

FILE

Frank and Natalie Cigoy
The Illuminating Company
Account No. 11 00 27 1930 17

To whom it may concern:

We are filing a complaint with your agency in regards to:

1. All-Electric = Case No. 10-176-EL-ATA
 2. \$390 Million in General Distribution Increase = Case No. 10-388-EL-SSO
- We require a PERMANENT discount be attached to this home.
 - We require discounts be given to EVERY all-electric home, even those purchased after 2007.
 - We require that other customer's bills NOT be raised.
 - We absolutely require an IMMEDIATE refund of our overcharges paid for 2009/2010 winter season.

We feel what the Illuminating Company has done and proposes to do, have ruined the resale value of our home; no one will buy a house if the utility bill is higher than their real estate taxes!

We must not make our Senior Community make a choice between food, medication or heating/cooling our homes.

We have personally kept all of our room thermostats on 60 degrees, to be able to pay this bill, we have NEVER been delinquent before and do not plan to start now, BUT we are FREEZING!

We realize companies are in business to make money, but these decisions are gouging your customers, we cannot afford this!

Thank you for your time.
Blessings,
Frank and Natalie Cigoy

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PAGE 01

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