

From: "webmaster@puc.state.oh.us"
 To: "ContactThePUCO@puc.state.oh.us"
 Subject: 52760
 Sent: 4/7/2010 12:05:36 AM
 Message:
 WEB ID: 52760 AT:04-07-2010 at 12:05 AM

ID-176-EL-ATA

TYPE: complaint

NAME: Mrs. Carol Witherow

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 13099 Olympus Way
- Strongsville , Ohio 44149
- USA

PHONE INFORMATION:

- Home: (440) 846-2372
- Alternative: N/A
- Fax: N/A

E-MAIL: funone123@aol.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: First Energy
- Name on account: Frank Witherow
- Service address: 13099 Olympus Way
- Service phone: (440) 846-2372
- Account Number: 11 00 26 3281 01

COMPLAINT DESCRIPTION:

It is imperative that PUCO investigates all the information before deciding on a solution to the all electric debacle. I object that we were never given the opportunity to "opt out" of First Energy. We are being held hostage--to a monopoly. The promises made are not being kept. Unless a permanent solution is attached to all all-electric homes (not residents), our homes' values are declining which ultimately effects our community. Our load management system has also been eliminated after years of using electricity when it was best for First Energy (8:00 PM to 8:00 AM). They no longer need our cooperation. Making others pay for our discount is a scare tactic that I don't appreciate. First Energy "buys" from First Energy Solutions, their subsidiary--how convenient! It's time someone stands up for the consumer.

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 Technician Sm Date Processed APR 12 2010

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 2010 APR 12 AM 9:51
 PUCO