

FILE

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Monday, November 08, 2010 4:30 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 11/8/2010

Re: George Helser
32592 Captains Galley

Avon Lake, OH 44012

Docketing Case No.:

Notes:

To: ohcommission@firstenergycorp.com
CC:
BCC:
Subject: Initial Complaint. Case: MHEL082010RV

PUBLIC UTILITIES COMMISSION OF OHIO

Initial Submission of a Consumer Complaint
Please respond within 10 business days

CUSTOMER: George Helser
COMPANY:
ADDRESS: 32592 Captains Galley

Avon Lake, OH 44012

SERVICE ADDRESS: 32592 Captains Galley, Avon Lake OH, 44012, Lorain
CASE ID: MHEL082010RV
AIQ: 110027299566

NIQ: (440) 653-9487
CBR:

DESCRIPTION OF ISSUE/CONCERN:

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 Sam Date Processed 11/9/10

RECEIVED-DOCKETING DIV
2010 NOV -8 PM 4:42
PUCO

1ST CONTACT:

I am a member of CKAP (citizens for keeping the all electric promise) and am writing to you about case no. 10-176. I want you to know that I support the following solution requirements as made by CKAP: 1. A permanent, all-electric rate differential on generation and distribution charges for nine months of the year for all-electric heating, load management, and water heating customers that stays with the property upon transfer to a new owner, including homes, apartments, and condos. The rate differential should be equivalent to the pre-2007 declining block structure.

2. The rate differential should be given to EVERY property, even those currently excluded because they were built or converted to all-electric after Jan 1, 2007.

3. Overcharges made by FirstEnergy between May 2009 and May 2010 should be refunded in full.

4. FirstEnergy must NOT raise the rates of other ratepayers, but rather absorb the cost of this program which benefited FirstEnergy for the last 30 years. FirstEnergy made verbal and written promises to owners and builders alike to entice them to go all-electric, and they must not be allowed to break these promises and charge others for their breach of contract!

Finally, my family moved into this home in May 2001 and we never made aware that the all electric discount may be taken away at some point. When the rates went up last year, our bill was over 2X the the amount it usually is. This was a huge shock and we cannot afford such a gross increase. We need you to do what's right and reinstate the discount in the terms as stated above.

Thank you, Marti and George Helser 32592 Captains Galley Avon Lake, OH 44012

2ND CONTACT:

I want to reiterate my support of the AE discount being permanently reinstated. The recent hearing in Strongsville Ohio really showed people like myself who feel the same way. There was really overwhelmingly compelling testimony heard there that day.

Kelly Mabra
Compliance Investigator
Investigation and Audit Division

614-995-2008 Fax

Please docket the attached in the case number above.