

FILE

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, April 30, 2010 1:59 PM
To: Docketing
Subject: FirstEnergy Rate Case

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 4/30/2010

Re: Sarah Kemmett
16753 Beech Cir
Strongsville, OH 44136

RECEIVED-DOCKETING DIV
2010 MAY -3 AM 8:44
PUCO

Docketing Case No.: 10-388-EL-SSO

Notes: I am writing an official complaint against the \$390 million increase in distribution rates for FirstEnergy. We have lived here for nearly 9 years and have had multiple electric outages every year, some that have lasted several days. Many of these outages were in clear weather. We have never recieved an adequate explanation from FirstEnergy as to why our service is so awful. Additionally, FirstEnergy digs up the yards of many houses in the neighborhood without ever improving the service we receive. Now, we are faced with a large increase in our monthly bill which, aside from being unaffordable, will make it nearly impossible to sell our house without spending thousands of dollars converting to gas. We were apprehensive about buying an all electric home but were reassured by the previous owners that the monthly bills were not out of line with that of a gas home. We feel that we have no recourse due to the monopoly that FirstEnergy has on our energy supply.

Please docket the attached in the case number above.

This is to certify that the images appearing are an
accurate and complete reproduction of a case file
document delivered in the regular course of business
Technician JK Date Processed 5-7-2010