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**The Public Utilities Commission of Ohio
Public Hearing**

Case No. 08-935-EL-SSO

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THE PUBLIC UTILITIES COMMISSION OF OHIO

PUBLIC HEARING

IN RE: CASE NO. 08-935-EL-SSO

SEPTEMBER 24, 2008

- - - - -

PUCO Local Public Hearing for Electric Security Plan
Applications, taken before me, the undersigned,
Christine Leisure, an RPR and Notary Public in and for
the State of Ohio, at the Springfield City Hall, 76
East High Street, Springfield, Ohio, 45502, commencing
at 6:30 p.m. the day and date above set forth.

- - - - -

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1 APPEARANCES:

2 On Behalf of PUCO:

3 Gregory Price, Esq.
4 Rhonda Hartman-Furgus, Commissioner
5 180 East Broad Street
6 Columbus, OH 43215
7 614-644-8955/614-644-8226

8 On Behalf of Ohio Consumers:

9 Jeffrey Small, Esq.
10 Office of the Ohio Consumers' Counsel
11 10 West Broad Street
12 18th Floor
13 Columbus, OH 43215
14 614-466-8574

15 On Behalf of First Energy:

16 Daniel Reinhard, Esq.
17 Calfee Halter & Griswold
18 1100 Fifth Third Center
19 21 East State Street
20 Columbus, OH 43215
21 614-621-7765

22 - - - - -

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1 MR. PRICE: Good evening. The
2 Public Utilities Commission has set
3 for hearing at this time and this
4 place Case No. 08-935-EL-SSO in the
5 matter of the application of Ohio
6 Edison Company, the Cleveland
7 Electric Illuminating Company and
8 the Toledo Edison Company for
9 authority to establish a standard
10 service offer pursuant to Section
11 4928.143 Revised Code in the form
12 of an electric security code.

13 My name is Gregory Price. I'm
14 the attorney general assigned to
15 preside over this hearing.
16 Presiding with me tonight is
17 Commissioner Rhonda Hartman-
18 Furgus.

19 Let us begin by taking
20 appearances from the parties,
21 starting with the company.

22 MR. REINHARD: Dan Reinhard,
23 Calfee, Halter and Griswold
24 representing First Energy.

25 MR. PRICE: Thank you.

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1 Consumer's Counsel.

2 MR. SMALL: Thank you, Your
3 Honor. On behalf of the
4 residential customers of the First
5 Energy Companies, Jeff Small,
6 Counsel of record, office of the
7 Ohio Consumers' Counsel, 10 West
8 Broad Street, Suite 1800, Columbus,
9 Ohio. Thank you, Your Honor.

10 MR. PRICE: Are there any other
11 interveners that are proceeding
12 that would like to make an
13 appearances? If none, we'll begin
14 by taking our witnesses. Before
15 each witness testifies, I will give
16 you an oath that your testimony is
17 true. You will be subject to
18 cross-examination by the parties.

19 We have two microphones here.
20 It doesn't matter which microphone
21 you use. I would ask that you
22 please raise your voice so that the
23 court reporter can record every
24 word that you say. With that,
25 let's begin to take our first

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1 witness. Ruth J. Stone.

2 - - - - -

3 RUTH J. STONE,

4 After having been first duly sworn, as
5 hereinafter certified, was examined and testified
6 as follows:

7 MR. PRICE: Please state your
8 name and address for the record.

9 MS. STONE: My name is Ruth J.
10 Stone, and I live at 913 Drexel
11 Avenue. I don't have any real
12 testimony. I was just here because
13 I want to make a statement, and
14 that statement is that I feel with
15 all of the things that have been
16 happening to us and all of the
17 bailouts the federal government has
18 made to various companies and
19 things, which eventually trickles
20 down and ends up coming out of my
21 pocket, I just resent the fact that
22 the electric company is asking for
23 a raise at this time.

24 I think that senior citizens,
25 such as I am, we don't have all

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1 this extra money to just go tossing
2 out there. I realize that this is
3 over several years, but I'm also
4 saying that my salary doesn't go up
5 as these other rates and things
6 do.

7 I also wanted to make a
8 statement that, you keep hearing
9 about HEAP. The HEAP number is not
10 -- no longer in the telephone
11 book. How do you get ahold of
12 HEAP? That's one question that I
13 had. And I see that the PUCO
14 provides tips on energy
15 consumption, and as quickly as I
16 change my energy consumption, my
17 rate never goes down. My monthly
18 bill never goes down. Are those
19 tips valid? And why is it everyone
20 gets to make a profit? And the
21 utility companies are assured of
22 making a profit. No one sees that
23 I make a profit. I think I'm just
24 fed up, and I really wanted you to
25 know that I am against of rate

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1 increase.

2 If I tell my neighbors, it does
3 absolutely no good. If I tell you,
4 it may not do any good, but at
5 least I feel I'm talking to the
6 right person.

7 One other complaint that I do
8 it have: When you try to call the
9 utility companies, you get
10 automated answers. And sometimes
11 they just don't apply or fit the
12 question that you have. There
13 ought to be some way you can
14 actually talk to someone or leave a
15 message or something in order that
16 your question would really be taken
17 care of. And that's all I have to
18 say tonight. Thank you.

19 MR. PRICE: Thank you. Our
20 next witness is Elizabeth Tucker.

21 - - - - -

22 ELIZABETH TUCKER,

23 After having been first duly sworn, as
24 hereinafter certified, was examined and testified
25 as follows:

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1 MR. PRICE: Please state your
2 name and address for the record.

3 MS. TUCKER: My name is
4 Elizabeth B. Tucker, T-U-C-K-E-R.
5 I live a 231 East Liberty Street
6 here in Springfield, and mine is --
7 excuse me -- more or less the
8 same. I just want to make a
9 statement that -- and this is no
10 promises from me, no notes or
11 anything. This is from the heart
12 and from the pocket. I can't
13 afford it. I absolutely just
14 cannot afford this at this time.
15 There is so much going on. I mean,
16 everywhere. Everyone wants an
17 increase in everything, and it's
18 all falling down to us. There is
19 this trickle-down effect where,
20 yes, they want to make all these
21 great improvements and everything,
22 and their suppliers are charging
23 them more, and they want to pass
24 this on to us. Okay. It gets here
25 to me. I get a rate increase, so

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1 does the school. Their electricity
2 bill goes up. Well, now they need
3 more money, so now they have to
4 have more property tax added on to
5 that.

6 The little store down the
7 street, it cost more to freeze his
8 food and stuff like this, so now
9 milk goes up \$.75 more a gallon,
10 eggs will go up another \$1.20 a
11 dozen, or something like this.

12 When and where does it stop?
13 If you do the things that they
14 suggest and you cut back on using
15 these utilities, and you cut back
16 on the water, and you cut back on
17 the gas, then they get you this
18 way: Our revenue is down. We have
19 to increase our rates.

20 So you're hanged if do. You're
21 hanged if you don't.

22 At some point someone has to
23 look at us and say, enough is
24 enough. And we honestly just --
25 speaking for me, I cannot afford

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1 it. I really can't. And that's
2 all I needed to say. Thank you.

3 MR. PRICE: Thank you. Our
4 next witness is Eldon Storer.

5 - - - - -

6 ELDON STORER,

7 After having been first duly sworn, as
8 hereinafter certified, was examined and testified
9 as follows:

10 MR. PRICE: Please state your
11 full name and address for the
12 record.

13 MR. STORER: My name is Eldon
14 Storer. I live at 1057 Wilson Road
15 is South Vienna, Ohio.

16 MR. PRICE: Please proceed.

17 MR. STORER: In a statement
18 that is in the literature of Ohio
19 Edison, it is stated that they have
20 had no rate increase approved since
21 1990. I would like to offer this
22 testimony to refute that: We built
23 a new house in 1998. It's 100
24 percent electric home with
25 geothermal heating and air

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1 conditioning. At that time it was
2 just before the 1999 requirement
3 that the utilities were required --
4 or the electric utilities were
5 required to give an apples-to-
6 apples comparison on the electric
7 rates. At that time our electric
8 rate was 3.3 cents per kilowatt
9 hour.

10 My bill as of last month, that
11 rate is now 5.5 cents per kilowatt
12 hour. What that means is that's a
13 66 percent increase from '98 to
14 2008, which is ten years. This is
15 in a period of time when Ohio
16 Edison said they had no rate
17 increase.

18 Now, the issue is, they may not
19 have had a rate increase approved
20 at that time, but they did get a
21 rate increase, whether it be fuel
22 components or whatever. The point
23 I want to make, my pay didn't go up
24 66 percent. And this is an issue I
25 think a lot of people have. And

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1 earlier testimony kind of alluded
2 to our pays don't go up comparable
3 to what the increase is that
4 they're asking. Granted, they're
5 asking for five percent, six
6 percent, eight percent. Our pay
7 increases don't go up that much.
8 That's the first piece.

9 In addition to that, the
10 services decreased that the utility
11 is providing. I offer as
12 testimony, all of the customer
13 service centers and a majority of
14 the cities that is covered by this
15 utility have been closed down. We
16 no longer have a customer service
17 center that we can go pay our
18 utility bills. We no longer have a
19 manager that we can go complain to
20 if the utility man don't come out
21 in a given time to do our repairs.
22 We have to do this all through
23 Akron through automated telephone
24 service. And if by chance you can
25 get through by pushing zero and

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1 getting the operator, that operator
2 in Akron, Ohio has no idea about
3 Springfield, Ohio. And if I tell
4 them I've got a blown fuse out on
5 Old Osborne Road, they don't even
6 know where Old Osborne Road is.

7 And things that we can do here
8 locally to speed up the service to
9 get service restored we've lost
10 because the utility has cut back on
11 its service.

12 Additionally, they had a
13 service center in London, Ohio,
14 which is in Madison County, the
15 next county over. That was closed
16 down in favor of running the
17 service center out of Springfield.
18 That means the response time is
19 going to be longer for them to
20 restore service in a community that
21 is in another county. And this is
22 all I'm told when they're saying,
23 we're not getting a rate increase,
24 when I pay 66 percent more.

25 In the last three months I've

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1 lost my power four times. I'll
2 give you that the last power outage
3 cause was a major situation, but
4 each time the electric goes out, it
5 progressively takes longer for the
6 utility to respond to that outage.

7 The time before the hurricane
8 hit, it was eight hours to get the
9 electric restored. And all it was
10 was a simple line fuse. So this, I
11 offer, in testimony. I would say
12 this: If the Public Utility
13 Commission does wish to increase
14 the rates, there should be some
15 guarantees. Number one and
16 uppermost, under no circumstances
17 do they move the call centers
18 outside of the State of Ohio.

19 First Energy is a company that
20 operates out of New York, New
21 Jersey, wherever. We don't want
22 the same problem happening with the
23 utility company -- electric company
24 in the State of Ohio that has
25 happened with the phone company in

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1 the State of Ohio, that when you
2 call for service to the phone
3 company, you may get somebody in
4 Chicago, Detroit, anywhere but
5 Ohio. We don't want that happening
6 with the electric company.

7 If we're going to pay our bills
8 and they're going to take our money
9 in Ohio, they need to maintain a
10 presence in Ohio.

11 Secondly, they need to increase
12 the customer service. They need to
13 provide shorter response times. If
14 there is a situation where there is
15 a major storm that goes through,
16 they need more than one person
17 doing those response calls. If
18 that means they need to call in all
19 the crews overnight to get it done,
20 then they need to do that. But
21 again, a person up in Akron, Ohio
22 that's a little lonely operator
23 can't make that decision. It's got
24 to be somebody representing the
25 community in the community.

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1 I would ask the Public
2 Utilities Commission to review all
3 the profits that Ohio Edison is
4 receiving, and making sure that
5 those profits are going back into
6 the infrastructure and not going to
7 the shareholders' pockets.

8 To me as a stakeholder in the
9 State of Ohio of this utility
10 because I pay the bills, number
11 one, and number two, I expect a
12 service for those bills, we need to
13 make sure that the money that I pay
14 is going back in to remain since
15 it's a public utility.

16 Again, in closing, I want to
17 say, remember peoples' incomes do
18 not increase at the rate of what
19 Ohio Edison or First Energy is
20 asking for the increase of their
21 rates for you to approve. Thank
22 you.

23 MR. PRICE: Thank you very
24 much. Our next witness, James
25 Garry.

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1 - - - - -

2 JAMES GARRY,

3 After having been first duly sworn, as
4 hereinafter certified, was examined and testified
5 as follows:

6 MR. PRICE: Please state your
7 name and address for the record.

8 MR. GARRY: James Garry, 1733
9 Brook Hollow Drive, Springfield,
10 Ohio.

11 MR. PRICE: Please proceed.

12 MR. GARRY: The first thing I
13 would like to address is the bill
14 says Ohio Edison hasn't had a rate
15 increase since 1990, which I
16 totally disagree with. It says my
17 rate should be 6.3 cents per
18 kilowatt hours. I added up all my
19 charges per kilowatt hours used. My
20 bill comes out to 12.9 cents per
21 kilowatt hours. That is really a
22 misnomer on their parts, and I
23 really object to that.

24 Next thing I would like to
25 address is, I'm also retired on a

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1 fixed income. My budget, just from
2 April of this year until the
3 current month, went from \$38 to
4 \$58. That's unheard of. My
5 consumption was only at 39 kilowatt
6 hours during that period of time.

7 The other thing I want to
8 address is, all these various
9 charges they have in here, like the
10 customer charge. It went up from
11 April to September. The customer
12 charge, that remained the same,
13 luckily. The delivery charge went
14 up \$4.03. The transmission charge
15 went up \$1.30. The generation-
16 related component -- whatever that
17 may be. I have no idea -- is
18 \$9.95. And the transmission other
19 related component is \$1.28, for a
20 total difference of \$16.56. Where
21 did the 6.3 cents per kilowatt hour
22 go to? That's really all I have to
23 say. And I really hope the
24 Commission will not grant this
25 hugest rate increase that First

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1 Energy is asking for.

2 And as far as the past weekend
3 with the hurricane wraparound
4 winds, Ohio Edison did come through
5 Springfield this year and cut down
6 some trees, but they left my tree
7 in my yard that they had marked,
8 and they said they would cut it
9 down. It was right over my
10 delivery line. They never come
11 back and trimmed it. I was very
12 lucky it didn't go down. Thank you
13 very much for your time.

14 MR. PRICE: Thank you. Our
15 next witness is Jack Engle.

16 - - - - -

17 JACK ENGLE

18 After having been first duly sworn, as
19 hereinafter certified, was examined and testified
20 as follows:

21 MR. PRICE: Please state your
22 name and address for the record.

23 MR. ENGLE: Jack Engle, 4858
24 Boston Street. The other two
25 gentlemen have basically covered

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1 what I had in mind. The only good
2 thing, I think, that I've heard for
3 next year is our Medicare premium
4 is not going to go up. But for the
5 rest of it, I can't understand how,
6 even with all the high-priced
7 accountants and look-aheads that
8 they have working for them, how
9 they can come up with the increases
10 that they put out.

11 In my estimation, it's getting
12 their hands in our pockets a little
13 deeper. I had, on occasion once,
14 to call for some assistance, and
15 the run arounds we get is
16 terrible.

17 I wasn't born in Springfield,
18 but my father worked at the Ohio
19 Edison Company. He got laid off in
20 the depression, and I remember when
21 they put the big stack up out
22 there. And why they're not using
23 that plant now, I cannot
24 understand. There is more
25 pollution around than what that

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1 place would cause. And I don't
2 think it's a fair increase to just
3 be given across the board without
4 somebody looking at their figures
5 for the last few years about how
6 much money they have made and how
7 much they've paid stock holders.
8 Thank you.

9 MR. PRICE: Thank you. Our
10 next witness is Ted Delong.

11 - - - - -

12 TED DELONG,

13 After having been first duly sworn, as
14 hereinafter certified, was examined and testified
15 as follows:

16 MR. PRICE: Please state your
17 name and address for the record.

18 MR. DELONG: Ted Delong
19 representing Delong Heating and
20 Air, 1650 Commerce Road,
21 Springfield, Ohio.

22 I'm going to take a little
23 different turn on the subject
24 matter. In the mid 1980s, Ohio
25 Edison instigated a program called

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1 The Alternative Plus Program,
2 dubbed the A+ program. This was
3 designed to attract and maintain
4 electric customers. It was
5 designed to increase their presence
6 in a natural gas market. This
7 program offered discounted rates to
8 these customers. And in return,
9 they were all electric and
10 hopefully a happy, long-term
11 customer for Ohio Edison.

12 Rumor has it that these rates
13 are going to be taken away in the
14 near future from these thousands of
15 customers, which is whom I'm
16 representing tonight in this
17 testimony.

18 If these rates, which would --
19 just happen to be rate 17, rate 11
20 and rate 14, if they are taken away
21 from the consumer, there is going
22 to be an initial revenue
23 enhancement for Ohio Edison. I
24 think ultimately the revenues would
25 recede because these customers are

1 going to turn to another source of
2 heating, which would probably be
3 natural gas. But I think it's
4 worthy to be pointed out that if
5 these rates are removed from the
6 consumer, it will create revenue
7 for First Energy and Ohio Edison.

8 I don't think that's being
9 talked about with this PUCO
10 proposed rate hike. And I think
11 it's notable and should be looked
12 at and studied from the financial
13 aspect of that. Basically that is
14 my testimony, just to make that
15 point heard about the proposed
16 removal of these rates. Thank you.

17 MR. PRICE: Thank you. Our
18 next witness is Gary Messer.

19 - - - - -

20 GARY MESSER,

21 After having been first duly sworn, as
22 hereinafter certified, was examined and testified
23 as follows:

24 MR. PRICE: Please state your
25 full name and address for the

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1 record.

2 MR. MESSER: Lowell G. Messer,
3 2922 Vineyard Street, Springfield.

4 MR. PRICE: Please proceed.

5 MR. MESSER: First of all,
6 before I forget, one of the most
7 important things is, my wife said
8 to tell you that we simply can't
9 afford it and that she sits around
10 all winter in front of an electric
11 heater because we can't afford the
12 gas anymore. And from there I want
13 to go on.

14 This is really a bad time to be
15 asking for such a healthy rate
16 increase. The economy is in the
17 worst shape it's probably ever been
18 in since the depression of the
19 1930s. Also, like several other
20 people, I wanted to address the
21 fact that Ohio Edison said that
22 they have had no rate increase
23 since 1990.

24 I can tell you that I didn't
25 have time to do a lot of research,

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1 but I got to looking over some of
2 the bills that I've paid, for this
3 matter. For a four-month period
4 covering the bills we paid in June
5 through October -- and I went back
6 to 2001 -- 2001 our average bill
7 was \$64.27 for each of those
8 months. Today, comparable period,
9 our average bill would be \$112.
10 That's an average increase of 74.8
11 percent. That's a monthly increase
12 of over \$48. And I haven't had a
13 78 percent increase in salary since
14 that time. I can tell you that.

15 So I just want to say that
16 statements like that make me
17 question your credibility and any
18 sympathy that I might have for a
19 rate increase. Thank you.

20 MR. PRICE: Thank you. Our
21 next witness is Doug Gerhardt.

22 - - - - -

23 DOUG GERHARDT,

24 After having been first duly sworn, as
25 hereinafter certified, was examined and testified

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1 as follows:

2 MR. PRICE: Please proceed.

3 MR. GERHARDT: My name is Doug
4 Gerhardt. I represent North
5 Gerhardt Meats. 1848 Elwood Lane.
6 My mother's an aging individual, as
7 a large percent of our community is
8 starting to become. She's on a
9 fixed income. She's beginning to
10 fall behind on a lot of different
11 things, and this rate increase will
12 definitely give her more problems.
13 She's not able to qualify for heat.
14 She makes \$100 too much because of
15 one rental property. Consequently,
16 she's getting really concerned that
17 she ain't going to make it through
18 the winter in some degree.

19 I, on the other hand, I reside
20 here in town at 14 Woodplum. My
21 utilities are included in my rent,
22 but each time things go up, my rent
23 goes up.

24 I'm on a fixed income, with
25 some benefits from the VA.

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1 Consequently, I make about \$900 a
2 month from the VA. They're
3 fighting me not to give me my
4 service-connected disability for
5 nine years.

6 Consequently, \$900 is not going
7 far, and even though my utilities
8 are included in my rent, when the
9 utilities go up, my rent goes up
10 every two years. That makes it a
11 hardship in certain respects
12 because by the time I get that cost
13 of living increase each year, it's
14 going wherever it's got to go:
15 Food, clothing, whatever else.
16 Everything is passed down, as
17 everybody said before, from the top
18 all the way down to us. And like
19 everybody else that's been asking,
20 please don't let this rate increase
21 pass. Thank you.

22 MR. PRICE: Thank you. Our
23 next witness is Bill Golden.

24 MR. GOLDEN: I don't have
25 anything to say.

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1 MR. PRICE: Thank you. Is
2 there anybody who has not signed up
3 that would like to testify
4 tonight? Nobody?

5 MS. HARTMAN-FURGUS: I just
6 want to thank you again for coming
7 out tonight. We appreciate your
8 views, and we will take these
9 back -- take these back to my
10 colleagues. Thank you.

11 MR. PRICE: The public hearing
12 will be adjourned. Thank you all.

13 - - - - -
14 (Hearing adjourned at 7:18 p.m.)
15 - - - - -
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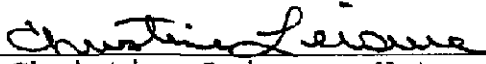
The State of Ohio,)
) SS: CERTIFICATE
County of Cuyahoga.)

I, Christine Leisure, RPR and Notary Public within and for the State of Ohio, duly commissioned and qualified, do hereby certify that the within-named witnesses was first duly sworn to testify the truth, the whole truth, and nothing but the truth in the cause aforesaid; that the testimony then given by him/her was by me reduced to stenotypy in the presence of said witness, afterwards transcribed on a computer, and that the foregoing is a true and correct transcript of the testimony so given by him/her as aforesaid.

I do further certify that this testimony was taken at the time and place in the foregoing caption specified and was completed without adjournment.

I do further certify that I am not a relative, employee of, or attorney for any of the parties in the above-captioned action; I am not a relative or employee of an attorney for any of the parties in the above-captioned action; I am not financially interested in the action; I am not, nor is the court reporting firm with which I am affiliated, under a contract as defined in Civil Rule 28(D); nor am I otherwise interested in the event of this action.

IN WITNESS WHEREOF I have hereunto set my hand and affixed my seal of office at Cleveland, Ohio on this 3rd day of October, 2008.


Christine Leisure, Notary Public
In and for the State of Ohio.
My commission expires April 12, 2012.



COMPANY: FIRST ENERGY CASE NO.: 08-935-EL-SSO
DATE: 9-24-08 LOCATION: Springfield

[illegible]

PUBLIC HEARING SIGN-IN SHEET

COMPANY: First Energy
DATE: Sept 24th, 2008

CASE NO.: 08-935-EL-SSD
LOCATION: Springfield, Ohio

If you would like to provide testimony,
please **PRINT** your name and address below.

[illegible]