department, and the other is a formal complaint, which is handled by the PUCO's Legal Department staff and ultimately decided by the PUCO's Commissioners.

Informal Complaint Procedure

Most utility complaints can be resolved by the staff of the PUCO's Call Center through an informal process. The Call Center can be reached at (800) 686-PUCO (7826) from 8:00 am to 5:00 pm Monday through Friday. Consumers can also fill out the online informal complaint form available at www.PUCO.ohio.gov, or can write to the PUCO at 180 East Broad Street, Columbus, Ohio, 43215.

When you contact the PUCO, please be prepared to provide the facts about your complaint clearly and completely. After your initial contact with our Call Center, an investigator will contact the utility and try to resolve your issue in a way that is agreeable to both you and the company. If the investigator is unable to resolve your informal complaint, you have the right to file a formal complaint against the utility company in accordance with Ohio Revised Code Section 4905.26.

Formal Complaint Procedure

The following information outlines the formal complaint procedure and contains a form you can use to initiate your formal complaint. Please be sure to read the following information carefully. There are procedures that must be followed in order for your formal complaint to be investigated further by the PUCO.

A formal complaint states in writing the reason for your complaint. The filing of a formal complaint starts a case before the PUCO. The proceedings involved in the formal complaint process are similar to those held in a court of law. Certain rules must be followed during the formal complaint process.

Your complaint should include:

- Your name, address, and telephone number.
- The account number and service address your complaint is referencing.
- A statement indicating whether you are a customer of the utility company.
- The name of the public utility you are filing a complaint against.
- A brief statement that summarizes the facts which are the basis of your complaint, including the time period involved in your complaint.
- A brief statement that describes what you would like the Commission to do about your complaint.

Your complaint should show that a rule, tariff, rate, charge or practice affecting the service of the public utility is unjust and unreasonable or that the public utility has:

- Violated the law.

- Failed to follow the rules and regulations on file with the PUCO.

- Discriminated against you.

- Provided you with inadequate service.

- Failed to provide you with service.

When you have completed the formal complaint form, please mail **one original and two copies on 8 ½" x 11" paper to:**

Public Utilities Commission of Ohio

Docketing Division

180 E. Broad St.

Columbus, OH 43215-3793

Once the PUCO receives your complaint, a case number will be assigned to the complaint and a copy will be mailed to the utility with instructions to file an answer and any other response with the Commission within 20 days. The utility will also provide you with a copy of its answer or other response.

Be sure to include your case number on any information or response that you send to the PUCO that is related to your case.

An attorney examiner from the PUCO will then be assigned to review your complaint and the utility's response to determine jurisdiction and if reasonable grounds for your complaint exist. If the attorney examiner determines that there are reasonable grounds and jurisdiction for your complaint, the attorney examiner will schedule a prehearing settlement conference and a hearing on separate days. Both the settlement conference and hearing will be held at the PUCO's offices in Columbus.

The PUCO has made it a policy to conduct prehearing settlement conferences for every complaint case brought before it. The PUCO wants to ensure that every attempt to settle the matter to the satisfaction of both parties has been made before a formal hearing is held. An attorney examiner, who has not been assigned to the complaint, presides over the settlement conference. If a resolution to the complaint is still not achieved by the end of the settlement conference, the public hearing will be held on the scheduled date.

Both sides must attend the settlement conference. The prehearing settlement conference gives each side an opportunity to discuss the issues relevant to the complaint, allow both sides to ask questions of each other, and provide an atmosphere where there is ample opportunity to resolve the complaint. Failure to attend the settlement conference may result in the Commission concluding that you do not wish to pursue your claims and dismissing the complaint.

At the public hearing if the party filing the complaint (complainant) is a corporation an attorney must represent that party. In all complaint cases, the complainant must prove the allegations he/she is

making. The complainant must be prepared to attend the public hearing and present any and all evidence that supports the complaint. The utility will have a chance to present its side of the story. After the hearing, the Commission will review the evidence presented in the case and issue a decision in the form of a written "Opinion and Order". The Commission will base its decision on the evidence presented and Ohio law. You will receive a copy of the Commission's decision by mail. Both you and the utility can ask the Commission to reconsider its decision. The reconsideration request must be made within 30 days from the date of the Commission issues its decision.

Helpful Provisions in Ohio Law

4901-9-01 Ohio Administrative Code

<u>Complaint proceedings</u>

(A)   All complaints filed under section 4905.26 of the Revised Code, except complaints filed by a public utility concerning a matter affecting its own product or service, shall be in writing and shall contain the name of the public utility complained against, a statement which clearly explains the facts which constitute the basis of the complaint, and a statement of the relief sought. Sample complaint forms may be obtained by contacting the commission's Service Monitoring and Enforcement Department. If discrimination is alleged, the facts that allegedly constitute discrimination must be stated with particularity. Upon receipt of such a complaint, the docketing division shall serve a copy of the complaint upon the public utility complained against, together with instructions to file an answer with the commission in accordance with the provisions of this rule. The public utility complained against shall file its answer with the commission within twenty days, or such period of time directed by the commission, the legal director or attorney examiner assigned to the case, after the mailing of the complaint, and shall serve a copy upon all parties in accordance with rule 4901-1-05 of the Administrative Code. An answer must be filed in accordance with this paragraph, whether or not the public utility files a motion to dismiss the complaint or any other motion in response to the complaint.

(B)   Each defense to a complaint shall be asserted in an answer. In addition, the following defenses or assertions may, at the option of the public utility complained against, also be raised by motion.

(1) Lack of jurisdiction over the subject matter;

(2) Lack of jurisdiction over the person;

(3) Failure to set forth reasonable grounds for complaint; and

(4) Satisfaction of the complaint or settlement of the case.

(C)   The public utility shall state in its answer, in short and plain terms, its defenses to each claim asserted, and shall admit or deny the allegations upon which the complainant relies. If the public utility is without sufficient knowledge or information to form a belief as to the truth of an allegation, it shall so state and this has the effect of a denial. If the public utility intends in good faith to deny all of the allegations in the complaint, it may do so by general denial. If it does not intend to deny all of the allegations in the complaint, it shall either make specific denials of designated allegations or paragraphs, or generally deny all allegations except those

allegations or paragraphs that it expressly admits. Unless otherwise ordered by the commission, the legal director, or the attorney examiner assigned to the case, all material allegations in the complaint which are not denied in the answer shall be deemed admitted for purposes of the proceeding.

(D)   If a person filing a complaint against a public utility is facing termination of service by the public utility, the person may request, in writing, that the commission provide assistance to prevent the termination of service during the pendency of the complaint. The person must explain why he or she believes that service is about to be terminated and why the person believes that the service should not be terminated. A person making a request for assistance must agree to pay during the pendency of the complaint all amounts to the utility that are not in dispute. The Commission will issue a ruling on the request.

(E)   If the public utility complained against files an answer or motion which asserts that the complaint has been satisfied or that the case has been settled, the complainant shall file a written response within twenty days after the service of the answer or motion, indicating whether the complainant agrees or disagrees with the utility's assertions, and whether he or she wishes to pursue the complaint. If no response is filed within the prescribed period of time, the commission may presume that satisfaction or settlement has occurred and dismiss the complaint. Any filing by a utility that asserts that a complaint has been satisfied or that the case has been settled shall include a statement or be accompanied by another document that states that, pursuant to a commission rule, the complainant has twenty days to file a written response agreeing or disagreeing with the utility's assertions and that, if no response is filed, the commission may presume that satisfaction or settlement has occurred and dismiss the complaint.

4905.26, Ohio Revised Code

Complaints as to Service

Upon complaint in writing against any public utility by any person, firm, or corporation, or upon the initiative or complaint of the public utilities commission, that any rate, fare, charge, toll, rental, schedule, classification, or service, or any joint rate, fare, charge, toll, rental, schedule, classification, or service rendered, charged, demanded, exacted, or proposed to be rendered, charged, demanded, or exacted, is in any respect unjust, unreasonable, unjustly discriminatory, unjustly preferential, or in violation of law, or that any regulation, measurement, or practice affecting or relating to any service furnished by the public utility, or in connection with such service, is, or will be, in any respect unreasonable, unjust, insufficient, unjustly discriminatory, or unjustly preferential, or that any service is, or will be, inadequate or cannot be obtained, and, upon complaint of a public utility as to any matter affecting its own product or service, if it appears that reasonable grounds for complaint are stated, the commission shall fix a time for hearing and shall notify complainants and the public utility thereof. Such notice shall be served not less than fifteen days before hearing and shall state the matters complained of. The commission may adjourn such hearing from time to time.

The parties to the complaint shall be entitled to be heard, represented by counsel, and to have process to enforce the attendance of witnesses.

Upon the filing of a complaint by one hundred subscribers or five per cent of the subscribers to any telephone exchange, whichever number be smaller, or by the legislative authority of any municipal corporation served by such telephone company that any regulation, measurement, standard of service, or practice affecting or relating to any service furnished by the telephone company, or in connection with such service is, or will be, in any respect unreasonable, unjust, discriminatory, or preferential, or that any service is, or will be, inadequate or cannot be obtained, the commission shall fix a time for the hearing of such complaint.

The hearing provided for in the next preceding paragraph shall be held in the county wherein resides the majority of the signers of such complaint, or wherein is located such municipal corporation. Notice of the date, time of day, and location of the hearing shall be served upon the telephone company complained of, upon each municipal corporation served by the telephone company in the county or counties affected, and shall be published for not less than two consecutive weeks in a newspaper of general circulation in the county or counties affected.

Such hearing shall be held not less than fifteen nor more than thirty days after the second publication of such notice.

Ohio | Public Utilities Commission

Formal Complaint Form

Customer Name (Please Print)

Customer Address

City   State   Zip

Against

Account Number

Customer Service Address (if different from above)

Utility Company Name

City   State   Zip

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

Signature

Customer Telephone Number

Enter Date	Read Date	Mtr Read	KWH Usage	#Days	Dly Use	RT
10/1/2014	10/1/2014	31,104	676	34	20	Est
10/30/2014	10/30/2014	31,728	624	29	22	Act
12/2/2014					0	
12/2/2014	12/2/2014	32,615	887	33	27	Est
1/3/2015	1/2/2015	33,827	1,212	31	39	Act
1/31/2015	1/29/2015	34,759	932	27	35	Est
2/23/2015					0	
2/24/2015					0	
2/27/2015					0	
3/3/2015	3/3/2015	35,754	995	33	30	Est
3/17/2015					0	
3/17/2015					0	
3/17/2015					0	
3/17/2015					0	
3/19/2015					0	
4/1/2015	4/1/2015	36,313	559	29	19	Act
4/13/2015					0	
4/29/2015	4/29/2015	36,919	606	28	22	Act
5/6/2015					0	
6/1/2015	5/29/2015	37,446	527	30	18	Est
6/8/2015					0	
6/29/2015	6/29/2015	38,127	681	31	22	Act
7/13/2015					0	
7/29/2015	7/29/2015	38,629	502	30	17	Act
8/10/2015					0	
8/26/2015					0	
8/26/2015	8/26/2015	39,207	578	28	21	Act
9/8/2015					0	
9/26/2015	9/25/2015	40,017	810	30	27	Act
9/26/2015					0	
10/7/2015					0	
10/26/2015	10/26/2015	40,660	643	31	21	Act
10/26/2015					0	
11/9/2015					0	
11/28/2015					0	
11/28/2015	11/27/2015	41,384	724	32	23	Act
12/8/2015					0	
12/30/2015	12/29/2015	42,340	956	32	30	Est
12/30/2015					0	
1/5/2016					0	
1/27/2016	1/27/2016	43,491	1,151	29	40	Act
1/27/2016					0	
2/15/2016					0	
2/29/2016	2/29/2016	44,341	850	33	26	Act
2/29/2016					0	
3/15/2016					0	
3/30/2016					0	
3/30/2016	3/30/2016	44,993	652	30	22	Act
4/11/2016					0	
4/30/2016	4/29/2016	45,588	595	30	20	Act
4/30/2016					0	

5/10/2016				0
5/31/2016	5/31/2016 46,236	648	32	20 Act
5/31/2016				0
6/7/2016				0
6/28/2016	6/28/2016 46,791	555	28	20 Act
6/28/2016				0
7/5/2016				0
7/28/2016	7/28/2016 47,563	772	30	26 Act
7/28/2016				0
8/15/2016				0
8/29/2016				0
8/29/2016	8/29/2016 48,572	1,009	32	32 Act
9/12/2016				0

Dist Bill	Supp Bill	Tot Bill	Due Date	Pay Amt	Adj Amt	Adj Code	Balance
40.77	38.46	79.23	10/17/2014	0.00	2.98	LPC	284.01
38.00	35.51	73.51	11/17/2014	0.00	4.17	LPC	361.69
0.00	0.00	0.00		0.00	0.00		
54.79	50.47	105.26	12/18/2014	0.00	5.27	LPC	472.22
156.97	0.00	156.97	1/20/2015	0.00	6.85	LPC	636.04
125.54	0.00	125.54	2/17/2015	0.00	9.20	LPC	770.78
0.00	0.00	0.00		0.00	12.00	DFC	782.78
0.00	0.00	0.00		0.00	-31.83	RLPC	750.95
0.00	0.00	0.00		-738.95	0.00		12.00
138.64	0.00	138.64	3/19/2015	0.00	11.08	LPC	161.72
0.00	0.00	0.00		0.00	-11.08	RLPC	150.64
0.00	0.00	0.00		0.00	-12.00	REV	138.64
0.00	0.00	0.00		0.00	11.08	REV	149.72
0.00	0.00	0.00		0.00	-11.08	RLPC	138.64
0.00	0.00	0.00		-138.64	0.00		0.00
79.75	0.00	79.75	4/17/2015	0.00	0.00		79.75
0.00	0.00	0.00		-79.75	0.00		0.00
82.98	0.00	82.98	5/15/2015	0.00	0.00		82.98
0.00	0.00	0.00		-82.98	0.00		0.00
72.87	0.00	72.87	6/17/2015	0.00	0.00		72.87
0.00	0.00	0.00		-72.87	0.00		0.00
103.82	0.00	103.82	7/15/2015	0.00	0.00		103.82
0.00	0.00	0.00		-103.82	0.00		0.00
75.30	0.00	75.30	8/14/2015	0.00	0.00		75.30
0.00	0.00	0.00		-75.30	0.00		0.00
0.00	0.00	0.00		0.00	26.68	SDMISC	26.68
85.95	0.00	85.95	9/11/2015	0.00	0.00		112.63
0.00	0.00	0.00		-112.63	0.00		0.00
109.25	0.00	109.25	10/13/2015	0.00	0.00		109.25
0.00	0.00	0.00		0.00	26.68	SDMISC	135.93
0.00	0.00	0.00		-135.93	0.00		0.00
87.68	0.00	87.68	11/12/2015	0.00	0.00		87.68
0.00	0.00	0.00		0.00	26.68	SDMISC	114.36
0.00	0.00	0.00		-114.36	0.00		0.00
0.00	0.00	0.00		0.00	26.68	SDMISC	26.68
98.45	0.00	98.45	12/15/2015	0.00	0.00		125.13
0.00	0.00	0.00		-125.13	0.00		0.00
131.20	0.00	131.20	1/19/2016	0.00	0.00		131.20
0.00	0.00	0.00		0.00	26.68	SDMISC	157.88
0.00	0.00	0.00		-157.88	0.00		0.00
161.42	0.00	161.42	2/12/2016	0.00	0.00		161.42
0.00	0.00	0.00		0.00	26.68	SDMISC	188.10
0.00	0.00	0.00		-188.10	0.00		0.00
120.41	0.00	120.41	3/16/2016	0.00	0.00		120.41
0.00	0.00	0.00		0.00	26.68	SDMISC	147.09
0.00	0.00	0.00		-147.09	0.00		0.00
0.00	0.00	0.00		0.00	26.68	SDMISC	26.68
94.36	0.00	94.36	4/15/2016	0.00	0.00		121.04
0.00	0.00	0.00		-121.04	0.00		0.00
85.90	0.00	85.90	5/17/2016	0.00	0.00		85.90
0.00	0.00	0.00		0.00	26.68	SDMISC	112.58

0.00	0.00	0.00		-112.58	0.00	0.00
93.19	0.00	93.19	6/16/2016	0.00	0.00	93.19
0.00	0.00	0.00		0.00	26.68 SDMISC	119.87
0.00	0.00	0.00		-119.87	0.00	0.00
73.94	0.00	73.94	7/14/2016	0.00	0.00	73.94
0.00	0.00	0.00		0.00	26.68 SDMISC	100.62
0.00	0.00	0.00		-100.62	0.00	0.00
98.68	0.00	98.68	8/15/2016	0.00	0.00	98.68
0.00	0.00	0.00		0.00	26.68 SDMISC	125.36
0.00	0.00	0.00		-125.36	0.00	0.00
0.00	0.00	0.00		0.00	26.68 SDMISC	26.68
127.45	0.00	127.45	9/14/2016	0.00	0.00	154.13
0.00	0.00	0.00		-154.13	0.00	0.00

Addl Notes

Supplier Switch FIRSTENERGY SOLUTIONS to Ohio Edison Company on 12/02/2014.

Reversal - Field Collection Charge for Past Due Balances.
Reversal - Removing Late Payment Charge from the Account.

Case Report With History

ID: AJON080416E3   Type: Investigation   Investigator: Taft, Mariner   Status: Open

Saved: $ Department: IAD   Origin: E-Mail

Service Address: Cleveland Heights, OH 44106, Cuyahoga

Service Type: Residential   AIQ: 110104185803   NIQ: (330) 659-2582

Industry: Soliciation:

Electric

Utility Company in Complaint:

Cleveland Electric Illuminating Company

Territory:

Case Issues:

GeneralIssue	SpecificIssue
Billing	Billing Dispute

Consumers:

Jones, Alan

Mailing: 410 Wakefield Run Blvd Hinckley, OH 44233
Email: alanmichele@roadrunner.com
Mobile: (216) 408-4346

Events:

Source	Event	Communication	Created By	Date	Consumer
Consumer	Email	Received	Ryan, Kelly	8/4/2016 7:44:25AM	Jones, Alan

Source	Event	Communication	Created By	Date	Consumer
Internal	Case Opened	Case Management	Little, Jamie	8/4/2016 10:59:14AM	

Source	Event	Communication	Created By	Date	Consumer
Internal	Case Assigned	Case Management	Little, Jamie	8/4/2016 10:59:14AM	

Source	Event	Communication	Created By	Date	Consumer
Consumer	Email	Posted	Taft, Mariner	8/4/2016 1:19:54PM	Jones, Alan

Notes:

To: alanmichele@roadrunner.com
CC:
BCC:
Subject: Utilities Complaint Acknowledgement. Case: AJON080416E3

Alan Jones
410 Wakefield Run Blvd

Hinckley, OH 44233

Dear Mr. Jones:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) regarding Cleveland Electric Illuminating Company. I opened an investigation on your behalf and will advise you of my progress. Please note that the Company has 10 business days in which to respond to my initial information request.

Your case number is AJON080416E3. If you have questions or need additional information, please contact me by selecting reply to this e-mail or call our hotline at 1-800-686-PUCO (7826).

Sincerely,

Mariner Taft
Customer Service Investigator
Service Monitoring and Enforcement Department

Source	Event	Communication	Created By	Date	Consumer
Utility Company	Email	Posted	Taft, Mariner	8/4/2016 1:21:41PM	Jones, Alan

Notes:

To: ohcommission@firstenergycorp.com
CC:
BCC:
Subject: Initial Complaint. Case: AJON080416E3

PUBLIC UTILITIES COMMISSION OF OHIO

Initial Submission of a Consumer Complaint
Please respond within 10 business days

CUSTOMER: Alan Jones
COMPANY:
ADDRESS: 410 Wakefield Run Blvd

Hinckley, OH 44233

SERVICE ADDRESS: 2634 Hampshire Rd, Cleveland Heights OH, 44106, Cuyahoga
CASE ID: AJON080416E3
AIQ: 110104185803

NIQ: (330) 659-2582
CBR: (216) 408-4346

DESCRIPTION OF ISSUE/CONCERN:
Please check the $161.88 disputed amount. What has been received from customer regarding these issues? Was the 7/30/14 to 9/14 period done through actual or estimated reads? Work to check on the disputed billings.

<HTML><META HTTP-EQUIV="content-type" CONTENT="text/html;charset=utf-8">

From: webmaster@puc.state.oh.us <smtp:webmaster@puc.state.oh.us>
To: PUCO
ContactThePUCO <smtp:contactthepuco@puc.state.oh.us>
Subject: PUCO CONTACT
FORM: 108305
Received: 8/3/2016 8:11:42 PM
Message:
 WEB ID: 108305
AT:08-03-2016 at 08:11 PM
<P>Related Case Number: </P>
<P>TYPE: Complaint</P>
<P>NAME: Mr. Alan Jones </P>
<P>CONTACT SENDER ? Yes </P>
<P>MAILING ADDRESS:</P>
<UL>
<LI>410 Wakefield Run Blvd </LI>
<LI>Hinckley , Ohio 44233 </LI>
<LI>USA </LI></UL>
<P></P>
<P>PHONE INFORMATION:</P>
<UL>
<LI>Home: 330-659-2582 </LI>
<LI>Alternative: 216-408-4346 </LI>
<LI>Fax: N/A</LI></UL>
<P></P>
<P>E-MAIL: alanmichele@roadrunner.com</P>
<P></P>
<P>INDUSTRY:Electric</P>
<P>ACCOUNT INFORMATION:</P>
<UL>
<LI>Company: The Illuminating Company, A First Energy Company </LI>
<LI>Name on account: Alan D Jones </LI>
<LI>Service address: 2634 Hampshire Rd. Cleveland Heights, OH </LI>
<LI>Service phone: 216-408-4346 </LI>
<LI>Account Number: 110104185803 </LI></UL>

<P></P>
<P>COMPLAINT DESCRIPTION: </P>
<P>I have a disputed amount of $161.86 plus last months charges. First Energy (FE) states this is due. I have contacted them and exchanged emails over a several week period. I have requested to speak live to a supervisor but have not received a response from FE. First Energy will not provide information I have requested that would substantiate the charges or prove the charges are excessive. The property is a rental property. When the tenant moved out the electric service was transfered into my name (the landlord). FE estimated the reading on the start date. They made an actual reading on July 30, 2014 and July 31, 2014. The final reading was estimated. The total charges for the two month period was $161.86. The house was empty with no occupants except for an occasional contractor. I feel the amount is excessive. FE will not provide any historcial data to show the amount stated is correct. I have owned the house for over 25 years and the average per month when the house was empty has been $25-40/month. FE can review historical data (that I also requested) and create a resonable estimate. Also as a data point, I compaired this "estimate" to my personel house with three occupants, twice the physical size, FE is the electric provider, and I average about $90-110/mo in the summer months. Please note that this has been disputed and emails exchanged only since June of 2016. I was not aware of the past due charges until then. FE did not/would not mail the monthly invoices to the requested address (my personel residence). </P>
<P></P></smtp:contactthepuco@puc.state.oh.us></smtp:webmaster@puc.state.oh.us>

Mariner Taft
Compliance Investigator
Investigation and Audit Division

614-995-2008 Fax

Source	Event	Communication	Created By	Date		Consumer
Internal	Email	Received	**Auto Email Proc	8/15/2016	12:39:18PM	

Source	Event	Communication	Created By	Date		Consumer
Utility Company	Email	Posted	Taft, Mariner	8/15/2016	12:58:32PM	Jones, Alan

Notes:
To: ohcommission@firstenergycorp.com
CC:
BCC:
Subject: Follow-up E-mail. Case: AJON080416E3

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Re: Alan Jones

410 Wakefield Run Blvd

Hinckley, OH 44233
(330) 659-2582

CASE ID: AJON080416E3

Notes:
Please check further into some points noted in the customer's initial complaint email. Has historical information such

as a account history for the Hamphsire address been offered to the customer? When the meter was changed 8/8/14, was it tested and fi so, what were those results? Was the meter actuall read 60 days before service was started in June 2014? What discussions have occurred between the company and the customer regarding the $161 disputed balance? Has the company attempted to contact the customer to discuss their concerns with the final bill?

From: Ohio Commission
To: PUCO ContactThePUCO
Subject: RE: Initial Complaint. Case: AJON080416E3
Received: 8/15/2016 12:39:17 PM
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@page WordSection1

as a account history for the Hamphsire address been offered to the customer? When the meter was changed 8/8/14, was it tested and fi so, what were those results? Was the meter actuall read 60 days before service was started in June 2014? What discussions have occurred between the company and the customer regarding the $161 disputed balance? Has the company attempted to contact the customer to discuss their concerns with the final bill?

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DRAFT - This document was created only for the purpose stated within it. It is for staff discussion only and does not reflect the view of the Commission.

9

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What has been received from customer regarding these issues? Was the 7/30/14 to 9/14 period done through actual or estimated reads? Work to check on the disputed billings.

CEI records show service at 2634 Hampshire Rd Dup Cleveland Heights in the name of Alan Jones 6/25/14 – 9/1/14. The start reading 6/25/14 was estimated at reading 64570 and the final 9/1/14 reading was estimated at reading 00325. The meter was changed 8/18/14 actual reading on old meter was 65388 and new meter was 00000. Additional actual readings obtained show the customer was accurately billed.

6/30/14 64638
7/30/14 65118
8/29/14 00279
9/30/14 00770

Per Ohio Admin Code 4901:1-10-05 Metering:
An actual meter reading is required at the initiation and/or the termination of service, if the meter has not been read within the sixty calendar days immediately preceding initiation and/or termination of service and access to the meter is provided.

Thanks,
Princess Davis
First Energy
Customer Service Compliance Specialist
From: ContactThePUCO@puc.state.oh.us [mailto:ContactThePUCO@puc.state.oh.us]
Sent: Thursday, August 04, 2016 1:22 PM
To: Ohio Commission <ohcommission@firstenergycorp.com>
Subject: Initial Complaint. Case: AJON080416E3
PUBLIC UTILITIES COMMISSION OF OHIO

Initial Submission of a Consumer Complaint
Please respond within 10 business days

CUSTOMER: Alan Jones
COMPANY:
ADDRESS: 410 Wakefield Run Blvd

Hinckley, OH 44233

SERVICE ADDRESS: 2634 Hampshire Rd, Cleveland Heights OH, 44106, Cuyahoga
CASE ID: AJON080416E3
AIQ: 110104185803

NIQ: (330) 659-2582
CBR: (216) 408-4346

DESCRIPTION OF ISSUE/CONCERN:
Please check the $161.88 disputed amount. What has been received from customer regarding these issues? Was the 7/30/14 to 9/14 period done through actual or estimated reads? Work to check on the disputed billings.

From: webmaster@puc.state.oh.us <mailto:webmaster@puc.state.oh.us>

To: PUCO
ContactThePUCO
Subject: PUCO CONTACT
FORM: 108305
Received: 8/3/2016 8:11:42 PM
Message:
WEB ID: 108305
AT:08-03-2016 at 08:11 PM
Related Case Number:
TYPE: Complaint
NAME: Mr. Alan Jones
CONTACT SENDER ? Yes
MAILING ADDRESS:
410 Wakefield Run Blvd
Hinckley , Ohio 44233
USA
PHONE INFORMATION:
Home: 330-659-2582
Alternative: 216-408-4346
Fax: N/A
E-MAIL: alanmichele@roadrunner.com <mailto:alanmichele@roadrunner.com>
INDUSTRY:Electric
ACCOUNT INFORMATION:
Company: The Illuminating Company, A First Energy Company
Name on account: Alan D Jones
Service address: 2634 Hampshire Rd. Cleveland Heights, OH
Service phone: 216-408-4346
Account Number: 110104185803
COMPLAINT DESCRIPTION:
I have a disputed amount of $161.86 plus last months charges. First Energy
(FE) states this is due. I have contacted them and exchanged emails over a
several week period. I have requested to speak live to a supervisor but have not
received a response from FE. First Energy will not provide information I have
requested that would substantiate the charges or prove the charges are
excessive. The property is a rental property. When the tenant moved out the
electric service was transfered into my name (the landlord). FE estimated the
reading on the start date. They made an actual reading on July 30, 2014 and July
31, 2014. The final reading was estimated. The total charges for the two month
period was $161.86. The house was empty with no occupants except for an
occasional contractor. I feel the amount is excessive. FE will not provide any
historcial data to show the amount stated is correct. I have owned the house for
over 25 years and the average per month when the house was empty has been
$25-40/month. FE can review historical data (that I also requested) and create a
resonable estimate. Also as a data point, I compaired this "estimate" to my
personel house with three occupants, twice the physical size, FE is the electric
provider, and I average about $90-110/mo in the summer months. Please note that
this has been disputed and emails exchanged only since June of 2016. I was not
aware of the past due charges until then. FE did not/would not mail the monthly
invoices to the requested address (my personel residence).

Mariner Taft
Compliance Investigator
Investigation and Audit Division

614-995-2008 Fax

From: Mariner Taft

Compliance Investigator
PUCO/SMED/IAD

Source	Event	Communication	Created By	Date		Consumer
Utility Company	Email	Posted	Taft, Mariner	8/19/2016	7:41:12AM	Jones, Alan

Notes:
To: ohcommission@firstenergycorp.com
CC:
BCC:
Subject: Second Request for Information. Case: AJON080416E3

SECOND REQUEST

PUBLIC UTILITIES COMMISSION OF OHIO
Second Request for Information

Regarding the Initial Submission of a Consumer Complaint
Please respond within 5 days

CASE ID: AJON080416E3

CUSTOMER: Alan Jones
COMPANY:
ADDRESS: 410 Wakefield Run Blvd

Hinckley, OH 44233

SERVICE ADDRESS:2634 Hampshire Rd, Cleveland Heights OH, 44106, Cuyahoga
ACCOUNT NUMBER: 110104185803

NIQ: (330) 659-2582
CBR: (216) 408-4346

DESCRIPTION OF ISSUE:
Please work to answer the attached questions and concerns.

Sincerely,
To: ohcommission@firstenergycorp.com CC: BCC: Subject: Follow-up E-mail. Case: AJON080416E3 Public Utilities Commission of Ohio Investigation and Audit Division Memorandum Re: Alan Jones 410 Wakefield Run Blvd Hinckley, OH 44233 (330) 659-2582 CASE ID: AJON080416E3 Notes: Please check further into some points noted in the customer's initial complaint email. Has historical information such as a account history for the Hamphsire address been offered to the customer? When the meter was changed 8/8/14, was it tested and fi so, what were those results? Was the meter actuall read 60 days before service was started in June 2014? What discussions have occurred between the company and the customer regarding the $161 disputed balance? Has the company attempted to contact the customer to discuss their concerns with the final bill? From: Ohio Commission To: PUCO ContactThePUCO Subject: RE: Initial Complaint. Case: AJON080416E3 Received: 8/15/2016 12:39:17 PM Message: What has been received from customer regarding these issues? Was the 7/30/14 to 9/14 period done through actual or estimated reads? Work to check on the disputed billings. CEI records show service at 2634 Hampshire Rd Dup Cleveland Heights in the name of Alan Jones 6/25/14 – 9/1/14. The start reading 6/25/14 was estimated at reading 64570 and the final 9/1/14 reading was estimated at reading 00325. The meter was changed 8/18/14 actual reading on old meter was 65388 and new meter was 00000. Additional actual readings obtained show the customer was accurately billed. 6/30/14 64638 7/30/14

65118 8/29/14 00279 9/30/14 00770 Per Ohio Admin Code 4901:1-10-05 Metering: An actual meter reading is required at the initiation and/or the termination of service, if the meter has not been read within the sixty calendar days immediately preceding initiation and/or termination of service and access to the meter is provided. Thanks, Princess Davis First Energy Customer Service Compliance Specialist From: ContactThePUCO@puc.state.oh.us [mailto:ContactThePUCO@puc.state.oh.us] Sent: Thursday, August 04, 2016 1:22 PM To: Ohio Commission Subject: Initial Complaint. Case: AJON080416E3 PUBLIC UTILITIES COMMISSION OF OHIO Initial Submission of a Consumer Complaint Please respond within 10 business days CUSTOMER: Alan Jones COMPANY: ADDRESS: 410 Wakefield Run Blvd Hinckley, OH 44233 SERVICE ADDRESS: 2634 Hampshire Rd, Cleveland Heights OH, 44106, Cuyahoga CASE ID: AJON080416E3 AIQ: 110104185803 NIQ: (330) 659-2582 CBR: (216) 408-4346 DESCRIPTION OF ISSUE/CONCERN: Please check the $161.88 disputed amount. What has been received from customer regarding these issues? Was the 7/30/14 to 9/14 period done through actual or estimated reads? Work to check on the disputed billings. From: webmaster@puc.state.oh.us To: PUCO ContactThePUCO Subject: PUCO CONTACT FORM: 108305 Received: 8/3/2016 8:11:42 PM Message: WEB ID: 108305 AT:08-03-2016 at 08:11 PM Related Case Number: TYPE: Complaint NAME: Mr. Alan Jones CONTACT SENDER ? Yes MAILING ADDRESS: 410 Wakefield Run Blvd Hinckley, Ohio 44233 USA PHONE INFORMATION: Home: 330-659-2582 Alternative: 216-408-4346 Fax: N/A E-MAIL: alanmichele@roadrunner.com INDUSTRY:Electric ACCOUNT INFORMATION: Company: The Illuminating Company, A First Energy Company Name on account: Alan D Jones Service address: 2634 Hampshire Rd. Cleveland Heights, OH Service phone: 216-408-4346 Account Number: 110104185803 COMPLAINT DESCRIPTION: I have a disputed amount of $161.86 plus last months charges. First Energy (FE) states this is due. I have contacted them and exchanged emails over a several week period. I have requested to speak live to a supervisor but have not received a response from FE. First Energy will not provide information I have requested that would substantiate the charges or prove the charges are excessive. The property is a rental property. When the tenant moved out the electric service was transfered into my name (the landlord). FE estimated the reading on the start date. They made an actual reading on July 30, 2014 and July 31, 2014. The final reading was estimated. The total charges for the two month period was $161.86. The house was empty with no occupants except for an occasional contractor. I feel the amount is excessive. FE will not provide any historcial data to show the amount stated is correct. I have owned the house for over 25 years and the average per month when the house was empty has been $25-40/month. FE can review historical data (that I also requested) and create a resonable estimate. Also as a data point, I compaired this "estimate" to my personel house with three occupants, twice the physical size, FE is the electric provider, and I average about $90-110/mo in the summer months. Please note that this has been disputed and emails exchanged only since June of 2016. I was not aware of the past due charges until then. FE did not/would not mail the monthly invoices to the requested address (my personel residence). Mariner Taft Compliance Investigator Investigation and Audit Division 614-995-2008 Fax From: Mariner Taft Compliance Investigator PUCO/SMED/IAD

Top of Form 1

&

Bottom of Form 1

Mariner Taft
Compliance Investigator
Investigation and Audit Division

614-995-2008 Fax

Source	Event	Communication	Created By	Date		Consumer
Internal	Email	Received	**Auto Email Proc	8/22/2016	11:26:51AM	

Source	Event	Communication	Created By	Date		Consumer
Utility Company	Email	Posted	Taft, Mariner	8/22/2016	2:45:45PM	Jones, Alan

Notes:
To: ohcommission@firstenergycorp.com
CC:
BCC:
Subject: Follow-up E-mail. Case: AJON080416E3

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Re: Alan Jones

410 Wakefield Run Blvd

Hinckley, OH 44233
(330) 659-2582

CASE ID: AJON080416E3

Notes:
Princess,
Please provide more details on the customer's concerns. Provide a complete 24month account history in xls format to get a better view of the customer's usages. Also, what emails have transpired between the customer and the company, since their email received 8/4 at our agency says several emails had gone between the company and the customer from the customer with no response.

From: Mariner Taft

Compliance Investigator
PUCO/SMED/IAD

Source	Event	Communication	Created By	Date		Consumer
Internal	Email	Received	**Auto Email Proc'	8/25/2016	8:31:18AM	

Source	Event	Communication	Created By	Date		Consumer
Utility Company	Email	Posted	Taft, Mariner	8/29/2016	1:40:06PM	Jones, Alan

Notes:
To: ohcommission@firstenergycorp.com
CC:
BCC:
Subject: Third Request for Information. Case: AJON080416E3

PUBLIC UTILITIES COMMISSION OF OHIO

    SUBMISSION OF A CONSUMER COMPLAINT
    THIRD REQUEST FOR INFORMATION
    PLEASE RESPOND WITHIN 48 HOURS

CASE ID: AJON080416E3

CUSTOMER: Alan Jones
COMPANY:
ADDRESS: 410 Wakefield Run Blvd

    Hinckley, OH 44233

SERVICE ADDRESS: 2634 Hampshire Rd, Cleveland Heights OH, 44106, Cuyahoga
ACCOUNT NUMBER: 110104185803

NIQ: (330) 659-2582
CBR: (216) 408-4346

DESCRIPTION OF ISSUE:
When the meter was switched 8/18/14, was it tested? If so, what were the test results? Why was the meter replaced or switched for a new meter? Is the customer disputing the billing at his current address?
Please refer to the details contained in the original submission of the complaint and respond within 48 hours.

Sincerely,
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From: Ohio Commission <SMTP:OHCOMMISSION@FIRSTENERGYCORP.COM>
To: PUCO
ContactThePUCO <SMTP:CONTACTTHEPUCO@PUC.STATE.OH.US>
Subject: RE: Initial
Complaint. Case: AJON080416E3
Received: 8/15/2016 12:39:17 PM

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a:visited, span.MsoHyperlinkFollowed
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    text-decoration:underline;}
p
    {mso-style-priority:99;
    mso-margin-top-alt:auto;
    margin-right:0in;
    mso-margin-bottom-alt:auto;
    margin-left:0in;
    font-size:12.0pt;
    font-family:"Times New Roman",serif;}

```
span.EmailStyle18
    {mso-style-type:personal-reply;
    font-family:"Calibri",sans-serif;
    color:black;}
.MsoChpDefault
    {mso-style-type:export-only;
    font-family:"Calibri",sans-serif;}
@page WordSection1
    {size:8.5in 11.0in;
    margin:1.0in 1.0in 1.0in 1.0in;}
div.WordSection1
    {page:WordSection1;}
/* List Definitions */
@list l0
    {mso-list-id:385379227;
    mso-list-template-ids:-916918826;}
@list l0:level1
    {mso-level-number-format:bullet;
    mso-level-text:\F0B7;
    mso-level-tab-stop:.5in;
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Symbol;}
@list l0:level2
    {mso-level-number-format:bullet;
    mso-level-text:o;
    mso-level-tab-stop:1.0in;
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:"Courier New";
    mso-bidi-font-family:"Times New Roman";}
@list l0:level3
    {mso-level-number-format:bullet;
    mso-level-text:\F0A7;
    mso-level-tab-stop:1.5in;
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Wingdings;}
@list l0:level4
    {mso-level-number-format:bullet;
    mso-level-text:\F0A7;
    mso-level-tab-stop:2.0in;
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Wingdings;}
@list l0:level5
    {mso-level-number-format:bullet;
    mso-level-text:\F0A7;
    mso-level-tab-stop:2.5in;
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Wingdings;}
@list l0:level6
```

```
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        mso-level-text:\F0A7;
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        mso-ansi-font-size:10.0pt;
        font-family:Wingdings;}
@list l0:level7
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        mso-level-text:\F0A7;
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        mso-level-number-position:left;
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        mso-ansi-font-size:10.0pt;
        font-family:Wingdings;}
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        mso-level-number-position:left;
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        mso-ansi-font-size:10.0pt;
        font-family:Wingdings;}
@list l0:level9
        {mso-level-number-format:bullet;
        mso-level-text:\F0A7;
        mso-level-tab-stop:4.5in;
        mso-level-number-position:left;
        text-indent:-.25in;
        mso-ansi-font-size:10.0pt;
        font-family:Wingdings;}
@list l1
        {mso-list-id:1867284396;
        mso-list-template-ids:1989605898;}
@list l1:level1
        {mso-level-number-format:bullet;
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        font-family:Symbol;}
@list l1:level2
        {mso-level-number-format:bullet;
        mso-level-text:o;
        mso-level-tab-stop:1.0in;
        mso-level-number-position:left;
        text-indent:-.25in;
        mso-ansi-font-size:10.0pt;
        font-family:"Courier New";
        mso-bidi-font-family:"Times New Roman";}
@list l1:level3
        {mso-level-number-format:bullet;
        mso-level-text:\F0A7;
        mso-level-tab-stop:1.5in;
        mso-level-number-position:left;
        text-indent:-.25in;
        mso-ansi-font-size:10.0pt;
```

```
        font-family:Wingdings;}
@list l1:level4
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    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Wingdings;}
@list l1:level5
    {mso-level-number-format:bullet;
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    mso-level-tab-stop:2.5in;
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Wingdings;}
@list l1:level6
    {mso-level-number-format:bullet;
    mso-level-text:\F0A7;
    mso-level-tab-stop:3.0in;
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Wingdings;}
@list l1:level7
    {mso-level-number-format:bullet;
    mso-level-text:\F0A7;
    mso-level-tab-stop:3.5in;
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Wingdings;}
@list l1:level8
    {mso-level-number-format:bullet;
    mso-level-text:\F0A7;
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    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Wingdings;}
@list l1:level9
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    mso-level-text:\F0A7;
    mso-level-tab-stop:4.5in;
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Wingdings;}
@list l2
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    mso-list-template-ids:-475746646;}
@list l2:level1
    {mso-level-number-format:bullet;
    mso-level-text:\F0B7;
    mso-level-tab-stop:.5in;
    mso-level-number-position:left;
    text-indent:-.25in;
```

```
        mso-ansi-font-size:10.0pt;
        font-family:Symbol;}
@list l2:level2
    {mso-level-number-format:bullet;
    mso-level-text:o;
    mso-level-tab-stop:1.0in;
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:"Courier New";
    mso-bidi-font-family:"Times New Roman";}
@list l2:level3
    {mso-level-number-format:bullet;
    mso-level-text:\F0A7;
    mso-level-tab-stop:1.5in;
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Wingdings;}
@list l2:level4
    {mso-level-number-format:bullet;
    mso-level-text:\F0A7;
    mso-level-tab-stop:2.0in;
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Wingdings;}
@list l2:level5
    {mso-level-number-format:bullet;
    mso-level-text:\F0A7;
    mso-level-tab-stop:2.5in;
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Wingdings;}
@list l2:level6
    {mso-level-number-format:bullet;
    mso-level-text:\F0A7;
    mso-level-tab-stop:3.0in;
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Wingdings;}
@list l2:level7
    {mso-level-number-format:bullet;
    mso-level-text:\F0A7;
    mso-level-tab-stop:3.5in;
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Wingdings;}
@list l2:level8
    {mso-level-number-format:bullet;
    mso-level-text:\F0A7;
    mso-level-tab-stop:4.0in;
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
```

```
            font-family:Wingdings;}
@list l2:level9
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      font-family:Wingdings;}
ol
      {margin-bottom:0in;}
ul
      {margin-bottom:0in;}
-></STYLE>


<p class=WordSection1>
<P class=MsoNormal><B>What has been received from customer regarding these
issues? Was the 7/30/14 to 9/14 period done through actual or estimated reads?
Work to check on the disputed billings. <o:p></o:p></B></P>
<P class=MsoNormal>CEI records show service at 2634 Hampshire Rd Dup Cleveland
Heights in the name of Alan Jones 6/25/14 â€" 9/1/14.  The start reading 6/25/14
was estimated at reading 64570 and the final 9/1/14 reading was estimated at
reading 00325.  The meter was changed 8/18/14 actual reading on old meter was
65388 and new meter was 00000. <o:p></o:p></P>
<P class=MsoNormal>Additional actual readings obtained show the customer was
accurately billed.<o:p></o:p></P>
<P class=MsoNormal>6/30/14          64638<o:p></o:p></P>
<P class=MsoNormal>7/30/14          65118<o:p></o:p></P>
<P class=MsoNormal>8/29/14          00279<o:p></o:p></P>
<P class=MsoNormal>9/30/14          00770<o:p></o:p></P>
<P class=MsoNormal><o:p> </o:p></P>
<P class=MsoNormal>Per Ohio Admin Code 4901:1-10-05 Metering:<o:p></o:p></P>
<P class=MsoNormal><A name=4901:1-10-05(I)(3)></A><SPAN
style='FONT-SIZE: 9.5pt; FONT-FAMILY: "Verdana",sans-serif'>An actual meter
reading is required at the initiation and/or the termination of service, if the
meter has not been read within the sixty calendar days immediately preceding
initiation and/or termination of service and access to the meter is
provided.<o:p></o:p></SPAN></P>
<P class=MsoNormal><SPAN
style='FONT-FAMILY: "Calibri",sans-serif; COLOR: black'><o:p> </o:p></SPAN></P>
<P class=MsoNormal style="TEXT-AUTOSPACE: "><SPAN
style='FONT-FAMILY: "Calibri",sans-serif; COLOR: black'>Thanks,<o:p></o:p></SPAN></P>
<P class=MsoNormal style="TEXT-AUTOSPACE: "><SPAN style="COLOR: black"><o:p>
</o:p></SPAN></P>
<P class=MsoNormal style="TEXT-AUTOSPACE: "><B><SPAN
style='FONT-SIZE: 22pt; FONT-FAMILY: "Kunstler Script"; COLOR: #00b050'>Princess
Davis <o:p></o:p></SPAN></B></P>
<P class=MsoNormal style="TEXT-AUTOSPACE: "><SPAN
style='FONT-SIZE: 10pt; FONT-FAMILY: "Calibri",sans-serif; COLOR: #00b050'>First
Energy<o:p></o:p></SPAN></P>
<P class=MsoNormal style="TEXT-AUTOSPACE: "><SPAN
style='FONT-SIZE: 10pt; FONT-FAMILY: "Calibri",sans-serif; COLOR: #00b050'>Customer
Service Compliance Specialist<o:p></o:p></SPAN></P>
<P class=MsoNormal><SPAN
style='FONT-FAMILY: "Calibri",sans-serif; COLOR: black'><o:p> </o:p></SPAN></P>
<P class=MsoNormal><B><SPAN
style='FONT-SIZE: 11pt; FONT-FAMILY: "Calibri",sans-serif'>From:</SPAN></B><SPAN
style='FONT-SIZE: 11pt; FONT-FAMILY: "Calibri",sans-serif'>
```

ContactThePUCO@puc.state.oh.us [mailto:ContactThePUCO@puc.state.oh.us]

<B>Sent:</B> Thursday, August 04, 2016 1:22 PM
<B>To:</B> Ohio Commission
<ohcommission@firstenergycorp.com>
<B>Subject:</B> Initial Complaint.
Case: AJON080416E3 <o:p></o:p></SPAN></P>
<P class=MsoNormal><o:p> </o:p></P>
<P class=MsoNormal>PUBLIC UTILITIES COMMISSION OF OHIO

Initial Submission
of a Consumer Complaint
Please respond within 10 business
days

CUSTOMER: Alan Jones
COMPANY:
ADDRESS: 410 Wakefield Run
Blvd

Hinckley, OH 44233

SERVICE ADDRESS: 2634 Hampshire Rd,
Cleveland Heights OH, 44106, Cuyahoga
CASE ID: AJON080416E3
AIQ:
110104185803

NIQ: (330) 659-2582
CBR: (216)
408-4346

DESCRIPTION OF ISSUE/CONCERN:
Please check the $161.88
disputed amount. What has been received from customer regarding these issues?
Was the 7/30/14 to 9/14 period done through actual or estimated reads? Work to
check on the disputed billings.

From: <A
href="mailto:webmaster@puc.state.oh.us">webmaster@puc.state.oh.us</A>
To:
PUCO
ContactThePUCO
Subject: PUCO CONTACT
FORM: 108305
Received:
8/3/2016 8:11:42 PM
Message:
WEB ID: 108305
AT:08-03-2016 at 08:11 PM
<o:p></o:p></P>
<P>Related Case Number: <o:p></o:p></P>
<P class=MsoNormal><o:p> </o:p></P>
<P>TYPE: Complaint<o:p></o:p></P>
<P class=MsoNormal><o:p> </o:p></P>
<P>NAME: Mr. Alan Jones <o:p></o:p></P>
<P class=MsoNormal><o:p> </o:p></P>
<P>CONTACT SENDER ? Yes <o:p></o:p></P>
<P class=MsoNormal><o:p> </o:p></P>
<P>MAILING ADDRESS:<o:p></o:p></P>
<P class=MsoNormal><o:p> </o:p></P>
<P class=MsoNormal style="MARGIN-LEFT: 0.5in"><o:p> </o:p></P>
<UL type=disc>
<LI class=MsoNormal
style="mso-margin-top-alt: auto; mso-margin-bottom-alt: auto; mso-list: l1 level1 lfo1">410
Wakefield Run Blvd <o:p></o:p></LI></UL>
<P class=MsoNormal style="MARGIN-LEFT: 0.5in"><o:p> </o:p></P>
<UL type=disc>
<LI class=MsoNormal
style="mso-margin-top-alt: auto; mso-margin-bottom-alt: auto; mso-list: l1 level1 lfo1">Hinckley
, Ohio 44233 <o:p></o:p></LI></UL>
<P class=MsoNormal style="MARGIN-LEFT: 0.5in"><o:p> </o:p></P>
<UL type=disc>
<LI class=MsoNormal
style="mso-margin-top-alt: auto; mso-margin-bottom-alt: auto; mso-list: l1 level1 lfo1">USA
<o:p></o:p></LI></UL>
<P class=MsoNormal><o:p> </o:p></P>
<P class=MsoNormal><o:p> </o:p></P>
<P>PHONE INFORMATION:<o:p></o:p></P>
<P class=MsoNormal><o:p> </o:p></P>
<P class=MsoNormal style="MARGIN-LEFT: 0.5in"><o:p> </o:p></P>
<UL type=disc>
<LI class=MsoNormal
style="mso-margin-top-alt: auto; mso-margin-bottom-alt: auto; mso-list: l2 level1 lfo2">Home:
330-659-2582 <o:p></o:p></LI></UL>
<P class=MsoNormal style="MARGIN-LEFT: 0.5in"><o:p> </o:p></P>
<UL type=disc>
<LI class=MsoNormal
style="mso-margin-top-alt: auto; mso-margin-bottom-alt: auto; mso-list: l2 level1 lfo2">Alternative:
216-408-4346 <o:p></o:p></LI></UL>

```
<P class=MsoNormal style="MARGIN-LEFT: 0.5in"><o:p> </o:p></P>
<UL type=disc>
<LI class=MsoNormal
style="mso-margin-top-alt: auto; mso-margin-bottom-alt: auto; mso-list: I2 level1 lfo2">Fax:
N/A<o:p></o:p></LI></UL>
<P class=MsoNormal><o:p> </o:p></P>
<P class=MsoNormal><o:p> </o:p></P>
<P>E-MAIL: <A
href="mailto:alanmichele@roadrunner.com">alanmichele@roadrunner.com</A><o:p></o:p></P>
<P class=MsoNormal><o:p> </o:p></P>
<P class=MsoNormal><o:p> </o:p></P>
<P>INDUSTRY:Electric<o:p></o:p></P>
<P class=MsoNormal><o:p> </o:p></P>
<P>ACCOUNT INFORMATION:<o:p></o:p></P>
<P class=MsoNormal><o:p> </o:p></P>
<P class=MsoNormal style="MARGIN-LEFT: 0.5in"><o:p> </o:p></P>
<UL type=disc>
<LI class=MsoNormal
style="mso-margin-top-alt: auto; mso-margin-bottom-alt: auto; mso-list: I0 level1 lfo3">Company:
The Illuminating Company, A First Energy Company <o:p></o:p></LI></UL>
<P class=MsoNormal style="MARGIN-LEFT: 0.5in"><o:p> </o:p></P>
<UL type=disc>
<LI class=MsoNormal
style="mso-margin-top-alt: auto; mso-margin-bottom-alt: auto; mso-list: I0 level1 lfo3">Name
on account: Alan D Jones <o:p></o:p></LI></UL>
<P class=MsoNormal style="MARGIN-LEFT: 0.5in"><o:p> </o:p></P>
<UL type=disc>
<LI class=MsoNormal
style="mso-margin-top-alt: auto; mso-margin-bottom-alt: auto; mso-list: I0 level1 lfo3">Service
address: 2634 Hampshire Rd. Cleveland Heights, OH <o:p></o:p></LI></UL>
<P class=MsoNormal style="MARGIN-LEFT: 0.5in"><o:p> </o:p></P>
<UL type=disc>
<LI class=MsoNormal
style="mso-margin-top-alt: auto; mso-margin-bottom-alt: auto; mso-list: I0 level1 lfo3">Service
phone: 216-408-4346 <o:p></o:p></LI></UL>
<P class=MsoNormal style="MARGIN-LEFT: 0.5in"><o:p> </o:p></P>
<UL type=disc>
<LI class=MsoNormal
style="mso-margin-top-alt: auto; mso-margin-bottom-alt: auto; mso-list: I0 level1 lfo3">Account
Number: 110104185803 <o:p></o:p></LI></UL>
<P class=MsoNormal><o:p> </o:p></P>
<P class=MsoNormal><o:p> </o:p></P>
<P>COMPLAINT DESCRIPTION: <o:p></o:p></P>
<P class=MsoNormal><o:p> </o:p></P>
<P>I have a disputed amount of $161.86 plus last months charges. First Energy
<BR>(FE) states this is due. I have contacted them and exchanged emails over a
<BR>several week period. I have requested to speak live to a supervisor but have
not <BR>received a response from FE. First Energy will not provide information I
have <BR>requested that would substantiate the charges or prove the charges are
<BR>excessive. The property is a rental property. When the tenant moved out the
<BR>electric service was transfered into my name (the landlord). FE estimated
the <BR>reading on the start date. They made an actual reading on July 30, 2014
and July <BR>31, 2014. The final reading was estimated. The total charges for
the two month <BR>period was $161.86. The house was empty with no occupants
except for an <BR>occasional contractor. I feel the amount is excessive. FE will
not provide any <BR>historcial data to show the amount stated is correct. I have
owned the house for <BR>over 25 years and the average per month when the house
was empty has been <BR>$25-40/month. FE can review historical data (that I also
```

requested) and create a
resonable estimate. Also as a data point, I compared this "estimate" to my
personel house with three occupants, twice the physical size, FE is the electric
provider, and I average about $90-110/mo in the summer months. Please note that
this has been disputed and emails exchanged only since June of 2016. I was not
aware of the past due charges until then. FE did not/would not mail the monthly
invoices to the requested address (my personel residence). <o:p></o:p></P>
<P class=MsoNormal><o:p> </o:p></P>
<P class=MsoNormal style="MARGIN-BOTTOM: 12pt">

Mariner Taft
Compliance Investigator
Investigation and Audit Division

614-995-2008 Fax</P></DIV>

Mariner Taft
Compliance Investigator
Investigation and Audit Division

614-995-2008 Fax

Source	Event	Communication	Created By	Date	Consumer
Utility Company	Email	Posted	Taft, Mariner	8/31/2016 10:55:40AM	Jones, Alan

Notes:
To: ohcommission@firstenergycorp.com
CC:
BCC:
Subject: Follow-up E-mail. Case: AJON080416E3

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Re: Alan Jones

410 Wakefield Run Blvd

Hinckley, OH 44233
(330) 659-2582

CASE ID: AJON080416E3

Notes:
Please followup on the attached questions/concerns.

To: ohcommission@firstenergycorp.com CC: BCC: Subject: Third Request for Information. Case: AJON080416E3 PUBLIC UTILITIES COMMISSION OF OHIO SUBMISSION OF A CONSUMER COMPLAINT THIRD REQUEST FOR INFORMATION PLEASE RESPOND WITHIN 48 HOURS CASE ID: AJON080416E3 CUSTOMER: Alan Jones COMPANY: ADDRESS: 410 Wakefield Run Blvd Hinckley, OH 44233 SERVICE ADDRESS: 2634 Hampshire Rd, Cleveland Heights OH, 44106, Cuyahoga ACCOUNT NUMBER: 110104185803 NIQ: (330) 659-2582 CBR: (216) 408-4346 DESCRIPTION OF ISSUE: When the meter was switched 8/18/14, was it tested? If so, what were the test results? Why was the meter replaced or switched for a new meter? Is the customer disputing the billing at his current address? Please refer to the details contained in the original submission of the complaint and respond within 48 hours. Sincerely,
From: Ohio Commission
To: PUCO ContactThePUCO
Subject: RE: Initial Complaint. Case: AJON080416E3
Received: 8/15/2016 12:39:17 PM
Message:
<!--
/* Font Definitions */
@font-face
    {font-family:Wingdings;

DRAFT - This document was created only for the purpose stated within it. It is for staff discussion only and does not reflect the view of the Commission.

```
        panose-1:5 0 0 0 0 0 0 0 0 0;}
@font-face
    {font-family:"Cambria Math";
    panose-1:2 4 5 3 5 4 6 3 2 4;}
@font-face
    {font-family:Calibri;
    panose-1:2 15 5 2 2 2 4 3 2 4;}
@font-face
    {font-family:"Kunstler Script";
    panose-1:3 3 4 2 2 6 7 13 13 6;}
@font-face
    {font-family:Verdana;
    panose-1:2 11 6 4 3 5 4 4 2 4;}
/* Style Definitions */
p.MsoNormal, li.MsoNormal, div.MsoNormal
    {margin:0in;
    margin-bottom:.0001pt;
    font-size:12.0pt;
    font-family:"Times New Roman",serif;}
a:link, span.MsoHyperlink
    {mso-style-priority:99;
    color:#0563C1;
    text-decoration:underline;}
a:visited, span.MsoHyperlinkFollowed
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    color:#954F72;
    text-decoration:underline;}
p
    {mso-style-priority:99;
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    margin-right:0in;
    mso-margin-bottom-alt:auto;
    margin-left:0in;
    font-size:12.0pt;
    font-family:"Times New Roman",serif;}
span.EmailStyle18
    {mso-style-type:personal-reply;
    font-family:"Calibri",sans-serif;
    color:black;}
.MsoChpDefault
    {mso-style-type:export-only;
    font-family:"Calibri",sans-serif;}
@page WordSection1
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div.WordSection1
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    mso-list-template-ids:-916918826;}
@list l0:level1
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    mso-ansi-font-size:10.0pt;
```

```
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    {mso-level-number-format:bullet;
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    mso-level-tab-stop:1.0in;
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:"Courier New";
    mso-bidi-font-family:"Times New Roman";}
@list l0:level3
    {mso-level-number-format:bullet;
    mso-level-text:\F0A7;
    mso-level-tab-stop:1.5in;
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Wingdings;}
@list l0:level4
    {mso-level-number-format:bullet;
    mso-level-text:\F0A7;
    mso-level-tab-stop:2.0in;
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Wingdings;}
@list l0:level5
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    mso-level-text:\F0A7;
    mso-level-tab-stop:2.5in;
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Wingdings;}
@list l0:level6
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    mso-level-tab-stop:3.0in;
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Wingdings;}
@list l0:level7
    {mso-level-number-format:bullet;
    mso-level-text:\F0A7;
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    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Wingdings;}
@list l0:level8
    {mso-level-number-format:bullet;
    mso-level-text:\F0A7;
    mso-level-tab-stop:4.0in;
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Wingdings;}
```

DRAFT - This document was created only for the purpose stated within it. It is for staff discussion only and does not reflect the view of the Commission.

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```
@list l0:level9
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    mso-level-text:\F0A7;
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    mso-level-number-position:left;
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    font-family:Wingdings;}
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    mso-list-template-ids:1989605898;}
@list l1:level1
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    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Symbol;}
@list l1:level2
    {mso-level-number-format:bullet;
    mso-level-text:o;
    mso-level-tab-stop:1.0in;
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:"Courier New";
    mso-bidi-font-family:"Times New Roman";}
@list l1:level3
    {mso-level-number-format:bullet;
    mso-level-text:\F0A7;
    mso-level-tab-stop:1.5in;
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Wingdings;}
@list l1:level4
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    mso-level-tab-stop:2.0in;
    mso-level-number-position:left;
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    mso-ansi-font-size:10.0pt;
    font-family:Wingdings;}
@list l1:level5
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    mso-level-tab-stop:2.5in;
    mso-level-number-position:left;
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    font-family:Wingdings;}
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```

```
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        mso-ansi-font-size:10.0pt;
        font-family:Wingdings;}
@list I1:level8
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        mso-ansi-font-size:10.0pt;
        font-family:Wingdings;}
@list I1:level9
        {mso-level-number-format:bullet;
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        mso-level-number-position:left;
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        font-family:Wingdings;}
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        mso-list-template-ids:-475746646;}
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        text-indent:-.25in;
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        font-family:"Courier New";
        mso-bidi-font-family:"Times New Roman";}
@list I2:level3
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        mso-level-tab-stop:1.5in;
        mso-level-number-position:left;
        text-indent:-.25in;
        mso-ansi-font-size:10.0pt;
        font-family:Wingdings;}
@list I2:level4
        {mso-level-number-format:bullet;
        mso-level-text:\F0A7;
        mso-level-tab-stop:2.0in;
```

```
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@list l2:level5
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        mso-level-text:\F0A7;
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        text-indent:-.25in;
        mso-ansi-font-size:10.0pt;
        font-family:Wingdings;}
@list l2:level6
        {mso-level-number-format:bullet;
        mso-level-text:\F0A7;
        mso-level-tab-stop:3.0in;
        mso-level-number-position:left;
        text-indent:-.25in;
        mso-ansi-font-size:10.0pt;
        font-family:Wingdings;}
@list l2:level7
        {mso-level-number-format:bullet;
        mso-level-text:\F0A7;
        mso-level-tab-stop:3.5in;
        mso-level-number-position:left;
        text-indent:-.25in;
        mso-ansi-font-size:10.0pt;
        font-family:Wingdings;}
@list l2:level8
        {mso-level-number-format:bullet;
        mso-level-text:\F0A7;
        mso-level-tab-stop:4.0in;
        mso-level-number-position:left;
        text-indent:-.25in;
        mso-ansi-font-size:10.0pt;
        font-family:Wingdings;}
@list l2:level9
        {mso-level-number-format:bullet;
        mso-level-text:\F0A7;
        mso-level-tab-stop:4.5in;
        mso-level-number-position:left;
        text-indent:-.25in;
        mso-ansi-font-size:10.0pt;
        font-family:Wingdings;}
ol
        {margin-bottom:0in;}
ul
        {margin-bottom:0in;}
-->
```

What has been received from customer regarding these issues? Was the 7/30/14 to 9/14 period done through actual or estimated reads? Work to check on the disputed billings.

CEI records show service at 2634 Hampshire Rd Dup Cleveland Heights in the name of Alan Jones 6/25/14 – 9/1/14. The start reading 6/25/14 was estimated at reading 64570 and the final 9/1/14 reading was estimated at reading 00325. The meter was changed 8/18/14 actual reading on old meter was 65388 and new meter was 00000. Additional actual readings obtained show the customer was accurately billed.

6/30/14 64638
7/30/14 65118
8/29/14 00279

9/30/14 00770
Per Ohio Admin Code 4901:1-10-05 Metering:
An actual meter reading is required at the initiation and/or the termination of service, if the meter has not been read within the sixty calendar days immediately preceding initiation and/or termination of service and access to the meter is provided.
Thanks,
Princess Davis
First Energy
Customer Service Compliance Specialist
From: ContactThePUCO@puc.state.oh.us [mailto:ContactThePUCO@puc.state.oh.us]
Sent: Thursday, August 04, 2016 1:22 PM
To: Ohio Commission <ohcommission@firstenergycorp.com>
Subject: Initial Complaint. Case: AJON080416E3
PUBLIC UTILITIES COMMISSION OF OHIO

Initial Submission of a Consumer Complaint
Please respond within 10 business days

CUSTOMER: Alan Jones
COMPANY:
ADDRESS: 410 Wakefield Run Blvd

Hinckley, OH 44233

SERVICE ADDRESS: 2634 Hampshire Rd, Cleveland Heights OH, 44106, Cuyahoga
CASE ID: AJON080416E3
AIQ: 110104185803

NIQ: (330) 659-2582
CBR: (216) 408-4346

DESCRIPTION OF ISSUE/CONCERN:
Please check the $161.88 disputed amount. What has been received from customer regarding these issues? Was the 7/30/14 to 9/14 period done through actual or estimated reads? Work to check on the disputed billings.

From: webmaster@puc.state.oh.us <mailto:webmaster@puc.state.oh.us>
To: PUCO
ContactThePUCO
Subject: PUCO CONTACT
FORM: 108305
Received: 8/3/2016 8:11:42 PM
Message:
WEB ID: 108305
AT:08-03-2016 at 08:11 PM
Related Case Number:
TYPE: Complaint
NAME: Mr. Alan Jones
CONTACT SENDER ? Yes
MAILING ADDRESS:
410 Wakefield Run Blvd
Hinckley , Ohio 44233

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USA
PHONE INFORMATION:
Home: 330-659-2582
Alternative: 216-408-4346
Fax: N/A
E-MAIL: alanmichele@roadrunner.com <mailto:alanmichele@roadrunner.com>
INDUSTRY:Electric
ACCOUNT INFORMATION:
Company: The Illuminating Company, A First Energy Company
Name on account: Alan D Jones
Service address: 2634 Hampshire Rd. Cleveland Heights, OH
Service phone: 216-408-4346
Account Number: 110104185803

COMPLAINT DESCRIPTION:
I have a disputed amount of $161.86 plus last months charges. First Energy
(FE) states this is due. I have contacted them and exchanged emails over a
several week period. I have requested to speak live to a supervisor but have not
received a response from FE. First Energy will not provide information I have
requested that would substantiate the charges or prove the charges are
excessive. The property is a rental property. When the tenant moved out the
electric service was transfered into my name (the landlord). FE estimated the
reading on the start date. They made an actual reading on July 30, 2014 and July
31, 2014. The final reading was estimated. The total charges for the two month
period was $161.86. The house was empty with no occupants except for an
occasional contractor. I feel the amount is excessive. FE will not provide any
historcial data to show the amount stated is correct. I have owned the house for
over 25 years and the average per month when the house was empty has been
$25-40/month. FE can review historical data (that I also requested) and create a
resonable estimate. Also as a data point, I compaired this "estimate" to my
personel house with three occupants, twice the physical size, FE is the electric
provider, and I average about $90-110/mo in the summer months. Please note that
this has been disputed and emails exchanged only since June of 2016. I was not
aware of the past due charges until then. FE did not/would not mail the monthly
invoices to the requested address (my personel residence).

Mariner Taft
Compliance Investigator
Investigation and Audit Division

614-995-2008 Fax
Mariner Taft Compliance Investigator Investigation and Audit Division 614-995-2008 Fax
Top of Form 1
&
Bottom of Form 1

From: Mariner Taft

Compliance Investigator
PUCO/SMED/IAD

Source	Event	Communication	Created By	Date		Consumer
Internal	Email	Received	**Auto Email Proc	9/1/2016	1:42:06PM	

Source	Event	Communication	Created By	Date		Consumer

Notes:

To: ohcommission@firstenergycorp.com
CC:
BCC:
Subject: Follow-up E-mail. Case: AJON080416E3

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Re: Alan Jones

410 Wakefield Run Blvd

Hinckley, OH 44233
(330) 659-2582

CASE ID: AJON080416E3

Notes:
Why was the meter retired?

From: Ohio Commission
To: PUCO ContactThePUCO
Subject: RE: *EXTERNAL* Third Request for Information. Case: AJON080416E3
Received: 9/1/2016 1:42:00 PM
Message:
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    panose-1:2 4 5 3 5 4 6 3 2 4;}
@font-face
    {font-family:Calibri;
    panose-1:2 15 5 2 2 2 4 3 2 4;}
@font-face
    {font-family:"Kunstler Script";
    panose-1:3 3 4 2 2 6 7 13 13 6;}
/* Style Definitions */
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    margin-bottom:.0001pt;
    font-size:12.0pt;
    font-family:"Times New Roman",serif;}
a:link, span.MsoHyperlink
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    color:#0563C1;
    text-decoration:underline;}
a:visited, span.MsoHyperlinkFollowed
    {mso-style-priority:99;
    color:#954F72;
    text-decoration:underline;}
p
    {mso-style-priority:99;
    mso-margin-top-alt:auto;
    margin-right:0in;

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            mso-margin-bottom-alt:auto;
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            font-size:12.0pt;
            font-family:"Times New Roman",serif;}
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            margin-right:0in;
            mso-margin-bottom-alt:auto;
            margin-left:0in;
            font-size:12.0pt;
            font-family:"Times New Roman",serif;}
span.EmailStyle19
            {mso-style-type:personal-reply;
            font-family:"Calibri",sans-serif;
            color:black;}
.MsoChpDefault
            {mso-style-type:export-only;
            font-family:"Calibri",sans-serif;}
@page WordSection1
            {size:8.5in 11.0in;
            margin:1.0in 1.0in 1.0in 1.0in;}
div.WordSection1
            {page:WordSection1;}
/* List Definitions */
@list l0
            {mso-list-id:750396813;
            mso-list-template-ids:-2091745914;}
@list l0:level1
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            mso-ansi-font-size:10.0pt;
            font-family:Symbol;}
@list l0:level2
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            mso-level-text:?;
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            mso-level-number-position:left;
            text-indent:-.25in;
            mso-ansi-font-size:10.0pt;
            font-family:Symbol;}
@list l0:level3
            {mso-level-number-format:bullet;
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            mso-level-tab-stop:1.5in;
            mso-level-number-position:left;
            text-indent:-.25in;
            mso-ansi-font-size:10.0pt;
            font-family:Symbol;}
@list l0:level4
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            mso-level-text:?;
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            mso-level-number-position:left;
            text-indent:-.25in;
```

DRAFT - This document was created only for the purpose stated within it. It is for staff discussion only and does not reflect the view of the Commission.

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```
        mso-ansi-font-size:10.0pt;
        font-family:Symbol;}
@list l0:level5
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        font-family:Symbol;}
@list l0:level6
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        font-family:Symbol;}
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        font-family:Symbol;}
@list l0:level8
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        font-family:Symbol;}
@list l0:level9
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        mso-list-template-ids:883609756;}
@list l1:level1
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        mso-level-number-position:left;
        text-indent:-.25in;
        mso-ansi-font-size:10.0pt;
        font-family:Symbol;}
@list l1:level2
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```
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@list I1:level3
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        font-family:Symbol;}
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        font-family:Symbol;}
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    {mso-level-number-format:bullet;
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        mso-level-tab-stop:2.5in;
        mso-level-number-position:left;
        text-indent:-.25in;
        mso-ansi-font-size:10.0pt;
        font-family:Symbol;}
@list I1:level6
    {mso-level-number-format:bullet;
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        mso-level-tab-stop:3.0in;
        mso-level-number-position:left;
        text-indent:-.25in;
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        font-family:Symbol;}
@list I1:level7
    {mso-level-number-format:bullet;
        mso-level-text:?;
        mso-level-tab-stop:3.5in;
        mso-level-number-position:left;
        text-indent:-.25in;
        mso-ansi-font-size:10.0pt;
        font-family:Symbol;}
@list I1:level8
    {mso-level-number-format:bullet;
        mso-level-text:?;
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        text-indent:-.25in;
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        font-family:Symbol;}
@list I1:level9
    {mso-level-number-format:bullet;
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@list l2:level1
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@list l2:level2
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     mso-level-tab-stop:1.0in;
     mso-level-number-position:left;
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     mso-ansi-font-size:10.0pt;
     font-family:Symbol;}
@list l2:level3
     {mso-level-number-format:bullet;
     mso-level-text:?;
     mso-level-tab-stop:1.5in;
     mso-level-number-position:left;
     text-indent:-.25in;
     mso-ansi-font-size:10.0pt;
     font-family:Symbol;}
@list l2:level4
     {mso-level-number-format:bullet;
     mso-level-text:?;
     mso-level-tab-stop:2.0in;
     mso-level-number-position:left;
     text-indent:-.25in;
     mso-ansi-font-size:10.0pt;
     font-family:Symbol;}
@list l2:level5
     {mso-level-number-format:bullet;
     mso-level-text:?;
     mso-level-tab-stop:2.5in;
     mso-level-number-position:left;
     text-indent:-.25in;
     mso-ansi-font-size:10.0pt;
     font-family:Symbol;}
@list l2:level6
     {mso-level-number-format:bullet;
     mso-level-text:?;
     mso-level-tab-stop:3.0in;
     mso-level-number-position:left;
     text-indent:-.25in;
     mso-ansi-font-size:10.0pt;
     font-family:Symbol;}
@list l2:level7
     {mso-level-number-format:bullet;
     mso-level-text:?;
     mso-level-tab-stop:3.5in;
     mso-level-number-position:left;
     text-indent:-.25in;
```

```
    mso-ansi-font-size:10.0pt;
    font-family:Symbol;}
@list l2:level8
    {mso-level-number-format:bullet;
    mso-level-text:?;
    mso-level-tab-stop:4.0in;
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Symbol;}
@list l2:level9
    {mso-level-number-format:bullet;
    mso-level-text:?;
    mso-level-tab-stop:4.5in;
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Symbol;}
@list l3
    {mso-list-id:884759595;
    mso-list-template-ids:1966874826;}
@list l3:level1
    {mso-level-number-format:bullet;
    mso-level-text:?;
    mso-level-tab-stop:.5in;
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Symbol;}
@list l3:level2
    {mso-level-number-format:bullet;
    mso-level-text:?;
    mso-level-tab-stop:1.0in;
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Symbol;}
@list l3:level3
    {mso-level-number-format:bullet;
    mso-level-text:?;
    mso-level-tab-stop:1.5in;
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Symbol;}
@list l3:level4
    {mso-level-number-format:bullet;
    mso-level-text:?;
    mso-level-tab-stop:2.0in;
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Symbol;}
@list l3:level5
    {mso-level-number-format:bullet;
    mso-level-text:?;
    mso-level-tab-stop:2.5in;
    mso-level-number-position:left;
```

```
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Symbol;}
@list I3:level6
    {mso-level-number-format:bullet;
    mso-level-text:?;
    mso-level-tab-stop:3.0in;
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Symbol;}
@list I3:level7
    {mso-level-number-format:bullet;
    mso-level-text:?;
    mso-level-tab-stop:3.5in;
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Symbol;}
@list I3:level8
    {mso-level-number-format:bullet;
    mso-level-text:?;
    mso-level-tab-stop:4.0in;
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Symbol;}
@list I3:level9
    {mso-level-number-format:bullet;
    mso-level-text:?;
    mso-level-tab-stop:4.5in;
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Symbol;}
@list I4
    {mso-list-id:901790526;
    mso-list-template-ids:-587835182;}
@list I4:level1
    {mso-level-number-format:bullet;
    mso-level-text:?;
    mso-level-tab-stop:.5in;
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Symbol;}
@list I4:level2
    {mso-level-number-format:bullet;
    mso-level-text:?;
    mso-level-tab-stop:1.0in;
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Symbol;}
@list I4:level3
    {mso-level-number-format:bullet;
    mso-level-text:?;
    mso-level-tab-stop:1.5in;
```

```
     mso-level-number-position:left;
     text-indent:-.25in;
     mso-ansi-font-size:10.0pt;
     font-family:Symbol;}
@list l4:level4
     {mso-level-number-format:bullet;
     mso-level-text:?;
     mso-level-tab-stop:2.0in;
     mso-level-number-position:left;
     text-indent:-.25in;
     mso-ansi-font-size:10.0pt;
     font-family:Symbol;}
@list l4:level5
     {mso-level-number-format:bullet;
     mso-level-text:?;
     mso-level-tab-stop:2.5in;
     mso-level-number-position:left;
     text-indent:-.25in;
     mso-ansi-font-size:10.0pt;
     font-family:Symbol;}
@list l4:level6
     {mso-level-number-format:bullet;
     mso-level-text:?;
     mso-level-tab-stop:3.0in;
     mso-level-number-position:left;
     text-indent:-.25in;
     mso-ansi-font-size:10.0pt;
     font-family:Symbol;}
@list l4:level7
     {mso-level-number-format:bullet;
     mso-level-text:?;
     mso-level-tab-stop:3.5in;
     mso-level-number-position:left;
     text-indent:-.25in;
     mso-ansi-font-size:10.0pt;
     font-family:Symbol;}
@list l4:level8
     {mso-level-number-format:bullet;
     mso-level-text:?;
     mso-level-tab-stop:4.0in;
     mso-level-number-position:left;
     text-indent:-.25in;
     mso-ansi-font-size:10.0pt;
     font-family:Symbol;}
@list l4:level9
     {mso-level-number-format:bullet;
     mso-level-text:?;
     mso-level-tab-stop:4.5in;
     mso-level-number-position:left;
     text-indent:-.25in;
     mso-ansi-font-size:10.0pt;
     font-family:Symbol;}
@list l5
     {mso-list-id:1361707617;
     mso-list-template-ids:-1045902022;}
@list l5:level1
     {mso-level-number-format:bullet;
     mso-level-text:?;
```

```
            mso-level-tab-stop:.5in;
            mso-level-number-position:left;
            text-indent:-.25in;
            mso-ansi-font-size:10.0pt;
            font-family:Symbol;}
@list l5:level2
        {mso-level-number-format:bullet;
        mso-level-text:?;
        mso-level-tab-stop:1.0in;
        mso-level-number-position:left;
        text-indent:-.25in;
        mso-ansi-font-size:10.0pt;
        font-family:Symbol;}
@list l5:level3
        {mso-level-number-format:bullet;
        mso-level-text:?;
        mso-level-tab-stop:1.5in;
        mso-level-number-position:left;
        text-indent:-.25in;
        mso-ansi-font-size:10.0pt;
        font-family:Symbol;}
@list l5:level4
        {mso-level-number-format:bullet;
        mso-level-text:?;
        mso-level-tab-stop:2.0in;
        mso-level-number-position:left;
        text-indent:-.25in;
        mso-ansi-font-size:10.0pt;
        font-family:Symbol;}
@list l5:level5
        {mso-level-number-format:bullet;
        mso-level-text:?;
        mso-level-tab-stop:2.5in;
        mso-level-number-position:left;
        text-indent:-.25in;
        mso-ansi-font-size:10.0pt;
        font-family:Symbol;}
@list l5:level6
        {mso-level-number-format:bullet;
        mso-level-text:?;
        mso-level-tab-stop:3.0in;
        mso-level-number-position:left;
        text-indent:-.25in;
        mso-ansi-font-size:10.0pt;
        font-family:Symbol;}
@list l5:level7
        {mso-level-number-format:bullet;
        mso-level-text:?;
        mso-level-tab-stop:3.5in;
        mso-level-number-position:left;
        text-indent:-.25in;
        mso-ansi-font-size:10.0pt;
        font-family:Symbol;}
@list l5:level8
        {mso-level-number-format:bullet;
        mso-level-text:?;
        mso-level-tab-stop:4.0in;
        mso-level-number-position:left;
```

```
        text-indent:-.25in;
        mso-ansi-font-size:10.0pt;
        font-family:Symbol;}
@list l5:level9
        {mso-level-number-format:bullet;
        mso-level-text:?;
        mso-level-tab-stop:4.5in;
        mso-level-number-position:left;
        text-indent:-.25in;
        mso-ansi-font-size:10.0pt;
        font-family:Symbol;}
@list l6
        {mso-list-id:1640764110;
        mso-list-template-ids:1227119740;}
@list l6:level1
        {mso-level-number-format:bullet;
        mso-level-text:?;
        mso-level-tab-stop:.5in;
        mso-level-number-position:left;
        text-indent:-.25in;
        mso-ansi-font-size:10.0pt;
        font-family:Symbol;}
@list l6:level2
        {mso-level-number-format:bullet;
        mso-level-text:?;
        mso-level-tab-stop:1.0in;
        mso-level-number-position:left;
        text-indent:-.25in;
        mso-ansi-font-size:10.0pt;
        font-family:Symbol;}
@list l6:level3
        {mso-level-number-format:bullet;
        mso-level-text:?;
        mso-level-tab-stop:1.5in;
        mso-level-number-position:left;
        text-indent:-.25in;
        mso-ansi-font-size:10.0pt;
        font-family:Symbol;}
@list l6:level4
        {mso-level-number-format:bullet;
        mso-level-text:?;
        mso-level-tab-stop:2.0in;
        mso-level-number-position:left;
        text-indent:-.25in;
        mso-ansi-font-size:10.0pt;
        font-family:Symbol;}
@list l6:level5
        {mso-level-number-format:bullet;
        mso-level-text:?;
        mso-level-tab-stop:2.5in;
        mso-level-number-position:left;
        text-indent:-.25in;
        mso-ansi-font-size:10.0pt;
        font-family:Symbol;}
@list l6:level6
        {mso-level-number-format:bullet;
        mso-level-text:?;
        mso-level-tab-stop:3.0in;
```

```
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Symbol;}
@list l6:level7
    {mso-level-number-format:bullet;
    mso-level-text:?;
    mso-level-tab-stop:3.5in;
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Symbol;}
@list l6:level8
    {mso-level-number-format:bullet;
    mso-level-text:?;
    mso-level-tab-stop:4.0in;
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Symbol;}
@list l6:level9
    {mso-level-number-format:bullet;
    mso-level-text:?;
    mso-level-tab-stop:4.5in;
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Symbol;}
@list l7
    {mso-list-id:1736973550;
    mso-list-template-ids:498862460;}
@list l7:level1
    {mso-level-number-format:bullet;
    mso-level-text:?;
    mso-level-tab-stop:.5in;
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Symbol;}
@list l7:level2
    {mso-level-number-format:bullet;
    mso-level-text:?;
    mso-level-tab-stop:1.0in;
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Symbol;}
@list l7:level3
    {mso-level-number-format:bullet;
    mso-level-text:?;
    mso-level-tab-stop:1.5in;
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Symbol;}
@list l7:level4
    {mso-level-number-format:bullet;
    mso-level-text:?;
```

```
        mso-level-tab-stop:2.0in;
        mso-level-number-position:left;
        text-indent:-.25in;
        mso-ansi-font-size:10.0pt;
        font-family:Symbol;}
@list l7:level5
    {mso-level-number-format:bullet;
        mso-level-text:?;
        mso-level-tab-stop:2.5in;
        mso-level-number-position:left;
        text-indent:-.25in;
        mso-ansi-font-size:10.0pt;
        font-family:Symbol;}
@list l7:level6
    {mso-level-number-format:bullet;
        mso-level-text:?;
        mso-level-tab-stop:3.0in;
        mso-level-number-position:left;
        text-indent:-.25in;
        mso-ansi-font-size:10.0pt;
        font-family:Symbol;}
@list l7:level7
    {mso-level-number-format:bullet;
        mso-level-text:?;
        mso-level-tab-stop:3.5in;
        mso-level-number-position:left;
        text-indent:-.25in;
        mso-ansi-font-size:10.0pt;
        font-family:Symbol;}
@list l7:level8
    {mso-level-number-format:bullet;
        mso-level-text:?;
        mso-level-tab-stop:4.0in;
        mso-level-number-position:left;
        text-indent:-.25in;
        mso-ansi-font-size:10.0pt;
        font-family:Symbol;}
@list l7:level9
    {mso-level-number-format:bullet;
        mso-level-text:?;
        mso-level-tab-stop:4.5in;
        mso-level-number-position:left;
        text-indent:-.25in;
        mso-ansi-font-size:10.0pt;
        font-family:Symbol;}
@list l8
    {mso-list-id:1964653203;
        mso-list-template-ids:-1394030084;}
@list l8:level1
    {mso-level-number-format:bullet;
        mso-level-text:?;
        mso-level-tab-stop:.5in;
        mso-level-number-position:left;
        text-indent:-.25in;
        mso-ansi-font-size:10.0pt;
        font-family:Symbol;}
@list l8:level2
    {mso-level-number-format:bullet;
```

```
        mso-level-text:?;
        mso-level-tab-stop:1.0in;
        mso-level-number-position:left;
        text-indent:-.25in;
        mso-ansi-font-size:10.0pt;
        font-family:Symbol;}
@list l8:level3
        {mso-level-number-format:bullet;
        mso-level-text:?;
        mso-level-tab-stop:1.5in;
        mso-level-number-position:left;
        text-indent:-.25in;
        mso-ansi-font-size:10.0pt;
        font-family:Symbol;}
@list l8:level4
        {mso-level-number-format:bullet;
        mso-level-text:?;
        mso-level-tab-stop:2.0in;
        mso-level-number-position:left;
        text-indent:-.25in;
        mso-ansi-font-size:10.0pt;
        font-family:Symbol;}
@list l8:level5
        {mso-level-number-format:bullet;
        mso-level-text:?;
        mso-level-tab-stop:2.5in;
        mso-level-number-position:left;
        text-indent:-.25in;
        mso-ansi-font-size:10.0pt;
        font-family:Symbol;}
@list l8:level6
        {mso-level-number-format:bullet;
        mso-level-text:?;
        mso-level-tab-stop:3.0in;
        mso-level-number-position:left;
        text-indent:-.25in;
        mso-ansi-font-size:10.0pt;
        font-family:Symbol;}
@list l8:level7
        {mso-level-number-format:bullet;
        mso-level-text:?;
        mso-level-tab-stop:3.5in;
        mso-level-number-position:left;
        text-indent:-.25in;
        mso-ansi-font-size:10.0pt;
        font-family:Symbol;}
@list l8:level8
        {mso-level-number-format:bullet;
        mso-level-text:?;
        mso-level-tab-stop:4.0in;
        mso-level-number-position:left;
        text-indent:-.25in;
        mso-ansi-font-size:10.0pt;
        font-family:Symbol;}
@list l8:level9
        {mso-level-number-format:bullet;
        mso-level-text:?;
        mso-level-tab-stop:4.5in;
```

```
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Symbol;}
@list l9
    {mso-list-id:2024353184;
    mso-list-template-ids:73719394;}
@list l9:level1
    {mso-level-number-format:bullet;
    mso-level-text:?;
    mso-level-tab-stop:.5in;
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Symbol;}
@list l9:level2
    {mso-level-number-format:bullet;
    mso-level-text:?;
    mso-level-tab-stop:1.0in;
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Symbol;}
@list l9:level3
    {mso-level-number-format:bullet;
    mso-level-text:?;
    mso-level-tab-stop:1.5in;
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Symbol;}
@list l9:level4
    {mso-level-number-format:bullet;
    mso-level-text:?;
    mso-level-tab-stop:2.0in;
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Symbol;}
@list l9:level5
    {mso-level-number-format:bullet;
    mso-level-text:?;
    mso-level-tab-stop:2.5in;
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Symbol;}
@list l9:level6
    {mso-level-number-format:bullet;
    mso-level-text:?;
    mso-level-tab-stop:3.0in;
    mso-level-number-position:left;
    text-indent:-.25in;
    mso-ansi-font-size:10.0pt;
    font-family:Symbol;}
@list l9:level7
    {mso-level-number-format:bullet;
    mso-level-text:?;
```

```
     mso-level-tab-stop:3.5in;
     mso-level-number-position:left;
     text-indent:-.25in;
     mso-ansi-font-size:10.0pt;
     font-family:Symbol;}
@list l9:level8
     {mso-level-number-format:bullet;
     mso-level-text:?;
     mso-level-tab-stop:4.0in;
     mso-level-number-position:left;
     text-indent:-.25in;
     mso-ansi-font-size:10.0pt;
     font-family:Symbol;}
@list l9:level9
     {mso-level-number-format:bullet;
     mso-level-text:?;
     mso-level-tab-stop:4.5in;
     mso-level-number-position:left;
     text-indent:-.25in;
     mso-ansi-font-size:10.0pt;
     font-family:Symbol;}
@list l10
     {mso-list-id:2072653913;
     mso-list-template-ids:267968002;}
@list l10:level1
     {mso-level-number-format:bullet;
     mso-level-text:?;
     mso-level-tab-stop:.5in;
     mso-level-number-position:left;
     text-indent:-.25in;
     mso-ansi-font-size:10.0pt;
     font-family:Symbol;}
@list l10:level2
     {mso-level-number-format:bullet;
     mso-level-text:?;
     mso-level-tab-stop:1.0in;
     mso-level-number-position:left;
     text-indent:-.25in;
     mso-ansi-font-size:10.0pt;
     font-family:Symbol;}
@list l10:level3
     {mso-level-number-format:bullet;
     mso-level-text:?;
     mso-level-tab-stop:1.5in;
     mso-level-number-position:left;
     text-indent:-.25in;
     mso-ansi-font-size:10.0pt;
     font-family:Symbol;}
@list l10:level4
     {mso-level-number-format:bullet;
     mso-level-text:?;
     mso-level-tab-stop:2.0in;
     mso-level-number-position:left;
     text-indent:-.25in;
     mso-ansi-font-size:10.0pt;
     font-family:Symbol;}
@list l10:level5
     {mso-level-number-format:bullet;
```

```
        mso-level-text:?;
        mso-level-tab-stop:2.5in;
        mso-level-number-position:left;
        text-indent:-.25in;
        mso-ansi-font-size:10.0pt;
        font-family:Symbol;}
@list l10:level6
        {mso-level-number-format:bullet;
        mso-level-text:?;
        mso-level-tab-stop:3.0in;
        mso-level-number-position:left;
        text-indent:-.25in;
        mso-ansi-font-size:10.0pt;
        font-family:Symbol;}
@list l10:level7
        {mso-level-number-format:bullet;
        mso-level-text:?;
        mso-level-tab-stop:3.5in;
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        text-indent:-.25in;
        mso-ansi-font-size:10.0pt;
        font-family:Symbol;}
@list l10:level8
        {mso-level-number-format:bullet;
        mso-level-text:?;
        mso-level-tab-stop:4.0in;
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        text-indent:-.25in;
        mso-ansi-font-size:10.0pt;
        font-family:Symbol;}
@list l10:level9
        {mso-level-number-format:bullet;
        mso-level-text:?;
        mso-level-tab-stop:4.5in;
        mso-level-number-position:left;
        text-indent:-.25in;
        mso-ansi-font-size:10.0pt;
        font-family:Symbol;}
ol
        {margin-bottom:0in;}
ul
        {margin-bottom:0in;}
```

When the meter was switched 8/18/14, was it tested? If so, what were the test results?
As stated 8/22/16, the meter was not tested.
Why was the meter replaced or switched for a new meter?
Record show an order was entered 5/20/14 to retire the meter. The meter was exchanged 8/19/14.
Is the customer disputing the billing at his current address?
As stated 8/25/16, An email was received from the customer on account 110116739241, stating 'Please consider this email informing First energy (FE) that I dispute the bill. I have filed a complaint with the PUCO (Web Submission #108305). I will request that this bill be included in the dispute.
Actual readings have been obtained, customer has been accurately billed.
Thanks,
Princess Davis
First Energy
Customer Service Compliance Specialist
From: ContactThePUCO@puc.state.oh.us [mailto:ContactThePUCO@puc.state.oh.us]
Sent: Monday, August 29, 2016 1:40 PM

To: Ohio Commission <ohcommission@firstenergycorp.com>
Subject: *EXTERNAL* Third Request for Information. Case: AJON080416E3
PUBLIC UTILITIES COMMISSION OF OHIO

SUBMISSION OF A CONSUMER COMPLAINT
THIRD REQUEST FOR INFORMATION
PLEASE RESPOND WITHIN 48 HOURS

CASE ID: AJON080416E3

CUSTOMER: Alan Jones
COMPANY:
ADDRESS: 410 Wakefield Run Blvd

Hinckley, OH 44233

SERVICE ADDRESS: 2634 Hampshire Rd, Cleveland Heights OH, 44106, Cuyahoga
ACCOUNT NUMBER: 110104185803

NIQ: (330) 659-2582
CBR: (216) 408-4346

DESCRIPTION OF ISSUE:
When the meter was switched 8/18/14, was it tested? If so, what were the test results? Why was the meter replaced or switched for a new meter? Is the customer disputing the billing at his current address?
Please refer to the details contained in the original submission of the complaint and respond within 48 hours.

Sincerely,

From: Ohio Commission
To: PUCO
ContactThePUCO
Subject: RE: Initial
Complaint. Case: AJON080416E3
Received: 8/15/2016 12:39:17 PM

Message:

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@font-face
{font-family:"Cambria Math";
panose-1:2 4 5 3 5 4 6 3 2 4;}
@font-face
{font-family:Calibri;
panose-1:2 15 5 2 2 2 4 3 2 4;}
@font-face

```
{font-family:"Kunstler Script";
panose-1:3 3 4 2 2 6 7 13 13 6;}
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{font-family:Verdana;
panose-1:2 11 6 4 3 5 4 4 2 4;}
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margin-bottom:.0001pt;
font-size:12.0pt;
font-family:"Times New Roman",serif;}
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text-decoration:underline;}
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color:#954F72;
text-decoration:underline;}
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margin-right:0in;
mso-margin-bottom-alt:auto;
margin-left:0in;
font-size:12.0pt;          '
font-family:"Times New Roman",serif;}
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font-family:"Calibri",sans-serif;
color:black;}
.MsoChpDefault
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font-family:"Calibri",sans-serif;}
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font-family:Symbol;}
@list l0:level2
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mso-level-tab-stop:1.0in;
mso-level-number-position:left;
text-indent:-.25in;
mso-ansi-font-size:10.0pt;
```

```
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mso-level-tab-stop:1.5in;
mso-level-number-position:left;
text-indent:-.25in;
mso-ansi-font-size:10.0pt;
font-family:Wingdings;}
@list l0:level4
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mso-level-text:\F0A7;
mso-level-tab-stop:2.0in;
mso-level-number-position:left;
text-indent:-.25in;
mso-ansi-font-size:10.0pt;
font-family:Wingdings;}
@list l0:level5
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mso-level-tab-stop:2.5in;
mso-level-number-position:left;
text-indent:-.25in;
mso-ansi-font-size:10.0pt;
font-family:Wingdings;}
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font-family:Wingdings;}
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text-indent:-.25in;
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font-family:Wingdings;}
@list l0:level8
{mso-level-number-format:bullet;
mso-level-text:\F0A7;
mso-level-tab-stop:4.0in;
mso-level-number-position:left;
text-indent:-.25in;
mso-ansi-font-size:10.0pt;
font-family:Wingdings;}
@list l0:level9
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mso-level-text:\F0A7;
mso-level-tab-stop:4.5in;
mso-level-number-position:left;
text-indent:-.25in;
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```

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text-indent:-.25in;
mso-ansi-font-size:10.0pt;
font-family:Symbol;}
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text-indent:-.25in;
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font-family:"Courier New";
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mso-level-number-position:left;
text-indent:-.25in;
mso-ansi-font-size:10.0pt;
font-family:Wingdings;}
@list l1:level4
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mso-level-text:\F0A7;
mso-level-tab-stop:2.0in;
mso-level-number-position:left;
text-indent:-.25in;
mso-ansi-font-size:10.0pt;
font-family:Wingdings;}
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font-family:Wingdings;}
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font-family:Wingdings;}
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mso-level-tab-stop:4.5in;
mso-level-number-position:left;
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font-family:Wingdings;}
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text-indent:-.25in;
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font-family:Symbol;}
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mso-level-tab-stop:1.0in;
mso-level-number-position:left;
text-indent:-.25in;
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font-family:"Courier New";
mso-bidi-font-family:"Times New Roman";}
@list l2:level3
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font-family:Wingdings;}
@list l2:level4
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font-family:Wingdings;}
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font-family:Wingdings;}
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font-family:Wingdings;}
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text-indent:-.25in;
mso-ansi-font-size:10.0pt;
font-family:Wingdings;}
@list l2:level8
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mso-level-number-position:left;
text-indent:-.25in;
mso-ansi-font-size:10.0pt;
font-family:Wingdings;}
@list l2:level9
{mso-level-number-format:bullet;
mso-level-text:\F0A7;
mso-level-tab-stop:4.5in;
mso-level-number-position:left;
text-indent:-.25in;
mso-ansi-font-size:10.0pt;
font-family:Wingdings;}
ol
{margin-bottom:0in;}
ul
{margin-bottom:0in;}
-->
```

What has been received from customer regarding these
issues? Was the 7/30/14 to 9/14 period done through actual or estimated reads?
Work to check on the disputed billings.
CEI records show service at 2634 Hampshire Rd Dup Cleveland
Heights in the name of Alan Jones 6/25/14 â€" 9/1/14. The start reading 6/25/14
was estimated at reading 64570 and the final 9/1/14 reading was estimated at
reading 00325. The meter was changed 8/18/14 actual reading on old meter was
65388 and new meter was 00000.
Additional actual readings obtained show the customer was
accurately billed.
6/30/14 64638
7/30/14 65118
8/29/14 00279
9/30/14 00770
Per Ohio Admin Code 4901:1-10-05 Metering:

style='FONT-SIZE: 9.5pt; FONT-FAMILY: "Verdana",sans-serif'>An actual meter

reading is required at the initiation and/or the termination of service, if the
meter has not been read within the sixty calendar days immediately preceding
initiation and/or termination of service and access to the meter is
provided.

style='FONT-FAMILY: "Calibri",sans-serif; COLOR: black'>

style='FONT-FAMILY: "Calibri",sans-serif; COLOR: black'>Thanks,

style='FONT-SIZE: 22pt; FONT-FAMILY: "Kunstler Script"; COLOR: #00b050'>Princess
Davis

style='FONT-SIZE: 10pt; FONT-FAMILY: "Calibri",sans-serif; COLOR: #00b050'>First
Energy

style='FONT-SIZE: 10pt; FONT-FAMILY: "Calibri",sans-serif; COLOR: #00b050'>Customer
Service Compliance Specialist

style='FONT-FAMILY: "Calibri",sans-serif; COLOR: black'>

style='FONT-SIZE: 11pt; FONT-FAMILY: "Calibri",sans-serif'>From:
style='FONT-SIZE: 11pt; FONT-FAMILY: "Calibri",sans-serif'>
ContactThePUCO@puc.state.oh.us <mailto:ContactThePUCO@puc.state.oh.us>
[<mailto:ContactThePUCO@puc.state.oh.us>]

Sent: Thursday, August 04, 2016 1:22 PM
To: Ohio Commission
<ohcommission@firstenergycorp.com <mailto:ohcommission@firstenergycorp.com>>
Subject: Initial Complaint.
Case: AJON080416E3
PUBLIC UTILITIES COMMISSION OF OHIO

Initial Submission
of a Consumer Complaint
Please respond within 10 business
days

CUSTOMER: Alan Jones
COMPANY:
ADDRESS: 410 Wakefield Run
Blvd

Hinckley, OH 44233

SERVICE ADDRESS: 2634 Hampshire Rd,
Cleveland Heights OH, 44106, Cuyahoga
CASE ID: AJON080416E3
AIQ:
110104185803

NIQ: (330) 659-2582
CBR: (216)
408-4346

DESCRIPTION OF ISSUE/CONCERN:
Please check the $161.88
disputed amount. What has been received from customer regarding these issues?

Was the 7/30/14 to 9/14 period done through actual or estimated reads? Work to
check on the disputed billings.

From:
href="<mailto:webmaster@puc.state.oh.us>">webmaster@puc.state.oh.us <mailto:webmaster@puc.state.oh.us>
To:
PUCO
ContactThePUCO
Subject: PUCO CONTACT
FORM: 108305
Received:
8/3/2016 8:11:42 PM
Message:
WEB ID: 108305
AT:08-03-2016 at 08:11 PM
Related Case Number:
TYPE: Complaint
NAME: Mr. Alan Jones
CONTACT SENDER ? Yes
MAILING ADDRESS:

style="mso-margin-top-alt: auto; mso-margin-bottom-alt: auto; mso-list: l1 level1 lfo1">410
Wakefield Run Blvd

style="mso-margin-top-alt: auto; mso-margin-bottom-alt: auto; mso-list: l1 level1 lfo1">Hinckley
, Ohio 44233

style="mso-margin-top-alt: auto; mso-margin-bottom-alt: auto; mso-list: l1 level1 lfo1">USA
PHONE INFORMATION:

style="mso-margin-top-alt: auto; mso-margin-bottom-alt: auto; mso-list: l2 level1 lfo2">Home:
330-659-2582

style="mso-margin-top-alt: auto; mso-margin-bottom-alt: auto; mso-list: l2 level1 lfo2">Alternative:
216-408-4346

style="mso-margin-top-alt: auto; mso-margin-bottom-alt: auto; mso-list: l2 level1 lfo2">Fax:
N/A
E-MAIL:
href="<mailto:alanmichele@roadrunner.com>">alanmichele@roadrunner.com <mailto:alanmichele@roadrunner.com>
INDUSTRY:Electric
ACCOUNT INFORMATION:

style="mso-margin-top-alt: auto; mso-margin-bottom-alt: auto; mso-list: l0 level1 lfo3">Company:
The Illuminating Company, A First Energy Company

style="mso-margin-top-alt: auto; mso-margin-bottom-alt: auto; mso-list: l0 level1 lfo3">Name
on account: Alan D Jones

style="mso-margin-top-alt: auto; mso-margin-bottom-alt: auto; mso-list: l0 level1 lfo3">Service
address: 2634 Hampshire Rd. Cleveland Heights, OH

*DRAFT - This document was created only for the purpose stated within it. It is for staff discussion
only and does not reflect the view of the Commission.*

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style="mso-margin-top-alt: auto; mso-margin-bottom-alt: auto; mso-list: l0 level1 lfo3">Service phone: 216-408-4346

style="mso-margin-top-alt: auto; mso-margin-bottom-alt: auto; mso-list: l0 level1 lfo3">Account Number: 110104185803
COMPLAINT DESCRIPTION:
I have a disputed amount of $161.86 plus last months charges. First Energy

(FE) states this is due. I have contacted them and exchanged emails over a

several week period. I have requested to speak live to a supervisor but have not
received a response from FE. First Energy will not provide information I have
requested that would substantiate the charges or prove the charges are

excessive. The property is a rental property. When the tenant moved out the

electric service was transfered into my name (the landlord). FE estimated the
reading on the start date. They made an actual reading on July 30, 2014 and July
31, 2014. The final reading was estimated. The total charges for the two month
period was $161.86. The house was empty with no occupants except for an
occasional contractor. I feel the amount is excessive. FE will not provide any
historcial data to show the amount stated is correct. I have owned the house for
over 25 years and the average per month when the house was empty has been
$25-40/month. FE can review historical data (that I also requested) and create a
resonable estimate. Also as a data point, I compaired this "estimate" to my
personel house with three occupants, twice the physical size, FE is the electric
provider, and I average about
$90-110/mo in the summer months. Please note that this has been disputed and
emails exchanged only since June of 2016. I was not aware of the past due
charges until then. FE did not/would not mail the monthly invoices to the
requested address (my personel residence).

Mariner
Taft
Compliance Investigator
Investigation and Audit
Division

614-995-2008 Fax

Mariner Taft

Compliance Investigator
Investigation and Audit Division

614-995-2008 Fax

From: Mariner Taft

Compliance Investigator
PUCO/SMED/IAD

Source	Event	Communication	Created By	Date		Consumer
Internal	Email	Received	**Auto Email Proc	9/9/2016	9:09:46AM	

Source	Event	Communication	Created By	Date		Consumer
Internal	Research	Case Management	Taft, Mariner	9/9/2016	9:34:55AM	

Notes:
review em response.

Source	Event	Communication	Created By	Date		Consumer
Utility Company	Email	Posted	Taft, Mariner	9/12/2016	1:11:55PM	Jones, Alan

Notes:
To: ohcommission@firstenergycorp.com
CC:
BCC:
Subject: Follow-up E-mail. Case: AJON080416E3

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Re: Alan Jones

410 Wakefield Run Blvd

Hinckley, OH 44233
(330) 659-2582

CASE ID: AJON080416E3

Notes:
When reviewing the account history on the current account, it shows estimated reads done for all the meter reads for the account. Does the customer have a inside, nonrf meter? Has a rf meter been suggested to avoid estimated reads in the future? What address were the current bills mailed to, since the customer claims the current bills were not mailed to his personal address as requested.

From: Mariner Taft

Compliance Investigator
PUCO/SMED/IAD

Source	Event	Communication	Created By	Date		Consumer
Internal	Email	Received	**Auto Email Proc	9/13/2016	5:59:13PM	

Source	Event	Communication	Created By	Date		Consumer
Internal	Research	Case Management	Taft, Mariner	9/14/2016	7:48:27AM	

Notes:
review em response.

Source	Event	Communication	Created By	Date		Consumer
Utility Company	Email	Posted	Taft, Mariner	9/22/2016	7:59:21AM	Jones, Alan

Notes:
To: ohcommission@firstenergycorp.com
CC:
BCC:
Subject: Follow-up E-mail. Case: AJON080416E3

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Re: Alan Jones

410 Wakefield Run Blvd

Hinckley, OH 44233
(330) 659-2582

CASE ID: AJON080416E3

Notes:
At this point, we are talking about the home address at 410 Wakefield. In the most recent responses, he states
disputing a balance or bill from the Wakefield address. Do we have a account history for the Wakefield address?

From: Ohio Commission
To: PUCO ContactThePUCO
Subject: RE: *EXTERNAL* Follow-up E-mail. Case: AJON080416E3 Alan Jones
Received: 9/13/2016 5:59:09 PM
Message:
<|--
/* Font Definitions */
@font-face
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    panose-1:2 4 5 3 5 4 6 3 2 4;}
@font-face
    {font-family:Calibri;
    panose-1:2 15 5 2 2 2 4 3 2 4;}
/* Style Definitions */
p.MsoNormal, li.MsoNormal, div.MsoNormal
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```
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        font-family:"Times New Roman",serif;}
a:link, span.MsoHyperlink
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        color:#0563C1;
        text-decoration:underline;}
a:visited, span.MsoHyperlinkFollowed
        {mso-style-priority:99;
        color:#954F72;
        text-decoration:underline;}
span.EmailStyle17
        {mso-style-type:personal-reply;
        font-family:"Calibri",sans-serif;
        color:#1F497D;}
.MsoChpDefault
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        font-family:"Calibri",sans-serif;}
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        margin:1.0in 1.0in 1.0in 1.0in;}
div.WordSection1
        {page:WordSection1;}
-->
```
Mariner,

Please confirm what current account you are referring to for Alan Jones. Neither his home account 410 Wakefield or his rental 2634 Hampshire are showing current estimated reads. Both meters are located outside. For 2634 Hampshire the meter reading was estimated 5 times within the past 24 months with only 1 of those being within the past 12 months. There is no access issue.

The mailing address for 2634 Hampshire has been updated to reflect 410 Wakefield Run Blvd, Hinckley, OH.

From: ContactThePUCO@puc.state.oh.us [mailto:ContactThePUCO@puc.state.oh.us]
Sent: Monday, September 12, 2016 1:12 PM
To: Ohio Commission <ohcommission@firstenergycorp.com>
Subject: *EXTERNAL* Follow-up E-mail. Case: AJON080416E3 Alan Jones
Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Re: Alan Jones

410 Wakefield Run Blvd

Hinckley, OH 44233
(330) 659-2582

CASE ID: AJON080416E3

Notes:
When reviewing the account history on the current account, it shows estimated reads done for all the meter reads for the account. Does the customer have a inside, nonrf meter? Has a rf meter been suggested to avoid estimated reads in the future? What address were the current bills mailed to, since the customer claims the current bills were not mailed to his personal address as requested.

From: Mariner Taft

Compliance Investigator
PUCO/SMED/IAD

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From: Mariner Taft

Compliance Investigator
PUCO/SMED/IAD

Source	Event	Communication	Created By	Date		Consumer
Internal	Email	Received	**Auto Email Proc	9/26/2016	9:52:56AM	

Source	Event	Communication	Created By	Date		Consumer
Internal	Research	Case Management	Taft, Mariner	9/26/2016	1:57:46PM	

Notes:
review em response.

Source	Event	Communication	Created By	Date		Consumer
Utility Company	Call	Posted	Frye, Pam	10/3/2016	12:20:37PM	Jones, Alan

Notes:
spoke to customer. explained there is billing history that shows they had actual reads within the required 60 days of his inital and final service. He wants the information sent to him and if he doesn't agree, he will file a formal complaint. I did explain that the company did what they were required to do. That to file a formal he would have to prove they did something wrong. He feels he can do so based on what the general usage was in previous years. Advised I would send the billing history.

Source	Event	Communication	Created By	Date		Consumer
Utility Company	Letter	Posted	Frye, Pam	10/3/2016	2:43:49PM	Jones, Alan

This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

5/3/2023 12:32:40 PM

in

Case No(s). 22-0016-EL-CSS

Summary: Exhibit Exhibit 3 Complaintent: Documents from PUCO Case electronically filed by Mr. Alan D Jones on behalf of Alan Jones.