

FILE

10-176-EL-ATA

Electric Rate Town Hall Meeting
Consumer Complaint Form

Representatives Lorraine M. Fende and Deborah Newcomb

RECEIVED-DOCKETING DIV

2010 MAR -3 PM 2:01

PUCO

Full Name:

Karen Tubesing

E-mail Address:

Ktubesing@yahoo.com

Street Address:

7690 Puddingstone

City:

Cheslerland

County:

Geauga

Zip

44026

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

440-729-2291

Utility Company Name:

Illuminating Co.

Complaint:

We have all electric home - 5 bedrooms - have 4 adults, 2 children.
Our usage No option for gas hook up.
Our rates & cost

| | | | | | | | |
|--------|-------|------------|---------------|--------|-----|--------|---------------|
| Jan 09 | Kwhrs | 5398 | \$ 8.11 | Feb 09 | KWH | 5799 | \$ 330.48 |
| Jan 10 | Kwh | 4917 (est) | 480.97 | Feb 10 | KWH | 6194 | 527.13 |
| | | 81 hrs | \$ 174.54 | | | 95 hrs | 196.65 |
| | | | > 5570 | | | | > 5590 |
| | | | increase cost | | | | increase cost |

lower usage - much higher cost!
I called electric company in January and was told "all electric rates were still in effect - just not as exuberant a discount as before." - Her words "exuberant"

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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