

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Wednesday, March 10, 2010 7:27 AM  
**To:** Docketing  
**Subject:** FirstEnergy Rate Case

**Public Utilities Commission of Ohio**  
**Investigation and Audit Division**

# Memorandum

Date: 3/10/2010

Re: Kelly Burton  
1268 Shadowlawn  
Ravenna, OH 44266

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

Notes: Yes I called the electric comany on 2/18/2010 and complained about how our electric bill is doubled than those of our neighbors. I have asked around and they are 1/2 of what ours is. I did an analysis over the phone and it was not out of the ordinary than what eveyone else uses. We are barely home. Me and my husband work all day. I have one son in school all day and the other one in and out between college and work. Talking to my neighbors some are home all day and some are in and out like us. All of the homes in the subdivison are the same. I was trying to sign up for the PUCO Utility that you are trying to pass and I am not able to sign on to the Ohio Edision as an "Sign In" person. I am fuming because we have alway paid this amount for 10 years that we have been here. When I called and explained to Ohio Edison they said one of our neighbors were on a fixed usage and that it will never change. That they signed up for that years ago. I would like for an investigation done on why ours is higher than any other neighbors. There has to be a reason why. I am not looking for reimbursement, I just want it corrected. I will go door to door throughout this neighborhood and get a petition if I have to. There has to be some explanation for this usage.

**Please docket the attached in the case number above.**