

FILE

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Friday, August 07, 2009 2:09 PM  
**To:** Docketing  
**Subject:** Docketing  
**Attachments:** 131409.html

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 8/7/2009

Re: John Rufener  
10471 Easton Rd  
Rittman, OH 44270

Docketing Case No.:  
08-0935-EL-SSO

Notes:

Please docket the attached in the case number above. Thank you.

RECEIVED-DOCKETING DIV  
2009 AUG 11 AM 9:12  
PUCO

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Technician Sin Date Processed AUG 11 2009

8/11/2009

From: "webmaster@puc.state.oh.us"  
To: "ContactThePUCO@puc.state.oh.us"  
Subject: 46565  
Sent: 7/23/2009 8:04:16 AM  
Message:  
WEB ID: 46565 AT:07-23-2009 at 08:04 AM

TYPE: complaint

NAME: Mr. John Rufener

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 10471 Easton Rd
- Rittman , Ohio 44270
- USA

PHONE INFORMATION:

- Home: 330-927-1715
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: jrufener@usa.net

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Ohio Edison
- Name on account: John W Rufener
- Service address: 10471 Easton Rd, Rittman, OH 44270
- Service phone: 330-927-1715
- Account Number: 11 00 06 8067 5 3

COMPLAINT DESCRIPTION:

My bill has increased over 70%. We had been on their demand rate and were careful to limit our peak demand. Apparently our rate was changed because the demand is no longer listed on the bill. We had been told that we would remain on this rate as long as we stayed at the same house, but apparently they are no longer honoring their promise. Obviously energy costs have increased but 70% is not reasonable, especially in these economic times.