

NC FILE



The Public Utilities
Commission of Ohio

4
10-0393-EL-ESS

Case Number

Public Utilities Commission of Ohio
Attn: Docketing
180 E. Broad St.
Columbus, OH 43215

Formal Complaint Form

Alan C. Sharp
Customer Name

Against

AEP Ohio - Informal Complaint # ASHU021610
Utility Company Name

6460 C.R. 97
Customer Address (necessary)

McCumb, OH 45858
City State Zip

073-234-309-0-5
Account Number

Customer Service Address (if different from above)

City State Zip

Alan C. Sharp
Signature

419-293-2457
Customer Telephone Number

March 19, 2010

AEP acct # :073-234-309-0-5 CYC 5 01

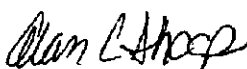
To: The Public Utilities Commission of Ohio
Docketing Division
180 E. Broad St.
Columbus, OH 43215-3793

My name is Alan C Shoop and I am a customer of AEP. I wish to file this formal complaint against AEP for the following reason(s): I was shocked and outraged when I received my bill in the amount due of \$441.96 with a due date of February 22, 2010. Prior to this my bills had averaged \$120.00 with a range of KWH usage of 1,000 to 1,679. On this particular bill that I am disputing my KWH jumped to 5,120! I had changed NOTHING.....all appliances in working order, did not use more than in the past, did not do ANYTHING DIFFERENT!!!!!!

AEP did minutely adjust the bill...from \$441.96 to \$432.69, which in itself is a joke! I have since paid \$300.00 towards this bill, which I feel is probably a fair amount since prior to this bill our meter was an "estimated" reading. I am not unreasonable and will pay what I feel is fair.....but I have never used this much KWH and I feel that this is AEP price gouging! They have no explanation for me as to how I jump from an average of 1,300 KWH to 5,120! And I have changed NOTHING!!! My bill with a due date of March 23, 2010 shows that we used 1,516 KWH.....with an amount due of \$199.86. How do you explain this when I as a consumer changed nothing? AEP tried to say that it was a colder winter than usual and etc.....well I am a farmer with livestock and I can tell you that this has not been a colder winter than normal!

I would like the Commission to force AEP to consider the bill of 441.96 with a due date of February 22, 2010 to be considered paid in full since as I had stated I have paid \$300.00 towards this bill which I feel would be a more accurate amount. As a consumer I am basically at the mercy of AEP due to the fact that I can not choose my electric service provider, but I am telling you this is some sort of price gouging! A person does not go from an average of 1,300 KWH to 5,120 KWH and then back down to 1,516 KWH with absolutely NO changes!

I thank you for allowing my voice to be heard!


Alan C Shoop

**OHIO™**

A unit of American Electric Power

Send Inquiries To:
 PO BOX 24401
 CANTON, OH 44701-4401
 R-O-85354017
 21728-1

Total Amount Due \$ 441.96**Due Date Feb 22**

56305

Amount Enclosed

\$



The Neighbor to Neighbor program helps disadvantaged customers pay their electric bill. I want to help. My payment reflects my gift of \$ _____

070021728 01 AT 0.357

Make Check Payable and Send To:

AMERICAN ELECTRIC POWER
 PO BOX 24404
 CANTON OH 44701-4404



AL C SHOOP
 6460 TOWNSHIP ROAD 97
 MC COMB, OH 45858-9438



0000441960000441960100000000000732343090504022202005900001

Account Number 073-234-309-0-5 CYC 5 01

Please tear on dotted line

Return top portion with your payment

SERVICE AT:

AL C SHOOP
 6460 TOWNSHIP ROAD 97
 MC COMB, OH 45858-9438

For Billing, Outage or
 Service Inquiries, Call:
1-800-672-2231
 Pay by Phone:
1-800-611-0964

Account Number
073-234-309-0-5

Bill Date 02/04/10
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PREVIOUS CHARGES:

Total Amount Due at Last Billing
 Payment 01/26/10 - Thank You
 Adjustment
 Previous Balance

Account BalanceAmount Due

\$ 121.09
 121.09 CR
 121.09 CR
 \$ 121.09 CR

\$ 121.09

CURRENT AEP CHARGES (1-800-672-2231):**01/06/10 Tariff 015 - RESIDENTIAL SERVICE**

Service Delivery Identifier Number: 0014-0060-7739-0806-0

Generation Service \$ 61.07
 Transmission Service 12.10
 Distribution Service 42.95
 Customer Charge 3.82

Current AEP Charges Due \$ 119.94

\$ 119.94

02/04/10 Tariff 015 - RESIDENTIAL SERVICE

Service Delivery Identifier Number: 0014-0060-7739-0806-0

Generation Service 245.44
 Transmission Service 45.12
 Distribution Service 148.73
 Customer Charge 3.82

Current AEP Charges Due \$ 443.11

\$ 443.11

Total Amount Due**\$ 441.96****Due Date Feb 22**

\$15.28 is your average daily cost for current electric service

073-234-309-05**Price To Compare**

For tariff 015, in order to save you money a new supplier must offer you a price lower than 5.7 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.

**OHIO™**

Due date does not

See other side for

SERVICE AT:

AL C SHOOP
6460 TOWNSHIP ROAD 97
MC COMB, OH 45858-9438

Account Number
073-234-309-0-5

21728-1

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FAX# 614-752-8351
CASE # ASH0081410

USAGE:

Meter Number	Service Period		Meter Reading		Multiplier	Metered Usage
	From	To	Prev CD	Pres CD		
85354017	12/04/09	01/06/10	90102 A	91475 E	1.0000	
85354017	01/06/10	02/04/10	91475 E	96595 A	1.0000	

CD - Read Code: A = Actual Reading 29 Billing Days Next Scheduled Read Date 03/05/10
E = Estimated Reading

Month	Usage	Month	Usage	Month	Usage	Month	Usage	Month	Usage	Month	Usage
Feb 09	2,013	Apr 09	2,080	Jun 09	1,028	Aug 09	844	Oct 09	946	Dec 09	1,165
Mar 09	1,905	May 09	1,787	Jul 09	1,057	Sep 09	1,277	Nov 09	1,679	Jan 10	1,373
Average Monthly Usage: 1429 KWH						Total Usage (Past 12 Months): 17154 KWH					
Net Usage: 5120 KWH						Billable Usage: 5120 KWH					

AEP MESSAGES:

The Public Utilities Commission of Ohio in case number 09-1095-EL-RDR on January 7, 2010, approved AEP Ohio's request to implement its Economic Development Rider (EDR) effective with this bill. The EDR supports industrial customers that retain and increase Ohio jobs. A residential customer using 1,000 kWh of electricity will see an increase of \$2.17 per month.

The Public Utilities Commission of Ohio in case number 09-1906-EL-ATA on January 7, 2010, approved AEP Ohio's request to decrease its Non-Fuel base generation rates. A residential customer using 1,000 kWh of electricity will see a decrease of \$2.64 per month effective with this bill.

The Public Utilities Commission of Ohio in case number 09-873-EL FAC on January 7, 2010, approved AEP Ohio's request to implement its Fuel Adjustment Clause (FAC) for the first quarter of 2010. The FAC is the mechanism through which AEP Ohio recovers generation fuel costs and related expenses. A residential customer using 1,000 kWh of electricity will see an increase of \$6.60 per month effective with this bill. The FAC is adjusted quarterly.

This bill may reflect a credit to January's total amount due resulting from a rate decrease. If you have any questions please contact our Customer Solutions Center at 1-800-672-2231.

AEP's electric supply is expected to be adequate to provide reliable electric service to our customers throughout the year.

You can obtain the brochure, "Answers To Questions About Your Electric Service" by calling AEP at the number printed on this bill. This brochure includes information about customer rights and responsibilities as required by PUCO.