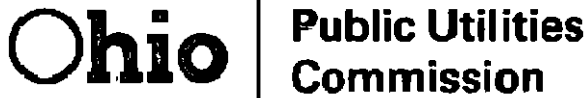


FILE

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Friday, September 8, 2023 5:20 PM
To: PUCO-Docketing
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00831694 [ref:_00Dt0GzXt_5008y8Zj5y:ref]



RECEIVED
SEP 08 2023
DOCKETING DIVISION
Public Utilities Commission of Ohio

**PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Service Division
Memorandum**

CASE ID: 00831694
CUSTOMER: Lecia Hogan
ADDRESS: 331 East 257th Street, Euclid, Ohio 44132
AIQ: Cleveland Electric Illuminating Company
NIQ: (567) 408-9887

To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!

DOCKETING CASE #: 23-0301-EL-SSO

SUBJECT: Grid Improvement Costs to Customers

This is absolutely insane, raising the cost of our electric bill for this upgrade. It sounds like something that should be done but not at the expense of the customers. Our bills have recently been increased by doubling and this increase would make the bill unaffordable. The cost of living is high, groceries are expensive, gas prices are insane, what are you trying to do with us consumers and how are we supposed to survive.
#####

Please docket the associated customer comment and/or attached in the case number referenced above under "Public Comments". This information was received by the Consumer Services Division through alternate channels and is being forwarded to be filed formally. This information is not the opinion of Staff and should not be viewed as such.

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

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 TLA Date processed 9-8-23

----- Original Message -----

From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]

Sent: 9/8/2023 5:16 PM

To: lecialu@hotmail.com

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - Case #: 00831694 [ref:_00Dt0GzXt._5008y8Zj5y:ref]



Case Number: 00831694

Dear Lecia Hogan:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) regarding FirstEnergy Ohio's (FE Ohio) Electric Security Plan (ESP) application filed on April 5, 2023.

The PUCO is responsible for ensuring that utilities across the state provide safe and reliable service. In formulating its decision in a case, the Commission must balance interests of many parties and stakeholders while adhering to its mission. The PUCO also takes great care to review the company's financial records to ensure that the rates set do not result in over-collection of revenue.

FE Ohio requested that the new ESP, ESP V, commence upon the expiration of the current ESP IV (June 1, 2024) and continue through May 31, 2032. This plan is for the supply of the SSO (Standard Service Offer) electric generation, and other related matters. The SSO is sometimes known as the default rate and is the price for electric generation service for customers that do not participate in a government aggregation program or select their own retail electric supplier.

Three public hearings have been scheduled to take place throughout September of 2023. Those that testify will have their comments included in

the case record. A list of the public hearing dates is available at <https://puco.ohio.gov/news/feesphearings>.

The company's application and all related documents are available at www.PUCO.ohio.gov, under case no. 23-0301-EL-SSO. Click on the link to "Docketing information System" (DIS). You can then enter the case number in the "Case Lookup" search field. Additionally, I have filed your comments in the case docket; as a result, your comments will form a permanent part of the record.

Should you have any additional utility-related questions, please do not hesitate to contact the PUCO Call Center at (800) 686-PUCO (7826) or visit our website at www.PUCO.ohio.gov.

Sincerely,

LYshanya Davis

Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

----- Original Message -----

From: PUCO Consumer Call Center [noreply@puc.state.oh.us]

Sent: 9/7/2023 4:31 PM

To: lecialu@hotmail.com

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - Your Case #00831694



Dear LECIA HOGAN:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Your case number is 00831694.

A PUCO Call Center Representative will contact you as soon as possible to discuss your case.

Sincerely,

PUCO Call Center
(800) 686-PUCO (7826)
www.PUCO.ohio.gov



<https://www.facebook.com/PUCOhio>

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:_00Dt0GzXt._5008y8Zj5y:ref



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