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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-EL-CSS

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 CHRISTAIN LOVE FELLOWSHIP. OF WHOM WE HAD NO AFFILATION WITH AT ALL. WHEN WE CALL THE ILLUMINTING CO TO HAVE THE SERVICE TURN. THEY TOLD US THERE IS A DELIQUNCY BILL FOR $406.76 AND WE WOULD HAVE TO PAY THAT BILL BEFORE THEY WOULD TURN THE SERVICE ON. WE PAID THE BILL UNDER PROTEST. BECAUSE THAT WAS THEIR BILL NOT OURS. IVE TRIED FOR 5 OR 6 MONTHS TO GET OUR MONEY REFUNDED

I TALKED TO MS PEGGY DAGUE 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 $406.74 TO BE REFUNDED TO US BECAUSE THAT WAS NOT OUR BILL, WE HAD TO HAVE SERVICE TURND 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 5013 OR 216 283 6779
TELEPHONE NUMBER

Illuminating Company
A FirstEnergy Company

ELECTRIC SERVICE STATEMENT

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

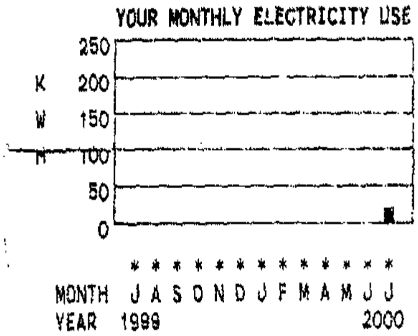
Your Bill is calculated as Follows:

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



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 Disconnue CALL ATTU TRECIA Co.
PHILLIS C.S.R 1-17-2001

n000046 AG

Illuminating Company
A FirstEnergy Company

ELECTRIC SERVICE STATEMENT

Account Number: 166 0079738 0846 05

Service for:
RUDOLPH PERRY
11427 WOODLAND AVE
CLEVELAND OH 44104

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

KWH USED IN 31 DAYS 6

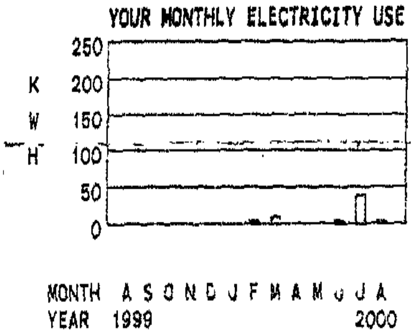
Your Bill is calculated as Follows:

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

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

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



AVERAGE COST PER DAY WAS $0.11

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

FOR YOUR INFORMATION

#0000432 80

the Illuminating Company
A FirstEnergy Company

01300025921053300000000000000000000000

ACCT NO 130 0025921 0533 15

DATE DUE 08-18-00

AMT DUE $.00

CHRISTIAN LOVE FELLOWSHIP
A/L
10525 HUDSON AVE
CLEVELAND OH 44106-4224

P.O. BOX 3697
AKRON, OH 44309-3697

Amount Paid

THE MONTHLY CHARGE FOR FEDERAL PHASE 1 CLEAN AIR
ACT COMPLIANCE WAS $.09 @ $0.00086 PER KWH.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

the Illuminating Company
A FirstEnergy Company

ELECTRIC SERVICE STATEMENT

Account Number: 130 0025921 0533 15

Service for:
CHRISTIAN LOVE FELLOWSHIP
A/L
10525 HUDSON AVE
CLEVELAND OH 44106

METER NUMBER 2015415
ACTUAL 07-06-00 24615
PRIOR 05-22-00 24615

KWH USED IN 45 DAYS 0

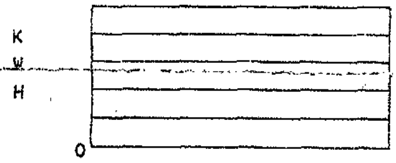
Your Bill is calculated as Follows:

PREVIOUS BALANCE	$433.14	
PAYMENTS AS OF 07-27-00	499.11-	
CREDIT BALANCE		$65.97-
GENERAL SERVICE RATE	5.50	
AREA LIGHTING	28.10	
(2 LAMPS 99 KWH)		
THIS MONTH'S CHARGES		$33.60
NO PAYMENT REQUIRED		**$32.37-**

THANK YOU FOR YOUR PAYMENT

FINAL BILL

YOUR MONTHLY ELECTRICITY USE



AVERAGE COST PER DAY WAS $0.12

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

FOR YOUR INFORMATION

CREDIT BALANCES ARE REFUNDED IN ABOUT 30 DAYS.

Account Number	[illegible]	[illegible]				
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 8009681305 MI	406.76	
					TOTAL FOR BILLING CYCLE FROM 06/13/2000 THROUGH 07/12/2000	**$406.76**	**$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

Previous Balance	(-) Payments and Credits	(+) Cash Advances	(+) Purchases and Adjustments	(+) Periodic Rate FINANCE CHARGES	(+) Transaction Fee FINANCE CHARGES	(=) New Balance Total
$142.24	$75.00	$0.00	$406.76	$2.63	$0.00	$476.63

TOTAL MINIMUM PAYMENT DUE

Past Due Amount	$0.00
Current Payment	$15.00
Total Minimum Payment Due	$15.00

FINANCE CHARGE SCHEDULE

Category	Periodic Rate	Corresponding Annual Percentage Rate	Balance Subject to Finance Charge
Cash Advances			
A. BALANCE TRANSFERS, CHECKS	0.021890% 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 THIS BILLING PERIOD:
ANNUAL PERCENTAGE RATE 14.99%
(Includes Periodic Rate and Transaction Fee Finance Charges.)

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 19886-5019.
- 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 19850-5026.

1261 ODH Y 1D1 0708 0200 00

PLEASE SEE REVERSE SIDE FOR IMPORTANT INFORMATION.

4108 2457 0000 5071