

FILE

FE 14-1297-EL-550

3-15-16

Rosemary French
10806 Priem Rd
Strongsville, OH 44149

To PUCO Board Members,

This letter is written regarding another request by First Energy again for changes in customer charges. In 1989, I purchased a home built by Bob Schmitt in the Meadowood development, Strongsville, Ohio an "all electric home" community. A major factor in that decision, was a guaranteed contract fixed rate per kWh electric charge for life. Several years ago, First Energy requested that agreement be set aside, permitting electric rate increases to our development. My fixed rate in 1989 was 7.7¢ per kWh but now is more than 4 times that fixed rate (now greater than 7 cents / kWh). First Energy needs to balance its own budget and not be allowed again to change the rate structure, especially since it found more than 1 million dollars to place its name on a sports stadium. It is sad when a supplier of a necessary commodity resorts to running TV ads to support its agenda. This situation is disturbing for customers who sit with coats on in the winter and limit use of air conditioning when warm and humid weather arrives due to increased rates we did not expect to have and cannot afford with fixed incomes that are not increasing. For First Energy to run TV ads stating their goals are customer service and stable rates is an insult to all customers. PUCO, please do your job as a public agency and protect consumers which is your responsibility.

Sincerely,

Rosemary J. French

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 BU Date Processed MAR 15 2016

RECEIVED
MARKETING DEPT
MAR 15 PM 3:01