

10-176-EL-ATA

Electric Rate Town Hall Meeting
Consumer Complaint Form

Representatives Lorraine M. Fende and Deborah Newcomb

RECEIVED-DOCKETING DIV
2010 MAR -3 PM 2:15
PUCD

Full Name:

STEVEN T. WINFIELD

E-mail Address:

STEVE.EGOK@ATT.NET

Street Address:

1651 MENTOR AVE #112

City:

PAINESVILLE

County:

LAKE

Zip

44077

Phone where you can be reached between 8AM and 5PM:

440-382-4233

Utility Company Name:

THE ILLUMINATING CO. ("THE COMPANY")

Complaint:

SOMETIME IN 2007, I CONVERTED MY HOME FROM GAS WATER HEAT TO ELECTRIC WATER HEAT. ~~WHICH BECAME~~ BECAUSE OF A DESIGN PROBLEM IN MY CONDO, THE GAS HEATER WAS LOCATED IN AN UNHEATED EXTERIOR UTILITY CLOSET AND I WAS WASTING ENERGY TO "DRAFT". SO I REDESIGNED MY WATER SYSTEM TO PUT AN ELECTRIC WATER HEATER UNDER MY STAIRS INSIDE.

THIS WAS A CONSIDERABLE INVESTMENT, BUT COULD NOT BE QUANTIFIED FOR ANY TAX BENEFITS FROM FOR ENERGY EFF. IMPROVEMENTS.

I WAS RECEIVING THE COMPANY'S "RES. WATER HEATING" RATE, PAYING 4.7¢/KWH WITH NO WARNING OR EXPLANATION, THE COMPANY CHANGED MY SERVICE TO A "RESIDENTIAL SERVICE" RATE OF 6.92¢/KWH - THIS IS A 47% INCREASE. I WANT THE OLD RATE RESTORED.

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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