



Bill Based On: Actual Meter Reading

Page 1 of 2  
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April 20, 2012

Account Number: 000 000 000 000

Billing Period: Mar 22 to Apr 19, 2012 for 29 days

Bill For: Joe Customer  
00 Any Street  
Anytown, OH 00000

Amount Due: \$0.00

Due Date: May 04, 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

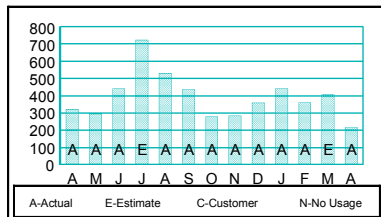
Bill issued by: The Illuminating Company, PO Box 3638, Akron OH 44309-3638

Messages	Account Summary	Amount Due
To avoid a 1.50% Late Payment Charge being added to your bill, please pay the <b>Amount Due</b> by the Due Date.	Previous Balance	0.00
Your current <b>PRICE TO COMPARE</b> 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
<b>Residential Service - 000000 - 0 cents per KWH</b>	<b>Balance at Billing on Apr 20, 2012</b>	<b>0.00</b>
Your next meter reading is scheduled for May 18, 2012.	The Illuminating Company - Consumption	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.	<b>Amount Due by May 04, 2012</b>	<b>\$0.00</b>
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.	<b>Usage Information for Meter Number 0000000</b>	
	Apr 19, 2012 KWH Reading (Actual)	000
	Mar 22, 2012 KWH Reading (Estimate)	000
	KWH used	00
	<b>Charges From The Illuminating Company</b>	
	Customer Number: 0000000000 0000000000	
	Rate: Residential Service CE-RSF	
	Customer Charge	0.00
	Distribution Related Component	0.00
	Cost Recovery Charges	0.00
	Bypassable Generation and Transmission Related Component	0.00
	<b>Current Consumption Bill Charges</b>	<b>0.00</b>
	<b>Detail Payment and Adjustment Information</b>	
	03/27/12 Payment	-0.00

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

#### Usage History

Apr 11	320	Oct 11	279
May 11	294	Nov 11	284
Jun 11	442	Dec 11	358
Jul 11	723	Jan 12	441
Aug 11	530	Feb 12	360
Sep 11	436	Mar 12	408
		Apr 12	218



	Apr 11	Apr 12
Average Daily Use (KWH)	10	8
Average Daily Temperature	42	50
Days in Billing Period	31	29
Last 12 Months Use (KWH)		4,773
Average Monthly Use (KWH)		398

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



76 South Main Street  
Akron, OH 44308-1890

Account Number: 000 000 000 000

Joe Customer  
00 Any Street  
Anytown, OH 00000

Amount	Paid	
Amount	Due	\$0.00
Due Date		May 04, 2012

THE ILLUMINATING COMPANY  
PO BOX 3638  
AKRON OH 44309-3638

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## 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>.

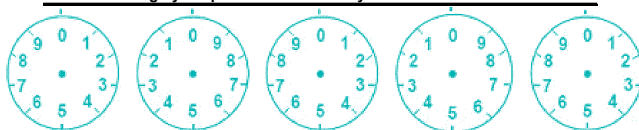
**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8:00 a.m. and 5:00 p.m.

**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](http://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: