

**Billing Period:** Apr 03 to May 03, 2012 for 31 days  
**Bill For:** Joe Customer  
00 Any Street  
Anytown, OH 00000

May 04, 2012

Account Number: 000 000 000 000

Amount Due: \$0.00

Due Date: May 25, 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](http://www.firstenergycorp.com)

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

Messages

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

Your next meter reading is scheduled for Jun 05, 2012.

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.

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.

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

Additional messages, if any, can be found on back

Account Summary

Previous Balance

Payments/Adjustments

Balance at Billing on May 04, 2012

The Illuminating Company

Any Supplier - Consumption

Total Current Charges

Amount Due by May 25, 2012

Usage Information for Meter Number 00000000

May 03, 2012 KWH Reading (Actual)

Apr 03, 2012 KWH Reading (Actual)

KWH used

Billed Load in KW/KVA

Charges From The Illuminating Company

Customer Number: 0000000000 0000000000

Rate: General Service Secondary CE-GSD

Customer Charge

Distribution Related Component

Cost Recovery Charges

Current Consumption Bill Charges

Charges From Any Supplier

00 Any Street Anytown, OH 00000

Customer Service: 1-000-000-0000

Account Number: 0000 Rate: xxx0

Basic Charge 0 KWH x 0.00 per KWH

Total Any Supplier Charges

Detail Payment and Adjustment Information

04/24/12 Payment

Account Balances by Company

Previous Balance

Payments/ Adjustments

Current Charges

Amount Due

The Illuminating Company

Any Supplier

Total

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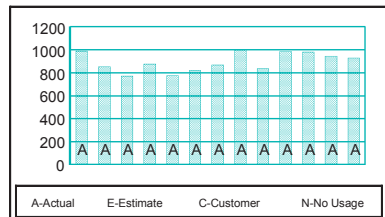
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Additional messages, if any, can be found on back.

Usage History				
May	11	989	Nov	11 868
Jun	11	850	Dec	11 1,003
Jul	11	771	Jan	12 836
Aug	11	876	Feb	12 983
Sep	11	773	Mar	12 979
Oct	11	819	Apr	12 942
			May	12 929



	May 11	May 12
Average Daily Use (KWH)	30	30
Average Daily Temperature	50	50
Days in Billing Period	33	31
Last 12 Months Use (KWH)		10,629
Average Monthly Use (KWH)		886

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 25, 2012	

THE ILLUMINATING COMPANY  
PO BOX 3638  
AKRON OH 44309-3638

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## Messages (Continued)

## Explanation of Terms

**Business Distribution Credit** - Applied during the winter billing period for non-residential electric heat and/or water heating customers on a qualifying rate.

**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.

**Kilovolt Amperes (KVA)** - Volts times amperes divided by 1,000. Actual measured power used for circuit sizing.

**Kilovolt-Amperes Reactive or kilovar (KVAR)** - The portion of electricity that establishes and sustains the electric and magnetic fields of ac equipment. It is used to control voltage on the transmission network.

**Kilowatt (KW)** - Unit of electric power representing a rate of consumption equivalent to 1,000 watts.

**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.

**School Distribution Credit** - A distribution credit that replaces the former Energy for Education II Program.

## 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).

**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.