In the Matter of the Application of Ohio Edison Company, The Cleveland Electric Illuminating Company and the Toledo Edison Company for Authority to

Establish a Standard Service Offer Pursuant to Section 4928.143, Revised Code, in the Form of an Electric Security Plan

Case No. 10-388-EL-SSO
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Hearing held before Attorney Examiners:
HENRY H. PHILIIPS-GARY
CHRISTINE MAT. PIRIK

April 21, 2010 6:10 p.m.

Taken at:
Education Center
490 Mills Creek Road North Ridgeville, Ohio

Buster Beck, Notary Public


Deposition \& Discovery

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## APPEARANCES: <br> On behalf of FirstEnergy: <br> First Energy Office of General <br> Counsel, by <br> ARTHUR E. KORKOSZ, ESQ. <br> 76 South Main Street <br> Akron, OH 44308 <br> (330) 384-5849 <br> korkosza@firstenergycorp.com

On behalf of Ohio's Residential Utility
Consumers:
Office of the Ohio Consumers'
Counsel, by
MAUREEN R. GRADY, ESQ.
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(614) 466-8574

Grady@occ.state.oh.us
NNNNN
L.

On behalf of the Company
Applicants, I am Arthur Korkosz; Akron, Ohio. 18:11:33
MS. GRADY: Thank you, Your Honors.
On behalf of the Residential Rate
Pay Consumers of FirstEnergy, Maureen R. Grady with the Office of Consumers' Counsel, Janine L. Migden-Ostrander, Consumers' Counsel.

Quickly I would point out, with your permission, that we have two representatives of our office in the back to answer questions; and, also, you'll see a handout on our position. The two individuals 18:12:02 are Angela M. Butler, who is our compliance investigator; and we have Anthony Rodriguez, who is our public information specialist.

Thank you.
MR. KORKOSZ: If Your Honors 18:12:14 please.

I should mention as well that the companies have several representatives in the back -- If you could raise your hands, please
-- from our communications, our rates regulatory, our area manager, who are also available to talk with you, answer any questions concerning the questions you have.

Thank you.
MR. PHILLIPS-GARY: Is there anyone 18:12:40 from any of the other parties in the case who wishes to make an appearance tonight?

Seeing none, we will proceed.
At the hearing tonight, there are representatives from the Commission Service 18:12:52

and your perspectives about the FirstEnergy Electric Security Plan case. If you did not have an opportunity to sign up on the list in the back, at the condusion of everyone I have on the list, we will go and ask for people in the audience; if you wish to testify at that time, I will allow you to come forward at that time and actually give your testimony.

So, at this time, I will call the first witness, Matt Lundy.
(The speaker was swom.)
MS. PIRIK: Would you please state your name, spelling and address spelling for the record?

MR. LUNDY: Sure.
Matt Lundy, M-A-T-T, L-U-N-D-Y,
I'm a state representative representing this
district. I live at 338 Olive Street in Elyria.

As Chairman of the Ohio House
18:18:18
Consumer Affairs Committee, I'm testifying
today to express my concerns on behalf of consumers here in my district and across Ohio. I oppose FirstEnergy's Electric Security Plan application, and I encourage the Public

18:17:26

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18: 17: 40
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Page 9


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11

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22

Utilities Commission of Ohio to reject this proposal.

This decision before the PUCO comes
right on the heels of Ohio's all-electric
homeowners being subjected to the highest spike $18: 18: 48$
and rate increase ever seen in the State's
history. The reckless action of the Utility
and the failure of the PUCO not to see that
consumers would be hit with huge winter heating
bills -- some as high as $\$ 1,000$ a month -- $18: 19: 05$
should remind the Commission of the importance that any and all future requests be thoroughly reviewed and studied before any approval is ever granted.

I'm thankful that Governor $\quad 18: 19: 16$
Strickland stepped in to help consumers, and expressed that he, too, was disappointed that the Commission did not see the damaging consequences of approving FirstEnergy's last request. As the Governor stated, it appeared

18:19:28 as though FirstEnergy's request was all about the company's bottom line.

With recent history very fresh in
the mind of consumers, I now understand that
FirstEnergy, in its latest application, is 18:19:39
asking the PUCO for a decision by May 5th of this year. When we in the legisfature were working on the energy bill of 2008, we stressed the importance of a thorough process where applications should be reviewed for up to nine 18:19:54 months so that all interested parties could review the application before a decision was actually made. With Utility requesting to recover hundreds of millions of dollars by passing costs on to consumers, a decision of 18:20:09 this magnitude should not be a swift decision. While some may be talking about recovery, here in Ohio we are still very much in a recession and consumers are already struggling to pay their current bills. If you 18:20:24 approve FirstEnergy's request to have my residents pay the Utility's expenses, they could be paying for expenses that are unnecessary and expenses my residents simply can't afford to pay.

18:20:40 Economic development; Its an important issue, important to the residents of my district. And I continue to be troubled, however, by the reputation that we in Ohio have that businesses don't want to come here because 18:20:51

our utility rates for businesses are simply so high. I struggle with the suggestion that when discounts are made available to industry, that the Utility wants the residential consumers to make FirstEnergy whole.

18:21:07
I would strongly urge that, if
FirstEnergy wants to expand their sales in this area and truly help with economic development in the region, it is they who should contribute
to the funding of this economic development 18:21:22
from their shareholders' money, not the money of my constituents.

In closing, I would urge that the
PUCO do a better job of explaining these
complex applications to consumers, much like
18:21:33
the one before us this evening. Break it down
so that consumers can actually understand what
the application is about. Provide more
advanced notice of these hearings. To my
understanding, there was about a 1-week notice $18: 21: 48$
of these hearings, which I'm still a little
troubled by; I think we should have as much
advance notice as possible. Don't allow the
utility companies' lawyers to badger witnesses,
as I understand took place in Toledo recently. 18:21:59

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Page 12

|  | And make Page 13 |  |  | Page 15 |
| :---: | :---: | :---: | :---: | :---: |
| 1 | And make sure the process is long and thorou | 1 | So, I would urge the PUCO, |  |
| 2 | Finally, always determine the true | 2 | FirstEnergy to take their time with this; |  |
| 3 | financial impact of what consumers will be | 3 | remember who they work for, they work for the |  |
| 4 | required to pay. We cannot afford to have a | 4 | people. The PUCO works for the people. Think |  |
| 5 | replay of the huge financial blow consumers of 18:22:13 | 5 | of the people first, not the utility. 18:24:54 |  |
| 6 | all-electric homes suffered recently. You need | 6 | FirstEnergy just had a billion dollar |  |
| 7 | to be alert to the fact that families, seniors | 7 | acquisition of Allegheny Power in Pennsylvania; |  |
| 8 | and homeowners are greatly impacted by every | 8 | they're doing pretty well. |  |
| 9 | decision you make. Think of how your decision | 9 | This type of an acquisition, or |  |
| 10 | would impact your own family, and then -- and 18:22:32 | 10 | this type of a deal, I think was rushed 18 | 18:25:11 |
| 11 | only then - make a decision. | 11 | through, can only compound what the |  |
| 12 | Thank you. | 12 | all-electric homeowners are currently feeling. |  |
| 13 | MS. PIRIK: Thank you. | 13 | I know, I personally get the phone calls. I |  |
| 14 | Our next witness is -- and I | 14 | don't think that the corporate entities at |  |
| 15 | apologize if I mispronounce names. I have a 18:22:52 | 15 | FirstEnergy or even the members of the PUCO | 18:25:26 |
| 16 | difficult last name, so I hope you all will | 16 | actually receive the calls from the people that |  |
| 17 | help me out when you come to the podium -- but | 17 | are most affected by it, but I have. |  |
| 18 | my next witness is David Kos. | 18 | I've had calls from widows that are |  |
| 19 | MR. KOS: Hello. | 19 | on fixed incomes that saw their bills shoot siky |  |
| 20 | (The speaker was sworn.) | 20 | high when the all-electric situation took 18:25:42 |  |
| 21 | MS. PIRIK: Please state your name, | 21 | place, and they had to sleep at night with the |  |
| 22 | spelling and address spelling for the record. | 22 | heat turned to 60 because couldn't afford to |  |
| 23 | MR. KOS: My name is David Kos, and | 23 | pay the bills - they were afraid to turn the |  |
| 24 | I am the Chairman of the Public Utilities | 24 | heat up because they would not be able to pay the bill. I heard from single mothers at home, |  |
| 25 | Committee for the City of Avon Lake and also a 18:23:37 | 25 |  | 18:25:54 |
|  | Page 14 |  |  | Page 16 |
|  | city councilman in Avon Lake. And my address | 1 | raising two kids, struggling just to have |  |
| 2 | is 32901 Redwood Boulevard, Avon Lake, Ohio. | 2 | enough money to take them to get medicine, or |  |
| 3 | MS. PIRIK: And could you spell | 3 | to buy food in many cases. These are the real |  |
| 4 | your last name? | 4 | life situations. These are what these |  |
| 5 | MR. KOS: K-O-S. 18:23:48 | 5 | decisions affect, are people. And it's day to | 18:26:08 |
| 6 | MS. PIRIK: Thank you. | 6 | day. |  |
| 7 | MR. KOS: Ladies and gentlemen, | 7 | And again, Representative Lundy |  |
| 8 | thank you for having me here today. I'm going | 8 | said it best when he said: Think about how |  |
| 9 | to be echoing a lot of what Representative | 9 | this would affect your family. If you had an |  |
| 10 | Lundy said, and I don't know if we can say it 18:23:59 | 10 | Iderly parent on a fixed income, or if you are | 18:26:20 |
| 11 | any better than what he did. But I do want to | 11 | on a fixed income, or if you're just starting |  |
| 12 | take a moment and I want to say that I also | 12 | out in the world, what type of an increase |  |
| 13 | strongly oppose the ESP plan that is the topic | 13 | would be too much? |  |
| 14 | of agenda tonight. | 14 | Now, this is all kind of vague |  |
| 15 | I know at the beginning of the 18:24:14 | 15 | ight now. We really don't know what the | 18:26:31 |
| 16 | meeting there was an attempt to say we're not | 16 | creases will be. But it's safe to assume our |  |
| 17 | going to be talking about the all-electric home | 17 | prices will not be going down, they will be |  |
| 18 | issue, but these two things do kind of go hand | 18 | going up. And with an all-electric home, they |  |
| 19 | in hand. And Representative Lundy said it very | 19 | got socked one time already, this is a |  |
| 20 | well when he stated that -- well, we saw the 18:24:25 | 20 | potential double-sock with them, And I really | 18:26:49 |
| 21 | light bulb fiasco, we saw the all-electric home | 21 | hope that the PUCO, FirstEnengy, slow thls |  |
| 22 | fiasco, and now we see this coming at us. And, | 22 | thing down, follow the guidance that Governor |  |
| 23 | no offense, but I don't have a lot of faith | 23 | Strickland has given them, come to a resolution |  |
| 24 | that this is not going to be any less of a | 24 | and present the plan in a very thorough and |  |
| 25 | fiasco than those were. 18:24:40 | 25 | explainable way to the public; and when that | 18:27:05 |

plan is presented, have more of these type of meetings to get feedback so at that time you can go back and change what needs to be changed.

And I will say this in closing:
18:27:17
That the City of Avon Lake, last week, passed a resolution 7 to 0 stating that with the
all-electric homes, that we urge the PUCO and
FirstEnergy to re-establish permanently the
all-electric home rates and have them attached
to the property and not the property owner.
Thank you very much.
MS. PIRIK: Thank you.
And just a reminder, if you do have copies of your statement, we would like to take
those 50 that the court reporter will have those and they will be permanently part of the record.

At this time I would call Kevin
Corcoran.
18:28:11
(The speaker was sworn.)
MS. PIRIK: Please state your name
and address and the spelling for the record.
MR. CORCORAN: Kevin Corcoran,
C-O-R-C-O-R-A-N. My address is 32563

North Ridgeville, Ohio 44039.

Hi, everybody. Thanks for coming
tonight. My name is Kevin Corcoran, I am an
all-electric homeowner. I am also the
18:28:59
president of council here in North Ridgeville.
We have 3,000 all-electric homes. I'm also the
general counsel for Bob Schmitt Homes, and we
have built thousands of all-electric homes throughout the area.

18:29:15
As Mr. Lundy had mentioned, the
all-electric issue is a separate issue, but
they do tie together with this one tonight.
I'll try to keep that in mind as I speak tonight.

18:29:28
I'm opposed to the ESP. First of
all, as Mr. Lundy had said, the advanced notice
of hearings is something that's lacking. I'm
very impressed that we've had this many people
show up with as little notice as we did, but 18:29:44
that's because a lot of them are on an e-mail
mailing list and found out about this;
otherwise, you probably wouldn't have this huge of a turn-out.

One of the things that I think is $18: 29: 56$

18:27:31

18:27:57

18:28:36

Page 18
Page 17

16 nuge outcry. And I think if they had been there would have been much more opposition at
the beginning of the process rather than at the

18:30:52 there would have been much more opposition at
the beginning of the process rather than at the
end; and I think that's a failure of the system.

But as far as this case is concerned, there has been a very short time 18:31:03
important going into the future is, consumers don't really find out about these kinds of hearings and what the results of approval of any kind of requests are going to be until after the fact. And that's something that it 18:30:12 would be nice for people to get some kind of advanced warning as to: This is the request, this is what it could do to your bill. So that way they have an opportunity to be notified of that, and then have an opportunity to come and

18:30:25
speak either for or against an issue.
And that's something that is disappointing because, when it came time for the all-electric issue, not too many people understood the impact of the rate increase to them until they got their first bill that had that increase, and that's when there was the huge outcry. And I think if they had been

Page 20
frame for review and understanding. And there
are numerous pitfalls with this approach. The
ESPs are incredibly complex, and with the short
time frame for review, the danger is that the PUCO may not completely understand the 18:31:20 proposal. And we speak from experience on this since we've seen it happen before. The words that were used in the past were "unintended consequences," and we certainly don't want to see those happen again because the unintended 18:31:35 consequences have been very severe to certain people.

In this particular case, FirstEnergy cannot tell us how much our bills will increase because they really don't know at 18:31:45 this point. And that makes it difficult for us to argue if we don't really know what the impact is going to be. The proposal is an increase to riders that are going to expire and are replaced with larger riders; that's the $18: 32: 00$ problem that we have.

There is an argument that some of
the rate increase is going to pay for economic
development. And my question is: Why
shouldn't FirstEnergy pay for that, because 18:32:15
Page 19

18:30:38
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|  | Page 21 |  |  | Page 23 |
| :---: | :---: | :---: | :---: | :---: |
| 1 | they are the ones that directly benefit from | 1 | large amount of money. |  |
| 2 | any economic development. If they are | 2 | It appears that the Cleveland |  |
| 3 | successful in bringing in new customers, they | 3 | Clinic, for instance, is getting tens of |  |
| 4 | are the ones that get the increased money from | 4 | millions of dollars in money, rebates, |  |
| 5 | those customers' bills. Why should I as a 18:32:28 | 5 | credits -- whatever you want to call it - and | 18:34:57 |
| 6 | consumer have to pay for that? There's | 6 | I don't see, again, how consumers are |  |
| 7 | absolutely no benefit to the consumer uniess | 7 | benefitting from that since we're the ones |  |
| 8 | you make the extrapolated argument that maybe | 8 | paying for it. Cleveland Clinic isn't going |  |
| 9 | those businesses are going to provide more jobs | 9 | anywhere, they're a pretty big operation. And |  |
| 10 | and, therefore, it's going to trickle down to 18:32:44 | 10 | I heard that their program is related to their 18 | 18:35:14 |
| 11 | the consumer who gets a job from the increased | 11 | energy efficiency or conservation measures that |  |
| 12 | business, but it's hard to make that argument. | 12 | they take. Consumers don't have any programs |  |
| 13 | FirstEnergy is the one that's going to benefit | 13 | like that. As a matter of fact, we used to |  |
| 14 | the most from economic development; they should | 14 | have programs like that, but they were all |  |
| 15 | pay for that. 18:32:55 | 15 | terminated by FirstEnergy at one time or | 18:35:31 |
| 16 | There was a PowerPoint that | 16 | another. |  |
| 17 | unfortunately is not being shown tonight -- but | 17 | In going forward, if you want to be |  |
| 18 | I'd like to introduce that as evidence this | 18 | concerned about the amount of money that |  |
| 19 | evening, after I go through a couple of | 19 | FirstEnergy makes, there are certain times of |  |
| 20 | points -- and that was the PUCO Local Public 18:33:05 | 20 | the day when energy is more expensive than | 18:35:42 |
| 21 | Hearing on FirstEnergy Electric Security Plan | 21 | others, and that's usually during the daytime. |  |
| 22 | PowerPoint. And, in particular, slide number 4 | 22 | For the consumer, most of the time we're using |  |
| 23 | says that distribution rates would remain | 23 | energy at night; and so, therefore, it's |  |
| 24 | frozen through May 2014. That's not exactly | 24 | usually cheaper for FirstEnergy to supply that |  |
| 25 | true since there are riders that could be added 18:33:25 | 25 | to us. We can do everything in our power to | 18:35:59 |
|  | Page 22 |  |  | Page 24 |
| 1 | to the rates which would increase the | 1 | become more energy efficient and conserve, but |  |
| 2 | distribution rates that are being charged. | 2 | again, there's no benefit to us to do so. The |  |
| 3 | That's a little bit misleading. | 3 | counter-argument, of course, would be: Then |  |
| 4 | Slide number 5 talks about insuring | 4 | why shouldn't the consumers use most of their |  |
| 5 | price stability and an adequate supply of 18:33:42 | 5 | energy during the day when it's more expensive | 18:36:15 |
| 6 | electricity; I see no evidence of this. Since | 6 | for FirstEnergy to provide? That way, we could |  |
| 7 | FirstEnergy would have the right to increase | 7 | at least get something out of the deal; we |  |
| 8 | rates quarterly, I failed to see the stability | 8 | could take money out of FirstEnergy's pocket. |  |
| 9 | of the price. Are we having problems with | 9 | But that really doesn't happen. |  |
| 10 | supply? Again, I see no evidence of this. No 18:34:00 | 10 | There's another slide, and it's 18:36 | 6:25 |
| 11 | reports of blackouts or brownouts, so I'm not | 11 | slide 7, it mentions the parties to the case |  |
| 12 | sure where the problem of supply is and why |  | and: "The proposed ESP was filed with an |  |
| 13 | there's a concern. |  | agreement with the parties involved in the |  |
| 14 | It further says on that slide: |  | case." Again, that is technically correct, but |  |
| 15 | "Proposes continued economic development, job | 15 | it is somewhat misleading. The Ohio Consumers' | ' 18:36:38 |
| 16 | retention, energy efficiency, conservation and |  | Counsel is listed as a party in this case, but |  |
| 17 | low income programs." I already spoke about | 17 | they certainly did not agree to this proposal. |  |
| 18 | the economic development, but I see that these | 18 | The all-electric customer is |  |
| 19 | programs are going to benefit the parties who | 19 | hyper-sensitive to increases and rates. No |  |
| 20 | agreed to the rate proposal, but I don't see 18:34:26 | 20 | matter what happens, we're the ones who are | 18:36:58 |
| 21 | how they benefit the consumers at all. As a | 21 | going to get more impacted by any increases. |  |
| 22 | matter of fact, the -- it appears that every | 22 | And while this issue is not an all-electric |  |
| 23 | single party that agreed to the proposal is |  | issue, any time a rate increase is proposed, |  |
| 24 | getting some kind of economic benefit under the |  | the all-electric customer is going to be more |  |
| 25 | program, and in certain cases it's quite a 18:34:42 | 25 | impacted than anyone else, and that's why the | 18:37:14 |

all-electric customer usually turns out in
force on these issues, because it does matter to us more that anybody else.

MS. PIRIK: I hate to interrupt
you, but could you hold on just a second?
MR. KOS: Sure.
MS. PIRIK: I just got a note that says that there's a tan Honda in the parking lot with the license plate beginning with DCH , and the alarm is going off. I don't know if 18:37:30 that's anyone's car, but the alarm is going off out in the parking lot.

I'm sorry. I didn't mean to
interrupt you.
MS. KOS: That's okay. I was going 18:37:41
to wrap up anyway.
Please stop jamming rate increases
down our throat. FirstEnergy has a guaranteed revenue stream, and the consumers do not. FirstEnergy is guaranteed a rate of return, and 18:37:52 the consumers are not. We implore you to consider the needs of the consumer instead of trampling them under foot. We need the relief, FirstEnergy does not.

Thank you.
18:38:03

## MS. PIRIK: Our next witness is

Matt Patten.
MR. PATTEN: Pass.
MS. PIRIK: Jennifer Fenderbosch?
(The speaker was sworn.)
MS. PIRIK: Could you please state
your name and your address and the spelling for the record?

MS. FENDERBOSCH: Yes. My name is Jennifer Fenderbosch, F-E-N-D-E-R-B-O-S-C-H. I'm a city councilwoman from the City of Avon Lake. The address is 150 Avon Beiden Road, Avon Lake, Ohio 44012.

MS. PIRIK: Thank you very much.
MS. FENDERBOSCH: Thank you very
much PUCO for allowing me to speak here. As I stated, my name is Jennifer Fenderbosch and as councilwoman with the City of Avon Lake, I'm a member of the Public Utilities Committee, Public Services Cornmittee, Safety Committee, chair of the Environmental Committee, and I facilitate the Renewable Energy Task Force of Avon Lake.

As my testimony will show, I'm
against the proposed distribution increase that 18:39:48

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6 complaints from residents regarding the reliability of electricity to our residents and our small businesses. It is an aging infrastructure that needs better maintenance and replacement of equipment. Those residents

18:40:05
FirstEnergy proposes to residential and commercial rate payers with their application number 10-388-EL-SSO.

As an elected official, I, along
with my other council members, receive
who live in older areas of our community that have overhead transmission lines complain of brownouts and power outages with every shift of the wind. And as you know, we are located on the shores of Lake Erie, and we experience 18:40:37 prevailing winds out of the southwest, and a connection wind that comes on and off of the lake.

Many residents who have their power lines underground in the newer areas complain 18:40:44 of outages whenever it rains. The Public Utilities Committee of city council has held meetings on this topic. These infrastructure/maintenance issues need to be addressed.

18:41:01

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Senate BIII 221 provided for electric rates to become stable by expanding the green energy industry, creating jobs. It also incorporated a system under which rates would be set by the PUCO beginning January 1st, 18:41:18 2009 for electric utilities to implement market-based pricing. Market-based pricing. The proposal by FirstEnergy is requesting that they leave the low-cost regional transmission organization -- called 18:41:38 MISO, M-I-S-O; it's the Midwest Transmission Organization -- and its low cost for the higher cost, PJM Transmission Organization, and leave market-based pricing, although our state legislator legislated market-based pricing. $\quad$ 18:41:57 This will not benefit their customers: All of us.

Furthermore, FirstEnergy has requested, and the PUCO has agreed not to become involved with their purchase of 18:42:12 Allegheny Power; yet we, the customers In Ohio, who are to be represented by the PUCO, will not be represented. This is wrong.

At last night's hearing in
Cleveland, the PUCO handed out the PowerPoint 18:42:25
presentation that I'm going to hold in my hand.
And I will give you a copy of it.
I would like this to be entered into testimony, please, with my statements. And I will give you three copies of it. What I hoid in my hand
is confusing and downright misleading information, and I would like to submit this copy to the record.

On page 7, and I'll show those that are here, there's a list of parties that are 18:42:54 included in this case. And as we mentioned before, it lists the Ohio Consumers' Counsel, but it does not state that they are against the increase. In fact, it does not state any of the parties that are against this proposed rate 18:43:13 increase. And I state that it does not list which of the parties that are for the increase will receive a reward. And where I come from, that's called "kickback," for their support.

I'd like to enter into testimony a 18:43:30 copy of these entities that are included in this reward. And the first one is the Ohio Partners for Affordable Energy; they will receive a reward of $\$ 15$ million for supporting this proposed increase of distribution rates. 18:43:52

The Ohio Association of Independent Colleges
and Universities of Ohio will receive a reward of $\$ 125,000$ for their support of this distribution rate increase for all homeowners. The Ohio Hospital Association will receive a reward of $\$ 150,000$.

Ohio Manufacturer's Association will reœive a reward of $\$ 300,000$. Industrial Energy Users will recelve a reward of over $\$ 8$ million. The City of Cleveland will reœive a reward for supporting this proposed rate increase, if they recelve it , of $\$ 300,000$. The Cleveland Clinic will receive a reward of $\$ 70$ million for their support. And there will be an unknown amount of reward for FirstEnergy Solutions. All of these rewards for supporting this proposed increase shall be paid by us, the customers, not the stockhoiders. This is not right.

This is a business. What other 18:45:08
businesses do you know that, when they make an investment or they have a loss, come to their payers for an increase? If I owned a shoe company, and if I had you as my best dient because you bought 20 pairs of shoes a month,

18:42:38

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am I going to increase that rate? No. I'm
not. I'm going to decrease it so you'll buy 30 pairs of shoes. And if I make a poor decision in the way that I run my business and go with a more expensive shoe distributor - like they're 18:45:39 going to PJM -- and I leave the less-costly shoe distributor in the west, that's going to increase your cost, isn't it? Am I going to do that as a good business person? I think not.

The proposed business distribution 18:45:57 is being sold as not increasing rates; however, what's not being stated is that there are numerous riders that are being added to the proposed distribution that will increase every one of our rates, whether you are residential 18:46:14 or you're commercial rate payer.

Will any of these proposed riders pay for repair or maintenance or repair of existing infrastructure that has aged? Will they help pay for the billions of dollars for 18:46:29 the purchase of a Allegheny Power? I wonder. I believe that if the PUCO approves the proposed distribution rate increase, it will be to the detriment of all of the rate payers here in Ohio. 18:46:46
-

And there's one last statement that I'd like to make. Senate Bill 221, as many of you know, also approves to have renewable energy within Ohio. And part of Senate Bill 221 set a rate for each of the large energy 18:47:02 suppliers, like Duke and FirstEnergy, for each year, so that by 2025, 20 percent of the energy that's going to be generated is going to be renewable.

Last year their goal was a hopping
18:47:18 one fourth of one percent that they had to meet. One fourth of one percent of all the energy generated needed to be renewable. They couldn't meet it. So, they're supposed to be penalized, and yet the PUCO allowed them to 18:47:35 have a waiver and not be penalized. That's not helping us to become a more green society. And I would urge the PUCO to please stay with the legislation. Help this to be a market-based pricing structure and keep it with the green 18:47:51 Ohio.

Thank you very much.
MS. PIRIK: Before we go on, I'm
just going to do kind of a housekeeping matter
here.
18:49:27

The documents that are being submitted to us, we need to mark them with numbers, and they will have your name on them, and then the number of exhibit that you have.
So, what I'm going to do at this point in time is just formal, for the record, is mark the documents that we've already received so that we don't get them confused with everything else that's coming in.

The first two documents that I have 18:49:46
came in with David Kos. So, the resolution number 47-2010 will be marked as Kos Exhibit 1.
The second document that I have is the PUCO Public Hearing, FirstEnergy Electric Security Plan slideshow that Mr. Kos gave us; that will 18:50:07 be marked as Kos Exhibit 2.

The next document that I have is the statement that was read by Representative Lundy; that will be marked as Lundy Exhibit 1.

The next document that I have was 18:50:41
presented by Ms. Fenderbosch; that will be labelled Fenderbosch Exhibit Number 1, which is her statement titled to the PUCO with the case number 10-388-EL-SSO, Dear Members of the PUCO. The next document that -- I don't know if this 18:51:09
is the same document that was already presented
in another exhibit, but we will go ahead and
mark it just in case it's not the exact same document. It's also labelled: "PUCO Local Public Hearing, FirstEnergy Eectric Security

18:51:27
Plan," it's a slide show. We will label that
Fenderbosch Exhibit 2. And finally we have a
review of monetary support provided in the
proposed FirstEnergy settlement; we will title that Fenderbosch Exhibit 3.

And I think that's all the
housekeeping that we have. Thank you very much
for your patience. I think we're done with our housekeeping at this point.
(The speaker was sworn.)
MS. PIRIK: Please state your name and address and spelling for the record.

MR. VASSIL: Bill Vassil, V-A-S-S-I-L. 18271 Strongsville, Ohio 44136.

I too am against the Electric $18: 52: 47$
Security Plan. I have a few things that I want
to add to this. I don't know if you people
know that the east coast pays more for electricity than it does here; that's why Allegheny Power was purchased by The

18:53:11

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Illuminating Company; no doubt in my mind.
They will have all the way to the east coast,
and they will get a lot more money for their electricity.

Like the council person from Avon
18:53:22
mentioned, that they had some blackouts. Do
you know how much money The Illuminating
Company spends on maintenance a year? Every
year at least one of their atomic plants goes
down. This year we've had two. Every year. 18:53:45
And who pays for that? Not the stockholders.
We do. It comes out of our rates and et cetera.

I have an electric home. I'm the one that had the $\$ 1,102$ blll. Belleve me, my

18:54:04
wife almost had a heart attack. And I'll tell
you what, it ended up I didn't have a $\$ 1,102$
bill because they're negligent. They puiled my meter, sent it to the lab, lab said: It's excellent. There's nothing wrong with lt. 18:54:29 Then they put another meter into my electric, and then they checked that meter against the total electricity used in four weeks. Gee, I had 7,800 kilowatt hours used. But when they checked again, my goodness, I only had about

18:54:48

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-

2,900 kilowatts used. That's a big difference, but it scares the heck out of people.

FirstEnergy is using us. What jobs
are they going to create through economic
development? The answer to that: Nobody is 18:55:07
going to come to Cleveland - or nobody is
going to come to Cuyahoga County, not with what
we have here. Period. End of report. People
are getting ready, that have plants, they're
thinking of moving out. There was a perfect
one that had his people working at night. He's
going to Tennessee because he's getting a
better rate. He's being killed here in
Cleveland with the electricity and the rates.
Where is he going? He's going to Tennessee. 18:55:37
My son got out of college and he
won't come back to Ohio because he's
wonderfully happy down in Charlotte, North
Carolina. People, this company is going to
shaft us and shaft us badly. We need all the
18:55:54
support we can get. We need all the people
calling the PUCO, the people that go through
that back door to the PUCO -- and I'm going to
be told it's not true, but it is true -- and --
we can't have this. We can't have this. You 18:56:11


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1 going to pay. FirstEnergy tried to recoup
2 revenue by that ridtoulous energy-saving light
something, because the government wants us to conserve. They don't want us to conserve
apparently, they want us to use more because then they get more money. Incidentally, this Electric Security Plan they're talking about, I 19:02:39 think it's an earning security plan.
I want to make one thing -- it's a little off topic here, and then I'll finish. Our community is mostly retired persons. We have an all-electric clubhouse, it's maintained

19:02:54
bulb program, which you have a handout for -about. They were trying to generate money by selling us light bulbs at, what, three times 19:01:52 the price. FirstEnergy is encouraging more power consumption by giving discounted rates to automotive manufacturers if they use more power. The little guy can make up the difference again.

19:02:06
Now, all of this bothers me because my government wants me to conserve and reduce
my use of energy. So, there's a conflict here.
Now, maybe FirstEnergy should go to the U.S.
government for some stimulus funds or 19:02:23

19:02:54

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through our annual assessments. It's a private facility, not a business, yet FirstEnergy dassifies it as a non-residential facility, which is the same classification as small businesses. Our electric bills went through 19:03:06 the roof in January and February of this year compared to January and February of 2009. We did use slightly less than 5 percent more kilowatt hours in that time frame, but our bill for the period was 240 percent what it was for the same time period in 2009.

I'm going to -- for the last 14
months, I've tabulated all our electric bills
for this clubhouse, and I'll leave it if
somebody wants to look at it. There's some
19:03:39
very strange charges; I'm just going to mention
one. One month there's a purchase power adjustment. What that is, I don't know. One month, and it wasn't there. I'm not going to go through all these weird things.

19:03:50
I'm going to just hold up a graph.
This is our clubhouse electric usage for the last 14 months. This is the usage. It goes up in the winter, okay, and then back down and back up. Here's the electric rates. Now, we
have two services, we have 3-phase and single phase. Single phase is 110 volt. That's pretty steady. That's pretty steady. But the 3-phase, you'll see out here in June, it starts taking off. Now, we don't see the problem in June because the rates are lower. Maybe I'm saying that wrong; but, at any rate, you don't see it until the winter and you see the cost go up.

Here's a cost picture normalized, 19:04:42 starting with where it was in the beginning. It starts at one, it goes up in the spring. It stays there, and then it takes a real big spike. Now, it came back down here because in March and April, it reduced -- it brought us 19:05:03 back where it was. 1 might also show that our usage in that time frame was down here, it comes up in the winter; and when we saw what was happening to us, we cut back. And our choices were to close our clubhouse, assess 19:05:19 people more money or, I don't know, hope that somebody can do something about it.

So, I'm requesting that the PUCO will turn down this ESP thing and make the ruling for the market-rate offer that was due 19:05:35

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three months ago, I believe, rather than rush
through with something new.
Thank you.
MS. PIRIK: Mr. Bruton, you have a
number of documents. Can I mark those? Do you 19:05:50 mind if I mark those documents?

MR. BRUTON: You can keep all but
one of them because I can't generate it again.
MS. PIRIK: Okay. And maybe you
could point to me which one you referred to 19:06:01
first because now -- I was trying to remember
so I could mark them. We'll mark this -- it's
titled: "Earnings Security Plan," and it's a
statement. We will mark it Bruton Exhibit 1.
And the second one is -- 19:06:17
MR. BRUTON: That's 14 months --
MS. PIRIK: -- Olympia Homeowners'
Association Electric Costs, and we will title that Bruton Exhibit 2.

And was this the next one that you 19:06:39 referred to?

MR. BRUTON: I think so.
MS. PIRIK: The next one is titled:
Clubhouse Electricity Use For 2009 through
25 2010, and that will be Bruton Exhibit 3. It 19:06:54

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19:04:26


1 you feel everything has been said and you want 2 to sign that, we will put that in the record as well.

Our next witness is Alan Blackmur.
MR. BLACKMUR: I pass.
MS. PIRIK: Ed Bueche.
(The speaker was sworn.)
MS. PIRIK: Please state your name and address and the spelling for the record.

MR. BUECHE: My name is Ed Bueche. 19:13:36
The last name is spelled B-U-E-C-H-E. I live at 32362 Birchwood Lane, Avon Lake, Ohio.

And thank you for the opportunity.
Yes, I should start by saying I,
too, oppose the ESP. I want to review some
statistics first, because I've got a little
concern about what people think the usage rates are for various residential customers.

I have an all-electric home. My usage for the last nine years, 2001 through
2009, has averaged 2,821 kilowatt hours per month. During the winter, the "winter" being October to May, if you compress that by one month on either side, it averages 3,317 . In the summer, it averages 1,129; that's June

19:12:43

19:14:02 19:14:24
through September. I know the months have been changing -- or the rated months have been changing between three and four months of summer, but mine are for four.

The highest bill I had in this $\quad 19: 15: 15$ period was 5,816 kilowatt hours. That occurred in March of 2007 and it represented a bill covering 30 days with an average temperature of 23 degrees. The lowest bill in this period was 637 kilowatt hours. It happened in October of 2005, and it was for 21 days with an average temperature of 64 degrees. The highest bill during the summer periad -- those two turned out to be winter. The highest in the summer is 1,688 kilowatt hours; that was in August 2006 for 30 days with an average temperature of 77 degrees -- which, by the way, on my bills, that's the highest temperature average for the nine years.

The lowest summer bill was 652 19:16:20
kilowatt hours in September 2006 for 29 days with an average temperature of 69 degrees. In my particular house, my particular home, the effective temperature on kilowatt hours per day amounts to 3 kilowatt hours per day if the
temperature is below 62 degrees in the winter.
It also costs 3 kilowatt hours per day if the
temperature is above 71 degrees in the summer.
I'd like to comment now on the
comparison of the first four months of
19:17:07
FirstEnengy's CEI bills for January through
April 2010 as compared to the same periods for
2009 and 2008.
The total charges for 2010 were
\$15,557 and some cents versus 918 for 2009 19:17:31
versus 858 for 2008 . It represents a total
increase in 2010 rates of 64.4 percent over
2009, and 75 percent over 2008. There's been
discussion about delivery charges, or
distribution charges, and riders. My 19:17:57
distribution charges -- and they are $\$ 600$ for
the first four billings of this year. They're
up 73 percent over 2009, and 76 percent over 2008.

Generation and transmission 19:18:15
averaged 731 for the four months, they're up
102 percent over 2009 and 134 percent over
2008. Transition, whatever that is, is a winner. It was only $\$ 156$, and it was actually down 28 percent over 2009 and 28 percent over 19:18:41

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2008. And then, there's a new charge that just. showed up on bills recently, and I put it in a category that I called "Customer \& Cost Recovery," because I have problems with putting an infinite rate increase down. But the cost 19:19:00 recovery are the riders. The customer charges are the 4 bucks or 4.73 or 4.53 that we pay every month for the privilege of buying from FirstEnergy. Those charges only amounted to 68 bucks for the first four months, but they're up 19:19:18 229 percent over last year and 262 percent over 2008.

With these rate increases already in place, and observing how FirstEnergy has functioned recently, I find myself lacking any 19:19:37 trust in their actions. The time has come for everyone to scrutinize FirstEnergy's every move to protect the public in the State of Ohio. As I read through FirstEnergy's filings on 10-388, I was amazed by the amount of actual rates 19:19:59 Identified in the riders. It read as though it were a book of blank checks it wanted the PUCO to authorize. It certainly confirmed the writings in the Plain Dealer that indicated that FirstEnergy was attempting to minimize $\quad$ 19:20:17

attachments here and I don't know that you've hit on all of them, so I want to be sure that I get your perspective on that.

MR. BUECHE: Okay. In doing that, it prompted me to return to the $10-388$ original

19:27:10
document and look up the infarmation for Ohio Edison and Toledo Edison. And I put that on the spreadsheet that you have, if you flip to the next one maybe. And whenever I looked at the rate impacts, sure enough, for FirstEnergy, in total, if you divide by 12 , you get a nice whole number. And if you look at the rate charge, you get a number that does multiply by four, if you use them all. CEI missed by a buck low, Toledo Edison was a buck high and 19:27:49 Ohio Edison was right on.

The point I'm making is, this is dated in a submission to the PUCO that is obviously not correct. I also calculated the average winter usage for all customers in the 19:28:06 CEI area. The winter usage is 572 kilowatt hours. In Ohio Edison's area, it's 724 kilowatt hours in the winter. It's pretty hard for me to justify that there's 150 kilowatt hours difference. By my equation, that 3 19:28:31

19:27:27
 think.
kilowatt hours per day and 50 on and so forth,
It was a lot warmer In Ohio Edison's territory than it was in the Avon Lake territory.

Similarly, for the summer, the summer bills all average out about 730, 755, 19:28:46 700, so they seem to work. But then I went a little further, and I said, "Maybe Ohio Edison has more all-electric customers than CEI." That would account for that 150 kllowatt hours per month higher usage by Ohio Edison customers 19:29:05 than it would the CEI customers.

MS. PIRIK: Okay. So, now I'm
looking at the last three pages of your
document. I want to be sure I understand what those pages are representing. Could you maybe

19:29:20
give us a synopsis of that really quickly because we're kind of running out of time, I

MR. BUECHE: Okay, I go through , and calculate rate sheets every time I get a 19:29:40 new electric billing. I have them for the years of 2003, '06 and '10. And if you take the numbers that are on that Schedule I and you put them on this piece of paper that is the proposed winter rates for CEI for May 2012

19:30:02
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19:29:20
19.29.40
-

23
24
25
residential water heating and space heating,
this is everything that ther've put down, and this calculates an electric bill for that group.

The other two are for the winter $\quad$ 19:30:18 rates for all other customers, and the summer rates for everyone; okay? My point on this is, I don't think the PUCO should ever pass on a rate increase, which this is, via the riders without generating a piece of paper like the 19:30:40 one in front of you -- that is very simple to do -- to calculate the precise effect that FirstEnergy's rate increase is going to have on each individual customer grouping within the total base. I'd be happy to give them mine. 19:30:56

Now, I want to get to the riders.
MS. PIRIK: I think this is an
excellent document. I think what's really good about it is that you've very thoroughly gone through it. Do you have your statement in 19:31:31 writing that maybe we could put with it so that it would explain exactly what's in the document?

MR. BUECHE: Yeah. I'll give you a copy of the statement. But I was going to do 19:31:36 Page 60
that ahead of time, but then, after I heard these other presentations, I knew I was going to deviate from the written word. You've got all these written words plus a few.

MS. PIRIK: But I think that's 19:31:50 really important. My concern is, is that and I'm really grateful for you testifying. I mean, you've been testifying for about 15 minutes, and we have a really long list of people. Perhaps we could hear from some of the 19:32:01 other people, and then at the conclusion, once everyone's had a chance, if you would like to continue, I don't have a --

MR. BUECHE: I have no more
displays. I'm very brief in the balance of my $19: 32: 11$ discussion.

MS. PIRIK: Okay. Thank you.
MR. BUECHE: Okay? So, I will fire
right ahead once I've found the riders.
I found the riders. And, in
19:32:39
general, I'm opposed to any revenue recovery
rider. But those are -- the resulting
sweetheart deals, I really oppose. The one
that's been previously cited involving the
automakers, if they increase their consumption 19:32:55


MR. BRIGGS: My name is William Briggs. W-I-L-L-I-A-M, B-R-I-G-G-S. The address 6466 Ridge Plaza Drive, North Ridgeville, Ohio 44039.

MR. PHILLPS-GARY: Thank you, sir. 19:38:54 You may proceed.

MR. BRIGGS: Okay. First off, I'm opposed to the ESP. They talk about a market base. I want to know which market, the stock market or consumers' market? This smells a little bit like Enron to me. So, I hope the PUCO takes careful steps when regulating this business.

As far as corporations leaving Ohio, besides the EPA, the utilities play a big 19:39:31 part of it. And if they can't get cheap utilities here, they're going to move south or places more desirable. And this Allegheny Power, once they get -- I guess they already have it now. These big conglomerates, it's not 19:39:57 going to cost them any more to generate power from the east coast than it is here.

And I remember when the atomic plants were built, Ohio Edison, Toledo Edison says: We're going to raise your rates just a 19:40:17

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ttle bit to help pay for this, and once it's paid for, we're going to drop your rates way down. It never happened. The rates kept coming up. This is why I'm opposed to the ESP, and that's all I have to say.

Thank you.
MR. PHILLIPS-GARY: The next
witness is Kurt Schustar.
Mr. Schustar?
The next witness is Bruce Weir. 19:40:51
Mr. Weir?
The next witness is Richard D.
Lewis.
(The speaker was swom.)
MR. PHILLIPS-GARY: Please state 19:41:31
and spell your first and last name, and provide your address for the record.

MR. LEWIS: Richard D. Lewis, L-E-W-I-S. 9 Tympani -- that's T-Y-M-P-A-N-I Trail -- that's in Olmsted Township, Ohio 19:41:45 44138.

MR. PHILLIPS-GARY: Thark you, sir, You may proceed.

MR. LEWIS: Thank you.
1 just wanted to add a liltle bit
19:41:53

19:39:09

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to what Mr. Pojman had to say here before about
those of us that live in a senior citizens park that are tied into all-electric homes, and we have no other choice. We're on rented land, we own our homes. But we can't afford to sell 19:42:10
them. And we can't sell them. Right now in our park, you can see there's been times on the park channel that people are actually giving their homes away because they can't afford to stay here. We have no other choice.

19:42:29
PUCO means "public." I thought, since I came home from the service, that I was part of the public, and I would like to see that continue. And I think you people need to definitely look into this and listen to the 19:42:45 public as they speak.

Thank you.
MR. PHILIPS-GARY: The next witness is Edward Kwasny.

Mr. Kwasny.
AUDIENCE MEMBER: Spell it, would you?

MR. PHIDIPS-GARY: K-U-R-A-S-N-Y [sic].

MR. KWASNY: You're close.
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$\square$

$\square$

MR. PHILLIPS-GARY: Sorry, sir.
(The speaker was sworn.)
MR. PHILLIPS-GARY: Please state
and spell your first and last name for the record, and provide your address.

19:43:47
MR. KWASNY: Edward J. Kwasny, K-W-A-S-N-Y.

MR. PHILLIPS-GARY: I apologize for not getting that right.

MR. KWASNY: I came out today --
MR. PHILLIPS-GARY: Sir, before you
start, can you provide your address, please?
MR. KWASNY: 29831 Schwartz Road, Westlake, Ohio.

MR. PHILLIPS-GARY: You may 19:44:10 proceed.

MR. KWASNY: I come out here today, and was expecting to hear maybe something positive from somebody for the many, many. people that I happen to have talked to during a 19:44:22 polltical time back a few years ago. And I
spoke to a lot of those people that were there
in the City of Westlake; very, very fine
community. And I constantly saw people
struggling for prescription drugs, an inability 19:44:45

|  | Page 69 |  |  | Page 71 |
| :---: | :---: | :---: | :---: | :---: |
|  | to pay for electric bills. And I guess I | 1 | little bit more comfortable about that - with |  |
| 2 | didn't really see a whole heck of a lot of |  | an income of $\$ 800, \$ 400$ for rent, which does |  |
| 3 | support that was coming from anywhere such as | 3 | include the -- your electric bill, and also |  |
| 4 | FirstEnergy. | 4 | suffering with prescription problems. |  |
| 5 | And the more I looked at it, and 19:45:04 | 5 | I don't have anything more to say. 19:48:36 |  |
| 6 | the more I looked closely at it, I didn't | 6 | I did have a more discreet and nice thing that |  |
| 7 | really realize how devastating this thing is | 7 | I could have talked about, but all the |  |
| 8 | so many people. I happen to be one of those | 8 | questions were answered. And I didn't like |  |
| 9 | fellows that David Kos mentioned; a senior | 9 | them. I think - I'd like to say thank you for |  |
| 10 | citizen suffering to pay his bills. I happen 19:45:28 | 10 | giving me the opportunity of making my point. | 19:48:55 |
| 11 | to be one of those guys that suffered a little | 11 | Thank you much. |  |
| 12 | bit, and the bank that I do business with | 12 | MR. PHILLIPS-GARY: The next |  |
| 13 | decided to say: Ed, I need 200 of what I've | 13 | witness is John Regal. |  |
| 14 | been giving you. So, I guess that was finally: | 14 | MR. REGAL: Pass. |  |
| 15 | They need the money. 19:45:47 | 15 | MR. PHILLIPS-GARY: Thank you, sir. 19:49:14 |  |
| 16 | It wasn't too many months later I | 16 | The next witness is David Bly. |  |
| 17 | took a look at my bill, and what did I find? I | 17 | (The speaker was sworn.) |  |
| 18 | found a bill that was -- that started out at | 18 | MR. PHILLIPS-GARY: Please state |  |
| 19 | 150 bucks. $\$ 150$ wound up heading up to 264 in | 19 | and spell your first and last name, and provide |  |
| 20 | February of this year, February of 2009, with a 19:46:16 | 20 | your address for the record. 19:49:54 |  |
| 21 | spackling of different rates. Up one month, | 21 | MR. BLY: My first name is David, |  |
| 22 | down another. My home is an all-electric home | 22 | common spelling. And the last name is Bly, |  |
| 23 | And I said, "There should be a way that we | 23 | B-L-Y. I live at 21668 Meadows Edge Lane in |  |
| 24 | could level off these things somehow and I | 24 | Strongsville. |  |
| 25 | guess provide a little bit of assistance to 19:46:39 | 25 | I have only brief comments because | 19:50:09 |
|  | Page 70 |  |  | Page 72 |
| 1 | somebody that is at the bottom end of the | 1 | I pretty much endorse everything that's been |  |
| 2 | scale, you might say." | 2 | said so far. Most people have really hit the |  |
| 3 | And the more I've heard here today, | 3 | point here. Columbus needs to listen. |  |
| 4 | I'm not alone. There's a lot of people. It's | 4 | I'd like to make a positive comment |  |
| 5 | like this, and I just think that they should be 19:46:54 | 5 | initally, and that is: I think we all owe a 19:50:25 |  |
| 6 | looked at very, very discreetly, and give them | 6 | debt of gratitude to the local media. The |  |
| 7 | some assistance. It's difficult for me to | 7 | Plain Dealer, the local newspapers, the local |  |
| 8 | determine how a cost from such fine people -- | 8 | electronic media for drawing this to |  |
| 9 | such a fine corporation as yours has to bounce | 9 | everybody's attention because I think the |  |
| 10 | around all over the network. There should be 19:47:19 | 10 | people in Columbus got caught sleeping at the 19:50:39 |  |
| 11 | some way -- the bill I get for the space that | 11 | switch. |  |
| 12 | I'm in should have a leveling process at some | 12 | My initial comment would be that, |  |
| 13 | time or other. This up and down and going | 13 | with regard to FirstEnergy's proposed rated |  |
| 14 | around in every different direction is beyond | 14 | increase, it's my understanding that that |  |
| 15 | me. 19:47:35 | 15 | 5 company already has the highest electric rates 19:50:57 |  |
| 16 | I think -- I guess the only thing | 16 | 6 in this state. It's also my understanding, |  |
| 17 | I'm really trying to say is: There are people | 17 | 7 based on what I read in the media, that these |  |
| 18 | that need your help. I have your product in my |  | 8 add-ons could increase the basic rate for |  |
| 19 | house, I have to have it because I'm stuck with | 19 | 9 FirstEnergy up to $\$ 390$ million. And that's on |  |
| 20 | it. And I just wish that somehow or other, the 19:47:50 |  | 0 the heels of them having received 137 million 19:51:15 |  |
| 21 | administration and your company could take a | 21 | 1 just 14 months ago. |  |
| 22 | close look. If it sounds like I'm begging, I | 22 | I'm also questioning why we seem to |  |
| 23 | am. Somebody mentioned the Columbla Road | 23 | have a dual standard here. FirstEnergy has |  |
| 24 | facility. I got a sister-in-law down there |  | asked to fast track this submission to the PUCO |  |
| 25 | that's worse off than I am -- so, I feel a 19:48:12 |  | and get a response by May 5th. But yet, with | 19:51:36 |

regard to the all-electric homeowners -- and

I'm one of them -- they seem very content to
let this thing ride out or 12 months or longer, past the November election. I don't find that to be unusual. That's troublesome, especially in the political climate in America today. I think everybody with a political background needs to understand the taxpayers in this country are upset at many things.

I'm also concerned that FirstEnergy 19:52:13 has special deals with regand to their rates for major Industries and other big power users. And I understand that, except for the fact that we all use electricity in our homes, and I think, collectively, we're a major industry, 19:52:37 too. I'm also concerned over the fact that I would assume that these people who are getting these deals from FirstEnergy also can afford to hire lobbyists, which we cannot collectively. That concerns me. I don't have, directly, a 19:52:58 representative in Columbus. I would hope the OCC is, but I think, even initially, they got caught.

I think -- IIll be very frank with
you, I'm a stockholder of FirstEnergy and I'm 19:53:16
not proud of it right now, and I don't know how much longer I will be. But I'm not happy with their business practices to say the least. I'm concerned that these rate increases are designed -- and this has been touched by other people for a number of different things -- to recoup costs made on very poor business decisions here.

An article that I read in the Plaln
Dealer associated their CFL program, the 19:53:46
fluorescent light -- it cost the company $\$ 772,000$, plus storage, for the light bulbs after they had to eat the program. I'm also concemed over the ongoing problems at the Davis-Besse plant. What bothers me most of all 19:54:03 might be that, in my mind at least, that these outstanding or outlandish rate increases that are being thrust upon us are really designed to generate revenue to obtain that other energy source in Pennsylvania, and maybe even beyond 19:54:24 that, to increase the bottom line on my back. I find that unacceptable.

I think, basically, that brings my comments to a close. Thank you.

MR. PHILLIPS-GARY: The next

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witness is Eileen Campo.
Ms. Campo?
(The speaker was sworn.) MR. PHILLIPS-GARY: Please state
and spell your first and last name, and provide 19:55:33 your address for the record.

MS. CAMPO: My first name is
Eileen, E-I-L-E-E-N. My last name is
C-A-M-P-O, Campo. My address is 32680
Greenwood Drive, and I live in Avon Lake.
MR. PHILLIPS-GARY: You may proceed.

MS. CAMPO: As we all here, I officially oppose the PUCO approving the FirstEnergy Electric Security Plan, or ESP, 19:55:58 which is case number $10-388$-EL-SSO.
I went on the PUCO website, and it states that it was created to assure Ohioans adequate, safe and reliable public utility services at a fair price. One of PUCO's 19:56:19 services at a fair price. One of PUCO's
responsibilities is to regulate rates for utility services such as electricity where you do not have a choiœ. I do not have a choice. Many other people do not have a choice.

When - there's a group called $19: 56: 36$

19:55:48
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Northeast Ohio Public Energy Council, NOPEC, that was to choose another supplier that they would negotiate as an aggregate, if you chose to join that. Do you know who they signed up for the next nine years to be our choice for 19:56:53 FirstEnergy? It's FirstEnergy Solutions, which is an unregulated FirstEnergy subsidiary. So, you can choose FirstEnergy or you can choose FirstEnergy.

So, this is certainly the PUCO's 19:57:06
responsibility to protect us, because this is a monopoly. That's why there is a gentleman standing up, talking about 65, 75 percent increases. Do you think if it was a situation where there were four or five other utilities 19:57:23 that I could turn to that they would be doing that to me? No. That's what happens when you have a monopoly. So, this is definitely the PUCO's responsibility to take care of the citizens of Ohio.

19:57:36
The ESP provisions that I
specifically oppose include the quarterly
adjustments and delivery rates without having to get PUCO approval to see if the increases
are reasonable or even necessary. The only 19:57:51
thing the PUCO is going to do is do the accounting. They're not gaing to say: Wait a minute. That's not right. That's not fair. You shouldn't be charging the customers that. That on its own merit is enough to say: Don't approve this.

And in addition to that, that if FirstEnergy has any property taxes increased, automatically pass them to us. No ifs, ands or buts. Again, on that alone, this should not be approved. And other people may know of this, but this really makes me nuts: The fact that FirstEnergy made the deal with the Cleveland Clinic amongst -- somebody else had a piece of paper naming all those companies that got all that money. So here are all these groups behind dosed doors with the PUCO, who's supposed to be there for us, making deals on how they and FirstEnergy can get this passed.

Did anybody come and knock on your door and ask if you wanted to get this passed? Was anybody behind those closed doors saying: Hey, what about those residential customers who already got hit with a -- somebody else
mentioned it. They already got $\$ 137$ million
increase in delivery rates 15 months ago. They just got rid of the all-electric discount.
Nobody was behind those closed doors lobbying for us. And as somebody else mentioned, that's the unfortunate part. 19:59:23

Part of the reason I'm here doing notes, ignoring my four kids so I can be at this meeting is: I can't afford this. And I certainly can't afford to send somebody down to Columbus to knock on that closed door to say: Hey, let me in. Hey, give me some money and I'll say: Yeah, I agree with this. I wouldn't because I think that's morally reprehensible. But nobody is looking out for us. The OCC has gotten on board, the Ohio Consumers' Counsel, after initially agreeing with FirstEnergy. Once they looked at their numbers long and hard, they realized the numbers FirstEnergy gave them to compare all-electric houses with gas houses was an apples-and-oranges comparison. They then got on board and said that was wrong.

The PUCO -- I'm not sure that Senate Bill 221 was the biggest mistake that brought us all here because that's the reason

19:59:07

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19:58:02

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the PUCO now has the power it has. And, in that bill, they're also putting the screws to FirstEnergy saying: You will do this. You will do that. You will do this. One of the things is to reduce usage. Well, if you want 20:00:26 somebody to use less of a product, what do you do? You raise the rates. That's part of what they're doing.

The other problem is, they can now sell that energy on the open market. They can 20:00:39 make more money selling that on the open market than they can keeping their promises. And I know this isn't all about the all-electric discount, but you understand that that is intertwined. 20:00:53

And I do feel that, if the PUCO
approves this after -- and I will call it this
-- the complex fluorescent light debacle, the
all-electric discount fiasco -- and their
excuse was: Well, we didn't know. Then you 20:01:06
should not have this responsibility. And I
think state representatives who supported that
bill and Governor Strickland, who appoints the
PUCO, are as responsible for where we are right
now as FirstEnergy and the PUCO is. They
20:01:26
created this monster, and they're not accepting responsibility for it, and I think they should.

Another reason I oppose this ESP is that FirstEnergy states that this would actually reduce consumer rates by 4 percent, at 20:01:41 least in year one. Well, what happens in the other years? Interestingly enough, there's nothing said about that. Again, making this decision on this fast track is asking for another debacle like the other two I mentioned. 20:01:58
11 I don't see why they deserve that. I don't see why they should bypass the state-mandated studies that have to be done on how this is going to affect our bills. They are asking to bypass that. Why? Because it was such a good 20:02:20 idea with the light bulbs and all-electric discounts that they earned that trust? I think the opposite is true.

The other thing that the -
true? Are we not important? Do we not count just because we're individuals?

From the top to the bottom, the whole thing is wrong. And I strongly feel that, if the PUCO goes ahead and approves this, 20:03:05 that there will be repercussions with people marching on Columbus saying it's time to oust Strickland, it's time to oust the PUCO; and, if your legislator isn't doing anything about this, it's time to vote them out, too. Because 20:03:24 that's the only thing they listen to, is if you're going to take their position away.

And I respect -- I hope the people that are in these positions are acting out of faith. But when I look at what they do, it 20:03:35 doesn't make sense unless it's self-serving. All that money given to all those companies, those are bribes, plain and simple.

And I don't want to take up - I know there's other people that want to speak, 20:03:58 and I want to let them speak. But I obviously oppose this on many, many levels. I started reading 10 pages of the 180 -page document. It is very difficult. And I am an educated person, I have a degree in marketing and

20:04:15

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economics, I had a very hard time figuring out some of the terms that were even defined in it, like the PPI. After three calls to FirstEnergy, trying to figure out what they were saying, I didn't have the time for this.

20:04:26
You are there -- and again, I read what the purpose of the PUCO is. I hope that you will take your responsibility seriously and realize that we count on a group like yourself and the Ohio Consumers' Counsel to be in 20:04:39 Washington when we cannot.

Thank you.
MR. PHILLPS-GARY: The next
witness is Gary Holbrook.

> MR. HOLBROOK: Pass, 20:04:57

MR. PHILLIPS-GARY: Thank you, sir.
The next witness is Gary DaMert.
MR. DA MERT: Yes.
(The speaker was sworn.)
MR. PHILLIPS-GARY: Please state 20:05:24
and spell your first and last name, and provide your address for the record.

MR. DA MERT: My name is Gary
DaMert, D-A, capital M, E-R-T. I live at 21875
Meadows Edge Lane, Strongsville, Ohio.
20:05:38
be prosecuted and put in jail. I don't know
why those principles don't apply here.
20:06:43

But be that as it may, I am an all-electric homeowner and, therefore, have a vested interest, I acknowledge that. But we all have a vested interest. PUCO has that responsibility for FirstEnergy.

20:06:56
away and didn't realize this was taking place, so I sort of scratched down my comments after I got here.

And I first want to say that I 20:05:52
acknowledge that FirstEnergy is a corporation, it has a right to make a reasonable profit. I
understand business principles.
I also understand that FirstEnergy
is a public monopoly, and as such, you, the 20:06:03
PUCO, has the responsibility -- and I emphasize
"responsibility" -- to look at everything. I
know that when the FirstEnergy proposal for the
all-electric discount was passed, you
admitted - or the Chairman admitted that they 20:06:26
be prosecuted and put in jail. I don't know why those principles don't apply here.

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First of all, I apologize. I was
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I acknowledge and support
everybody's comments, especially the first
person -- representative who spoke. I echo all
of those. And I also say that that was
reckless and Irresponsible, what the Public 20:07:14
Utilities Commission and the Consumers' Counsel
did when they bought into this sham that
FirstEnergy put out. If I were in
FirstEnergy's position and had no conscience, I
would probably do the same thing. I used to be 20:07:32
a shareholder, too. I sold my shares. It's an
embarrassment to own shares in FirstEnergy unless you just believe in greed.

As others have pointed out, the CFL
debacle, the all-electric debacle -- and I 20:07:47
think the biggest hoax that was put out was, of
course, FirstEnergy Solutions, which everybody
sort of forgets, which they sort of created another shadow company that is not regulated so that they could do whatever they damn well 20:08:02
pleased. It was recognized subsequently by the state government that when Duke and AEP wanted the same deal -- they said: Hey, this is
fantastic -- that they were not allowed to do
25 that. Isn't that interesting? Nobody talks 20:08:14

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about that.
I plead, therefore, to the Public
Utilities Commission. You're getting a
reprieve here. The governor is feeling the
heat and he's putting the heat on you because
previous actions were less than ideal. I plead
with you that that 5-5 deadline is a farce.
And if it takes 365 days to get it right, make
it right. Make it right. Do not believe that
you can do this to FirstEnergy's benefit and
not for the consumers' benefit and get anything
but what the previous speakers said. You're
going to get a massive revolt.
I said at the Strongsville meeting
that you were derelict in doing it and should
be replaced. You've gotten a reprieve. I also
20:09:09
think if the govemor doesn't do anything, he
should be ousted -- and I still believe that ---
along with all the other politidians save one
who didn't vote for Bill 221 , which everybody
now agrees was probably a big mistake.
20:09:20
Please remember -- and I looked at
some of FirstEnergy's things; it's all based on
a 750 -kilowatt-hour-a-month home. It's the
same garbage they put out when they talked

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about the all-electric rate discount removal.
If you have an all-electric home, you use much
more than that. I can go into facts and
figures because I have them all, but I will not
do that. 20:09:53
Finally, I beg you to be
responsible and accountable. That's what you're there for. If you can't do it, resign and let others take your place. There are many people who could do what you do in a much more

20:10:10 responsible way. I'm sure FirstEnergy would not like that, but that's beside the point here.

As we know, historically, the
United States, we had the Carnegies, who were
20:10:25
great people who, if you look at what they did, they had to be philanthropic to buy their way into Heaven or whatever they thought they were doing because of the millions that they hurt. And the Rockefellers and all these great people 20:10:36 had their huge dark sides. Some of you have probably seen the America Greed. Well, I would classify FirstEnergy in that light, especially since the CEO -- who probably doesn't own an all-electric home or anything else -- gets a 20:10:51

huge multi-million dallar salary, and probably doesn't deserve a penny of it.

The other thing is that, keep in mind that Ohio is in decline. We'll have two less representatives in Washington probably 20:11:02 after this census, and that the financial things that are going on in Ohio are bleak, as they are in a few other midwestern states. The others agree the state problems will come back. Ohio is in decline. This is one more nall in 20:11:17 Ohio's coffin. Who would stay here to buy a home where you were promised that you would have this in perpetuity? And the dacuments now support that even though FirstEnergy denied it. They lied. The documents are there. 20:11:28
Who would stay here? Who would buy our homes? They're not worth anything right now. But anybody in his right mind, as many have already done, would leave Ohio. There are better places. I've done surveys of rates 20:11:43 around the country; there's some higher, like in Hawaii. But you don't need a lot of electricity there because you don't live inside very much and you don't need heat. And San Francisco. But they have gas and they never 20:12:02

Ridgeville, Ohio.
MR, PHILLIPS-GARY: Thank you, You
may proceed.
MS. SFERRY: Thank you.
First of all, I'd like to thank you 20:14:18
for this opportunity to oppose FirstEnergy's
most recent plan. And in reading what I
believe the Public Utilities Commission put
out, Senate Bill 221, to keep electric rates
stable: How? Create jobs. How? Expand
Ohio's green energy industry -- everyone is
throwing that around -- how?
First of all, I am an FE
stockholder, and I'm ashamed to say that. And
I would dump my stock, but believe me, the
stockholder is not benefitting. The first chance I get, I will no longer be associated with this company.

I'm very fortunate, blessed
financially, and I am the owner of three
20:15:24
all-electric homes in the Ridgefield
development here in town. Bob Schmitt Builders, they build a very fine home.

When my husband and I first started
looking for a home, he did not have a good

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feeling about all-electric. We are old poops.
We always had gas. But believe me, with a husband who analyzed everything to death, we did our due diligence up to here. And the marketing department at FirstEnergy actually

20:16:03 guaranteed that all-electric is the way to go, huge savings. But I want to get to the green part. And geothermal is the way to go. So, they were talking green before I ever knew what green was.

20:16:27
At that time builders were also
being given incentives ta install geothermal. And it is my opinion, FirstEnergy, you should have never discontinued that incentive. If you want to talk green, then go green. We spent

20:16:47
the extra money for geothermal in 1999, in another home purchased in 2003, and then another home most recently. Their discounts are all over the place, but I know that's a separate issue. Number 1: Now you have to be

20:17:11 the first owner. Number 2: Oh, we said that? Well, we've changed our minds on that.

And with all due respect to your organization, part of your mission is to be fair. And at a previous meeting, no one from

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20:15:07

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the PUCO could explain to me how you measure fair. When I asked what I thought was a simple question like: What percent of increase was FE requesting, no one could answer that. When I said, "Well, what amount of their request are 20:17:51 you approving," I got the impression - and I'd certainly like you to correct me if I'm wrong -- that that was: Rubber stamp. On to the next case, because you're very busy.

Is it fair that all-electric $\quad$ 20:18:06
homeowners won't be able to give their homes away when, in fact, FirstEnergy was the part of the equation, with their marketing skills and actually guaranteeing people that:
All-electricity, this is the way to go?
As a stockholder, I don't request, but I demand that FirstEnergy start being transparent and on a timely basis, and for crying out loud, start telling the truth. That's the way you run an ethical business. 20:19:02

If you go on the worldwide web, energystar.gov, it shows that our government is giving discounts to folks purchasing electrical appliances or going geothermal. How ironic that FE wants to skyrocket their rates. Now

20:19:24

PUCO, I've dealt with you many
times before under the heading of Ohio Bell. I
take great exception to -- and I probably won't
be able to find it - but FirstEnergy setting 20:19:49
the rates. I understand the workings: They
set the rates; you say yes or no.
We are really counting on you. You are the watchdog, you represent the consumer.
And if you're really all that busy, and I don't 20:20:10
doubt that, then hold people off until you have
had the time to do your job correctly. And I
don't feel you have done your job correctly.
That is not like the PUCO that I know from 20,
25 and 30 years ago. 20:20:38
So, please, we're counting on you,
your job is to represent us and to do it
fairly, whatever "fairly" means today. Anymore
I don't know what's fair. When I watch things
that have been going on with companies that
20:20:58
I've been involved with, It appears to me that
they're all a bunch of pirates, they just fly
different flags. Please protect us.
Thank you.
MR. PHILLIPS-GARY: The next 20:21:23


MS. LOY: All right. I came
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because I heard this morning that the meeting was going to take place. And I'm retired. I do not have an electric home; however, I feel sorry for the people who do have them. And I 20:29:39 do not trust -- not CEI - but FirstEnergy, because I read the paper all the time because I'm retired and I could read it now. And it's indescribable, my disgust for what goes on because there must be a way to keep people more 20:30:00 honest. And when I read that the president of FirstEnergy only made 12 million last year, and the year before, 15 million, it breaks my heart.

Thank you. 20:30:16
MR. PHILLIPS-GARY: Thank you.
The next witness is Sue Daugherty.
(The speaker was sworn.)
MR. PHILLIPS-GARY: Please state
and spell your first and last name, and provide 20:30:49 your address for the record.

MS. DAUGHERTY: My name is Sue,
S-U-E; my last name is Daugherty,
D-A-U-G-H-E-R-T-Y. I live at 1016 Thind Street, Sandusky, Ohio. 20:31:10
the customers' best interest. I hope that you
understand that "fair" means that it has to apply to the customer, and I'm not interested in seeing that FirstEnergy is not allowed to survive itself in providing us electricity. $\quad 20 ; 32: 48$
But in the same token, as long as there is no
competition or an alternative, the customer is very vulnerable.

I would also like to ask if the
PUCO would consider a way so that customers
20:33:05
could see the opportunity to invest in getting
off the grid and free of FirstEnergy.
Currently, that isn't even an option, and that's, too, because of the rules and the regulations that create the lack of incentive 20:33:21 that would cause the customer to want to make such an investment.

Now, this evening I'd like to speak to you as a professional. I work for a geriatric social service that represents Erie County residents who are age 60 and older. Part of the work we do is designed to help older adults in their ability to maintain their independence.

In 2008 our agency hired Bowling , 20:33:51

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MR. PHILLIPS-GARY: You may proceed.

MS. DAUGHERTY: I'm here this
evening because I'm opposed to the Electric Security Plan that has been submitted by 20:31:18 FirstEnergy. I hope that, this evening, the PUCO clearly understands that FirstEnergy and its proposal to not charge customers for certain future transmission-related costs is difficult to believe. $20: 31: 38$

FirstEnergy first lost my trust when the Ohio Consumers' Counsel began encouraging customers to purchase their own generators. If they're to provide security, I agree with Frans, it is a ridiculous name for 20:31:58 what it is they want to charge us for.
FirstEnergy also lost my trust in its business practice when it reneged on its agreement for homeowners of all-electric homes.
And then, FirstEnergy lost my trust again with agreement for homeowners of all-electric homes
And then, FirstEnergy lost my trust again with

20:32:15 the business practice of deciding to exploit its customer with the fluorescent light bulb offer.

For all of those reasons, I do not believe that the Electric Security Plan is in 20:32:32

proceed.

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Green State Unlversity, Bowling Green, Ohio, and their College of Health and Human Services to survey what is it that older people need if they are going to continue to maintain their independence. It may interest you to know that 20:34:06 one of the questions we asked is how many of these individuals in the age group of 65 to 75 believe that they're going to be able to pay more to heat their homes the next winter. And please, keep in mind that this is before the $20: 34: 22$ economic downturn. These results were tabulated in the Summer of 2008, and our economy started to crash in October.

30 percent of the older adults age
65 to 75 questioned if they had the ability to 20:34:37 continue to afford to heat their home if heating costs were going to rise. We also asked them if they had any plans to move and could they afford to stay where they are. 10 percent of that age group said that they are 20:34:54 thinking about moving because they can't afford their utility costs.

We also surveyed the
soon-to-be-senior-citizen people who are age 55
to 62. We asked them the same questions. 20:35:08


G-A-I-N-O-R. 7221 Songbird Lane, North Ridgeville.

## MR. PHILLIPS-GARY: You may

 proceed.MR. GAINOR: Okay. First of all, 20:41:17
I'd like to say: I originally owned an
all-electric home in Bob Schmitt's, and I was
well pleased with it in the early turn of the century. And it led me to take my retirement money and buy an all-electric duplex for 20:41:32
income, which I'm losing on now, and my tenants
are blaming me for the high electric bills, and
I have a high turn-over, and I might lose my investment.

And I also built another small 20:41:48 all-electric home, and I was told by the builder - I think it was Bob Jost (phonetic) at the time -- that I had to have 100-gallon in my all-electric home -- I had to have 100-gallon hot water tank, which I complied, 20:41:59 and all the other things, and it cost us quite a bit to get into compliance. And we did all the high-energy things, we got all them fancy light bulbs and wrapped the hot water tank and all that, and it helped a little bit. We 20:42:17

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unplugged stuff at night and stuff's on surge
protectors; and still. We cut usage, we conserved, but we also are being faced by higher bills.

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\text { And, as everybody knows in } \quad 20: 42: 34
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retirement, we were asked by the administration to take a 2 -year cut in our social security, but Washington got their raises. And I don't think that's right: We should be continually bombarded with increases by everybody, and yet 20:42:49 being froze with our wages, and we're in the process that we could lose our investment, the way we were told that the all-electric was the way to go. Got snookered on that one.

> Thank you.

20:43:11
(The speaker was sworn.)
MR. PHILLIPS-GARY: Please state
and spell your first and last name, and provide your address for the record.

MR. BOOSE: Dennis, D-E-N-N-I-S;
Boose, $\mathrm{B}-\mathrm{O}-\mathrm{O}-\mathrm{S}-\mathrm{E}$. Address is 6405 Denise
Drive, North Ridgeville, Ohlo.
I am a city coundilman in the City
of North Ridgeville, and also Chairman of the
Utilities Committee. And though I do not speak 20:44:00
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20:43:38
20:43:38

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on behalf of either, I speak here tonight as a resident of the community.

And although the all-electric
homes, this is not a discussion about them,
they have more stake than anyone here with the 20:44:16
increases that we're talking about. I'm very
proud to have written and introduced
legistation to our city council on behalf of
support of the reinstatement of the
all-electric home rate discount, which was 20:44:30
passed by our council earlier this year.
I will be very brief. I think the
issues before us tonight are very simple. The
ESP that is being proposed is a very
complicated document that I don't know that 20:44:46
anyone in this room really understands. I grew
up on a farm, my father was a fourth-generation
farmer, he was a very simple man. He once told
me, "Son, you know what you know, and you don't
know what you don't know." In this room, I 20:45:02
would think most of us don't know much about this.

In addition, I don't think the ESP
indicates exactly what the pricing will be.
There was also no reason to rush to a decision 20:45:18
to meet FirstEnergy's deadline when it affects us much more than it affects them. You have that in your hands. Again, to me, it's very simple. First, let's put the plan in some simple, common language that we all understand. $\quad$ 20:45:40
Let's find out what it would really cost. It
shouldn't be rocket science for anyone to be
able to tell residents: This is what it will
cost you in an increase or decrease, today,
next quarter, next quarter. Very simple.
20:46:07
And once we do that, let's come
back so that the common person will have the
opportunity to more intelligently discuss this
issue. Right now we can't. We're grasping at
straws because we really don't understand the 20:46:28
particulars of the issue. And by all means,
don't have us pay for their economic
development plan. We can't afford it anymore.
Thank you.
MR. PHILLIPS-GARY: Are there any
20:46:52
other witnesses who wish to testify tonight?
If there is anyone who wishes, as
we mentioned earlier, there is a petition. If
you want to testify -- or if you want to sign
that, indicating that you agree with the


## $\frac{\mathbf{A}}{\text { ability 99:23 100:15 }}$

able 8:19 15:24 53:17
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