

FILE

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Hunter, Donielle

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Sent: Friday, February 03, 2012 3:20 PM
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Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/3/2012

Re: Sheila Smith
406 Richland Ave

Athens, OH 45701

Docketing Case No.: 11-346-EL-SSO and 11-351-EL-AIR

Notes:

Please docket the attached in the case number above.

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From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 63837
Received: 2/3/2012 8:11:04 AM
Message:
WEB ID: 63837 AT:02-03-2012 at 08:10 AM

Related Case Number:

TYPE: complaint

NAME: Ms. sheila smith

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 406 richland ave
- athens , Ohio 45701
- USA

PHONE INFORMATION:

- Home: (740)592-3415
- Alternative: (740)592-2232
- Fax: *(no fax number provided?)*

E-MAIL: sheila10@frontier.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: aep
- Name on account: sheila smith
- Service address: 406 richland ave athens oh
- Service phone: 740-592-2232
- Account Number: 108-306-491-0-8

COMPLAINT DESCRIPTION:

case numbers 11-346-el-sso and 11-351-el-air I own a very small business.. a hair salon and the electric bill jumped \$65 in a month.. That is outrageous as I only had profit of \$11,000 this year for me to live on... now that will go down with this last increase.. I do provide jobs for two others and at this rate three of us will be without jobs.. us small businesses can not afford this increase.. when is it all going to stop? Utilities have us over a barrel as they can charge whatever they want but we can not pass the increase on, as we listen to our customers and know they can not afford it.. Between all the utilites we are just being robbed!!! please help us very small businesses... I also feel that being this small of a business they should not charge commerical rates, but that is my opinion. Thank You