

**FILE**

From: "webmaster@puc.state.oh.us"  
To: "ContactThePUCO@puc.state.oh.us"  
Subject: 52642  
Sent: 3/31/2010 3:28:35 PM  
Message:  
WEB ID: 52642 AT:03-31-2010 at 03:28 PM

TYPE: complaint

NAME: Mrs. Margaret Luce

10-388-EL-SSO

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 13282 Olympus Way
- Strongsville , Ohio 44149
- USA

PHONE INFORMATION:

- Home: 440 238 7742
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: margeluce@yahoo.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: First Energy/CEI
- Name on account: Katherine J Daniels/Marge E Luce
- Service address: 13282 Olympus Way
- Service phone: 440-238-7742
- Account Number: 11 00 25 7536 8 9

COMPLAINT DESCRIPTION:

I read in the newspaper again about First Energy and their relentless pursuit of charging more and more to its customers. I see now they want to charge even more for distribution. what ever happened to the cost of doing business? I thought new lines/switches/upgrades were supposed to come out of the normal income to these companies.; Yes, some costs are always added to the product that is supplied to the customer, but these guys always want a certain profit and never take a cut in that. you should take your profit after you pay what you need to to stay in business, not figure out your profit before you consider what all the costs are to do your business. I support resolving this case#10-0388 infavor of the consumers against First Energy. How will we ever afford energy to lead a normal life? I am a senior and never thought I would see what has been happening in this country which we see now. Greed and self interests. Next is Cap n Trade so Al Gore and his buddies can make even more profits off the average citizens. They laugh at us all the way to the bank.

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 Technician Jim Date Processed **APR 06 2010**

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 2010 APR -6 PM 3:33  
 PUCO