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QUAIL HOLLOW RESORT

February 04, 2009

08 935-EL-SSO

Rose Luse
Customer Account Manager
The Illuminating Company
A First Energy Company
76 South Main Street
Akron, Ohio 44038

RECEIVED-DOCKETING DIV
2009 FEB -9 PM 4: 29
PUCO

Dear Rose,

As a business in Painesville, Ohio, we would like to express our dissatisfaction with the rate increase that was applied to the hotel following the purchase of the property in July of 2008. In your letter dated January 30, 2008 after our visit, you indicated that the transfer of the property in 2008 made us ineligible, as a new customer to receive the discounted rate.

Despite your knowledge of this situation, we, as the new ownership group were not notified of a previous rate program, nor notified of an increase at the transfer of ownership. Until you were contacted by us, due to great financial hardship, we were not treated as a valued customer or "new business" as you refer to us in your letter.

This comes as a great disservice to your new customer for many reasons. First and foremost, it is common business practice to budget expenses based on prior year actual data. Without being notified of this absurd percentage rate increase by First Energy, we have prepared our financial reports for ownership and investors incorrectly. In this extremely difficult economic environment, this puts us as a great disadvantage heading into a new year.

It is our business practice to communicate directly with our customers to discuss and explain any rate increases. This is the foundation of customer service and building and maintaining a relationship with our new and existing customers. This is also our expectation in being regarded by our vendors. This is obviously not the way you choose to manage your customer relationships.

Due to our dissatisfaction with this considerable rate increase and the lack of information we were provided in preparing for this expense, we have contacted the Public Utilities Commission of Ohio and have opened a docket case number 08-0935 to further pursue this matter.

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.
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INTERSTATE 90 & STATE ROUTE 44, 11080 CONCORD-HAMBDEN ROAD PAINESVILLE, OH 44077 TELEPHONE (440) 497-1100 (800) 792-0258

We are hoping to partner with you to find an acceptable and winning solution for both of our businesses. However, given the approximate 110% increase that was reflected in our last bill over prior year, we are prepared to take other measures and explore other options if necessary. This increase was not only considerable but excessive and commercially unreasonable.

Your expedient assistance is greatly appreciated in resolving this matter.

Sincerely,

Mukib Rahman

Mukib Rahman
General Manager

Cc: **Public Utilities Commission of Ohio, Attention Docketing Case 08-0935**
Governor Ted Strickland
Congressman Steven LaTourette
John Flood, First Energy