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PUCO

10-176-EL-ATA

April 23, 2011

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180 E Broad ST  
Columbus OH 43215

Dear Sir or Madam:

I am sending my testimony and history of my billing statements to be considered when a decision is being made regarding all electric customers served by various operating companies of First Energy Corporation. Included in the mailing is an explanation of the spreadsheet I developed, the spreadsheet and the letter of testimony.

Sincerely,

*Marj Battershell*

Marj Battershell  
Retired Account Specialist First Energy Corporation  
Ohio Edison Account number 11 00 17 5528 7 5

Testimony for case # 10-176-EL-ATA

PUCO

2011 APR 28 AM 9:41

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## My Testimony For Docket 10-176-EL-ATA

As an employee at Ohio Edison and eventually for First Energy I took advantage of the All Electric Promise. I had my first 80 gallon water heater put in not long after I was hired. I think I paid \$38.00 for it through the employee program. I had already been on rate 14 to save by keeping my load as close to 5 as possible so when the rate (14A) came into being it made sense to me, in the philosophy of keeping the load down. There was nothing wrong with my 40 gallon water heater, but getting the 80 gallon and the radio control saved our family utility dollars.

As time went on I was eventually promoted from my entry level position of meter reader to customer service representative taking customer inquiries and solving issues. As reps we heavily suggested customers, too, take advantage of "capacity" power and use 80 gallon water heating (there was also an incentive for customers to get the WHs) and have dual fuel heating systems (rate 14E-also with incentives to add the electric heating to their fossil fuel systems) and take advantage of the overage of electric available at a much better rate. I do not ever recall having the water heating turned off by the radio controlled unit on the outside of my house or having customers calling in asking about their equipment being powered off.

As time went by it was heavily suggested that employees take advantage of the new rates (11A & 11B). Marketing representatives assured us that the rate would be "grand-fathered" and that we need not worry about it going away once we were captive (my description of the situation I find myself in when the company is doing away with the "grand-fathered" rate) with no other source of energy available in our homes and expensive (I got \$20,000.00 into my first geothermal system). A+ Dealers, ones that were on the company's list of approved installers carried out the theme of "grand-fathered" rates. There were company incentives beyond what I paid out of pocket for me to switch to all electric.

As representatives we convinced customers they could save in their overall costs by not having natural gas, propane, or oil but by buying more electric power and getting it for less per kilowatt by buying more of our product (remember the little boxes in the commercial?) than to divide up their energy purchases among several providers. Eventually we were selling them on all electric.

I could see that medical costs would continue to escalate in my retirement and hoped to contain costs in the area of energy usage in my home as a possible hedge against the years of being on the "fixed income" I heard so much about from our customers. My energy costs were cut roughly in half when I said good bye to my old oil furnace. That was a welcome occurrence in light of the extravagant outlay for the closed loop and Tetco geothermal system. I would not want other customers to bear the expense of my usage as First Energy seems to be suggesting would be the case in the news items if they continued to provide electricity at a more favorable rate for those of us who bought into the promise. I would not have expected them to not have increased rates across the board

since the last time we had a rate increase on August 17, 1990, the day my first grandchild was born. In hindsight one would wonder how inflated rates were at that time that First Energy could wait until 2008 for a rate increase.

I appreciate that deregulation came into the picture. My bother was an Ohio lawmaker at the time of the rate changes. Jo Ann Davidson was the out going House speaker who'd headed up laws regarding deregulation before 2000. My last professional position was on the regulated side of deregulation dealing with alternate suppliers and customer accounts. It was very interesting, rewarding work. I always enjoyed the work I did. I liked helping customers and don't want to feel bad that many may be in a bad place now because we encouraged them to switch to all electric throughout all those years.

I appreciated my employment and my earnings, my savings plan with the matching shares and now appreciate my pension. I was right about escalating medical costs. Now the \$7004.00 I paid out in medical expenses last year equaled a third of my pension dollars. In 20 months the \$400.00 disability pension from First Energy goes away and if my medical expenses stayed the same they would eat up over 43% of the pension amount. This is no fault of FE, but reduced income and measurably increased home energy costs spell financial hardship. I realize that anyone only has the information available to base decisions on, but I trusted that the electric rate would remain favorable for me as an all electric customer in retirement. I want to be able to continue to feel good about the company that employed me and that I retired from.

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**Case #10-176-EL-ATA Spreadsheet explained:**

I broke out line items monthly for 3 years back from my most recent electric statement. I've showed annual cost for each 12 month period without the "credits".

At the end of the document I'm showing the annual (based on the calendar year) kwh usage and cost without credits. Also shown is the percentage in the increase in my expense.

For ease of mailing and with consideration to bulk in your files I am not sending the copies of my billing statements, but if you should want them I can provide them.

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 Testimony for Ohio Edison case# 10-176-EL-ATA

Ohio Edison Electric bills													
Rd date	#days	bill amt	kwh	FES ft	RDC	RG	DRC	cust chg	G & T	DRC	OE act chgs	FES chg	
Mar 28 11	32	257.01	3335	0.063571	-50.18	-135.19	0.16	\$4.00		174.49	-6.72	212.01	
Feb 24 11	29	207.28	2526	0.063567	-35.86	-86.25	0.11	\$4.00		131.31	11.31	160.57	
Jan 28 11	30	209.85	2311	0.063544	-32.05	-76.79	0.43	\$4.00		120.38	16.97	148.85	
Dec 27 10	33		2004	0.063373	-26.62	-57.99	1.71	\$4.00		104.33	25.43	127	
Nov 24 10	29		1206	0.063383	-12.5	-13.41	-0.78	\$4.00		60.76	38.07	76.44	
Oct 26 10	29	85.8	823		-5.72		-0.51	\$4.00	48.17	39.86			
Sept 27 10	32	72.69	653		-3.28		-0.42	\$4.00	41.35	30.04			
Aug 27 10	29	87.59	724				-0.54	\$4.00	54.03	30.1			
Jul 28 10	30	118.55	977				-0.68	\$4.00	74.66	40.57			
Jun 28 10	32	110.71	1357		-0.92		-0.04	\$4.00	68.33	39.34			
May 27 10	29	122.66	1280		-13.81	-1.17	-0.06	\$4.00	69.64	64.06			
Apr 28 10	30	128.89	1420		-16.28	-6.63	-0.07	\$4.00	76.28	71.59			
		\$1,666.97			-197.22	-378.43							tot \$2343.12
													mo av 186.93
Mar 29 10	31	186.05	2203		-30.14	-15.6	-0.14	\$4.00	114.39	113.64			
Feb 26 10	29	205.66	2262		-31.19		-0.14	\$4.00	117.2	116.69			
Jan 28 10	28	156.19	1658		-20.5		-0.11	\$4.00	88.44	84.36			
Dec 31 09	30	208.66	2308		-32		1.82	\$4.00	115.01	119.83			
Dec 1 09	33	123.92	1325		-14.6		1.04	\$4.00	66.6	66.88			
Oct 29 09	31	82.24	806		-5.42		0.63	\$4.00	44.2	38.83			
Sept 28 09	32	66.83	604		-1.61		0.38	\$4.00	36.47	27.59			
Aug 27 09	27	95.9	792				0.5	\$4.00	58	33.2			
Jul 31 09	31	84.37	699				0.44	\$4.00	50.61	29.32			
Jun 30 09	28	84.66	706				0.44	\$4.00	50.75	29.47			
Jun 2 09	33	100.7	968		-7.77		0.61	\$4.00	63.8	40.06			
Apr 30 09	30	135.5	1465		-17.08		12.84	\$4.00	88.01	60.57			
		1530.68			160.31	15.6							tot 1706.49
													av 142.21
Mar 31 09	29	186.34	2351		RDC				TRC	DRC	Trans chg		
					-32.76			\$4.00	19.13	96.96			
Mar 3 09	32	175.16	2716					\$6.72	15.74	45.6	14.08		

