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**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Tuesday, April 13, 2010 1:57 PM  
**To:** Docketing  
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**Attachments:** 154360.html

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2010 APR 13 PM 2:37

PUCO

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 4/13/2010

Re: Jayne Dervay  
8901 Doral Dr  
Mentor, OH 44060

Docketing Case No.: #10-176 #10-388

Notes:

To: docketing@puc.state.oh.us  
CC:  
BCC:  
Subject: FirstEnergy Rate Case

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 3/10/2010

Re: Jayne Dervay  
8901 Doral Dr  
Mentor, OH 44060

Docketing Case No.: 10-0176-EL-ATA

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Technician SM Date Processed APR 13 2010

Notes: 1 - The rate increases were noted last summer, not just recently as the PUCO rep is erroneously saying. 2 - Electric homeowners are NOT energy wasters. We installed expensive geothermal systems and load controllers to SAVE energy, with the understanding that discounts would continue. 3 - A promise was made when homes were built and electric heating encouraged by the utility that a discount would continue for the life of the house. Eight years does NOTHING but leave homeowners in the dust with houses that will not sell, and

everyone knowing that the rates will rise a minimum 20% per year and then balloon even more. We had a marketing rep from First Energy years ago sell us the load controller - they need to stand by their programs, and it is up to the PUCO to see that these consumers are represented. 4. We did try and talk with FE reps and PUCO reps last year and prior. No one cared, and phone reps seemed not knowledgeable about what to expect so informed decisions could be made by consumers who needed to upgrade older systems. 5. Working people do not sit around in the evening reading pending house bills; PUCO reps should not be blaming the consumer for "allowing" the discount to be pulled because they did not complain. The PUCO is supposed to be the consumer advocate and reading legislation on their behalf! The PUCO needs to step up and represent the consumer - put back the discounts for the LIFE OF THE HOUSE.

Please see that the discounts are returned to electric homeowners for load management and all-electric homes for houses already built with these systems. Thank you!

Please docket the attached in the case number above.

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