

FILE

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To: PUCO #10-388-EL-SS
April 25, 2010

PUCO

Please include my letter of complaints with the above case file.

I am one of many who is very upset with First Energy. I am a senior who tries hard to pay all my bills on time and care completely for my wife who suffers from Alzheimers. Right now I can do everything for her myself but dread the day when she may have to go to a home. This care is so high to pay but I don't know how much longer I can do it all myself.

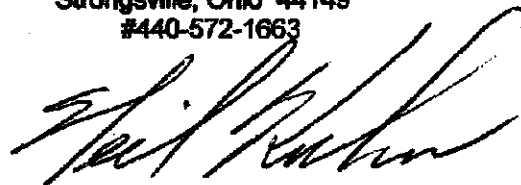
January's bill was double what it had been in the winter months previously, all this while keeping the temp at 69. We are in our mid 70's and even with extra clothes on, that is cool. Course it is never warm in the winter with electric heat (and new energy star heat pump/furnace)

Now we hear you want even more money for upgrading wires, switches, boxes, numerous upgrades. Should that not have been part of your normal care of equipment with 5/10 year planning under your maintenance plan? You know, part of your normal cost to do business?

Why hasn't this been done on a rotating basis and normal upgrading maintenance program instead of everything all at once? I worked for the phone company for years and can't recall such actions done in the manner your company is now doing business.

Everyone is hurting now and this on top of not even getting refunded for overcharges from my Jan. electric bill is wrong. Why aren't the stockholders and CEO's paying for this? You must realize these costs are way out of line. It seems you just ask the customer to pay more and more and more. And you have no real competition. There are many new rules and regulations that influence all of our energy decisions. One thing for sure, the little guy gets everything passed on to him and expects him to pay it all. We simply cannot afford to pay more than we now pay. There is no common sense to this. We simply cannot afford yet another hike in our electric charges.

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