

July 18, 2010

To the Residents of Ward 2 who experienced loss of power and loss of appliances as a result of the power surge on June 29th. Below is a response from the Illuminating Company regarding any loss you might have incurred as a result of the power surge. Please read the response and call the Illuminating Company to file a claim.

Re: Claim Number:

Date of Loss: 6/29/2010

Dear ,

The Cleveland Electric Illuminating Company ("CEI") is continuing its investigation of the recent electrical equipment failures. Although it appears that there is neither liability nor negligence on behalf of CEI, we want to complete a thorough investigation. I am asking you to provide additional information for consideration of your claim. At the conclusion of our investigation, a final determination will be made on your claim.

We ask that you notify us if you have turned this loss into your Insurance Company. If so, please forward to our attention your claim representative, and their contact information. Please forward this information in the enclosed envelope.

If you have not notified your insurance company, we ask that you provide us with a list of your damaged items. This list must include a description of the property that was damaged. Please list serial numbers, and brand names. We will also need the purchase date and amount of this item. If the item was repaired, provide your invoice for the repair. Please forward this in the enclosed envelope.

When this information is received, a claim representative will contact you to discuss your claim. CEI always strives to provide the safest, most reliable electric service possible. I appreciate your patience and attention to this matter.

Sincerely,

Vita Moore

ED Claims Manager

The Illuminating Company