

From: "webmaster@puc.state.oh.us"  
 To: "ContactThePUCO@puc.state.oh.us"  
 Subject: 52790  
 Sent: 4/8/2010 10:11:59 AM  
 Message:  
 WEB ID: 52790 AT:04-08-2010 at 10:11 AM

TYPE: complaint

NAME: Mrs. Joretta Frohring

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 11835 Bell Rd.
- Newbury , Ohio 44065
- USA

PHONE INFORMATION:

- Home: 440-564-7211
- Alternative: 440-564-7210
- Fax: 440-564-5432

E-MAIL: gibbons33@aol.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: The Illuminating Co. AKA First Energy
- Name on account: Joretta B. Frohring
- Service address: 11835 Bell Rd.
- Service phone: 440-564-7211
- Account Number: 11 00 28 1059 8 6

COMPLAINT DESCRIPTION:

This house was built in 1975, and CEI aggressively encouraged us to go with an all electric program for heating & hot water heating which included an all electric discount. We did, and in June 2009, were informed that the all electric discount no longer was in effect. Our electric bills have averaged 82% higher. There is no natural gas on our road, and no alternative heating plan that would not cost a fortune. CEI has broken their contract with us and many other home owners. The old rate must be restored.

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.  
 Technician SM Date Processed APR 09 2010

10-176-EL-ATA

PUCO

2010 APR -9 PM 2:59

RECEIVED-DOCKETING DIV