

20
RECEIVED JAN 21 2011

Mark Clifford
7016 Strecker Rd.
Monroeville, Oh 44847
419-359-1303

PUCO

January 17, 2011

To Whom it May Concern,

I am 59 years old, and built my all-electric home in 2002. I made the decision to live in an all-electric home based on the promise of a discounted rate that makes it affordable to heat with 100 percent electric. I had no reason to believe the all-electric rate could be significantly increased because it has been in place since the 1960s. I had plans to live the rest of my life "knowing" I could afford my electric bill.

In your work as a Public Utilities Commissioner, please keep in mind the FirstEnergy has three advantages that I don't have. FirstEnergy has money, people and the capacity to innovate. I have myself, my retirement income and my house that is no longer marketable.

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

Sincerely,



Mark Clifford

cc. FirstEnergy CEO current salary only, \$2,360,000
CFO current salary only, \$1,010,000
EX VP current salary only \$1,120,000
Gen Counsel Current salary only \$901,000
(does not include bonus, stock options or stock grants)

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 SJS Date Processed 1/25/11

RECEIVED JAN 21 2011

Public Utility Commission of Ohio
180 Broad Street
Columbus, OH 43215

re: All Electric Home Discount

Dear PUCO,

As a senior citizen in this ever changing economy, the stressful situations we have been put into, have been devastating. Many things are out of our hands, but the issue of increased electric utility rates by losing the "All Electric Home Discount" is unconscionable.

We were advised by the sales staff here at Columbia Park, a manufactured home community for 55 and older, when we bought our homes, that we will be receiving the "All Electric Home Discount". That discount has been in existence for over four decades. We can not afford to lose it. Many neighbors have had to leave Columbia Park due to uncontrollable financial circumstances.

As seniors we are not part of the greedy generation, we are only attempting to survive as we move forward in our lives since we moved to Columbia Park, sometimes referred to as "God's waiting room".

You have heard many stories over the last ten months or so about this issue. PUCO, please . . . we need you to consider us in your decision and need to have this "All Electric Home Discount" permanent.

Thank you,

Name ALICE M. MURPHY Date JAN. 15, 2011
Address 4 LEAH'S WAY
City OLMSTED TOWNSHIP State OHIO Zip 44138

Additional comments

I'm a widow and certainly can't afford any increased charges on my electric bill! I was told at the time my husband and I bought our manufactured home, we were assured that we qualified for the "All Electric Home Discount." Please consider this letter when making your decision!

Thank you

Alice M. Murphy

RECEIVED JAN 21 2011

Public Utility Commission of Ohio
180 Broad Street
Columbus, OH 43215

Re: All Electric Home Discount

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Thank you,

Name Peter & Joan Neurohr Date 1-17-2011
Address 29 Dycamore Dr
City Olney Twp. State Ohio Zip 44138

Additional comments Please, please give us this
discount. We have difficulty paying
our bills now. Thank you,
Joan Neurohr

Hunter, Donielle

From: Lloyd Amster [lma313@gmail.com]
Sent: Monday, January 24, 2011 8:49 PM
To: Docketing
Subject: Case No. 10-176-EL-ATA The All-Electric Home Discount

I own an all electric home and am writing to support reinstating the discount: Case No. 10-176-EL-ATA.

The following need to be done 8/22/2010 as a permanent solution regarding the all-electric home discount:

1. A permanent, all-electric rate differential on generation and distribution charges for nine months of the year for all-electric heating, load management, and water heating customers that stays with the property upon transfer to a new owner, including homes, apartments, and condos. The rate differential should be equivalent to the pre-2007 declining block structure.
2. The rate differential should be given to EVERY property, even those currently excluded because they were built or converted to all-electric after Jan 1, 2007.
3. Overcharges made by FirstEnergy between May 2009 and May 2010 should be refunded in full.
4. FirstEnergy must NOT raise the rates of other ratepayers, but rather absorb the cost of this program which benefited FirstEnergy for the last 30 years. FirstEnergy made verbal and written promises to owners and builders alike to entice them to go all-electric, and they must not be allowed to break these promises and charge others for their breach of contract!

At the end of 2009 I owed a difference of \$500. My first bill in January, 2010 I owed a difference of \$300. In one month I owed a difference that was 60% of the entire previous 12 months.

Every two months I am making the equivalent of a mortgage payment that is going to the Electric company not my mortgage holder.

Without the above four actions taking place Ohio will have hundreds of thousands of homes that can not be sold because of the high cost of electricity to all-electric homes. This will create another housing catastrophe.

Sincerely,
Lloyd Amster

Public Utility Commission of Ohio
180 Broad Street
Columbus, OH 43215

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Thank you,

Name DAVID POTRAFFKE Date 1-13-11

Address _____

City CLUSTED TOWNSHIP State OHIO Zip 44138

Additional comments I AM DISABLED AND HAD TO RETIRE
MAY 18, 1989. THE HOME I HAD WAS NOT ELECTRIC
SO NOW I KNOW WHAT IT COST PEOPLE

Wanted to see Joseph Cameron
We are retired + can't afford the higher electric
bills
27 Kinsley Lane, Clusted, Ohio 44138

Public Utility Commission of Ohio
180 Broad Street
Columbus, OH 43215

Re: All Electric Home Discount

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Thank you,

Name MARTORIE L. HAVOR Date 1/14/11
Address 1 ALICE BOULEVARD
City CLINTON TOWNSHIP State OHIO Zip 44138

Additional comments

It seems to me that this group of Seniors who are
asking for help to resolve this problem is being ignored
by those in charge. I have been in a manufactured
home since 1986 - I became a widow in 1996 with
resulting cut in income of half of what was coming
in - It is a struggle to meet all my obligations and
how long I will be able to do it is out of my hands -
Some consideration would be welcome -

Martorie L. Havor @ The
tender age of 87 -

Public Utility Commission of Ohio
180 Broad Street
Columbus, OH 43215

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Thank you,

Name MARJORIE L. HAYES Date 1/14/11
Address 1 ALICE BOULEVARD
City CUMBERLAND TOWNSHIP State OHIO Zip 44132

Additional comments _____

It seems to me that this group of Seniors who are
asking for help to resolve this problem is being ignored
by those in charge. I have been in a manufactured
home since 1986 - I became a widow in 1996 with
resulting cut in income of half of what was coming
in - It is a struggle to meet all my obligations and
how long I will be able to do it is out of my hands -
Some consideration would be welcome -

Marjorie L Hayes @ the
tender age of 87 -

From: "webmaster@puc.state.oh.us"
To: "ContactThePUCO@puc.state.oh.us"
Subject: 57701
Sent: 1/24/2011 9:59:44 AM
Message:
WEB ID: 57701 AT:01-24-2011 at 09:59 AM

Related Case Number:

TYPE: complaint

NAME: Mrs. Pat Roth

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 7872 Gallowae Ct.
- Mentor , Ohio 44060
- USA

PHONE INFORMATION:

- Home: 440-255-9548
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: rothpat@att.net

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: First Energy
- Name on account: George Roth
- Service address: 7872 Gallowae Ct., Mentor (King Arthur Estates)
- Service phone: 440-255-9548
- Account Number: not available at this time

COMPLAINT DESCRIPTION:

In a lengthy article in today's News-Herald newspaper, a quote from First Energy spokesperson Ellen Raines prompted this complaint. Quote: "Today, with energy efficiency being an emphasis in the state of Ohio and a public policy issue, it really doesn't make sense to reward high usage," Raines said. "What we want to do is reward efficient usage." We will have been in our home 31 years as of Feb. 1st and are the original owners. At the time of purchase, we were told of the "discount" that would be applied to our bill if we chose to go all electric with a heat pump. Ms. Raines should know that an all electric home will consume more energy, especially in winter when temps are below freezing. If First Energy would like to pay for conversion to gas, we would gladly take them up on it. With the housing market the way it presently is, there is no way we would be able to stay in our home, let alone sell our home if electricity rates were the same across the board. The next time electric companies jump at a chance to offer discounts, such as the late '70 and early '80 energy crisis, they should do a better job of forecasting energy use for the future instead of taking it out on their customers to whom they promised discount rates.

Public Utility Commission of Ohio
180 Broad Street
Columbus, OH 43215

RECEIVED JAN 18 2011

ie: All Electric Home Discount

Dear PUCO,

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As seniors we are not part of the greedy generation, we are only attempting to survive as we move forward in our lives since we moved to Columbia Park, sometimes referred to as "God's waiting room".

You have heard many stories over the last ten months or so about this issue. PUCO, please . . . we need you to consider us in your decision and need to have this "All Electric Home Discount" permanent.

Thank you,

Name Reddy Wallace Date _____

Address 34 Creekside Trail

City Blounts Twp, Ohio 44138 State Ohio Zip _____

Additional comments _____

Additional comments _____

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Tuesday, January 25, 2011 9:18 AM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/25/2011

Re: Judith Miller
1075 W Main Sreet
Bellevue, OH 44811

Docketing Case No.:
10-0176-EL-ATA

Notes:

Please docket the follow in the case number above. Thank you.

ACCOUNT INFORMATION:

Company: First Energy/Ohio Edison
(no account name provided?)
(no service address provided?)
(no service phone number provided?)
(no account number provided?)

COMPLAINT DESCRIPTION:

People who built all-electric homes were **PROMISED** a discounted rate, keeping the energy affordable, over the life of tht home. Subsequent buyers inherited tht same **PROMISE**. In today's economy, people are struggling in multiple ways. First Energy has multiple advantages; profits, and innovation capabilities. **PLEASE** hold First Energy accountble to keep its promises; help the thousands of financially vulnerable citizens, and insist that the all-electric discounted rate be maintained. Thank you.

3004 Scheid Road
Huron, OH 44839
419-433-4710

January 20, 2011

Commissioners Valerie Lemmie, Paul Centolella,
Cheryl Roberto and Steven Lesser
Public Utilities Commission of Ohio
180 E. Broad Street
Columbus, OH 43215

Reference: Case No. 10-176 - Ohio Edison/FirstEnergy Reneging on Their Deal
to Keep the All-Electric Discount for Owners of All-Electric Homes

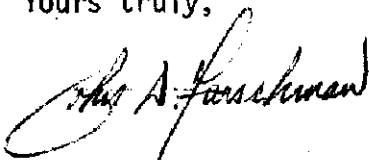
Dear Commissioners:

Please be advised of the following:

- * We constructed our all-electric home in 1974.
- * Our heating contractor brought out a representative of the electric provider who told us if the company could mount a box on our house, so they could directly control consumption, as long as the home was all-electric, we would be charged \$.04/KWH (a fixed rate) during the winter operating season, starting in the fall, and ending in the spring.
- * Based upon this commitment, we accepted the deal.
- * In June of 2008, based upon that commitment, again, we replaced our heating and cooling system with a new more energy-efficient one, at a cost of \$9,000, which we calculated would pay for itself, based upon our "deal", over approximately the next 8 years.
- * In our first 12 months of use, due to an unexpected increase in our rates during that time, our costs increased from what they would have been, honoring our deal, by approximately 40%! Needless to say, our system may now never live long enough to pay for itself.
- * Had we known of this eventuality, our home would have been a nice warm gas-heated one today.
- * With all due respect, I can't help but think of that old adage: Liars figure, but figures don't lie. This is not about need. It is about greed!
- * A deal is a deal, and Ohio Edison/FirstEnergy needs to live up to it - FULLY!

In closing, when can we look forward to reimbursement of our increased costs, all of them, resulting from this unsavory act? And, when will the "old" rates be re-stored?

Yours truly,



John D. Farschman

January 20, 2011

Ms. Cheryl Roberto, Commissioner
Ohio PUCO
180 East Broad Street
Columbus, OH 43215

Dear Commissioner Roberto:

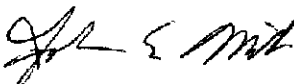
I am writing to address an urgent problem facing thousands of Ohio residents. That is the promise of a discounted electric rate for all-electric homes, which First Energy is now refusing to honor. Without the promised discounted rate, all-electric homes would not have been affordable to heat/cool when they were built. Any rate increases today are even more unaffordable.

In this harsh economy, First Energy's tactics are especially reprehensible. I own a building in our town's Historic Center, which I renovated into loft apartments in the early 1990's. At that time, I was 'wooed' by the Ohio Edison representative into going all-electric for these units. If this discount is removed, I will be unable to rent the apartments for the rental needed to amortize my costs. I am retired, and this is part of my retirement income. Also, adding quality units to the central core contributes to much-needed revitalization of the downtown. Removal of the all-electric discount will have a serious impact on me; on tenants who need affordable housing, and jeopardize our fragile downtown rebirth.

First Energy, on the other hand, has the upper hand: they have money, people, and the capacity to innovate. It seems as though we have no one looking out for us.

If you fail to hold First Energy accountable for its promises, thousands more seniors and young families will become financially vulnerable and unable to maintain their home and their independence.

Sincerely,


John E. Miller
1075 West Main Street
Bellevue, OH 44811

VIA US Mail

Chairman Steven D. Lesser
Public Utility Commission of Ohio
180 East Broad Street
Columbus, Ohio 43215

January 18, 2011

Dear Chairman Lesser:

Smurfit Stone Container Corporation's Coshocton Mill has been a long standing customer of AEP Ohio (AEP). We currently employ 203 people at this location. Smurfit-Stone is served by AEP under their GS-4 rate tariff. We currently consume 111,256,000 kWh annually and spend over \$5.5 million with AEP. I am writing at this time to request your assistance in obtaining a stop charge on a provider of last resort charge (POLR) for our Ohio manufacturing facilities from AEP.

Smurfit-Stone understood the purpose of PUCO approving the charge in April 2006, was to accommodate AEP's costs to provide service to load that did not move to competitive retail suppliers. Smurfit-Stone has paid the POLR charges since that time with no issues. As you are probably aware, most recently, AEP filed with FERC for a change in the calculation of Capacity Compensation Formulas from Competitive Retail Electric Suppliers in Ohio. These changes once approved by FERC will become effective 1/1/2011 and will give AEP a serious competitive advantage compared to third party electric suppliers which must pay the increased charges. *AEP is charging Smurfit-Stone for not seeking third party supply while AEP is seeking to render third party supply uncompetitive by raising its Capacity Compensation charges.* This is being allowed just as our service area was going to become competitive. Now almost five years later, the PUCO approved POLR charge is unfair since AEP is charging Smurfit-Stone for not seeking competitive supply.

Since AEP has taken actions that render alternative supply options uncompetitive with their regulated tariffs, Smurfit-Stone is asking PUCO's assistance in directing AEP to stop charging a POLR charge on our manufacturing accounts effective 1/1/2011. Smurfit-Stone no longer believes it is appropriate to pay AEP an additional \$200,000 in POLR charges in AEP's non-competitive alternative supply market. Or alternatively, please direct us as to the next appropriate steps to take at the PUCO in order to eliminate this unfair and unnecessary POLR charge. We appreciate your assistance in helping an Ohio manufacturer be competitive.

Sincerely,



Michael Colwell
Smurfit-Stone Container Corporation
Energy Manager

CC: Valerie A. Lemmie, Commissioner
Paul A. Centolella, Commissioner
Cheryl L. Roberto, Commissioner
Dennis Zvosec, Utilities Analysis

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Tuesday, January 25, 2011 1:12 PM
To: Docketing
Subject: Docketing10-176-EL-ATA

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/25/2011

Re: Erik Annsen
4580 W Ranch Vw
North Olmsted, OH 44070

Docketing Case No.:10-176-EL-ATA

Notes:

States wants to make a complaint about all elect rates. States against the increase when his gas went up he didn't get help w/his bill. States its not his place to subsidize this.
Please docket the attached in the case number above.

From: "webmaster@puc.state.oh.us"
To: "ContactThePUCO@puc.state.oh.us"
Subject: 57706
Sent: 1/24/2011 1:36:06 PM
Message:
WEB ID: 57706 AT:01-24-2011 at 01:36 PM

Related Case Number:

TYPE: comment

NAME: Mr. scott kowalke

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 5998 Taylor rd
- Painesville , Ohio 44077
- USA

PHONE INFORMATION:

- Home: 440 254 4410
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: scott@kowalke.info

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: First Energy
- Name on account: scott kowalke
- Service address: 5998 taylor rd
- Service phone: 440 254 4410
- *(no account number provided?)*

COMMENT DESCRIPTION:

Eliminating the 'all electric home' discount will squeeze our already tight budget. We live on a teacher's pension which also made promises (healthcare) that were broken. I made the retirement plan for our family, and now feel a bit nieve, I let my wife down. I cannot pass increased costs onto the customer, the buck stops here. We stood tall then, if you rule against use, we'll stand tall now.

Public Utility Commission of Ohio
180 Broad Street
Columbus, OH 43215

RECEIVED JAN 24 2011

re: All Electric Home Discount

Dear PUCO,

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We were advised by the sales staff here at Columbia Park, a manufactured home community for 55 and older, when we bought our homes, that we will be receiving the "All Electric Home Discount". That discount has been in existence for over four decades. We can not afford to lose it. Many neighbors have had to leave Columbia Park due to uncontrollable financial circumstances.

As seniors we are not part of the greedy generation, we are only attempting to survive as we move forward in our lives since we moved to Columbia Park, sometimes referred to as "God's waiting room".

You have heard many stories over the last ten months or so about this issue. PUCO, please ... we need you to consider us in your decision and need to have this "All Electric Home Discount" permanent.

Thank you

Name ARNOLD & NORMA LEMKE Date 1-18-11
Address #74 MARI TRAIL
City OLMSTED TWP State OHIO Zip 44138

Additional comments

I had sent a letter previously but would like to add some things. We were told we would always have the electric discount. Our rent was just about doubled. Our basic cable has more than doubled. Our water has doubled. My husband is retired and I work part time. I just got my first paycheck for Jan and must pay the water my way (take home) is less \$45.00. I pay two weeks because of insurance. Please don't make our finances worse. Seniors will not be able to pay higher electric bills. Thank you.

RECEIVED JAN 21 2011

Public Utility Commission of Ohio
180 Broad Street
Columbus, OH 43215

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Thank you,

Name BRENDA KOCEVAR Date 1-17-11

Address 7 FRIENDSHIP LN

City DUMFRIES TWP State OH Zip 44138

Additional comments WHEN I BOUGHT MY ALL ELECTRIC
MANUFACTURED HOME, I WAS TOLD ABOUT THE
DISCOUNT. THIS WAS A PROMISE MADE BETWEEN
GET AND ME, THE CUSTOMER. PLEASE DO NOT
ALLOW THEM TO BREAK THEIR PROMISE.
I KEPT MY PROMISE BY PAYING ON TIME
EVERY MONTH. PLEASE MAKE THEM KEEP
THEIR PROMISE

Brenda Kocivar

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Tuesday, January 25, 2011 4:34 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/25/2011

Re: Dale Hunington
9314 Vintage Ct
Mentor, OH 44060

Docketing Case No.:
10-0176-EL-ATA

Notes:

Please docket the following in the case number above. Thank you.

COMPLAINT DESCRIPTION:

I've read that you are preparing for evidentiary hearings on all-electric homes. I would like to reaffirm that when I bought my all-electric home in June 1988 I was told by the Illuminating company that I would always receive the all-electric discount at this residence. This home was built in 1977 as all-electric and in 2009 I installed a high efficiency heat pump system to help reduce electric consumption. Please think seriously about the financial hardship homeowners would face from losing the all-electric discount. Value of homes would plummet and no one would want to purchase the home. Please listen to the all-electric consumers. We were told the all-electric discount would never be taken away, now First Energy is trying to break that promise. Make them keep their promise. Thank You.

January 19, 2011

Dear Cheryl Roberto,

I am an 80 year old widow. When I first became interested in this home — I had questions about the cost of living in an all electric home. I was told that I would have a special electric rate because it was all electric. Now I am worried, very worried that I will not be able to stay here if that rate promise is broken.

Please, please hold First Energy to their promise of lower rates for all electric homes.

Let us senior citizens relax a little and enjoy our few remaining years in our homes. Sincerely,

Donna J. Laub