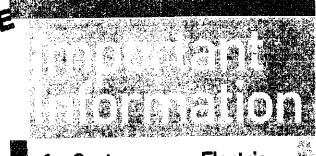
- A. Unless the transaction is completed before April 1, 2006, the discounted rates will not be applied to the buyer's account. The new customer will be billed on one of our standard residential rates.
- Q. i have been planning on building a new home for several months now and won't be able to have the electric wired until mid-summer. Can I apply for the discount now?
- A. Grandfathered rates will not be available to you unless you have your electrical inspection of the permanent service submitted to the company and service in your name by March 31, 2006.
- Q. Being a builder, what should I do to ensure that my customers will be eligible for the discounted electric rates?
- A. To ensure that your customers will receive the grandfathered rates, you should have the electrical inspection submitted to the company on or before March 31, 2006. Also, the application for service should be made in the homeowner's name because the discounted rate will not transfer from the builder to the homeowner after March 31, 2006.
- (a) When you say the term "grandfathered," does that mean forever?
- The term "grandfathered" does not mean forever. However, as long as the rate remains in effect and you remain in the home using the qualifying equipment, you will receive the rate.
- 4. Other than the bill insert and bill message, how will customers be informed about these changes?
- A. A letter is being sent to those customers with pending applications for the special electric heating, water heating and load management rates. As always, customers can talk with one of our Customer Service Representatives by calling our toll-free number.

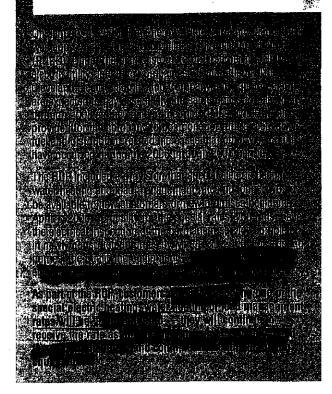
If you have any questions regarding thisse shanges, call us at 1-800-589-3101
Or contact the Public Onlines Commission of Onload at 1-800-688-Public (7826)

Illuminating
Company

2/06



for Customers on Electric Heating, Water Heating and Load Management Rates



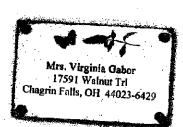
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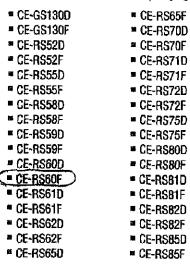


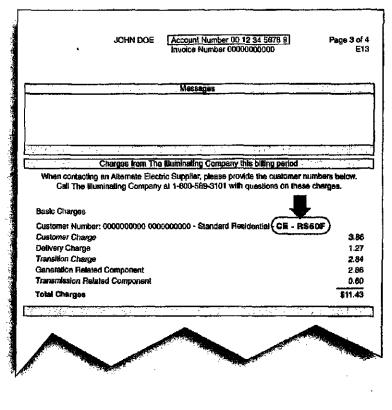
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How do I know if I am on one of these discounted electric rates?

Go to page 3 of your electric bill to find your rate category, which appears on the line with your Customer Number (see diagram). Then look at the list below. If your rate category is listed, then you are receiving an electric heating, water heating or load management rate.

You will continue receiving service under this rate as long as the rate remains in effect and you continue living in the home and use the qualifying equipment.





TWEEL OTHER LANDS

Docker

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17591 Walmit Trl Chagrin Falls, OH 44023-6429