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From: "webmaster@puc.state.oh.us"  
 To: "ContactThePUCO@puc.state.oh.us"  
 Subject: 52836  
 Sent: 4/9/2010 8:50:30 AM  
 Message:  
 WEB ID: 52836 AT:04-09-2010 at 08:50 AM

RECEIVED-DOCKETING DIV

2010 APR 12 AM 9:07

PUCO

TYPE: complaint

NAME: Mrs. Natalie Cigoy

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 8697 Ranch Drive
- Chesterland , Ohio 44026
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: 440-479-6470
- Fax: *(no fax number provided?)*

E-MAIL: ncigoy@roadrunner.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: The Illuminating Company
- Name on account: Frank A. Cigoy Natalie Cigoy
- Service address: 8697 Ranch Drive
- Service phone: 440-729-7081
- Account Number: 11 00 27 1930 17

COMPLAINT DESCRIPTION:

April 9, 2010 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

â€¢ We require a PERMANENT discount be attached to this home. â€¢ We require discounts be given to EVERY all-electric home, even those purchased after 2007. â€¢ We require that other customerâ€™s

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 Technician DM Date Processed APR 12 2010

bills NOT be raised. ~~â€¢~~ 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