

**FILE**

From: "webmaster@puc.state.oh.us"  
 To: "ContactThePUCO@puc.state.oh.us"  
 Subject: 56647  
 Sent: 11/15/2010 11:53:28 AM  
 Message:  
 WEB ID: 56647 AT:11-15-2010 at 11:53 AM

Related Case Number:

TYPE: complaint

NAME: Ms. Martha Takacs

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 8276 Deepwood Blvd., #10
- Mentor , Ohio 44060
- USA

PHONE INFORMATION:

- Home: (440) 255-5977
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: marthatakacs@sbcglobal.net

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: The Illuminating Co.
- Name on account: Martha E. Takacs
- Service address: 8276 Deepwood Blvd., #10, Mentor, OH 44060
- Service phone: (440) 255-5977
- Account Number: 110027409249

COMPLAINT DESCRIPTION:

Regarding Case #10-176: The PUCO finally granted OCC's request to allow it to investigate FirstEnergy's marketing practices, but it took 5 months, yet when First Energy requested a continuance, it took the PUCO only 4 hrs. This is a double standard. The PUCO is not acting fairly and justly. The PUCO does not appear to be looking out for the public, but is in bed with First Energy.

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 AT Date Processed 11/15/10

RECEIVED-DOCKETING DIV

2010 NOV 15 PM 5:02

PUCO