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SUSAN STEIGERWALD EXCERPTS
DEPOSITION OF FEBRUARY 3, 2011
VOLUME II

COMPANY
EXHIBIT
3B
REVISED

STEIGERWALD EXCERPTS

VOLUME II

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8 Q. Ms. Steigerwald, your counsel told
9 me yesterday you do not intend to testify in
10 this case; is that correct?

10:13:36

11 A. Yes.

12 Q. Is that decision unalterable?
13 Let me put it this way: Can you
14 imagine a set of circumstances sitting there
15 today where you might testify?

10:13:48

16 A. I don't know.

20 Q. The court reporter has handed you 10:23:59
21 what's been marked Exhibit 28.

22 Do you recognize that?

23 A. Yes.

24 Q. This is an e-mail from you to Amy
25 Gomberg dated September 8th, 2010, correct? 10:24:17

1 A. Yes.

2 Q. And you tell Ms. Gomberg that you
3 have met with another FE employee today.

4 Do you see that?

5 A. Um-hum. 10:24:31

6 Q. Is that yes?

7 A. Yes.

8 Q. Was that Mr. Karchefsky?

9 A. Yes.

10 Q. Was Mr. Karchefsky a member of 10:24:37

11 CKAP?

12 A. Yes.

13 Q. Did Mr. Karchefsky tell you that,
14 basically, he understood the way all-electric
15 rates were promoted or heating systems were
16 promoted is that they were beneficial to the
17 company based upon the company's costs?

18 MR. CORCORAN: Objection. David, I
19 thought the purpose of this deposition was to
20 go over newly provided information. 10:25:02

21 MR. KUTIK: And this is.

22 MR. CORCORAN: Yes -- well, now
23 you're asking about things that Sue may have
24 talked to Mr. Karchefsky about, and I believe
25 we covered that at the first deposition. 10:25:21
10:25:34

1 MR. KUTIK: Well, this is a little
2 bit more detail than she had previously
3 disclosed.

4 So can you read the question,
5 please?

10:25:45

6 (Record read.)

7 A. I don't remember that specifically.

8 Q. In other words, it benefited the
9 company because it helped defray some of the
10 company's overhead, correct?

10:26:08

11 A. Yes.

12 Q. And those are costs for the
13 company, correct?

14 A. Yes.

15 Q. And that's what he talked to
16 customers about, correct?

10:26:17

17 A. I don't recall him saying he talked
18 to customers about that. That's what he told
19 me.

20 Q. Was it your understanding that
21 that's what he told customers?

10:26:23

22 A. Excuse me?

23 Q. Was that your understanding that
24 that's -- that was what he told customers?

25 A. No, it was not my understanding.

10:26:30

1 Q. Well, you say here that, When
2 questioned about if it would be forever to
3 discuss how the all-electric home benefitted FE
4 by using up their excess supply, in essence, to
5 convince people it would not go away because it 10:26:50
6 benefited the customer and FE.

7 That's what you said, correct?

8 A. Um-hum.

9 Q. Is that correct?

10 A. Well, yes. Can I -- give me a 10:26:57
11 second to read this, okay?

12 MR. KUTIK: Can you read the
13 question, please?

14 Q. Let me start again, then.

15 You state in this e-mail, And when 10:27:37
16 questioned about it, if it would be forever to
17 discuss how the all-electric home benefited FE
18 by using up their excess supply, in essence, to
19 convince people it would not go away because it
20 benefited the customer and FE. 10:27:56

21 That's what he told you?

22 A. Correct.

23 Q. And you understood what he meant by
24 benefited FE, correct?

25 A. Correct. 10:28:06

1 Q. And that is, for example, to defray
2 some of the overhead, some of the costs of the
3 company, correct?

4 A. Correct.

5 - - - - -

6 (Thereupon, Deposition Exhibit
7 Steigerwald 29, E-mail from Susan
8 Steigerwald to Amy Gomberg Dated
9 August 5th, 2010, was marked for
10 purposes of identification.)

11 - - - - -

12 Q. The court reporter has handed you
13 what has been marked as Exhibit 29.

14 It is an e-mail from you to Amy
15 Gomberg, correct?

10:28:57

16 A. Yes.

17 Q. It's dated August 5th, 2010,
18 correct?

19 A. Yes.

20 Q. And you're advising Ms. Gomberg
21 that you created an electronic petition,
22 correct?

10:29:02

23 A. Yes.

24 Q. Does that petition exist today?

25 A. It does, yes.

10:29:13

1 Q. Has that petition been produced?

2 A. No, it hasn't been produced to
3 anybody. It's not being turned in.

4 Q. Okay. But you do have the
5 petition, correct?

10:29:24

6 A. It's on a website, yes.

7 Q. This -- you say, The site allows
8 me, as the administrator, to print out all the
9 signatures and addresses in a formal manner,
10 correct?

10:29:38

11 A. Yes.

12 Q. So you could be able to provide us
13 with the names and addresses of individuals who
14 signed that petition, correct?

15 A. I can only provide you with what
16 people who signed it provided, and nine times
17 out of ten they didn't provide an address.

10:29:47

18 Q. But to the extent they had
19 addresses, you could have provided that to us,
20 correct?

10:29:59

21 A. Off of that website, yes.

22 Q. And that was, again, something
23 under your control; was it not?

24 A. Yes.

25 - - - - -

1 (Thereupon, Deposition Exhibit
2 Steigerwald 30, E-mail from Susan
3 Steigerwald, was marked for purposes
4 of identification.)

5 - - - - - 10:30:51

6 Q. The court reporter has handed you
7 what is marked Exhibit 30.

8 I want to direct your attention to
9 the bottom of the first page, and that's an
10 e-mail from you? 10:31:08

11 A. Correct.

12 Q. And the e-mail says, Re:
13 Membership in CKAP. I removed it for now
14 because of problems. Don't worry at this time
15 about signing. Just come ready to testify. 10:31:26

16 Were you referring in this e-mail
17 to the petition?

18 A. Yes.

19 Q. And we can see that you're
20 referring to the petition, because if you look 10:31:38
21 on the second page of this document, there's an
22 e-mail to you, correct?

23 A. Yes.

24 Q. And this person who's writing to
25 you says, I can't figure out how to sign the 10:31:49

1 petition, correct?

2 A. Yes.

3 Q. This is Brock Landers, correct?

4 A. Yes.

5 Q. And you are responding to Mr. 10:31:56
6 Landers by telling him, Don't worry about
7 signing it?

8 A. Yes.

9 Q. Can you tell me what the problems
10 were that you refer to? 10:32:03

11 A. Because the website allows -- the
12 website was only allowed minimal controls as to
13 who could sign it. So a person didn't have to
14 be a CKAP member, a person didn't have to be in
15 the state of Ohio. 10:32:21

16 What I found is people across the
17 country apparently have nothing better to do
18 than sign petitions. So there would be random
19 signatures on this petition. So there was
20 really -- it was not a good controlled 10:32:30
21 petition.

22 Q. So you were trying to figure out a
23 way to make sure only people who had an
24 interest in the case --

25 A. Right. 10:32:39

1 Q. -- or the issue would sign?

2 A. Right.

3 So, basically, there's random
4 signatures on this petition that are
5 meaningless.

10:32:47

6 Q. But CKAP members also signed this
7 petition?

8 A. Sure.

9 - - - - -

10 (Thereupon, Deposition Exhibit
11 Steigerwald 31, E-mail from Susan
12 Steigerwald to Jim and Susan
13 Borchert, was marked for purposes of
14 identification.)

15 - - - - -

10:33:37

16 Q. Ms. Steigerwald, the court reporter
17 has handed you what's been marked Exhibit 31.

18 I want you to look at the middle of
19 the page, and that appears to be an e-mail from
20 you to Jim and Susan, correct?

10:33:52

21 A. Yes.

22 Q. And it appears that is Jim and
23 Susan Borchert, B O R C H E R T, which is
24 referred to at the bottom of the page, correct?

25 A. Yes.

10:34:04

1 Q. Are they members of CKAP?

2 A. Honestly, I don't know.

3 Q. Okay. And then you -- you are
4 saying to them, You definitely qualify for the
5 all-electric discount and to sign the petition. 10:34:19

6 The only reason I put down for Ohio
7 residents was because the first week I put the
8 petition out there people from all over the
9 country were signing it like they had nothing
10 better to do or something. 10:34:33

11 My intent was to make sure whoever
12 signed had an all-electric home in Ohio. When
13 you sign, just put down the address of the
14 all-electric property in Ohio. Hope that
15 clarifies things for you and thanks for
16 signing. 10:34:48

17 Correct?

18 A. Yes.

19 Q. And that was the advice you were
20 giving them sometime in July 2010, correct? 10:34:54

21 A. Yes.

22 Q. And that was what you were telling
23 people on the website, that only Ohio residents
24 or people who had all-electric homes in Ohio
25 should sign it? 10:35:07

1 A. Yes.

2 - - - - -

3 (Thereupon, Deposition Exhibit
4 Steigerwald 32, E-mail from Susan
5 Steigerwald to CKAP Friends Dated 10:36:04
6 July 16th, 2010, was marked for
7 purposes of identification.)

8 - - - - -

9 Q. The court reporter has handed you
10 what's been marked as Exhibit 32. 10:35:59

11 Do you recognize this as an e-mail
12 that you sent out to CKAP friends on July 16th,
13 2010?

14 A. Yes.

15 Q. And when we see e-mails of this 10:36:08
16 type, could we refer to them as kind of your
17 E-newsletters?

18 A. Yes.

19 Q. I mean, that's what you intended
20 them to be, correct? 10:36:21

21 A. I intended them to be updates to
22 CKAP members.

23 Q. Did you ever refer to them as
24 newsletters?

25 A. I don't recall if I did or not. I 10:36:29

1 may -- I may have.

2 Q. It wouldn't be inappropriate to
3 refer to them as newsletters, though?

4 A. I usually refer to them as updates,
5 but sure, newsletters without the frills.

10:36:42

6 Q. Okay. And this is -- I want you to
7 refer to the page which is marked at the bottom
8 -- there are two numbers. Either look at page
9 -- page 238 or page CN 001261.

10 Are you there?

10:37:03

11 A. Yes.

12 Q. And then at the bottom of that
13 page, it looks like there's two paragraphs, you
14 say, Click here to go to the website and sign
15 our petition to make the all-electric rate
16 permanent in Ohio, and then you give the link.

10:37:14

17 I've also added a link at the top
18 of our website's home page. Remember that
19 people who sign do need to live in Ohio, but do
20 not need to live in an all-electric home.

10:37:32

21 Thus, the more of your friends and
22 family you get to sign, the better. When you
23 sign, you need to include your mailing address
24 and an e-mail address for a valid signature.

25 Do you see that?

10:37:44

1 A. Um-hum, yes.

2 Q. And when you say for a valid
3 signature, what does that mean?

4 A. That was my interpretation of -- I
5 didn't want to turn any in petition that just 10:37:52
6 had random names on it without mailing
7 addresses, but what I found out is that people
8 really aren't willing to put their mailing
9 addresses on an online petition.

17 Q. The court reporter has handed you
18 what's been marked in this deposition as
19 Exhibit 34.

20 Do you recognize this? 10:42:06

21 A. Yes.

22 Q. The first two pages of this
23 document appear to be an e-mail from you to a
24 Joyce Leimbach, L E I M B A C H, correct?

25 A. Yes. 10:42:20

1 Q. And then moving on to the second
2 page, there is an e-mail from Ms. Leimbach to
3 you, correct?

4 A. Yes.

5 Q. And then following that, there's an 10:42:35
6 e-mail from you to Sue Daugherty and Joyce
7 Leimbach, correct?

8 A. Yes.

9 Q. And following that, there is an
10 e-mail from Sue Daugherty to Joyce Leimbach 10:42:49
11 copied to you, correct?

12 A. Yes.

13 Q. And then from that there's an
14 e-mail from Joyce Leimbach to somebody called
15 Harold Butcher, correct? 10:43:01

16 A. Yes.

17 Q. Is Ms. Leimbach a member of CKAP?

18 A. Yes.

19 Q. And do you know where she lives?

20 A. The Sandusky area. I don't know 10:43:17
21 exactly.

22 Q. Is she an all-electric customer?

23 A. Yes.

24 Q. Do you know anything else about
25 her? 10:43:25

1 A. No.

2 Q. Does she lead any organizations
3 like you do or like Ms. Daugherty does?

4 A. Not that I'm aware of.

5 Q. Now, I will tell you that there is 10:43:35
6 some -- or I will direct you to the bottom of
7 the first page of this exhibit, and there's
8 some handwriting, which I will tell you is --
9 was on the copy that I received.

10 I assume that's not your 10:43:52
11 handwriting?

12 A. No.

13 Q. Okay. You say -- let me back up.

14 In the paragraph before that, the
15 second paragraph from the bottom, As far as the 10:44:26
16 subsidize issue, that's been discussed numerous
17 times. See my document located at our website,
18 and you give the link.

19 Since I wrote this document,
20 FirstEnergy's spokesperson, Ellen Raines, has 10:44:38
21 admitted -- has since admitted in the media
22 that up till 2009 the A-E customer was never
23 subsidized.

24 But since 2009 and the current ESP
25 we are in, the small A-E discount we were 10:44:51

1 originally given was being subsidized by the
2 industrial customers.

3 Do you see that?

4 A. Yes.

5 Q. Do you believe that to be true? 10:45:02

6 A. Yes.

7 Q. In other words, you believe that it
8 is true that the small A-E discount is being
9 subsidized by the industrial customers?

10 A. One of the two. I don't recall if 10:45:17
11 it's the RDC or the EDR, but one of the two,
12 yes.

13 Q. Do you know if there are any other
14 customers that are paying for that?

15 A. I don't recall. 10:45:27

16 Q. Then you go on to say in the next
17 paragraph, Amy Gomberg helped me understand
18 that although we don't like it or necessarily
19 think it necessary -- or necessarily don't
20 think it necessary, the unfortunate situation 10:45:43
21 is that FE is guaranteed by the PUCO a certain
22 amount of required revenue. Once that revenue
23 pie amount is determined, they must be given
24 that amount.

25 Back in 2009, when the pie was 10:45:56

1 determined, that would include the years 2009
2 till 2011; the full A-E discount was not
3 figured in. Thus, if we get the discount,
4 someone has to make up that amount.

5 Likewise, it is highly unlikely 10:46:12
6 (although, it would be the honest thing to do),
7 for FE to eat the cost of giving us the
8 discount in the future (next ESP goes from 2012
9 to 2014, and there's no close paren, end of
10 sentence. 10:46:34

11 Thus, the PUCO will approve a
12 revenue pie for them, including charging us the
13 full amount. If they then discount our rates,
14 some other rate payer will need to make up the
15 difference. 10:46:46

16 Did I read that correctly?

17 A. Yes.

18 Q. And is that what you believe?

19 A. Yes.

20 Q. Let me refer you to the last page 10:47:24
21 of this document, and at the top we have a
22 carry-over from an e-mail that you sent to
23 Ms. Daugherty and Ms. Leimbach on June 26th,
24 2010, correct?

25 A. Yes. 10:47:45

1 Q. The prior e-mail, by the way, we
2 discussed -- let me start again. Let me start
3 on the first page of this document, okay?

4 The e-mail that we were talking
5 about previously, when you were talking about 10:47:58
6 the subsidized issue, that was the e-mail that
7 you wrote to Ms. Leimbach on June 26, 2010,
8 correct?

9 A. Yes.

10 Q. Now, flipping to the last page of 10:48:12
11 this document, marked at the bottom with a
12 number 000117, at the top is an e-mail -- is
13 the carry-over of an e-mail that you wrote to
14 Ms. Daugherty and Ms. Leimbach on June 26th,
15 2010? 10:48:29

16 A. Yes.

17 Q. Now, you discussed, again at the
18 top of the page that's marked 117, the question
19 as to what a fair rate to pay per KWH would be,
20 correct? 10:48:46

21 A. Yes.

22 Q. And is it -- is that your position
23 today?

24 A. Let me take a minute to read.

25 Q. Sure. 10:48:59

1 A. Yes, that is my position.

5 Q. Ms. Steigerwald, the court reporter 10:52:01
6 has handed you what's been marked as Exhibit
7 36.

8 You recognize the top of this
9 document on the first page as an e-mail that
10 you sent to Amy Gomberg dated June 22nd, 2010, 10:52:19
11 correct?

12 A. Yes.

13 Q. And you attach to the document --
14 to the e-mail a -- I assume an e-mail that you
15 received from the PUCO, correct? 10:52:35

16 A. Yes.

17 Q. And actually, from an individual
18 who works for the service monitoring and
19 enforcement department of the PUCO by the name
20 of John Campbell, correct? 10:52:47

21 A. Yes.

22 Q. Is this the only contact that you
23 had with Mr. Campbell that you know of?

24 A. Yes.

25 Q. And Mr. Campbell's basically 10:52:53

1 saying, you know, since you are a formal party
2 you need to go through more formal means,
3 correct?

4 A. Yes.

5 Q. And you tell Ms. Gomberg that, you 10:53:05
6 know, others -- other CKAP members had made
7 similar requests, correct?

8 A. Yes.

9 Q. And was it correct to say that
10 after you got this e-mail, you advised other 10:53:18
11 CKAP members to not identify themselves as CKAP
12 members in their contacts with the PUCO?

13 A. Yes.

14 Q. Why'd you do that?

15 A. My reasoning was I wanted to make 10:53:30
16 sure that because CKAP was named as a party to
17 intervene as well as myself as an individual, I
18 wanted to be safe and make sure that CKAP
19 members weren't cut off from communicating with
20 the PUCO. 10:53:48

21 Q. Okay. So as a member -- as CKAP
22 members, you understood that they were supposed
23 to go through formal means?

24 A. No, I didn't understand that.

25 Q. Okay. Well, why -- well, isn't it 10:53:58

1 true you told them not to identify themselves
2 as CKAP members because you feared they would
3 get the same letter that you got from Mr.
4 Campbell?

5 A. No. I knew myself as a party name 10:54:10
6 individually was in that position, but CKAP
7 members were never told that they would be in
8 that position. I was attempting to avoid them
9 being told that.

10 Q. All right. So you were concerned 10:54:23
11 that if they identified themselves as CKAP
12 members, they would get a letter like you did
13 from Mr. Campbell, correct?

14 A. Yes.

20 Q. The court reporter has handed you 11:05:46
21 what's been marked Exhibit 41.

22 At the top this is an e-mail that
23 you wrote to someone named Vince, correct?

24 A. Yes.

25 Q. And as we go more than halfway down 11:05:55

1 the page, we can see you're responding to an
2 e-mail from Vince Astor, A S T O R, dated
3 February 25, 2010, correct?

4 A. Yes.

5 Q. Can we assume that this was shortly 11:06:10
6 -- your e-mail was shortly thereafter, and by
7 that I mean within the week or so?

8 A. Sure. Yes.

9 Q. Now, you're describing some certain
10 things to Mr. Astor, correct? 11:06:25

11 A. Yes.

12 Q. You're providing some facts as to
13 your background, correct?

14 A. Yes.

15 Q. And you're giving him some advice 11:06:36
16 as well, correct?

17 A. Yes.

18 Q. Are all the facts that you're
19 stating in this e-mail true?

20 A. I need a minute to take a look 11:06:42
21 here.

22 Q. Sure.

23 A. You're asking about the bottom
24 section?

25 Q. No. 11:06:48

1 I'm talking about in the body of
2 your e-mail, is there any fact in that e-mail
3 that's untrue?

4 A. Okay. Let me -- I'll take a minute
5 to read. 11:06:56

6 The facts are correct except that
7 NOPEC wasn't allowed -- NOPEC/GEXAS/FirstEnergy
8 Solutions at the time I wrote this e-mail was
9 not allowed to service all-electric customers,
10 whereas now they are. 11:07:57

11 Q. But at the time you wrote -- you
12 wrote this, every fact stated here is true?

13 A. Yes.

14 Q. Now, the last sentence of this
15 e-mail, you're talking about how a small group 11:08:10
16 got together with Mr. Grendell, correct?

17 A. Yes.

18 Q. Did you form that small group or
19 was that small group formed by Mr. Grendell?

20 A. It was formed by Mr. Grendell. 11:08:23

21 Q. Okay. And at that meeting, was the
22 idea that there were oral or verbal promises
23 made discussed?

24 A. Yes.

25 Q. And was that an issue that was 11:08:36

1 raised by Mr. Grendell?

2 A. Yes.

10 Q. Okay. Was Mr. Grendell -- or is 11:12:31
11 Mr. Grendell a member of CKAP?

12 A. No.

13 Q. When you talked with Mr. Grendell,
14 did you basically believe that he was acting as
15 the lawyer for members of CKAP and other 11:12:48
16 all-electric customers?

17 A. No.

18 Q. At some time did he become the
19 lawyer?

20 A. No. 11:12:58

21 Q. He's not the lawyer for
22 all-electric customers?

23 A. No. He's the lawyer for a class
24 action lawsuit.

25 Q. That includes you, correct? 11:13:06

1 A. Yes.

2 Q. And other members of CKAP, correct?

3 A. Yes.

4 Q. So he's your lawyer, correct?

5 A. He is a lawyer for the lawsuit,

11:13:13

6 yes.

23 Q. The court reporter has handed you
24 what's been marked as Exhibit 44.

25 I want to direct your attention to 11:16:37

1 the bottom of the first page, and then
2 continuing on through the rest of the document
3 to the top of the last page.

4 My question to you is: This is an
5 e-mail or an update or a newsletter that you 11:17:03
6 wrote on February 24th, 2010, correct?

7 A. Yes.

8 Q. And would it be fair to say that in
9 this update or newsletter that your statement
10 of facts you believed to be true? 11:17:21

11 A. I'll need a minute to -- to read
12 through everything.

13 Q. Well, I guess my question is: Is
14 it your practice to send out e-mails with
15 statements of facts you believe to be untrue? 11:17:39

16 A. No.

17 Q. So if it's an e-mail, can we assume
18 that you believed it to be true at the time you
19 wrote it?

20 A. Yes. 11:17:47

21 - - - - -

22 (Thereupon, Deposition Exhibit
23 Steigerwald 45, E-mail from Susan
24 Steigerwald Dated March 3rd, 2010,
25 was marked for purposes of

1 identification.)

2 - - - - -

3 Q. The court reporter has handed you
4 what's been marked Exhibit 45.

5 I want to direct your attention to 11:18:47
6 a little more than a third of the way down the
7 first page going to the end of the document,
8 almost three quarters of the way down. Is this
9 another e-mail update, newsletter that you
10 wrote? 11:19:03

11 A. Yes.

12 Q. And this one's dated March 3rd,
13 2010?

14 A. Yes.

15 - - - - -

16 (Thereupon, Deposition Exhibit
17 Steigerwald 46, E-mail from Susan
18 Steigerwald Dated March 16th, 2010,
19 was marked for purposes of
20 identification.)

21 - - - - -

22 Q. The court reporter has handed you
23 what's been marked as Exhibit 46.

24 Do you recognize this as an e-mail,
25 newsletter or update that you wrote? 11:20:12

1 A. Yes.

2 Q. And this is an e-mail that you
3 wrote dated March 16, 2010, correct?

4 A. Yes.

5 Q. Let me have you turn to the second 11:20:58
6 page of this document.

7 You mention in the bottom paragraph
8 there that you spoke with Mr. Grendell on
9 Thursday. He wanted to reiterate to us how
10 important it is for us to keep active during 11:21:16
11 the next 90 days and make sure the governor
12 knows that we are not going away.

13 He also suggested our group get a
14 name relating to keeping the promise, hence
15 keeping -- insistence for keeping the 11:21:28
16 all-electric promise.

17 Do you see that?

18 A. Yes.

19 Q. Is that true?

20 A. Yes. 11:21:34

21 Q. When did he suggest to you that
22 there should be a name?

23 A. It would have been shortly before
24 this e-mail. I don't recall the exact date.

25 Q. Was he your lawyer at this time? 11:21:46

1 A. No.

2 Q. Okay. Was he a lawyer for the
3 lawsuit at this time?

4 A. He was a lawyer for the lawsuit.

5 Q. Which you were involved? 11:21:55

6 A. Yes.

7 Q. And he specifically mentioned to
8 you that it should have something to do with
9 keeping the promise?

10 A. Yes. 11:22:05

11 Q. And was it you or he that came up
12 with the name Citizens For Keeping the
13 All-Electric Promise?

14 A. I came up with the name.

15 Q. Did you run it by him? 11:22:13

16 A. No.

17 Q. Did you ask him what he thought
18 about it?

19 A. No.

20 Q. Did he ever give a reaction to it? 11:22:18

21 A. Yes.

22 Q. What did he say?

23 A. He said he liked it.

24 - - - - -

25 (Thereupon, Deposition Exhibit

1 Steigerwald 47, E-mail from Sue
2 Steigerwald Dated February 26th,
3 2010, was marked for purposes of
4 identification.)

5 - - - - - 11:22:56

6 Q. The court reporter has handed you
7 what's been marked as Exhibit 47.

8 Let me refer you to the bottom of
9 the first page where it begins, from Sue
10 Steigerwald, and your e-mail address, sent 11:23:06
11 Friday, February 26th, 2010, 1:12 a.m.,
12 Subject, big news, OCC makes counter proposal.

13 And then the rest of this document
14 until the top of the last page represents your
15 e-mail, E-newsletter or update to members of 11:23:25
16 CKAP, correct?

17 A. Yes.

18 - - - - -

19 (Thereupon, Deposition Exhibit
20 Steigerwald 48, E-mail from Susan
21 Steigerwald to CKAP Members Dated
22 February 27th, 2010, was marked for
23 purposes of identification.)

24 - - - - -

25 Q. Ms. Steigerwald, the court reporter 11:24:44

1 has handed you what's been marked as Exhibit
2 48.

3 This is an e-mail or update that
4 you wrote to CKAP members dated February 27th,
5 2010, correct?

11:25:00

6 A. Yes.

7 Q. And this e-mail, newsletter, update
8 runs to the second to last -- or, actually the
9 second -- the last page of this document,
10 correct?

11:25:15

11 A. Yes.

12 - - - - -

13 (Thereupon, Deposition Exhibit
14 Steigerwald 49, E-mail from Susan
15 Steigerwald Dated March 9th, 2010,
16 was marked for purposes of
17 identification.)

18 - - - - -

19 Q. Ms. Steigerwald, the court reporter
20 has handed you what's been marked as Exhibit
21 49.

11:26:13

22 Starting about a little more than
23 halfway down the first page, there is another
24 e-mail, E-newsletter or update that you're
25 sending out, correct?

11:26:29

1 A. Yes.

2 Q. This is, obviously -- these
3 newsletters are things that you wrote, correct?

4 A. Yes.

5 Q. This one is dated March 9, 2010, 11:26:36
6 correct?

7 A. Yes.

8 Q. And in this e-mail, you're
9 instructing individuals how to file complaints,
10 correct? 11:26:56

11 A. Yes.

12 Q. And you're instructing them on the
13 second page to cut and paste -- baby, cut and
14 paste, correct?

15 A. Yes. 11:27:06

16 Q. And this advice or e-mail is
17 basically repeated through the rest of this
18 document, correct, till the last page?

19 A. What do you mean by this advice?

20 Q. Well, you have an e-mail that 11:27:21
21 starts on the first page of this document, and
22 that e-mail appears to go until the page that's
23 marked 37, correct?

24 A. Right, the e-mail continues, yes.

25 Q. And then on page 37, there's a 11:27:37

1 similar e-mail that you're writing; this one
2 dated February 19th, correct? And it appears
3 to be quite similar to the first e-mail; would
4 you agree?

5 A. Yes.

11:27:56

6 Q. So these -- what we see in Exhibit
7 49 are two e-mails where you're urging CKAP
8 members to complain?

9 A. Yes.

10 Q. And how to file complaints?

11:28:09

11 A. Yes.

12 Q. Including cutting and pasting?

13 A. Cutting and pasting their thoughts
14 into these different links, yes.

15 - - - - -

16 (Thereupon, Deposition Exhibit
17 Steigerwald 50, E-mail from Susan
18 Steigerwald Dated March 18th, 2010,
19 was marked for purposes of
20 identification.)

21 - - - - -

22 Q. Ms. Steigerwald, the court reporter
23 has handed you Exhibit 50.

24 This, too, is another e-mail,

25 E-newsletter or update that you were sending

11:29:05

1 out to your CKAP friends, correct?

2 A. Yes.

3 Q. This one is dated March 18,
4 correct?

5 A. Yes.

11:29:16

6 - - - - -

7 (Thereupon, Deposition Exhibit
8 Steigerwald 51, Document Bates
9 Stamped CN001107 to CN001111, was
10 marked for purposes of
11 identification.)

12 - - - - -

13 Q. The court reporter has handed you
14 what's been marked Exhibit 51, a document that
15 contains a series of e-mails.

11:30:32

16 And I want to specifically refer
17 you to one that begins at the bottom of the
18 first page of this document that's dated March
19 31, 2010, subject, CKAP, time to complain
20 again.

11:30:48

21 Do you see that?

22 A. Yes.

23 Q. And this e-mail -- this is an
24 e-mail, update or E-newsletter that continues
25 to the top of the last page of this document,

11:30:57

1 correct?

2 A. Yes.

3 - - - - -

4 (Thereupon, Deposition Exhibit
5 Steigerwald 52, E-mail from Susan
6 Steigerwald Dated April 8th, 2010,
7 was marked for purposes of
8 identification.)

9 - - - - -

10 Q. Ms. Steigerwald, the court reporter 11:36:23
11 has handed you Exhibit 52 for purposes of this
12 deposition.

13 Starting towards the bottom of the
14 first page, that appears to be the start of an
15 e-mail, E-newsletter or update that you wrote, 11:36:40
16 correct?

17 A. Yes.

18 Q. And that document continues till
19 the last page of -- or that e-mail, newsletter,
20 update continues to the last page of this 11:36:55
21 document, correct?

22 A. Yes.

23 Q. And this is dated April 8th, 2010,
24 correct?

25 A. Yes. 11:37:10

1 - - - - -

2 (Thereupon, Deposition Exhibit
3 Steigerwald 53, E-mail from Susan
4 Steigerwald Dated June 10th, 2010,
5 was marked for purposes of
6 identification.)

7 - - - - -

8 Q. Ms. Steigerwald, the court reporter
9 has handed you what's been marked as Exhibit
10 53.

11:38:03

11 Starting at the bottom, there is an
12 e-mail that you wrote, correct?

13 A. Yes.

14 Q. This is another one of your updates
15 or E-newsletters, and this one's dated June 10,
16 2010, correct?

11:38:10

17 A. Yes.

18 Q. This one's entitled, CKAP, Friday
19 is pester the PUCO day.

20 Do you see that?

11:38:25

21 A. Yes.

22 - - - - -

23 (Thereupon, Deposition Exhibit
24 Steigerwald 54, E-mail from Susan
25 Steigerwald Dated November 2nd,

1 2010, was marked for purposes of
2 identification.)

3 - - - - -

4 Q. The court reporter has handed you
5 what's been marked as Exhibit 54, another 11:38:59
6 document.

7 This one is another e-mail,
8 E-newsletter or update that you wrote, correct?

9 A. Yes.

10 Q. This one is dated November 2, 2010, 11:39:11
11 correct?

12 A. Yes.

13 Q. And your e-mail, E-newsletter or
14 update continues to the last page of this
15 document, correct? 11:39:21

16 A. Yes.

17 - - - - -

18 (Thereupon, Deposition Exhibit
19 Steigerwald 55, E-mail from Susan
20 Steigerwald Dated November 12th,
21 2010, was marked for purposes of
22 identification.)

23 - - - - -

24 Q. The court reporter has handed you
25 what is marked Exhibit 55. 11:40:12

1 You recognize this as another
2 e-mail, E-newsletter or update that you were
3 sending out, correct?

4 A. Yes.

5 Q. This one begins about halfway down 11:40:20
6 the first page?

7 A. Yes.

8 Q. And it's dated February 12, 2010?

9 A. Yes.

10 Q. And it's dated -- the subject is, 11:40:30
11 CKAP FE wins delay in A-E case, correct?

12 A. Correction. You said February
13 12th. It's November 12th.

14 Q. Thank you for that correction.
15 And the e-mail continues to the top 11:40:44
16 of the last page of this document, correct?

17 A. Yes.

18 - - - - -

19 (Thereupon, Deposition Exhibit
20 Steigerwald 56, E-mail from Susan
21 Steigerwald Dated February 23rd,
22 2010, was marked for purposes of
23 identification.)

24 - - - - -

25 Q. The court reporter has handed you 11:41:24

1 what's been marked Exhibit 56.

2 This is an e-mail that you sent out
3 to CKAP members starting at the bottom of the
4 first page dated February 23, 2010, correct?

5 A. Yes. 11:41:41

6 Q. This is another e-mail,
7 E-newsletter or update, correct?

8 A. Yes.

9 Q. You wrote all of this, correct?

10 A. I'm sorry? 11:41:51

11 Q. You wrote all of this, correct?

12 A. Yes.

13 Q. Let me refer you to the second page
14 of this document, and towards the bottom there
15 is an action item 2, correct?

11:42:28

16 A. Yes.

17 Q. And you said, We all need to
18 formally oppose FirstEnergy's 20-percent cap
19 proposal submitted February 12th and currently
20 being reviewed by the PUCO, as well as a
21 current case that they have -- they have
22 pending to actually take away our residential
23 distribution credit. I'll stop there.

11:42:41

24 Was the current case that you refer
25 to the ESP case, to your understanding?

11:42:55

1 A. The current case to take away the
2 residential distribution credit.

3 Q. Do you mean the ESP by that?

4 A. No.

5 Q. What do you mean by that?

11:43:06

6 A. That one was case 090906.

7 Q. Was that an ESP case?

8 A. No.

9 Q. What was it?

10 A. Just a regular rate case, to my
11 understanding.

11:43:15

12 Q. To your understanding.

13 Then flipping the page, you say at
14 the top of the page that's marked 59 or
15 CN001082, To recap, FE's February 12th proposal
16 would cap our total bill increase to a max of
17 20 percent to start. Then would gradually
18 phase the remaining increases over eight years.
19 We need to oppose both of these cases. Please
20 click on the following link to do so and cut
21 and paste the italicized text below into the
22 complaint form.

11:43:33

11:43:49

23 Do you see that?

24 A. Yes.

25 Q. And then you provided them some

11:43:58

1 text that they could cut and paste, correct?

2 A. Yes.

3 Q. Adding that they could feel free to
4 add their own text, correct?

5 A. Yes. 11:44:10

6 Q. And do you know whether some
7 individuals do -- did that?

8 A. Yes, they did.

9 Q. Did you look on the PUCO's website
10 to see that? 11:44:17

11 A. I've seen some, yes.

12 - - - - -

13 (Thereupon, Deposition Exhibit
14 Steigerwald 57, Series of Complaints
15 Filed with PUCO, was marked for
16 purposes of identification.)

17 - - - - -

18 Q. I want to ask you if you -- well,
19 Exhibit 57 appears to be a series of
20 complaints, correct? 11:45:02

21 A. Yes.

22 Q. That are filed with the PUCO under
23 various individuals' names, correct?

24 A. Yes.

23 Q. Handing you what's been marked as
24 Exhibit 58; this is another e-mail,
25 E-newsletter, update that you wrote, correct? 12:05:26

1 A. Yes.

2 Q. And this one is dated March 5,
3 2010, correct?

4 A. Yes.

5 Q. The re: line is, Subject, 12:05:39
6 clarifying who's in and who's left out of PUCO
7 reinstatement order, correct?

8 A. Yes.

9 Q. And your e-mail goes to the top of
10 the last page of this document, correct? 12:05:54

11 A. Yes.

12 - - - - -

13 (Thereupon, Deposition Exhibit
14 Steigerwald 59, E-mail from Susan
15 Steigerwald Dated March 22nd, 2010,
16 was marked for purposes of
17 identification.)

18 - - - - -

19 Q. Ms. Steigerwald, Exhibit 59 is
20 another e-mail, E-newsletter or update that you 12:06:50
21 sent out to members of CKAP, correct?

22 A. Yes.

23 Q. And particularly let's -- let me
24 refer you down to the bottom of the first page.

25 There's a -- from Sue Steigerwald, sent Monday, 12:07:03

1 March 22nd, 2010 at 12:10 a.m., correct?

2 A. Yes.

3 Q. And then you go on in this e-mail
4 that continues to almost two-thirds of the way
5 down the last page, correct?

12:07:19

6 A. Yes.

7 Q. And, again, this is all material
8 that you wrote, correct?

9 A. Yes.

10 Q. Or quoted from others, correct?

12:07:31

11 A. Yes.

12 Q. On Exhibit 59, on the page that's
13 marked 214 or CN001237 -- are you there?

14 A. Yes.

15 Q. There is a series of asterisks, and
16 then you say, FirstEnergy case to take away our
17 residential distribution credit, correct?

12:08:34

18 A. Yes.

19 Q. And in this you are advising folks
20 that Amy Gomberg from the OCC is advising you
21 of the final settlement discussions, correct?

12:08:50

22 A. I have to read the paragraph.

23 She is telling me that, yes, they
24 are in final settlement discussions.

25 Q. And she had talked to you earlier

12:09:15

1 -- we had discussed earlier that she had
2 briefed you on those discussions, correct?

3 A. No, that's a different case.

4 Q. What was the case that they had
5 briefed you on? 12:09:24

6 A. We talked about -- in the ESP case,
7 we were told what the all-electric settlement
8 offer was as part of that case.

9 Q. Okay. And that was a different
10 case than 09906? 12:09:39

11 A. Yes.

12 Q. So you -- you received no
13 information about the settlement discussions in
14 09906, other than that there were discussions?

15 A. Correct. 12:09:52

16 - - - - -
17 (Thereupon, Deposition Exhibit
18 Steigerwald 60, E-mail from Susan
19 Steigerwald Dated December 12th,
20 2010, was marked for purposes of
21 identification.)

22 - - - - -
23 Q. The court reporter has handed you
24 what's been marked for identification as
25 Exhibit 60. 12:10:34

1 Starting at the bottom of the first
2 page, where it says from Sue Steigerwald, sent
3 Sunday, December 12th, 2010; that starts an
4 e-mail, E-newsletter or update that you wrote,
5 correct? 12:10:48

6 A. Yes.

7 Q. And this e-mail ends towards the
8 bottom of the last page of this document,
9 correct?

10 A. Yes. 12:10:54

13 Q. Ms. Steigerwald, the court reporter
14 has handed you what's been marked as Exhibit
15 63.

12:31:18

16 Starting towards the bottom of the
17 first page, this begins an e-mail, E-newsletter
18 or update that you sent out to CKAP members on
19 March 24, 2010, correct?

20 A. Yes.

12:31:31

21 Q. And this e-mail continues through
22 the end of this document, correct?

23 A. Yes.

24 Q. And up through the third page, the
25 page that has the numbers 120 or CN001143,

12:31:53

1 that's information that you wrote, correct?

2 A. Yes.

3 Q. And then is the rest of the
4 information, information that came from Mr.
5 Grendell's office?

12:32:15

6 A. Yes.

7 Q. And you're passing along
8 information that came from Mr. Grendell's
9 office or OCC?

10 A. Right. Correct.

12:32:31

11 - - - - -

12 (Thereupon, Deposition Exhibit
13 Steigerwald 64, E-mail from Susan
14 Steigerwald Dated April 16th, 2010,
15 was marked for purposes of
16 identification.)

17 - - - - -

18 Q. Exhibit 64, starting a little more
19 -- little less than halfway down the first
20 page, is an e-mail, E-newsletter or update that
21 you wrote to CKAP members on April 16, 2010,
22 correct?

12:33:30

23 A. Yes.

24 Q. And this e-mail continues to the
25 end of this document, correct?

12:33:49

1 A. Yes.

ADDITIONAL SUSAN STEIGERWALD EXCERPTS

DEPOSITION OF JANUARY 21, 2011

VOLUME I

COMPANY
EXHIBIT 3c

1 Q. Do you know whether you or your
2 husband are listed as the customer of record
3 for CEI?

4 A. My husband.

5 Q. When you purchased your home, do 09:13:26
6 you know what the electric rate was?

7 A. Could you define the electric rate?

8 Q. Do you know what the word electric
9 rate means or the term --

10 A. Well, it depends if you mean the 09:13:45
11 kilowatt rate, the --

12 Q. Yes, I mean the kilowatt.

13 A. The kilowatt rate was 1.9 cents.

14 Q. Do you know what the standard
15 residential customers for CEI were paying at 09:13:58
16 that time?

17 A. No.

18 Q. Do you believe that you were paying
19 a rate less than the standard residential
20 customers were paying? 09:14:08

21 A. Yes.

22 Q. But you don't know by how much?

23 A. Nope.

13 Q. When did you get your associate's
14 degree?

15 A. 85. 09:17:26

16 Q. When did you get your bachelor's
17 degree?

18 A. 88.

19 Q. Where did you go to high school?

20 A. Mentor High School. 09:17:39

21 Q. When did you graduate?

22 A. 83.

23 Q. Were you employed while you were
24 going to school at Lakeland or Notre Dame
25 College?

09:17:49

1 A. Yes.

2 Q. Where did you work?

3 A. At Lakeland I worked at the college
4 itself, and also while I was at Notre Dame.

5 Q. So you had part-time work at Notre 09:18:00
6 Dame and Lakeland?

7 A. No, I worked at Lakeland while
8 going to Lakeland and Notre Dame.

9 Q. What did you do for Lakeland?

10 A. I worked in the admissions office. 09:18:10

11 Q. Doing what?

12 A. I was an admissions clerk. I
13 answered the phones, did filing, et cetera.

14 Q. Starting in 1988?

15 A. Yes. 09:19:24

16 Q. What were your responsibilities as
17 vice-president senior -- senior project
18 manager?

19 A. I oversaw a team of project
20 managers and business analysts. 09:19:38

21 Q. And what did they do?

22 A. They handled corporate-wide IT
23 projects for the bank.

24 Q. So all your responsibilities were
25 within the IT department? 09:19:50

1 A. That -- that particular job was --
2 I was not part of IT. I was part of -- I
3 reported directly to the owners of the bank.

4 Q. But your responsibilities related
5 to IT work?

09:20:04

6 A. Yes.

10 Q. And is it correct to say that when 09:20:10
11 you left Ohio Savings you left basically to
12 take care of your family?

13 A. Yes.

14 Q. And you've been working in the home
15 ever since? 09:20:28

16 A. No, I work outside the home now,
17 too.

18 Q. Okay. What do you do now?

19 A. I am a writing consultant tutor at
20 Lakeland College part time. 09:20:37

21 Q. How long have you had that job?

22 A. I started last fall, September of
23 10 -- September of 9.

24 Q. September of 09?

25 A. Um-hum. 09:20:52

1 Q. Is that yes?

2 A. Yes.

22 Q. Do you know whether that \$200,000
23 value is the highest value that your house has
24 ever had?

25 A. No.

09:23:12

Q. Has it been higher?

A. Yes.

Q. When was it higher?

A. The last tax evaluation it was

higher.

Q. Okay. When was -- what was the

last tax evaluation?

A. I believe it was two years ago.

09:23:20

Political_Emails.TXT
mentioned to them was it was an "All Electric", which was followed by the question- "Is that something you would consider because of the controversy with rates?". Those statements and the escalation of that perception is not only impacting our current attempt at selling our home, but I fear it will linger much longer. That long term impact through perception is going to be costly to us as homeowners.

Not only does SB236 have to pass to reinstate the rates, it has to pass with a strong message of support for the All Electric Purpose.

Thank you for all the help, I feel we are in good hands.

Adam Hutcheson
14525 Hartford Trail
Strongsville, OH 44136
216-544-2789

Email Classification: KeyCorp Internal

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If you prefer not to receive future e-mail offers for products or services from Key

send an e-mail to <mailto:DNERRequests@key.com> with 'No Promotional E-mails' in the

SUBJECT line.

No virus found in this message.

Checked by AVG - www.avg.com

Version: 10.0.1191 / Virus Database: 1435/3375 - Release Date: 01/12/11

" Sue Steigerwald sue2811@roadrunner.com SMTP "Lynch, Jennifer"
Jennifer.Lynch@governor.ohio.gov SMTP

Normal
Fw: SB236 "Another story for you to read."

----- Original Message -----

From: Tom Logan <thlogan@neohio.twcbb.com>

To: SD10@senate.state.oh.us

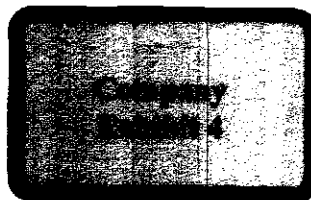
Sent: Thursday, May 27, 2010 4:27 PM

Subject: SB236

Dear Sen. Widener,

My name is Tom Logan and I testified in support of SB236 last Tuesday evening. I encourage you to vote this bill out of committee and on to the full Senate for vote.

Page 27



Δ π EXHIBIT 4	
Deponent	<i>Steigerwald</i>
Date	12/11
Rptr.	<i>KRM</i>
WWW.DEPOBOOK.COM	

Political_Emails.TXT

I believe it is imperative that the all-electric rate be cast in public law as OE/FE will later convince the PUCO to cleanly sever the contract OE/FE has had with all-electric home owners for these 30+ years. We understand contract law. OE/FE is using the PUCO to shield itself from its contractual obligations and will continue to do so if not stopped now.

I would like to pass on to you that contrary to what the PUCO Chairman testified about "if only someone had filed a complaint, we would not have had all this acrimony", the beat goes on with OE/FE and PUCO on treatment of their customers. I would like to give you this personal experience, which I endured just before the Tuesday testimony.

Background: I own a metal stamping plant in Salem, OH. In 2006 I was forced to shut the plant down because of unfair Chinese dumping of stamped metal parts into the US. We had to kick 20 highly skilled and highly paid employees onto the street. Being a large user of electricity while the plant was in operation and owning our own primary transformers, we were on a Primary Rate. With the plant closing I knew that our large transformers would continue to consume lots of power, even though they were in standby mode. I contacted the Ohio Edison customer representative to explore changing over the electrical service to Secondary Rate. This would mean that OE would supply what little power we would need off OE's transformers. I was told that OE could give me the Secondary Rate while the plant is in standby, with hopes that manufacturing would turnaround and we would again be big users of electrical power. We went on the Secondary Rate, was billed accordingly, and we paid our bills immediately upon receipt.

What Happened: Two weeks ago, I received a notice from OE/FE that I had been arbitrarily changed back to the Primary Rate (with its associated higher cost) and that I was being back billed for nearly \$2000 for what OE/FE decided I should have paid in the previous periods. This, even though I had been put of the Secondary Rate by OE itself!!

My OE/FE customer contact representative said there was nothing he could do about it and that he had had complaints from other companies in my situation. He said that the PUCO allows OE/FE to go back up to 7 years on billings like this. I, of course, immediately contacted the PUCO about this back billing. I spoke to Miss Hamilton. She said and I quote, "did you get the change over to the Secondary Rate in writing?" I said, "No, I have a verbal agreement for the Secondary Rate and have a 3 year history of receiving and paying invoices at that rate." She said, "Get a lawyer." End of discussion. No suggestion to fill out some XYZ complaint form and the PUCO would review it. Nothing but, "Get a lawyer."

I relate this episode to show that OE/FE will do whatever it wants with rates and there is no support for the customer from the PUCO. Please believe me, if the all-electric home rate is not permanently reinstated and cast in Ohio Law, and as soon as the dust has settled, OE/FE will be back working behind the scenes with the PUCO to do away with the all-electric home rate. Please get SB236 on its way to the full Senate.

Sincerely,

Thomas H. Logan
Canfield, OH 44406
(B) 330-332-8400
(Cell) 330-206-0160

Where is the proof that the gas/electric customers have EVER subsidized the discounted rates offered to the all-electric customers? Contrary to what First Energy is stating publicly, there is no proof that subsidies were ever charged by them.

The discounted all electric rates were born in the mid 1970s when the electric companies heavily promoted the building of all electric homes to both home builders and consumers. At the time, it was a wise business decision by the electric companies to increase their winter sales of electricity. Since summer was their peak time and their electric plants were built to handle peak capacities, the winter months posed a problem for the electric companies who had to maintain high overhead costs during periods of low electricity sales.

The solution was to dramatically increase their electricity sales in the winter time to offset their high overhead costs. Realizing they needed to sell more electricity during the winter months, the electric companies heavily promoted the sales of all electric homes with the written promise of a quantity discounted all-electric rate that would last forever. This plan helped the electric companies make more profit during off peak times to help pay their high overhead costs.

The plan also helped the all-electric customer to heat their home for similar energy costs as the gas/electric user. Additionally, the plan helped the gas/electric customer because First Energy did not need to raise the gas/electric customer's rates to help offset their high overhead costs. The all electric home program was a win-win-win solution for everyone involved.

This was true for over 30 years under a regulated electricity market. When Ohio approved the de-regulation of its electricity market in 1999 and changes began to be implemented in 2001, First Energy was able to sell its off-peak winter electricity on the grid for more money than it was charging its all-electric customer. Thus, First Energy realized the all-electric customer was no longer needed or desired, and it began plans to eliminate the all-electric rate program. In 2007, it stopped offering the all-electric rate program to new homeowners but grandfathered in current homeowners. In 2009, First Energy completely eliminated the all-electric rate program for current homeowners too.

By eliminating the all-electric rate program which was guaranteed in writing, First Energy has committed a breach of contract. First Energy has used many creative tactics to justify this breach, such as trying to encourage conservation and the "unfairness" of the gas/electric users supposedly subsidizing the all-electric customer. First Energy has yet to prove any of these reasons for eliminating the all-electric rate program. The fact is that First Energy used the all-electric customer for as long as it benefited them, and then they simply dumped them!

First Energy is smart in trying to pit the gas/electric user against the all-electric user by falsely proclaiming that they have been charged more in the past in order to subsidize the all-electric rate. First Energy has temporarily been ordered to continue selling to all-electric customers at the guaranteed discounted rate, and they now have a

Company
Exhibit 5

Δ π EXHIBIT 6
Deponent: *Steigerwald*
Date: 1-2-11 Rptr: *AM*
WWW.DEPOBOOK.COM

large dilemma on their hands! The gas/electric users must realize that First Energy does indeed want to charge them more to make up the difference if they are forced to continue selling the all-electric customer power at the guaranteed discounted rate. However, the gas/electric customer must also realize that they have not been charged more in the past to subsidize the all-electric rate program.

The idea of the quantity discount is widely accepted by consumers in all facets of business. The consumer who buys 10 widgets does not complain that the customer who buys 100 widgets receives a lower per item price. It is also a commonly accepted principle that the merchant accepts less profit per item on the products sold in quantity. This is what First Energy has done for over 30 years until they decided it no longer benefited them.

First Energy must not be allowed to raise other customer's rates to pay for their own breach of contract and poor business planning! Instead, First Energy must pay for their mistake from stockholder profits! First Energy has a recently established history of asking permission to charge consumers for their own business mistakes. This is illustrated by their recent PUCO request to recoup over \$700,000 from customers for their failed CFL distribution plan.

If anyone still has doubts that the all-electric rate was being subsidized by others, then please research whose bills have gone down when the all-electric customer's bills skyrocketed? Likewise, if First Energy truly needed the extra income that they have enjoyed collecting from the all-electric customer since the discount was eliminated, then how can they possibly withstand the sudden loss of this income when the rates become reinstated in mid March? The answer is that since First Energy is both the supplier and the distributor, it can artificially inflate its per kilowatt generation costs, and subsequently deflate the price on its internal books to cover the supposed "loss."

First Energy must not be allowed to raise the rates of others simply to increase stockholder profits. Furthermore, the media must stop reporting that the gas/electric customer has subsidized the all-electric customer because there is no evidence to prove this.

Sincerely,

Sue Steigerwald
10731 Beechwood Drive
Kirtland, OH 44094
440-667-6124

March 7, 2010

Steigerwald p. # 3

Re: PR & FIRST ENERGY

Subject: Re: PR & FIRST ENERGY

From: "Sue Steigerwald" <sue2811@roadrunner.com>

Date: Fri, 3 Sep 2010 08:36:22 -0400

To: <SueD@ServingourSeniors.org>

CC: "Gomberg, Amy" <gomberg@occ.state.oh.us>, "Westerhold, Matt"

<mattwesterhold@sanduskyregister.com>, "Ouriel, Andy" <andyouriel@sanduskyregister.com>

Hey Sue,

While technically FE is correct in that they were giving us these meager 3.6 cent credits to help us transition, it just shows how desperate they are to even point it out. Keep in mind that the bill increases everyone saw INCLUDED those meager discounts, so our bills would have been EVEN HIGHER without those piddly discounts. And I'm sure Amy pointed out that FE had already applied to the PUCO to eliminate the meager 3.6 cent increases before all the ruckus had started.

To put things in perspective, my March bill that should have been \$330 was \$570 with the meager 3.6 cent discount. It would have been \$70 higher for a total of \$640 without the little discount.

Andy - if they pursue with a letter to the Editor or something, please let me know and I'll rebutt it.

Sue

----- Original Message -----

From: Sue Daugherty

To: 'Sue Steigerwald'

Sent: Friday, September 03, 2010 6:23 AM

Subject: FW: PR & FIRST ENERGY

Sue, You have got to read First Energy's PR Director's e-mail to the Sandusky Register.... (Scroll down)
Sue Daugherty

From: Andy Ouriel [mailto:andyouriel@sanduskyregister.com]

Sent: Thursday, September 02, 2010 3:16 PM

To: SueD@ServingourSeniors.org

Subject: Re: PR & FIRST ENERGY

Sue,

I sent it to Amy and she more or less said the same thing with you.

I can't remember if I CC Sue, but feel free to sent it to her.

Thanks

Andy

On Sep 2, 2010, at 2:55 PM, Sue Daugherty wrote:

Company
Exhibit 6



005452

1/11/2011 2:17 PM

Are you going to share this with Amy Gomberg and Sue Steigerwald?

Sue Daugherty
Director
Serving Our Seniors
310 E. Boalt Street
Suite A
Sandusky, OH 44870

419-624-8173
1-800-564-1856
Fax: 419-624-8176

This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain private, confidential, and/or privileged information. Any unauthorized review, use, disclosure, or distribution is prohibited. If you are not the intended recipient, employee, or agent responsible for delivering this message, please contact the sender by reply e-mail and destroy all copies of the original e-mail message.

From: Andy Ouriel [<mailto:andyouriel@sanduskyregister.com>]
Sent: Wednesday, September 01, 2010 2:55 PM
To: sued@servingourseniors.org
Subject: Fwd:

Sue,

Thought you might find this interesting.

Begin forwarded message:

From: rainese@firstenergycorp.com
Date: September 1, 2010 10:16:13 AM EDT
To: ouriel@sanduskyregister.com
Cc: mattwesterhold@sanduskyregister.com

Good morning, Andy. Thanks for taking the time to talk with us yesterday. I saw your story and there is one point I would like to clarify. We never stopped providing a discount to customers who were on special electric heating rates. In fact, customers who were served under those rates at the end of 2008 began receiving a 3.6 cent-per-kilowatt-hour reduction in their bills in early to mid-2009. This discount -- which was in place prior to the Commission orders to provide additional credits -- was intended to help transition their rates closer to standard residential customers' rates. The high bills came when winter heating drove usage up, partially because of the elimination of the declining block structure (i.e. the more you use, the lower the per-kilowatt-hour price).

This doesn't change our commitment to address this issue. But it is simply incorrect to state that the discount was removed.

Subject: Fw: New Electric Rates
From: "Sue Steigerwald" <sue2811@roadrunner.com>
Date: Mon, 21 Jun 2010 17:34:52 -0400
To: "Gomberg, Amy" <goniberg@occ.state.oh.us>
CC: "Funk, John" <jfunk@plains.com>

Amy,

Several people have mentioned to me seeing record low bills in May and June. At first I thought, well, let's just be grateful. However, some people are even more skeptical and untrusting of FE than I am. (See below) Some people are fearing FE is purposely charging us less than ever before to inflate their supposed "losses". \

Please pass this along to Tony Yankel for his review.

Thanks,

Sue

----- Original Message -----

From: wmbruton@iuno.com

To: sue2811@roadrunner.com

Cc: karenpace@att.net; jvrm12394@aol.com; funone123@aol.com; 2zak@sbcglobal.net

Sent: Sunday, June 20, 2010 2:47 PM

Subject: New Electric Rates

Sue,

I have attached data of 4 residents of Olympia in Strongsville that have received record low electric costs for all months and/or record low electric rates (cost/kwh) for the months of May and June. Most people understandably don't keep such records, but the four of us have maintained electric usage and costs for over 11 years in our AE homes. Three of the four of us have established records in both cost and rate. The fourth only set the rate record for both of the months, May and June. You will note that he had much higher usage, for him, in May, 2010 and that is why May only came in ninth for overall low cost. His June, 2010 bill was second lowest in cost. His lowest bill was in October, 2002 when he used very little electricity. I might add that no one has told me they did not set a low electric bill records in May and June of this year. Others, to whom I have talked, did not know and/or their bill record keeping did not go back far enough to make the data meaningful.

I have briefly discussed my personal rate record with Kevin Corcoran of Ridgeville and with Amanda Garrett of the Sun Star. Both found it interesting and at least Amanda said she would look into it further. I may contact them again because I now have four sets of data and am looking for more. I have brought up the subject, via email, with John Funk, but have not had any response. Tomorrow I intend to present the data to Matt Patten, who is having an office session at the Strongsville Library from 11:00 AM to 2:00 PM.

I don't know whether this is of particular interest to you, but consider that FE wants to make the case to the PUCO that they lose an awful lot of income with the AE discounted rates. The question is: are they going to present the right data or the data from the new "approximate" AE rates which are lower than the original AE discount rates?

**Company
Exhibit 7**

Δ π EXHIBIT 8

Deponent: *Sue Steigerwald*

Date: *6/21/11* Rpt. *UNK*
WWW.DEPOBOOK.COM

005427

1/11/2011 1:27 PM

Thanks for your consideration.

Bill Bruton

TODAY: iPads for \$23.74?

SPECIAL REPORT: iPads are being auctioned for an Incredible 80% off!

MailScanner has detected a possible fraud attempt from "thirdpartyoffers.juno.com" claiming to be ctips.net

El. Rate Compare.docx

Content-Type: application/octet-stream

Content-Encoding: base64

Bill Bruton
12640 Ionia Court, Strongsville, OH
44149

DATE	COST	KWH	\$/KWH
Jun-10	\$58.80	714	\$0.0824
May-10	\$65.42	898	\$0.0729
Oct-99	\$67.17	531	\$0.1265
Aug-09	\$67.24	530	\$0.1269
Oct-01	\$71.46	651	\$0.1098
Oct-02	\$71.60	656	\$0.1091
Oct-04	\$73.07	732	\$0.0998
Oct-98	\$74.22	620	\$0.1197
Jun-07	\$76.39	726	\$0.1052
Jun-06	\$76.47	779	\$0.0982
May-04	\$78.20	835	\$0.0937
Nov-05	\$78.63	877	\$0.0897
Oct-03	\$79.36	863	\$0.0920
Nov-04	\$79.84	926	\$0.0862

George Smolak
12701 Ionia Court, Strongsville, OH
44149

DATE	COST	KWH	\$/KWH
Oct-02	\$55.15	509	\$0.1083
Jun-10	\$56.90	685	\$0.0831
Oct-04	\$67.69	688	\$0.0984
Oct-01	\$69.67	702	\$0.0992
Oct-05	\$69.78	567	\$0.1231
Oct-03	\$71.14	710	\$0.1002
Aug-04	\$71.98	589	\$0.1222
Oct-00	\$72.25	700	\$0.1032
May-10	\$73.59	1040	\$0.0708
Sep-06	\$74.22	593	\$0.1252
Sep-04	\$74.98	617	\$0.1215
Oct-06	\$76.36	614	\$0.1244
Jun-06	\$76.61	786	\$0.0975
Oct-99	\$79.45	778	\$0.1021

Marty Sramek
12399 Altis Court, Strongsville, OH
44149

DATE	COST	KWH	\$/KWH
Jun-10	\$50.47	587	\$0.0860
May-10	\$50.99	648	\$0.0787
Oct-98	\$63.53	605	\$0.1050
Oct-01	\$66.16	653	\$0.1013
Nov-09	\$66.98	566	\$0.1183
Oct-04	\$67.49	685	\$0.0985
Oct-02	\$67.70	675	\$0.1003
Oct-99	\$68.68	632	\$0.1087
Jun-07	\$68.84	682	\$0.1009
Nov-07	\$68.90	676	\$0.1019
Jun-08	\$69.99	646	\$0.1083
Jul-06	\$71.13	563	\$0.1263
Nov-08	\$71.52	667	\$0.1072
Jun-09	\$72.57	651	\$0.1115

Dale Peterkoski
12330 Altis Court, Strongsville, OH
44149

DATE	COST	KWH	\$/KWH
Jun-10	\$71.36	906	\$0.0788
May-10	\$75.84	1079	\$0.0703
Oct-98	\$80.36	804	\$0.1000
Jun-06	\$82.50	950	\$0.0868
Oct-01	\$83.59	895	\$0.0934
Jun-07	\$84.00	927	\$0.0906
Oct-97	\$86.23	917	\$0.0940
Nov-01	\$86.77	1078	\$0.0805
Oct-02	\$86.91	986	\$0.0881
Jul-06	\$88.45	758	\$0.1167
Oct-04	\$88.62	1098	\$0.0807
Oct-06	\$88.84	769	\$0.1155
Jun-08	\$89.72	889	\$0.1009

Fw: Question about your statement

Subject: Fw: Question about your statement

From: "Sue Steigerwald" <sue2811@roadrunner.com>

Date: Wed, 3 Mar 2010 08:18:41 -0500

To: "Gomberg, Amy" <gomberg@occ.state.oh.us>

Amy,

FYI on Teryl's statement...

Sue

----- Original Message -----

From: Sue Steigerwald

To: Teryl Bishop

Sent: Wednesday, March 03, 2010 8:18 AM

Subject: Re: Question about your statement

Teryl,

You have already done so much to help and we thank you. I also respect your decision to only include what your recollection is on what was promoted. That is the honest thing to do!

I agree that I think no one felt the special rate would go away; otherwise, why would anyone have built all electric homes at all, especially on streets with no gas line at all. I think if this issue gets pressed, it will hopefully become so apparent that the discount should belong to the house and not the owner that it will get preserved that way.

Anyway, thanks for speaking out to help us. You are one of a kind as we have not heard from any other former FE employees who were in a similar position, and you know there had to be many.....

Regards,

Sue

----- Original Message -----

From: Teryl Bishop

To: 'Sue Steigerwald'

Sent: Tuesday, March 02, 2010 10:10 PM

Subject: RE: Question about your statement

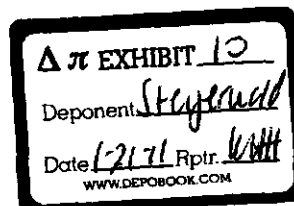
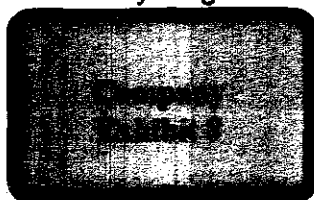
Sue,

I understand completely what you are saying. And in retrospect I believe the rates should be with the home (or appropriate heating system).

But, I do not recall promoting it in that fashion. I clearly recall what I had earlier stated. I just don't think anyone felt the special rate would ever go away, after all they were making an investment in something out of the norm that definitely benefited the electric utility.

I do sincerely hope the PUCO reinstates the rates, and encourages FirstEnergy to subsidize equipment replacement if their belief is that it would be to their benefit to reduce the volume of electric space and water heating.

Please let me know if there is anything else I can do.



005676

1/11/2011 9:24 AM

Thanks.

Teryl

From: Sue Steigerwald [mailto:sue2811@roadrunner.com]

Sent: Tuesday, March 02, 2010 7:14 PM

To: Bishop, Teryl

Subject: Question about your statement

Importance: High

Hi Teryl,

As you know, tomorrow is the big day where the PUCO is supposed to (at least temporarily) reinstate the all electric rate. We know that one of our biggest challenges going forward will be to convince the PUCO to make the rates permanent, and tie them to the property structure itself instead of the owner. This is absolutely necessary to maintain salability of the all electric home going forward. If FEs desire is to eventually phase out the all electric discount, then we will accept not offering it to any new homes built; however, it needs to stay in place for the 100,000 homes already built and transfer to any new owners until the house itself is destroyed.

What we wanted to know from you (I spoke directly with OCC today) is whether you believe the intention was to tie the all-electric program to the house or to the owner? I guess I would be surprised if you say the owner bought into the program for their own benefit only, not having the foresight of what would happen if they tried to resell their house, but I suppose this is possible.

If you agree that the promises FE made were intended to be tied to the home and not just the customer, would you consider rephrasing your statement and indicating as much? If so, could you please email me a revised statement in a separate email.

Thanks again for all your help,

Sue

CHESTER A. KARCHEFSKY, JR.

8220 Morley Road
Mentor, Ohio 44060

Telephone 216.701.5273

Email: cak8220@gmail.com

Career Summary

Marketing and Sales Professional with strong analytical, creative problem solving, and communication skills. Proven track record of developing and effectively implementing marketing strategies to increase sales, strengthen customer relationships and exceed targeted profit margins through a consultative approach.

Business Experience

GLACIAL ENERGY, Independence, OH

2010 to Present

One of the fastest growing national retail energy marketers selling electricity and natural gas to commercial, industrial, and institutional customers.

Business Development Manager

Marketer of electricity and Natural Gas supply to commercial and industrial customers throughout Ohio and the United States. Maintaining solid profit margins by developing consultative relationships with accounts.

- Achieved 113% of revenue quota in the first quarter with the company.
- Growth in sales based on effective networking, prospecting and territory management.

SPRINT, Broadview Heights, OH

2002 to 2009

International communications services provider serving over 51 million customers with 2008 revenues of \$35.6 billion.

Solutions Consultant (2006 to 2009)

Worked directly with management teams and sales representatives to create, develop and implement strategies and plans to drive sales and increase profitability of wireless software applications for customer business operations.

- Achieved 137% of revenue quota for 2008.
- Grew unit sales per market segment by 52.6% in last 12 months.
- Team increased average revenue per unit sold in 2008 by 20.5% over 2007.
- Lead consultant for rollouts of new programs and applications.
- Trained sales teams and facilitated national vendor meetings to grow value added sales.
- Orchestrated sales activities and software installations between sales, national vendors, support teams and customers to ensure successful implementations and customer satisfaction.

**Company
Exhibit 9**

Vertical Account Manager (2002 to 2006)

Analyzed targeted markets, designed and implemented strategies to drive sales of data and voice products and services. Coordinated sales promotions and efforts of seven sales teams in Ohio, Indiana, Kentucky and Pennsylvania to achieve targeted growth objectives. Market segments included communication, construction, field services, transportation, professional services, hospitality and architectural/engineering sectors.

- Increased area market penetration for data applications by 2.4% and average revenue per unit sold by 4.8% in 2005.
- Grew unit sales per market segment by 3.3% over a 12 month period.
- Reduced churn to 1.18% compared to national rate of 1.31% in 2005.
- Worked directly with multi-tiered managers to create, develop and implement strategies and plans to drive projects to successful results from start to finish.

Δ π EXHIBIT 11

Deponent Skjervald

Date 1-21-11 Rptr. K.A.H.

Chester A. Karchefsky, Jr.

Two

Telephone 216.701.5273

Page

FIRST ENERGY SOLUTIONS CORPORATION, Akron, OH 1994 to 2002
Subsidiary of FirstEnergy Corp., registered holding company with \$12 billion in annual revenues and over \$38 billion in assets.

Senior Sales Representative – National Accounts

Marketed and sold energy-related products and services that included electricity, natural gas, energy consulting and facility maintenance contracts to commercial and industrial customers. Consistently maintained solid profit margins by developing consultative relationships with accounts and selling value and service over price.

- Exceeded sales performance goals over six years, averaging 130% of quota.
- Generated sales of over \$8.5 million in 2001 while exceeding targeted profit margins by 7%.
- Increased profit margins from 10% to 16% per unit by developing new approach to geothermal market.
- Received eight quarterly and annual awards for outstanding sales performance.

J.W.BETTELEY BUILDING COMPANY, Painesville, OH 1993 to 1994

Manager, Marketing & Customer Service

Responsible for developing programs and materials to generate prospect traffic and interest for builder of high-end custom homes and condominium communities.

- Improved sales traffic by 10% within four months, creating marketing campaign, advertising and support materials that contributed to \$2.5 million in sales.

SHANDLE BUILDERS, Mentor, OH 1989 to 1993

Marketing & Sales Coordinator

Responsible for new business development, customer service, advertising and sales for this builder of custom single-family homes.

- Increased sales 210% over 36 months and improved referrals by 50% by creating and implementing programs to improve and expand realtor relationships.

BOY SCOUTS OF AMERICA, Painesville, OH 1985 to 1989

Senior District Director – Northeast Ohio Council

Directed, coordinated and promoted efforts related to money, manpower and membership for 86 Scout troops involving over 2,500 youth and 500 volunteers. Recruited and trained business and community volunteers for leadership and fundraising positions and activities. Wrote and published monthly newsletter with circulation of 5,500.

Education

BS, Business Administration, Industrial Marketing, The Ohio State University, Columbus, Ohio

Organizations & Community Involvement

Chester A. Karchefsky, Jr.
Two
Telephone 216.701.5273

Page

Rotary International
The Ohio State University Alumni Association
Boy Scouts of America – Eagle Scout

Subject: Fw: CEI document 1980

From: "Sue Steigerwald" <sue2811@roadrunner.com>

Date: Mon, 23 Aug 2010 09:47:00 -0400

To: "Gomberg, Amy" <gomberg@occ.state.oh.us>

CC: "Corcoran, Kevin" <kevinocorcoran@yahoo.com>

Amy,

Here's a letter from 1980 that one of the CKAP members forwarded to me yesterday. I think it is more valuable than any other I've seen so far but could also be damaging because it clearly states that the discount does not pass on to any new home owner after July 1980. However, it also clearly states that the customer living in the home will never lose the discount (proof that eliminating the grandfathering in 2007 was not legal). The letter looks like it was a mass mailing which should mean most customers received it I would guess.

I have a bunch of questions.....

1. What were the provisions of the PUCO case "recently concluded" mentioned in the letter? Is there a public record of such cases?
2. Is the discount provision they are referring to in the letter the same as the all electric discount we are now receiving?
3. What is this "Energy Conservation Rate" they speak of in the letter??? Is this the rate we are now on? If so, the letter states that one does pass on to the future owners..... I already emailed Jesse back and asked if he had the list of things to qualify for the "Energy Conservation Schedule"

Let me know what you guys think about this document!

Sue

----- Original Message -----

From: Jesse Willetts

To: Sue Steigerwald

Sent: Sunday, August 22, 2010 11:09 AM

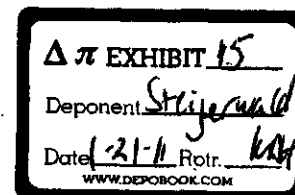
Subject: CEI document 1980

Sue.....Attached are the CEI Electric Space Heating Customers and the envelope it arrived in. Jesse Willetts

Sue, in a side note. The GE electric heat pump water heater I installed in February is fabulous. It has lowered my electric bill by 300KWH. I can now run my SEER 14 heat pump air conditioning all month long basically for free and still end up with hot water and everything for 800 KWH per month. Never thought it was possibly. My old bill for summer months ranged from 1100 to 1300 KWH past few years. If anyone is interested, feel free to contact me.

CEI DOCUMENT 1980.pdf Content-Type: application/pdf
Content-Encoding: base64

Company
Exhibit 10



005562

1/11/2011 2:24 PM

CEI envelope 1980.pdf Content-Type: application/pdf
Content-Encoding: base64

The following images were scanned as received

CLEVELAND ELECTRIC ILLUMINATING COMPANY

10000 • CLEVELAND, OHIO 44101 • TELEPHONE (216) 822-9800 • ILLUMINATING BLDG. • 55 PUBLIC SQUARE

Serving The Best Location in the Nation

NOTIFICATION TO ELECTRIC SPACE HEATING CUSTOMERS

As a result of a recent case recently concluded by the Public Utilities Commission of Ohio, the electric heating and water heating discount provisions of The Illuminating Company's Residential Rate Schedule were changed. If there is a change in our customer of record at any residence served under these discount provisions after July 14, 1980, electric service will be provided on the

standard rate schedule. There will be no change in rate if the change is a change of customer.

Customers who own their residences and who are now being served under the Electric Heating and Water Heating discount provisions may want to consider the Residential Energy Conservation Rate. The Energy Conservation Rate could provide a significant savings in energy costs and assure future owners or tenants of a more energy efficient home.

Qualification for the Energy Conservation Rate is based on meeting certain insulation standards. These standards are designed to improve the thermal efficiency of the building, which aids in reducing energy use and cost.

Attached for your review is a copy of the standards that must be met to qualify for the Energy Conservation Rate. Please review these requirements carefully and determine if your home would now qualify or what improvements would be necessary to qualify for the rate. When your home qualifies, please contact The Illuminating Company, 55 Public Square, Cleveland, Ohio 44101.

We suggest that you give this matter serious consideration as a residence that is energy efficient provides more efficient energy use, lower utility costs and a more comfortable living environment.

If you have any questions, please call The Illuminating Company at (216) 822-9800, extension 334-3661 in Painesville, or your local office for more information.

Sincerely,



Richard R. Gould
Manager
Residential Energy Application Department

rrg/m
encl.

THE CLEVELAND PRESS

NO. 1000



LETTERS

441350

Re: Fw: All-Electric Hearings

Subject: Re: Fw: All-Electric Hearings
From: "Amy Gomberg" <Gomberg@occ.state.oh.us>
Date: Wed, 15 Sep 2010 16:44:27 -0400
To: "Sue Steigerwald" <sue2811@roadrunner.com>, "Kevin Corcoran" <kevinocorcoran@yahoo.com>

Thanks for passing this along.

Amy Gomberg
Director of Government Affairs
The Office of the Ohio Consumers' Counsel
office: 614-466-9539
cell: 614-581-6961
gomberg@occ.state.oh.us
www.pickocc.org
1-877-PICKOCC (877-742-5622)

>>> On 9/15/2010 at 3:40 PM, "Sue Steigerwald" <sue2811@roadrunner.com> wrote:

FYI

----- Original Message -----

From: Barker, Emily

To: Sue Steigerwald

Sent: Wednesday, September 15, 2010 10:48 AM

Subject: All-Electric Hearings

Sue,

I received a letter today from PUCO detailing a proposed all-electric rate procedural schedule.

It is as follows:

Staff Report Filed: September 20th

Comments and Objections Due: October 6th

Intervention Due: October 6th

Local Public Hearings dates are approximate and subject to facility availability:

Springfield	October 11-15th
Sandusky	October 20-28th
Maumee	October 20-28th
Cleveland	October 20-28th
Geauga	October 20-28 th

Evidentiary Hearing (if necessary): November 15-19th

Please contact me if you have any additional questions or concerns.

Thank you,

**Company
Exhibit 11**



005372

1/11/2011 2:23 PM

Emily C. Barker

Legislative Aide
Representative Deborah Newcomb
99th Ohio House District
(614) 466-1405
emily.barker@ohr.state.oh.us

From: Sue Steigerwald [mailto:sue2811@roadrunner.com]
Sent: Friday, September 10, 2010 9:16 AM
To: Pagonakis, Joe; Gornberg, Amy; Lynch, Jennifer; Daugherty, Sue; Westerhold, Matt; Ouriel, Andy; Funk, John; Fisher, Betty Linn
Subject: CKAP - All-Electric Lawsuit not in jurisdiction of Geauga County Court

FYI. This was an update I sent to CKAP members today.....**We need to get the PUCO to look at the past marketing practices of FE. How can we do that??**

----- Original Message -----

From: Sue Steigerwald
Sent: Friday, September 10, 2010 8:52 AM
Subject: CKAP - Lawsuit not in jurisdiction of Geauga County Court

Dear CKAP friends,

Yesterday Sen. Grendell called me to tell him that Judge Fuhry had just sent him a ruling on the class action lawsuit saying the Geauga County Court has no jurisdiction over the case and that it must be heard in the PUCO. Grendell wanted to let CKAP know how he planned to proceed. I discussed with him that I think the key to this whole thing is "jurisdiction" and the finger pointing that's going on. You see, the PUCO says they don't have jurisdiction to review FE's past marketing practices or determine if they did something wrong. FE clearly argued in the lawsuit that the jurisdiction belongs with the PUCO. And now, the court has clearly stated that the jurisdiction belongs with the PUCO. Read full ruling on our website at: <http://allelectrichomes.info/ClassActionLawsuit.aspx>

The thing is, the PUCO is most definitely the right venue to hear rate cases, the problem is **they are trying to weasel their way out of investigating past marketing practices of FE.** Although the PUCO could still decide to fully reinstate the all-electric rate, if they don't investigate FE's past "bait and switch" marketing practices, then FE will not be punished financially. This means if the discount is reinstated, FE won't have to pay for any of it, but rather they will pass the cost along to other rate payers (like your neighbor who uses gas....)

Back to Mr. Grendell..... Grendell said he would file an appeal just to keep the lawsuit going as "back pressure." Remember, once the PUCO got involved in the case, we always knew and agreed that the best place for the all electric issue to be handled was WITH THE PUCO. Even Mr. Grendell agrees that it would be handled more quickly at the PUCO than with any lawsuit which could take years, and we can't wait that long. Mr. Grendell also said he would do all he can to put pressure on the PUCO to make a quick decision and to consider the past marketing promises of FE. This is in line with what the OCC and everyone else is trying to do too!

So bottom line - The lawsuit being denied jurisdiction is a little bit bad but could turn out to help us in the long run by forcing the PUCO to consider the bait and switch tactics of FE in their ruling, which we absolutely need them to do!!! Just remember we always knew the PUCO was where the case was most likely to be solved, not the lawsuit.

Now, speaking of FE's past bait and switch marketing practices, I'm going to put out my begging plea again to all of you to search through your files and either scan/email me or snail mail to me any documents you may have (Sue Steigerwald 10731 Beechwood Drive Kirtland, OH 44094). Some REALLY GOOD STUFF has turned up from CKAP members in the last week or so, so keep it coming. We're looking for anything sent by the electric company that entices you to go all electric (or convert or deter from gas), or any old advertisements or marketing material of any kind!! It does NOT have to say the discount was forever, as the case can be based on the fact that the marketing material did not claim any ending time frame for the discount. We don't need bills, but do need anything else you think might be helpful. If in doubt, just send it. I'd rather look at and decide if we need it or not. (We've recently heard from another former FE employee who had tons of great marketing literature that he has turned over to me!)

I promise that your documents will not be posted online or given to anyone without protecting your name and address.

You'll be hearing more from me soon!

Don't forget to sign the petition.....

<http://www.thepetitionsite.com/1/make-the-all-electric-rate-permanent-in-ohio/>

Thanks,

Sue Steigerwald

CKAP - Citizens for Keeping the All-Electric Promise

Visit www.AllElectricHomes.info to sign our on-line petition and for the latest news on how to fight to make the all-electric discount permanent for EVERYONE!

From: "JOHN FUNK" <JFUNK@plains.com>
To: "Sue Steigerwald" <sue2811@roadrunner.com>
Sent: Wednesday, June 23, 2010 1:26 PM
Subject: Re: Favor

Will do.

>>> "Sue Steigerwald" <sue2811@roadrunner.com> 6/23/2010 1:11 PM >>>
John,

No one seems to know if the PUCO is actually working on the AE case/report at all. This includes Janine Migden-Ostrander whom I just spoke to yesterday. They won't tell anyone anything. I've also been blown off by Beth Trombold now since CKAP has filed a motion to intervene.

Can you find out what, if anything, the PUCO is doing? Or are they just waiting to see if FE can settle the AE case as part of the ESP case, which I know they are trying to do.

of 2

1/11/2011 1:34 PM

**Company
Exhibit 12**

Δ π EXHIBIT 19
Deponent: <u>Steigerwald</u>
Date: <u>6/21/11</u> Rpt: <u>11/21/11</u>
WWW.DEPOBOOK.COM

005023

Media_Emails.TXT

>> <Lynne.Crow@senate.state.oh.us>
>> Sent: Tuesday, January 12, 2010 12:35 AM
>> Subject: Re: John Funk's articles on FE's elimination of the
>> all-electrichome discount
>>
>>
>>> John,
>>>
>>> Again, thanks for the articles. I thoroughly read all of them.
>>> However,
>>> I'm still feeling that the significance of the elimination of the
>>> all-electric discount hasn't been thoroughly publicized and the
> amount of
>>> the impact is being underestimated. For instance, one of your
> articles
>>> below state that the all-electric home discount was a 25% discount.
>>> However, my bill went up 60% when the discount was eliminated. For
> the
>>> same amount of kilowatts, my bill with the all electric discount was
> \$290
>>> in
>>> March 09 and without the discount was \$457 in Jan 10. When the
> Illum.
>>> Co.
>>> got permission from PUCO to eliminate this discount, if they stated
> the
>>> discount was 25%, then they lied.
>>>
>>> I have made contact with another disgruntled Illum Company customer
> who
>>> has
>>> kept a very detailed record of his battle. Rich Jordan's attached
>>> spreadsheet shows how difficult it is for us consumers to deal with
> the
>>> Illum. Co, the PUCO, the OCC, and our local and state politicians.
> Rich
>>> has
>>> also logged the names of other consumer's who have contacted him
> with the
>>> same problem. We can all provide very specific details to you on
> how
>>> much
>>> our electric bills have really gone up. The 25% stated by the
> Illum.
>>> Company is a huge understatement! I realize consumer's with
> all-electric
>>> homes are in the minority, but your articles state below that we
> number
>>> 388,000 in the area, and that is still a significant number of
> people
>>> affected.
>>>
>>> Rich has made contact with Grendell's office and today I received a
> call
>>> from my rep (Fende's) office (Kudos to both our state reps for
> actually
>>> calling us). I don't want to mis-state the plan's of Grendell's
> office,
>>> but
>>> they are seeing what can be done to get the legislation reversed.
> The
>>> rep
>>> from Fende's office who called me also said they were looking into

Media_Emails.TXT

> what
>>> can
>>> be done. I am certain some more publicity and documentation from
> the
>>> Plain
>>> Dealer would do worlds to push this issue along.
>>>
>>> Please let us know if you can offer any help!
>>>
>>> Most Sincerely,
>>>
>>> Sue Steigerwald
>>>
>>> PS. I too have made contact with most everyone listed on Rich's
>>> spreadsheet
>>> within the last week, in addition to all Lake County Commissioners
> and
>>> Kirtland City officials since that is where I reside....
>>>
>>>
>>>

>>> ----- Original Message -----
>>> From: ""JOHN FUNK"" <JFUNK@plaind.com>
>>> To: <sue2811@adelphia.net>
>>> Cc: ""KATHIE KROLL"" <KKROLL@plaind.com>; ""RANDY ROGUSKI""
>>> <RROGUSKI@plaind.com>; ""SHERYL HARRIS"" <SHHARRIS@plaind.com>
>>> Sent: Monday, January 11, 2010 11:57 AM
>>> Subject: John Funk's articles on FE's elimination of the
> all-electrichome
>>> discount
>>>
>>>

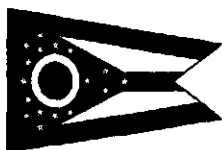
>>>> Sue, here are some of the stories I have written about the
> elimination
>>>> of all-electric discounts, dating back as far as 2006. - John
> Funk
>>>>

>>>> NOPEC electric deal means customers to get rate break
>>>> By John Funk
>>>> Plain Dealer Reporter
>>>>

>>>> Thursday, December 3, 2009
>>>> Edition: Final, Section: Business, Page C1
>>>>
>>>>

>>>> Businesses and consumers in 126 communities will get discounted
>>>> electricity for nine years under a contract between the Northeast
> Ohio
>>>> Public Energy Council and a subsidiary of FirstEnergy Corp.
>>>> The deal guarantees a 6 percent discount from Jan. 1, 2011,
> through
>>>> Dec. 31, 2019, to 400,000 customers in NOPEC communities. Small
>>>> businesses served by NOPEC will get a 4 percent discount.
>>>>

>>>> The discounts will be extended to all- electric homes, which have
> seen
>>>> significant rate increases since deregulation began this year.
>>>>
>>>> In exchange for the long-term purchase commitment, FirstEnergy



From the desk of the Ohio Inspector General:

The specific jurisdiction of the Office of the Inspector General extends to state agencies and employees within the executive branch of state government. This includes the governor, the governor's cabinet and staff, state agencies, departments, boards, commissions, and any individuals appointed, employed, or controlled under the authority of the governor. State universities and state medical colleges are included in this jurisdiction, but community colleges are not. Also excluded from our jurisdiction are the Ohio General Assembly; the Ohio Historical Society; all Ohio courts, federal, local and county government officials and agencies; and the offices of secretary of state, auditor, treasurer, and attorney general, including their staffs and employees. Generally, the Office of the Inspector General does not investigate cases involving private disputes or personnel issues, nor does the Office of the Inspector General intervene in private litigation.

Ohio law gives the Office of the Inspector General authority to investigate allegations of wrongful acts or omissions committed by state officers or employees. Any individual with information regarding acts of wrongdoing by a state official or agency may file a complaint with this office by completing the attached complaint form. Supporting documentation should also be submitted, along with the complaint form. If, upon review, that information or evidence appears credible and suggests reasonable cause to believe an act of wrongdoing or omission may have occurred by an agency or employee within our jurisdiction, an investigation may be initiated.

Occasionally, matters investigated by the Office of the Inspector General also fall within the jurisdiction of other investigative or regulatory agencies (i.e., law enforcement investigators, prosecuting authorities, Ohio Ethics Commission, etc.). In such cases, the Inspector General may make referrals to, or work in a joint or cooperative effort with, these agencies.

Anyone offering information in the form of documentation should be aware that such items may not be returned if used in the course of an investigation and could become a public record available for public inspection at the conclusion of an investigation. However, if appropriate, confidentiality can be granted to a complainant regarding information provided to the Office of the Inspector General. Such a grant is appropriate when revealing the source of a complaint would place the complaining witness in jeopardy.

At the conclusion of an investigation by the Office of the Inspector General, a report of investigation is completed documenting our investigative findings. We provide the completed report to the governor and the agency being investigated. The report may include recommendations for the agency to consider in addressing and avoiding the recurrence of fraud, waste, abuse, or corruption in the future. A report of investigation may also be forwarded to a prosecutor for review when the underlying facts merit possible criminal prosecution.

Thomas P. Charles
Inspector General

**Company
Exhibit 14**

Revised January 2010

Δ π EXHIBIT 22
Deponent: <i>Steigerwald</i>
Date: <i>1-21-11</i> Rptr. <i>11/11/11</i>
<small>WWW.DEPONBOOK.COM</small>

Instructions for completing and submitting this form

- Please complete this form in its entirety.
 - Click on the gray box next to each field and fill in the appropriate information.
- We encourage you to add a detailed narrative of your complaint at the end of this document.
 - Don't forget to save your changes!
- Submitting this form via email:
 - Save this completed form and email it to us at oig_watchdog@oig.state.oh.us
 - Don't forget to attach the completed document to your email.
- Submitting this form via fax:
 - Save and print the completed form.
 - Fax it to us at (614) 644-9504.
- Submitting this form by regular mail:
 - Save and print the completed form.
 - Mail it to us at:

OFFICE OF THE INSPECTOR GENERAL
Attention: Intake Screening Committee
30 East Broad Street - Suite 2940
Columbus, Ohio 43215-3414

By submitting this statement, you hereby represent that the information contained herein is true and accurate to the best of your knowledge.



— REPORT OF WRONGFUL ACT OR OMISSION BY STATE AGENCY OR EMPLOYEE —

Complete and return this form to:

Office of the Inspector General, Attention: Intake Screening Committee
30 East Broad Street - Suite 2940, Columbus, Ohio 43215-3414

Telephone: 614.644.9110 or 800.686.1525

Fax: 614.644.9504

Web Site Address: watchdog.ohio.gov ■ E-Mail Address: oig_watchdog@oig.state.oh.us

INSPECTOR GENERAL COMPLAINT FORM

Your Name Sue Steigerwald

DOB 03/28/1965

Street Address 10731 Beechwood Drive

Telephone (H) 440-256-8561

City, State, Zip 44094

Telephone (W)

Place of Employment Lakeland College

Telephone (Cell) 440-667-6124

1. Name of state agency involved PUCO
2. Name of state employee(s) or individual(s) involved Alan Schriber and Steve Lesser
3. Please provide a brief summary of the alleged wrongdoing or omission The PUCO has committed flagrant dereliction of duty by allowing First Energy to grossly overcharge more than 100,000 First Energy all-electric customers by discontinuing the all-electric rate program and raising the Distribution rates applied to all customers by 106%.

- List names, addresses, and phone numbers of all relevant witnesses who can support your allegations:

1. Senator Tim Grendell
2. Senator Tom Patton
3. 100,000+ First Energy all-electric customers
- 4.
- 5.

- List all relevant documents that support your allegation, or include copies.

1. http://www.cleveland.com/business/index.ssf/2010/02/puco_takes_blame.html links to John Funk's Feb 18, 2010 Plain Dealer article detailing the PUCO's testimony at the Columbus hearing.
- 2.
3. Copies of my bills available upon request.
- 4.
- 5.
- 6.

Are you requesting confidentiality in this matter? No

If yes, why?

Have you contacted the relevant state agency regarding your allegations? No

If Yes, what was the result?

Have you referred this matter to any other agencies? No

If yes, which agencies?

Is there any civil, criminal, or administrative litigation pending in this matter? YES

If yes, what is the current status? Class Action Lawsuit against First Energy filed Feb 2010 in Geauga County Court.

☒ I understand that by submitting this statement, I represent that the information contained herein is true and accurate to the best of my knowledge. (click to check the box).

DATE 1/14/2011

Simply filling out this form will not automatically submit it to our office. You must send the completed form via email, fax, or regular mail once you have filled in the required information.

Narrative of Complaint:

The sole purpose of the PUCO is to assure Ohioans reliable public utility services at a fair price, and to facilitate competitive utility choices for consumers. The PUCO has failed miserably at this because it approved First Energy's plan to eliminate the 30 year old all-electric program which was contractually promised to over 100,000 customers. The PUCO also failed by allowing First Energy to increase its Distribution Rates for all customers from .031 to .064, or a staggering 106 % for ALL First Energy customers, regardless of all-electric status. Furthermore, the PUCO and its Chairman Alan Schriber has failed to facilitate competitive electric utility choices and has allowed First Energy to monopolize the electricity market in Ohio, despite the supposed promises of deregulation.

Steven Lesser of the PUCO has admitted the organization's failure when questioned by state legislators at an Ohio House hearing held on February 17, 2010 in Columbus. When asked if the PUCO knew what the elimination of the all-electric rate program and the increase in Distribution Rates would do to the average all-electric customer, Lesser stated "we did not see it coming." He also is quoted as saying the dramatic increases in customer's bills was an "unintended consequence" and the result of a "Perfect Storm." Lesser continued to explain at the Columbus hearing and subsequent town hall meetings the same week that this colossal mistake made by the PUCO was caused because they negligently based their calculation of cost impact figures on a 750 kilowatt usage customer. The PUCO completely ignored statistical data they had available showing that the average all-electric customer uses an average of 5,000 kilowatts during winter, which could have projected the economic burden on the all-electric customer before it was ever implemented.

Because of the PUCO's gross negligence, the rate structure they approved has allowed First Energy to significantly overcharge customers hundreds of dollars per month which has resulted in economic hardship and projected loss of home property value. For example, my current February 2010 bill totals \$520 for 5,131 kilowatts used. My February 2009 bill totaled \$329 for 5,482 kilowatts, or 58% more money for using 351 fewer kilowatts. This is just one example of thousands that have been reported.

I request a complete investigation of the incompetent nature of the PUCO in reviewing rate cases and the economic impact to customers of First Energy's rate proposals. The PUCO should also be investigated because it has exhibited no ability to fulfill its duty to facilitate competitive electric or gas utility choices. The rate plans the PUCO negligently approved has allowed First Energy to commit economic rape of the already struggling all-electric customer. Please act swiftly!

Press Release

On November 29, 2010, the Office of Consumers Counsel and Sue Steigerwald, Joan Heginbotham, Citizens for Keeping the All-Electric Promise and Bob Schmitt Homes, Inc. filed a joint interlocutory appeal of the PUCO's decision to have non-expert testimony pre-filed in Case 10-176, the all-electric homeowner rate case. FirstEnergy has 320,000 households in Ohio that use electricity as their sole energy source and those households currently have a discounted electric rate. FirstEnergy previously attempted to discontinue that rate and while the PUCO previously permitted the removal of that rate, Governor Strickland ordered its re-instatement and the re-opening of the matter.

At a prehearing conference that was not transcribed and without regard to proper procedure, FirstEnergy requested that non-expert testimony be submitted in writing prior to the evidentiary hearing in Columbus. That request was opposed by the Appellants. In an unprecedented move and a departure from its rules and past precedent, the PUCO ordered the pre-filing of non-expert testimony. This decision is overly burdensome and creates demands upon a non-experts' time that discourages non-expert testimony. This decision is also unique since it was not a requirement in the original order governing the filing of testimony scheduled for November 15, 2010.

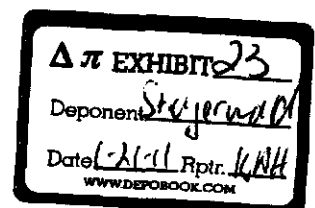
The high profile participation of private citizens in a PUCO regulatory filing is somewhat unique. Appellants have appealed the PUCO's recent order to ensure that private citizens are not discouraged from participating in these matters in the future.

For further information please contact Kevin Corcoran, Attorney for Sue Steigerwald, Joan Heginbotham, Citizens for Keeping the All-Electric Promise and Bob Schmitt Homes, Inc.

440 316-4812

kevinocorcoran@yahoo.com

**Company
Exhibit 15**



From: Sue Steigerwald [mailto:sue2811@roadrunner.com]
Sent: Saturday, November 20, 2010 1:48 AM
To: Undisclosed-Recipient;;
Subject: CKAP - PUCO Hearings Nov. 22 in N. Ridgeville, Nov. 23 at Lakeland College

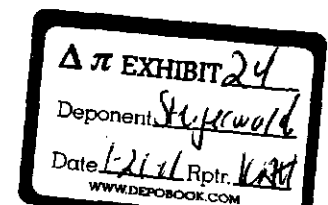
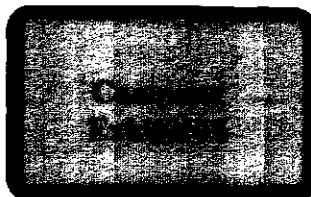
Dear CKAP Friends,

Remember that two PUCO Public hearings are coming this week, each at 6pm: Monday Nov. 22 is N. Ridgeville and Tuesday Nov. 23 is Lakeland Community College in Building D, Performing Arts Auditorium. Visit our website for exact locations at: <http://alleletrichomes.info/PUCOHearingSchedule.aspx>.

I know this is the week of Thanksgiving, but it is of utmost importance for you to attend ONE of these public hearings. Even if you do not testify, please show up as a body of support!!! This fight has been going on since January, but this will be your final opportunity to take action that could help you save thousands on your future electric bills and preserve the value of your property!!

If you choose to testify, plan to arrive by 5:30ish. The reason is because you will need to put your name on a sign up sheet, and once the hearing starts, names are called in the order of sign up. That's all you officially have to do to get the opportunity to testify. However, to make your testimony as effective as possible, we recommend that you Write out your testimony and read directly from your statement. If you write it out ahead of time, you won't forget something you want to say and you also won't wander off target. You should be able to give effective testimony in 3 - 5 minutes max if it is all written out. Remember that there could be over 50 + people at each hearing who want to testify, so carefully crafting what you want to say ahead of time will make things run much more quickly and allow enough time for everyone to testify.

As far as what to include in your testimony, don't worry if you do not have any written documents promising the discount permanently. This is the chance to TELL YOUR VERSION OF THE STORY. In other words, in your testimony, tell whatever you were told or lead to believe, even if you do not have it in writing. In place of the phrase "written contract," you can simply use the term contract. We all either built our homes to a specific



set of requirements and/or later installed specific all-electric equipment in our homes in exchange for a discounted electric rate. Therefore, this is a contract between us and FE.

That being said, if you DO HAVE any written documents promising the discount, of course, bring copies of them!!! Please be sure to bring three copies of any documents you wish to submit at the hearing. Don't come with only your original copy and lose the opportunity to officially submit an important document into the record! In order to support the idea of contract mentioned above, also bring three copies of any documents you have that mention anything about installing specific equipment, building to specific requirements, etc. Remember, these documents DO NOT need to mention the discount was permanent! These documents may not say the discount was permanent, but they also do not say there was an expiration date. You can also bring copies of any advertisements or other FE marketing material that you have.

Suggestions for what else to include in your testimony:

* How many years have you lived in your residence and received the AE discount.

* State what your highest winter bill USUALLY is (ie Jan - Mar 2009), and what your highest winter bills spiked to when the discount was taken away (ie Dec - Mar 2010). Try to pick a month that has similar kwh usage.

* If you are on EPP (budget), state what your budget payment used to be and what it went up to. Likewise, if you have a high balance left to payoff, state that too.

* State how the increased cost of electricity has impacted your overall lifestyle. For example, were you having trouble paying for other monthly expenses like food and medicine? Were you keeping your house uncomfortably cool in order to save money? Are you on a fixed income and if so, what percentage of your total income was going to pay for your high electric bills, etc.

* State what other options you have to heat your home and how much it might cost to convert. For instance, if gas is available, would it cost \$10,000 to replace all of your current infrastructure? What if no ductwork exists, how much then? And if gas isn't even available in your neighborhood, by all means, mention that too, that you simply have no other option!!!

* Especially if you have installed new heating equipment within the last 5 - 10 years, state how much money you have already invested in your home's current heating system.

* Mention how the loss of the AE discount will decimate your property value by at least 30%, thus ruining the value of most individual's nest egg investment - your home. Mention how this loss of property value will, in turn, significantly lower the tax revenue available to our communities, schools, other public services, etc.

* Mention how if the AE discount is not reinstated permanently, it will make it impossible to sell your home. If you have a real life story to support this, tell that too!

* Remember the current temporary ruling states that as long as a

home/condo/apt. previously had an AE discount, YOU should now be getting that discount effective Sept. 1, 2010 regardless of when you moved in. If you are not, please email me immediately. For those who either built, converted, or moved into a house that had never received the AE discount and are currently NOT receiving the temporary discount, please show up and testify that we want ALL homes/condos/apts. to have the discount regardless of when they were built. Especially include any info you received that lead you to believe you would receive the discount.

* State that FirstEnergy must NOT raise the rates of other ratepayers, but rather absorb the cost of this program which benefited FirstEnergy for the last 40 years. FirstEnergy made implied 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!

* Anything else you wish to say!

* Conclude your testimony strongly by asking the PUCO to rule in our favor by permanently reinstating the AE discount and making sure it passes onto any successor accounts (people we sell our homes, condos, etc. to)

After your testimony is finished, you may be asked by the PUCO if you have any documents in writing promising the discount. If you DO NOT, confidently answer no, but that you consider the conduct of the electric company over the past forty years to be a contract since they never told you that it could be taken away. If you DO have documents to submit, briefly describe what the documents are, then you can turn in your three copies at this time (at the end of your testimony.)

Our strong allies, the OCC, have some additional general tips on how to testify at a public hearing available on their website here:
[http://www.pickocc.org/publications/general_occ_information/How_to_Testify.p](http://www.pickocc.org/publications/general_occ_information/How_to_Testify.pdf)

df

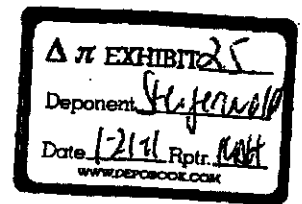
Please feel free to email me with any questions you may have about testifying. I will gladly help you with this very important task!

CKAP's Motion to Intervene in the All-Electric Case was officially approved by the PUCO this week. This means CKAP, represented by our attorney Kevin Corcoran, are official parties to the case. Since my name is specified in the motion to intervene and Kevin is the attorney, neither one of us is permitted to testify at the local public hearings. However, I will be at both hearings, as well as Kevin who will be acting as our attorney representative at both hearings!

Thanks,

Sue Steigerwald
CKAP - Citizens for Keeping the All-Electric Promise
Visit www.AllElectricHomes.info

for the latest news on how to fight to make the all-electric discount
permanent for EVERYONE!



Meeting 5:30 PM Shearer Community Center ----- February 17th ----- Trustee Meeting 7:00 PM Shearer Comm

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Urgent Message from Sue Steigerwald

Saturday, 18 September 2010 21:09
Hello CKAP Friends,

The public hearings for the All-Electric Case are expected to be announced NEXT WEEK!!!

(As well as the PUCO Report Recommendation is expected next week too.) This is huge news and means the case will likely be settled by the end of October! This means we have six weeks to do anything and everything we can in this final stretch of our battle.

Most importantly, everyone **MUST MUST attend one of the All-Electric public hearings.** If you've done nothing else, this is the one thing you **MUST DO.** Many of you think that you've already given your "story" and documents to Mr. Grendell or to Dennis Kudnich. You may think that you've already been to one of the many "town hall meetings" and spoken your mind in the spring. **However, you need to understand that NONE OF THAT will be considered in the official PUCO case unless it is TOLD AGAIN at one of the All-Electric public hearings to be scheduled.** The PUCO is not allowed to consider any evidence that is not presented at one of the all-electric public hearings. So, again, I repeat, you must plan to attend one of these hearings if you want your opinion on the issue to become part of the official record. Start thinking about what you want to include in your testimony and more pointers will be given later.

For those who may not be physically able to attend one of the hearings, I am checking on the rules to see if you can submit a signed copy of your testimony to me that I can submit on your behalf. Please email me right away if you feel you would need me to do this for you.

The tentative location schedule for the hearings are: Strongsville, Geauga County, Sandusky, Springfield, and Maumee. Start thinking NOW about which one you would be able to attend. They will be held in the evening. Also, if you do not want to speak, you can still SHOW UP and submit your written testimony!!! So those who are queasy about public speaking need not worry.

Now - Since we probably have only a matter of weeks to produce any evidence/documents/contracts, I'm going to ask again for people to please look through their old paperwork to see if they have any documents or letters that may be damaging to FE's case. I am compiling everything that you all have sent me, along with info we've gotten from the builders who were paid incentives, combined with testimony and documents from TWO former FirstEnergy employees, into what will be a powerful display of FE's bait and switch marketing practices. Any other documents you can find at home in the next two weeks or so will be added. Additionally, I've activated my subscription to the Plain Dealer Archives and am making copies of the many newspaper ads that ran from 1970 to present promoting the "All-Electric Homes."

I have one more very important request for all of you. **Even if you can't find any written documents stating the promised discounts would be permanent, MANY of you have relayed stories to me and the OCC of how you were told by the electric company or your individual sales person that the discount would be permanent. The OCC and I have decided that these particular stories MUST BE DOCUMENTED and will become CRITICAL evidence in the case.**

This is because there is such a shortage of printed documents saying the discount was promised permanently (we do have two), we need to get your stories of the verbal promises you were given documented. Although your written accounts of the verbal promises you were told SHOULD ABSOLUTELY be delivered in PERSON BY YOU at one of the local hearings, I am asking all of you who plan to write such documents to please email me a copy too so that I can add it to my complete evidence file of FE's bait and switch marketing practices.

My mailing address is: Sue Steigerwald 10731 Beechwood Drive, Kirtland, OH 44094. If anyone would like to speak with me directly about anything I'm asking, just email me and I'll send you my cell phone number. We are in the home stretch, and I'm willing to do anything we can to win this case. I hope I can count on all of your support too!

Regarding Kasich's position on the all-electric issue, I've finally made progress on reaching some live people who can help. I spoke to the Lake County Republican Party Chair and told him we have 200,000 households waiting to find out what Mr. Kasich's position is on this topic. The Chair is going to get the info and call me back. I also have a call into the Cuyahoga County Chair, and the Kasich Campaign itself. Once I find out which numbers work and which ones don't, I'll let you all know so we can start to flood Kasich's reps with calls asking about the AE discount. I will likely call for a flood of calls to Strickland's office in the near future too. Especially since Strickland is behind in the current voter polls, there is always a

Company
Exhibit 17

chance that he will see the All-Electric issue as a way to boost his campaign prospects by coming out again and instructing the PUCO to make the discounts permanent after the public hearings are over.

For now, though, let's focus on finding documents and writing our personal accounts of verbal promises.

Thanks,

Sue Steigerwald

CKAP - Citizens for Keeping the All-Electric Promise

Visit www.AllElectricHomes.info to sign our on-line petition and for the latest news on how to fight to make the all-electric discount permanent for EVERYONE!

Last Updated (Saturday, 18 September 2010 21:11)

Joomla Templates designed by Best Joomla Hosting

Petition

Subject: Petition

From: "Sue Steigerwald" <sue2811@roadrunner.com>

Date: Thu, 5 Aug 2010 11:30:56 -0400

To: "Gomberg, Amy" <gomberg@occ.state.oh.us>

Hey Amy,

I don't think I told you I did create an electronic petition for the all electric issue. (Go to my website and click on upper left icon to see it). So far, there's over 300 signatures and growing daily. Any ideas on how we may or may not be able to use this? The site allows me as the administrator to print out all the signatures and addresses in a formal manner with a letter, etc. for whenever I'm ready to turn it in....

Also - Any idea on how to publicize it more?

Thanks,

Sue Steigerwald

CKAP - Citizens for Keeping the All-Electric Promise

Visit www.AllElectricHomes.info for the latest on how to fight to make the all-electric discount permanent for EVERYONE!

Company
Exhibit 18



Confidential
000095

1/11/2011 1:48 |

Hi Sue-

First of all, a big THANK YOU for all your efforts! I have been closely following this case...what a learning experience. We intend to attend the 11/24 Lakeland public hearing.

As requested:

1. We have lived in our "all-electric" home, at 131 Canfield Dr., in Chardon since it was built 6/05.
2. Utility is The Illuminating Co. (FE)
3. Bill dated 5/18/10 for billing period 4/16/10 - 5/17/10 was an actual reading, with 3,639 total kwh used @ \$5.01/kwh and total bill cost = \$222.70. (prior bill is dated 4/16/10)
4. Bill dated 6/17/10 for billing period 5/18/10 - 6/18/10 was an actual reading, with 5,281 total kwh used @ \$7.26/kwh and total bill cost = \$529.00.

Although not requested, these prices are low ONLY due to the discounts, as you know. Our July '10 bill = \$1,027.62, with 7,589 total kwh used @ \$8.16/kwh. Our Aug. '10 bill = \$1,061.48, with 7,842 total kwh used @ \$8.18/kwh. In Sept. '10 the credits were reapplied...bill = \$528.89 with 5,409 total kwh used @ \$7.41/kwh. We added INSULATION in the attic 9/20/10...October '10 bill = \$188.41 with 2,928 total kwh used @ \$6.77/kwh. Hopefully, although another expense, the new insulation will help our situation.

I have periodically looked through home construction boxes for FE literature in re all-electric offers...will continue.

This is a very important issue and we appreciate your guidance.

Cathy and Jim Gillette
131 Canfield Dr.
Chardon, Ohio 44024

**Company
Exhibit 19**

No virus found in this message.

Checked by AVG - www.avg.com

Version: 10.0.1204 / Virus Database: 1435/3406 - Release Date: 01/27/11

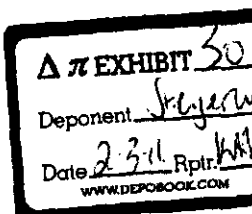
" Sue Steigerwald sue2811@roadrunner.com SMTP catherine
gillette ohioblue lady@hotmail.com SMTP
Normal

Re: membership in CKAP "I removed it for now because of problems.
Don't worry at this time about signing. Just come ready to
testify!

----- Original Message -----

From: Brock Landers <<mailto:brock@torlex.com>>

To: Sue Steigerwald <<mailto:sue2811@roadrunner.com>>



**Confidential
000530**

Sent: Wednesday, October 20, 2010 4:26 PM
Subject: Re: membership in CKAP

Sue, Yes I plan to be at the Strongsville meeting and address the PUCO with a written statement if necessary! I cant figure out how to sign the petition. Once at your site what do I click on?
Brock Landers

----- Original Message -----

From: Sue Steigerwald <mailto:sue2811@roadrunner.com>
To: Brock Landers <mailto:brock@torlex.com>
Sent: Tuesday, October 19, 2010 11:57 PM
Subject: Re: membership in CKAP

Hi Brock,

Welcome! I've signed you up for the CKAP email alert list to keep informed of all the updates on the all-electric issue. I write and send the emails myself so your address is completely safe. Please encourage others to signup too as it is only because of the outpouring of customer complaints that we've gotten as far as we have. Please also sign our on-line petition available by clicking the ""Sign Petition"" menu option on the left hand side our website home page at www.AllElectricHomes.info
<<http://www.allelectrichomes.info/>> .

Please also plan to attend one of the six PUCO Public Hearings to offer testimony and/or just to come as a show of support. We need as many people at these hearings as possible. For a complete list of hearings, click here:
<http://allelectrichomes.info/PUCOHearingSchedule.aspx>
<<http://allelectrichomes.info/PUCOHearingSchedule.aspx>>

Thanks,

Sue Steigerwald
CKAP - Citizens for Keeping the All-Electric Promise
Visit www.AllElectricHomes.info to sign our on-line petition and
for the latest news on how to fight to make the all-electric discount
permanent for EVERYONE!

----- Original Message -----

From: Brock Landers <mailto:brock@torlex.com>
To: sue2811@roadrunner.com
Sent: Monday, October 18, 2010 10:49 AM
Subject: membership in CKAP

Confidential
000531

> we plan to be at the meeting friday please enroll us in
the
> group that is standing
> up for us against ohio edison et al
> thanks dick barnes
>

Confidential
000834

No virus found in this message.
Checked by AVG - www.avg.com
Version: 10.0.1204 / Virus Database: 1435/3406 - Release Date:
01/27/11" Sue Steigerwald sue2811@roadrunner.com SMTP 'Sue
Steigerwald' sue2811@roadrunner.com SMTP
RE: CKAP - Contact Your Local Reps. and Senators "

From: Sue Steigerwald [mailto:sue2811@roadrunner.com]
Sent: Friday, July 16, 2010 11:54 PM
Subject: CKAP - Contact Your Local Reps. and Senators
Importance: High

Hello CKAP Friends:

Although things have appeared very quiet on the all-electric issue, there has been work done behind the scenes. You can rest assured that the OCC, the PUCO, and the Governor's office have not forgotten about the all-electric issue. Also, all three of these entities are well aware of CKAP's request to have the issue resolved by September 30.

A few weeks ago, I spoke to Jen Lynch (the Governor's energy person) and asked for an update. She reported to me that she had spoken to Schriber (head of PUCO) and that he had reported that he had every intention of finding a long term solution for the AE case and that his goal was to have it resolved in the September timeframe. I relayed this conversation to Janine Migden-Ostrander (head of OCC). She and I both felt that Schriber made that remark to either of us, we would have to take it with a grain of salt. However, both of us felt hopeful (at least one would think) that Schriber would not directly lie to Jen Lynch and the Governor's office. Thus, I believe there is a glimmer of hope that the issue could be resolved prior to the governor's election.

Company
Exhibit 21



I've also learned that the AE case took a back seat recently to resolving the ESP case (remember the \$390 mil distrib. case we testified and got delayed in April). Since the AE case had guaranteed our rates through May 2011, the ESP case was a higher priority to resolve since it was to set the prices for all customers for the next three year period. Rumor has it that the ESP case may be resolved within the next week or two, so hopefully this also means that more work will happen on the AE case. However, we are all at the mercy of the PUCO and when they decide to move on cases.

With that in mind, the action item I'd like EVERYONE to do sometime next week is to call and/or email your local rep and senator and ASK THEM to contact the PUCO and get the current status of the AE case and to put pressure on the PUCO to have it resolved by September 30. Remember that many of the legislators are only in Columbus one day of week during summer, but their legislative aides are there most days and will pass along the messages.

Click here to locate your local state representative's email and phone number:
http://www.house.state.oh.us/index.php?option=com_displaymembers
<http://www.house.state.oh.us/index.php?option=com_displaymembers&Itemid=73>
&Itemid=73

Click here to locate your state senator's email and phone number:
<http://www.ohiosenate.gov/map.html>

Please let me know if you get any interesting feedback from your senators or reps.

Some of you have asked if a petition would be helpful in the all-electric case. Well, we don't know how much it will help, but it certainly cannot hurt. Petitions can be done electronically with on-line software. Thanks to Susan Thabit for recommending the petition website I used to setup our All-Electric Petition. I have thoroughly tested this petition site by signing other petitions as well as our own to make sure I did not receive any junk emails, etc. I am confident that the petition site is safe. The only problem I had is keeping people who did not live in Ohio from signing. As soon as I posted the petition, a handful of out of state people signed. (Some people must not have anything better to do than browse for random petitions to sign....) Anyway, no out of state signatures have signed in the last few weeks, so I feel it is ready to launch to our group. The website software allows the administrator (me) to print out all the signatures and send them out with a cover letter. So assuming we are able to get several thousand signatures on this petition, I will send it to the PUCO, the Governor, etc when the time is right in the fall.

Click here to go to the website and sign our petition to make the all-electric rate permanent in Ohio:
<http://www.thepetitionsite.com/1/make-the-all-electric-rate-permanent-in-ohi>

O I've also added a link at the top of our website's homepage. Remember that people who sign DO need to live in OHIO but DO NOT need to live in an all-electric home. Thus, the more of your friends and family you can get to sign the better! When you sign, you do need to include your mailing address and an email address for a valid signature. As stated above, I signed several weeks ago and have received no snail mail junk mail and/or email junk mail, so I feel confident it is safe. However, after putting in your name and address info on the first screen and pressing the SIGN button,

a second screen does pop up with two check boxes already checked. One is to receive more CREDO info and the other to receive CARE ACTION ALERTS. Unless you want to receive emails from these sources, you must remember to uncheck these checkboxes BEFORE pressing the final SIGN button. As long as you do this, the only email you will receive is a thank you email for signing the all-electric petition that is also in the format that can be easily forwarded to your other friends and family to encourage them to also sign.

On CKAPs Motion to Intervene in the PUCO case, there has also been activity. When I last wrote, Kevin Corcoran had filed his initial motion and then FE had filed a Counter Motion saying we should not be allowed to intervene. Since that time, the OCC has filed a rebuttal motion saying we should be allowed to intervene. Also, Kevin has filed a rebuttal motion. Both the OCCs and Kevin's deal with several issues but also with the claim that FE filed its initial counter motion late. Finally, FE has filed its surreply (reply to the OCC's and Kevin's rebuttal). All of these motions are available for your viewing pleasure on our website at:
<http://allelectrichomes.info/CKAPMotiontoIntervene.aspx>

I found this video on YouTube of our bus rally. I'm guessing WTAM posted it, but I'm not sure.....

<http://www.youtube.com/watch?v=pj6Rk0zAj6g&feature=youtube_gdata>
http://www.youtube.com/watch?v=pj6Rk0zAj6g&feature=youtube_gdata

Remember that summer rates have kicked in for us all-electric customers creating an increase in our electric bills. That means during June, July, and August, we receive NO extra credits and pay the same price per kilowatt as all other customers. I am trying to pinpoint when FE first starting charging us regular rates during the summer months, but it has been the "norm" for several years. Our All-Electric credits kick back in during September.

Finally, please continue to recruit other all electric homeowners to join CKAP. We need all the voices we can get (and signatures on our petition!)

Thanks,

Sue Steigerwald
CKAP - Citizens for Keeping the All-Electric Promise

Visit www.AllElectricHomes.info for the latest on how to fight to make the all-electric discount permanent for EVERYONE!

—
No virus found in this message.

Re: All-Electric Sids -- Good Sense Energy Standards

Subject: Re: All-Electric Sids -- Good Sense Energy Standards

From: "Sue Steigerwald" <sue2811@roadrunner.com>

Date: Sat, 26 Jun 2010 12:23:15 -0400

To: "Joyce M. Leimbach" <jmleimbach@bex.net>

CC: "Gomberg, Amy" <gomberg@occ.state.oh.us>, "Sue Daugherty" <SueD@ServingourSeniors.org>

Hi Joyce,

I live in northeast Ohio (20 mins east of Cleveland) in Kirtland. I'm going to forward you the documentation I forwarded to Sue in separate emails. I'm also going to add you to my CKAP email mailing list. I'm not sure if you are a homeowner or if you serve some other larger role too in the AE issue.

I don't want you and Sue D. to have to reinvent the wheel. Many of the questions you all are raising were raised and researched back in Jan/Feb by CKAP with the help of the OCC, hearings, our Cleveland media, and our local reps and senators. For instance, have you guys reviewed all the documents in the formal PUCO all electric case 10-176 located at: <http://dls.puc.state.oh.us/CaseRecord.aspx?CaseNo=10-0176&link=DIVA>. Also, lots of answers are on the CKAP website located at www.allelectrichomes.info. Remember that although you are part of Toledo Edison, CKAP and the overall electric case includes you too, so I'd like to see us joined together! And I certainly want to share any info we have with you guys, and vice versa, so look for the documents I'll send you in separate emails.

Likewise, your state reps and senators MUST join forces with our local reps and senators to put the pressure on the PUCO and the governor. Our state reps are Lundy, Fende, Newcomb, Patten, and Schneider. Our state senators are Grendell and Patton. Please, please make sure yours are working together with ours to put pressure on the PUCO and governor. Our reps and senators have been holding town hall meetings and working on this issue since Jan/Feb and know the ropes on the issue. Who are your state reps and senators again so that I can add them to my list of legislators working on the issue?

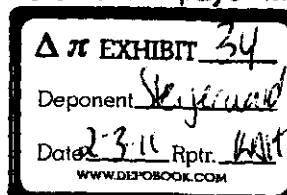
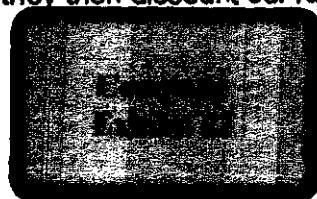
As far as the subsidize issue, that's been discussed numerous times. See my document located on our website at:

<http://allelectrichomes.info/Documents/subsidized%20Proof%20CKAP.htm> Since I wrote this document, FirstEnergy spokesperson Ellen Raines has since admitted in the media that up till 2009, the AE customer was never subsidized. But since 2009 and the current ESP we are in, the small AE discount we were originally given was being subsidized by the industrial customers. Like you, I ask WHY is this necessary, and WHY going forward is this necessary.

Amy Gomberg has helped me understand that although we don't like it or necessarily think it necessary, the unfortunate situation is that FE is guaranteed by the PUCO a certain amount of REQUIRED REVENUE. Once that revenue pie amount is determined, they MUST be given that amount. Back in 2009, when the pie was determined that would include years 2009 - 2011, the full AE discount was not figured in. Thus, if we get the discount, someone has to make up that amount. Likewise, it is highly unlikely (although it would be the honest thing to do) for FE to eat the cost of giving us the discount in the future (next esp goes from 2012-2014. Thus, the PUCO will approve a revenue PIE for them that includes charging us FULL AMOUNT. If they then discount our rates, some other ratepayer will need to make up

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000115

out



Re: All-Electric Stds -- Good Sense Energy Standards

the difference. Again, read my document above to see why this was never necessary in the past. Furthermore, it stinks that it has to happen now, but the whole way they structure rates is different now, and most aggravating is the fact that FE will most likely be allowed to walk away from their promises to sell discounted electricity to the ae customers because it no longer benefits them.

Hope this helps, and please tell your ae friends and neighbors to please send me their email address so I can put them on the mailing list for current updates!
Thanks,

Sue Steigerwald
CKAP - Citizens for Keeping the All-Electric Promise

Visit www.AllElectricHomes.info for the latest on
how to fight to make the all-electric discount permanent
for EVERYONE!

----- Original Message -----

From: Joyce M. Leimbach

To: Sue Steigerwald

Cc: Sue Daugherty

Sent: Saturday, June 26, 2010 6:37 AM

Subject: Re: All-Electric Stds -- Good Sense Energy Standards

Good point--where do you live Sue S?

Thus far I have not seen what I would call builder documents? Are they from original contractor? Do they include documentation with regard to a fixed electric rate -- anything about the Good Sense Energy Standards?

What would help is written documentation that promotes the all-electric home (especially when they were built) and a rationale with regard to rates (and the FUTURE of that rate). I have talked with three realtors who tell me 'yes, we have always been told about the fixed rate for all-electric residences', but when I ask where that 'contract' is in writing, no one seems to recall seeing anything in writing. I am concerned it is going to end up 'hearsay'.

I sense if I were a home-owner (used to be) who paid for both electricity and natural gas I would question why I who had to pay for gas had a higher electric rate to subsidize the all-electric residences.

I am in Plum Brook Estates phone is 627-1553.

Joyce Leimbach

----- Original Message -----

From: Sue Steigerwald

To: SueD@ServingourSeniors.org ; Joyce Leimbach

Cc: 'Amy Gornberg'

Sent: Saturday, June 26, 2010 1:08 AM

Subject: Re: All-Electric Stds -- Good Sense Energy Standards

Sue and Joyce,

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000116

Re: All-Electric Stds -- Good Sense Energy Standards

I've sent Sue many builder documents we have.

Also, as to the question as to what a fair rate to pay per kwh, remember we should be fighting for a rate differential, not a particular rate. our differential should be whatever it is today (meaning x percent off the standard rate). But as the standard rate goes up, so does the rate we pay, but discounted at the same differential.

----- Original Message -----

From: Sue Daugherty

To: 'Joyce Leimbach'

Cc: 'Sue Steigerwald'; 'Amy Gornberg'

Sent: Friday, June 25, 2010 7:19 AM

Subject: FW: All-Electric Stds -- Good Sense Energy Standards

Joyce,

I have cc: your findings to the Ohio Consumer's Counsel representative who will be attending the forum that we are having in Erie County. I'm also sending it to the chair of the consumer group called "Keeping the All Electric Home Promise". I'm going to ask if the both individuals if they have anything in writing. I find it very hard to believe that a developer would build a development without a written agreement.

Thanks for your tenacious research!! -- Sue Daugherty

From: Joyce M. Leimbach [mailto:jmleimbach@bex.net]

Sent: Thursday, June 24, 2010 5:36 PM

To: Harold Butcher; mail.bex.net; Sue Daugherty

Subject: All-Electric Stds -- Good Sense Energy Standards

What I learned today

The discounts given when many of these condo developments were built was on statement of: Good Sense Energy Stds -- which provided discount that was tied to construction of all-electric residences. Another condition was All-Electric residences needed to be tied to installation of an 80-gallon electric water heater. All standards are supposedly aimed at reducing consumption of electricity. Initial owners were granted discounts but apparently new owners not grandfathered;

Thus far I have found NOTHING in writing. Talked with another

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000117

Fw: Contact the PUCO / John C.

Subject: Fw: Contact the PUCO / John C.

From: "Sue Steigerwald" <sue2811@roadrunner.com>

Date: Tue, 22 Jun 2010 00:04:56 -0400

To: "Gomberg, Amy" <gomberg@occ.state.oh.us>, "Corcoran, Kevin" <kevinocorcoran@yahoo.com>

Thought you two might find this interesting. This was the response I got back from my PUCO website filed complaint a last week ago asking for status on the case..... Several CKAP members filed similar status requests (you can see them logged in the PUCO docket). Interesting that they recognized mine...

Sue

----- Original Message -----

From: ContactThePUCO@puc.state.oh.us

To: sue2811@roadrunner.com

Sent: Friday, June 18, 2010 1:06 PM

Subject: Contact the PUCO / John C.

June 18, 2010

Sue Steigerwald
10731 Beechwood Dr
Kirtland, OH 44094

CASE ID: SSTE040710XX

Dear Mrs. Steigerwald:

The Service Monitoring and Department of the PUCO has received your e-mail with your request for information on the status of Case 10-176-EL-ATA. I have forwarded your web complaint to our docketing department to be included in the case.

Since you have requested formal intervention in the case, you will be notified formally as to the ruling of the Commission in that regard. As to when the Commission plans to make its ruling, I can only point you to the formal docket, which includes an entry, in which the Commission granted itself more time to consider the merits of the case.

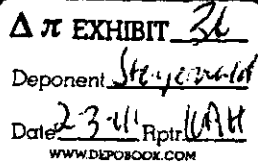
Moreover, any future information about public hearings, evidentiary hearings or other formal Commission action can be followed through the docket. Our docketing website allows for a subscription to the case, whereby an alert can be sent to you electronically whenever there is activity in the docket. I recommend this to you.

This department does not typically correspond informally with individuals who have filed formal complaints, as those matters fall under our legal department's purview. However, as a courtesy to you, I extend the above information and appreciate your consideration in this matter.

Sincerely,

John Campbell

Company
Exhibit 23



Confidential
000123

Document Ordered to be Disclosed Pursuant to Commission Entry of January 27, 2011

Fw: Contact the PUCO / John C.

Customer Service Investigator
Service Monitoring and Enforcement Department

Confidential
000124

1/11/2011 1:28 PM

Re: Free for a call on Tuesday?

Subject: Re: Free for a call on Tuesday?
From: "Sue Steigerwald" <sue2811@roadrunner.com>
Date: Mon, 21 Jun 2010 16:03:34 -0400
To: "Amy Gornberg" <Gornberg@occ.state.oh.us>

Home. 440-258-8561.

----- Original Message -----

From: Amy Gornberg
To: Sue Steigerwald ; Kevin Corcoran
Cc: Claire Childers
Sent: Monday, June 21, 2010 3:49 PM
Subject: Re: Free for a call on Tuesday?

Hi! It is. Sue, let me know what number you would like us to call you at.
-Amy

Amy Gornberg
Director of Government Affairs
The Office of the Ohio Consumers' Counsel
office: 614-466-9539
cell: 614-581-6961
gornberg@occ.state.oh.us
www.pickocc.org
1-877-PICKOCC (877-742-5622)

>>> On 6/21/2010 at 3:18 PM, Kevin Corcoran <kevinocorcoran@yahoo.com> wrote:
!! works best but 4:30 may work also. Call me at 440 225-8965. Thanks!

From: Sue Steigerwald <sue2811@roadrunner.com>
To: Amy Gornberg <Gornberg@occ.state.oh.us>; Kevin Corcoran <kevinocorcoran@yahoo.com>
Cc: Claire Childers <Childers@occ.state.oh.us>
Sent: Mon, June 21, 2010 9:25:11 AM
Subject: Re: Free for a call on Tuesday?

I could do 11 or after 4:30. Not on vacation till late July.

----- Original Message -----

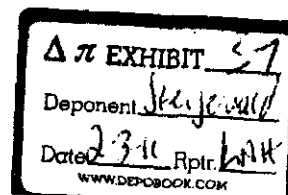
From: Amy Gornberg
To: Sue Steigerwald ; Kevin Corcoran
Cc: Claire Childers
Sent: Friday, June 18, 2010 3:16 PM
Subject: Free for a call on Tuesday?

Kevin, Sue,
FirstEnergy has come back to the table with another offer regarding the all-electrics in their proposed Electric Security Plan. We would like to share this information with you on a conference call this Tuesday. Janine and I are available between 11-12, 1-2pm, and after 4:30ish. Are you both available during one of those times? I know Sue was heading off to vacation, but I can't remember the dates! Please let me know if that works,

Company
Exhibit 24

Confidential
000126

7/11/2011 1:27 PM

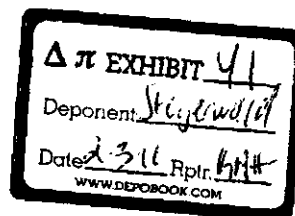


Re: Free for a call on Tuesday?

Thanks!
-Amy

Amy Gornberg
Director of Government Affairs
The Office of the Ohio Consumers' Counsel
office: 614-466-9539
cell: 614-581-6961
gornberg@occ.state.oh.us
www.pickocc.org
1-877-PICKOCC (877-742-5622)

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000127



No virus found in this message.

Checked by AVG - www.avg.com

Version: 10.0.1204 / Virus Database: 1435/3408 - Release Date: 01/28/11

" Sue Steigerwald sue2811@roadrunner.com SMTP
LWestphal2@aol.com LWestphal2@aol.com SMTP
Normal

Re: FirstEnergy Rate Case "Hi Vince.

Although we have all lost our J rate, we are still classified as all electric in their database and they are giving us discounted generation kwh charges. I know mine is like 4.98 and if you ask what the Gexa/FE rate is, it is in the mid 6s. So yes, you are lower now. They are correct in that you are in a "program that gives you discounts during winter months", including a line item you see on your bill called "Residential Distribtuion Credit"

DON'T go on GEXA because you will forfeit your all electric status. Look for info from me today on OCCs counter proposal.

I got involved just like you did as an unhappy all electric customer. I started researching what was in the press when I first got my Jan bill, and I couldn't find anything. I begged John Funk fo the PD to write an article, and that was the first article in major paper written. Then I got involved in a small group of people who were meeting with grendell, and that's when I offered to help coordinate communic for him since he can't use his Senate office.

Sue



----- Original Message -----

From: Vince Astor <mailto:vastor@roadrunner.com>
To: Sue Steigerwald <mailto:sue2811@roadrunner.com>
Sent: Thursday, February 25, 2010 11:15 AM
Subject: Fw: FirstEnergy Rate Case

Hi Sue,

All elec. home owner since 1972. I will be sending you copies of elec. bills Jan.2009 & Jan.2010 as soon as I can (unlike some, only a 67% increase).

Of course, my social security didn't go up 60%.

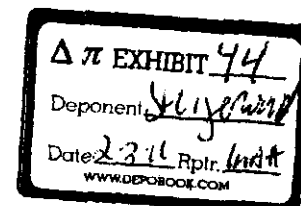
There is another issue associated with this rate increase stuff.

Back when strongsville first said they were going to aggregate and find another elec. supplier (15-30 yrs ago??). I opted out, because I was getting a better rate from CEI.

When I saw I was going to lose my "J" rate this past summer I tried to see what other suppliers I could hook up with.

I contacted NOPEC and they told me to contact GEXA. GEXA said that they get updated lists from the elec. company frequently, and when I go off of the "J" rate I would receive info from them. I waited a month after losing "J" rate and nothing. Contacted GEXA and they said to call CEI and check with them. So, I called

Confidential
000617



all-electric equipment to qualify for the all-electric discount have also been excluded. All of these houses which are currently excluded from the temporary reinstatement must be included in the permanent solution.

4) The discounted rates made to load management and water heating customers must also be honored.

5) First Energy MUST NOT raise the rates of other customers to pay for the all-electric, load management, and water heating discounts. If losses are to be incurred, First Energy should take the losses from stockholder profits since it was their breach of promise/poor business planning that caused the problem.

6) Overcharges made by First Energy between May 2009 and March 2010 must be refunded in full.

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Checked by AVG - www.avg.com
Version: 10.0.1204 / Virus Database: 1435/3406 - Release Date: 01/27/11"
Sue Steigerwald sue2811@roadrunner.com SMTP 'Sue Steigerwald' sue2811@roadrunner.com SMTP
RE: Ohio Inspector General Complaint "

From: Sue Steigerwald [mailto:sue2811@roadrunner.com]
Sent: Wednesday, February 24, 2010 10:31 PM
Subject: Ohio Inspector General Complaint

**Company
Exhibit 26**

Greeting Friends,

Our next action item/front of attack is to send a flurry of complaints to the Ohio Inspector General's office calling for an investigation of the PUCO. The Inspector General's office reports directly to Governor Strickland. While complaints to the Ohio Inspector General's office usually involve criminal activity investigations of public agencies and officials, we feel it is worth a shot to do this and Mr. Grendell agrees. Nothing may come of it, but if we get some press attention, it will be worth the effort. The timing of this also coincides with a press conference Mr. Grendell is holding in Columbus Thursday to call for the resignation of Alan Schriber, long time head of the PUCO. Thanks to Joanne Majeski on our email blast list for being the impetus for this idea. Please continue to think of creative ways to cause as much grief and negative publicity as possible on First Energy and the PUCO. Mr. Grendell is adamant that this is the only reason we have gotten as far as we have, and the only way we will stand a chance of winning.

To file a complaint with the Ohio Inspector General's office, please click on the attached document and follow all instructions. I have already filled in the common fields on the form, but you need to fill out the personal info and provide your own version of the complaint. You should also include at least one specific example of your electric increase in supporting documents section. Your talking/writing points about describing the complaint should include:

1. The sole purpose of the PUCO is to assure Ohioans reliable public

2. It has failed miserably at this because it approved First Energy's plan to eliminate the 30 year all-electric program which was contractually promised to over 100,000 customers. It also failed by allowing First Energy to increase its Distribution Rates for all customers 106%. Furthermore, it has failed to facilitate competitive electric utility choices and has allowed First Energy to monopolize the electricity market in Ohio.

4. The rate structure they approved has allowed First Energy to overcharge customers hundreds of dollars per month which has resulted in economic hardship and loss of home property value.

http://media.cleveland.com/darcy/photo/24ggjeffdarcyjpg-48e335918062c1d2.jpg

6. This will raise our bills about 20% more than they currently are, and I will bet you don't need me to give you any words on how you feel about that.....

Regards,

Sue

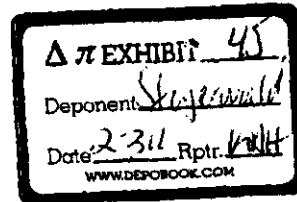
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Version: 10.0.1191 / Virus Database: 1435/3390 - Release Date: 01/19/11

No virus found in this message.
Checked by AVG - www.avg.com
Version: 10.0.1204 / Virus Database: 1435/3406 - Release Date: 01/27/11" Sue Steigerwald sue2811@roadrunner.com SMTP 'Sue Steigerwald' sue2811@roadrunner.com SMTP
RE: OCC Files CLARIFICATION PLEADING/PROPOSAL "

From: Sue Steigerwald [mailto:sue2811@roadrunner.com]
Sent: Wednesday, March 10, 2010 1:16 AM
Subject: OCC Files CLARIFICATION PLEADING/PROPOSAL

Hello Friends, I have much to update you on tonight. First, we continually get new people added to our grassroots group, so I want to put a little review and clarification info in first:

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01/19/11



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Version: 10.0.1204 / Virus Database: 1435/3406 - Release Date:
01/27/11" Sue Steigerwald sue2811@roadrunner.com SMTP 'Sue
Steigerwald' sue2811@roadrunner.com SMTP
RE: TODAY is the big day - PUCO voting on Reinstatement of the
All-Electric Rate "

From: Sue Steigerwald [mailto:sue2811@roadrunner.com]
Sent: Wednesday, March 03, 2010 9:21 AM
Subject: TODAY is the big day - PUCO voting on Reinstatement of
the
All-Electric Rate



Hello all,

This is just a quick update. Today at 1:30, the PUCO commision
is going to
hold a hearing and have a ruling on temporarily reinstating our
all electric
rates. The key word here is temporary! We don't know how
permanent they
are planning to make it or even more, who they plan to include in
this
emergency ruling today. We want them to include every Ohio
citizen who
currently lives in an all-electric home, but current rules
excluded anyone
who took ownership 2007 or later. Current rules also excluded
those who had
made a name change on their account. Scary, but NO ONE seems to
know
exactly what they are going to approve today, so I will be sure to
provide
lots of details later today once I get the info. Besides the PUCO,
My
understanding is the only other people who will be present in the
room are
Amy Gomborg and Ostrander from the OCC. Amy has assured me she
will let us
and our lawmakers know ASAP ONCE the meeting is over what exactly
got

approved. Then we will know where to go from here on our fight for having the rates permanently reinstated, and most importantly, TIED TO OUR HOMES, AND NOT US AS OWNERS! Of course, this too is something I am just realizing that as of 2007, our all electric rates were only grandfathered to us as owners! That means, we were all in big trouble after 2007 if we tried to sell our homes as our buyers WOULD NOT HAVE GOTTEN THE DISCOUNT.

I spoke with Amy Gomberg extensively yesterday and really feel the OCC currently understands our position and is in our favor, but just as Mr. Grendell has stated, they need our voices to continue fighting for what we need. More to come on this after we figure out what the PUCO approves.

Also spoke with Mr. Grendell yesterday. He wanted to know what all of you were thinking as regards to the lawsuit. I told him that the general viewpoint from those of you who have voiced your opinion to me was that we want to keep the lawsuit active! We do not want to drop the lawsuit because that is one of our key leverage points. I asked him if the lawsuit could be kept active, but just not pressed on our side until we see how things pan out. He said this could be done and that this is the method he favors too! I also assured him that his image remains favorable with all of us as we know his actions (although unorthodox as far as politics is sometimes concerned) are what has given the correct exposure to this issue and kept the pressure on FE, the PUCO, and the Governor.

Dennis Kucinich sent a letter advocating the reinstatement of the all-electric rate and a request not to raise the rates of others. I have emailed him to see if we can't somehow leverage off his support.

John Funk of the PD likes our idea of accumulating the data off our bills, especially since FE insists our annual usage is only 21,600 kwh per year! I know, mine alone for last 2 years has topped 31,000. Funk actually told me he thinks this could make or break our case. However, he also mentioned he thinks it would be best to also have the orig copies of the bills and not just the data. So I think I will just do the data entry myself off copies of your bills that were sent to either Mr. Grendell or myself. If you have not already sent Mr. Grendell or myself your bill copies from Jan 09 and 10, please do so soon, and I'd really like to get Jan and FEB 09 and 10 if you are going to do it. You can scan and email them to me or snail mail them to me at 10731 Beechwood Drive, Kirtland, OH 44094. I will keep your name and account info confidential to all except those organizations who have it anyway (like FE). And, rest assured I have no intention of publishing anything like this online because I know we are all worried about ID theft, etc.

Thats all for now. We will be talking later on tonight!

Sue

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Checked by AVG - www.avg.com
Version: 10.0.1204 / Virus Database: 1435/3406 - Release Date: 01/27/11" Sue Steigerwald sue2811@roadrunner.com SMTP 'Sue Steigerwald' sue2811@roadrunner.com SMTP
RE: Permanent Solution Requirements for All-Electric Customers

From: Sue Steigerwald [mailto:sue2811@roadrunner.com]
Sent: Tuesday, March 16, 2010 1:17 AM
Subject: Permanent Solution Requirements for All-Electric Customers
Importance: High

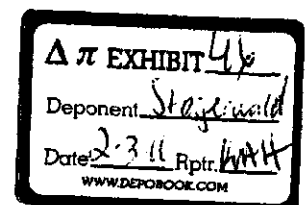
Hello everyone:

As the best way to pass this info along to all of you, I've forwarded to you (see below) the email I just sent out to the media (copying key legislators) regarding what our permanent requirements are for the all-electric issue.

First Energy's deadline to file the new rate/tariffs ordered by the PUCO is Wed March 17. Those of us who are included should see temporary relief starting at that point. Those who are excluded will not see relief immediately, but fighting for them to be included as well as a permanent solution for all of us will be the focus of our group over the next 90 days (the timeframe the governor gave the PUCO to come up with a permanent solution).

If you are not sure if you are currently included, the easiest way to determine this is to look for a line item called "'Residential Distribution Credit'" in the detailed section of your bill. If this line is present, you are currently classified as all-electric and will begin seeing rate relief Wed March 17. If not, you've been excluded due to one of the reasons mentioned below, but do not give up hope that you will be included in the permanent solution after 90 days is up.

Company
Exhibit 28



Another great article in the Plain Dealer by Tom Suddes
http://www.cleveland.com/opinion/index.ssf/2010/03/ohios_utility_watchdogs_satchdogs_snow_w.html

Senator Patton's son, a 30 year old Cleve. Hts. policeman passed away during pursuit of a suspect on Saturday. Senator Patton has been working side by side with Mr. Grendell to help us win back our all-electric discount. Sen. Patton affectionately spoke of his 6 children by saying they were all boys, except the 5 daughters. I've asked for his Strongsville home address and will pass it along in case you would like to send your condolences.

There is much confusion regarding being solicited by First Energy to switch to FES as your generation supplier. If you know that you are classified as all-electric, DO NOT SWITCH TO FES. Note that you must proactively send back the form (if received) to say you do not want to switch. If you don't send back the form, you are automatically switched. Now, for those of you who DID SWITCH already, I still think you are OK because many of you tell me you still see the line on your bill called "Residential Distribution Credit" which means you are still categorized as all-electric. However, I would highly suggest that after the Wed March 17 rates are released, you call First Energy and make sure they switch you back to the rates covered under this order, which are supposed to be reflective of December 2008.

Telephone Deregulation

Amy Gomberg at the OCC asked for all of our help to fight the telephone deregulation which is apparently going to be voted on in the Ohio house tomorrow! See her email notes below if you wish to participate:

Thank you again for your continued efforts to protect Ohio's telephone consumers from the negative impacts of telephone deregulation. We need your help now more than ever!!

The House of Representatives will be voting on House Bill 276, which would deregulate Ohio's telephone industry, on Tuesday March 15th! We need to call our Representatives and ask them to include more consumer protections in this bill.

Can you please call your representative and ask them to include more protection amendments in the telephone deregulation bill?

AARP has launched a toll-free number to make it even easier to make your voice heard. By calling toll-free 1-888-844-5009 and following the prompts you will be connected to your State Representative. Please urge your legislators to strengthen consumer protections in the telephone deregulation bill, and protect Ohioans from increasing telephone rates.

Here is a sample message of what you can say: (This can also work for a voice mail message)

"Hi, my name is _____. I would like to leave a message for the Representative about the telephone deregulation legislation. I'm extremely concerned with the impact that telephone deregulation will have on Ohioans. I urge you to amend this bill to include consumer protections for ALL telephone consumers and to protect Ohioans from increasing telephone rates. Thank you."

Please share this Alert with family and friends by forwarding this message!

For more information about this issue please visit our Web site:
<<http://www.pickocc.org/telecom/deregulation>>
<http://www.pickocc.org/telecom/deregulation>

After the House of Representatives votes on this bill, the Senate will have to vote again, as well. We hope we can count on your support, and will be sure to keep you in the loop as the legislation progresses!

----- Original Message -----

From: Sue <<mailto:sue2811@roadrunner.com>> Steigerwald
Cc: Kline, Connie <<mailto:klineisfine@aol.com>> ; Jordan, <<mailto:rfjind@roadrunner.com>> Rich ; Corcoran, Kevin <<mailto:kevinocorcoran@yahoo.com>> ; Barker, <<mailto:Emily.Barker@ohr.state.oh.us>> Emily ; Waggoner, Neil <<mailto:neil.waggoner@ohr.state.oh.us>> ; Gilbert, Bobbie <<mailto:Bobbie.Gilbert@ohr.state.oh.us>> ; Crow, Lynne <<mailto:Lynne.Crow@senate.state.oh.us>> ; Gomberg, <<mailto:gomberg@occ.state.oh.us>> Amy

Sent: Tuesday, March 16, 2010 12:37 AM

Subject: Permanent Solution Requirements for All-Electric Customers

Dear Media,

As the end of the 14 days approaches after the PUCO's emergency order

For now, though, let's focus on finding documents and writing our personal accounts of verbal promises.

Thanks,

Sue Steigerwald
CKAP - Citizens for Keeping the All-Electric Promise
Visit www.AllElectricHomes.info to sign our on-line petition and for the latest news on how to fight to make the all-electric discount permanent for EVERYONE!

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Version: 10.0.1191 / Virus Database: 1435/3375 - Release Date: 01/12/11

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Checked by AVG - www.avg.com
Version: 10.0.1204 / Virus Database: 1435/3406 - Release Date: 01/27/11"
Sue Steigerwald sue2811@roadrunner.com SMTP 'Sue Steigerwald' sue2811@roadrunner.com SMTP
RE: BIG NEWS - OCC makes COUNTER PROPOSAL "

From: Sue Steigerwald [mailto:sue2811@roadrunner.com]
Sent: Friday, February 26, 2010 1:12 AM
Subject: BIG NEWS - OCC makes COUNTER PROPOSAL

Breaking News Friends that offers to be quite promising: Today the OCC (Ohio Consumer Counsel) filed a COUNTER proposal/motion to the PUCO,

countering what First Energy (FE) had offered in their Feb 12 filing (20% cap initial cap with phase in over 8 years of rest of increase) This is the one we all just opposed a few days ago. Anyway, OCC seems to have really stepped up the plate for us and appears to be one of our best allies now in getting this problem solved. I've attached the Press Release and Fact Sheet on the OCCs proposal but won't email out the full proposal (afraid roadrunner will shut down my account). It should be posted on line somewhere tomorrow and I can just give you the link.

Here is the summary of what OCC is proposing:

1. Declaration of a State of Emergency
2. Immediate restoration of our generation and distribution rates to their old discounted amounts until a permanent and fair solution can be resolved
3. The restoration of the all-electric rate would apply not only to existing customers, but anyone who is in all electric home regardless of when they moved in!
4. The restoration of the all-electric rate would also apply to those customers who inadvertently made an "account ownership" change on their bill, such as putting the bill in a renter's name.
5. Call for investigation of FE's business practices to see if they failed to abide by their promises/inducements to all electric customers
6. During all investigations and consideration of what fair rates will be to all electric customers, CAREFUL ANALYSIS of the impact of rate increases

on various usage levels must be done. (We wouldn't have this problem if they had done this in the first place!)

7. OCC has stated that trying to phase in rate increases over 8 years is not acceptable.

8. They also state that refunds of past overcharges may be refunded

9. OCC wants FE to offer assistance plans to help customers take care of any past plans

10. They want FE to divulge if they used customer and/or shareholder money to market all electric homes.

What I did not see in the OCCs proposal was mention of a general rate decrease for distribution. I am going to get clarification on this. This is bad for some of our group because some are not all-electric, but what is categorized as "high usage". This means they may use 4 or 5000 kwh during winter, but do not get the generation discount or the Residential Distribution Credit that we all-electric customers currently receive, and thus would not be covered in the proposal (I think).

Watch tv news clip of our group's Fred Dugah. He proactively called/emailed the media to get this story made. If you feel you have an angle to this issue that has not been reflected in the media, email or call the tv stations and newspapers!
<http://www.wkyc.com/news/local/news_article.aspx?storyid=131257&caticid=45>

http://www.wkyc.com/news/local/news_article.aspx?storyid=131257&catid=45

I sent my own version of my Inspector General complaint to my media contacts and received contact back from the News Herald, Channel 3, and Star Beacon. In my correspondence I told them to look for a flurry of complaints over the next day or two. If you haven't filed your complaint yet, please do. If you need the email again, let me know.

BTW, we purposely only included the PUCO in our complaint hoping that we could somehow buddy up with the OCC (glad we did...)

There was another "town Hall" meeting in N. Ridgeville tonight with about 275. Our group's Kevin Corcoran, who is the attorney for Bob Schmitt all electric homes, was one of the speakers. Kevin probably wins the dubious honor of being the actual first citizen to complain about this mess because he knew about its approval back in 2006. He has been a tremendous help in getting this issue pushed in the media and with the OCC and PUCO. Also present was head of the OCC and Rep Lundy, who stated that Strickland has ordered the all electric rate to be reinstated tomorrow! Kevin, though is not sure if he even has the power to do this. We will have to wait and see....

A few of you have emailed me your ideas on how to keep the media coverage up and be the biggest pains in the butt to FE. Here is one idea I want to throw out from Amy Weinhart . If anyone has the resources to do this, let me know. "" If somehow a local theatrical/comedy troupe could video a satirical song/skit and it's ""catchy"" enough, the video could go viral (youtube) and get National attention. I personally don't have the talent or connections. But National exposure would definitely blow this thing right out of the water!"" - Amy

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Checked by AVG - www.avg.com
Version: 10.0.1204 / Virus Database: 1435/3406 - Release Date: 01/27/11" Sue Steigerwald sue2811@roadrunner.com SMTP 'Sue Steigerwald' sue2811@roadrunner.com SMTP
RE: ALL-Electric Rates to be RESTORED temporarily "

From: Sue Steigerwald [mailto:sue2811@roadrunner.com]
Sent: Saturday, February 27, 2010 1:50 AM
Subject: ALL-Electric Rates to be RESTORED temporarily

Hello all,

In case you did not see the local news tonight, Strickland has ordered the PUCO to immediately restore the rates for all-electric customers, including

A few of you have emailed me your ideas on how to keep the media coverage up and be the biggest pains in the butt to FE. Here is one idea I want to throw out from Amy Weinhart . If anyone has the resources to do this, let me know. "" If somehow a local theatrical/comedy troupe could video a satirical song/skit and it's ""catchy"" enough, the video could go viral (youtube) and get National attention. I personally don't have the talent or connections. But National exposure would definitely blow this thing right out of the water!"" - Amy

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Version: 10.0.1204 / Virus Database: 1435/3406 - Release Date: 01/27/11" Sue Steigerwald sue2811@roadrunner.com SMTP 'Sue Steigerwald' sue2811@roadrunner.com SMTP
RE: ALL-Electric Rates to be RESTORED temporarily "

From: Sue Steigerwald [mailto:sue2811@roadrunner.com]
Sent: Saturday, February 27, 2010 1:50 AM
Subject: ALL-Electric Rates to be RESTORED temporarily

Hello all,

In case you did not see the local news tonight, Strickland has ordered the PUCO to immediately restore the rates for all-electric customers, including

**Company
Exhibit 30**

-276-

Δ π EXHIBIT 48
Deponent Steigerwald
Date: 2-3-11 Rpt. kat
WWW.DEPOBOOK.COM

CN001299

both the generation part and the distribution part. (see attached press release.) This is similar to what is included in the OCC proposal from yesterday, but the OCC proposal also asked for immediate relief for all electric home buyers who took ownership in 2008 or later, and those who inadvertently forfeited their all electric status because of a change in account name. I know we have several in our group who fall into these 2 categories and we must lobby (I will find out how) to have their relief granted immediately too. I spoke at length with Amy Gomberg today from the OCC, and she seems like she will be a great ally for us and a "direct line" if you will into getting our opinion voiced at the OCC and ultimately the PUCO.

It is important to understand that the restoration is temporary until a permanent solution can be worked out. I'm thinking of it as a chance for a "Do Over" for everyone involved to get it right this time. This means that although we have a temporary reprieve, our battle is far from over. There will be many upcoming public hearings and time periods for us to comment in favor or against any new proposals, and we will need to be active. It was so funny today talking with Gomberg because she said in the last couple days, all these complaints against the FE Feb 12 proposal (20% cap with 8 yr phase in) came pouring in! That was you friends, and your voice was heard! We need to make sure to continue commenting about any future proposals that are submitted.

I also spoke at length today with John Funk from the PD as he called to get my "reaction" to the restoration. Below in italics is what I submitted as my "reaction" to him and other media. I think it is a pretty good summary of what our current position is. Funk's story that will be in Saturday's PD can be viewed here:

http://www.cleveland.com/business/index.ssf/2010/02/all-electric_homes_to_get_disc.html

I am thrilled that our all-electric rates are being immediately restored!

- > This is a classic example of democracy in action. Consumers demanded their
- > voices be heard and lashed out against corporate greed in America.
- > Immediate relief was absolutely necessary to stop the financial hardship on
- > so many seniors, single income families, and the unemployed affected by the
- > rate shock. I have the utmost respect for Senators Grendell and Patton, and
- > Reps. Lundy, Fende, and Newcomb who have made sure our complaints were heard
- > by the right people. We realize this is a temporary move, but have
- > confidence that the permanent solution implemented will be fair to
- > all-electric as well as other classes of customers. Although the OCC
- > originally let us down by not opposing the elimination of the all-electric
- > discount, they have realized their mistake, and we have confidence in their
- > ability to represent us in the battle for a permanent solution. I still
- > have little confidence in the PUCO and feel they are incompetent to perform
- > the job
- > they are assigned to do. I hope the Inspector General's office will follow
- > through on our request for a full investigation of their office and make the
- > appropriate leadership changes so that the PUCO can never be allowed to
- > cause a crisis again.
- >

One area of great contention in the upcoming battle will certainly be that

other FE customers do not want their rates hiked to allow us to keep our all electric rates. First Energy has done a fine job of trying to pit the gas/electric customer against the all-electric customer by saying they were subsidizing us all along. This is not true, as we were buying at a discounted rate electricity that was produced in surplus because FE had no one else to sell it to. The peak time of production for FE is summer, and they came up with the idea of selling us their winter surplus electricity at a discount (and thus the all-electric program was born!). However, since deregulation happened, FE now can sell that "surplus" electricity to other companies via the regional grid system and make more money than they did selling it to us for a discount. So FE took away our discount because they didn't need us any more. That is why FE is now crying that they cannot restore our all electric rate without asking for rate increases from other customers. We need to get the gas/electric customer to stop believing FE that they were subsidizing us in the past. This is only a ploy being used by FE to cause friction. We need to instead insist that FE NOT raise the rates of others, but instead take the hit themselves by lowering their profits. We need to somehow get the gas/electric users to understand this, and join us in the fight against FE to lower their profits rather than charging others more money. You can all participate in this process by watching the comments/blogs that are being written by disgruntled gas/electric users and try to (in a nice way) set them straight. Letters to the editor are also a good idea.

Our plan to ask the Inspector General's office to investigate the incompetent PUCO caught some media attention. I got an email from Dick Russ WKYC but didn't see anything on the website. I spoke at length today with a

reporter from Ashtabula Star Beacon and he is running a story tomorrow I think. He is also going to publish my email address so our all electric friends in Astabula can join us. Betsy Scott from the News-Herald did run a front page story about our complaints and it can be viewed here: <http://news-herald.com/articles/2010/02/26/news/nh2150292.txt> As a side note, if you have not already submitted your complaint, please do so. There was some confusion about the actual email address to submit to which is oig_watchdog@oig.state.oh.us Note there is an underline/underscore between oig and watchdog.

Rich Jordan and I have agreed to be part of a forum radio discussion WCPN Cleveland Public Radio on the all electric issue this Tuesday from 9 - 10 am. When I asked Paul Cox who else would be there, they said they are trying to get Grendell and Lundy. I also suggested Kevin Corcoran to represent the builders. Rich and I are just hoping we don't embarrass ourselves on radio.....:-)

A few of you have suggested a public march on either FE or the PUCO (or heck, maybe both!). I like the idea and so do some others I bounced ideas off of. It would probably need to be during the week to get the right media exposure, but that would mean taking off a few hours from work. If we do this, perhaps we could pick a Friday afternoon to make it easier on our schedules. We need to see how the events play out over the next few days before we can determine the proper timing for something like this. As a side note, if we could finally convince the gas/electric users that they did not subsidize us in the past, perhaps we could also have them join in on a march on FE with the focus do not raise anyone's rates, but rather take the

hit out of their profits..... That could be really powerful (pun intended).

Finally, I've noticed Mr. Grendell taking a little flack in the press lately from other politicians who seem to think he is grand-standing for political gain rather than working through the "appropriate" channels to get changes made. My take on this is that Mr. Grendell was not only the first politician to listen to our complaints, he was the first one to take any action (lawsuit). I am certain that his filing of the lawsuit was a major impetus to getting governor Strickland involved and having FE file their initial Feb 12 proposal. I mean, they did all this "after hours" Friday night during the long holiday weekend, knowing the lawsuit was to be filed the first business day following (hmmmmmm). Anyway, please speak favorably of Mr. Grendell's efforts if you see fit. He told us from day one that he didn't feel the lawsuit was the final answer, but just a means to get FE and the PUCO back to the bargaining table, and I think his plan is working perfectly. Mr. Grendell spent a whole hour, one on one with me this past Sunday

answering my questions about everything. He made it clear in the meeting that he did not care how the problem got solved or who got the credit! Although I am always skeptical of politicians, I feel Mr. Grendell is genuine in his efforts to help us.

Signing off for now. Maybe we can all turn our thermostats up one degree tomorrow to celebrate ;-).

Sue

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Checked by AVG - www.avg.com

Version: 10.0.1191 / Virus Database: 1435/3375 - Release Date:
01/12/11

No virus found in this message.

Checked by AVG - www.avg.com

Version: 10.0.1204 / Virus Database: 1435/3406 - Release Date:
01/27/11" Sue Steigerwald sue2811@roadrunner.com SMTP 'Sue
Steigerwald' sue2811@roadrunner.com SMTP