

FILE

From: webmaster@puc.state.oh.us
 To: ContactThePUCO
 Subject: 60827
 Received: 8/12/2011 8:21:06 AM
 Message:
 WEB ID: 60827 AT:08-12-2011 at 08:20 AM

10-176-EL-ATA

Related Case Number:

TYPE: complaint

NAME: Mr. John Rufener

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 10471 Easton Rd
- Rittman , Ohio 44270
- USA

PHONE INFORMATION:

- Home: 330-927-1715
- Alternative: 330-202-3072
- Fax: (no fax number provided?)

E-MAIL: jrufener@usa.net

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: First Energy / Ohio Edison
- Name on account: John Rufener
- Service address: 10471 Easton Rd, Rittman, OH 44270
- Service phone: 330-927-1715
- Account Number: 110006806753

COMPLAINT DESCRIPTION:

I received a letter from First Energy / Ohio Edison (OE) regarding Rider RGC. After reviewing their FAQs, they indicate a home using an add on heat pump (AOHP) is not eligible for this rider. I was induced by OE to initially install an AOHP. They provided a special discount which encouraged the use of an add on heat pump (they installed a control box which allowed them to turn my heat pump off during high electric use periods and when this occurred, the backup heat source would take over, reducing the load on their electric system). This discount was significant and easily tipped the scales in favor of an AOHP. Also the AOHP is set to heat the home down to a certain temperature (typically 20 – 30 degrees) and the other heat source takes over when it's colder. During the complete heating season, the number of hours in which the temperature is above this set point (heating supplied by AOHP) large and probably more than when it is below. I believe I should continue to receive the Rider RGC credit.

PUCO

2011 SEP -9 PM 12:20

1102 60 033
 RECEIVED-DOCKETING DIV
 Date Processed
 2011 SEP -9 PM 12:20
 PUCO