

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:** MERRI JANE KATA **E-mail Address:**

**Street Address:** 8 MEADOWLAWN UNIT 14

**City:** MENTOR **County:** LAKE **Zip:** 44060

Phone where you can be reached between 8AM and 5PM: 440-290-8411

**Utility Company Name:**

**Complaint:**

PLEASE!! Electricity is a necessity, not a luxury!  
my daughter's bill was \$1,300.<sup>10</sup> in Jan. It was due  
today and they cannot afford to pay. This is an outrage!  
I'm so angry and frustrated. What's going to happen?  
Will my grandchildren study at home by candlelight?  
Something needs to be done. HELP! Please tell me what  
can be done. How can we change this greedy, outrageous  
rate increase and can change to a happy and sleepful night.

**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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Technician                      Date Processed 3/7/16