

FILE

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From: ContactThePUCO@puc.state.oh.us
Sent: Friday, April 02, 2010 10:51 AM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 4/2/2010

Re: Carol Rich
2940 State Road 193

Gates Mills, OH 44040

Docketing Case No.: 10-0388

Notes:

INRE Case No. 10-0388 (390M increase in distribution charges) In January of this year, my electric bill doubled, even though I used the same amount of KW's the previous January (3447kw). My meter is only read every other month, and due to a reduction in service personnel, our storm outages are longer, and only rarely can you talk to a real person on their customer service / outage reporting line in time of need. They have broken their promise of lifetime discounts to the All Electric home buyers, and have given them a hokey new graduated reduction scale for their billing that moves them into the same scale as everyone in the non-all electric homes. They are in the process of buying another utility company with their billion dollar profits from last year. I, for one, do not want to finance the growth of a corporation that has such contempt for its customers. I hope you feel the same way.

Please docket the attached in the case number above.

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Technician GDA Date Processed 4/2/10

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2010 APR -2 PM 1:57
PUCO