

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

Full Name: Jayne Dervay E-mail Address: ddervay@oh-rs.com

Street Address: 8901 Doral

City: Mentor

County: Lake

Zip: 44060

Phone where you can be reached between 8AM and 5PM: 440-257-5994

Utility Company Name: First Energy

Complaint:

First Energy needs to reinstate all-elec discount.
They did not inform customers to give them
adequate time to prepare & we are
stuck with houses that won't sell.

I also have geothermal - actively promoted
& marketed by First Energy years back

Are you between the ages of: & lifetime discount was promised

- 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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