

10-176-EL-ATA

**FILE**

From: "webmaster@puc.state.oh.us"  
 To: "ContactThePUCO@puc.state.oh.us"  
 Subject: 51625  
 Sent: 2/28/2010 11:00:40 AM  
 Message:  
 WEB ID: 51625 AT:02-28-2010 at 11:00 AM

TYPE: complaint

NAME: Mr. Robert Krupitzer

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 9336 Pekin Rd
- Novelty , Ohio 44072
- USA

PHONE INFORMATION:

- Home: 440-338-4216
- Alternative: 216-440-7916
- Fax: 440-338-1276

E-MAIL: bobkrupitzer@roadrunner.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: The Illuminating Company
- Name on account: Robert Krupitzer
- Service address: 9336 Pekin Rd., Novelty, Ohio 44072
- Service phone: 440-338-4216
- Account Number: 11 00 24 5850 5 8

COMPLAINT DESCRIPTION:

Our home is all electric. When my wife and I purchased our home, we were leary of an all electric bill. Your company promised us a break. Now our bill increased from \$340 to \$515 over the same month from 2009 to 2010. Our home is only 2100 sq ft and it's just my wife and I living here. How could there be a charge of \$515? This is outrageous to me and totally unacceptable. During this economic downturn, it's so nice to know that your our utility company has such heart. You reneged on the deal. Shame on you and your greed. We will not forget. You will not win. There will be lawsuits.

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 Technician SM Date Processed MAR 03 2010

RECEIVED-DOCKETING DIV  
 2010 MAR -2 PM 5:20  
 PUCO