

**FILE**

From: "webmaster@puc.state.oh.us"  
 To: "ContactThePUCO@puc.state.oh.us"  
 Subject: 56624  
 Sent: 11/13/2010 10:43:13 PM  
 Message:  
 WEB ID: 56624 AT:11-13-2010 at 10:43 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Rolland Miller

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 8777 Gatewood Dr.
- North Ridgeville , Ohio 44039
- USA

PHONE INFORMATION:

- Home: (440) 748-3150
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: rmiller4@oh.rr.com

INDUSTRY: Other

ACCOUNT INFORMATION:

- Company: Ohio Edison
- Name on account: Rolland Miller
- Service address: 8777 Gatewood Dr., N. Ridgeville, OH 44039
- Service phone: 440-748-3150
- Account Number: 11 00 11937494 9 4

COMPLAINT DESCRIPTION:

In regard to case #10-176; I am disgusted that it took the PUCO five months to approve OCC's request, to allow it to investigate FirstEnergy's business practices, in promoting the sale of all-electric homes.

Is the PUCO an unbiased agency than gives equal weight to the problems of both the consumer and utility companies? I own an All-Electric home. My income is average. I don't make millions or billions in profits.

Please firm up your stance in support of the consumer. We pay the bills - we don't make the profits.

Thank you, Rolland Miller

RECEIVED-DOCKETING DIV  
 2010 NOV 15 PM 1:58  
 PUCO

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 Technician AS Date Processed 11/15/11