

FILE

April 19th, 2010

Public Utilities Commission of Ohio
Docketing Division
180 E. Broad Street, 13th Floor
Columbus, OH 43215-3793

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PUCO

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

To Whom It May Concern:

I would like my concerns about FirstEnergy's proposal to add additional credits for all-electric customers to be recorded for public record.

I agree with all of the requests that the OCC is proposing FirstEnergy resolve in their proposal. My major concern with any relief that FirstEnergy may offer all-electric consumers is their inability to REALLY know who owns an all-electric home and how they are going to communicate the credit.

When eliminating the credit from all electric homes, no information in billing statements was given to customers.

I am not confident in any reporting structure or rate charts that First Energy will/can provide. In reviewing the increasing electric bills of the last 5 months of service, FirstEnergy is stating that our household usage has doubled from one year prior. No changes have been made in our household. We have not added members, no additions to the household, etc. yet our usage has doubled? In researching online and making numerous calls to FirstEnergy, I am still not satisfied with our service or situation. However, I feel helpless as we have no choice of our energy use since we are an all-electric home and FirstEnergy is the only electric company we can use. The shock of almost \$800 electric bills due in 2 weeks is a little much, especially since we have become very limited in our income since my husband lost his job over a year ago. FirstEnergy does not make their rate structure easy to understand. They change the definition of the various charges to make comparing apples to apples (as they like to say) very difficult.

I am also concerned that FirstEnergy does not have any idea what household constitutes as being ALL electric. They had no idea that I was an all-electric home until I further pressed the issue. Therefore, if any concessions are going to be made for all-electric homes, how are homeowners going to know that such a rate exists, especially if FirstEnergy is not forthcoming about specific credits?

I believe that FirstEnergy should give credit on generation and distribution rates for those with all electric homes. If not, they may find that more and more of their customers will be seeking alternatives.

Thank you for your time and consideration.

Kelly Ostroski
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