

FILE

2883 Smeltzer Rd.
Marion, OH 43302
October 15, 2011

Public Utilities Commission of Ohio
180 East Broad St.
Columbus, OH 43215

11-346-EL-SSD

Dear Madam/Sir:

The recent publicity pertaining to AEP's proposed rate increases, agreed to by several large corporations involved in the collaboration and thus benefiting from the proposal, is very disconcerting. Who represented residential consumers in that process? The answer must be, "No one."

Several years ago AEP was required to improve service at no cost to customers. There has been some improvement but I certainly do not consider our service reliable. We also had a number of price increases during that period.

We've never had a "choice" in our electric purchases and even if we did we'd still be stuck with AEP's unreliable delivery service.

Just a few months ago, a monthly penalty was imposed on customers who use more than 1000 KWH. It is impossible to live in a modest all-electric home and use less than 1000 KWH. I've tried to learn how the penalty is levied and no one at AEP can or will explain it.

We have been told by AEP employees that if we don't personally report an outage we haven't had one in AEP data.

Now we've learned that the PUCO is excusing AEP from repayment of all but a tiny portion of their illegal overcharges. No one is protecting the residential consumer anymore. Why do you feel AEP only has to repay a token amount of the excesses they charged?

The projected drastic increases, especially in a tough economic period, are unreasonable and unfair. Please give FAIR consideration to residential consumers. (Commercial/industrial customers seem to be setting the rates for us.) Please don't permit AEP to break our budgets with their excessive requests.

Sincerely,

Nancy Short
Nancy Short

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