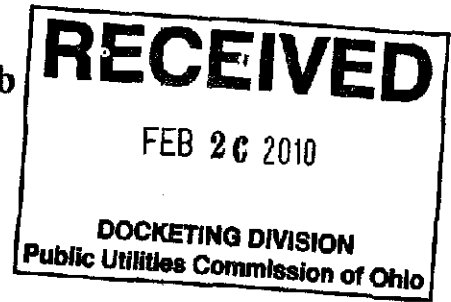


FILE

FAX-

10-176-EL-ATA

Representative Deborah Newcomb
Electric Rate Town Hall
February 18th, 2010

Consumer Complaint Form

Full Name: *Francesa Pope* E-mail Address:

Street Address: *750 Windsor Rd*

City: *Rome* County: *Ashtabula* Zip: *44085*

Phone where you can be reached between 8AM and 5PM: *1-440-422-3436*

Utility Company Name: *The Illuminating Co.*

Complaint: *Increase in electric bill of approximately double while consuming less electricity. Off home is total electric and we were sold a bill of goods. The power company did everything it could to sell total electric, sort of pushing the issue. We are retired and our income is just.*

Are you between the ages of:

- a) 18 or under b) 19-29
c) 30-45 d) 46-64
e) Over 65

DEC suggested a payment plan which at our age could leave our estate with a debt for our children.

How did you first hear of the Ohio Consumers' Counsel?

- a) Mailing b) Media
c) Friend or Relative d) Internet
e) Utility Co./Bill f) Other *Newspaper*

How important is it for you to have access to the Ohio Consumers' Counsel, the state agency that advocates for consumers and provides information about utility issues?

- a) Very important b) Important
c) Not important d) Not important at all
e) Don't know/no opinion

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Technician *J* Date Processed *FEB 26 2010*