

FILE

Hunter, Donielle

From: ContactThePUCO
Sent: Friday, February 03, 2012 7:27 AM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/3/2012

Re: Frank Iannantuono
65 Allen St

Tiffin, OH 44883

Docketing Case No.: 11-346-EL-SSO

Notes:

Hi, I see by my electric bill this month you granted all kinds of increases and fees to AEP Ohio.....AGAIN. WHEN are you people going to start looking out for the people who become and are customers of AEP Ohio?? They won't even cooperate with their own spinoff company, AEP Retail, in getting a budget payment plan set up between the two companies for the customers who really need to utilize a budget payment plan... And if a complaint is made to AEP Ohio, they just say, "Oh, not our problem", and basically screw the customer. You PUCO members are supposed to look out for the customers too !! When will you start doing that?? I've very disappointed about this, and I promise you this....which ever political party appointed you, I will vote for the OTHER party at every opportunity, and do whatever I can to get you fired, and replaced.

Please docket the attached in the case number above.

RECEIVED-DOCKETING DIV
2012 FEB -3 AM 9:50
PUCO

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 le Date Processed FEB 03 2012