

FILE

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10-176-EL-ATA

FEB 15 2011

PUCO Complaint Form

Name: Mr. Galen Damschroder

Home Phone Number: 419-684-5928

Street Address: 2161 County Road 306

City: Vickery

State: Ohio

Country: USA

Zip code: 43464

Type of Service: Electric

Company Name: Ohio Edison

Name on Account: Galen J. Damschroder

Service Address: 2161 County Road 306, Vickery, Ohio 43464

Service Phone Number: 419-684-5928

Service Account Number: 110010220215

Complaint/Comments (6000 words or less):

CASE NUMBER - 10-0176-EL-ATA

My complaint is: First Energy promised
us a discount on our electric usage for
life if we updated our home to meet their
requirements. Now they want to take it away.

See attached letter.

RECEIVED-BOOKETING DIV
2011 FEB 17 PM 4:25
PUCO

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accurate and complete reproduction of a case file
document delivered in the regular course of business.
Technician JD Date Processed 2-17-11

From: Helen Darnschroder
2161 C.R. 306
Vickery, Ohio 43464
Case Number = 10-0176-EL-ATA

Febr 13, 2011

To: PUCO

In 1998, we remodeled our home and we decided to install a geo-thermal heating system. On recommendation from our installer we were told that if we would follow the guidelines given by the electric company, we would qualify for an all electric home and discounted rates for life. We followed the guidelines by buying a new large 80 gal. water heater and insulating our home according to directions. We also put in new windows, doors, storm windows, new siding, new roof and added an unheated enclosed patio not only to qualify for the special rates, but also to make our home as efficient as possible. It meant a lot to us because we would be retired and living on a fixed income.

You cannot imagine how scared we are of possibly having this special discount taken away from us. We already keep our thermostat at 65° and wear extra clothing to keep warm. What else can we do?

If the time comes when we cannot

(over)

afford to live here - who will buy
a home with such horrendous
electric bills? It will be non-sellable!

We request that this letter of
complaint to PUCO be added as
an interested party to the pending
PUCO investigation case against
First Energy, the parent company
of Ohio Edison.

Sincerely,

Helen Damachroder