

FILE

10-176-EL-ATA

RECEIVED-DOCKETING DIV
2010 MAR -3 PM 2:02
PUCD

Electric Rate Town Hall Meeting
Consumer Complaint Form

Representatives Lorraine M. Fende and Deborah Newcomb

Full Name: Donna Loeser **E-mail Address:** dm11105@peoplepc.com

Street Address: 9735 Ch. Theatre Rd #14

City: Kirtland

County: Lake

Zip: 44094

Phone where you can be reached between 8AM and 5PM: 440.256-9209

Utility Company Name: Illuminating Company

Complaint: Raised my budget from \$72 to \$99 - I called and asked to lower it to \$85 - they said ok - but I will be responsible to pay off the balance in full when it will be required.

I am on a fix budget - work part time 30.32 hrs a week why can't they be willing to work more with customers who pay their bill in full and on time each month.

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 AW Date Processed 3/7/10