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From: "webmaster@puc.state.oh.us"
 To: "ContactThePUCO@puc.state.oh.us"
 Subject: 52103
 Sent: 3/18/2010 8:07:11 AM
 Message:
 WEB ID: 52103 AT:03-18-2010 at 08:07 AM

TYPE: complaint

10-176-EL-ATA

NAME: Mr. Gary Shine

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 8641 Hickory Hollow Dr
- Chardon , Ohio 44024
- USA

PHONE INFORMATION:

- Home: 440-285-0903
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: shinefam@windstream.net

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: The Illuminating Company
- Name on account: Gary Shine
- Service address: 8641 Hickory Hollow Dr
- Service phone: 440-285-0903
- Account Number: 110028140728

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business
 Technician AW Date Processed 3/19/11

COMPLAINT DESCRIPTION:

To whom it may concern,

Itâ€™s not that complicated. Governor Stricklandâ€™s PUCO admitted they screwed up when they allowed The Illuminating Company to double, or in some cases even worse, the winter heating bills of hard working Ohioans.

Our all electric home was constructed in 1987. The only way a home configured like ours to be considered economically sensible was to take advantage of the rates being offered for homes using all electric.

The PUCO cannot allow this rate to be taken away while the home still exists.

This reasoning has to be applied to any all electric home built to this point, no matter how many times it may change ownership.

The overcharges that the PUCO admitted taking place since the summer of 2009 must be refunded to the consumers who were victims of this scandalous affair!

The PUCO cannot allow any rate payers to have their rates increased to improve the profits of First Energy after the promised rates of the all electric home owners are permanently restored.

Donâ€™t let the PUCO allow First Energy to pick our pockets.

Sincerely,

Rita and Gary Shine

Case No. 10-176-EL-ATA