

**FILE**

2

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Wednesday, April 21, 2010 8:17 AM  
**To:** Docketing  
**Subject:** Docketing  
**Attachments:** 154973.html

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 4/21/2010

Re: Dorothy Lewers  
12321 Corinth Ct

Strongsville, OH 44149

Docketing Case No.: 10-0388

Notes:

Please docket the attached in the case number above.

PUCO

2010 APR 21 AM 10:35

RECEIVED - DOCKETING DIV

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**FILE**

From: "webmaster@puc.state.oh.us"  
 To: "ContactThePUCO@puc.state.oh.us"  
 Subject: 53032  
 Sent: 4/19/2010 10:03:07 AM  
 Message:  
 WEB ID: 53032 AT:04-19-2010 at 10:02 AM

TYPE: complaint

NAME: Ms. Dorothy Lewers

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 12321 Corinth Court
- Strongsville , Ohio 44149
- USA

PHONE INFORMATION:

- Home: (440-238-6959)
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: dhlewers@sbcglobal.net

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: the Illuminating Company
- Name on account: Dorothy Lewers
- Service address: 12321 Corinth Court
- Service phone: 440-238-6959
- Account Number: 1100 26 7751 7 8

COMPLAINT DESCRIPTION:

A permanent, all- electric rate - as promised The discount attached to the home, not the owner. All- electric discount to EVERY all-electric home Discounted rates made to load management & water heating customers must also be honored Overcharges between May 2009 & March 2010 must be refunded in full First Emery MUST NOT raise rates of other customers to pay for all-electric discounts

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