

NC
FILE

Ohio

Public Utilities
Commission

10-406-EL-CSS 17

Case Number

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

March 23, 2010

Formal Complaint Form

DALTON J. MOORE (MARLON B. MOORE)

Customer Name (Please Print)

310 S. BURGESS AVE.

Customer Address

COLUMBUS, OHIO 43204

City

State Zip

103 193 072 5 1

Account Number

Against

AMERICAN ELECTRIC POWER

Utility Company Name

Customer Service Address (if different from above)

City

State Zip

Please describe your complaint. (Attach additional sheets if necessary)

Please see enclosed letter.
Also in addition to the request in the letter,
I would like AEP. to reimburse me for
the paper and ink I used to make these
copies on my printer.

Marlon B. Moore

Signature

614.279.4851 / 614.303.4242

Customer Telephone Number

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 [Signature] Date Processed 3/26/10

PUCO

RECEIVED-DOCKETING DIV
2010 MAR 26 AM 10:52

To whom it may concern:

I am one person living in a small two bedroom one level house on a corner lot. The house has many windows and gets lots of natural light.

I started moving in on June 3, 2009 with the help of one of my relatives.

My first bill was from June 5, 2009 which I called in the reading of (13762) to June 17, 2009 was an actual reading done by AEP of (13895). 133 kwh used, I was washing clothes and hanging them to dry and cleaning day and night, while my relative stayed to help me.

Other dollar amounts on bill are from old address. Which I was getting assistance with through IMPACT community action.

The next bill was from June 17, 2009 (13895) to July 17, 2009 (13967) all actual readings by AEP. 72 kwh used. By then my relative was not staying here. I switched all of my light bulbs to CFL bulbs.

From July 17, 2009 (13967) to August 17, 2009 (14255). 288 kwh used. During this time period, family came to visit for a reunion. We did a lot of cooking on an electric stove. Also were using my two ceiling fans to cool the house down. Otherwise I cook using the microwave during the spring and summer months. That is the reason for the increase in the electric usage.

From August 17, 2009 (14255) to September 17, 2009 (14263). 8 kwh used. These were actual readings from AEP. I had left town and was gone for quite some time.

The next bill from September 17, 2009 (14263) to October 15, 2009 (14269). Was an estimated reading of 6 kwh being used. This is when the problem begins.

The bill for October 15, 2009 (14269) to November 13, 2009 (14904) of 635 kwh which AEP claimed was an actual reading which I questioned, due to my actual previous usage. When I called them about the high bill, AEP told me I had a dead meter.

I'm assuming my meter was advanced forward to make it account for what AEP wanted my usage to be, because of my extremely low kwh usage in the past. I'm assuming using bills from previous residents. I suspect this because when I returned home from being out of town on numerous occasions, my power had been interrupted because my clocks were flashing and needed reset.

This is reflected in the letter I received on December 21, 2009. Which is enclosed, saying that the meter was tested on December 3, 2009. I told AEP that I would not be in town until after December 5, 2009 and I wanted someone to come to my house when I was at home to see what was going on with my meter. Order #106147139. Again I came home to everything flashing in my house.

The letter states "In looking at your meter reading history, It appears that your meter was misread and under billed in September and October. I did not live here in September or October of 2008, so AEP didn't have a history of my usage here. It says that I was billed for kwh that I most likely used. Even when I was not here to use electricity. My usage at previous addresses was nearly that high in one month's time.

Called the Public Utility Commission and was assigned to Chris Rodman, who I called numerous times but never got anything resolved. Chris Rodman would only call me back when it was after 5:00 p.m. and I had left the house to do other things.

On the bill for November 13, 2009 (14904) to December 15, 2009 (15164), both readings claiming to be actual, said 260 kwh used that was for the bill date December 16, 2009. I paid \$31.96. I received another bill with the bill date of January 12, 2010 for the same billing period November 13, 2009 to December 15, 2009 with 131 kwh used, this time an estimated reading. When I returned home from being out of town, from December 21, 2009 to January 7, 2010. All the bills I've received have been very confusing to read after the November bill.

After returning home in January, I called AEP constantly until I got in touch with Pam Fox's boss Michele on January 25, 2010. Pam Fox came to my house on that same day, said her boss told her to get a meter reading and then call her. Pam and I both read the meter (15541). AEP claimed that an actual reading was taken on January 19, 2010 (15585) six days before the reading Pam and I got.

AEP called Chris Rodman and told her that there was a misreading. Chris Rodman never did anything, and left me a message saying that AEP was going to send me a corrected bill, which never happened. Instead they sent me another estimated bill for December 15, 2009 to January 19, 2010 (15459) with a bill date of January 27, 2010 even though Pam was here January 25, 2010 and read the meter. That way it made the bills more confusing.

I paid \$25.00 each month for the next two months. I was out of town from February 14,2010 to March 8,2010. I returned home to a bill with a disconnect notice, Which included the estimated January 19,2010 (15459) to the actual January 25,2010 (15541) that Pam and I read, and from the January 25,2010 to an estimated February 17,2010 (15973). My reading on February 14,2010 before I went out that day was (15752). That is 221 kwh that they would have me using in a time period that I was not even in town, for 3 days, February 14 to February 17. My reading when I came back to town and read the meter March 10,2010 was (16013). That would have me using in 21 days only 40 kwh.

Other than when I was out of town (which would have been February 14,2010 to March 8,2010). I have taken daily readings since when Pam Fox was here January 25,2010 and will continue to do so this problem is resolved.

I am requesting a new digital meter, reliable employees to do readings or calling in my own readings instead of estimates, because there is no comparable usage history for which AEP can make estimates for my usage at this address.

Marlon B. Moore *March 23, 2010*
Marlon B. Moore

SERVICE AT:

For Billing, Outage or
Service Inquiries, Call:
1-800-277-2177
Pay by Phone:
1-800-611-0964

Account Number
103-193-072-5-1

DALTON J MOORE
310 S BURGESS AVE
COLUMBUS, OH 43204-3112

Bill Date 06/17/09
Page 1 of 2 010

PREVIOUS CHARGES:

old account

	Account Balance	Amount Due
Total Amount Due at Last Billing	\$.00	
Transfer from		
Account. No. 105-075-261-1	64.32	
Previous Balance	\$ 64.32	\$ 64.32

CURRENT AEP CHARGES (1-800-277-2177):

06/17/09 Tariff 014 - RESIDENTIAL SERVICE

Service Delivery Identifier Number: 0004-0621-0190-3815-2

Generation Service	\$ 7.04
Transmission Service	1.18
Distribution Service	5.94
Customer Charge	1.81

Current AEP Charges Due \$ 15.97 \$ 15.97

*pd. \$50.29
on 7.6.09
ck #1134*

Total Amount Due \$ 80.29

Due Date July 06

\$1.33 is your average daily cost for current electric service

*- 50.29
Due = 30.00*
103-193-072-51

Price To Compare

For tariff 014, in order to save you money a new supplier must offer you a price lower than 6.2 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:

Meter Number	Service Period		Meter Reading		Multiplier	Metered Usage
	From	To	Prev CD	Pres CD		
226511150	06/05/09	06/17/09	13762 C	13895 A	1.0000	133 KWH

CD - Read Code: A = Actual Reading 12 Billing Days Next Scheduled Read Date 07/17/09
C = Customer Reading

AEP OHIO
A unit of American Electric Power

Due date does not
apply to the Previous
Balance Due

See other side for
important information

AEP OHIO
A unit of American Electric Power

Due date does not
apply to the Previous
Balance Due

See other side for
important information

SERVICE AT:

DALTON J MOORE
310 S BURGESS AVE
COLUMBUS, OH 43204-3112

For Billing, Outage or
Service Inquiries, Call:
1-800-277-2177
Pay by Phone:
1-800-611-0964

Account Number
103-193-072-5-1

Bill Date 07/17/09
Page 1 of 2 010

PREVIOUS CHARGES:

	<u>Account Balance</u>	<u>Amount Due</u>
Total Amount Due at Last Billing	\$ 80.29	
Payment 07/09/09 - Thank You	50.29 CR	
Previous Balance	\$ 30.00	\$ 30.00

CURRENT AEP CHARGES (1-800-277-2177): See *Deposit Warning* message

07/17/09 Tariff 014 - RESIDENTIAL SERVICE

Service Delivery Identifier Number: 0004-0621-0190-3815-2

Generation Service	\$ 3.80	
Transmission Service	.62	
Distribution Service	3.52	
Customer Charge	4.52	
Current AEP Charges Due	\$ 12.46	\$ 12.46

Total Amount Due \$ 42.46
Due Date Aug 04

\$0.42 is your average daily cost for current electric service

103-193-072-51

Price To Compare

For tariff 014, in order to save you money a new supplier must offer you a price lower than **6.1 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:

<u>Meter Number</u>	<u>Service Period</u>		<u>Meter Reading</u>		<u>Multiplier</u>	<u>Metered Usage</u>
	<u>From</u>	<u>To</u>	<u>Prev</u>	<u>CD Pres</u>		
226511150	06/17/09	07/17/09	13895 A	13967 A	1.0000	72 KWH

CD - Read Code: A = Actual Reading 30 Billing Days Next Scheduled Read Date 08/17/09

AEP OHIO™
A unit of American Electric Power

Due date does not
apply to the Previous
Balance Due

See other side for
important information

AEP OHIO™
A unit of American Electric Power

Due date does not
apply to the Previous
Balance Due

See other side for
important information

SERVICE AT:

DALTON J MOORE
310 S BURGESS AVE
COLUMBUS, OH 43204-3112

For Billing, Outage or
Service Inquiries, Call:
1-800-277-2177
Pay by Phone:
1-800-611-0964

Account Number
103-193-072-5-1

Bill Date 08/17/09
Page 1 of 2 010

PREVIOUS CHARGES:

	<u>Account Balance</u>	<u>Amount Due</u>
Amount Due After PIP Pymt Agreement	\$ 42.46	
Previous Balance	\$ 42.46	\$ 42.46
Accumulated Balance	.00	
Total Previous Balance	\$ 42.46	

CURRENT AEP CHARGES (1-800-277-2177):

08/17/09 Tariff 014 - RESIDENTIAL SERVICE

Service Delivery Identifier Number: 0004-0621-0190-3815-2

Generation Service	\$ 14.98
Transmission Service	2.50
Distribution Service	12.89
Customer Charge	4.52

Current AEP Charges Due

\$ 34.89

Current PIP Amount Due

\$ 34.89

Reunion time

Total Amount Due \$ 77.35

Due Date Sept 02

\$1.13 is your average daily cost for current electric service

103-193-072-51

Price To Compare

For tariff 014, in order to save you money a new supplier must offer you a price lower than 6.1 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.

AEP OHIO

A unit of American Electric Power

Due date does not
apply to the Previous
Balance Due

See other side for
important information

AEP OHIO

A unit of American Electric Power

Due date does not
apply to the Previous
Balance Due

See other side for
important information

VICE AT:

DALTON J MOORE
310 S BURGESS AVE
COLUMBUS, OH 43204-3112

Account Number
103-193-072-5-1

Page 2 of 2

8754-1

USAGE:

Meter Number	Service Period		Meter Reading		Multiplier	Metered Usage
	From	To	Prev CD	Pres CD		
226511150	07/17/09	08/17/09	13967 A	14255 A	1.0000	288 KWH

CD - Read Code: A = Actual Reading 31 Billing Days Next Scheduled Read Date 09/16/09

Month	Usage	Month	Usage	Month	Usage	Month	Usage	Month	Usage	Month	Usage
Aug 08		Oct 08		Dec 08		Feb 09		Apr 09		Jun 09	133
Sep 08		Nov 08		Jan 09		Mar 09		May 09		Jul 09	72
Average Monthly Usage: 102 KWH						Total Usage (Past 12 Months): 205 KWH					
Net Usage: 288 KWH						Billable Usage: 288 KWH					

AEP MESSAGES:

In Case No. 08-917-EL-SSO, the Public Utilities Commission of Ohio revised AEP Ohio's electric security plan (ESP), effective through December 31, 2011. As a result customers will see a decrease in rates beginning with this billing cycle. Residential customers using 1000 kWh will see an estimated decrease of \$1.30 per month beginning with this bill, through the end of 2009. For more information about the company's new rates and programs contact us at www.AEPOhio.com or call us at 1-800-277-2177.

As a percentage of income payment plan customer you are legally responsible for the entire amount of this bill. Your total arrearage since you have been on the PIP program is \$0.00.

Stealing copper is illegal and can have deadly consequences. Reporting copper theft could save a life, so if you have any information, please call 1-866-747-5845.

****No Checks? No Stamps? No Time? Sign up to have your payment automatically withdrawn each month from your bank account. To enroll, visit our website at www.AEPOhio.com or contact us by phone at 1-800-277-2177.****

***More Customer Service for You* Go to www.AepCustomer.com enter your zip code, log in or register your account, select "Update Your Account Info"; change your mailing address, phone number and more. Check us out on the web.**

Visit us at www.AEPOhio.com

SERVICE AT:

DALTON J MOORE
310 S BURGESS AVE
COLUMBUS, OH 43204-3112

For Billing, Outage or
Service Inquiries, Call:
1-800-277-2177
Pay by Phone:
1-800-611-0964

Account Number
103-193-072-5-1

Bill Date 09/16/09
Page 1 of 2 010

PREVIOUS CHARGES:

Total Amount Due at Last Billing
Payment 09/04/09 - Thank You
Previous Balance
Accumulated Balance
Total Previous Balance

Account Balance	Amount Due
\$ 77.35	
34.89 CR	
\$ 42.46	\$ 42.46
.00	
\$ 42.46	

CURRENT AEP CHARGES (1-800-277-2177):

09/16/09 Tariff 014 - RESIDENTIAL SERVICE

Service Delivery Identifier Number: 0004-0621-0190-3815-2

Generation Service
Transmission Service
Distribution Service
Customer Charge

\$.42
.07
.76
4.52
5.77

Current AEP Charges Due
Current PIP Amount Due

\$ 34.00

Total Account Balance

\$ 48.23

Total Amount Due \$ 76.46
Due Date Oct 02

\$0.19 is your average daily cost for current electric service

103-193-072-51

Price To Compare

For tariff 014, in order to save you money a new supplier must offer you a price lower than 6.1 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.



A unit of American Electric Power

Due date does not
apply to the Previous
Balance Due

See other side for
Important Information

USAGE:

Meter Number	Service Period		Meter Reading		Multiplier	Metered Usage
	From	To	Prev	CD		
226511150	08/17/09	09/16/09	14255	A	1.0000	8 KWH

CD - Read Code: A = Actual Reading

30 Billing Days Next Scheduled Read Date 10/15/09

Month	Usage	Month	Usage	Month	Usage	Month	Usage	Month	Usage	Month	Usage
Sep 08		Nov 08		Jan 09		Mar 09		May 09		Jul 09	72
Oct 08		Dec 08		Feb 09		Apr 09		Jun 09	133	Aug 09	288

Average Monthly Usage: 164 KWH Total Usage (Past 12 Months): 493 KWH

AEP MESSAGES:

As a percentage of income payment plan customer you are legally responsible for the entire amount of this bill. Your total arrearage since you have been on the PIP program is \$28.23.

No Checks? No Stamps? No Time? Sign up to have your payment automatically withdrawn each month from your bank account. To enroll, visit our website at www.AEPOhio.com or contact us by phone at 1-800-277-2177.

Visit us at www.AEPOhio.com

SERVICE AT:

DALTON J MOORE
310 S BURGESS AVE
COLUMBUS, OH 43204-3112

For Billing, Outage or
Service Inquiries, Call:
1-800-277-2177
Pay by Phone:
1-800-611-0964

Account Number
103-193-072-5-1

Bill Date 10/21/09
Page 1 of 2 010

PREVIOUS CHARGES:

	Account Balance	Amount Due
Total Amount Due at Last Billing	\$ 76.46	
Payment 10/05/09 - Thank You	5.77 CR	
Emergency HEAP Voucher	42.46 CR	
Accumulated PIP Balance	28.23 CR	
Previous Balance	\$.00	\$.00

CURRENT AEP CHARGES (1-800-277-2177):

10/15/09	Tariff 014 - RESIDENTIAL SERVICE		
	Service Delivery Identifier Number: 0004-0621-0190-3815-2		
	Generation Service	\$.32	
	Transmission Service	.05	
	Distribution Service	.68	
	Customer Charge	4.52	
	Current AEP Charges Due	\$ 5.57	\$ 5.57

Total Amount Due \$ 5.57
Due Date Nov 06

\$0.19 is your average daily cost for current electric service 103-193-072-51

Price To Compare

For tariff 014, in order to save you money a new supplier must offer you a price lower than 6.2 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.

pd. 11.4.09
ck #1150



Due date does not
apply to the Previous
Balance Due

See other side for
Important Information

USAGE:

Meter Number	Service Period From	To	Meter Reading Prev CD	Pres CD	Multiplier	Metered Usage
226511150	09/16/09	10/15/09	14263 A	14269 E	1.0000	6 KWH

CD - Read Code: A = Actual Reading 29 Billing Days Next Scheduled Read Date 11/13/09
E = Estimated Reading

Month	Usage	Month	Usage	Month	Usage	Month	Usage	Month	Usage	Month	Usage
Oct 08		Dec 08		Feb 09		Apr 09		Jun 09	133	Aug 09	288
Nov 08		Jan 09		Mar 09		May 09		Jul 09	72	Sep 09	8
Average Monthly Usage: 125 KWH						Total Usage (Past 12 Months): 501 KWH					
Net Usage: 6 KWH						Billable Usage: 6 KWH					

AEP MESSAGES:

Can you spare a few dollars to help a less fortunate neighbor stay warm this winter? AEP Ohio's Neighbor to Neighbor Program is a year-round emergency relief fund for low-income AEP Ohio customers. You can contribute when you pay your bill, or you can set up a recurring donation by visiting aepohio.com or calling 1-800-277-2177. We will match every dollar contributed at 100 percent up to \$1 million.

**Paying in Person - If you pay your electric bill in person, remember to use only AUTHORIZED pay stations. These locations and notice of your payment immediately to AEP which could prevent

SERVICE AT:

DALTON J MOORE
310 S BURGESS AVE
COLUMBUS, OH 43204-3112

For Billing, Outage or
Service Inquiries, Call:
1-800-277-2177
Pay by Phone:
1-800-611-0964

Account Number
103-193-072-5-1

Bill Date 11/13/09
Page 1 of 2 010

PREVIOUS CHARGES:

	<u>Account Balance</u>	<u>Amount Due</u>
Total Amount Due at Last Billing	\$ 5.57	
Payment 11/11/09 - Thank You	5.57 CR	
Previous Balance	\$.00	\$.00

CURRENT AEP CHARGES (1-800-277-2177):**11/13/09 Tariff 014 - RESIDENTIAL SERVICE**

Service Delivery Identifier Number: 0004-0621-0190-3815-2

Generation Service	\$ 33.02
Transmission Service	5.51
Distribution Service	27.89
Customer Charge	4.52

Current AEP Charges Due \$ 70.94

Total Amount Due \$ 70.94
Due Date Dec 01

\$2.45 is your average daily cost for current electric service

103-193-072-51

Price To Compare

For tariff 014, in order to save you money a new supplier must offer you a price lower than 6.1 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:

Meter Number	Service Period		Meter Reading		Multiplier	Metered Usage
	From	To	Prev CD	Pres CD		
226511150	10/15/09	11/13/09	14269 E	14904 A	1.0000	635 KWH

CD - Read Code: A = Actual Reading
E = Estimated Reading

29 Billing Days Next Scheduled Read Date 12/16/09



A unit of American Electric Power

Due date does not
apply to the Previous
Balance Due

See other side for
Important Information



A unit of American Electric Power

Due date does not
apply to the Previous
Balance Due

See other side for
Important Information



850 Tech Center Dr.
Gahanna, OH 43230-6605

Dalton J. Moore
310 S. Burgess Ave.
Columbus, OH 43204-3112

December 21, 2009

Account Number: 103-193-072-5-1

Dear Mr. Moore:

On November 30, 2009, a meter test order was issued for the electric meter located at 310 S. Burgess Ave, Columbus, Oh.

Our representative was at the premise on December 3, 2009 and completed the meter test which showed the following accuracy:

Full Load	99.93%
Average Load	99.84%
Light Load	99.48%

The above accuracies fall within the guidelines set by the Public Utilities Commission of Ohio. These test results would indicate that your meter is correctly calibrated; and is accurately registering the electric consumption within the residence. In looking at your meter reading history, it appears that your meter was misread and underbilled in September and October. When AEP obtained a meter reading in November, you were billed for kilowatt hours that most likely were used in September and October, but were not billed until November, 2009.

Should you have any questions concerning this matter, please contact me at 883-7952.

Sincerely,

Pam Fox
AEP Ohio, Marketing and Customer Services

SERVICE AT:

DALTON J MOORE
310 S BURGESS AVE
COLUMBUS, OH 43204-3112

For Billing, Outage or
Service Inquiries, Call:
1-800-277-2177
Pay by Phone:
1-800-611-0964

Account Number
103-193-072-5-1

Bill Date 12/16/09
Page 1 of 2 010

PREVIOUS CHARGES:

Total Amount Due at Last Billing
Previous Balance

Account Balance	Amount Due
\$ 70.94	\$ 70.94
\$ 70.94	\$ 70.94

CURRENT AEP CHARGES (1-800-277-2177):

12/15/09 Tariff 014 - RESIDENTIAL SERVICE

Service Delivery Identifier Number: 0004-0621-0190-3815-2

Generation Service	\$ 13.52
Transmission Service	2.25
Distribution Service	11.67
Customer Charge	4.52

Current AEP Charges Due \$ 31.96 \$ 31.96

Total Amount Due **\$ 102.90**
Due Date Jan 04

\$1.00 is your average daily cost for current electric service

103-193-072-51

Price To Compare

For tariff 014, in order to save you money a new supplier must offer you a price lower than 6.1 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:

Meter Number	Service Period		Meter Reading		Multiplier	Metered Usage
	From	To	Prev CD	Pres CD		
226511150	11/13/09	12/15/09	14904 A	15164 A	1.0000	260 KWH

CD - Read Code: A = Actual Reading 32 Billing Days Next Scheduled Read Date 01/19/10



A unit of American Electric Power

Due date does not
apply to the Previous
Balance Due

See other side for
important information



A unit of American Electric Power

Due date does not
apply to the Previous
Balance Due

See other side for
important information

SERVICE AT:

DALTON J MOORE
310 S BURGESS AVE
COLUMBUS, OH 43204-3112

For Billing, Outage or
Service Inquiries, Call:
1-800-277-2177
Pay by Phone:
1-800-611-0964

Account Number
103-193-072-5-1

Bill Date 01/12/10
Page 1 of 2 010

PREVIOUS CHARGES:

	<u>Account Balance</u>	<u>Amount Due</u>
Total Amount Due at Last Billing	\$ 102.90	
Payment 01/04/10 - Thank You	31.96 CR	
Adjustment	31.96 CR	
Previous Balance	\$ 38.98	\$ 38.98

CURRENT AEP CHARGES (1-800-277-2177):

12/15/09 Tariff 014 - RESIDENTIAL SERVICE

Service Delivery Identifier Number: 0004-0621-0190-3815-2

Generation Service	\$ 6.81	
Transmission Service	1.14	
Distribution Service	6.09	
Customer Charge	4.52	
Current AEP Charges Due	\$ 18.56	\$ 18.56

Wrong Account Double Billing

Total Amount Due \$ 57.54
Due Date Jan 28

\$0.58 is your average daily cost for current electric service

103-193-072-51

Price To Compare

For tariff 014, in order to save you money a new supplier must offer you a price lower than 6.6 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:

Meter Number	Service Period		Meter Reading		Multiplier	Metered Usage
	From	To	Prev CD	Pres CD		
226511150	11/13/09	12/15/09	14904 A	15035 M	1.0000	131 KWH

CD - Read Code: A = Actual Reading 32 Billing Days Next Scheduled Read Date 01/19/10
M = Estimated Reading



A unit of American Electric Power

Due date does not
apply to the Previous
Balance Due

See other side for
important information



A unit of American Electric Power

Due date does not
apply to the Previous
Balance Due

See other side for
important information

SERVICE AT:

DALTON J MOORE
310 S BURGESS AVE
COLUMBUS, OH 43204-3112

For Billing, Outage or
Service Inquiries, Call:

1-800-277-2177
Pay by Phone:
1-800-611-0964

Account Number
103-193-072-5-1

Bill Date 01/19/10
Page 1 of 2 010

PREVIOUS CHARGES:

	Account Balance	Amount Due
Total Amount Due at Last Billing	\$ 57.54	
Previous Balance	\$ 57.54	\$ 57.54

CURRENT AEP CHARGES (1-800-277-2177):

01/19/10 Tariff 014 - RESIDENTIAL SERVICE

Service Delivery Identifier Number: 0004-0621-0190-3815-2

Generation Service	\$ 31.46	
Transmission Service	4.77	
Distribution Service	25.14	
Customer Charge	4.52	

Current AEP Charges Due \$ 65.89 \$ 65.89

Total Amount Due \$ 123.43
Due Date Feb 04

\$1.88 is your average daily cost for current electric service 103-193-072-51

Price To Compare

For tariff 014, in order to save you money a new supplier must offer you a price lower than 6.6 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:

Meter Number	Service Period		Meter Reading		Multiplier	Metered Usage
	From	To	Prev CD	Pres CD		
226511150	12/15/09	12/21/09	15035 M	15060 A	1.0000	25 KWH
226511150	12/21/09	01/19/10	15060 A	15585 A	1.0000	525 KWH

CD - Read Code: A = Actual Reading 35 Billing Days Next Scheduled Read Date 02/17/10
M = Estimated Reading

wrong readings and amounts



A unit of American Electric Power

Due date does not
apply to the Previous
Balance Due

See other side for
important information

*spoke to Natalie 1.25.10
and michele (Pam Fox's Boss?)
Pam Fox came to read meter @ about 4:45pm 1.25.10 Reading (15541)
she called her Boss*

*Chris Rodman (Poco) 1.22.10 left mess.
800-686-7826*



A unit of American Electric Power

Due date does not
apply to the Previous
Balance Due

See other side for
important information

SERVICE AT:

DALTON J MOORE
310 S BURGESS AVE
COLUMBUS, OH 43204-3112

For Billing, Outage or
Service Inquiries, Call:
1-800-277-2177
Pay by Phone:
1-800-611-0964

Account Number
103-193-072-5-1

Bill Date 01/27/10
Page 1 of 2 010

PREVIOUS CHARGES:

	Account Balance	Amount Due
Total Amount Due at Last Billing	\$ 123.43	
Adjustment	65.89 CR	
Previous Balance	\$ 57.54	\$ 57.54

CURRENT AEP CHARGES (1-800-277-2177):

01/19/10 Tariff 014 - RESIDENTIAL SERVICE

Service Delivery Identifier Number: 0004-0621-0190-3815-2

Generation Service	\$ 24.25	
Transmission Service	3.68	
Distribution Service	19.57	
Customer Charge	4.52	
Current AEP Charges Due	\$ 52.02	\$ 52.02

Pld 2-26-10
CK # 1163 (25.00)

Total Amount Due	\$ 109.56
Due Date Feb 12	<i>25.00</i>

\$1.49 is your average daily cost for current electric service

103-193-072-51

Price To Compare

For tariff 014, in order to save you money a new supplier must offer you a price lower than 6.6 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:

Meter Number	Service Period		Meter Reading		Multiplier	Metered Usage
	From	To	Prev CD	Pres CD		
226511150	12/15/09	12/21/09	15035 M	15060 A	1.0000	25 KWH
226511150	12/21/09	01/19/10	15060 A	15459 M	1.0000	399 KWH

CD - Read Code: A = Actual Reading 35 Billing Days Next Scheduled Read Date 02/17/10
M = Estimated Reading

888.390.1959



A unit of American Electric Power

Due date does not
apply to the Previous
Balance Due

See other side for
Important Information

224-8374 Legal Dept
Brian (Maria) Investigator Ohio Consumer Council (2-2-10)



A unit of American Electric Power

Due date does not
apply to the Previous
Balance Due

See other side for
Important Information

DISCONNECT NOTICE

Your service may be disconnected on or after 03/22/10 for a 30 days past due amount of \$84.56.

Please make your payment immediately. Failure to pay the amount required to an authorized agent by the date specified in this notice will result in a reconnection charge being required before service can be restored.

Charges	Normal Hours	Off Shift	Sunday
Reconnect at Meter	\$11.30	\$80.00	\$105.00
Reconnect at Pole	\$60.00	\$180.00	\$230.00
Remove and Reset Meter	\$28.00		
Install Locking Device	\$38.00		
Trip Charge	\$8.00		

Apr 9
8:13 PM

Replacement Meter
order # 102871245

To AVOID DISCONNECTION, you must do ONE of the following: pay entire amount due; enter into an agreement requiring up to six equal monthly payments for arrears, plus your current bill or budget payment amount; enter into an agreement requiring minimum monthly payments of one-third of your account balance (valid only Nov. 1 - April 15); enter into an agreement to make monthly payments based on a percentage of income (if the total household income is equal to or less than 150% of the Federal poverty level); or agree to any other extended payment plan that is mutually acceptable to you and the Company.

If disconnection of service for nonpayment would be especially dangerous to the health of a household member, a medical certification program and forms are available from the Company.

To pay your bill by phone, call Billmatrix at 1-800-611-0964 or for a list of pay stations, go to www.AEPOhio.com or contact us at the telephone number shown above.

If payment has been made, please accept our thanks and disregard this notice.

Receipt of a new bill will NOT change the requirements of this notice.

PREVIOUS CHARGES:	Account Balance	Amount Due
Total Amount Due at Last Billing	\$ 109.56	
Payment 02/01/10 - Thank You	25.00 CR	
Previous Balance	\$ 84.56	\$ 84.56

\$ 121.50 pledge
have until May 16, 2010 to pay

PLEASE READ REVERSE SIDE FOR IMPORTANT INFORMATION ABOUT YOUR RIGHTS

SERVICE AT:

DALTON J MOORE
310 S BURGESS AVE
COLUMBUS, OH 43204-3112

Account Number
103-193-072-5-1

Page 2 of 2

1287-1

CURRENT AEP CHARGES (1-800-443-3750):

02/17/10 Tariff 014 - RESIDENTIAL SERVICE

Service Delivery Identifier Number: 0004-0621-0190-3815-2

Generation Service	\$	29.40	
Transmission Service		4.46	
Distribution Service		23.56	
Customer Charge		4.52	
Current AEP Charges Due	\$	61.94	\$ 61.94

Total Amount Due..... \$ 146.50

Due Date Mar 05

\$2.14 is your average daily cost for current electric service

103-193-072-51

Price To Compare

For tariff 014, in order to save you money a new supplier must offer you a price lower than 6.6 cents per KWH for the same usage that appears on this bill.

USAGE:

Meter Number	Service Period		Meter Reading		Multiplier	Metered Usage
	From	To	Prev CD	Pres CD		
226511150	01/19/10	01/25/10	15459 M	15541 S	1.0000	82 KWH
226511150	01/25/10	02/17/10	15541 S	15973 E	1.0000	432 KWH

CD - Read Code: E = Estimated Reading 23 Billing Days Next Scheduled Read Date 03/18/10
M = Estimated Reading
S = Actual Reading

Month	Usage	Month	Usage	Month	Usage	Month	Usage	Month	Usage	Month	Usage
Feb 08		Apr 09		Jun 09	135	Aug 09	266	Oct 09	6	Dec 09	131
Mar 09		May 09		Jul 09	72	Sep 09	8	Nov 09	635	Jan 10	424

Average Monthly Usage: 212 KWH Total Usage (Past 12 Months): 1697 KWH

AEP MESSAGES:

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.

Visit us at www.AEPOhio.com

PLEASE READ REVERSE SIDE FOR IMPORTANT INFORMATION ABOUT YOUR RIGHTS