

FILE

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From: ContactThePUCO@puc.state.oh.us [mailto:ContactThePUCO@puc.state.oh.us]
Sent: Monday, April 05, 2010 1:14 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 4/5/2010

Re: Megan DiFranco
16937 Lanier Ave
Strongsville, OH 44136

Docketing Case No.: 10-0388-EL-SSO

Notes:

Please docket the attached in the case number above.

From: "webmaster@puc.state.oh.us"
To: "ContactThePUCO@puc.state.oh.us"
Subject: 52690
Sent: 4/2/2010 4:40:27 PM
Message:
WEB ID: 52690 AT:04-02-2010 at 04:40 PM

TYPE: complaint

NAME: Mrs. Megan DiFranco

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 16937 Lanier Ave
- Strongsville, Ohio 44136
- USA

PHONE INFORMATION:

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.
Technician Su Date Processed APR 05 2010

RECEIVED-DOCKETING DIV
2010 APR -5 PM 2:48
PUCO

- Home: 440-655-8769
- Alternative: 216-280-1491
- Fax: *(no fax number provided?)*

E-MAIL: meganmary33@yahoo.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: The illuminating company
- Name on account: megan m albaugh
- Service address: 16937 lanier ave
- Service phone: 440-655-8769
- Account Number: 110067222502

COMPLAINT DESCRIPTION:

We bought this house Oct 2009, we were told when we bought it about the all electric discount. When I called to get the service switch they said we were included. We could of NEVER afforded this house with these electric bills. We cant sell because nobody wants an all electric home now.