

10-176-EL-ATA

From: "webmaster@puc.state.oh.us"
To: "ContactThePUCO@puc.state.oh.us"
Subject: 56017
Sent: 10/18/2010 12:22:58 PM
Message:
WEB ID: 56017 AT:10-18-2010 at 12:22 PM

TYPE: complaint

NAME: Mr. Gary Owen

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 26901 Southwood Ln.
- Olmsted Twp. , Ohio 44138
- USA

PHONE INFORMATION:

- Home: (440)427-1515
- Alternative: none
- Fax: none

E-MAIL: gjo2@juno.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Illuminating Company
- Name on account: Gary Owen
- Service address: 26901 Southwood Ln.
- Service phone: (440)427-1515
- Account Number: 110026706306

COMPLAINT DESCRIPTION:

I am writing to state the fact that I was promised the electric discount rate as long as I lived in this house. I purchased it in 1977. It was built in 1975, and it was an energy efficient, well insulated, double pane windows, electric heat pump, all electric "Lifetime Homes" house, which is why I was promised the best rate they had. I was told I was grandfathered in, so I couldn't lose it. This was one of the deciding factors of purchasing it, since we had heard how much cheaper gas homes were to heat.

I called the Illuminating Company by phone several times over the years and asked their representatives about this discount rate. When many friends and neighbors switched from electric heat to gas heat in the 80's I didn't switch because once again I called and asked about my discount rate. I was once again promised that my discount was the best and would remain as long as I didn't move. They were clear that the next owner would not be guaranteed the same rate. I was grandfathered in!

PUCO

2010 OCT 19 PM 3:54

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Feel free to check my phone call records placed to the Illuminating Company. My phone number back then was 216 235-4792 I think. Hopefully they recorded my calls and inquiries and their responses. I cannot give specific dates, and some calls were about power outages. I believe most of my inquiries were in the 70's and 80's. My memory is very clear on this.

Also please interview some "former employees" of the Illuminating Company who answered phone calls back then. They should be able to confirm what I am saying, as every one of them told me the same thing.

Please don't let them break their promise to me about my discount rate. I am a retired LTV Steel employee, who lost his life insurance, health insurance, and had his pension cut. Our property taxes have quadrupled on our house these past 33 years, at least try to fight for us to keep our discount electric rate. Please help us, and God bless you for looking out for us.

Thank you, Gary Owen and family

Let me know you recieved this, and if you have any questions.