

**BEFORE  
THE PUBLIC UTILITIES COMMISSION OF OHIO**

R. SIMBALLA and MARY C.	)	
SIMBALLA,	)	
	)	
Complainant,	)	CASE NO. 22-1065-EL-CSS
	)	
vs.	)	
	)	
OHIO EDISON COMPANY,	)	
	)	
Respondent.	)	

**DIRECT TESTIMONY OF MARILYN COTTRILL ON BEHALF OF  
OHIO EDISON COMPANY**

PUBLIC VERSION

1 **INTRODUCTION**

2 **Q. PLEASE INTRODUCE YOURSELF.**

3 A. My name is Marilyn Cottrill. I am employed by FirstEnergy Service Company as a  
4 customer service compliance specialist. FirstEnergy Service Company provides corporate  
5 support, including customer service, to FirstEnergy Corp.'s regulated public utility  
6 subsidiaries. In Ohio, these subsidiaries are Ohio Edison Company, The Cleveland Electric  
7 Illuminating Company ("CEI"), and The Toledo Edison Company.

8 **Q. PLEASE DESCRIBE YOUR EDUCATIONAL BACKGROUND AND WORK**  
9 **EXPERIENCE.**

10 A. I have worked at either FirstEnergy Service Company or Allegheny Power Company  
11 ("Allegheny Power") in a customer service capacity for the last 25 years. I have held my  
12 current position since 2011, although after the merger my title was changed from Business  
13 Analyst to Customer Services Compliance Specialist.

14 **Q. WHAT ARE YOUR CURRENT JOB RESPONSIBILITIES?**

15 A. My job responsibilities include reviewing and responding to complaints made by  
16 customers of FirstEnergy Corp.'s regulated public utility subsidiaries to the Public Utilities  
17 Commission of Ohio ("Commission"), which includes investigating facts and gathering  
18 information from subject matter experts. I also have responsibility for reviewing and  
19 responding to customer complaints in Pennsylvania. Among other customer service-  
20 related duties, I also provide training to new hires and to my peers within FirstEnergy  
21 regarding various state compliance requirements.

22 **Q. HAVE YOU PREVIOUSLY TESTIFIED BEFORE THE COMMISSION?**

23 A. Yes, I have testified several times before the Commission, including Case Nos. 18-1519-

1 EL-CSS and 18-1608-EL-CSS on behalf of CEI, and in Case No. 23-247-EL-CSS on  
2 behalf of Ohio Edison.

3 **Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY IN THE PRESENT CASE?**

4 A. My testimony addresses the allegations raised in the Complaint, specifically the assessment  
5 of a security deposit on R. Simballa's account.

6 **Q. DID YOU REVIEW ANY RECORDS RELATED TO THIS CASE?**

7 A. Yes, I have reviewed numerous business records related to this case maintained and  
8 preserved within FirstEnergy's SAP System. These records, all of which were kept in the  
9 course of regularly conducted business activity, include customer contact notes, recorded  
10 customer calls, claims letter responses, and Ohio Edison's Commission-approved tariff. It  
11 is the regular practice of FirstEnergy and Ohio Edison to make and preserve these business  
12 records, and I regularly rely upon such documents when investigating customer complaints  
13 in accordance with my duties as a Customer Services Compliance Specialist. I also  
14 reviewed the Complaint in this proceeding.

15 **RESPONSE TO MS. SIMBALLA'S COMPLAINT**

16 **Q. WHAT IS YOUR UNDERSTANDING OF MS. SIMBALLA'S COMPLAINT IN**  
17 **THIS CASE?**

18 A. Ms. Simballa contends that Ohio Edison failed to provide her timely notice that it would  
19 assess a security deposit and failed to apply her payments as directed on her payment stubs,  
20 which caused her account to be in arrears. In her Complaint, she does not directly contest  
21 that the security deposit was improperly assessed.

22 **Q. WHEN CAN OHIO EDISON IMPOSE A SECURITY DEPOSIT?**

23 A. Pursuant to Ohio Edison's tariff, it is allowed to assess a security deposit on anyone who

1 is unable to establish creditworthiness as a condition of the continued provision of electrical  
2 service. PUCO No. 11, Sheet 4, 1<sup>st</sup> Revised Page 3 of 21.

3 **Q. WHEN IS A CUSTOMER UNABLE TO ESTABLISH CREDITWORTHINESS?**

4 A. Ohio Adm. Code 4901:1-17-04(B) allows Ohio Edison to assess a security deposit on an  
5 existing customer when “the customer has not made full payment or payment arrangements  
6 for two consecutive bills containing a past due balance for regulated services provided by  
7 that utility company.” Ohio Adm. Code 4901:1-10-14(G)(2)(a) allows Ohio Edison to  
8 impose a security deposit “if the customer has not made full payment or payment  
9 arrangements for any given bill containing a previous balance for regulated service  
10 provided by that utility company.”

11 Additionally, Ohio Edison’s Customer Rights & Responsibilities provides that it  
12 may assess a security deposit when the customer fails to pay the full amount of a bill  
13 containing a previous balance. A true and accurate copy of Ohio Edison’s Customer Rights  
14 & Responsibilities is attached hereto as **Exhibit A**.

15 **Q. WAS MS. SIMBALLA UNABLE TO ESTABLISH CREDITWORTHINESS?**

16 A. Yes. She had numerous bills containing a past due balance that she failed to pay. She also  
17 never established payment arrangements for these bills. She failed to timely pay her  
18 February 2022 and March 2022 bills. She also made an untimely and partial payment of  
19 her April 2022 bill.

20 **Q. WHICH BILLS WERE THESE?**

21 A. Attached hereto as **Exhibit B** is a true and accurate copy of Ms. Simballa’s Statement of  
22 Account, as of August 1, 2022. **Exhibit B** only dates back 2 years but shows a lengthy  
23 history of Ms. Simballa’s delinquent payments:

[illegible]

\_\_\_\_\_



[REDACTED]

6 **Q. WHEN DID OHIO EDISON NOTIFY MS. SIMBALLA THAT IT WOULD ASSESS**  
7 **A SECURITY DEPOSIT?**

8 A. She was informed in her bill dated February 16, 2022. A true and accurate copy of her  
9 February 16, 2022 bill is attached hereto as **Exhibit C**.

10 A true and accurate copy of her March 18, 2022 bill is attached hereto as **Exhibit**  
11 **D**.

12 A true and accurate copy of her April 19, 2022 bill is attached hereto as **Exhibit E**

13 A true and accurate copy of her May 18, 2022 bill is attached hereto as **Exhibit F**.

14 **Q. MS. SIMBALLA COMPLAINS THAT THE WARNING ON HER BILL THAT A**  
15 **SECURITY DEPOSIT MAY BE ASSESSED STATES THAT IT “MAY” BE**  
16 **ASSESSED, NOT “SHALL” BE ASSESSED. HOW DO YOU RESPOND?**

17 A. It is a warning that if the customer does not make adequate payments, then Ohio Edison  
18 may assess a security deposit. It is therefore dependent on the customer’s payment  
19 practices. If the customer makes adequate payments, then Ohio Edison will not assess a  
20 security deposit. If the customer fails to make adequate payments, then Ohio Edison will  
21 assess a security deposit. “May” is the proper word to use.

22 **Q. DID OHIO EDISON PROVIDE TIMELY NOTICE THAT IT WOULD ASSESS A**  
23 **SECURITY DEPOSIT?**

1 A. Yes.

2 **Q. MS. SIMBALLA NOW CLAIMS THAT SHE DID NOT RECEIVE TIMELY**  
3 **NOTICE OF THE SECURITY DEPOSIT ASSESSMENT BECAUSE SHE DID**  
4 **NOT OPEN THE FEBRUARY 16, 2022 BILL “UNTIL AFTER THE COMPLAINT**  
5 **AROSE.” HOW DO YOU RESPOND?**

6 A. Unless a customer opts to receive electronic delivery only of their bills, Ohio Edison sends  
7 the bill via the United States Postal Service. The date identified on the bill is the date that  
8 the bill was delivered to USPS. Including the security deposit notice on the February 2022  
9 bill was adequate notice to Ms. Simballa. The fact that Ms. Simballa did not open this bill  
10 until several months later was her own decision, not the failure of Ohio Edison to provide  
11 her with timely notice.

12 **Q. HOW DOES OHIO EDISON CALCULATE A SECURITY DEPOSIT AMOUNT?**

13 A. Ohio Edison estimates the average monthly bill by looking at the amount billed over the  
14 previous year. [REDACTED]

16 **Q. DOES THE SECURITY DEPOSIT ACCRUE INTEREST?**

17 A. Yes, because this deposit was to be held for longer than 6 months, it accrued interest at a  
18 rate of at least 3% per annum.

19 **Q. WHAT HAPPENS TO THE ACCRUED INTEREST?**

20 A. Ohio Edison credits it to the account.

21 **Q. WHAT IS THE CURRENT STATUS OF THE SECURITY DEPOSIT?**

22 A. The security deposit was credited to her account on June 19, 2023 pursuant to a settlement  
23 agreement.



1 A true and accurate copy of her June 19, 2023 bill is attached hereto as **Exhibit G.**

2 **Q. IS OHIO EDISON REQUIRED TO SEND HER A CHECK FOR THE SECURITY**  
3 **DEPOSIT?**

4 A. No. Pursuant to Ohio Edison's Customer Rights & Obligations, Ohio Edison credits  
5 security deposit to accounts.

6 **Q. CAN OHIO EDISON HOLD SECURITY DEPOSITS FOR LONGER THAN 6**  
7 **MONTHS?**

8 A. Yes.

9 **Q. CAN A CUSTOMER NOTE ON THE BILL HOW THE PAYMENTS ARE TO BE**  
10 **APPLIED?**

11 A. Only in limited circumstances. There must first be a bona fide dispute regarding the amount  
12 on the bill. Only then can a customer direct that payments not be settled towards the  
13 disputed amount.

14 **Q. WHEN IS THERE A BONA FIDE DISPUTE?**

15 A. When a complaint is registered with the Commission's call center (i.e., an informal  
16 complaint) or a formal complaint is filed with the Commission's docketing division.

17 **Q. WHEN DID MS. SIMBALLA FILE AN INFORMAL COMPLAINT?**

18 A. Ohio Edison was notified by the Commission that she submitted an informal complaint on  
19 July 29, 2022. That informal complaint was open until Ohio Edison responded on August  
20 12, 2022. The Commission never submitted additional inquiries regarding this informal  
21 complaint. Accordingly, after August 12, 2022, no informal complaint was pending.

22 **Q. WHEN DID MS. SIMBALLA FILE A FORMAL COMPLAINT?**

23 A. Her formal complaint was docketed with the Commission on November 16, 2022.

1 **Q. AT THE TIME THE SECURITY DEPOSIT WAS SETTLED, WAS THERE A**  
2 **BONA FIDE DISPUTE?**

3 A. No. The security deposit was assessed on May 12, 2022 and settled on May 31, 2022. At  
4 that time, Ms. Simballa had not filed an informal or formal complaint with the Commission  
5 and therefore there was no bona fide dispute.

6 **Q. DID MS. SIMBALLA CONTACT OHIO EDISON'S CALL CENTER TO DISPUTE**  
7 **THE SECURITY DEPOSIT ASSESSMENT?**

8 A. Not until July 28, 2022. According to Ohio Edison's records, Ms. Simballa called on May  
9 20, 2022 to inquire why her bill was so high. The customer service representative informed  
10 her that a security deposit was assessed. The records did not indicate that she contested or  
11 otherwise disputed the assessment.

12 She then called on July 28, 2022 to request that a late payment charge be removed.  
13 Ohio Edison's records indicate that she was informed that the late payment charges were  
14 assessed against the unpaid consumption charges, because the security deposit had already  
15 been paid. She was subsequently transferred to a supervisor, who, according to Ohio  
16 Edison's records, informed her that Ohio Edison could not waive the security deposit  
17 because of her consistent late payment and disconnection notices.

18 Ms. Simballa then filed her informal complaint with the Commission on July 29,  
19 2022.

20 **Q. ON HER MAY 31, 2022 PAYMENT, DID MS. SIMBALLA INCLUDE ANY**  
21 **DIRECTIONS ON HOW HER FUNDS WERE TO BE APPLIED?**

22 A. No. All she included was a calculation, but no direction on what that calculation meant.  
23 Even if she did, it is immaterial. Unless an informal or formal complaint is pending at the

1 time, the payment must be settled in accordance with Ohio Edison's settlement hierarchy.

2 **Q. WHY DOES A FORMAL OR INFORMAL COMPLAINT NEED TO BE FILED TO**  
3 **CONSTITUTE A BONA FIDE DISPUTE?**

4 A. That is the definition of a bona fide dispute in the Ohio Administrative Code.

5 Apart from the requirements of the rule, Ohio Edison requires an informal or formal  
6 complaint because Ohio Edison needs some formal notification that an amount is genuinely  
7 disputed as well as the reasons for the dispute. Otherwise, customers could merely note on  
8 their bills to only pay certain amounts, without an explanation why, to both avoid paying  
9 a portion of the bill and avoid disconnection. Ohio Edison would then have limited ability  
10 to either collect the outstanding balance or disconnect the customer without filing a  
11 complaint against the customer with the Commission.

12 Requiring an informal or formal complaint, which provides the reasons for the  
13 dispute, allows Ohio Edison to investigate and respond to the dispute. This also  
14 demonstrates a legitimate dispute between Ohio Edison and the customer, rather than a  
15 customer merely unhappy with the charges on her bill.

16 **Q. WAS THERE ANY INDICATION ON MS. SIMBALLA'S MAY 2022 PAYMENT**  
17 **TO INDICATE THAT SHE DISPUTED THE AMOUNT CHARGED?**

18 A. No. Ms. Simballa's May 2022 payment did nothing more than provide a calculation of the  
19 various charges. She didn't even direct Ohio Edison to apply the charges in a certain  
20 manner, much less provide an identification of what she disputed or the reasons for her  
21 dispute.

22 Absent the formal notice and justification of an actual dispute, provided by a  
23 pending informal or formal complaint, Ohio Edison settled the payment via its settlement

1 hierarchy.

2 **Q. WHAT IS THE SETTLEMENT HIERARCHY?**

3 A. The order that partial payments are settled:

- 4 1. All Security Deposits
- 5 2. All Reconnection Charges
- 6 3. All Installment Plan Arrears
  - 7 a. All Supplier Installment Plan Arrears
  - 8 b. All Ohio Edison Installment Plan Arrears
- 9 4. All Supplier Arrears
- 10 5. All Supplier Late Payment Charge Arrears
- 11 6. All Ohio Edison Late Payment Charge Arrears
- 12 7. All Ohio Edison Arrears
- 13 8. All Ohio Edison Miscellaneous Charges Arrears (i.e. return check charge)
- 14 9. All Ohio Edison Late Payment Charges Current
- 15 10. All Installment Plan Current
  - 16 a. All Supplier Installment Plan Current
  - 17 b. All Ohio Edison Installment Plan Current
- 18 11. All Ohio Edison Current Charges
- 19 12. All Ohio Edison Miscellaneous Charges Current (i.e., return check charge)
- 20 13. All Supplier Late Payment Charges Current
- 21 14. All Supplier Current Charges
- 22 15. All Past Due and Current Donations (Project Reach)
- 23 16. All Service Delivery Charges (i.e., meter test charges, siding jobs,

1 disconnect/reconnect charge and collector fees)

2 As indicated, partial payments are applied first to any outstanding security deposits.<sup>3</sup>

3 **Q. DID OHIO EDISON FOLLOW THIS SETTLEMENT HIERARCHY?**

4 A. Yes.

5 **Q. WHAT WAS THE EFFECT OF MS. SIMBALLA’S PARTIAL PAYMENTS**  
6 **AFTER THE MAY 31, 2022 PAYMENT?**

7 A. Because the May 31, 2022 payment was applied to the security deposit, Ms. Simballa short  
8 paid both current and past due amounts on her later bills, regardless of how she directed  
9 her payments.

10 **Q. MS. SIMBALLA COMPLAINS THAT OHIO EDISON’S CUSTOMER RIGHTS &**  
11 **OBLIGATIONS WAS NOT ACCESSIBLE. HOW TO YOU RESPOND?**

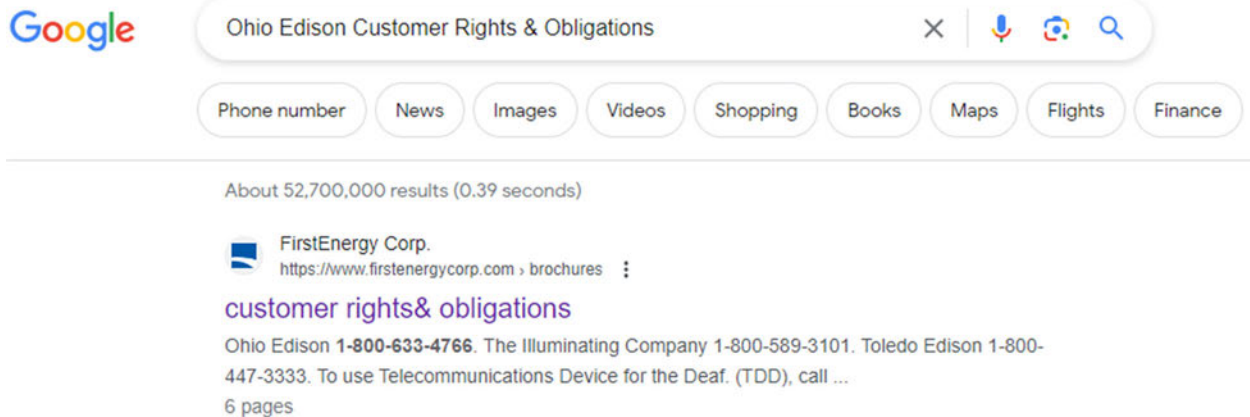
12 A. Ohio Edison’s Customer Rights & Obligations is found on Ohio Edison’s website at:  
13 <https://www.firstenergycorp.com/content/dam/customer/get-help/files/brochures/ohio->  
14 [rights-obligations.pdf](https://www.firstenergycorp.com/content/dam/customer/get-help/files/brochures/ohio-).

15 **Q. HOW CAN A CUSTOMER LOCATE THIS GUIDE?**

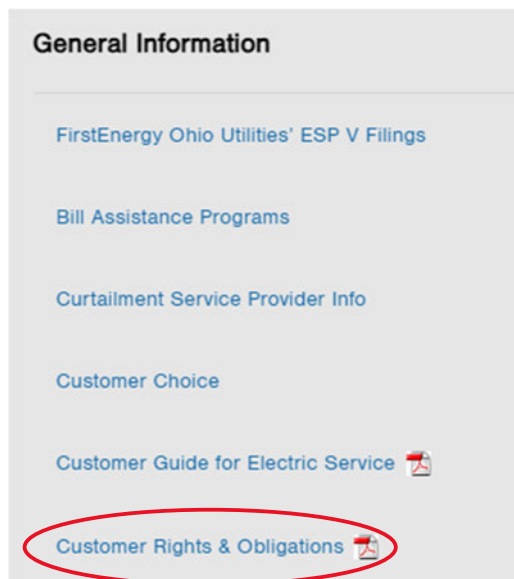
16 A. A simple Google search for “Ohio Edison Customer Rights & Obligations” returns this  
17 webpage as its first result:

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<sup>3</sup> This payment hierarchy is provided on Ohio Edison’s website at:  
<https://www.firstenergycorp.com/content/dam/supplierservices/files/faq/FAQOH.pdf>.



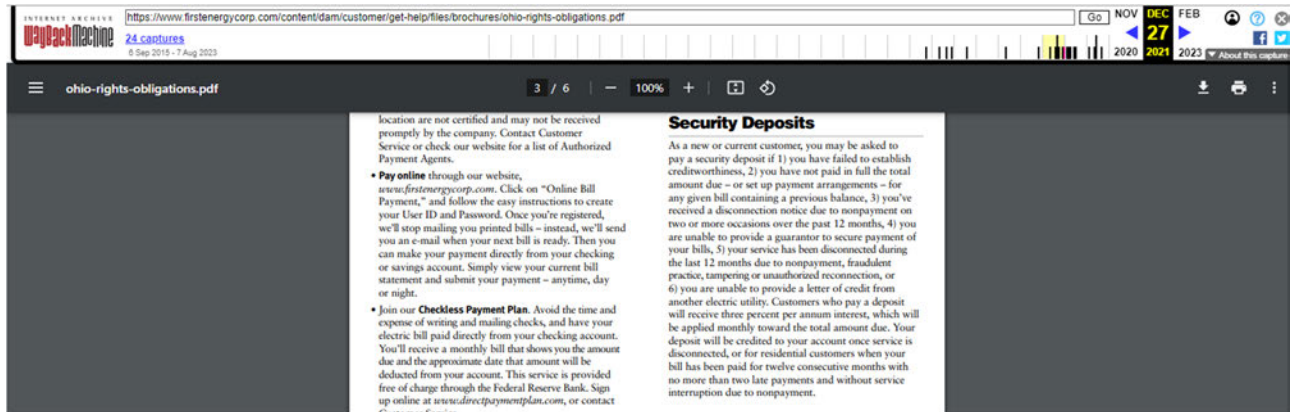
The page can also be accessed by going to [www.firstenergycorp.com](http://www.firstenergycorp.com) and then selecting “Ohio Edison” under the “Customer Service Tab.” The link to this guide is on the bottom of the page under “General Information”:



**Q. MS. SIMBALLA CONTENDS THAT THE CUSTOMER RIGHTS & OBLIGATIONS WERE PLACED ON OHIO EDISON’S WEBSITE AS A CURATIVE MEASURE TO HER COMPLAINT. HOW DO YOU RESPOND?**

**A.** The Customer Rights & Obligations pamphlet has had the same URL since prior to Ohio Edison assessing a security deposit on Ms. Simballa’s account. For example, according to the Internet Archive ([www.web.archive.org](http://www.web.archive.org)), on December 27, 2021, prior to the

1 imposition of the security deposit, the address for Ohio Edison's Customer Rights &  
2 Obligations was the same:



3  
4 The document archived here is the same document currently at that URL. The current  
5 document has been archived at that URL since at least April 12, 2019:



6  
7 The Internet Archive indicates that the URL has had previous versions of the Customer  
8 Rights & Obligations hosted there since at least September 6, 2015.

9 The Internet Archive's archival of Ohio Edison's Customer Rights & Obligations  
10 corresponds with Ohio Edison's records of where and when the Customer Rights &  
11 Obligations was hosted online.

12 **Q. WHY DO YOU THINK MS. SIMBALLA WAS UNABLE TO FIND THE**  
13 **DOCUMENT?**

1 A. I would have to resort to speculation. The document is easily found on Ohio Edison's  
2 website and via commercial search engines.

3 **Q. DID OHIO EDISON EVER DISCONNECT MS. SIMBALLA'S ELECTRICAL**  
4 **SERVICE AFTER THE FILING OF THE FORMAL COMPLAINT?**

5 A. No.

6 **Q. IN YOUR OPINION, DID OHIO EDISON VIOLATE ITS TARIFF, COMMISSION**  
7 **RULES, ORDERS, OR ANY STATUTE?**

8 A. To a reasonable degree of professional certainty, no.

9 **CONCLUSION**

10 **Q. DOES THIS CONCLUDE YOUR DIRECT TESTIMONY?**

11 A. Yes, however, I reserve my right to supplement my testimony.



### **CERTIFICATE OF SERVICE**

On December 7, 2023, the foregoing document was filed on the Public Utilities Commission of Ohio's 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 electronic and U.S. Mail on this 7th day of December 2023 to the Complainant at the following address:

Mary C. Simballa  
42100 Cream Ridge Road  
Lisbon, OH 44432  
[mary.simballa@gmail.com](mailto:mary.simballa@gmail.com)  
[mary.simballa@simballalaw.com](mailto:mary.simballa@simballalaw.com)

*/s/ Christopher A. Rogers*  
\_\_\_\_\_  
*Attorney for Respondent*

## Payment Assistance for Residential Customers

If you're having trouble paying your monthly electric bill, please call us to find out if one of these programs may help:

### **PIPP Plus –**

PIPP Plus helps qualifying customers who have a household income at or below 150 percent of the federal poverty level maintain electric service by paying a percentage of their household income instead of the actual amount of their bills.

### **Extended Payment Plan –**

With this program, your outstanding balance is divided into equal payments and spread over a period of time, based on your current needs. Each month, you pay your current bill or budget amount plus the installment amount.

### **Medical Certification Program –**

If a loss of electric service would be especially dangerous to the health of a permanent member of your household, disconnection because of overdue bills can be delayed up to 30 days. An appropriate health care professional must complete a Medical Certification Form describing the resident's medical condition. Call Customer Service for more information.

### **Third Party Notification –**

Many residential customers – including those who are elderly, ill or away from home for long periods of time – may benefit from Third Party Notification. Under this plan, a family member or friend is notified if a customer's service will be disconnected. Third parties are not responsible for unpaid balances, but they can remind the customer to send payment.

Important Customer Information

EXHIBIT

A

# customer rights & obligations

**FirstEnergy**<sup>®</sup>

## Your Electric Service

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In most cases, applications for electric service can be accepted by telephone, in writing or through our website, [www.firstenergycorp.com](http://www.firstenergycorp.com). However, written applications are required in situations involving special contracts or as otherwise required by tariff.

As our customer, you are responsible for all electricity used on the account premises until you notify us to discontinue service to your premises. Call us at least three working days before the date you need to begin, discontinue or transfer service. We will obtain or calculate a final meter reading depending on when your meter was most recently read. For example, if the meter has not been read in the last 60 days, we are required to obtain an actual meter reading. If the meter has not been read within the preceding 33 to 59 days, you have the option of having an actual meter read free of charge.

## Installation of Service

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If you are planning to build a new home, contact Customer Service prior to the start of construction. Our representative will tell you what steps you must take to set up service.

## Your Electric Rate

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You are served under a rate for your individual class of service. If you want to know about the availability of alternate rates, energy efficiency programs, or wish to have a copy of the tariff sent to you, contact Customer Service, or send your request to us at 76 South Main Street, A-RPC, Akron, OH 44308-1890. You also can review our rates and tariffs on the Public Utilities Commission of Ohio's (PUCO) website – [www.puco.ohio.gov](http://www.puco.ohio.gov) – or on our website, [www.firstenergycorp.com](http://www.firstenergycorp.com).

## Billing

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Your bill for electric service is rendered monthly. If you think that your electric bill is wrong, or if you have any other questions about your bill, contact Customer Service. You are responsible for providing access to your electric meter and keeping it free from obstructions, either by restraining dogs or by removing obstacles that the meter reader might encounter.

While we expect to read your meter every month, there are times when extreme weather conditions, lack of access to inside meters or other situations may prevent us from doing so. If your bill is estimated, this will be indicated on your billing statement.

Estimates generally are based on past usage. We adjust your bill as necessary after the next actual reading, usually the following month.

You can request up to two actual meter reads at no charge as long as your last two bills have been estimates or you have reason to believe the meter is malfunctioning.

*(Please see page 6 for more information on meter testing.)*

## Payment Options

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Your payment is due by the date indicated on your monthly billing statement – typically, about two weeks after the bill is sent to you. There are several convenient methods available to pay your bill.

- **Send a check by mail.**
- **Make a payment at an Authorized Payment Agent.**

When you pay your bill at an authorized location, your payment is electronically transferred to us through a direct link to our processing center, and your account is updated quickly. To ensure your bill payments are secure and certified – backed by the company – use only authorized agents. Payments made at any other

location are not certified and may not be received promptly by the company. Contact Customer Service or check our website for a list of Authorized Payment Agents.

- **Pay online** through our website, [www.firstenergycorp.com](http://www.firstenergycorp.com). Click on “Online Bill Payment,” and follow the easy instructions to create your User ID and Password. Once you’re registered, we’ll stop mailing you printed bills – instead, we’ll send you an e-mail when your next bill is ready. Then you can make your payment directly from your checking or savings account. Simply view your current bill statement and submit your payment – anytime, day or night.
- Join our **Checkless Payment Plan**. Avoid the time and expense of writing and mailing checks, and have your electric bill paid directly from your checking account. You’ll receive a monthly bill that shows you the amount due and the approximate date that amount will be deducted from your account. This service is provided free of charge through the Federal Reserve Bank. Sign up online at [www.directpaymentplan.com](http://www.directpaymentplan.com), or contact Customer Service.
- The **Equal Payment Plan** (EPP) offers the convenience of uniform monthly payments. We base the monthly amount on your past electric usage and review your account periodically to make necessary adjustments. Each month, your statement shows your actual electric use and your current status. On the twelfth month of your payment plan year – anniversary month – your unpaid account balance, if any, is due in order to bring your balance for the year to zero.

Residential customers can sign up for any of the three plans – Online Bill Payment, Checkless Payment and EPP – for the quickest, easiest way to pay their electric bill.

## Security Deposits

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As a new or current customer, you may be asked to pay a security deposit if 1) you have failed to establish creditworthiness, 2) you have not paid in full the total amount due – or set up payment arrangements – for any given bill containing a previous balance, 3) you’ve received a disconnection notice due to nonpayment on two or more occasions over the past 12 months, 4) you are unable to provide a guarantor to secure payment of your bills, 5) your service has been disconnected during the last 12 months due to nonpayment, fraudulent practice, tampering or unauthorized reconnection, or 6) you are unable to provide a letter of credit from another electric utility. Customers who pay a deposit will receive three percent per annum interest, which will be applied monthly toward the total amount due. Your deposit will be credited to your account once service is disconnected, or for residential customers when your bill has been paid for twelve consecutive months with no more than two late payments and without service interruption due to nonpayment.

## Disconnection and Reconnection of Service

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If you’re having trouble paying your electric bill, contact us immediately to make payment arrangements and avoid service shutoff. Your service may be disconnected for nonpayment of bills, including any tariffed charges or security deposits. Service may also be discontinued for making false statements to obtain service, theft of service, refusing to allow our employees to read your meter, preventing access to allow our employees to maintain or replace company equipment, or tampering with our equipment including electric meters. You will be notified of an impending disconnection prior to shutoff except in cases involving meter tampering or when safety is an issue.

After we receive your total payment or you make a payment arrangement, service will be restored by the end of the following working day. Residential customers must call us before 12:30 p.m. to make a payment or provide proof of payment to have their service restored the same day. As provided in our tariffs, we charge a fee to restore your service.

## **Notify Us About Changes in Your Service Requirements**

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Please call us if you are planning to make significant changes in the amount of electricity you use, such as installing central air conditioning or adding a heated swimming pool. This is particularly important for businesses that will be expanding. We may need to install additional equipment to service your increased needs. Changes you should notify us about include – but are not limited to – service increases, construction, relocation of electric facilities and replacing main switches.

## **Additional Charges for Service Changes**

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You must pay for any special services, facilities or equipment that we furnish at your request and that are not provided for in our rate schedules. Before work begins, we'll provide an estimated cost for performing such work.

## **Call Before You Dig**

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No matter where you live, underground electric, telephone, natural gas, cable TV, water and sewer lines may be nearby. To avoid service interruptions from damaged lines, be sure to locate all buried utilities. At least 48 hours before you dig, call the Ohio Utilities Protection Service (OUPS) at 1-800-362-2764.

## **Meter Testing**

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Upon request, we'll test any meter suspected of not registering properly. The meter test will be conducted within 30 business days, and you may be present at the test if you choose. If the meter is found to be outside of specified tolerances, there will be no charge for the test. If the meter is found to be within specified tolerances, there will be no charge for the first test. After the first test, there will be a charge for each subsequent test that is conducted less than 36 months after the last meter test.

## **Electric Deregulation**

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Through deregulation of Ohio's electric utility industry, you are able to choose your electric generation supplier. You can either stay with your local electric utility – Ohio Edison, The Illuminating Company or Toledo Edison – or choose a competitive company to supply your electricity. No matter what supplier you choose, we will continue to handle the delivery of electricity to your home or business.

We make available a list of Competitive Retail Electric Service (CRES) providers that are actively seeking residential customers and have been approved by the PUCO. You can obtain this information by calling 1-800-225-0444 and asking for the latest CRES provider list, or visit the Customer Choice section of our website, [www.firstenergycorp.com](http://www.firstenergycorp.com).

If we receive notification that you have enrolled with an alternative supplier – or you call us to drop your supplier – we will send you a notice to confirm the change. If this change is incorrect, you must call us at the number provided on your notice within seven days from the postmark on the letter. However, when we receive notification from your supplier that your contract has been terminated, we will send you a confirmation letter, but without the opportunity to rescind the change.

If your service has been switched to a different supplier without your consent – which is considered slamming – call the PUCO. If the Commission finds that your service was changed without your consent, we will:

- switch you back to your previous supplier, free of charge
- reimburse you or credit your account for any excess amount you were charged while receiving service from the unauthorized supplier, and
- transfer any electric usage occurring since the slam to your account with your previous supplier.

Please note that PIPP Plus customers or those in a governmental aggregation might have an alternate supplier as a result of participating in such programs.

If you choose a competing supplier and then must return to our standard-service offer due to the default, abandonment, slamming or certification recession of that supplier, the switch will be made at no charge to you.

## Privacy Information

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Under deregulation, we must provide competing electric suppliers with a list of our customers. If you don't want 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 us at 76 South Main Street, A-RPC, Akron, OH 44308-1890.

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.

Please be aware that this list does not affect whether or not you are included in a governmental aggregation.

We cannot disclose your account number or energy usage information more specific than what was provided on the customer pre-enrollment list to anyone without your written consent or electronic authorization, or without a court or commission order. In addition, we cannot disclose your Social Security number without your written consent. The only exceptions are for purposes of our credit evaluations, collection and credit reporting; your generation supplier's credit collections and reporting; for participating in the home energy assistance program, the emergency home energy assistance program, and programs funded by the Universal Service Fund such as the Percentage of Income Payment Plan Plus programs; and as ordered by other governmental agency or pursuant to a court order. To request a consent form, please call Customer Service.

At your request only, we'll provide you up to 24 months of your electric usage, payment history, detailed consumption data, if available, and time differential price rate, if applicable, free of charge. The PUCO may access records or business activities in order to monitor customer calls to our call center.

## Environmental Disclosure Information

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As part of Ohio's Electric Choice Program, the PUCO requires local utilities and suppliers to identify the sources they use to make electricity and the byproducts of that process. Visit the PUCO's website at [www.puco.ohio.gov](http://www.puco.ohio.gov), or FirstEnergy's website at [www.firstenergycorp.com](http://www.firstenergycorp.com) to obtain the approximate generation resource mix and environmental characteristics information. To request a copy at no cost to you, visit [www.firstenergycorp.com/contactus](http://www.firstenergycorp.com/contactus), or call your electric utility company at the number listed on page 10.

## Ask for ID

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All our employees carry company photo identification. Anytime you have a question about an employee visiting your home, feel free to ask for that employee's photo identification and the purpose for the service call. Please call us if you have any doubts.

## Customer Complaints

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We are committed to settling all complaints and inquiries in a timely manner.

If your bill contains an error or you would like part of it explained, call:

### Customer Service

**Ohio Edison** 1-800-633-4766

**The Illuminating Company** 1-800-589-3101

**Toledo Edison** 1-800-447-3333

To use Telecommunications Device for the Deaf (TDD), call 711.

Or write us at:  
1910 West Market St.  
Akron, OH 44313

You can also contact us through our website:  
[www.firstenergycorp.com/contactus](http://www.firstenergycorp.com/contactus).

We will investigate your complaint and report back to you promptly. If your complaint is not resolved after you have called us, 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 from 8 a.m. to 5 p.m. weekdays, or at [www.puco.ohio.gov](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 from 8 a.m. to 5 p.m. weekdays, or at [www.pickocc.org](http://www.pickocc.org).

## Electric Service and Safety Standards

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You may obtain a copy of the Electric Service and Safety Standards from the PUCO or from the PUCO website:  
[www.puco.ohio.gov](http://www.puco.ohio.gov).

## 24 Hour Emergency/ Outage Reporting Line

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To report a power outage or service emergency, call 1-888-544-4877 (1-888-LIGHTSS).

## For Customer Service

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**Ohio Edison** 1-800-633-4766

**The Illuminating Company** 1-800-589-3101

**Toledo Edison** 1-800-447-3333

To use Telecommunications Device for the Deaf (TDD), call 711.

*Nothing contained in this publication may be interpreted or applied in any manner inconsistent with the Electric Service and Safety Standards or the authorized tariffs, rules or regulations of Ohio Edison, The Illuminating Company or Toledo Edison.*



42100 CREAM RIDGE RD  
LISBON OH 44432

Cottrill Testimony Exh bit B



[illegible]



**Messages (Continued)**

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 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.

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 800-829-1040, or visit [www.irs.gov/individuals](http://www.irs.gov/individuals).

**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 OE collects from all customers on behalf of OE Funding, LLC which owns the right to impose and collect such charges.

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

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

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

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

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

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

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

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

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

**Important Information**

If you have billing questions or complaints about your Ohio Edison account or for a written explanation of the Price to Compare

**Call Customer Service** at 1-800-633-4766 Monday - Friday, from 8 a.m. - 6 p.m.

**Call Payment Options** at 1-800-686-3421 Monday - Friday, from 8 a.m. - 6 p.m.

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

**Write to us** at Ohio Edison, 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 1-800-633-4766. 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



**Messages (Continued)**

To avoid a 1.50% Late Payment Charge being added to your bill, please pay the **Amount Due** by the Due Date.

Your current **PRICE TO COMPARE** for generation and transmission from Ohio Edison 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 Ohio Edison's price of 4.89 cents per KWH for the same usage that appears on the bill. To review available competitive supplier offers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov).

**Residential Service 0001164344 4.89 cents per KWH**

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.

Energy Efficiency	██████	x 0.000000	\$0.00
Peak Demand Reduction	██ ███	x 0.000000	\$0.00
Renewable Energy	██████	x 0.002084	██████

Your next meter reading is scheduled to occur on or about Apr 15, 2022.

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 800-829-1040, or visit [irs.gov/individuals](http://irs.gov/individuals).

**Explanation of Terms****Bypassable Generation and Transmission Related Component**

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**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.

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**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 Ohio Edison account or for a written explanation of the Price to Compare

**Call Customer Service** at 1-800-633-4766 Monday - Friday, from 8 a.m. - 6 p.m.

**Call Payment Options** at 1-800-686-3421 Monday - Friday, from 8 a.m. - 6 p.m.

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

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**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 1-800-633-4766. 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



**Ohio Edison**  
A FirstEnergy Company

Bill Based On Actual Meter Reading

Page 1 of 2  
E16

**Billing Period:** Mar 16 to Apr 14, 2022 for 30 days  
**Bill For:** R SIMBALLA  
 42100 CREAM RIDGE RD  
 LISBON OH 44432

April 19, 2022  
Account Number [REDACTED] 5 519  
Amount Due: [REDACTED]  
Due Date May 03, 2022

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-633-4766. For Payment Options, call 1-800-686-3421. Pay your bill online at [www.firstenergycorp.com](http://www.firstenergycorp.com)  
Bill issued by: Ohio Edison, PO Box 3687, Akron OH 44309-3687

Messages	Account Summary	Amount Due
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\*\*\* DISCONNECTION NOTICE \*\*\*

Your electric bill payment is past due. Your service may be disconnected unless payment or [REDACTED] is made by 05/03/2022. If service is disconnected, you will be required to pay a reconnection fee of up to \$35.00, and may be required to pay a security deposit of [REDACTED] to have power restored. You may be eligible for the Percentage of Income Payment Plan Plus or other extended payment plan. See enclosed information. Failure to pay charges for competitive retail electric service may also result in the cancellation of your contract with the competitive retail electric service provider and return you to Ohio Edison's standard-of generation service. The amount due does not include charges for nonratified products or services but may include charges for competitive retail electric service. Failure to pay charges for other nonratified products or services may result in loss of those products or services. This provision is applicable only on accounts issued a consolidated bill for electric service. The due date on this notice does not change the due date of any previous notice sent to you for a past due amount. If you have questions, or if you want a list of our authorized payment agent locations, please call us at 1-800-686-7326. You may also call this number for information about our medical certification program if the disconnection of service would be especially dangerous to the health of a permanent resident. If you have a complaint in regard to this disconnection notice that can not be resolved after you have called Ohio Edison, or for general utility company information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7326 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.pucio.ohio.gov>. Hearing or speech impaired customers may contact the PUCO via T-1-1 (Ohio relay service). The Ohio consumer counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5922 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.pccoco.org>.

Previous Balance	
Payments/Adjustments	
<b>Balance at Billing on Apr 19, 2022</b>	

Ohio Edison - Consumption	
Late Payment Charges	
<b>Total Current Charges</b>	

Amount Due by May 03, 2022

Usage information for Meter Number	
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9
0	0
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9
0	0
1	1
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4	

Apr 14, 2022 KWH Reading (Actual)	
Mar 16, 2022 KWH Reading (Actual)	
KWH used	

## Charges From Ohio Edison

Customer Number: [REDACTED] 34344  
Rate: Residential Service OE-RSF  
Customer Charge  
Distribution Related Component  
Economic Development Component  
Cost Recovery Charges  
Bypassable Generation and Transmission Related Component  
Consumer Rate Credit  
**Current Consumption Bill Charges**  
Late payment charge  
**Total Charges**

Total Charges

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

### Usage History

Return this part with a check or money order payable to Ohio Edison



**Ohio Edison**  
A FirstEnergy Company

76 South Main Street  
Akron, OH 44308 1890

**R SIMBALLA**  
42100 CREAM RIDGE RD  
LISBON OH 44432 9542

Account Number [REDACTED] 5 519

Amount	Paid	
Amount	Due	
Due Date	May 03, 2022	

OHIO EDISON  
PO BOX 3687  
AKRON OH 44309 3687

5519000000000000000000000000000071330000242099

**Messages (Continued)**

To avoid a 1.50% Late Payment Charge being added to your bill, please pay the **Amount Due** by the Due Date.

Your current **PRICE TO COMPARE** for generation and transmission from Ohio Edison 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 Ohio Edison's price of 5.04 cents per KWH for the same usage that appears on the bill. To review available competitive supplier offers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov).

**Residential Service 0001164344 5.04 cents per KWH**

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.

Energy Efficiency	██████	x 0.000000	\$0.00
Peak Demand Reduction	██ ███	x 0.000000	\$0.00
Renewable Energy	██████	x 0.002084	██████

Your next meter reading is scheduled to occur on or about May 16, 2022.

Spring's warm weather often produces thunderstorms, which can cause power outages. If your power goes out, call 1-888-LIGHTSS (1-888-544-4877). For your safety, please treat all downed wires as live and dangerous. For more information on preparing for outages, visit [www.firstenergycorp.com/storminfo](http://www.firstenergycorp.com/storminfo).

**Explanation of Terms****Bypassable Generation and Transmission Related Component**

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**Important Information**

If you have billing questions or complaints about your Ohio Edison account or for a written explanation of the Price to Compare

**Call Customer Service** at 1-800-633-4766 Monday - Friday, from 8 a.m. - 6 p.m.

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**Messages (Continued)**

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Residential Service 0001164344 5.21 cents per KWH

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

Your next meter reading is scheduled to occur on or about Jun 15, 2022.

An important message to dog owners - to ensure that our meter readers' visits to your home are safe and productive, please keep your dog secured in an area away from the path to your meter.

For your safety, if your service has been disconnected, do not attempt to reconnect it. While this is illegal and could result in prosecution, removing a meter base or touching any of the wires can also cause death or serious injury through arcs of electricity, explosions or fire. Meters are only to be accessed by authorized utility personnel.

All of our employees wear photo ID badges. Always ask for an employee's ID before letting anyone in your home. If you are still not sure, please call the company.

If termination of service would be especially dangerous to your health or the health of someone in your household, please contact our office regarding certification of the related medical condition by a licensed physician, physician's assistant, clinical nurse specialist, certified nurse practitioner, certified nurse-midwife or local board of health physician so that service can be maintained.

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 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.

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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 ID 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 1-800-633-4766. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

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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

**Billing Period:** May 16 to Jun 14, 2023 for 30 days  
**Bill For:** R SIMBALLA  
42100 CREAM RIDGE RD  
LISBON OH 44432

June 19, 2023  
Account Number [REDACTED] 5 519  
Amount Due: [REDACTED]

To report an emergency or an outage, call 24 hours a day 1-888-544-4877.  
Bill issued by: Ohio Edison, PO Box 3687, Akron OH 44303-3687  
To enroll in eBill or pay your bill online, scan the QR code on the right of this bill from your mobile device or go to [www.firstenergycorp.com](http://www.firstenergycorp.com)  
For Customer Service, call 1-800-633-4766. For Payment Options, call 1-800-686-3421.



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 this Due Date.			Previous Balance		
Your current <b>PRICE TO COMPARE</b> for generation and transmission from Ohio Edison 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 Ohio Edison's price of 8.93 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		
<b>Residential Service - 0001154344 - 8.93 cents per KWH</b>			<b>Balance at Billing on Jun 19, 2023</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.			Ohio Edison - Consumption		
			Ohio Edison - Misc. Charges		
			<b>Total Current Charges</b>		
			<b>You have a credit balance of</b>		
			<b>Usage Information for Meter Number 5002308264</b>		
			Jun 14, 2023 KWH Reading (Actual)		
			May 16, 2023 KWH Reading (Actual)		
			KWH used		
			<b>Charges from Ohio Edison</b>		
			Customer Number: 0802842511 0001164344		
			Rate: Residential Service OE-RSF		
			Customer Charge		
			Distribution Related Component		
			Cost Recovery Charges		
			Bypassable Generation and Transmission Related Component		
			Consumer Rate Credit		
			<b>Current Consumption Bill Charges</b>		
			Security Deposit Interest		
			<b>Total Charges</b>		
			<b>Detail Payment and Adjustment Information</b>		
			05/26/23 Payment		
			06/19/23 Security Deposit Refund		
			06/19/23 Security Deposit Refund Pending		
			<b>Total Payments and Adjustments</b>		
As of June 1, 2023, residential customers who receive electric generation through the company's Standard Service Offer will see new prices for Rider GEN, as approved by the Public Utilities Commission of Ohio (PUCO) (Case No. 23-0345-EL-RDR). On an annualized basis, the change in the cost of generation will result in an estimated average					
<b>Additional messages, if any, can be found on back.</b>					
<b>Usage History</b>					

Return this part with a check or money order payable to Ohio Edison



76 South Main Street  
Akron, OH 44308 1890

**R SIMBALLA**  
42100 CREAM RIDGE RD  
LISBON OH 44432 9542

Account Number: [REDACTED] 5 519

Amount	Paid	
Amount	Due	

OHIO EDISON  
PO BOX 3687  
AKRON OH 44309 3687

0[REDACTED]551900000000000000000000071410000000000

**Messages (Continued)**

increase of approximately \$37.70 per month for a typical residential customer who uses 750 kWh and receives generation service through the Standard Service Offer. Customers are encouraged to evaluate electric supply offers from competitive suppliers. To explore alternative electricity supplier options, visit the PUCO's Apples to Apples tool at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov).

**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 OE collects from all customers on behalf of OE 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.

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**QR (Quick Response) Code** A square, black-and-white image that can be read by a mobile device using a barcode scanner or camera to direct you to our website at [http://www.firstenergycorp.com/log\\_in.html](http://www.firstenergycorp.com/log_in.html).

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

**12/7/2023 2:53:15 PM**

**in**

**Case No(s). 22-1065-EL-CSS**

Summary: Testimony of Marilyn Cottrill (Public) electronically filed by Mr.  
Christopher A. Rogers on behalf of Ohio Edison Company.