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February 21, 2010

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PUCO

180 E. Broad Street

Columbus, OH 43215

INVESTIGATION AND AUDIT DIVISION

PUBLIC UTILITIES COMMISSION OF OHIO

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PUBLIC UTILITIES COMMISSION OF OHIO

Dear PUCO:

First of all, we thank you for taking the initiative to take action against First Energy in questioning the outrageous rate hikes and the discontinuation of the all electric home discount program.

Please count us in. We have enclosed a copy of our complaint to First Energy.

As residents of Chesterland, OH, it is alarming and concerning to have an all electric home with such outrageous rates. Combining a decrease in home values and such rates/bills, what is the future of selling a home in Geauga County.

We applaud you for your efforts and let us know if we need to take further action.

Sincerely,

RJ & Nadine Mikula

Robert and Nadine Mikula

9330 Winchester Valley

Chesterland, OH 440026

PUCO

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Messages

The Earned Income Tax Credit (EITC) is a tax credit for certain lower-income families and individuals. For information and to determine if you qualify, simply dial 1-800-829-1040 or visit www.irs.gov/individuals.

The Transmission and Ancillary Service Charge, which recovers transmission costs related to mandates from the Federal Energy Regulatory Commission, has changed effective January 1, 2010. As a result, the amount of a standard residential customer's bill (using 750 kWh/month) will DECREASE by approximately 1.4% or \$1.37 per month.

Charges from The Illuminating Company this billing period

When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below.
Call The Illuminating Company at 1-800-589-3101 with questions on these charges.

Basic Charges

Customer Number: 0801453559 1960030234 - Residential Service - CE-RSF

Customer Charge	4.00
Distribution Related Component	338.22
Transition Charge	83.80
Cost Recovery Charges	22.39
Bypassable Generation and Transmission Related Component	314.97
Residential Distribution Credit	-100.18

Total Charges \$ 643.20

Detail Payment and Adjustment Information

Date	Reference	Amount
Payments:		
01/12/10		-595.93
Total Payments		<u>-595.93</u>
Total Payments and Adjustments		<u>-595.93</u>

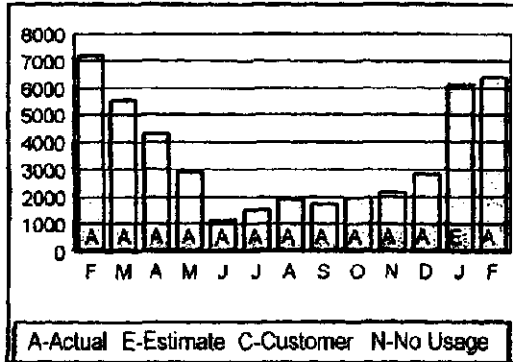
Meter Reading Information

Residential Service	
Meter Number	208437
Present KWH Reading (Actual)	2,623
Previous KWH Reading (Estimate)	96,230
Kilowatt Hours Used	6,393

*Shendell**614-644-7718*

Usage Information

Usage Comparison



Historical Usage Information

Feb 09	7,187	Aug 09	1,918
Mar 09	5,545	Sep 09	1,748
Apr 09	4,316	Oct 09	1,964
May 09	2,908	Nov 09	2,157
Jun 09	1,150	Dec 09	2,811
Jul 09	1,517	Jan 10	6,129
		Feb 10	6,393

	Jan 09	Jan 10
Average Daily Use (KWH)	232	213
Average Daily Temperature	21	28
Days in Billing Period	31	30
Last 12 Months Use (KWH)		38,556
Average Monthly Use (KWH)		3,213



Definitions

Actual Reading - A reading we take from your electric meter.

Bypassable Generation and Transmission Related Component -

Charges associated with the costs for purchased power and to deliver the power through the transmission system. These are the charges that a customer would avoid for that billing period if the customer switched to a Certified Retail Electric Service provider.

Cost Recovery Charges - Charges paid by all customers to recover previously incurred costs.

Customer Charge - The fixed monthly charge for basic distribution which partially covers costs for billing, meter reading, equipment, and service line maintenance.

Distribution Related Component - A charge (including taxes) for moving electricity over electric distribution lines to your home or business. Formerly, Delivery Charge.

Due Date - The date the bill must be paid by to avoid a late payment charge.

Economic Development Component - Charges paid by all customers to recover costs related to economic development support.

Estimated Reading - On the months we do not read your meter, we calculate your bill based on your past electrical use. If you

would like to read your own meter to avoid estimated bills, call us for meter reading cards or access our Web site listed below.

Kilowatt (KW) - 1,000 watts of electricity.

Kilowatt-hour (kWh) - The unit of measure for the electricity you use over time. For example, you use one kilowatt-hour of electricity to light a 100-watt light bulb for ten hours.

Late Payment Charge - A late charge added to the overdue amount if you do not pay your bill by the due date.

Price to Compare (PTC) - A certified retail electric service provider's price for generation and transmission must be lower than your price to compare for you to save money with that provider.

Residential Distribution Credit - A credit for customers billed on a qualifying rate (as of 4/30/09), applied to all usage over 500 kWh during the winter billing period.

Transition Charge - This charge provides for the recovery of a portion of the investment made in the electric system prior to deregulation and costs incurred related to the transition to full electric generation competition.

Important Information**Questions or Complaints**

To receive information about your Illuminating Company bill, various charges, rate schedules or for a written explanation of the Price to Compare:

Write: The Illuminating Company, 76 S. Main St., A-RPC, Akron, OH 44308-1890

Call Customer Services: 1-800-589-3101
(Monday - Friday, 8:00 a.m. - 6:00 p.m.)

Visit our Web site: www.firstenergycorp.com

You may be asked to provide:

Your phone number: 1-440-729-2278

Your account number: 11 00 26 8422 2 6

Your premise number: 1960030234

For Your Protection

All of our employees wear Photo I.D. badges.

Always ask for an employee's I.D. before letting anyone in your home. If you are still not sure, please call.

We welcome the opportunity to work with you and will try to answer your questions. If your complaint is not resolved after you have called your electric supplier and/or The Illuminating Company, or for general utility information, residential and business customers may call the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free), or for TTY at 1-800-686-1570 (toll free), from 8:00 a.m. to 5:00 p.m. weekdays, or at www.PUCO.ohio.gov.

Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.pickocc.org.

Energy Assistance: Contact HEAP at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8:00 a.m. and 5:00 p.m.

ELECTRONIC CHECK CONVERSION - When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. Funds may be withdrawn from your account as soon as the same day we receive your payment and your check will not be returned from your financial institution. If you have questions about this program, or if you do not wish to participate, call 1-866-283-8081.

Our representatives can answer your questions, describe the charges on your bill, explain how to make sure your bill is correct, and provide information on rate schedules and energy efficiency. To learn more about The Illuminating Company's customer services, visit our Web site at www.firstenergycorp.com.

