

FILE

From: "webmaster@puc.state.oh.us"
 To: "ContactThePUCO@puc.state.oh.us"
 Subject: 39469
 Sent: 8/29/2008 10:15:40 AM
 Message:
 WEB ID: 39469 AT:08-29-2008 at 10:15 AM

08-935-EL-SSD
 08-936-EL-SSD

TYPE: comment

NAME: Mrs. Lynn Sistek

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 4473 Dayton Rd
- Madison , Ohio 44057
- USA

PHONE INFORMATION:

- Home: 440 428 2998
- Alternative: 440 773 1182
- Fax: none

E-MAIL: sistek@roadrunner.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: First Energy
- Name on account: William C. Sistek
- Service address: 4473 Dayton Rd
- Service phone: 440 428 2998
- Account Number: 110028696125

COMMENT DESCRIPTION:

Currently, we are caring for my husband's 96 year old mother. I called First Energy because she is on an air bed, which requires constant electricity to remain inflated. If our electric flashes the bed will deflate, causing my mother in law pain and if on the deflated bed for an extended period of time, she could experience severe consequences. I was requesting a phone call especially during sleeping hours if the lights go out or flash. I was told there is nothing they can do unless she was on life support. We have at various times throughout the years cared for each one of our parents and have relied on the Illuminating Co. to supply electricity to our home and never had the fear of losing power for extended periods of time. Thus, not having to question the reliability of our electric service.

I understand First Energy has asked for a rate increase. Our service has deteriorated over the last several years. We have had more outages in the last 10 years than in the previous 30 years. This spring we were

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without service for 3 days and had to leave our home. Yes, we had an ice storm; however, weather, cars, animals and other disruptive situations are not new, but the long interruptions in service seem to be an ever increasing problem and the need to call for help from companiesâ€™ hours away increases the number of hours we are without electricity. I remember an unparalleled blizzard in 1978 that caused numerous problems throughout Northeastern Ohio, my children didnâ€™t arrive home from school, but our lights never flickered. If the company continued to repair and upgrade their equipment perhaps our service wouldn't be interrupted. Before a rate increase is approved, I hope you will get a strong commitment for continuous maintenance and monitor First Energy's track record. If the company would be responsible for continuous maintenance, perhaps the outages would not be increasing in frequency and the repair times would decrease. Thus, I wouldnâ€™t have to be concerned about a 96 year old womanâ€™s air bed. Thank you for your time.

Lynn Sistek