

FILE

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Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us  
Sent: Tuesday, March 30, 2010 11:22 AM  
To: Docketing  
Subject: Docketing  
Attachments: 153254.html

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 3/30/2010

Re: Valerie Paine  
24450 Oakhill Dr

Euclid, OH 44117

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

Notes:

Please docket the attached in the case number above.

RECEIVED-DOCKETING DIV  
2010 MAR 31 AM 9:49  
PUCO

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accurate and complete reproduction of a case file  
document delivered in the regular course of business.  
Technician BMM Date Processed 03/31/10

From: "webmaster@puc.state.oh.us"  
To: "ContactThePUCO@puc.state.oh.us"  
Subject: 52500  
Sent: 3/28/2010 4:10:35 PM  
Message:  
WEB ID: 52500 AT:03-28-2010 at 04:10 PM

TYPE: complaint

NAME: Ms. Valerie Paine

CONTACT SENDER ? No

MAILING ADDRESS:

- 24450 Oakhill Dr.
- Euclid , Ohio 44117
- USA

PHONE INFORMATION:

- Home: 216-481-7337
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: vjpaine@yahoo.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Illuminating Company
- Name on account: Valerie J. Paine
- Service address: 24450 Oakhill Dr., Euclid, Oh 44117
- Service phone: 216-481-7337
- Account Number: 110024661263

COMPLAINT DESCRIPTION:

I am writing to protest the proposed \$390 million increase in distribution requested by First Energy. The cost of utilities is getting ridiculous. My bill has risen by about 1/3 since last year for no apparent reason. As the bill rises, the service declines. I have suffered from power outages at least twice in the last 6 months. Both of these outages were not weather related - they were on sunny, clear days. I am retired and live on a fixed income. Yearly increases in energy costs are killing me and others like me. People are suffering enough these days without First Energy piling on!! Sincerely, Valerie Paine