

FILE

RECEIVED-DOCKETING DIV

From: "natalia kendall"

To: "ContactThePUCO@puc.state.oh.us"

Subject: Re: PUCO Reply

Sent: 7/5/2007 12:00:29 PM

PUCO

Message:

Re: AEP 071-008-755-2-0 Better do your homework before the formal hearing as this case may very well go to trial.

AEP sold their water heater unit to an agency whosw phonw # is 1866 246 2947. My water heater was removed at my order because of rate increases on 27 Oct 04. I was paying \$11.95 for the heater which was fully depreciated, never serviced and should have been written off. My bill should have been reduced \$11.95. Not so! AEP increased my bill by approx. \$10.

My bill on 04/13/00 was \$28.56 at a rate of <96 cents ave. daily cost. On 05/14/07 my bill was \$71.27 at \$2.23 ave. daily use. That is an annual rate increase of 18%. Cost of living increased 3%. Did PUC authorize, in writing for AEP to increase these rates at 18%? I think not! And if you didn't and failed to properly supervise AEP you are possibly in criminal dereliction of duties! Be prepared to discuss and defend your position and that of AEP at hearing.

I am a retired Army officer and get free legal assistance.

I want a roll back and refund, plus payment for electrician of \$49. plus paid at request of AEP to have electrician inspection when AEP later admitted was trees touching power lines.

I still have 'brown outs' but attribute that to AEP's plain stupidity!

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

From: ContactThePUCO@puc.state.oh.us

To: nkendall@columbus.rr.com

Sent: Monday, July 02, 2007 3:37 PM

Subject: PUCO Reply

Mr. Kendall,

Since you have filed a formal complaint, I will be unable to respond informally. Please be advised one of our attorney examiners will be contacting you shortly.

Regards,

Lawrence Hampton
Compliance Investigator
Investigation & Audit Division

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Technician m Date Processed 7/6/07

From: "natalia kendall"
To: "ContactThePUCO@puc.state.oh.us"
Subject: Re: PUCO Reply
Sent: 7/5/2007 12:28:32 PM

Message:

AEP states "Effective June, 1, 2007 authorized in person payment agents in Ohio will increase their fee from 78 cents to 82 cents to process my payment. Why are they processing my payment in the first place? AEP is supposed to find replacement agents for 78 cents or lower, not routinely pass along increases from existing agents. Did PUC approve this? I think not! If so then a case of non-governmental supervision and lack of PUC job performance!

AEP will defend 18% rate increases on fuel costs. Did fuel costs actually go up 18%?!

Prove it!

AEP says is rates are among lowest in USA! Really? Prove it! What are rates in Ky? Tenn? West Va.?

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From: "natalia kendall"
To: "ContactThePUCO@puc.state.oh.us"
Subject: Re: PUCO Reply
Sent: 7/5/2007 1:00:59 PM

Message:

How do my residential rates compare with other residential users in similar circumstances in Ohio? If higher I will sue for discrimination and Fraud!

On Jan 23, 2007 AEP filed for rate increase of 50 cents. Did you approve it? If so, why?

Is not annual increase of 18% not enough?

What PUC is supposed to be doing in finding an alternate company to replace AEP, or cause one to be formed, forbidding it to ever hire any current or past AEP employees.

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From: "natalia kendall"
To: "ContactThePUCO@puc.state.oh.us"
Subject: Re: PUCO Reply
Sent: 7/5/2007 2:32:50 PM

Message:

Please be so kind as to answer my questions within 24 hurs. Otherwise.....it is going to get messy!

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