

FILE

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10-176-EL-A77  
RECEIVED JAN 13 2011



Jan 10, 2011

*A personal note...*

Dear Valerie Lemmie, Paul Centobella,  
Cheryl Roberts & Steven Lesser,

I am 60 yrs old, and I changed over to all electric after my 1<sup>st</sup> husband passed away in 1995. The electric company convinced me it was the only way to go. I made my decision to go all-electric based on the promise of a discounted rate that makes it affordable to heat/cool with 100% electric. I had no reason to believe the all-electric rate could significantly increase because it has been in place since the 1960s. I made plans to live the rest of my life "knowing" I could afford my electric bill.

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Technician SM3

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*A personal note...*

*In your work as a Public Utilities Commissioner, please keep in mind that First Energy has three advantages that I don't have.*

*First Energy has money, people, & the capacity to innovate. I have myself, my retirement income & my house that is no longer marketable.*

*If you fail to hold First Energy accountable for its verbal & written promises, thousands of senior citizens will become financially vulnerable & unable to maintain their independence.*

*Sincerely,*

*Teresa Floro*

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