

FILE

13

Hunter, Donielle

From: ContactThePUCO
Sent: Wednesday, February 08, 2012 10:39 AM
To: Docketing
Subject: Docketing
Attachments: 205518.html

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/8/2012

Re: Benjamin Warfield
23 E Main St
Mowrystown, OH 45155

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

Please docket the attached in the case number above.

RECEIVED-DOCKETING DIV
2012 FEB -8 AM 10:36
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 Date Processed FEB 08 2012

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64047
Received: 2/7/2012 6:19:41 PM
Message:
WEB ID: 64047 AT:02-07-2012 at 06:19 PM

Related Case Number:

TYPE: complaint

NAME: Mr. benjamin warfield

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 23 east main st.
- mowrystown , Ohio 45155
- USA

PHONE INFORMATION:

- Home: (937)442-1603
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: beewarfield@live.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: aep
- Name on account: benjamin warfield
- Service address: 23 east main st. mowrystown ohio 45155
- Service phone: (937)442-1603
- Account Number: 101-477-013-4-5

COMPLAINT DESCRIPTION:

my bill has nearly doubled in one month! i did nothing different from the many months before! and this increase greatly affects my family of 5! And in this economy, were my weekly wage is depended on!
11-346-EL-SSO

Hunter, Donielle

From: ContactThePUCO
Sent: Wednesday, February 08, 2012 10:32 AM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/8/2012

Re: James Ogden
158 Hollywood Dr

Little Hocking, OH 45742

Docketing Case No.:11-346-EL-550

Notes:

Highland County Ohio Claim #Case #11-346-EL-550 We are very upset to see the base increase for our electricity. Not only did we have the increase, AEP estimated our bill for December to be paid in January, now we have the large bill in February which includes KWH from the month before the increase was put into place. Our daughter has her electricity with South Central Power, much less per KWH, we are looking into switching. How the invoice is spelled out makes it very difficult to use the bill to figure the \$ per KWH. We also had power surges in December, it took out two tvs, grant it they were very old, but still ours, and to small a price to turn into home owners insurance. We had over 14000 KWH down for the February bill, less than 2000 estimated for December for the January bill. one year ago our bill was \$444, compared to over \$1200 with less than \$200 for December. We cannot survive paying for first, the increased KWH due to the messed up electricity, and second for the increase in price, we are semi retired, how do we pay these, with the taxes coming due the first of March, we are in a very very large pinch here. Please, can the rate go back down? Carol and Jim Ogden

Please docket the attached in the case number above.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 63989
Received: 2/7/2012 7:00:59 AM
Message:
WEB ID: 63989 AT:02-07-2012 at 07:00 AM

Related Case Number:

TYPE: complaint

NAME: Mrs. Kris Story

CONTACT SENDER ? No

MAILING ADDRESS:

- 1278 Oak Lane
- Zanesville , Ohio 43701
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: (740) 221-8308
- Fax: *(no fax number provided?)*

E-MAIL: kris.story@hotmail.com

INDUSTRY:Electric

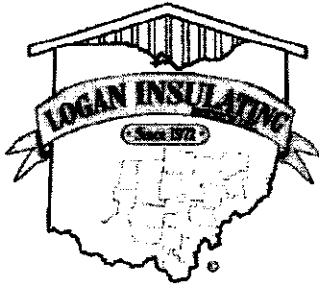
ACCOUNT INFORMATION:

- Company: AEP
- Name on account: John and Krista Story
- Service address: 1278 Oak Lane
- Service phone: 740 221 8308
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

Your approval of the AEP rate hikes is causing so many hardships on homeowners and business owners. We have had "go green" shoved down our throats to save energy and now that we do, you approve this outrageous hike. We can not afford this. What is going to happen is most of these people will no longer be able to afford this and be shut off. Then where will you turn to get your money. Very disrespectful to the public.

RECEIVED FEB 07 2012



Logan Insulating Service, Inc.
30530 Freeman Rd.
Logan, OH 43138
Phone 740-385-6281

February 6, 2012

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

Re: AEP rates

Dear Sir/Madam,

I would like to file a complaint against American Electric Power's "Distribution Charge" rates which are extremely high. My charge on this months' bill is \$247.72! The charge last month was only \$86.41. How can a small business such as mine stay in business when large companies are allowed to gouge customers in this way? It does not take many calculations to see that if they charged every customer at this rate...how many millions they will profit. AEP claims that this rate increase may seem high, but that their rates were artificially low before for some customers. I do not believe that.

Please file this complaint on my behalf. Thank you.

Sincerely,

A handwritten signature in black ink, appearing to read 'David Kornmiller'.

David Kornmiller

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64029
Received: 2/7/2012 3:20:10 PM
Message:
WEB ID: 64029 AT:02-07-2012 at 03:20 PM

Related Case Number:

TYPE: complaint

NAME: Mrs. Debra Wilkin

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 10301 US Highway 50
- Hillsboro , Ohio 45133
- USA

PHONE INFORMATION:

- Home: (937) 393-3730
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: clearhills@aol.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Gerold Wilkin
- Service address: 10301 US Highway 50
- Service phone: (937) 393-3730
- Account Number: 109-433-270-2-2

COMPLAINT DESCRIPTION:

Hi, I was really concerned about our electric bill when I opened it up..exactly really stressful trying to figure out what was going on. We had a really mild winter and tried really hard to cut back only to open a bill for over \$500. Since last month bill was underestimated I had to combined the two bills to see how much electric I used and then I took last year bill and combined the two bills for the same time period. It turned out we used est 1500 KWH less but had to pay about \$100 more. If we didn't have a mild winter I'm really really concerned how much more would have our electric bill been. We are on the budget plan which was \$190 a month. This increase will make it atleast \$240 a month. Maybe more...really worried because we cut back as much as we could. My husband is 67 and already has to work part time since we have to pay est \$1000 a month in health insurance. We have a son in high school and one in college. I'm not sure how much longer my husband can work but without that job the hike rate will be really hard on us and with this increase it just makes less food on the table. I'm not sure what the solution is but knowing what's going on would greatly be appreciated and what we are to expect in the future. I don't recall a noticed saying our bill will double. Thanks for your time. Debra Wilkin case# 11-346-EL-SSO

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 63948
Received: 2/6/2012 4:06:37 PM
Message:
WEB ID: 63948 AT:02-06-2012 at 04:06 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Bryan Davis

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 89 Maple Street
- Portsmouth , Ohio 45662
- USA

PHONE INFORMATION:

- Home: 740-727-2911
- Alternative: 740-354-2813
- Fax: *(no fax number provided?)*

E-MAIL: bdavis@solechoiceinc.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- *(no utility company name provided?)*
- Name on account: Lori Davis
- Service address: 89 Maple Street
- Service phone: 740-776-2938
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

My complaint is in regards to your approving higher electric rates on residential and businees consumers. Your vote (approved by all 5 commissioners) has hurt alot of people. My personal electric rate has risen 30% and we used less electric. My business electric has risen 35%. Again we used less electric. This is criminal in the way it was done. Many of my neighbors have been hurt badly by this. Many businesses in Scioto County and neighboring counties have as well. Many have stated they will forego buying necessities to pay for electric. Medicines, etc.. will go unpurchased. The economy will be hurt and make no mistake, this is a job killer!!! Companies will look at labor first to offset this raise in electric.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 63964
Received: 2/6/2012 5:43:34 PM
Message:
WEB ID: 63964 AT:02-06-2012 at 05:43 PM

Related Case Number:

TYPE: complaint

NAME: Mrs. LAURENE MCCUNE

CONTACT SENDER ? No

MAILING ADDRESS:

- 16741 collison rd
- 16741 collison rd
- logan , Ohio 43138
- USA

PHONE INFORMATION:

- Home: 7406031567
- Alternative: 7406031567
- Fax: *(no fax number provided?)*

E-MAIL: lalaurenjie@yahoo.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: LAURENE MCCUNE
- Service address: Logan High School
- *(no service phone number provided?)*
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

This AEP rate increase is absolutely ridiculous! It will cause the school district to try to pass an emergency levy. We pay enough taxes as it is.why not try to recover some of the HEAP accounts and people who run up bills then move out leaving an outstanding amount!

W. Drew Hastings
Mayor
130 North High Street
Hillsboro, Ohio 45133



Phone: 937-393-5219
Fax: 937-393-0516
dhastings@hillsboroohio.net

February 6, 2012

Chairman Todd A. Snitchler
Public Utilities Commission of Ohio
180 E. Broad Street
Columbus, Ohio 43215

RE: Request for immediate intervention in the matter of case 11-346-EL-SSO

Chairman Snitchler,

Please be advised of my community's strong objections to the devastating electric rate and service increases approved by the Public Utilities Commission of Ohio last month for the benefit of AEP and its subsidiary companies.

On behalf of the people of Hillsboro, I request that the commission move expeditiously to intervene immediately in the matter of case number 11-346-EL-SSO.

Since the beginning of February, city officials here and elsewhere in Ohio have been deluged with panicked and enraged messages from AEP customers concerned about January 2012 electric bills that have spiked by 1200 percent in some cases.

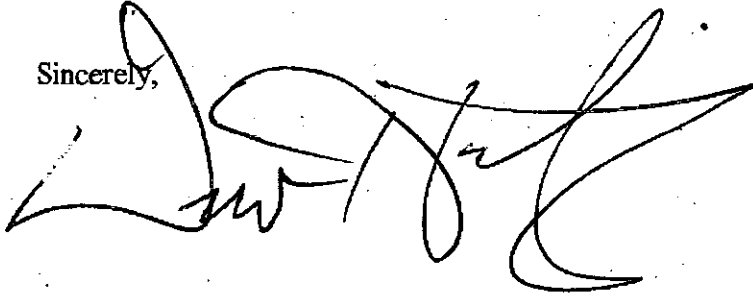
PUCO's mandate is to provide adequate, safe and reliable utility services at a fair price. At least two of those mandates are now being tested in the case before you and the Commission.

Was PUCO's decision allowing AEP to recover 10 years of deferred debt approved without a plan by the utility to do so reasonably and gradually? How reliable is our system of regulating electric rates from the standpoint of the consumer, when without any tangible public notice, utilities may be permitted to present customers with bills so large and unexpected? It begs the question of what the utilities and PUCO define as reliable service at a fair price.

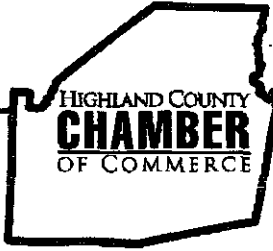
The Commission's December decision, and subsequent rate increase, also comes in the absence of any macro-economic shock, such as a spike in the demand for generating capacity. Allowing this rate increase, and witnessing the destructive manner in which it was introduced by AEP, is already diminishing the investment outlook by businesses and local governments in 2012.

I urge you and your colleagues to act quickly on this matter in favor of some practical relief for ratepayers. I welcome further communication from you on this issue, and stand ready to assist the Commission in any manner.

Sincerely,

A handwritten signature in black ink, appearing to read 'Drew Hastings', with a large, stylized flourish extending to the right.

Drew Hastings
MAYOR OF HILLSBORO



1575 N. HIGH ST. SUITE 400 HILLSBORO, OH 45133 P: 937.393.1111 F: 937.393.9604

EMAIL: HCCOC@CINCI.RR.COM

WWW.HIGHLANDCOUNTYCHAMBER.COM

February 6, 2012

Todd A. Snitchler, Chairman
Public Utilities Commission of Ohio
180 E. Broad Street
Columbus, Ohio 43215

Dear Chairman Snitchler,

This letter is in regard to case number 11-346-EL-SSO.

Over the last week, I have heard from dozens of small business owners, commercial entities, non-profit organizations and residents regarding their current AEP bills. In all cases, there has been a steep increase with some bills coming in as much as 12 times the previous month's charge without an increase in kilowatt hours usage. These increases are completely beyond the size of those projected in the analyses we reviewed as this issue was moving through the PUCO hearing process in 2011. We are concerned for the businesses we represent and their ability to absorb these increases in our fragile economic recovery.

On behalf of our local economy and business community, I request that you please take immediate action to re-examine the AEP electric security plan (ESP) and the enormous negative impact it is having on Highland County.

Sincerely,

Katy Farber, President
Highland County Chamber of Commerce

Philip Williams
6555 Montchanin Ct
Westerville, OH 43082
Phone 614-901-8718

The Public Utilities Commission of Ohio
Attn: Todd A. Snitchler, Chairman
180 E. Broad St.
Columbus, OH 43215

February 7, 2012

RE: 2012 new generation rate from AEP on residential consumer bills

Dear Mr. Snitchler:

I am writing this letter to formally complain about the new generation rate that AEP has imposed upon residential consumers effective January 2012. This inflated rate is unprecedented in my history of being an AEP customer and is unfathomable.

Attached you will find the bill we just received. My wife contacted AEP yesterday and was told by the customer service representative that the tremendous increase is a result of the new generation rate which allows AEP to bill an additional amount of \$.074 per KWH on anything above 800 KWH. **As a result of this new rate, our bill has increased over 42% in one month!**

Ironically, we are consuming 34% less than we did last year after putting brand new windows in our home over the summer. If we had not made that purchase; our bills would be **double** what they were in cost in 2011! These rates cannot be tolerated or absorbed by residential customers. Our residence is all electric and we **cannot afford to pay for these epic increases**. Based on weather patterns in the winter and our past usage, a **traditional colder January would have meant us paying over 65% more on our electric bill!** The weather will get colder and the bills will be much higher.

Please explain why this new generation rate was approved and how residential customers are supposed to find the funds available to pay for these unbelievable increases. **The PUCO's approval of this new rate is going to cost our family over \$2,000 a year!** That is more than the cost of living raise I may or may not get this year from my employer.

Your attention to this serious matter is most appreciated as this new rate increase can and will most assuredly force consumers to consider living elsewhere. **We cannot afford these increases! I look forward to your prompt response.**

Regards,

Philip Williams

Cc Governor John Kasich, Commissioner Paul Centolella, Commissioner Cheryl Roberto,
Commissioner Steven Lesser, Commissioner Andre Porter



Send Inquiries To
PO BOX 24401
CANTON, OH 44701-4401
8-10-21000308

10554-1
100011054 CT AU 0.250

WENDY A WILLIAMS
6555 MONTCHANIN CT
WESTERVILLE, OH 43082-9284

Account Number
103-557-256-1-2
CY 01
44665

\$648.65

Total Amount Due

Amount Enclosed

Due Date Feb 16

The Neighbor to Neighbor program helps disadvantaged customers pay their electric bill. I agree to help. My payment reflects my gift of \$_____

State-Check Payment (Send To)
AMERICAN ELECTRIC POWER
PO BOX 24417
CANTON OH 44701-4417

0000646650000045650100000000001035572661231011602001900001

Please handle dated box

Read instructions with your payment

Service Address:
WENDY A WILLIAMS
6555 MONTCHANIN CT
WESTERVILLE, OH 43082-9284

Rate Tariff: Residential Service 013

Page 1 of 2

Account Number	Total Amount Due	Due Date
103-557-256-1-2	\$648.65	Feb 16, 2012
Meter Number	Cycle/Route	Bill Date
218409309	01-25	Jan 21, 2012

Previous Charges:

Total Amount Due At Last Billing \$ 420.88
Payment 01/09/12 - Thank You -420.88

Previous Balance Due \$.00

Current AEP Ohio Charges:

Tariff 013-Residential Service 01/31/12

Service Delivery Identifier: 00040621043549474

Generation Service - \$ 448.74

Transmission Service 68.73

Distribution Service - SAME 126.66

Customer Charge 4.52

Current Electric Charges Due \$ 648.65

Total Amount Due \$648.65

Due Date Feb 16

Price-to-Compare: For tariff 013, in order to allow you receive a new supplier must offer you a price lower than 14 cents per KWH for the same usage that appears on this bill. You may contact AEP at the phone number shown on this bill to receive additional information, including a written explanation. About this Price-to-Compare

Meter Number	Service Period	Meter Reading Detail
218409309	From To Previous Code Current Code	Actual Actual Actual
	12/30 01/31 59042	66027
Multiplier 1.0000		Metered Usage 6,985 KWH
Next scheduled read date should be between Feb 28 and Mar 2		

For Billing, Outage or Service Inquiries,
Call: 1-800-277-2177
Pay By Phone: 1-800-611-6964

AEP OHIO Messages

AEP's distribution rate Case No. 11-354-EL-AR, resulted in a revenue increase and a new Distribution Assets Recovery Rider which was approved to collect the cost of previous distribution system improvements and expenses.

The Public Utilities Commission of Ohio adopted two agreements that will determine electric generation and distribution rates for AEP-Ohio customers beginning January 1, 2012. AEP's Electric Security Plan (ESP), in Case No. 11-346-EL-SSO, resulted in a merger of Canadian Southern Power and Ohio Power and a transition to a market-based generation rate in 2015.

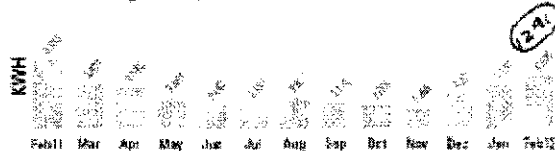
In Case No. 11-281-EL-SAC, AEP implemented its Fuel Adjustment Clause (FAC) which is the mechanism through which AEP Ohio recovers generation fuel costs and related expenses.

Pursuant to state law, the Universal Service Fund rate has been adjusted effective with this bill.

Visit us at www.AEPOhio.com
This rate does not apply to the previous balance due.
See other side for important information.



12 Month Usage History Total KWH for Past 12 Months is 53,328



2328 KWH Difference 1yr