

FILE

10-176-EL-ATA

Representative Deborah Newcomb
Electric Rate Town Hall
February 18th, 2010

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2010 MAR -3 PM 2:15
PUCO

Consumer Complaint Form

Full Name: Fred & Margarete Schoenig E-mail Address: fcschoenig@msn.com

Street Address: 12527 Concord Hamden Rd.

City: Concord Township County: Lake Zip: 44024

Phone where you can be reached between 8AM and 5PM: 440-639-1028

Utility Company Name: The Illuminating Co, First Energy

Complaint:
Jan 2010 electric bill is 75% higher than
the Jan 2009 bill (\$827 vs \$474.) even though
our kWh usage was less in 2010 than 2009
First Energy has breached a contract it had with us when
they eliminated the "All Electric" rate

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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