

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Tuesday, March 30, 2010 12:12 PM
To: Docketing
Subject: Docketing
Attachments: 153318.html

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 3/30/2010

Re: Robert Cox
509 Mill

Conneaut, OH 44030

Docketing Case No.:10-0388-el-sso

Notes:

Please docket the attached in the case number above.

RECEIVED-DOCKETING DIV
2010 MAR 31 AM 9:49

PUCO

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Technician DMM Date Processed 03/31/10

From: "webmaster@puc.state.oh.us"
To: "ContactThePUCO@puc.state.oh.us"
Subject: 52547
Sent: 3/29/2010 11:46:35 AM
Message:
WEB ID: 52547 AT:03-29-2010 at 11:46 AM

TYPE: complaint

NAME: Mr. Robert COX

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 509 Mill Road
- Conneaut , Ohio 44030
- USA

PHONE INFORMATION:

- Home: 440 593 1533
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: r_w_cox@hotmail.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: First Energy
- Name on account: Robert W. Cox
- Service address: 509 Mill Road Conneaut Ohio 44030
- Service phone: 440 593 1533
- Account Number: 11 00 27 7530 6 7

COMPLAINT DESCRIPTION:

Please do not allow First Energy to raise the rates for customers to pay for their infrastructure needs.

A business owner or corporation must use part of its own profits to pay for those things. That is the cost of doing business.

They should have been making improvements and scheduled repairs all along instead of taking raises. If they are short now, then they must lose some of their own money in order to cover these costs.

If that is impossible, then they must reduce service (perhaps during the 3:00 am to 4:00 am period) to pay for their needs and determine not to take new raises until the matter is fixed.

I fear they have already reduced some services to maintain their profits rather than to stabilize their business.

Perhaps the stockholders can put some of their profits (reinvest) back into the company to pay for the infrastructure maintenance and improvements.

However, I believe wholeheartedly that the customer should not have to be the one to pay for their business needs.