

**FILE**

From: "webmaster@puc.state.oh.us"  
 To: "ContactThePUCO@puc.state.oh.us"  
 Subject: 57952  
 Sent: 2/6/2011 1:58:09 PM  
 Message:  
 WEB ID: 57952 AT:02-06-2011 at 01:57 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Robert Runo

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 9483 Bascom Rd
- 9483 Bascom Rd
- Chardon , Ohio 44024
- USA

PHONE INFORMATION:

- Home: 440 2852731
- Alternative: 440 2852731
- Fax: 440 2852731

E-MAIL: bbruno57@windstream.net

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: CEI
- Name on account: Robert Runo
- Service address: 9483 Bascom Rd
- Service phone: 440 2852731
- Account Number: 11 00 28 2385 5 5

COMPLAINT DESCRIPTION:

We are retired and living on a fixed income. Our house that we have lived in for 31 years is all-electric. We have done as much as we can to keep our use of electricity at a minimum. To take away the discount that CEI promised is abysmal. Please be considerate of the people you have been commissioned to protect when you make your ruling.

Thank you.

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 FN Date Processed FEB 09 2011

10-176-EL-ATA

RECEIVED-BOOKETING DIV  
 2011 FEB -9 AM 9:24  
 PUCO