

Bill Based On: Actual Meter Reading

April 24, 2012

Page 1 of 2

120

Account Number: 000 000 000 000

Amount Due: \$0.00

Due Date: May 15, 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

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 May 23, 2012.

Billing Period: Mar 24 to Apr 23, 2012 for 31 days

Joe Customer 00 Any Street Anytown, OH 00000

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.

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.

Account Summary	Amount Due
Previous Balance	0.00
Payments/Adjustments	-0.00
Balance at Billing on Apr 24, 2012	0.00
The Illuminating Company - Consumption	0.00
Amount Due by May 15, 2012	\$ 0.00
Usage Information for Meter Number 00000000	
Apr 23, 2012 KWH Reading (Actual)	000
Mar 24, 2012 KWH Reading (Actual)	000
Difference	00
Multiplier	0
KWH used	000
Metered Load in KW	0.00
Billed Load in KW/KVA	.00
Charges From The Illuminating Company	
Customer Number: 0000000000 0000000000	
Rate: General Service Secondary CE-GSD	
Customer Charge	.00
Distribution Related Component	0.00
Cost Recovery Charges	0.00
Current Consumption Bill Charges	0.00
Charges From Any Supplier	

00 Any Street Anytown, OH 00000 Customer Service: 1-000-000-0000

The following Supplier is responsible for billing you for your electric generation charges on a separate bill:

Any Supplier .

Detail Payment and Adjustment Information

04/03/12 Payment

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

		Usa	ige History		
Apr	11	10,480	Oct	11	8,800
Лау	11	9,200	Nov	11	9,280
Jun	11	9,040	Dec	11	9,600
Jul	11	9,200	Jan	12	10,080
Aug	11	9,680	Feb	12	11,200
Sep	11	9,040	Mar	12	10,560
			Ann	12	10.720



 Average Daily Use (KWH)
 Apr 11
 Apr 12

 Average Daily Temperature
 42
 49

 Days in Billing Period
 30
 31

 Last 12 Months Use (KWH)
 116,400

 Average Monthly Use (KWH)
 9,700

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

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 15, 2012

THE ILLUMINATING COMPANY PO BOX 3638 AKRON OH 44309-3638 Invoice Number: 0000000 Page 2 of 2

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

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 Flectric 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 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

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 Payment Options at 1-800-589-3101 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

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

Visit our web site at http://www.firstenergy.corp.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 we welcome the opportunity to work with you and will try to answer your questions. If your complaint is not reserved arter you nave 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.