

FILE

5

Hunter, Donielle

From: ContactThePUCO
Sent: Tuesday, February 07, 2012 4:36 PM
To: Docketing
Subject: Docketing
Attachments: Notes.4566954.html

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/7/2012

Re: Debra Seipelt
71 74th Green Rd

Hillsboro, OH 45133

RECEIVED-DOCKETING DIV
2012 FEB -7 PM 4:54
PUCO

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

Notes:

Customer is in protest of the rate increase, the case file no. 11-346-el-ssso customer said the company have mis-read the meter at least 3 -6 times within a 12 year period.

She said when you are on a budget you know what you can spend and the meter readers making a mistake is not acceptable.

EDU please add her comments in the case file in case there is a rehearing
Please docket the attached in the case number above.

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 RL Date Processed FEB 07 2012

Hunter, Donielle

From: ContactThePUCO
Sent: Tuesday, February 07, 2012 4:49 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/7/2012

Re: Thomas Hacker
1757 Stringtown Rd

Sardinia, OH 45171

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

Notes:

Caller is a property manager. The owner moved out and the association took over the account around January 2011. Someone called AEP to request service put the in their name without their knowledge or consent recently. Ms. Clayman is upset AEP would final out a business account and just allow a random person to call and take over service without contacting them. All the AEP representative would tell her is the account is in another businesses name.

Please docket the attached in the case number above.

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From: ContactThePUCO
Sent: Tuesday, February 07, 2012 4:49 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/7/2012

Re: David Trent
110 Sherwood Dr

Hillsboro, OH 45133

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

Notes:

My bill went up from \$172.44 to \$511.24 in one month. The temperatures have been fairly mild outside and my electric use in my home has been normal. I have heard that several others in my area have also had the same thing happen to them.

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From: ContactThePUCO
Sent: Tuesday, February 07, 2012 4:54 PM
To: Docketing
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Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/7/2012

Re: Matthew Handwork
36911 State Route 56

New Plymouth, OH 45654

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

Notes:

The rate increase is going to hurt my family and other families. Pretty big increase. Maybe a few percent over the next few years would have been easier. AEP service is terrible. Power outage happens all the time and the time they take to restore power is crazy. I wouldnt mind paying an increase if AEP would step up their service (customer service poor, equipment transformers failures, trees on lines, etc). I use to have South Central Power and my rate was lower and less outages.

Please docket the attached in the case number above.

Hunter, Donielle

From: ContactThePUCO
Sent: Tuesday, February 07, 2012 4:56 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/7/2012

Re: Steve Dimos
4806 Cleveland Ave NW
Canton, OH 44709

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

Notes:

Callers bill was \$1,300. The highest bill he has ever had was \$900 and taht bill was for 2,000 more kwh's than the current bill. Something has to be done about this. He has car washes in OE territory that aren't close to the cost he has in AEP territory. It is ridiculous to think consumers in this struggling economy can pay these kinds of bills. The bill increased 70% in one month and this isn't even the busy season. He can't understand how any regulator or politician can make decisions that so adversely affect Ohioans with no concern for consumers or the economy.

Sending updated AEP letter info to 4853 Wallington Ct Circle NW Canton 44718 once we have it.
Please docket the attached in the case number above.