

Exhibit 4: Cover Page

Explanation and Summary of 2016 PUCO Case AJON08416ES

Service Records 6.2014-9/2016

1. On Page 2 of the Summary, FE states meter reads on 6/30/14 and 7/30/14 are 64638 and 65118 respectively.
2. New meter installed on 8/18/14.
3. 9/29/14 and 9/30/14 meter reads are 00279 and 00770 respectively.
4. Per Page 1 Monthly reading and usage for FE's provided records: 10/1/14 Meter Read is 31,104 KWH.
5. Per Page 1, Monthly average is 711.4 KWH/MO.
6. How can FE's Meter read on 9/30/14 be 00770 KWH and the FE records for the Meter on 10/1/14 is 31,104 KWH? Answer: Meter READ at the property and the meter records are MIXED. The 31104KWH is FE Record for 2634 Hampshire, but the actual location is 2636 Hampshire.

Note: Meter Reading
is "32,000 Range"

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	

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Meter changed on 8/18/14

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

Note Meter Reads are 64,000's or 65,000's. Summary was 34,000's

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>

Exhibit 4 Summary
Page 2

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{margin-bottom:0in;}

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CEI Response that the
mete was changed on
8/18/14

<p class=WordSection1>

<P class=MsoNormal>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></P>

<P class=MsoNormal>CEI records show service at 2634 Hampshire Rd Dup Cleveland Heights in the name of Alan Jones 6/25/14 to 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><SPAN

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<P class=MsoNormal style="TEXT-AUTOSPACED: ">Thanks,<o:p></o:p></P>

<P class=MsoNormal style="TEXT-AUTOSPACED: "><o:p></o:p></P>

<P class=MsoNormal style="TEXT-AUTOSPACED: ">Princess Davis <o:p></o:p></P>

<P class=MsoNormal style="TEXT-AUTOSPACED: ">First Energy<o:p></o:p></P>

<P class=MsoNormal style="TEXT-AUTOSPACED: ">Customer Service Compliance Specialist<o:p></o:p></P>

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<P class=MsoNormal>From:

Exhibit 4 Summary
Page 3

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"Order..entered to retire meter".
Who initiated the order. Was 2636
side also changed. See
Document Discovery Request

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

Exhibit 4 Summary
Page 4

**This foregoing document was electronically filed with the Public Utilities
Commission of Ohio Docketing Information System on**

5/4/2023 2:34:09 PM

in

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

Summary: Brief Brief and Supporting Documents of Mixed Meters electronically
filed by Mr. Alan D. Jones on behalf of Alan Jones.