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December 13, 2010.

INVESTIGATION AND AUDIT DIVISION
PUBLIC UTILITIES COMMISSION OF OHIO

The Public Utility Commission of Ohio
180 East Broad Street
Columbus, Ohio 43215

Attn: All Electric Home Discount:

When in 1995 we were purchasing a manufactured home in Columbia Park I could heat with gas, oil, propane or have a All-Electric home. If we choose All-Electric home the Illuminating Co. said we will give you a discount on you electricity all year long (see the enclosed FASTFACTS ON OUR DISCOUNT ELECTRIC RATES), which was given to us from the Illuminating Co. This was approved Discount Rates by the Publis Utilities Commisson of Ohio. Tomas this is a written statement, a contract, a promise and guarantee by the Illuminating Co. to provide us with Discount Rates all year long forever. We did what the Illuminating Co. said if we have a All-Electric home we will give you Discount Electric rates. Now it is time that the P.U.C.O. makes the Illuminating live up to its promises. We are not making this All-Electric Discount Rates up, it is here in black and white to read. It is said that there is about 360,000 people who need this All-Electric Discount Rates all year long like it said in the Fast Facts on our Discount Electric Rates. There was no time limit or expiration time for these Electric Rates.

The Illuminating Co. gives Electric Discounts to business and they make money with their electricity. We need All-Electric Discount Rates to survive.

Sincerely yours,

Norbert E. Fox
Marilyn E. Fox

Norbert E. Fox
Marilyn E. Fox
26 Creekside Trl.
Olmsted Twp. Ohio
440-235-1376

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FAST FACTS ON OUR DISCOUNT ELECTRIC RATES

WHY WE OFFER DIFFERENT RATES

You might think that all residential customers in The Illuminating Company's service area receive the same basic rate each month, no matter how much electricity they use. This is not necessarily true.

Customers can be placed on a "standard" residential rate or be placed on one of several "discount" rates depending upon:

- * How they heat and cool their home
- * How they heat the water in their home
- * How and when they use their electricity

Residential customers use about 500 kilowatthours per month. The more electric appliances you add to your home, the higher the monthly use of electricity.

Basically, customers who use electricity in a higher-than-average volume can get electricity at a less expensive kilowatthour rate. Unlike many commercial products, electricity can't be stored for later use. It is produced on demand. The excess power that we generate can be sold at a lower price. So the more electricity you use, the less your cost will be for each kilowatthour.

The Public Utilities Commission of Ohio approves the rates that The Illuminating Company offers to our customers. The following is an explanation of our discount rate schedule.

YOU MAY QUALIFY FOR A DISCOUNT RATE

WATER HEATING: This discount rate applies to any home that has an electric water heater as the sole source of water heating. Customers can receive significant savings on their total monthly energy bills by using an electric water heater discount rate.

There are a few requirements to qualify for this discount. The electric water heater must be 40 gallons or higher capacity, insulated to R-10 or higher and be warranted for at least five years. This rate represents on average an 18% discount compared to the standard residential rate.

SPACE HEATING: You qualify for this discount rate when the sole heating source of your home is electric. This could be an electric furnace, heat pump, baseboard, electric boiler or radiant panels.

Again, you're saving on your total monthly energy bills because you're getting electricity at a discount rate over using fossil fuel, like gas, oil or propane to heat your home. This space heating rate is in effect between October 1 and May 31.

ALL-ELECTRIC: Customers are placed on this year-round rate when the sole source of space heating and water heating is electric. This rate combines the winter discount of the space heating rate with the summer discount of the water heating rate.

Once again, you save money since you're getting electricity at a discount rate rather than using gas, oil or propane to heat your home and water. And because of the summer discount, cooling costs are also less.

HEAT & COOL PUMP: You'll receive a significant discount on your cooling and heating when you install the Heat & Cool Pump onto a gas, oil or propane furnace. A separate electric meter records only the electricity used by the Heat & Cool Pump. This usage is then billed to you at a discount rate—in the summer for cooling; in the spring/winter and fall for heating.

Although not as attractive as the all-electric rate, the Heat & Cool Pump rate will save you money compared to using regular central air for cooling and gas, oil or propane for heating.

LOAD MANAGEMENT OPTION: If you're using more than 750 kilowatthours per month, you can save money with our Load Management Option. One option allows you to lower your kilowatthour cost by spreading the use of major electric appliances throughout the day rather than operating them all at the same time. The other option offers lower rates if you operate most of your appliances evenings or weekends.

The Load Management Option can be used in conjunction with any of the above discount rates except for the Heat & Cool Pump rate. Using Load Management plus a special discount rate, you can see substantial reductions in your monthly electric bill.

The Illuminating Company has a special brochure about Load Management. Call us at 1-800-589-2222 if you want this free brochure or have questions about our discount rates.

The Illuminating Company

The Energy Makers.

A Centerior Energy Company