

10-176-ELATA

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

Consumer Complaint Form**RECEIVED**

FEB 26 2010

DOCKETING DIVISION
Public Utilities Commission of OhioFull Name: Eric ElandE-mail Address: Ericeland@gmail.comStreet Address: 3254 Callender RdCity: Rock CreekCounty: AshtabulaZip: 44084Phone where you can be reached between 8AM and 5PM: (440) 796-1957Utility Company Name: First Energy

Complaint: Removal of all electric discount that was promised to us that went with all electric. Have baseboard heat with no means of running duct work for another heat source. Our house is on a slab foundation. We have seen bills increase up to 100% from \$210 to \$390 on average.

Are you between the ages of:

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

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

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

Date Processed

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