

FILE

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, April 01, 2009 2:42 PM
To: Docketing
Subject: Docketing
Attachments: 121037.html

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 4/1/2009

Re: Carl Mcneal
1942 Jackson Furnace

South Webster, OH 45682

RECEIVED-DOCKETING DIV
2009 APR -2 AM 9:55

PUCO

Docketing Case No.: 08-917-EL-SSO

Notes: See web complaint attached to be included in the above referenced case no.

Please docket the attached in the case number above.

This is to certify that the images appearing are an
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Technician Ar Date Processed 4/2/09

4/1/2009

From: "webmaster@puc.state.oh.us"
To: "ContactThePUCO@puc.state.oh.us"
Subject: 44471
Sent: 3/26/2009 8:36:44 AM
Message:
WEB ID: 44471 AT:03-26-2009 at 08:36 AM

TYPE: complaint

NAME: Ms. Karen McNeal

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 1942 Jackson Furnace Rd
- South Webster , Ohio 45682
- USA

PHONE INFORMATION:

- Home: 740-778-2495
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: kmcn0408@yahoo.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Carl McNeal
- Service address: 1942 Jackson Furnace Rd
- Service phone: 740-778-2495
- Account Number: 109-166-990-9-2

COMPLAINT DESCRIPTION:

I believe it is wrong to give AEP rate increases when they can't even keep the electric on. At the end of January my electric was off for 9 days then in February it was off for 6 days. Last week my electric went off 10 times in an hour, yesterday it went off once and today so far it has went off twice. Now in Jan. we had the ice storm, in Feb. a wind storm to me there is no reason for last week, yesterday or today. They want rate increases while we the consumer have to throw away and replace our food, replace appliances that are ruined due to the constant outages. It's not fair just because they are losing business due to company's shut down therefore they have less work to do and want the same money. Especially when they pay their employees 3 weeks pay to send them to another state let them be there 1 day fix 1 pole have them come back to work back here and so they get paid twice. They need better money management not for us to have to pay for their misuse of money and lining their pockets. I'm not sure if I worded all this correctly or said all I need to say I am upset at the rate increase seeing how to me they are actually costing me and other consumers more money. By the way I do have surge protectors on my appliances but it still ruins them. Sincerely, Karen McNeal