

FILE

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Thursday, March 04, 2010 9:38 AM
To: Docketing
Subject: FirstEnergy Rate Case

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 3/4/2010

Re: Nicole Covell
8 Susan Ln
Chardon, OH 44024

PUCO

RECEIVED-DOCKETING DIV
2010 MAR -4 AM 9:38

Docketing Case No.: 10-0176-EL-ATA

Notes: My electric bill has taken a serious rise within the past couple months. This would be due to the Distribution charge. Between Aug/Sept '09 the charge was \$41.08. Oct/Nov '09 it jumped to \$60.72. Now, my Dec'09/Jan'10 bill it skyrocketed to \$136.99! I was never warned this would increase! This is unacceptable! When I started my service 2 years ago, I was told they don't do all electric discounts. I am finding out that some are getting these discounts, but now they are being discontinued? I want to know why I did not get this discount considering I'm all electric? If the discount was still being given out within the past 2 years, I want to know why I didn't receive it and why I was told, "they don't do that anymore", when I stated my service. Please contact me by email asap. Thank you.

Please docket the attached in the case number above.

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Technician Date Processed MAR 04 2010