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#### **BEFORE**

# THE PUBLIC UTILITIES COMMISSION OF OHIO

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In the Matter of the Application of (Columbus Southern Power Company and (Columbus Company for Approval of (Columbus Change in Bill Format (Columbus Change in

Case No. 09- 776-EL-UNC

# COLUMBUS SOUTHERN POWER COMPANY'S AND OHIO POWER COMPANY'S APPLICATION FOR APPROVAL OF A CHANGE IN BILL FORMAT

Pursuant to §4901:1-10-22 (C), Ohio Admin. Code, Columbus Southern Power Company and Ohio Power Company (the Companies) file this application for Commission approval of a change in the bill format the Companies currently use.

On April 22, 2009, the Commission approved a bill format change concerning the Companies' "Neighbor to Neighbor" program. The program was set up to help disadvantaged customers pay their electric bills using the support of their neighbors. Customers are able to donate funds to be applied to the accounts of disadvantaged customers. The Companies have been developing this program exploring ways to best help all customers.

The Companies respectfully request to amend the bill language further to account for customers choosing to make an ongoing donation. Those customers choosing to make an ongoing donation will receive a notification on the bill of the amount they have chosen to donate without having to sign-up every time they mail a bill. A customer must contact us independently of the bill to be included in the ongoing donation program. The one-time donation on the existing bill will not be used to create an ongoing contribution. The proposed format change would appear just under the bill box detailing the total customer amount due, in the same place

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Technician Date Processed SFP 0 4 2009

as the previous language approved by the Commission. The language would read "Your Neighbor to Neighbor monthly contribution of \$\_\_\_\_\_ is included in the TOTAL AMOUNT DUE." A copy of the Companies' bills with the proposed text is made a part of this application as Attachment No. 1.

The Companies have already discussed with and provided the Commission staff with a copy of the requested format change. The Companies would like to start this benefit as soon as possible and would appreciate the ability to make this change by September 28, 2009.

For these reasons, the Companies request that the Commission approve their new bill format.

Respectfully submitted,

Matthew J. Satterwhile

American Electric Power Service Corporation

1 Riverside Plaza, 29<sup>th</sup> Floor Columbus, Ohio 43215

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Fax: (614) 716-2950

Email: mjsatterwhite@aep.com

Counsel for Columbus Southern Power Company and Ohio Power Company

Filed: September 3, 2009

# **ATTACHMENT ONE**

(CSP Residential Regular - Bill Sample) OHIO Total Amount Due A unit of American Electric Power

Due Date Feb. 26

\$250.92

Send Inquiries To: PO BOX 24401 CANTON, OH 44701-4401 R-C-123456789

Amount Enclosed

Your Neighbor to Neighbor monthly contribution of \$5.00 is included in the TOTAL AMOUNT DUE

6666-1 \*\*\*\* AUTO\*\* 3-DIGIT 432 John Smith 123 ANY ADDRESS

AEP CITY, OH 99999-9999

Make Check Payable and Send To: AMERICAN ELECTRIC POWER PO BOX 24417

CANTON OH 44701-4417

0000064900000108360000000001099999999923120403018103805

Account Number 109-999-999-9-9 CYC 03 26

Return top portion with your payment

SERVICE AT: For Billing, Outage or Account Number 109-999-999-9-9 John Smith Service Inquiries, Call: 123 ANY ADDRESS 1-800-277-2177 AEP CITY, OH 99999-9999 Pay by Phone: Bill Date 02/10/09 1-877-306-9280 Page 1 of 2 010

PREVIOUS CHARGES:

Please tear on dotted line

	Accou	Amount Due	
Total Amount Due at last Billing	\$	183.89	
Emergency HEAP Voucher		175.00 CR	
Payment 03/06/09 - Thank You		8,89 CR	
Previous Balance	\$	0.00	0.00

URRENT AEP CHARGES (1-800-277-2177)

2/12/05 Tariff 013 - RESIDENTIAL SERVICE Service Delivery Identifier Number: 0000-0123-0000-1234-5

Generation Service 133.51 Transmission Service 16.60 Distribution Service 83.24 **Customer Charge** 4.75 Transition Charge 7.82Current AEP Charges Due 245.92 Neighbor to Neighbor Contribution 5.00

> 250.92 Due Date Feb. 26

\$8.48 is your average daily cost for current electric service

Service Period

109-999-999-9-9

245.92

5.00

# Price To Compare

For tariff 013, in order to save you money a new supplier must offer you a price lower than 6.0 cents per KWH for the same usage that appears on this bill. You may contact AEP at the phone number shown on this bill to receive additional information, including a written explanation, about this Price-To-Compare.

USAGE:

	COLVICE	GIIOG	INICICI I	reaumy		
Meter Number	From	То	Prev CD	Pres CD	Multiplier	Metered Usage
75890800	12/09/08	01/12/09	15071 A	15787 A	1.0000	716 KWH
CD - Read Cod	de Al=Actua	al Reading	34 Billing	Next Sc	heduled Rea	d Date 02/10/09

Motor Ponding

## **SERVICE AT:**

Account Number 109-999-999-9-9

Page 2 of 2 010

John Smith 123 ANY ADDRESS AEP CITY, OH 99999-9999

 Month
 Usage
 <th

## AEP MESSAGES:

The "PAY THIS AMOUNT" on the stub portion of this bill includes your donation to the Neighbor to Neighbor Program.

To obtain information about Ohio Electric Choice, visit the Ohio Electric Choice website at www.OhioElectricChoice.com or call 1-888-632-1314.

\*\*\*View and pay your bill online. It's fast, convenient, secure and free. Learn more and enroll today by visiting http://www.aepcustomer.com.\*\*\*

Visit us at www.AEPohio.com.

(CSP Residential Regu		r - Bill Sample)			
A unit of American Electric Power		Total Amount Due	S XXX XX		
		Due Date Feb. 26			
Send Inquiries To:		Amount Enclosed			
PO BOX 24401		The Neighbor to Neighbor program helps disadvantaged customers			
CANTON, OH 44701-4401 R-C-123456789		pay their electric bill. I want to help. My payment reflects my gift of \$	·		
		Make Check Payable and Send To:			
6666-1 **** AUTO** 3-DIGIT 432		109-999-999-9-9 CYC 16			
.d.,.t,te1.00.10.1.1.10.10.10.10		AMERICAN ELECTRIC POWER			
John Smith		PO BOX 24417			
123 ANY ADDRESS	•	CANTON OH 44701-4417			
AEP CITY, OH 99999	-9999				
000006490000010	8360000000000109	9999999923120403018103805			
Please tear on dotted line	Account Number 109-999-9	99-9-9 CYC 03 26	Return top partion with your		

Remains the same

(OP Residential Regular - Bill Sample) Total Amount Due : A unit of American Electric Power Due Date Feb. 26 Send inquiries To: Amount Enclosed PO BOX 24401 Your Neighbor to Neighbor monthly contribution of \$5.00. CANTON OH 44701-4401 is included in the TOTAL AMOUNT DUE R-O-123456789 Make Check Payable and Send To: 070-999-999-9-9 CYC 16 6666-1 \*\*\*\* AUTO\*\* 3-DIGIT 432 AMERICAN ELECTRIC POWER JaneSmith PO BOX 24417 123 ANY ADDRESS CANTON OH 44701-4417 AEP CITY, OH 99999-9999 0000064900000108360000000000709999999923120403018103805 Account Number 070-999-999-9-9 CYC 03 26 Return top portion with your payment Please tear on dotted line SERVICE AT: For Billing, Outage or Account Number Jane Smith 070-999-999-9-9 Service Inquiries, Call: 123 ANY ADDRESS 1-800-672-2231 AEP CITY, OH 99999-9999 Pay by Phone: Bii Date 02/10/09 Page 1 of 2 010 1-800-611-0964 PREVIOUS CHARGES: Account Balance Amount Due Total Amount Due at last Billing 183.89 Emergency HEAP Voucher 175.00 CR Payment 03/06/09 - Thank You 8.89 CR Previous Balance 0.00 0.00**CURRENT AEP CHARGES (1-800-672-2231)** 12/12/05 Tariff 013 - RESIDENTIAL SERVICE Service Delivery Identifier Number: 0000-0123-0000-1234-5 Generation Service 133.51 Transmission Service 16.60 Distribution Service 83.24 Customer Charge 4.75 Current AEP Charges Due 238.10 238.10 Neighbor to Neighbor Contribution 5.00 5.00 Total Amount Due...... 243.10 Due Date Feb. 26 \$8.48 is your average daily cost for current electric service 070-999-999-9-9 Price To Compare For tariff 013, in order to save you money a new supplier must offer you a price lower than 6.0 cents per KWH for the same usage that appears on this bill. You may contact AEP at the phone number shown on this bill to receive additional information, including a written explanation, about this Price-To-Compare. USAGE: Service Period Meter Reading

Pres CD

15787 A

Multiplier

1.0000

Metered Usage

716 KWH

Prev CD

15071 A

To

01/12/09

Meter Number From

12/09/08

75890800

# SERVICE AT:

John Smith 123 ANY ADDRESS AEP CITY, OH 99999-9999 Account Number 070-999-999-9-9

Page 2 of 2 010

Month Usage Month Usage Month Usage Month Usage Month Usage Month Usage Jan 08 413 Mar 08 459 May 08 457 Jul 08 743 Sep 08 1,225 Nov 08 647 Feb 08 426 Apr 08 296 Jun 08 735 Aug 08 1,246 Oct 08 747 Dec 08 765 Average Monthly Usage: 679 KWH Total Usage (Past 12 Months): 8159 KWH

## AEP MESSAGES:

To obtain information about Ohio Electric Choice, visit the Ohio Electric Choice website at www.OhioElectricChoice.com or call 1-888-632-1314.

\*\*\*View and pay your bill online. It's fast, convenient, secure and free. Learn more and enroll today by visiting http://www.aepcustomer.com.\*\*\*

Visit us at www.AEPohio.com.

Monthly view of stub without the customer signing up for monthly contribution. (OP Residential Regular - Bill Sample) OHIO \$ XXX XX Total Amount Due . A unit of American Electric Power Due Date Feb. 26 Send Inquiries To: Amount Enclosed PO BOX 24401 The Neighbor to Neighbor program helps disadvantaged customers CANTON, OH 44701-4401 pay their electric bill. I want to help. My payment reflects my gift of \$\_ R-O-123456789 Make Check Payable and Send To: 079-999-999-9 CYC 16 6866-1 \*\*\*\* AUTO\*\* 3-DIGIT 432 AMERICAN ELECTRIC POWER Jane Smith PO BOX 24417 123 ANY ADDRESS CANTON OH 44701-4417 AEP CITY, OH 99999-9999 00000649000001083600000000000709999999923120403018103805Account Number 070-999-999-9-9 CYC 03 26 Please tear on dotted line Return top portion with your

Current bill view with PLEDGE.