

**Billing Period:** Mar 30 to Apr 30, 2012 for 32 days  
**Bill For:** Joe Customer  
00 Any Street  
Anytown, OH 00000

May 01, 2012

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 1-800-447-3333. For Payment Options, call 1-800-995-0095. Pay your bill online at [www.firstenergycorp.com](http://www.firstenergycorp.com)  
**Bill issued by:** Toledo Edison, PO Box 3638, Akron OH 44309-3638

Messages

Your next meter reading is scheduled for May 31, 2012.

If you pay your PIPP Plus payment on-time and in-full this month, you will receive a credit of \$0.00 applied to your account balance.

If termination of service would be especially dangerous to your health or the health of someone in your household, please contact our office regarding certification of the related medical condition by a licensed physician, physician's assistant, clinical nurse specialist, certified nurse practitioner, certified nurse-midwife or local board of health physician so that service can be maintained.

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.

Your new, redesigned bill provides the information you need in a format that's easier to read and understand. For more information, please call 1-800-447-3333.

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

Usage History

May 11	508	Nov 11	335
Jun 11	235	Dec 11	373
Jul 11	319	Jan 12	1,117
Aug 11	556	Feb 12	1,875
Sep 11	410	Mar 12	1,043
Oct 11	392	Apr 12	949
		May 12	599

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A-Actual

E-Estimate

C-Customer

N-No Usage

Average Daily Use (KWH)

Average Daily Temperature

Days in Billing Period

Last 12 Months Use (KWH)

Average Monthly Use (KWH)

Apr 11

Apr 12

17

49

30

32

8,203

684

Account Summary

Amount Due

Previous Balance	0.00
Payments/Adjustments	-0.00
Balance at Billing on May 01, 2012	0.00
PIPP Plus Amount	0.00
Amount Due by May 15, 2012	\$ 0.00
You are legally responsible for a \$ 0.00 actual account balance.	
Usage Information for Meter Number 00000	
Apr 30, 2012 KWH Reading (Actual)	000
Mar 30, 2012 KWH Reading (Actual)	000
KWH used	00
Charges From Toledo Edison	
Customer Number: 0000000000 0000000000	
Rate: Residential Service TE-RSF	
Customer Charge	0.00
Distribution Related Component	0.00
Cost Recovery Charges	0.00
Bypassable Generation and Transmission Related Component	0.00
Current Consumption Bill Charges	0.00
Detail Payment and Adjustment Information	
04/17/12 Payment	-0.00
Account Balance Information	
PIPP Plus Account Balance	
Previous bill was	0.00
Total payments/adjustments	-0.00
Balance at billing	0.00
Current charges	0.00
PIPP Plus Balance	0.00
Actual Account Balance	
Previous bill was	0.00
Total payments/adjustments	-0.00
On-time balance reduction	0.00
1/24th Arrearage Credit	-0.00
Current bill arrearage credit	-0.00
Balance at billing	0.00
Current charges	0.00
Actual Account Balance	0.00

Return this part with a check or money order payable to Toledo Edison



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	

TOLEDO EDISON  
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 over 2,000 KWH during the billing periods beginning October 31 and ending March 31. All-Electric apartments receive the credit on all usage up to 2,000 KWH 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 Toledo Edison account or for a written explanation of the Price to Compare:

**Call Customer Service** at 1-800-447-3333 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

**Call Payment Options** at 1-800-995-0095 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

**Visit our web site** at <http://www.firstenergycorp.com>

**Write to us** at Toledo Edison, 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>.

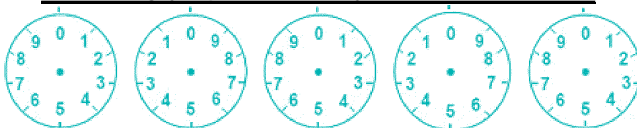
**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8:00 a.m. and 5:00 p.m.

**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 1-800-447-3333. 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: