

FILE

10-176-EL-ATA

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2010 MAR -3 PM 2:14
PUC

Electric Rate Town Hall Meeting
Consumer Complaint Form
Representatives Lorraine M. Fende and Deborah Newcomb

Full Name: Robert D. Schuler E-mail Address: —

Street Address: 2996 Buckhorn Drive

City: Mentor, OH County: Lake Zip: 44060

Phone where you can be reached between 8AM and 5PM: 440.255.1822

Utility Company Name: The Illuminating Co.

Complaint: CEI Made a "Good Faith" agreement w/ my wife and me that our all-electric home would be granted a discounted (reduced) rate. This promise/agreement has been broken by CEI, (i.e., our rate has more than doubled) - obscenely sky-rocketed.

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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