

FILE

10-176-EL-ATA

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PUCO

Electric Rate Town Hall Meeting
Consumer Complaint Form

Representatives Lorraine M. Fende and Deborah Newcomb

(Mrs. Wm.)
Full Name: Deloris C. PARSONS **E-mail Address:**

Street Address: 7806 Sawridge Dr.

City: Kuttawa

County: Lake

Zip: 40094

Phone where you can be reached between 8AM and 5PM: 440-256-3533

Utility Company Name: Illuminating - First Energy

Complaint: I am a widow on a first income. In Jan/Feb. 2009 I was charged 1.9 per KWH - June 2009 - charged 7.38 KWH. Today it is raised to about 5. - per KWH. I do have a all electric home. Use over 4000 KWH during these cold months. I live alone and find it difficult to maintain my home with these huge increases along with other increases just to be able to live. I am unable to work outside of home nor wonder why I should.

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) Internet
e) Utility Co./Bill d) 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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