

FILE

10-176-EL-ATA

RECEIVED-DOCKETING DIV
2010 MAR -3 PM 2:14
PUCO

Electric Rate Town Hall Meeting
Consumer Complaint Form

Representatives Lorraine M. Fende and Deborah Newcomb

Full Name: DELOSS H. MARTIN
Cynthia MARTIN E-mail Address: c.martin@lakelandcc.edu
crystalsglisten@yahoo.com
Street Address: 7951 Aileen Drive
City: Mentor County: Lake Zip: 44060

Phone where you can be reached between 8AM and 5PM: 440-255-6919

Utility Company Name: The Illuminating Co. | 1ST ENERGY

Complaint: They took away our "Time of Day" meter where we at least got a discount if we turned on the water TANK before 8:00 a.m. and after 8 p.m. and therefore had lower rates for the month on evenings and on weekends. Our Rate doubled in one month from ABOUT \$200 TO ABOUT \$400! There are only three of us living there now and we used less Kwh's than the same months last year and our bill has never been this high in the 26 years we have lived in this area. We try to conserve and are now being penalized. Now we already have two months where our rates actually doubled! We even try to do our washing on weekends only to help them out with demands.

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 Newspaper
c) Friend or Relative d) Internet
e) Utility Co./Bill f) Other

TOTALLY disagree with these EXTRA transmission DISTRIBUTION, AND GENERATION ASSESSMENTS!

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

Peak demand helped them by us doing our high use on off-peak hours + weekends.

* I called the company and they didn't care. Said they were doing everything they could do.

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business
Technician ANJ Date Processed 3/3/10