

FILE

From: "webmaster@puc.state.oh.us"
 To: "ContactThePUCO@puc.state.oh.us"
 Subject: 55992
 Sent: 10/17/2010 11:24:29 AM
 Message:
 WEB ID: 55992 AT:10-17-2010 at 11:24 AM

TYPE: complaint

NAME: Mr. Norman Beznoska

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 18235 Fern Canyon Dr.
- Strongsville, Ohio 44136
- USA

PHONE INFORMATION:

- Home: 440-238-2831
- Alternative: 440-554-4043
- Fax: (no fax number provided?)

E-MAIL: norm_bez@yahoo.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Illuminating Co/First Energy
- Name on account: Norman Beznoska Jr.
- Service address: 18235 Fern Canyon Dr.-Strongsville, OH 44136
- Service phone: 440-238-2831
- Account Number: 110025922805

COMPLAINT DESCRIPTION:

CASE NUMBER: 10-176-EL-ATA I'm a 70 year old ALL ELECTRIC homeowner in Strongsville, OH and just invested \$7,200 in a new Energy Efficient Heat Pump and Air Handler furnace. BUT NOT to pay THREE times my current electric rate!!!

COMPLAINT: Why can't ALL ELECTRIC Home owners just be "grandfathered in" like First Energy PROMISED me in the attached email dated 4-28-2008? If the Home owner sells the house, the Electric Discount ends. Period. Either First Energy stands behind it's "word", or it is just another example of a utility company out to SCREW THE CONSUMER!

4-28-2008

RECEIVED-DOCKETING DIV
 2010 OCT 19 PM 3:55
 PUCO

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 Date Processed 10/19/2010

Dear Mr. Beznoska,

On January 4, 2006, FirstEnergy's Rate Certainty Plan (RCP) was approved by the Public Utilities Commission of Ohio (PUCO). Under the plan customers of FirstEnergy's Ohio electric utility operating companies " Ohio Edison, The Cleveland Electric Illuminating Company and Toledo Edison " are expected to pay essentially the same prices for electricity through 2008 as they paid in the mid-1990s.

The RCP also provided for the company to postpone for future recovery fuel and distribution-related increases that otherwise could have occurred during the 2006 through 2008 period.

The RCP included a provision that special electric heating, water heating and load management rates would no longer be available to new customers or new premises beginning April 1, 2006. Only new homes that receive an electrical inspection of the permanent service by March 31, 2006, will qualify for the special rates. Customers signing up for electric service after April 1, 2006, must be served on one of the operating companies' standard rates.

ATTENTION PUCO***** As part of the Rate Certainty Plan, customers currently receiving one of the special electric heating, water heating or load management rates will be "grandfathered" " they will continue to receive the rate as long as the rate remains in effect and they live in the home and continue to use the qualifying equipment. No rates were guaranteed. We are still in negotiations with the PUCO.

This new rate structure reflects Ohio's move toward a competitive generation environment, and thereby provides increased opportunities for alternate electricity suppliers to sell to customers.

If we can assist you further, please feel free to select "reply" to this email or contact us at 1-800-589-3101.

Sincerely, Carol Customer Service

Please refer to request number CE-042508-110224-1 in any future correspondence.