

FILE

Public Utilities Commission of Ohio
180 E. Broad St.
Columbus, OH 43215

MAR 15 2010

INVESTIGATION AND AUDIT DIVISION
PUBLIC UTILITIES COMMISSION OF OHIO

Re: First Energy Case #10-176-EL-ATA

Account # 11002359561

Dear Commissioners:

I am writing in behalf of my mother Nancy Vespola, I am her son. Nancy is not able to write in English. When she received her bill for Feb. it was \$150.00 more than she would have expected for this time of year. I had son John call First Energy and was told we would not be receiving our all Electric discount anymore. When she bought this house the discount was to be a permanent ~~one~~ Forever. Nancy is on social security and cannot afford to live in this house without the price break. When we get the price break again it should be ~~permanent~~ forever not a ~~smaller~~ smaller and smaller amount. First Energy just in the short time that it stopped our discount, has made millions on the promise they broke. They have no concern for these customers, their only thought is about how to rape these customers for every dime they can. I also think that they are over billing these customers in sneaky ways we don't even know about. They make it so complicated to understand how they calculate the Bill they are cheating us in ways that we can't figure it out.

Sincerely,

Nancy Vespola

7748 S Tamarack Dr

Parma OH 44134-6229

In behalf of my Mother:

John Vespola