

**FILE**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, March 04, 2010 2:34 PM  
**To:** Docketing  
**Subject:** FirstEnergy Rate Case

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 3/4/2010

Re: Robert Robertson  
9811 Bell St  
Newbury, OH 44065

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

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2010 MAR -4 PM 2:36  
PUCO

Notes: 2/19/2010 I am an "ALL ELECTRIC HOME OWNER" and retired. Why did PUCO and OCC sell out First Energy's "All Electric Home Customers"? I would have never agreed to First Energy's "all electric home discount program" if I had been told that they would have been able to withdraw it in the future. We built our home in 1975 to their specifications and accepted their recommendations on heating, cooking and water heating appliances. We limited the window space in our home which required a house plan change by the architect and insulated beyond what First Energy asked for. We paid a extra monthly charge for a "Time of Day usage Meter" to further reduce our electric bill by cooking, washing dishes, clothes and drying cloths after 8:00 PM and before 8:00AM. There were other choice for our heating and cooking requirements but the electric company convinced us to use electricity. One thing I do remember is their representative chuckling about the cost of electricity never reaching 2 cents per KW. While the cost of the equipment to use other heating and cooking fuels would have been nominal during construction, the cost to convert to other fuels now would cost us around 50,000 dollars and would not be as environmentally friendly. Our home has been devaluated tremendously due the increase from 1.8 cents per KWH to 7.77 cents per KWH and doubling of the distribution charge thanks to the removal of our "All Electric Home Discounts". We now keep our thermostats set between 55 & 62 degrees in the winter. Since we do not have central air conditioning we only run the bedroom window air conditioner when it is too unbearably hot to sleep. What a fine way to spend your golden years. We trusted First Energy and we trusted PUCO and OCC to protect us. Where did that trust get us? For 34 years we put up with the inconvenience of Glass Panel heating, First Energy's heating system recommendation, to receive their discount. To minimize hot water loss we had 2 electric hot water tanks installed to service each end of the house, their recommendation also. Now that I am retired PUCO and OCC allowed the discount to be withdrawn? What gives them that right? The agreement was between First Energy and myself. I thought the position, of a consumer advocate was to protect us, the consumer, not the utilities. If I enter in to a contract and after years of enjoying the benefits and then it turns sour, I am stuck with it why doesn't that apply to First Energy? An article approximately 2 years ago in the Plain Dealer newspaper about First Energy and a home builder, I believe it was Bob Schmidt Homes, stated that First Energy was extending the "All Electric Home Discount" to the homes he had under construction. The discount would no longer apply to any more new homes but existing homes with the discount would be grandfathered. What changed? My God, people plan their lives around what cost will be for their living conditions

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and adjust accordingly. It's tough enough in this economy and worst when you are retired like my wife and I. Believe me, if I had known, and it seemed to be a well kept secret that the discount was going to be eliminated I would have sold my house and moved to a state that is much more friendly to Seniors. Better still, I would have not chosen electricity for my heating fuel when we built the house. Just what am I supposed to do? I couldn't sell my house if I wanted to, not now. Who would buy it with those high electric bills? I would have to give it away after 34 years. It appears to me that I have been defrauded by First Energy, aid by PUCO, OCC and my state government. Oh and by the way, I pay \$4.97 for 2 CFL light bulbs at Home Depot instead of the \$21 that First Energy wants to charge me. Do they real think we are that stupid? My entire house is lite by CFL's, even had to convert a few lamps and fixtures to accept them. Please tell me what am I supposed to do now? I can't afford the electric bill, can't sell my house, the one I worked most of my life for and can't afford to convert to another fuel. Being retired, 70 years old, My choices are my prescriptions, food or the electric and house tax bills. First Energy sent us an estimated bill for January. They estimated our usage at 2000 KWH. The lowest amount of electricity we have ever used is 2800 KWH and for January we average around 6000 KWH . If they can't keep records as simple as that how can we trust any of their figures?  
Robert E. Robertson 9811 Bell St. Newbury, Ohio 44065 440 564 7441.

Please docket the attached in the case number above.