

RECEIVED DOCKETING DIV

PIC 1-26-2001

01 JAN 31 AM 9:14
FORMAL COMPLAINT FORM

PUCO

RUDOLPH PERRY SR.
(YOUR NAME)

AGAINST

01-255-02-155

THE ILLUMINATING CO.
(THE COMPANY)

P.O. BOX 5000 CLEVELAND OHIO 44101-2000

MY COMPLAINT IS: WE MOVED FROM 11427 WOODLAND AVE. CL. OH.
TO 10525 HUDSON AVE. CL. OH. THE NAME OF OUR CHURCH IS-
JERUSALEM PRIMITIVE BAPTIST, AND THE NAME OF THE CHURCH THAT OCCUPIED
THE BLDG. BEFORE WE MOVED IN WAS CHRISTIAN LOVE FELLOWSHIP, OF WHOM
WE HAD NO AFFILIATION WITH AT ALL. WHEN WE CALL THE ILLUMINATING CO TO HAVE
THE SERVICE TURN, THEY TOLD US THERE IS A DELINQUENCY BILL FOR \$406.76
AND WE WOULD HAVE TO PAY THAT BILL BEFORE THEY WOULD TURN THE
WE PAID THE BILL UNDER PROTEST. BECAUSE THAT WAS THEIR BILL NOT OURS.
SERVICE ON. IVE TRIED FOR 5 OR 6 MONTHS TO GET OUR MONEY REFUNDED

I TALKED TO MS PERCY DARGUE 1800 589 3101 EX 1084 AT THE ILL. CO
I ALSO TALK TO MS CINDY SUERT FOR ABOUT 4 MONTHS AND SEEM LIKE
THEY BOTH HAS IGNORED MY COMPLAINT 1800 686 7826

(ADDITIONAL INFORMATION MAY BE ATTACHED)

SO AFTER THAT I GOT IN TOUCH
WITH THE BETTER BUSINESS BUREAU
ALL WE WANT IS OUR \$406.76
TO BE REFUNDED TO US
BECAUSE THAT WAS NOT OUR
BILL, WE HAD TO HAVE SERVICE TURNED ON
SO WE PAID THE BILL UNDER PROTEST

Rudolph Perry Sr.
SIGNATURE

3427 EAST 143RD ST.
STREET ADDRESS

CLEVELAND OH. 44120
CITY, STATE, & ZIP

216 751 5813 OR 216 283 6779
TELEPHONE NUMBER

This is to certify that the images appearing are an
accurate and complete reproduction of a case file
document delivered in the regular course of business
Technician [Signature] Date Processed 1-31-01

**Illuminating
Company**
A Energy Company

Account Number: 130 0025921 0548 15

Service for:
JERUSALEM PRIMITIVE BAPTIST CH
A/L
10525 HUDSON AVE
CLEVELAND OH 44106

METER NUMBER 2015415
ACTUAL 07-20-00 24637
PRIOR 07-06-00 24615

KWH USED IN 14 DAYS 22

ELECTRIC SERVICE STATEMENT

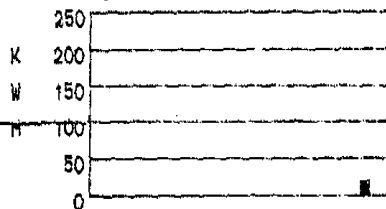
Your Bill is calculated as Follows:

PREVIOUS BALANCE	\$0.00
PAYMENTS AS OF 07-28-00	0.00
UNPAID BALANCE	\$0.00
GENERAL SERVICE RATE	5.87
AREA LIGHTING	8.49
(1 LAMPS 30 KWH)	
THIS MONTH'S CHARGES	\$14.36
PLEASE PAY THIS AMOUNT	\$14.36

ANY UNPAID BALANCE AT YOUR NEXT BILLING DATE
IS SUBJECT TO A LATE PAYMENT CHARGE OF 1.5%

DUE DATE FOR CURRENT CHARGES: 08-21-00

YOUR MONTHLY ELECTRICITY USE



MONTH J A S O N D J F M A M J J
YEAR 1999 2000

AVERAGE COST PER DAY WAS \$0.41

FUEL COST @ \$1.3394/KWH CUST CHARGE = \$2.75

FOR YOUR INFORMATION

YOU CAN ASSIST OTHERS WHO NEED HELP WITH THEIR ENERGY EXPENSES BY
CONTRIBUTING \$1, \$2, OR \$5 MONTHLY TO THE CO-OP FUND. YOUR MONTHLY
CONTRIBUTION WILL APPEAR ON YOUR BILL. IF YOU WOULD LIKE TO JOIN IN
THIS IMPORTANT COMMUNITY EFFORT PLEASE CALL 861-9000 OR 1-800-589-3101.

AREA LIGH Discontinue CALL ATU TRECIA
Co.
PHILLIS C.S.O. R 1-17-2001

**Illuminating
Company**
A FirstEnergy Company

ELECTRIC SERVICE STATEMENT

Account Number: 166 0079738 0846 05

Your Bill is calculated as Follows:

Service for:
RUDOLPH PERRY
11427 WOODLAND AVE
CLEVELAND OH 44104

PREVIOUS BALANCE	\$8.79
PAYMENTS AS OF 08-07-00	8.79-
UNPAID BALANCE	\$0.00
GENERAL SERVICE RATE	3.61
THIS MONTH'S CHARGES	\$3.61

PLEASE PAY THIS AMOUNT \$3.61

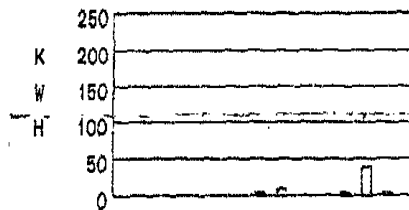
METER NUMBER 1002494
ACTUAL 08-07-00 03630
PRIOR 07-07-00 03624

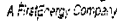
ANY UNPAID BALANCE AT YOUR NEXT BILLING DATE
IS SUBJECT TO A LATE PAYMENT CHARGE OF 1.5%

KWH USED IN 31 DAYS 8

DUE DATE FOR CURRENT CHARGES: 08-29-00
THANK YOU FOR YOUR PAYMENT

YOUR MONTHLY ELECTRICITY USE





12345678910111213141516171819202122232425262728293031323334353637383940414243444546474849505152535455565758596061626364656667686970717273747576777879808182838485868788899091929394959697989910010110210310410510610710810911011111211311411511611711811912012112212312412512612712812913013113213313413513613713813914014114214314414514614714814915015115215315415515615715815916016116216316416516616716816917017117217317417517617717817918018118218318418518618718818919019119219319419519619719819920020120220320420520620720820921021121221321421521621721821922022122222322422522622722822923023123223323423523623723823924024124224324424524624724824925025125225325425525625725825926026126226326426526626726826927027127227327427527627727827928028128228328428528628728828929029129229329429529629729829930030130230330430530630730830931031131231331431531631731831932032132232332432532632732832933033133233333433533633733833934034134234334434534634734834935035135235335435535635735835936036136236336436536636736836937037137237337437537637737837938038138238338438538638738838939039139239339439539639739839940040140240340440540640740840941041141241341441541641741841942042142242342442542642742842943043143243343443543643743843944044144244344444544644744844945045145245345445545645745845946046146246346446546646746846947047147247347447547647747847948048148248348448548648748848949049149249349449549649749849950050150250350450550650750850951051151251351451551651751851952052152252352452552652752852953053153253353453553653753853954054154254354454554654754854955055155255355455555655755855956056156256356456556656756856957057157257357457557657757857958058158258358458558658758858959059159259359459559659759859960060160260360460560660760860961061161261361461561661761861962062162262362462562662762862963063163263363463563663763863964064164264364464564664764864965065165265365465565665765865966066166266366466566666766866967067167267367467567667767867968068168268368468568668768868969069169269369469569669769869970070170270370470570670770870971071171271371471571671771871972072172272372472572672772872973073173273373473573673773873974074174274374474574674774874975075175275375475575675775875976076176276376476576676776876977077177277377477577677777877978078178278378478578678778878979079179279379479579679779879980080180280380480580680780880981081181281381481581681781881982082182282382482582682782882983083183283383483583683783883984084184284384484584684784884985085185285385485585685785885986086186286386486586686786886987087187287387487587687787887988088188288388488588688788888989089189289389489589689789889990090190290390490590690790890991091191291391491591691791891992092192292392492592692792892993093193293393493593693793893994094194294394494594694794894995095195295395495595695795895996096196296396496596696796896997097197297397497597697797897998098198298398498598698798898999099199299399499599699799899910001001100210031004100510061007100810091010101110121013101410151016101710181019102010211022102310241025102610271028102910301031103210331034103510361037103810391040104110421043104410451046104710481049105010511052105310541055105610571058105910601061106210631064106510661067106810691070107110721073107410751076107710781079108010811082108310841085108610871088108910901091109210931094109510961097109810991100110111021103110411051106110711081109111011111112111311141115111611171118111911201121112211231124112511261127112811291130113111321133113411351136113711381139114011411142114311441145114611471148114911501151115211531154115511561157115811591160116111621163116411651166116711681169117011711172117311741175117611771178117911801181118211831184118511861187118811891190119111921193119411951196119711981199120012011202120312041205120612071208120912101211121212131214121512161217121812191220122112221223122412251226122712281229123012311232123312341235123612371238123912401241124212431244124512461247124812491250125112521253125412551256125712581259126012611262126312641265126612671268126912701271127212731274127512761277127812791280128112821283128412851286128712881289129012911292129312941295129612971298129913001

ACCT NO 130 0025821 0533 15

DATE DUE 08-18-00

AMT DUE \$.00

Amount Paid

**the
Illuminating
Company**
A FirstEnergy Company

OH 44106

K	
W	
H	

FUEL COST @ \$1.3394/KWH CUST CHARGE = \$2.75

CREDIT BALANCES ARE REFUNDED IN ABOUT 30 DAYS.

Account Number				Credit Limit		Interest Rate		Statement Due Date		Payment Due Date	
4108 2457 0000 5071				\$10,000.00		\$9,523.37		30		07/12/00	
										\$15.00	
										08/10/00	
Posting Date	Transaction Date	Reference Number	Card Type	Category	Transactions	JULY 2000 STATEMENT				Charges	Credits (CR)

PAYMENTS AND CREDITS

07/03 1520 VS PAYMENT - THANK YOU 75.00 CR

PURCHASES AND ADJUSTMENTS

07/08 07/06 8709 VS C #NCO UTILITY PAY CENTE 8039681305 MI
TOTAL FOR BILLING CYCLE FROM 06/13/2000 THROUGH 07/12/2000

406.76
\$408.78

\$75.00 CR

Paid

IMPORTANT NEWS

IT'S SUMMER! USE THE ENCLOSED CHECKS ANYWHERE YOU'D WRITE A PERSONAL CHECK.
FOR A QUICK GETAWAY, HOME RENOVATIONS, OR AN EXCITING WEEKEND EXPEDITION.

IMPORTANT AMENDMENT TO YOUR ACCOUNT TERMS ENCLOSED.

AAA VISA CARDHOLDERS SAVE MORE ON BRAND NAME LUGGAGE & TRAVEL ACCESSORIES!
CHARGE YOUR PURCHASE TO YOUR AAA VISA AT ANY CLUB TRAVEL STORE AND RECEIVE AN
EXTRA 5% OFF AAA'S EVERYDAY MEMBER PRICES, DISCOUNTED 5-25% OFF RETAIL.
YOU SAVE UP TO 30%! CALL 1-800-711-5370 FOR TRAVEL STORE LOCATIONS.

SUMMARY OF TRANSACTIONS

TOTAL MINIMUM PAYMENT DUE

Previous Balance	(+) Payments and Credits	(+) Cash Advances	(+) Purchases and Adjustments	(+) Periodic Rate FINANCE CHARGES	(+) Transaction Fee FINANCE CHARGES	(-) New Balance Total	Past Due Amount
\$142.24	\$75.00	\$0.00	\$406.76	\$2.53	\$0.00	\$476.53	\$0.00
							Current Payment
							\$15.00
							Total Minimum Payment
							\$15.00
							Due

FINANCE CHARGE SCHEDULE

Category	Periodic Rate	Corresponding Annual Percentage Rate	Balance Subject to Finance Charge
Cash Advances			
A. BALANCE TRANSFERS, CHECKS	0.02690% DLY	7.99%	\$0.00
B. ATM, BANK	0.041068% DLY	14.99%	\$0.00
C. PURCHASES	0.041068% DLY	14.99%	\$213.07

FOR YOUR SATISFACTION, EVERY HOUR, EVERY DAY

- For Customer Satisfaction and up to the minute automated information including balance, available credit, payments received, payments due, due date, payment address information, or to request duplicate statements, call 1-800-807-3068
- For TDD (Telecommunication Device for the Deaf) assistance, call 1-800-346-3178.
- Mail payments to: AAA FINANCIAL SERVICES, P.O. BOX 15019, WILMINGTON DE 19806-5019.
- Billing rights are preserved only by written inquiry. Mail billing inquiries, using form on the back, and other inquiries to: AAA FINANCIAL SERVICES, P.O. BOX 15026, WILMINGTON DE 19806-5026.

FOR THIS BILLING PERIOD:
ANNUAL PERCENTAGE RATE..... 14.99%
(Includes Periodic Rate and Transaction Fee Finance Charges.)

PLEASE SEE REVERSE SIDE FOR IMPORTANT INFORMATION.

4108 2457 0000 5071

1261 0DH Y 1D1 0708 0200 00

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