

FILE
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Public Utilities Commission of Ohio
Investigation and Audit Division

RECEIVED-DOCKETING DIV
2010 MAR 31 AM 9:50
PUCO

Memorandum

Date: 3/30/2010

Re: Carmen Redaelli
4066 Spencer Rd

Rocky River, OH 44116

Docketing Case No.:10-388-EL-SSO

Notes:

Reference case 10-0388. I am opposed to the proposed \$390 million increase in distribution rates. I can't see rewarding companies that can't/won't provide the most basic of ancillary services. Two prime examples. I have a property that the tenant moved out of. I called to have the electric switched to my name. I showed up and the electric was off. They claimed some srot of miscommunication. This was on a Thursday. Because it was winter, I needed the electric turned on ASAP. (I might add that I have First Energy accounts going back 30 + years and have never missed a payment) The soonest was Monday- I was told flat out that they do not have crews that work on the weekends?! With the tens of thousands of homes/emergencies, etc.? What about occupied places. What about the dangers of freezing? This should be unacceptable!
Another example is that they keep returning the electronic payments from my bank. I have called two different times and have had to pay by phone- contact my bank, etc. They were supposed to have their problem resoulution department call me- that was about two weeks ago- I'm still waiting.
Companies should be rewarded for doing things right- not just because we don't have a choice. Thank you.

Please docket the attached in the case number above.

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