

FILE

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Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, April 23, 2010 9:31 AM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 4/23/2010

Re: Christine Kessler
16525 N Redrock

Strongsville, OH 44136

Docketing Case No.:
10-388 el-sso

Notes:

From: "webmaster@puc.state.oh.us"
To: "ContactThePUCO@puc.state.oh.us"
Subject: 53112

Sent: 4/22/2010 9:29:29 AM

Message:

WEB ID: 53112 AT:04-22-2010 at 09:29 AM

TYPE: complaint

NAME: Mrs. Christine Kessler

CONTACT SENDER ? Yes

MAILING ADDRESS:

list of 3 items
. 16525 North Redrock
. Strongsville , Ohio 44136
. USA
list end

PHONE INFORMATION:

list of 3 items
. Home: (440)572-0504

RECEIVED-DOCKETING DIV
2010 APR 23 PM 1:57
PUCO

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 Sh Date Processed APR 23 2010

. Alternative: (440)864-9594
. Fax: (no fax number provided?)
list end

E-MAIL: tktkrksk@aol.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

list of 5 items
. Company: First Energy
. Name on account: Christine Kessler
. Service address: 16525 North Redrock Strongsville Ohio 44136
. Service phone: (440)572-0504
. Account Number: 11 00 26 3763 0 8
list end

COMPLAINT DESCRIPTION:

Case #10-0388 I am appalled that First Energy would be allowed to negate their agreement for special billing rates for all electric homes. I have been a resident at this address for 29 years. At that time this incentive was a deciding factor in purchasing this home. Also, when replacing our heating system we decided to replace it with an electric system to maintain our billing status. I believe we should hold them to their commitment, as they would to me, and not allow this conglomerate to harm individuals by not living up to their word and obligations. Please give due consideration to those of us that would be severely hurt by this socially unethical contract termination

Please docket the attached in the case number above.