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SERVICE QUALITY ADVISORY BOARD

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October 14, 2000

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Dear Governor Taft:

Recently many Ohio residents, including myself, have been forced to choose a new gas supplier, Energy Max, a firm included in the state's PUCO "Apples to Apples Natural Gas Rate Plans for Residential Customers", has been terminated from the program because of failure to deliver gas for customers' use.

Had the staff and commissioners done their necessary due diligence, this company would not have been included in their recommended list. Because it was, many citizens now have to negotiate new contracts at substantially higher natural gas rates.

I call this situation to your attention in the hope that you will influence the PUCO to become more professional in their methods and objectives.

Thank you for your interest.

Sincerely yours,

Dick

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