

Formal Complaint Form

Dennis E. Sandt
Customer Name (Please Print)

162 W 13584 Sunbuck Dr.
Customer Address

Against

Memmore Falls Wt. 53051
City State Zip

046-373-884-1-9 CYC 16 11
Account Number

404 Linda St.
Customer Service Address (if different from above)

A. E. P.
Utility Company Name

Van Wert, OH. 45891
City State Zip

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

RECEIVED-DOCKETING DIV
2010 JUN 18 PM 12:02
PUCO

Dennis E. Sandt
Signature

262-293-9343
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 SM Date Processed JUN 18 2010



071002590 01 MB 0.369

MICHELLE L SANDS
N62W13584 SUNBURST DR
MENOMONEE FALLS, WI 53051-8335

Due Date May 11

13628

Amount Enclosed

Make Check Payable and Send To:
AMERICAN ELECTRIC POWER
PO BOX 24405
CANTON OH 44701-4405

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52

00003083500003083501000000000000763738841923041105016900007

076-373-884-1-9 CYC 16

Please tear on dotted line and return top portion with your payment

SERVICE AT:

MICHELLE L SANDS
404 LINDA ST
VAN WERT, OH 45891-1553

**Please call our CREDIT DEPARTMENT
IMMEDIATELY, TOLL FREE, at:
1-800-807-6789
to discuss this account**

Account Number
076-373-884-1-9

Pay by Phone
1-800-611-0964

Bill Date 04/23/09
Page 1 of 2 020

Disconnect After Date 05/27/09

DISCONNECT NOTICE

Your service may be disconnected on or after 05/27/09 for a 30 days past due amount of \$172.07.

Please make your payment immediately. Failure to pay the amount required to an authorized agent by the date specified in this notice may result in a security deposit of \$205.00 being required before service can be restored. In addition, a reconnect charge as shown below will be required.

Trip Charge	\$18.00
Single Phase Reconnection Charge	\$36.00
Overtime	\$92.00

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:

**Total Amount Due at Last Billing
Payment 03/25/09 - Thank You
Previous Balance**

Account Balance

Amount Due

\$	798.94	
	626.87	CR
\$	<u>172.07</u>	

\$ 172.07

PLEASE READ REVERSE SIDE FOR IMPORTANT INFORMATION ABOUT YOUR RIGHTS



**Due data does not
apply to the Previous**

**See other side for
Important Information**

VICE AT:

MICHELLE L SANDS
404 LINDA ST
VAN WERT, OH 45891-1553

Account Number
076-373-884-1-9

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2590-1

CURRENT AEP CHARGES (1-800-807-6789):

04/23/09 Tariff 022 - RESIDENTIAL SERVICE

Service Delivery Identifier Number: 0014-0060-7341-2107-1

Generation Service	\$	71.83
Transmission Service		12.43
Distribution Service		48.20
Customer Charge		3.82

Current AEP Charges Due \$ 136.28 \$ 136.28

Total Amount Due..... \$ 308.35

Due Date May 11

\$4.01 is your average daily cost for current electric service

076-373-884-19

Price To Compare

For tariff 022, in order to save you money a new supplier must offer you a price lower than 5.4 cents per kWh for the same usage that appears on this bill.

* HOUSE
VACANT!
HEAT AT
50°F. *

Air Conditioning off.

USAGE:

Meter Number	Service Period From	To	Meter Reading Prev CD	Pres CD	Multiplier	Metered Usage
37143061	03/20/09	04/23/09	68085 A	69635 A	1.0000	1550 KWH

CD - Read Code: A = Actual Reading 34 Billing Days Next Scheduled Read Date 05/20/09

Month	Usage	Month	Usage	Month	Usage	Month	Usage	Month	Usage	Month	Usage
Apr 08	3,401	Jun 08	2,332	Aug 08	961	Oct 08	572	Dec 08	3,809	Feb 09	3,388
May 08	2,103	Jul 08	2,440	Sep 08	596	Nov 08	108	Jan 09	5,287	Mar 09	2,296

Average Monthly Usage: 2274 KWH Total Usage (Past 12 Months): 27293 KWH

AEP MESSAGES:

In Case No. 08-918-EL-SSO, the Public Utilities Commission of Ohio approved AEP Ohio's electric security plan (ESP), effective through December 31, 2011. As a result customers will see an increase in rates beginning with this billing cycle. Customers using 1000 kWh will see an estimated increase of \$10.87 per month beginning with this bill, through the end of 2009. These increases enable us to improve reliability through enhanced vegetation management and offer energy efficiency programs that help customers save money and energy. For more information about the company's new rates and programs contact us at www.AEPOhio.com or call us at 1-800-672-2231.

****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 1-800-672-2231.****

***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

HOT TUBS
REMOVED
IN JULY
2008.

PLEASE READ REVERSE SIDE FOR IMPORTANT INFORMATION ABOUT YOUR RIGHTS

Due date does not

See other side for

Dennis E. Sands, M.D.
N62W13584 Sunburst Dr.
Menomonee Falls, WI. 53051

P.U.C.O.
180 E. Broad St.
Columbus, OH. 43215

To Whom It May Concern:

I am writing to request an investigation into AEP Ohio's meter reading practices and faulty billing processes. On two separate occasions, at two different properties, I have been grossly overbilled in Van Wert, OH. The two properties of which I speak were VACANT while AEP was overbilling on my account, hence very little energy was actually being used. After the second incident, I realized AEP was not actually reading my meter, but still using the A (for actual), on my billing statement. We called to request an actual meter reading at both residences, (404 Linda St. Van Wert, OH. and 302 N. Jefferson Van Wert, OH.) and were told the meter readings were indeed accurate. I paid the bills after calling and pleading for an actual reading. At the 404 Linda property, I had both my neighbor, Davis Clifton and my realtor, Chet Straley of Straley Realty, verify that the house was vacant and that the heat and lights were off. Also, we had removed the hot tub that was running at the property all winter during the previous year. Remarkably, the winter 2008 utility bills remained exactly at the 2007 years levels when the house was occupied! Clearly, this is not possible.

Similarly, we then sold the 404 Linda property and accepted the 302 N. Jefferson property as down payment and experienced the same bizarre billing practices. While owning the 302 N. Jefferson property we were once again grossly overbilled by AEP Ohio. We called to question the bill and then the bill was only adjusted after I refused to pay it. Subsequently, we reviewed the whole billing issue with respect to both the 404 Linda and 302 N. Jefferson properties, both of which were VACANT when they were overbilled. I called P.U.C.O. to file an official complaint. I am requesting a formal investigation into AEP's practices as they clearly use estimates to bill customers and, in some cases, stick by those estimates even when they are clearly erroneous.

I doubt AEP will refund the approximately \$600.00 I was overbilled on the 404 Linda property. Therefore, I will not pay the \$100.00 that I currently owe AEP for the 302 N. Jefferson property until this matter is resolved. AEP has recently sent my 302 N. Jefferson account to a collections agency, C.B.E. Group.

I have noticed a pattern with AEP that is certainly troubling.

Sincerely,

Dennis E. Sands, M.D.

CC: C.B.E. Group, AEP Ohio