

10-176-EL-ATA

From: "webmaster@puc.state.oh.us"
To: "ContactThePUCO@puc.state.oh.us"
Subject: 56800
Sent: 11/22/2010 7:14:41 PM
Message:
WEB ID: 56800 AT:11-22-2010 at 07:14 PM

Related Case Number:

TYPE: complaint

NAME: Mrs. Jayne Dervay

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 8901 Doral Drive
- 8901 Doral Drive
- Mentor , Ohio 44060
- USA

PHONE INFORMATION:

- Home: (440)257-5994
- Alternative: 4406219
- Fax: (no fax number provided?)

E-MAIL: ddervay@oh.rr.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: First Energy
- Name on account: Dervay
- Service address: 8901 Doral Drive
- Service phone: 4406219
- (no account number provided?)

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 SUB Date Processed 11/23/10

COMPLAINT DESCRIPTION:

I cannot attend PUCO hearings with electric homeowners. I am urging that PUCO force First Energy to keep all-electric discount. We installed geothermal at high cost 3 years ago as many heating contractors told us that would be the best for the future. We had a heat pump for years, and load controller sold to us by Bill Jackson, marketer with FE. We were told the discount would continue through life of our house. Now we are left with a house that could be lowered greatly in value even after our high investment in what was supposed to be a high energy saving and most environmentally friendly system. Please represent the consumer on this issue - FE does not have to charge other consumers-- stockholders should take out of profits due to the company commitments.