

FILE

From: "Butler, Matthew"
 To: "ContactThePUCO"
 Subject: RE: PUCO contact information regarding: Request a PUCO Representative to Spea...
 Sent: 3/31/2010 2:47:44 PM
 Message:
 Hello,

Thank you for contacting the PUCO. I have forwarded your complaint to our customer call center for a reply. A representative will contact you shortly.

Sincerely,

Matt Butler
 Office of Public Affairs
 Public Utilities Commission of Ohio
PUCO.ohio.gov



Please do not print or copy this document before printing and e-mail

RECEIVED-DOCKETING DIV
 2010 APR -6 AM 10:52
 PUCO

From: Laruecross@aol.com [mailto:Laruecross@aol.com]
Sent: Wednesday, March 31, 2010 9:13 AM
To: Butler, Matthew
Subject: Re: PUCO contact information regarding: Request a PUCO Representative to Spea...

I am trying to contact PUCO regarding case no., 10-0388 and the email address I was given does not come up. I would like to register my complaint re the increases requested by FirstEnergy and ask the PUCO not to grant them their request. The just had an increase in May of last year of \$137 Million. People on a fixed income, of which I am one, and many, many people without work cannot bear another increase. Life without electricity would be unbearable and many people would not be able to pay. Isn't it better to get something than have many people not paying at all? I hope you care enough about the quality of people's lives enough to not consider approving the increase.

La Rue Crossen

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 Technician Sm Date Processed APR 06 2010