

FILE

CASE 10-176-EL-ATA

INVESTIGATION AND AUDIT DIVISION  
PUBLIC UTILITIES COMMISSION OF OHIO

Edwin and Carolyn Knipper  
107 Timberlane Dr  
Elyria, Ohio 44035

NOV 26 2010

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440-365-9410

My husband and I wish to share our opinion and also state our discontent with the manner in which Ohio Edison has handled the AE Discount Issue.

We have been in our current home for the past 34 years having purchased it as a newly constructed home in our development. Our billing statement was billed as "Residential Optional Control Rider."

When it became available we had added a Load Management Control Unit (aka - Dencor Unit) to our home. This unit had kept our electric bills lower by the way it managed our electric. The Dencor unit worked to our benefit. As an example it would turn off the hot water heater and later turn it back on. The furnace heating elements would only let one element on at a time and then the other ones separately. It would also turn the heat off on the clothes dryer but allow the dryer to continue running. In essence it did the job it was created to do...it managed our electric in an efficient manner. When Ohio Edison requested us to increase to an 80 gallon water heater...we did so and had it installed.

In the 1980's when gas was available we had a visit from the gas provider. They were visiting the "all electric homes" in the hopes of having the homeowners switch over to Natural Gas. Our budget at this time was only \$99 per month. When this fact was offered to us we were advised to by the gas provider to keep what we had as they could not even come close to matching or beating this budget rate.

Now mind you... had we opted to pursue this even against the gas provider's advice and remarks the cost would have been \$6,000 for a new furnace and A/C unit. This price did not include the cost to actually run the gas line into our home nor having it hooked up to our water heater. For the record...our present heat pump and furnace were installed in 1999 at a cost of \$6,000.

Our lifestyle as homeowners, as well as senior citizens, has been greatly impacted because of the increased cost of electricity. We are unable to keep the heat to low as my arthritis and back issues will not tolerate it too cold and being the soul household worker in our home... this is great must.

My husband is legally blind and has a hearing disability to which we live with, and manage with these disabilities, as best as we can. The one health issue of his that we cannot ignore is his need for oxygen. The machine must run in order to provide him this and that takes electric...costly electric. He also needs lights on in the day time so he can see the shadows in order to maneuver through the house.

Our September 3, 2010 billing from Ohio Edison is still charging as "residential Service". It is unfair to have some individuals which like us, have an all electric home, receiving a discount on their rate while other home owners meeting the same criteria, such as my husband and I...do not benefit from nor are we afforded this same discount.

It is also unfortunate that our "Budget Amount" each month changes. The purpose of a budget is to keep it at the rate so you know what amount to expect to pay between readings. Our daughter and son-in-law live in Lorain have a budget which

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remains the same as budget should. When it changes it does so only if need be and only when the account is reviewed each quarter.

If there is a balance owing on the EPP account it is expected to be paid immediately and in no uncertain terms we were advised it would be done so in that manner. Being a senior citizen, being disabled and being on a fixed income are not excuses...this is called reality.

We chose to live in our neighborhood, purchased our home and paid our home off over many years. Being on a fixed income and not being in great health is a disadvantage to us for we have no means to gain added income to not only stay warm but to function and deal with our health issues.

Our home we have kept with. It has not fallen into disrepair both inside and outside. The only downfall to any potential home buyer will be the utility costs, namely the cost of electricity.

In closing we want to again state our disappointment in the removal of the discounted rate. We invested in devices and upgrades to our home based on our belief that we were being good stewards of our savings and being proactive in maintaining our home in a positive manner. This is not the case at all.

**Bring back the discount across the board** and live up to the expectations you presented.

**January 2008**

**Residential Optional Control Rider**

<i>Kilowatt Hours Used:</i>	<b>1,907</b>
<i>Measured Load in Kilowatt Hours:</i>	<b>8.0</b>
<i>Billed Load in Kilowatt / KVA</i>	<b>5.0</b>

*Amount Due:* **\$140.49**

*EPP Account Balance:* **\$225.28**

**March 2008**

**Residential Optional Control Rider**

<i>Kilowatt Hours Used:</i>	<b>3,609</b>
<i>Measured Load in Kilowatt Hours:</i>	<b>9.5</b>
<i>Billed Load in Kilowatt / KVA</i>	<b>6.5</b>

*Amount Due:* **\$156.49**

*EPP Account Balance:* **\$218.91**

**January 2009      Residential Optional Control Rider**

*Kilowatt Hours Used:*                      **2,795**  
*Measured Load in Kilowatt Hours:*      **7.0**  
*Billed Load in Kilowatt / KVA*              **4.0**

*Budget Amount:*              **\$150.49**

*Actual Bill:*              **\$163.40**

**February 2009      Residential Optional Control Rider**

*Kilowatt Hours Used:*                      **2,464**  
*Measured Load in Kilowatt Hours:*      **9.0**  
*Billed Load in Kilowatt / KVA*              **6.0**

*Budget Amount:*              **\$137.49**

*Actual Bill:*              **\$157.20**

**March 2009      Residential Optional Control Rider**

*Kilowatt Hours Used:*                      **4,617**  
*Measured Load in Kilowatt Hours:*      **8.0**  
*Billed Load in Kilowatt / KVA*              **5.0**

*Budget Amount:*              **\$142.82**

*Actual Bill:*              **\$317.82**

**\*\* Up through June of 2009 we continued to be billed as "Residential Optional Control Rider". It was on our billing statement dated July 10, 2009 that began billing us as only "Residential Service".**

**January 2010      Residential Service**

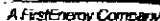
*Kilowatt Hours Used:*      **1,051**  
*Budget Amount:*      **\$164.99**  
*Actual Bill:*      **\$105.48**  
*EPP Account Balance:*      **\$54.44**

**February 2010      Residential Service**

*Kilowatt Hours Used:*      **4,671**  
*Budget Amount:*      **\$151.99**  
*Actual Bill:*      **\$406.76**  
*EPP Account Balance:*      **\$301.20**

**March 2010      Residential Service**

*Kilowatt Hours Used:*      **2,520**  
*Budget Amount:*      **\$151.99**  
*Actual Bill:*      **\$227.99**  
*EPP Account Balance:*      **\$382.19**



Account Number: 11 00 12 5449 35

Page 1 of 4  
E08

**Billing Period:** Dec 11 to Jan 10, 2008 for 31 days  
**Next Reading Date:** On or about Feb 08, 2008  
**Bill Based On:** Actual Meter Reading  
 Equal Payment Plan  
 Budget Review

### Residential Optional Control Riders

**To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.**

\*\*\* PLEASE SEE MESSAGE ABOUT A CHANGE IN YOUR EPP AMOUNT ON PAGE 3. \*\*\*



**Bill issued by:**  
Ohio Edison  
PO Box 3637  
Akron OH 44309-3637

**Ohio Edison**

Customer Service 1-800-633-4766  
24-Hour Emergency/Outage Reporting 1-888-544-4877  
Payment Options 1-800-686-3421  
visit us on-line at [www.firstenergycorp.com](http://www.firstenergycorp.com)

### Price to Compare Message

Your current **PRICE TO COMPARE** for generation and transmission from Ohio Edison is listed below. For you to save, a supplier's price must be lower. To obtain an "Apples to Apples" comparison of available competitive electric supplier offers, visit the PUCO web site at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

Residential Optional Control Rider - 0000704387

**3.4 cents per kWh**

**See other pages for additional information and telephone numbers**



**Account Number: 110012544935**

\*\*\*\*\*AUTO\*\*5-DIGIT 44035  
00001096 01 AV 0.312 P2  
EDWIN KNIPPER  
107 TIMBERLANE DR  
ELYRIA OH  
44035-1427

Checkless Customer \$140.49 will be deducted from your account on January 28, 2008 - DO NOT PAY

OHIO EDISON  
PO BOX 3637  
AKRON OH 44309-3637

**Abstract**

051100125449350000000000000000000020000140490000140496

**January 08, 2010**

Account Number: 11 00 12 5449 3 5

Page 1 of 4  
E08

Bill for: EDWIN KNIPPER  
107 TIMBERLANE DR  
ELYRIA OH 44035

**Billing Period:** Dec 08 to Jan 07, 2010 for 31 days  
**Next Reading Date:** On or about Feb 04, 2010  
**Bill Based On:** Estimated Meter Reading  
 Weather Related  
 Equal Payment Plan  
 Budget Review

## Residential Service

EPP Account Summary		Amount Due
Your previous bill was	164.49	
Total payments/adjustments	-164.49	
Balance at billing on January 08, 2010	0.00	0.00
Current Basic Charges		
Ohio Edison - Payment Plan Amount	160.00	
Ohio Edison - Misc. Charges	4.99	
Total Current Charges	164.99	164.99
Total owed by Jan 22, 2010		\$164.99
As a Checkless customer - Total charges of \$164.99 will be deducted from your account on Jan 22, 2010		

**To avoid a 1.50% Late Payment Charge being added to your bill, please pay by the due date.**

**To pay your account in full you owe \$59.43.**

\*\*\* PLEASE SEE MESSAGE ABOUT A CHANGE IN YOUR EPP AMOUNT ON PAGE 3. \*\*\*

## General Information



**Bill issued by:**  
Ohio Edison  
PO Box 3637  
Akron OH 44309-3637



**Customer Service 1-800-633-4766**  
**24-Hour Emergency/Outage Reporting 1-888-544-4877**  
**Payment Options 1-800-686-3421**  
**visit us on-line at [www.firstenergycorp.com](http://www.firstenergycorp.com)**

## How to Compare New Age

Your current **PRICE TO COMPARE** for generation and transmission from Ohio Edison is listed below. For you to save, a supplier's price must be lower. To obtain an **"Apples to Apples"** comparison of available competitive electric supplier offers, visit the PUCO web site at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

Residential Service - 0000704387

**5.57 cents per kWh**

See other pages for additional information and telephone numbers.



**Account Number: 110012544935**

\*\*\*\*\*AUTO\*\*5-DIGIT 44035  
00001430 01 AV 0.332  
EDWIN KNIPPER  
107 TIMBERLANE DR  
ELYRIA OH  
44035-1427

Checkless Customer \$164.99 will be deducted from your account on January 22, 2010 - DO NOT PAY

OHIO EDISON  
PO BOX 3637  
AKRON OH 44309-3637

AKRON OH 44303 3837

051100125449350000000000000000000020000164990000164991