

FILE

10-176-EL-ATA

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2010 MAR -3 PM 2:01  
PUCO

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

Full Name: Mark Ray E-mail Address: markr@malish.com

Street Address: 380 Manhattan PKY

City: Painesville County: Lake Zip: 44077

Phone where you can be reached between 8AM and 5PM: 440-510-7159

Utility Company Name:

Complaint:

- 1) I have an all electric home
- A) without warning lost all electric discount
- B) My "apples-to-apples" values have gone from 1.9 cents to 5.1 cents
- C) electric bill has increased over 100%

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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