

10-176-EL-ATA

Electric Rate Town Hall Meeting

Consumer Complaint Form

Representatives Lorraine M. Fende and Deborah Newcomb

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2010 MAR -3 PM 2:15
PUCB

Full Name: LAURA M. NICK

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Street Address: 7381 FAR HILLS DR.

City: CONCORD TWP.

County: LAKE

Zip 44077

Phone where you can be reached between 8AM and 5PM: (440)354-7500

Utility Company Name: The Illuminating Co.

Complaint: As with most every all-electric home owner, the substantial rise of rates w/o warning is unacceptable. Our decision to purchase a home with a new heat pump over 14 yrs. ago was purely based on the all-electric home discount we received. We've never had any issues w/ the Illum. Co. Service & repairs have always been excellent. It has worked for us so well. A smaller increase would have been such a bite out of our pocket and probably more acceptable, but this "gouging" is not.

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

Thank you for your time & consideration in listening to us.

Laura M. Nick

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 AM Date Processed 3/3/10