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From: "webmaster@puc.state.oh.us"
To: "ContactThePUCO@puc.state.oh.us"
Subject: 52102
Sent: 3/18/2010 8:00:41 AM
Message:
WEB ID: 52102 AT:03-18-2010 at 08:00 AM

TYPE: complaint

NAME: Mrs. Kisty Brooks

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 16222 Hautala Rd.
- Montville , Ohio 44064
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: roses324@windstream.net

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Illuminating Company
- Name on account: Kisty Brooks
- Service address: 16222 Hautala Rd Montville
- *(no service phone number provided?)*
- *(no account number provided?)*

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Technician EW Date Processed 3/19/10

COMPLAINT DESCRIPTION:

I am contacting you to let you know my thoughts on the all electric issue. I am a homeowner of an all electric home. I want to thank you for restoring my rates but I am disappointed that it is only temporary. As for the permanent solution. I feel, since the discount was promised, AND IT WAS PROMISED, it should stay and I also feel that the discount should be attached to the house not the owner. Just because I sell my house doesn't mean it isn't still all electric. If the new owner violates the requirements of an all electric then yes the discount should be withdrawn but only then. If the discount goes away because of a sell...my house is worth much less unless I put an alternate heat source, which I can't afford to do. I don't feel it fair to try to pass the loss of your income off on other FE customers. Surely the income you may loose from the 100,000 homes that are all electric will hardly even be a drop in your huge cauldron of income. I also feel all the money we were overcharged when the rate was discontinued should be refunded. You say we were notified of this change but I looked back on all of our bills and saw no

notice stating the rate change until Oct., several months after the fact. Also, I would like to know how you justify raising the distribution rate 106%, I could understand 10%, but 106%? Come on. My husband hasn't gotten any kind of raise in 5 years much less a 106% raise! Shame on you for doing these huge rate increases in a time of economic hardship where people can't even afford to feed their families much less pay your \$800 electric bill. I hope you do the right thing and re-establish the all electric rates, attach it to the address not the owner, restructure your distribution rate to a more reasonable increase, and **MOST IMPORTANTLY DO NOT PASS YOUR MINOR LOST INCOME OFF ON THE NON-ALL ELECTRIC PEOPLE.** That would be the biggest injustice of all!