

From: "webmaster@puc.state.oh.us"
 To: "ContactThePUCO@puc.state.oh.us"
 Subject: 52498
 Sent: 3/28/2010 3:34:50 PM
 Message:
 WEB ID: 52498 AT:03-28-2010 at 03:34 PM

TYPE: complaint

NAME: Ms. Joan Charvat

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 12002 Harbour Light Dr
- N. Royalton , Ohio 44133
- USA

PHONE INFORMATION:

- Home: 440 877 1188
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: joancharvat@hotmail.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: The Illuminating Company
- Name on account: Joan Charvat
- Service address: 12002 Harbour Light Dr
- Service phone: 440 877 1188
- Account Number: 110026136660

COMPLAINT DESCRIPTION:

I am writing in regard to Case No 10-0388. I am opposed to the \$390 million increase in the distribution rates asked for by FirstEnergy. They just received an increase last year and their reliability is decreasing. I live in an all electric home and the power was out for over an hour Thursday night. This is unacceptable to me, especially in the wintertime, when freezing is a possibility.

Thank you

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 Technician BM Date Processed MAR 31 2010