

Billing Period: Mar 16 to Apr 17, 2012 for 33 days
Bill For: Joe Customer
00 Any Street
Anytown, OH 00000

April 18, 2012

Account Number: 000 000 000 000

Amount Due: \$0.00

Due Date: May 02, 2012

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

Bill issued by: The Illuminating Company, PO Box 3638, Akron OH 44309-3638

Messages	Account Summary	Amount Due		
To avoid a 1.50% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date.	Previous Balance	0.00		
Your current PRICE TO COMPARE for generation and transmission from The Illuminating Company is listed below. For you to save, a supplier's price must be lower. To obtain an "Apples to Apples" comparison of available competitive electric supplier offers, visit the PUCO web site at www.PUCO.ohio.gov .	Payments/Adjustments	0.00		
Residential Service - 00000000 - 0.00 cents per KWH	Balance at Billing on Apr 18, 2012	0.00		
Your next meter reading is scheduled for May 15, 2012.	The Illuminating Company	0.00		
Spring's warm weather often produces thunderstorms, which can cause service interruption. If you see a downed power line, immediately call us or your local police or fire department. For your safety, please stay away from downed power lines or anything they are touching.	Any Supplier Consumption	0.00		
Your new, redesigned bill provides the information you need in a format that's easier to read and understand. For more information, please call 1-800-589-3101.	Total Current Charges	0.00		
	Amount Due by May 02, 2012	\$ 0.00		
	Usage Information for Meter Number 00000000			
	Apr 17, 2012 KWH Reading (Actual)	000		
	Mar 16, 2012 KWH Reading (Actual)	000		
	KWH used	00		
	Charges From The Illuminating Company			
	Customer Number: 000000000000000000000000			
	Rate: Residential Service CE-RSD			
	Customer Charge	0.00		
	Distribution Related Component	0.00		
	Cost Recovery Charges	0.00		
	NOPEC Customer Credit	0.00		
	Current Consumption Bill Charges	0.00		
	Charges From Any Supplier			
	00 Any Street, Anytown, OH 00000			
	Customer Service: 1-000-000-0000			
	Account Number: 000000000 Rate: 0000			
	Basic Charge 00 KWH x 0.0000 per KWH	0.00		
	Total Any Supplier	\$ 0.00		
	Detail Payment and Adjustment Information			
	03/27/12 Payment	0.00		
	Account Balances by Company			
	Previous Balance	Payments/Adjustments	Current Charges	Amount Due
	The Illuminating Company	0.00	0.00	0.00
	Any Supplier	0.00	0.00	0.00
Additional messages, if any, can be found on back.	Total	0.00	0.00	0.00

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Usage History					
Apr	11	329	Oct	11	284
May	11	359	Nov	11	274
Jun	11	354	Dec	11	347
Jul	11	331	Jan	12	347
Aug	11	498	Feb	12	291
Sep	11	388	Mar	12	319
			Apr	12	362



	Apr 11	Apr 12
Average Daily Use (KWH)	11	11
Average Daily Temperature	42	54
Days in Billing Period	30	33
Last 12 Months Use (KWH)		4,154
Average Monthly Use (KWH)		346

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



76 South Main Street
Akron, OH 44308-1890

Joe Customer
00 Any Street
Anytown, OH 00000

Account Number: 000 000 000 000

Amount	Paid	
Amount	Due	\$0.00
Due Date	May 02, 2012	

THE ILLUMINATING COMPANY
PO BOX 3638
AKRON OH 44309-3638

[illegible]

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 - Charges to recover previously incurred costs.

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, 8:00 a.m. - 6:00 p.m.

Call Payment Options at 1-800-686-9901 from Monday - Friday, 8:00 a.m. - 6:00 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.

For customers who have a hearing or speech impairment and use a text telephone, call the TTY (Teletype) at 1-800-750-0750.

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 eight a.m. to five 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 eight a.m. to five p.m. weekdays, or at <http://www.pickocc.org>.

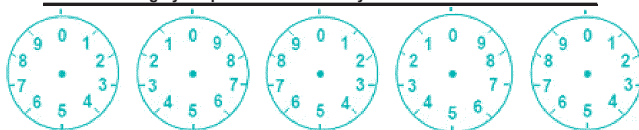
For Energy Assistance: Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8:00 a.m. and 5:00 p.m.

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, or do not wish to participate, 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 or by calling 1-800-589-3101. 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: