

RECEIVED-DOCKETING DIV
2010 MAR -3 PM 2:13
PUCO

10-176-EL-ATA

Electric Rate Town Hall Meeting
Consumer Complaint Form

Representatives Lorraine M. Fende and Deborah Newcomb

Full Name: Mary Angela Stokes **E-mail Address:**

Street Address:
11865 County Line

City: Gates Mills **County:** Cauga **Zip** 44040

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

440-821-7685

Utility Company Name:

First energy - EEI

Complaint:

As senior citizens - on a small fixed income we live in an all electric home and were promised at the time of purchase - we would always receive a discounted rate of electricity.

This increase of 300% is unthinkable!
What options do we have?
We have been loyal customers for 30 years -
Also we just purchased a new all electric furnace!!
What happened to Grandfathered?

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

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 Am Date Processed 3/3/10