

FILE

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PUCO

Electric Rate Town Hall Meeting

Consumer Complaint Form

Representatives Lorraine M. Fende and Deborah Newcomb

Full Name: Gergana Varkova-Megresh **E-mail Address:** GEEBG@yahoo.com

Street Address: 5506 Sutton Ln., apt A

City: Willoughby

County: OH

Zip 44094

Phone where you can be reached between 8AM and 5PM: (440) 547-2856

Utility Company Name: First Energy

Complaint: This January, 2010 our electric bill went up more than 10% comparing to our bill from last year 2009. We changed our windows in our condo last fall and our useage went down from 3,500 kwt to 2,500 kwt but why our bill went up? You should return our old rates instead of being greedy and selfish!

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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