

FILE

10-176-EL-ATA

RECEIVED-BOOKETING DIV  
2010 MAR -3 PM 2:01  
PUCO

**Electric Rate Town Hall Meeting**  
**Consumer Complaint Form**  
**Representatives Lorraine M. Fende and Deborah Newcomb**

**Full Name:** JOELLE SCHWAN **E-mail Address:** jschwand@roadrunner.com

**Street Address:** 9841 APPLEWOOD DR.

**City:** KIATLAND **County:** LAKE **Zip** 44094

**Phone where you can be reached between 8AM and 5PM:** 440-256-3641

**Utility Company Name:** FIRST ENERGY / ILL. CO.

**Complaint:** Our family bought our home July '08. We changed our oil furnace to electric Oct. '09. We NEVER had an all electric discount, however, in Jan. '09 our bill was \$1304!! This is more than our mortgage!! Our bills were normally an average \$450.00. We are a self-employed family of 5 & WE JUST CANNOT AFFORD THIS!!! HELP!!!

**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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