

FILE

From: "webmaster@puc.state.oh.us"
 To: "ContactThePUCO@puc.state.oh.us"
 Subject: 56445
 Sent: 11/5/2010 10:29:54 AM
 Message:
 WEB ID: 56445 AT:11-05-2010 at 10:29 AM

Related Case Number:

TYPE: complaint

NAME: Mr. Gary Shine

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 8641 Hickory Hollow Drive
- Chardon , Ohio 44024
- USA

PHONE INFORMATION:

- Home: 440-285-0903
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: shinefam@windstream.net

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: The Illuminating Company
- Name on account: Gary Shine
- Service address: 8641 Hickory Hollow Drive Chardon, OH 44024
- Service phone: 440-285-0903
- Account Number: 110028140728

COMPLAINT DESCRIPTION:

Dear Sirs: Regarding Case 10-176 As the owners of an all- electric home and the parents of three children in college, we have found that the increase in our electric rates that were in effect during the time period of June 09 thru March 2010 caused an extreme hardship on our family. We have lived in our home since 1987 and were able to budget our energy costs adequately. However, when the PUCO dramatically raised our electric rates, this was clearly an unfair burden placed upon not only us but hundreds of thousands of similar households in Ohio. Our peak winter heating bills skyrocketed from \$351.00 in Jan. 09 to \$622.00 in Jan 10.Plus we used 400 kwh of electricity less in Jan 10 than we did in Jan 09! This outrageous increase in our energy rates cannot be allowed to stand. Please think about the lives that are affected next time you feel the need to double consumer's energy prices. A permanent fair price of electricity must be applied to all-electric homes. Sincerely, Gary and Rita Shine 8641 Hickory Hollow Drive Chardon, OH 44024

RECEIVED-DOCKETING DIV

2010 NOV 22 PM 3:42

PUCO

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 Technician SAB Date Processed 11/23/10