

From: "webmaster@puc.state.oh.us"
To: "ContactThePUCO@puc.state.oh.us"
Subject: 56331
Sent: 11/2/2010 5:01:46 PM
Message:
WEB ID: 56331 AT:11-02-2010 at 05:01 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Chuck Allen

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 6850 Boneta Rd
- Medina , OH 44256
- United States

PHONE INFORMATION:

- Home: 330-335-6908
- Alternative: 330-335-6908
- Fax: (no fax number provided?)

E-MAIL: allenchuck@roadrunner.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: First Energy
- Name on account: Charles Allen
- Service address: 6850 Boneta Rd
- Service phone: 330-335-6908
- (no account number provided?)

COMPLAINT DESCRIPTION:

Please attach this to Case #10-176. Please make the PROMISED All Electric Discounts Permanent! I attended the meeting in Strongsville. I did not realize that there were hundreds...even thousands of other families totally ripped off by First Energy. My heating bill more than doubled from around \$200 per month to over \$450. We are retired and it is almost impossible to make ends meet. According to my HVAC dealer, it will cost me about \$40,000 to convert from geothermal to gas. According to my real estate agent, my house is worth about \$40,000 LESS if the PROMISED DISCOUNTS ARE NOT PERMANENT!!

Please make First Energy keep their promises. They duped us into building an all electric home with the promise of huge savings over the life of the home. They supplied comparison charts for 10, 20 years and more.

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 Sm Date Processed NOV 05 2010

RECEIVED-DOCKETING DIV
NOV -5 AM 9:46
PUCO