

IN THE MATTER OF THE COMPLAINT OF  
ALAN JONES

VS.

Respondent.

Case No. 22-16-EL-CSS

- d. In response, Respondent does not provide any evidence to counter Complainant's claim or valid arguments. Only vague supposition, convoluted, contradicting, and confusing theories, unsubstantiated denials and statements that are flatly contradicted by evidence and exhibits and Respondent's own testimony.

Respondents' tactics has clearly been to ignore their own evidence, unlawfully withhold other evidence that Complainant requested through Discovery and Motions, and either 1) unlawfully perjured themselves and mislead The Commission and Complainant or 2) did not follow PUCO Tariff Laws and their own internal regulations and requirements for document retention. Respondent has repeatedly stated their boilerplate non-response list of why everything is not relevant or will not lead to discovery, etc., despite Complainant's multiple attempts to obtain additional evidence through discovery and Motions. Yet as Respondent unlawfully withholds evidence, they attempt to use the circular argument that not enough evidence is presented to meet the burden of proof. Based on my limited knowledge of the law, it's the quality of the evidence not the quantity. A victim shot a dozen times, one bullet that forensically ties the defendant to the incident is substantial. Somehow, CEI feels that in this hypothesis, 15 bullets are required out of 12!

Respondent presented a Post Hearing Brief that was highly selective of the preponderance of evidence, ignoring the main, and many, basic evidence and facts presented. Respondent has attempted to apply very weak (false) arguments, as well as false and misleading statements to persuade the Commission. For example, Respondent select a random bill and claim (incorrectly) that one month's usage of 70 KWH is reasonable (incorrect and unsubstantiated) to conclude that the AVERAGE bill of 750 KWH from almost 2 years of CEI data is not valid. Further, Respondent's argument (without any evidence) is when a tenant moved out, power would be shut off and the mixed meter tenant would notify CEI. Below states how inaccurate and false these claims are.

## **II Argument**

### **A. Respondent Initial Post-Hearing Brief Contains Misleading statements, Unsupported, and Contradicting and Confusing Statements.**

- a. Respondent Initial Post-Hearing Brief (Resp. Br.) page 1, paragraph 1 states "...until CEI discovered the two meters (underlined for emphasis) at a duplex property he (Complainant) owned were mixed meters and needed to be corrected." Continuing page 1, par. 1 Resp. Br., Respondent states "He (Complainant) believes (incorrectly) that his electric bills when unoccupied side of the duplex was in his name during the above referenced time period were actually those of the occupied unit..." This is the exact definition of mixed meters. How can Complainant be "incorrectly" or wrong about who is paying the bills?

- b. Resp. Br. Page 1, paragraph 2, states “CEI conducted a switched meter investigation and determined that a rebill of Mr. Jones’ account should be done to correct the one month of billing that was tied to a switched meter”, (underlined for emphasis). I interpret this attempt by Respondent to show that CEI “correctly” adjusted one month of billing, this somehow accounts for all the years the meters were mixed. CEI admitted mixed meters and evidence showed that the meters were mixed since at least 2014, as shown in Compl. Exhibit 4 and 5, and as far back as before Complainant purchased the duplex in 1988, as shown in the meters’ Chain of Custody in Exhibit 5, pg. 1 & 2. Respondent is making confusing statements and appears to try to show CEI corrected its billing (incorrectly) and Complainant is not owed anything for all the other years of the mixed meters. This confusing attempt by Respondent to trick the Commission into thinking Complainant was made whole is obviously wrong.
- c. Resp. Br. Page 1, paragraph 2, Respondent states “As explained in the testimony of CEI’s employee and expert witness Robert Perkins ....” (underlined for emphasis). First and foremost, Robert Perkins is NOT an expert witness, was not presented as an expert witness and I beg to offer the question, if an expert, an expert at WHAT? This is an unsupported and misleading statement by Respondent. Per the Direct Testimony of Robert Perkins on Behalf of The Cleveland Electric Illuminating Company, he is a meter reading manager<sup>1</sup>. When Mr. Perkins was directly asked in the hearing if he was considered by CEI as an expert<sup>2</sup>, Mr. Perkins never stated he was considered an expert. When Mr. Perkins was asked “what do service technicians validate during service calls” (to confirm meters are at correct locations), Mr. Perkins stated that “I don’t know that I ... have the expertise to speak to that”<sup>3</sup>.
- d. Mr. Perkins has never investigated a Mixed Meter situation. Mr. Perkins would only review a form and push it to the next department<sup>4</sup>. CEI has no stated policy on identifying, investigating, or rectifying mixed meter accounts.
- e. Respondent’s Mr. Perkins did not review or investigate all documents available in FirstEnergy Corp.’s (FE’s) records or all exhibits submitted to FE and the PUCO’s DIS.<sup>5</sup>
- f. Based on items a-e above, stating that Mr. Perkins is an expert is misleading and unsupported and his testimony should be stricken from the record and treated as hearsay.

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<sup>1</sup>Respondent Exhibit 2, pg. 2, Ln 3-6.

<sup>2</sup>Transcript pg. 86, Ln. 19-25, pg. 87, Ln. 1-25, pg. 88, Ln. 1-3

<sup>3</sup>Transcript pg. 96, Ln. 1-11

<sup>4</sup>Transcript pg. 108, Ln. 1-24

<sup>5</sup>Transcript pg. 102, Ln. 6-25, Pg. 103 Ln. 1-4.

- g. Resp. Br. Page 1, paragraph 2, Respondent (falsely) states “Nor were there any customer complaints from one side of the duplex prior to August 2014... Complainant complained about excessive charges when one side of the duplex was unoccupied and Complainant filed a complaint with the PUCO, Claim AJON08416E3.<sup>6</sup> Respondent ignores or attempts to contradict the evidence submitted that there were no complaints.

**B. Respondent Relies on Speculation and Supposition, Not FACTS.**

- a. Resp. Br. Page 1, paragraph 2, Respondent attempts to argue that because there were no customer complaints from one side of the duplex prior to August 2014 when the other side of the duplex had its power disconnected or turned off, that this somehow (incorrectly) show no mixed meters. This speculative (and false) statement is trying to infer (incorrectly and with NO evidence) that when a tenant moves out the power is immediately and always turned off and CEI would record this. This is completely wrong and not consistent with Respondent’s own testimony. Mr. Perkins stated in hearing testimony that, in summary, “when disconnect notices were issued, ... None of them were completed just because of lack of volume and the hierarchy of importance”.<sup>7</sup> The following are typical sequence of events from my 30 plus years of ownership at the subject duplex:
- i. Tenant and owner (i.e., Complainant) would correspond to confirm exact move-out date of tenant.
  - ii. From 1988, when duplex property was purchased by Complainant until about mid 2000’s, Complainant would call CEI and have the service placed in his/her account on or about the day of the coordinated tenant move out.
  - iii. In the Mid-2000’s, Complainant signed up for and was a part of a CEI program that automatically transferred the electric service to Complainant’s account when a tenant terminated service with CEI. Complainant did not have to call to transfer service when a tenant moved out. Transfer was automatic. Thus, power would never be shut off due to a tenant moveout.

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<sup>6</sup>Compl. Exhibit 8 and DIS Electronic File Dated 05/03/2023, Complainant Exhibit 3 Documents form PUCO case electronically filed by Mr. Alan Jones.

<sup>7</sup>Transcript pg. 113, Ln.11-18



- iv. Even if the tenant called CEI to terminate service on the day of move out, or even a few days before moveout, or if Complainant did not call CEI and transfer service on the day of move-out, power was never turned off by CEI. I can testify that in the 33+ years Complainant owned the property; the power was never off when I entered the property on or shortly after the tenant moved out. As Respondent's witness testified, there was a hierarchy of importance<sup>8</sup>. CEI's call center had to take the account transfer information, enter it into the SAP or other database system, which then notified other departments, including field service departments. This process took several days and, per Respondent's testimony<sup>8</sup>, filed service would place into a "hierarchy of importance". Thus, it is logical that "hierarchy" would include other more important requirements, like non-payment terminations, power outages, no-lights calls, storms, scheduled switch or coordinated work with other CEI contractors, to name a few.
- b. Furthering, per United States Census data and Cuyahoga County Data<sup>9</sup>, from 2000 to 2015, there averaged about 620,000 housing units in Cuyahoga County, of which about 213,000 were rental units. Per US Census data, 22% rental households moved per year, on average. This equals almost 47,000 moves per year or over 200 per workday in CEI's Cuyahoga County territory alone. With all other tasks CEI handles daily, like shut off for non-payment, power outages, etc., it is very logical to see CEI would not be able to shut off power immediately after someone moved out. Respondent's claim is not logical or substantiated. Nor did Respondent submit any evidence of shut off or outages associated with a tenant move out. Respondents' Mr. Perkins made a vague and unsubstantiated claim from an unknow document<sup>10</sup>.
- c. Fact, evidence shows the meter installed 08/19/14 still had the meter's security seal before it was removed on 08/04/2020<sup>11</sup>. Enlarged photo from Exhibit 4 is shown below for clarity. FirstEnergy appears to examine the seals for tampering as a normal course of business, but no evidence or statement was presented that the seal was tampered with, per Rule 4901:1-10-01(Z), and no Notifications that CEI serviced or removed the meter between 8/19/14 and its replacement on 8/04/2020.

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<sup>8</sup>Transcript pg. 113, Ln.11-18

<sup>9</sup>Rental Factbook: Cuyahoga County, The Housing Center, Housing Research & Advocacy Center, 2015

<sup>10</sup>Transcript pg. 84, Ln. 11-21, pg. 113, Ln. 13-20

<sup>11</sup>Compl. Exhibit 4 and 5



### C. Complainants Calculation of Overpayment is Based on Evidence and Facts

- a. Complainant has put forth a competent, reasonable, and verifiable claim for the overpayment and amount due Complainant based on past use of service using historical data as required in PUCO No. 13.
- b. Respondent stated on page 1 paragraph 3 and continuing on page 4 of CEI Initial Post Hearing Brief, (falsely) stated “Complainant provides no expert analysis of years of data to support” claim. Respondent attempts to mislead the Commission by ignoring the nearly two (2) years of historical data provided by CEI and admitted as Comp. Exhibit 8, page 2.
- c. Furthering in the same paragraph, Respondent makes another misleading, and wrongful claim that “Nor does Complainant provide anything other than his own thoughts on how low his bills should have been...”. Respondent attempts to mislead the Commission again, ignoring Comp. Exhibit 10, page 12, the CEI bill of the tenant that occupied the other half of the mixed meter house. Any competent person that routinely receives a CEI bill would understand the Usage History, which in this case shows that when the opposite side tenant moved out, other side’s bill dropped by over a factor of 4. When occupied in June/July,

(summer months) average usage was 680 KWH. When tenant moved out and opposite side was vacant, average was only 146 KWH for August/September (also summer months). A difference by over a factor of four!

- d. Respondent attempts to use the defense that there is not enough data to correlate a difference in electrical usage between an occupied or unoccupied house. Yet Respondent's MAIN Defense has been to unlawfully withhold evidence requested in several Production of Documents requests and Motions, yet, at the same time states, there is not enough data. Respondent has unlawfully violated Rule 4901-1-16(B), (C) and (D).
- e. Respondent's Initial Post-Hearing Brief, page 3, 1<sup>st</sup> paragraph, states "...records to show that he was billed for only 70 KWH of usage in May 2009,...why under his theory this would have been the usage of the occupied side...which he testified was as average of 750 KWH a month..." This statement is another misleading and convoluted (incorrect) argument for the following reasons:
  - i. Respondent chooses only one month of data that was not submitted as evidence, did not provide a copy to Complainant at the Hearing, and was not recorded as evidence.
  - ii. Respondent (incorrectly) attempted to show one month's bill disproves the evidence submitted showing almost 24 continuous months of occupied usage<sup>12</sup> and 7 months (Jan – Sep) on tenant's usage<sup>13</sup> used to calculate the AVERAGE 750 KWH/ month.
  - iii. Respondent (page 3 of Respondent's Initial Post-Hearing Brief) argues that Complainant "only relies on one tenant's 7 months of usage data". CEI logic and argument is unlawful and deceptive. If CEI followed the law as required by 4901-1-16(B), (C) and (D), additional evidence would support the usage data. Again, CEI unlawfully withholds evidence from the Complainant then claims there is not sufficient evidence.
  - iv. Respondent further ignores their own evidence of past use of service bills, provided to Complainant through the Production of Documents and identified by Respondent as CEI-Jones0000028 through CEI-Jones0000041. (Attached for convenience)
  - v. CEI-Jones0000028 through CEI-Jones0000041, issued by CEI, are CEI bills to Complainant, and show past use of service (for the wrong side of the duplex). Examining CEI-Jones0000030, states its actual usages is 834 KWH, CEI-Jones0000032 states it's actual usages is 771 KWH CEI-Jones0000034 states it's actual usages is 910 KWH. Examining CEI-Jones0000030, states the previous 4-month AVERAGE is 897 KWH/month.

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<sup>12</sup>Compl. Exhibit 8, pg. 2.

<sup>13</sup> Compl. Exhibit 10, pg. 10.

- vi. The 897 KWH/month average usage is mostly peak months. Complainant used full year data that included off-peak months to arrive at an AVERAGE of 750 KWH/Month.
- vii. Ironically, examining Respondents Production of Documents referenced above, estimated bills by CEI, specifically CEI-Jones0000036 is estimated at 1,560KWH for 1 month, CEI-Jones0000038 is another estimated monthly bill for 1,064KWH and CEI-Jones0000040 is estimated at 1,386KWH for the month. This Average for estimated bills in similar peak months is 1,244KWH/mo. What CEI “expert” or PUCO Tariff dictates an estimated bill can be almost double historical data?
- viii. If Respondent had not unlawfully withheld evidence requested by Complainant’s Production of Documents and Motions, the corresponding bills for the other side of the duplex (other mixed meter side) during the times listed in CEI-Jones0000028 through CEI-Jones0000041 will show an occupied side with substantially less usage, approximately 75% less per evidence submitted as Compl. Exhibit 10, page 10.
- ix. The Respondent’s CEI-Jones0000028 through CEI-Jones0000041 are, due to the mixed meters, actual bill for the occupied side. Complainant has been unlawfully denied bills that are actually Complainants (due to mixed meters resulting in mixed billing)!
- f. Respondent has NO plausible defense or expertise to dispute the Complainants calculation for overpayment. Complainant filed a Production For Documents From FirstEnergy Corporation By Complainant, presented to Respondent on or about July 12, 2023, requesting all documents within possession, custody or control of FE related to claim 00715013 managed by FE’s Mr. Max Webb... (Max Webb investigated the initial claim for FE<sup>14</sup>). FE provided limited documents that provided NO evidence of reviewing past use of service history on either side of the duplex, provided NO evidence for the basis of the revised billing or provide any basis for M. Webb’s “decision”. Based on CEI Production of Documents and response, CEI either violated PUCO Tariffs for records retention and PUCO 13’s, Past Use of Services clause and its own Document Retention requirements or is unlawfully withholding documents.

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<sup>14</sup> Compl. Exhibit 9, and PUCO Case Report for Case #00715013

- g. CEI discussed documents during the hearing that were not presented as evidence or clearly identified or discussed documents Complainant requested via Production of Documents but did not receive. Complainant did not receive a copy of said documents or provided the opportunity to review them, exam them or defend the documents. Said documents should be excluded from the record and treated as hearsay. This includes, but is not limited to:
- i. “Historical records” cited by Mr. Perkins<sup>15</sup>
  - ii. “all those records are in there”. Complainant’s Production of Documents request did not produce any of “those records...in there”<sup>16</sup>.
  - iii. “they issue a...notification and within that notification are the records of which you had called in...”<sup>17</sup>. Complainant received a partial list of Notification numbers, but no records contained within the Notifications.
  - iv. CEI stated “in 2009 and 2010, I did find records...don’t know the exact date” <sup>17</sup>. Again, Respondent provides hearsay about documents not presented or recorded as evidence at the hearing.
  - v. CEI’s Perkins stated “I reviewed all of the...disconnect notices”<sup>18</sup>. Complainant did not receive copy of “disconnect notices” at the hearing, or from Complainants’ multiple Production of Document requests.
  - vi. Respondent references Respondent’s Exhibit 1, but does not enter it into the record for Complaint or The Commission to review and rely upon for Post Hearing briefs<sup>19</sup>. Discussion in Case Testimony must be stricken and treated as hearsay<sup>20</sup>.

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<sup>15</sup>Transcript pg. 84, Ln. 12-15

<sup>16</sup>Transcript pg. 98, Ln. 23-25

<sup>17</sup>Transcript pg. 99, Ln 6-12

<sup>18</sup>Transcript pg. 112, Ln. 25, Pg. 113, Ln. 1-6

<sup>19</sup>Transcript pg. 4, Ln. 11

<sup>20</sup>Transcript pg. 71, Ln. 23

### **III Conclusion**

Respondent, CEI, admitted to mixed meters between 2634 and 2636 Hampshire Road, Cleveland Heights, Ohio. Complainant, using Documents provided by CEI, submitted the photo clearly show and substantiate the mixed meters since 2014. In addition, CEI's Chain of Custody documents show the record that the meters were mixed since Complainant purchased the house or before. Complainant demonstrated overpayment due Complainant from CEI records and evidence.

Respondent, CEI, did not provide any evidence, expert testimony, or fact-based arguments to dispute the facts and evidence submitted by Complainant.

For the foregoing reasons, the Commission should find in favor of Complainant and award proper and just overpayment due Complainant in the amount of \$5,878.70.

Submitted by;

Complainant:

*/s/ Alan Jones*

Alan Jones

410 Wakefield Run Blvd.

Hinckley, Ohio 44233

216-408-4346 [alanmichele@roadrunner.com](mailto:alanmichele@roadrunner.com)

## **CERTIFICATE OF SERVICE**

On November 15, 2023, the foregoing document was filed on the Public Utilities Commission of Ohio's (PUCO) Docketing Information System. The PUCO's e-filing system will electronically serve notice of the filing of this document on all parties of record in this proceeding. A service copy has been sent by email on November 15, 2023, to the Respondent's council at the following:

John W. Breig, Jr.  
Benesch, Friedlander, Coplan & Aronoff LLP  
200 Public Square, Suite 200  
Cleveland, Ohio 44114-2378  
Emailed to: jbreig@beneschlaw.com

**/s/ Alan D. Jones**

Complainant

Alan Jones  
410 Wakefield Run Blvd.  
Hinckley, Ohio 44233  
216-408-4346 [alanmichele@roadrunner.com](mailto:alanmichele@roadrunner.com)



Bill Based On: Initial Bill, Actual Meter Reading

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October 30, 2018

Account Number: 110 133 984 416

Billing Period: Oct 04 to Oct 26, 2018 for 23 days

Bill For: ALAN D JONES  
2636 HAMPSHIRE RD DUP  
CLEVELAND HEIGHTS OH 44106

Amount Due: \$55.80

Due Date: November 13, 2018

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-589-3101. For Payment Options, call 1-800-686-9901. Pay your bill online at [www.firstenergycorp.com](http://www.firstenergycorp.com)

Bill issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Messages	Account Summary	Amount Due
To avoid a 1.50% Late Payment Charge being added to your bill, please pay the <b>Amount Due</b> by the Due Date.	<b>Balance at Billing on Oct 30, 2018</b>	<b>0.00</b>
Your current <b>PRICE TO COMPARE</b> for generation and transmission from The Illuminating Company is listed below. In order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than The Illuminating Company's price of 5.39 cents per KWH for the same usage that appears on the bill. To review available competitive supplier offers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at <a href="http://www.energychoice.ohio.gov">www.energychoice.ohio.gov</a> .	The Illuminating Company - Consumption	<b>55.80</b>
<b>Residential Service - 1260028903 - 5.39 cents per KWH</b>	<b>Amount Due by Nov 13, 2018</b>	<b>\$55.80</b>
The information below shows specific charges for the costs of energy efficiency, peak demand reduction, and renewable energy. These charges are not new, but are and previously were consolidated with other charges on your bill.	<b>Usage Information for Meter Number S311298913</b>	
	Oct 26, 2018 KWH Reading (Actual)	27,983
	Oct 04, 2018 KWH Reading (Estimate)	27,560
	KWH used	423
	<b>Charges From The Illuminating Company</b>	
	Customer Number: 0800936389 1260028903	
	Rate: Residential Service CE-RSF	
	Customer Charge	3.07
	Distribution Related Component	22.98
	Cost Recovery Charges	6.96
	Bypassable Generation and Transmission Related Component	22.79
	<b>Current Consumption Bill Charges</b>	<b>55.80</b>

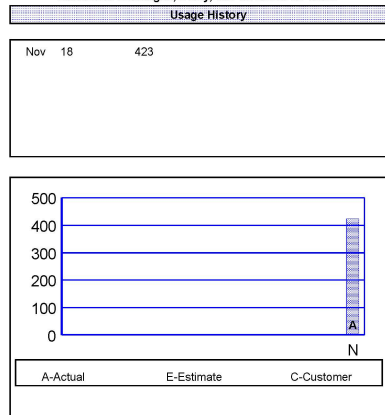
Energy Efficiency 423 KWH x 0.003452 \$1.46  
Peak Demand Reduction 423 KWH x 0.000851 \$0.36  
Renewable Energy 423 KWH x 0.000969 \$0.41

Your next meter reading is scheduled to occur on or about Nov 28, 2018.

The Illuminating Company welcomes you as a customer. We look forward to serving you.

We are required to include your name, address and usage information on a list of eligible customers that is made available to other competitive retail electric service providers. If you do not wish to be included on this list, please call us at 1-800-225-0444, go to the Customer Choice section of our website - [www.firstenergycorp.com](http://www.firstenergycorp.com) - or write to us at 76 S. Main St., Akron, OH 44308 Attn: FECC. Please note that an election to not be included on this list will not prevent Ohio Edison, The Illuminating Company or Toledo Edison from providing your information to governmental aggregators. If you previously made

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



This Year  
Average Daily Use (KWH) 18  
Average Daily Temperature 55  
Days in Billing Period 23  
Last 1 Months Use (KWH) 423  
Average Monthly Use (KWH) 423

Return this part with a check or money order payable to The Illuminating Company



76 South Main Street  
Akron, OH 44308-1890

ALAN D JONES  
410 WAKEFIELD RUN BLVD  
HINCKLEY OH 44233-9251

Account Number: 110 133 984 416

Amount Paid	
Amount Due	\$55.80
Due Date	Nov 13, 2018

THE ILLUMINATING COMPANY  
PO BOX 3687  
AKRON OH 44309-3687

04110133984416000000000000000000000000055800000055809

CEI-Jones0000028



**Messages (Continued)**

a similar election, your name will continue to be excluded from the list without any additional action on your part. If you previously decided not to be included on the list and would like to reverse that decision, please call or write us at the same telephone number and address.

Don't miss the enclosed brochure on Co-Op. Fill out and return the form to contribute and help your neighbors.

**Explanation of Terms**

**Bypassable Generation and Transmission Related Component** - Charges for purchasing power and delivering it through the transmission system. These charges are avoided when switching to a Certified Retail Electric Service provider.

**Cost Recovery Charges** - Recovers previously incurred costs, including PUCO-approved Phase-In Recovery Charges CEI collects from all customers on behalf of CEI Funding, LLC which owns the right to impose and collect such charges..

**Customer Charge** - Monthly charge that offsets costs for billing, meter reading, equipment, and service line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Generation Credit** - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Important Information**

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

**Call Customer Service** at 1-800-589-3101 from Monday - Friday, 8 a.m. - 6 p.m.

**Call Payment Options** at 1-800-686-9901 from Monday - Friday, 8 a.m. - 6 p.m.

**Visit our web site** at <http://www.firstenergycorp.com>

**Write to us** at The Illuminating Company, 76 S. Main St., A-RPC, Akron, OH 44308-1890.

**Customers with hearing or speech impairments** can contact the Telecommunications Relay Service (TRS) at 711.

**We welcome the opportunity** to work with you and will try to answer your questions. If your complaint is not resolved after you have called your electric utility, or for general utility information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.puco.ohio.gov>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service).

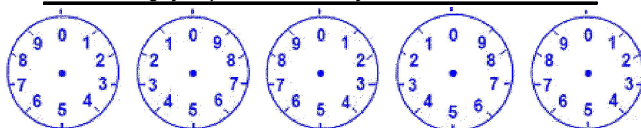
**The Ohio consumers' counsel (OCC)** represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.pickocc.org>.

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

**For your protection,** all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either to make a one-time electronic funds transfer (EFT) from your account or process as a check. If you have questions about this program, call 1-866-283-8081.

**To provide a customer meter reading,** use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

**Provide reading by telephone or on-line only: DO NOT MAIL**

Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:



Bill Based On: Actual Meter Reading

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Billing Period: Oct 27 to Nov 29, 2018 for 34 days  
Bill For: ALAN D JONES  
2636 HAMPSHIRE RD DUP  
CLEVELAND HEIGHTS OH 44106

December 03, 2018

Account Number: 110 133 984 416

Amount Due: \$107.84

Due Date: December 17, 2018

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-589-3101. For Payment Options, call 1-800-686-9901. Pay your bill online at [www.firstenergycorp.com](http://www.firstenergycorp.com)

Bill issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Messages	Account Summary	Amount Due
To avoid a 1.50% Late Payment Charge being added to your bill, please pay the <b>Amount Due</b> by the Due Date.	Previous Balance	55.80
Your current <b>PRICE TO COMPARE</b> for generation and transmission from The Illuminating Company is listed below. In order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than The Illuminating Company's price of 5.39 cents per KWH for the same usage that appears on the bill. To review available competitive supplier offers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at <a href="http://www.energychoice.ohio.gov">www.energychoice.ohio.gov</a> .	Payments/Adjustments	-55.80
<b>Residential Service - 1260028903 - 5.39 cents per KWH</b>	<b>Balance at Billing on Dec 03, 2018</b>	<b>0.00</b>
The information below shows specific charges for the costs of energy efficiency, peak demand reduction, and renewable energy. These charges are not new, but are and previously were consolidated with other charges on your bill.	The Illuminating Company - Consumption	107.84
Energy Efficiency 834 KWH x 0.003449 \$2.88	<b>Amount Due by Dec 17, 2018</b>	<b>\$107.84</b>
Peak Demand Reduction 834 KWH x 0.000862 \$0.72	<b>Usage Information for Meter Number S311298913</b>	
Renewable Energy 834 KWH x 0.000971 \$0.81	Nov 29, 2018 KWH Reading (Actual)	28,817
Your next meter reading is scheduled to occur on or about Dec 29, 2018.	Oct 27, 2018 KWH Reading (Actual)	27,983
Best wishes for a joyous holiday season from all of us at The Illuminating Company.	KWH used	834
	<b>Charges From The Illuminating Company</b>	
	Customer Number: 0800936389 1260028903	
	Rate: Residential Service CE-RSF	
	Customer Charge	4.00
	Distribution Related Component	45.16
	Cost Recovery Charges	13.72
	Bypassable Generation and Transmission Related Component	44.96
	<b>Current Consumption Bill Charges</b>	<b>107.84</b>
	<b>Detail Payment and Adjustment Information</b>	
	11/07/18 Payment	-55.80

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

## Usage History

Nov 18	423
Dec 18	834



**This Year**

Average Daily Use (KWH)	25
Average Daily Temperature	40
Days in Billing Period	34
Last 2 Months Use (KWH)	1,257
Average Monthly Use (KWH)	629

Return this part with a check or money order payable to The Illuminating Company

76 South Main Street  
Akron, OH 44308-1890

Account Number: 110 133 984 416

Amount Paid	
Amount Due	\$107.84
Due Date	Dec 17, 2018

CEI-Jones0000030

ALAN D JONES  
410 WAKEFIELD RUN BLVD

## Messages (Continued)

## Explanation of Terms

**Bypassable Generation and Transmission Related Component** - Charges for purchasing power and delivering it through the transmission system. These charges are avoided when switching to a Certified Retail Electric Service provider.

**Cost Recovery Charges** - Recovers previously incurred costs, including PUCO-approved Phase-In Recovery Charges CEI collects from all customers on behalf of CEI Funding, LLC which owns the right to impose and collect such charges..

**Customer Charge** - Monthly charge that offsets costs for billing, meter reading, equipment, and service line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Generation Credit** - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

## Important Information

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

**Call Customer Service** at 1-800-589-3101 from Monday - Friday, 8 a.m. - 6 p.m.

**Call Payment Options** at 1-800-686-9901 from Monday - Friday, 8 a.m. - 6 p.m.

**Visit our web site** at <http://www.firstenergycorp.com>

**Write to us** at The Illuminating Company, 76 S. Main St., A-RPC, Akron, OH 44308-1890.

**Customers with hearing or speech impairments** can contact the Telecommunications Relay Service (TRS) at 711.

**We welcome the opportunity** to work with you and will try to answer your questions. If your complaint is not resolved after you have called your electric utility, or for general utility information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.puco.ohio.gov>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service).

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

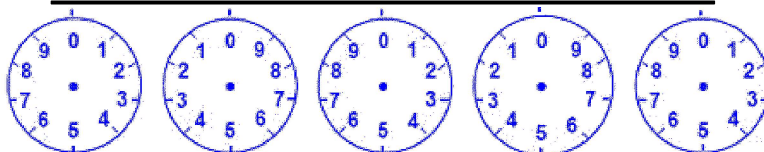
**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8 a.m. and 5 p.m.

**For your protection,** all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either to make a one-time electronic funds transfer (EFT) from your account or process as a check. If you have questions about this program, call 1-866-283-8081.

**To provide a customer meter reading,** use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

## Provide reading by telephone or on-line only: DO NOT MAIL



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:



Bill Based On: Actual Meter Reading

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Billing Period: Nov 30 to Dec 28, 2018 for 29 days  
Bill For: ALAN D JONES  
2636 HAMPSHIRE RD DUP  
CLEVELAND HEIGHTS OH 44106

January 02, 2019

Account Number: 110 133 984 416

Amount Due: \$100.09

Due Date: January 16, 2019

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-589-3101. For Payment Options, call 1-800-686-9901. Pay your bill online at [www.firstenergycorp.com](http://www.firstenergycorp.com)

Bill issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Messages	Account Summary	Amount Due
To avoid a 1.50% Late Payment Charge being added to your bill, please pay the <b>Amount Due</b> by the Due Date.	Previous Balance	107.84
Your current <b>PRICE TO COMPARE</b> for generation and transmission from The Illuminating Company is listed below. In order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than The Illuminating Company's price of 5.39 cents per KWH for the same usage that appears on the bill. To review available competitive supplier offers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at <a href="http://www.energychoice.ohio.gov">www.energychoice.ohio.gov</a> .	Payments/Adjustments	-107.84
<b>Residential Service - 1260028903 - 5.39 cents per KWH</b>	<b>Balance at Billing on Jan 02, 2019</b>	<b>0.00</b>
The information below shows specific charges for the costs of energy efficiency, peak demand reduction, and renewable energy. These charges are not new, but are and previously were consolidated with other charges on your bill.	The Illuminating Company - Consumption	100.09
Energy Efficiency 771 KWH x 0.003449 \$2.66	<b>Amount Due by Jan 16, 2019</b>	<b>\$100.09</b>
Peak Demand Reduction 771 KWH x 0.000862 \$0.66	<b>Usage Information for Meter Number S311298913</b>	
Renewable Energy 771 KWH x 0.000971 \$0.75	Dec 28, 2018 KWH Reading (Actual)	29,588
Your next meter reading is scheduled to occur on or about Jan 30, 2019.	Nov 30, 2018 KWH Reading (Actual)	28,817
Under State law, the amount you are being billed includes: (1) Kilowatt-hour taxes that have been in effect since 2001 and are currently at \$3.60 and (2) Assessments to assist in the support of the operations of the PUCO and the office of the consumers' counsel that have been in effect since 1912 and 1977, respectively.	KWH used	771
	<b>Charges From The Illuminating Company</b>	
	Customer Number: 0800936389 1260028903	
	Rate: Residential Service CE-RSF	
	Customer Charge	4.00
	Distribution Related Component	41.82
	Cost Recovery Charges	12.71
	Bypassable Generation and Transmission Related Component	41.56
	<b>Current Consumption Bill Charges</b>	<b>100.09</b>
	<b>Detail Payment and Adjustment Information</b>	
	12/13/18 Payment	-107.84

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

## Usage History

Nov 18	423
Dec 18	834
Jan 19	771



**This Year**

Average Daily Use (KWH)	27
Average Daily Temperature	37
Days in Billing Period	29
Last 3 Months Use (KWH)	2,028
Average Monthly Use (KWH)	676

Return this part with a check or money order payable to The Illuminating Company

76 South Main Street  
Akron, OH 44308-1890

Account Number: 110 133 984 416

Amount Paid	
Amount Due	\$100.09
Due Date	Jan 16, 2019

CEI-Jones0000032

ALAN D JONES  
410 WAKEFIELD RUN BLVD

## Messages (Continued)

## Explanation of Terms

**Bypassable Generation and Transmission Related Component** - Charges for purchasing power and delivering it through the transmission system. These charges are avoided when switching to a Certified Retail Electric Service provider.

**Cost Recovery Charges** - Recovers previously incurred costs, including PUCO-approved Phase-In Recovery Charges CEI collects from all customers on behalf of CEI Funding, LLC which owns the right to impose and collect such charges..

**Customer Charge** - Monthly charge that offsets costs for billing, meter reading, equipment, and service line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Generation Credit** - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

## Important Information

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

**Call Customer Service** at 1-800-589-3101 from Monday - Friday, 8 a.m. - 6 p.m.

**Call Payment Options** at 1-800-686-9901 from Monday - Friday, 8 a.m. - 6 p.m.

**Visit our web site** at <http://www.firstenergycorp.com>

**Write to us** at The Illuminating Company, 76 S. Main St., A-RPC, Akron, OH 44308-1890.

**Customers with hearing or speech impairments** can contact the Telecommunications Relay Service (TRS) at 711.

**We welcome the opportunity** to work with you and will try to answer your questions. If your complaint is not resolved after you have called your electric utility, or for general utility information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.puco.ohio.gov>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service).

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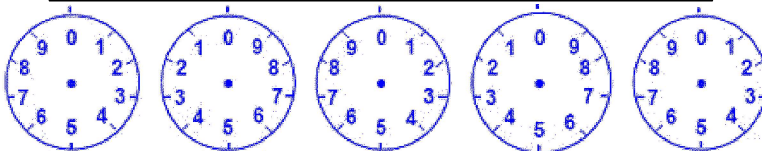
**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8 a.m. and 5 p.m.

**For your protection,** all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either to make a one-time electronic funds transfer (EFT) from your account or process as a check. If you have questions about this program, call 1-866-283-8081.

**To provide a customer meter reading,** use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

## Provide reading by telephone or on-line only: DO NOT MAIL



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:





Bill Based On: Actual Meter Reading

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**Billing Period:** Dec 29 to Jan 29, 2019 for 32 days  
**Bill For:** ALAN D JONES  
2636 HAMPSHIRE RD DUP  
CLEVELAND HEIGHTS OH 44106

January 31, 2019

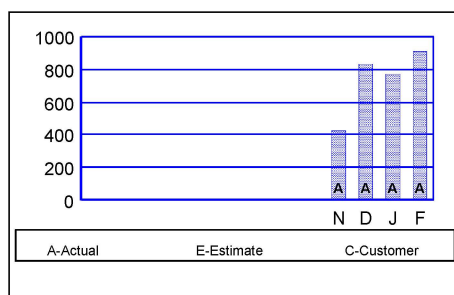
**Account Number: 110 133 984 416****Amount Due: \$115.17****Due Date: February 14, 2019**

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-589-3101. For Payment Options, call 1-800-686-9901. Pay your bill online at [www.firstenergycorp.com](http://www.firstenergycorp.com)

**Bill issued by:** The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Messages	Account Summary	Amount Due
To avoid a 1.50% Late Payment Charge being added to your bill, please pay the <b>Amount Due</b> by the Due Date.	Previous Balance	100.09
Your current <b>PRICE TO COMPARE</b> for generation and transmission from The Illuminating Company is listed below. In order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than The Illuminating Company's price of 5.22 cents per KWH for the same usage that appears on the bill. To review available competitive supplier offers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at <a href="http://www.energychoice.ohio.gov">www.energychoice.ohio.gov</a> .	Payments/Adjustments	-100.09
<b>Residential Service - 1260028903 - 5.22 cents per KWH</b>	<b>Balance at Billing on Jan 31, 2019</b>	<b>0.00</b>
The information below shows specific charges for the costs of energy efficiency, peak demand reduction, and renewable energy. These charges are not new, but are and previously were consolidated with other charges on your bill.	The Illuminating Company - Consumption	115.17
Energy Efficiency 910 KWH x 0.002527 \$2.30	<b>Amount Due by Feb 14, 2019</b>	<b>\$115.17</b>
Peak Demand Reduction 910 KWH x 0.000626 \$0.57	<b>Usage Information for Meter Number S311298913</b>	
Renewable Energy 910 KWH x 0.001165 \$1.06	Jan 29, 2019 KWH Reading (Actual)	30,498
Your next meter reading is scheduled to occur on or about Feb 28, 2019.	Dec 29, 2018 KWH Reading (Actual)	29,588
We are required to include your name, address and usage information on a list of eligible customers that is made available to other competitive retail electric service providers. If you do not wish to be included on this list, please call us at 1-800-225-0444, go to the Customer Choice section of our website - <a href="http://www.firstenergycorp.com">www.firstenergycorp.com</a> - or write to us at 76 S. Main St., Akron, OH 44308 Attn: FECC. Please note that an election to not be included on this list will not prevent Ohio Edison, The Illuminating Company or Toledo Edison from providing your information to governmental aggregators. If you previously made a similar election, your name will continue to be excluded from the list without any additional action on your part. If you previously decided not	KWH used	910
<b>Additional messages, if any, can be found on back.</b>	<b>Charges From The Illuminating Company</b>	
	Customer Number: 0800936389 1260028903	
	Rate: Residential Service CE-RSF	
	Customer Charge	4.00
	Distribution Related Component	48.65
	Cost Recovery Charges	14.99
	Bypassable Generation and Transmission Related Component	47.53
	<b>Current Consumption Bill Charges</b>	<b>115.17</b>
	<b>Detail Payment and Adjustment Information</b>	
	01/14/19 Payment	-100.09

Usage History		
Nov 18	423	
Dec 18	834	
Jan 19	771	
Feb 19	910	



This Year	
Average Daily Use (KWH)	28
Average Daily Temperature	31
Days in Billing Period	32
Last 4 Months Use (KWH)	2,938
Average Monthly Use (KWH)	735

Return this part with a check or money order payable to The Illuminating Company

76 South Main Street  
Akron, OH 44308-1890

Account Number: 110 133 984 416

Amount Paid	
Amount Due	\$115.17
Due Date	Feb 14, 2019

CEI-Jones0000034

ALAN D JONES  
410 WAKEFIELD RUN BLVD

**Messages (Continued)**

to be included on the list and would like to reverse that decision, please call or write us at the same telephone number and address.

The Earned Income Tax Credit (EITC) is a tax credit for certain lower-income families and individuals. For information and to determine if you qualify, simply dial 1-800-829-1040, or visit [www.irs.gov/individuals](http://www.irs.gov/individuals).

Pursuant to state law, the Universal Service Fund rider rate has been adjusted effective with this bill.

**Explanation of Terms**

**Bypassable Generation and Transmission Related Component** - Charges for purchasing power and delivering it through the transmission system. These charges are avoided when switching to a Certified Retail Electric Service provider.

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**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

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**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Generation Credit** - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Important Information**

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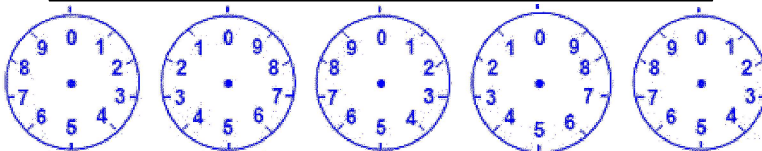
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**For your protection,** all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either to make a one-time electronic funds transfer (EFT) from your account or process as a check. If you have questions about this program, call 1-866-283-8081.

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**Provide reading by telephone or on-line only: DO NOT MAIL**

Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:



Bill Based On: Estimated Meter Reading, Final  
Bill

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Billing Period: Jan 30 to Feb 19, 2019 for 21 days  
Bill For: ALAN D JONES  
2636 HAMPSHIRE RD DUP  
CLEVELAND HEIGHTS OH 44106

March 05, 2019

Account Number: 110 133 984 416

Amount Due: \$82.03

Due Date: March 19, 2019

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-589-3101. For Payment Options, call 1-800-686-9901. Pay your bill online at [www.firstenergycorp.com](http://www.firstenergycorp.com)

Bill issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Messages	Account Summary	Amount Due
Your current <b>PRICE TO COMPARE</b> for generation and transmission from The Illuminating Company is listed below. In order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than The Illuminating Company's price of 5.20 cents per KWH for the same usage that appears on the bill. To review available competitive supplier offers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at <a href="http://www.energychoice.ohio.gov">www.energychoice.ohio.gov</a> .	Previous Balance	115.17
<b>Residential Service - 1260028903 - 5.20 cents per KWH</b>	Payments/Adjustments	-115.17
The information below shows specific charges for the costs of energy efficiency, peak demand reduction, and renewable energy. These charges are not new, but are and previously were consolidated with other charges on your bill.	<b>Balance at Billing on Mar 05, 2019</b>	<b>0.00</b>
Energy Efficiency 650 KWH x 0.002431 \$1.58	The Illuminating Company - Consumption	82.03
Peak Demand Reduction 650 KWH x 0.000615 \$0.40	<b>Amount Due by Mar 19, 2019</b>	<b>\$82.03</b>
Renewable Energy 650 KWH x 0.001185 \$0.77	<b>Usage Information for Meter Number S311298913</b>	
	Feb 19, 2019 KWH Reading (Estimate)	31,148
	Jan 30, 2019 KWH Reading (Actual)	30,498
	KWH used	650
	<b>Charges From The Illuminating Company</b>	
	Customer Number: 0800936389 1260028903	
	Rate: Residential Service CE-RSF	
	Customer Charge	2.80
	Distribution Related Component	34.69
	Cost Recovery Charges	10.71
	Bypassable Generation and Transmission Related Component	33.83
	<b>Current Consumption Bill Charges</b>	<b>82.03</b>
	<b>Detail Payment and Adjustment Information</b>	
	02/08/19 Payment	-115.17

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

#### Usage History

Nov 18	423
Dec 18	834
Jan 19	771
Feb 19	1,560



	This Year
Average Daily Use (KWH)	74
Average Daily Temperature	30
Days in Billing Period	21
Last 4 Months Use (KWH)	3,588
Average Monthly Use (KWH)	897

Return this part with a check or money order payable to The Illuminating Company



76 South Main Street  
Akron, OH 44308-1890

Account Number: 110 133 984 416

Amount Paid	
Amount Due	\$82.03
Due Date	Mar 19, 2019

CEI-Jones0000036

ALAN D JONES  
410 WAKEFIELD RUN BLVD



## Messages (Continued)

## Explanation of Terms

**Bypassable Generation and Transmission Related Component** - Charges for purchasing power and delivering it through the transmission system. These charges are avoided when switching to a Certified Retail Electric Service provider.

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**Customer Charge** - Monthly charge that offsets costs for billing, meter reading, equipment, and service line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

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**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

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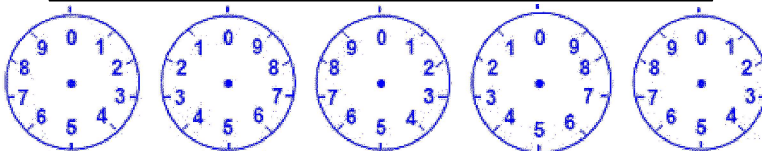
**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8 a.m. and 5 p.m.

**For your protection,** all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either to make a one-time electronic funds transfer (EFT) from your account or process as a check. If you have questions about this program, call 1-866-283-8081.

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## Provide reading by telephone or on-line only: DO NOT MAIL



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:



Bill Based On: Initial Bill, Estimated Meter  
Reading, Final Bill

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Billing Period: Jul 02 to Jul 30, 2019 for 29 days  
Bill For: ALAN D JONES  
2636 HAMPSHIRE RD DUP  
CLEVELAND HEIGHTS OH 44106

August 13, 2019

Account Number: 110 138 728 727

Amount Due: \$145.87

Due Date: August 27, 2019

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-589-3101. For Payment Options, call 1-800-686-9901. Pay your bill online at [www.firstenergycorp.com](http://www.firstenergycorp.com)

Bill issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Messages	Account Summary	Amount Due
Your current <b>PRICE TO COMPARE</b> for generation and transmission from The Illuminating Company is listed below. In order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than The Illuminating Company's price of 5.90 cents per KWH for the same usage that appears on the bill. To review available competitive supplier offers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at <a href="http://www.energychoice.ohio.gov">www.energychoice.ohio.gov</a> .	<b>Balance at Billing on Aug 13, 2019</b>	<b>0.00</b>
<b>Residential Service - 1260028903 - 5.90 cents per KWH</b>	The Illuminating Company - Consumption	<b>145.87</b>
The information below shows specific charges for the costs of energy efficiency, peak demand reduction, and renewable energy. These charges are not new, but are and previously were consolidated with other charges on your bill.	<b>Amount Due by Aug 27, 2019</b>	<b>\$145.87</b>
Energy Efficiency 1,064 KWH x 0.003206 \$3.41	<b>Usage Information for Meter Number S311298913</b>	
Peak Demand Reduction 1,064 KWH x 0.000802 \$0.85	Jul 30, 2019 KWH Reading (Estimate)	35,860
Renewable Energy 1,064 KWH x 0.001144 \$1.22	Jul 02, 2019 KWH Reading (Estimate)	34,796
The Illuminating Company welcomes you as a customer. We look forward to serving you.	KWH used	1,064
	<b>Charges From The Illuminating Company</b>	
	Customer Number: 0800936389 1260028903	
	Rate: Residential Service CE-RSF	
	Customer Charge	4.00
	Distribution Related Component	60.28
	Cost Recovery Charges	18.82
	Bypassable Generation and Transmission Related Component	62.77
	<b>Current Consumption Bill Charges</b>	<b>145.87</b>

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

#### Usage History

Jul 19 1,064



A-Actual E-Estimate C-Customer

#### This Year

Average Daily Use (KWH) 37  
Average Daily Temperature 78  
Days in Billing Period 29  
Last 1 Months Use (KWH) 1,064  
Average Monthly Use (KWH) 1,064

Return this part with a check or money order payable to The Illuminating Company



76 South Main Street  
Akron, OH 44308-1890

Account Number: 110 138 728 727

Amount Paid	
Amount Due	\$145.87
Due Date	Aug 27, 2019

CEI-Jones0000038

ALAN D JONES  
410 WAKEFIELD RUN BLVD

## Messages (Continued)

## Explanation of Terms

**Bypassable Generation and Transmission Related Component** - Charges for purchasing power and delivering it through the transmission system. These charges are avoided when switching to a Certified Retail Electric Service provider.

**Cost Recovery Charges** - Recovers previously incurred costs, including PUCO-approved Phase-In Recovery Charges CEI collects from all customers on behalf of CEI Funding, LLC which owns the right to impose and collect such charges..

**Customer Charge** - Monthly charge that offsets costs for billing, meter reading, equipment, and service line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Generation Credit** - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

## Important Information

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

**Call Customer Service** at 1-800-589-3101 from Monday - Friday, 8 a.m. - 6 p.m.

**Call Payment Options** at 1-800-686-9901 from Monday - Friday, 8 a.m. - 6 p.m.

**Visit our web site** at <http://www.firstenergycorp.com>

**Write to us** at The Illuminating Company, 76 S. Main St., A-RPC, Akron, OH 44308-1890.

**Customers with hearing or speech impairments** can contact the Telecommunications Relay Service (TRS) at 711.

**We welcome the opportunity** to work with you and will try to answer your questions. If your complaint is not resolved after you have called your electric utility, or for general utility information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.puco.ohio.gov>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service).

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

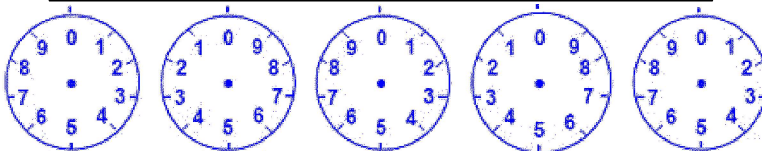
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## Provide reading by telephone or on-line only: DO NOT MAIL



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If you have a **DIGITAL METER** write the numbers here:



Bill Based On: Initial Bill, Estimated Meter  
Reading, Final Bill, Multi Month Rebill

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Billing Period: Jul 06 to Aug 11, 2021 for 37 days  
Bill For: ALAN D JONES  
2636 HAMPSHIRE RD DUP  
CLEVELAND HEIGHTS OH 44106

September 24, 2021

Account Number: 110 151 331 748

Amount Due: \$108.23

Due Date: October 08, 2021

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-589-3101. For Payment Options, call 1-800-686-9901. Pay your bill online at [www.firstenergycorp.com](http://www.firstenergycorp.com)

Bill issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

Messages	Account Summary	Amount Due
Your current <b>PRICE TO COMPARE</b> for generation and transmission from The Illuminating Company is listed below. In order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than The Illuminating Company's price of 6.24 cents per KWH for the same usage that appears on the bill. To review available competitive supplier offers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at <a href="http://www.energychoice.ohio.gov">www.energychoice.ohio.gov</a> .	<b>Balance at Billing on Sep 24, 2021</b>	<b>0.00</b>
<b>Residential Service - 1260028903 - 6.24 cents per KWH</b>	The Illuminating Company - Consumption	186.10
The information below shows specific charges for the costs of energy efficiency, peak demand reduction, and renewable energy. These charges are not new, but are and previously were consolidated with other charges on your bill.	The Illuminating Company - Misc. Charges	-77.87
Energy Efficiency 1,386 KWH x 0.000000 \$0.00	<b>Total Current Charges</b>	<b>108.23</b>
Peak Demand Reduction 1,386 KWH x 0.000000 \$0.00	<b>Amount Due by Oct 08, 2021</b>	<b>\$108.23</b>
Renewable Energy 1,386 KWH x 0.001320 \$1.83	<b>Usage Information for Meter Number 5002235046</b>	
This bill exceeds a normal monthly billing period. Do you need time to pay? If you do call 1-800-589-3101	Jul 06, 2021 KWH Reading (Estimate)	7,678
During the present period, your meter was changed.	Jul 06, 2021 KWH Reading (Estimate)	7,678
The Illuminating Company welcomes you as a customer. We look forward to serving you.	KWH used	0
	Kilowatt Hours Billed	888
	<b>Usage Information for Meter Number S336846769</b>	
	Jul 29, 2021 KWH Reading (Estimate)	888
	Jul 07, 2021 KWH Reading (Actual)	0
	KWH used	888
	Aug 11, 2021 KWH Reading (Estimate)	1,386
	Jul 30, 2021 KWH Reading (Estimate)	888
	KWH used	498
	<b>Charges From The Illuminating Company</b>	
	<b>Billing Period: Jul 06, 2021 to Jul 29, 2021</b>	
	Customer Number: 0800936389 1260028903	
	Rate: Residential Service CE-RSF	
	Customer Charge	3.20
	Distribution Related Component	41.21
	Cost Recovery Charges	24.10
	Bypassable Generation and Transmission Related Component	55.39
	<b>Current Consumption Bill Charges</b>	<b>123.90</b>
	<b>Billing Period: Jul 30, 2021 to Aug 11, 2021</b>	
	Customer Number: 0800936389 1260028903	
	Rate: Residential Service CE-RSF	
	Customer Charge	1.73
	Distribution Related Component	15.89
	Cost Recovery Charges	13.51
	Bypassable Generation and Transmission Related Component	31.07
	<b>Current Consumption Bill Charges</b>	<b>62.20</b>
	Manual credit adjustment	-186.10
	Manual debit adjustment	108.23
	<b>Total Charges - All Billing Periods</b>	<b>\$ 108.23</b>

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

#### Usage History

Aug 21 1,386



#### This Year

Average Daily Use (KWH) 37  
Average Daily Temperature 73  
Days in Billing Period 37  
Last 1 Months Use (KWH) 1,386  
Average Monthly Use (KWH) 1,386

Return this part with a check or money order payable to The Illuminating Company



76 South Main Street  
Akron, OH 44308-1890

Account Number: 110 151 331 748

Amount Paid	
Amount Due	\$108.23
Due Date	Oct 08, 2021

CEI-Jones0000040

ALAN D JONES  
410 WAKEFIELD RUN BLVD

## Messages (Continued)

## Explanation of Terms

**Bypassable Generation and Transmission Related Component** - Charges for purchasing power and delivering it through the transmission system. These charges are avoided when switching to a Certified Retail Electric Service provider.

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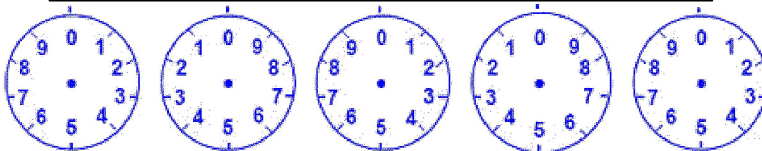
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**This foregoing document was electronically filed with the Public Utilities  
Commission of Ohio Docketing Information System on**

**11/21/2023 4:46:49 PM**

**in**

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

Summary: Brief Post Hearing reply brief of Complainant-A. Jones electronically  
filed by Mr. Alan D. Jones on behalf of Alan Jones.