

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 63899
Received: 2/5/2012 2:35:34 PM
Message:
WEB ID: 63899 AT:02-05-2012 at 02:35 PM

11-346-EL-SSO
11-351-EL-AIR

Related Case Number:

TYPE: complaint

NAME: Mr. Michael Uhrin

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 5580 Meadow Grove DR
- Grove City , Ohio 43123
- USA

PHONE INFORMATION:

- Home: 614-871-0292
- Alternative: *(no alternative phone provided?)*
- Fax: 614-871-1175

E-MAIL: mikeu@ameritech.net

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- *(no account name provided?)*
- *(no service address provided?)*
- *(no service phone number provided?)*
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

Not a happy camper with RATE INCREASE at AEP. I own my house and commercial property and the increase is about 30% on both. I will have to lay off an employee to pay the electric bill if this continues. How can you get such a large increase when people are out of work and I am going to put another one out of work, there goes the unemployment numbers in Ohio.

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 SW Date Processed FEB 13 2012

RECEIVED-DOCKETING DIV
2012 FEB 13 AM 11:01
PUCO

Case # 11-346-EL-550 1328 Acton Rd.
Coto, Ohio 43222

To Whom It May Concern,

I am writing in regard to my recent electric bill - I have lived in my home for 38 years and I have never received such a high electric bill as I have this last one - my bills are usually 150.00 to 180. or 190 per month (my home is all electric) The past bill was \$365.00 So many more of those & I will not be able to stay in my home - Last year my furnace went out, we couldn't afford to put the same size in to replace it - so we down graded to a smaller furnace - we bought new doors, new windows & put insulation in the attic thinking this would help our bills - because of the economy is so bad, even now its not getting any better except for the rich - This hike is not fair due to the large amount of the hike - More people will loose jobs, more will loose their homes and not be able to eat - We live on a budget as do other people - Its not fair for people like myself to have to suffer through any more hikes - What is this world we live in coming to - When Company just takes the small people do not have any more to give - When are we the people going to get a brake from all of this nonsense?

Who do we have that will fight for us?
We are just trying to survive - But people
in command like AEP are making it almost
impossible - Can't anyone help and stop this
craziness?

Thank you -
Dandre L. Mitchell
1328 Acton Rd -
Cals Ohio 43224
614-263-7380

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 63864
Received: 2/4/2012 10:27:51 AM
Message:
WEB ID: 63864 AT:02-04-2012 at 10:27 AM

Related Case Number:

TYPE: complaint

NAME: Mr. Timothy Baldwin

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 41 S. High St.
- Suite 200
- Columbus , Ohio 43215
- USA

PHONE INFORMATION:

- Home: (614) 461-5881
- Alternative: (614) 736-2344
- Fax: (614) 461-7652

E-MAIL: tim.baldwin@hines.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Hines
- Name on account: Huntington Center Associates
- Service address: 41 S. High St.
- Service phone: (614) 461-5881
- Account Number: 101-878-048-0-1

COMPLAINT DESCRIPTION:

We were very shocked to receive our January electric bill and find that while our usage was 3% higher than in December of 2011, the charges from AEP were 57% higher! If this trend holds true for the rest of the year, we can expect over \$250,000 to be added to our bill for the entire year of 2012. I personally find this type of increase to be outrageous. Especially at time when companies are struggling to recover from one of the worst economic downturns in our history. It seems counter-productive to Governor Kasich's stated desire to help the business climate and bring jobs to Ohio. The process also makes it very difficult to budget when there is no advance information available about the amount of these increases. We contacted AEP on five occasions asking about this when preparing our budget and got no answer. I believe that these increases are grossly unfair, should be reviewed by the PUCO and should be revised downward at the earliest opportunity. Otherwise, the business community will no doubt view Ohio as an unfriendly place to set up shop. Your consideration of these facts will be greatly appreciated by all of us who work for a living.

Hunter, Donielle

From: ContactThePUCO
Sent: Monday, February 13, 2012 9:00 AM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/13/2012

Re: Lisa Rispress
3820 Parkway Ln

Hilliard, OH 43026

Docketing Case No.:
11-346 el-sso

Notes:

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 63737
Received: 1/31/2012 11:21:27 AM
Message:
WEB ID: 63737 AT:01-31-2012 at 11:21 AM

Related Case Number:

TYPE: complaint

NAME: Mrs. Lisa Rispress

CONTACT SENDER ? Yes

MAILING ADDRESS:

list of 3 items
. 3820 Parkway Ln
. Hilliard , Ohio 43026
. USA
list end

PHONE INFORMATION:

list of 3 items

. Home: 614-771-2345

. Alternative: (no alternative phone provided?)

. Fax: 614-771-2363

list end

E-MAIL: lrisspress@buckeyecars.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

list of 5 items

. Company: Buckeye Nissan

. Name on account: Buckeye Nissan

. Service address: 3820 Parkway Ln

. Service phone: 614-771-2345

. Account Number: 104-221-160-2-9

list end

COMPLAINT DESCRIPTION:

We have 3 accounts for our Hilliard location: 104-221-160-2-9 3820 Parkway Ln 107-321-160-1-6 3821 Parkway Ln 107-631-160-2-6 3959 Parkway Ln

We were worried about the AEP rate increase and the potential impact and had heard recent news reports that AEP was changing commercial business rates.

Here's a quick summary of our last 3 AEP statements:

Nov: \$1,506 Dec: \$1,618 Jan: \$3,898

That's more than 140% increase versus prior month. It's much more than double!! If our average AEP statement shows that much of an increase over the entire year, our annual electric bill will have gone from approximately \$18,600 per year to \$45,600 per year.

Certainly, not a sustainable model.

Where do we turn? Who can help us?

Thanks, Lisa Rispress Accounts Payable Buckeye Nissan

Please docket the attached in the case number above.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64079
Received: 2/8/2012 11:39:22 AM
Message:
WEB ID: 64079 AT:02-08-2012 at 11:39 AM

Related Case Number:

TYPE: complaint

NAME: Ms. Tammy Mor

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 3185 Hilliard-Rome Rd
- Hilliard, Ohio , Ohio 43026
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: 614-361-9617
- Fax: *(no fax number provided?)*

E-MAIL: olivetreecafe@ymail.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: The Olive Tree Cafe
- Name on account: The Olive Tree Cafe
- Service address: 3185 Hilliard-Rome Rd, Hilliard, OH 43026
- Service phone: 614-527-8812
- Account Number: 105-055-460-8-4

COMPLAINT DESCRIPTION:

I am in shock from the outrageously high increase in my AEP distribution service rate. How could the PUCO approve this???? I am a small business who can not afford to pay this kind of increase--well over 200%!!!! This is ridiculous. No business can afford to pay these rates.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64107
Received: 2/8/2012 7:48:10 PM
Message:
WEB ID: 64107 AT:02-08-2012 at 07:48 PM

Related Case Number:

TYPE: complaint

NAME: Mrs. Beth Lucas

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 231 Darbyhurst Rd.
- Columbus , Ohio 43228
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: luke59@msn.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: American Electric Power
- Name on account: Beth Lucas
- *(no service address provided?)*
- *(no service phone number provided?)*
- Account Number: 108-214-112-4-5

COMPLAINT DESCRIPTION:

I am writing to voice my outrage over the recent rate hike on electrical service provided to small business. In such an economic situation as we have been experiencing over the last 4 years, it should not ever have been considered to further handicap small business owners. I operate a small 2 person hair and nail salon in Grove City. The economic impact I have suffered has been devastating. I cannot understand why small business must continually be subjected to more stringent rules, yet receive less consideration than much larger corporate businesses. It is

shameful that the decision to target only small business with a rate hike was unanimously decided by the P.U.C.O. Times such as these should demand that sacrifice be made by those who can most afford it, not those who can least afford it. It is time that big business pay it's fair share, not receive favored status in the form of reduced rates. Your recent decision needs to be reconsidered and the correct action taken to implement a level playing field for all.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64117
Received: 2/9/2012 2:12:43 AM
Message:
WEB ID: 64117 AT:02-09-2012 at 02:12 AM

Related Case Number:

TYPE: question

NAME: Mr. Robert Kristan

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 1499 W. Broad St. #23406
- Columbus , Ohio 43222
- USA

PHONE INFORMATION:

- Home: 614-634-4012
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: rkristan@gmail.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Gene Monti White Sands
- Service address: 341 Lake St.
- *(no service phone number provided?)*
- *(no account number provided?)*

QUESTION DESCRIPTION:

Our electric bill DOUBLED this month, although consumption only increase by a few KW. Customer service said that ALL business of my size were assessed with a recently approved tariff designed to improve the grid. Last year, this month, the bill was around \$1,400.00 this year \$3,875.00! The usage only increased by a few KW.

Can they do this?

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64093
Received: 2/8/2012 2:40:38 PM
Message:
WEB ID: 64093 AT:02-08-2012 at 02:40 PM

Related Case Number:

TYPE: complaint

NAME: Mrs. Kendra Kuntz

CONTACT SENDER ? Yes

MAILING ADDRESS:

- PO Box 445
- 800 N. Main Street
- Malta , Ohio 43758
- USA

PHONE INFORMATION:

- Home: 740-962-4546
- Alternative: 740-249-5273
- Fax: 888-518-9878

E-MAIL: ckkuntz@embarqmail.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Imagination Station
- Service address: 800 N. Main Street, PO Box 445
- Service phone: 740-962-2400
- Account Number: 073-482-436-3-0

COMPLAINT DESCRIPTION:

The electric bill for my business has jumped nearly 25% compared to recent months and months at this same time last year. AEP replied that there was more useage compared to last month, but not 25% more. When asked about rate increases, the AEP representative on the phone then agreed that rates had increased in the last couple of weeks. A 25% rate increase for small businesses is ridiculous. The increase was approved at the last minute and small businesses were not given time to plan. Increase in rates such as electric puts strains on small businesses and will force us to cut costs elsewhere, such as jobs. This was a BIG mistake.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64094
Received: 2/8/2012 3:30:40 PM
Message:
WEB ID: 64094 AT:02-08-2012 at 03:30 PM

Related Case Number:

TYPE: complaint

NAME: Mr. James Baer

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 1275 N. High Street
- Hillsboro , Ohio 45133
- USA

PHONE INFORMATION:

- Home: 937-393-6101
- Alternative: 937-393-6103
- Fax: 937-393-6278

E-MAIL: jbaer@hdh.org

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Highland District Hospital
- *(no account name provided?)*
- Service address: 1275 N. High street Hillsboro Ohio
- Service phone: 937-393-6113
- Account Number: 106-617-638 0-4 ; 108-931-490-1-2

COMPLAINT DESCRIPTION:

Case # : Case #11-346-EL-SSO

Highland District Hospital is concerned about the 7+% increase in our electric rates over the past year. We were shocked with the increase in our January electric bill, as were many of our community members and local business, as a result, we examined our rates over the past year

and discovered a gradual increase in rates during the course of the year. This is burdensome to the organization faced with declining reimbursement and growth of our underinsured market. The 7+% increase is 3 to 4 times the rate of inflation.

Because of our concerns 4 representatives of Highland District Hospital met with Art Beem the AEP Customer Service Engineer. Art did a good job walking us through the complexities of the billing process. This review, covered changes in charge structure and adjustments in a complex charge matrix along with an on line schedule of charges. As I sat through the explanation the complexity of the system is astonishing making it difficult for someone not familiar with the system to begin to grasp the way monthly bills are produced.

I am asking that PUCO take a serious look at the rate increases in Highland county, work with local officials and the Ohio Hospital Association to assure rate increases and charges are adjusted to remove the economic burden placed on Highland District Hospital and other customers.

Jim Baer President & CEO Highland District Hospital (937)393-6101 jbaer@hdh.org

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64090
Received: 2/8/2012 2:01:34 PM
Message:
WEB ID: 64090 AT:02-08-2012 at 02:01 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Joe Clyburn

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 3812 U.S. Hwy 50
- Bainbridge , Ohio 45612
- USA

PHONE INFORMATION:

- Home: 9373651257
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: *(no e-mail address provided)*

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Bainbridge Church of Christ
- Name on account: Church of Christ
- Service address: 3812 U.S. Hwy 50
- Service phone: 7406343925
- Account Number: 102-857-620-1-8

COMPLAINT DESCRIPTION:

Our bill went up \$300 dollars this month. The distribution charge was more than the generation charge. Small churches can not afford these types of increases. This is over 40% increase in our monthly bill.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64087
Received: 2/8/2012 12:58:45 PM
Message:
WEB ID: 64087 AT:02-08-2012 at 12:58 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Terry Mull

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 201 Diamond Dr.
- Hillsboro , Ohio 45133
- USA

PHONE INFORMATION:

- Home: 937-840-9622
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: thillsboroymca@yahoo.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Highland County Family YMCA
- Name on account: Highland County Family YMCA
- Service address: 201 Diamond Drive Hillsboro Ohio 45133
- Service phone: 937-840-9622
- Account Number: 108-792-210-0-9

COMPLAINT DESCRIPTION:

This complaint is being filed due to the significant increase of our electric bill. Considering the fact that we are a non-profit organization, this will heavily constrict our budget and overall operational funds. We urge you to consider how this increase will affect all businesses, families, and individuals in a small town of such limited income and resources.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64011
Received: 2/7/2012 12:50:23 PM
Message:
WEB ID: 64011 AT:02-07-2012 at 12:50 PM

Related Case Number:

TYPE: complaint

NAME: Dr. Robert Sharp

CONTACT SENDER ? No

MAILING ADDRESS:

- 215 Oak Street
- Hillsboro , Ohio 45133
- USA

PHONE INFORMATION:

- Home: 937-393-9805
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: rsharp2@cinci.rr.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Robert Sharp
- Service address: 215 Oak Street & 941 West Main Street, Hillsboro, OHio 45133
- Service phone: 937-393-9805 and 937-393-2880
- Account Number: 105-274-332-1-2

COMPLAINT DESCRIPTION:

We are residential and business customers of AEP. This month, without warning, our electric bill both at home and at our business in Hillsboro more than doubled. Such a huge increase (even if customers had been notified in advance) will have an adverse effect on an already depressed economy in this area. It is hard to believe, as has been reported in our local paper, that this rate increase, for a necessary service, was approved by anyone with even a rudimentary knowledge of the state of our local economy. The deleterious effect this rate increase will have on the families and businesses in Highland County cannot be overstated. Susan and Robert Sharp

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64067
Received: 2/8/2012 10:19:08 AM
Message:
WEB ID: 64067 AT:02-08-2012 at 10:19 AM

Related Case Number:

TYPE: complaint

NAME: Mr. Steve Leathley

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 207 S. 5th Street
- Byesville , Ohio 43723
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: bbc_cambridge@juno.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Bible Baptist Church
- Service address: 209 S 5th Street Byesville, OH 43723
- *(no service phone number provided?)*
- Account Number: 078-503-764-1-4

COMPLAINT DESCRIPTION:

We are a non-profit organization which works hard to keep our electric bill under control. In January 2012 we saw a 39.6% increase, not in our usage, but in Distribution Service. We used the exact amount of KWH in both December and January (8,160) and saved money by switching to another supplier (DTEnergy) but our Distribution Service went from \$617.87 to \$1,558.44. If we had seen an increase of 10% we probably wouldn't question it; but nearly 40%? Please reconsider the repercussions of this unfair increase. We will look forward to your response.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64118
Received: 2/9/2012 7:57:43 AM
Message:
WEB ID: 64118 AT:02-09-2012 at 07:57 AM

Related Case Number:

TYPE: complaint

NAME: Mr. Brad Saunders

CONTACT SENDER ? No

MAILING ADDRESS:

- 1056 St. Rt. 93 North
- Logan , Ohio 43138
- USA

PHONE INFORMATION:

- Home: 740-385-4235
- Alternative: 740-385-4810
- Fax: *(no fax number provided?)*

E-MAIL: bradsaunders@midohio.twcbc.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Ace Storage, Logan Glass, Misc. Rentals
- *(no account name provided?)*
- *(no service address provided?)*
- *(no service phone number provided?)*
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

In Response to the recent AEP price increase. I feel this is absolutly absurd. I own several Businesses & Rentals & if I raised my prices like they did I would be out of business As my customers have a choice of where the buy. With electric we have no choice. I have yet to determine how I am going to recover all of this additional overhead. I understand prices need to go up, but not all @ once. PUCO should have never approved such a significant increase. I beleive this matter needs to be addressed imieditly as this will be devastating to many small businesses like myself. Thank You for hearing my complaint & hope you will consider recinding some if not all of this criminal increase. Brad Saunders

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64129
Received: 2/9/2012 10:53:26 AM
Message:
WEB ID: 64129 AT:02-09-2012 at 10:53 AM

Related Case Number:

TYPE: complaint

NAME: Mr. Dan Waugh

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 316 E. 2nd St.
- Wellston , Ohio 45692
- USA

PHONE INFORMATION:

- Home: 740-352-4553
- Alternative: *(no alternative phone provided?)*
- Fax: 740-384-2179

E-MAIL: dan@waughinsurance.com

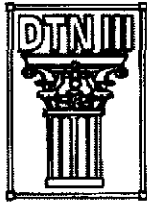
INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Kwik Way Laundry
- Name on account: Kwik Way Laundry
- Service address: 11 W 13th St.
- Service phone: N/A
- Account Number: 104-128-270-2-3

COMPLAINT DESCRIPTION:

I can NOT possible keep my business in operation with the new small business electric rates. The case #'s I'm refering to are 11-346-EL-SSO and 11-351-EL-AIR. Something has to be done or OHIO is going too lose many small business. Please HELP !!!!!!!!!!!!!!! Dan Waugh,owner



DownTown Tiano III, Ltd.

175 S. Third St.
Suite #175
Columbus, Ohio 43215

Phone: (614) 221-2736
Fax: (614) 432-8455
E-Mail: info@tiano.net

February 8, 2012

RECEIVED FEB 09 2012

Public Utilities Commission of Ohio
180 E. Broad Street
Columbus, OH 43215-3793

FAX: 614-752-8351

RE: Complaint AEP Rate Increase Approval

Dear Sirs:

This letter is to hereby formally file a complaint against the AEP rate hikes approved by PUCO during their December meeting. The exorbitant rate increases are incredulous and caught all small businesses in the "General Service 2" classification completely by surprise. To say we have been blindsided is an understatement. I can not believe the audacity and utter disconnection you have with the general public. You state there was not enough time to alert the public of this significant increase; it was only because you did not want to hear the criticism and protests you would surely receive. Now, you are hearing loud and clear what the people really think about it. I do not believe you've thoroughly considered or comprehend the impact this will surely have on many small businesses!

Unless you have been living under a rock, you know today's economy is in a precarious position. By putting the average small business in a position to be responsible for paying the load of the larger manufacturers is asinine! How can you possibly think the average mom and pop business, the new start-up business, the local school systems, or a typical small business which budgets their operational costs from month to month can possibly afford to pay the cost of this hike in an already stressed economy? The sting of the news/billing statements is only made matters worse by learning some larger companies are eligible for a discounted rate, and in some cases will receive a refund; one that is paid for by the small businesses!

I have read the increase only affects 15% of AEP's customer base in Ohio and the hike "should be" less than 20%. It is stated each customer is different due to different circumstances based upon usage patterns and the complexity of the rate structure. They also report the new rates reflect the true cost of providing service and prior to this increase we were paying unusually low rates that were being subsidized. Why were we paying such an unusually low rates to begin with. I do not mind paying what is fair and just, but this extreme jump is unfounded! AEP is not losing out on any of their profits, and after they start collecting from the new rates, they will be able to line their pockets a little (or a lot) more.

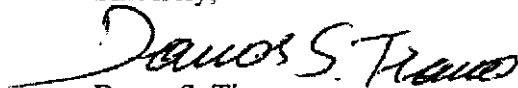
AEP says they are agreeing to embrace deregulation! They are doing this by separating the part that delivers the power from the part that operates and generates the plants. I guess I am one of those customers being "embraced" by AEP and classified as seeing an "even-larger" increase. I am being penalized by investigating and analyzing to obtain a cheaper rate than AEP was willing to give, just to save a little money. If you go looking for another provider, now AEP is able to charge you through the nose on distribution charges! Now, they have their cake and eat it too!

If this continues, and if no other rate increase is suddenly approved behind closed doors, I will be paying over \$51,000 more for electricity this coming year than I did in the past year! This is just to AEP for distribution charges alone! This could have been two jobs added, two people put to work, to help the lagging economy in our state. Did anyone think about this when they approved this rate increase? Apparently, you are not in touch with the real world! You were too wrapped up in your private talks to think of the average person and how they would pay such a steep increase in cost! I wonder why none of the groups invited to these private talks were representatives of small businesses? I think I know why!

Ladies and gentlemen, I am an American citizen and small businessman. I try to do what is right in my everyday business. I pay my bills on time. I pay my taxes. I try to live the American way and thank God everyday for what I have and what I have accomplished. But I have to tell you, this is wrong what you are doing to the small businessman/woman! You are taking away the ability for us to maintain and promote financial stability. By raising rates to this extent, you are taking jobs away from those who desperately need them in today's world. I can not understand what you were thinking when this was approved.

Therefore, I am asking that you re-consider the plan as is. There has to be another way. Why should the middle class working person and small business owner be responsible to pay for the large corporations! Is this the way to operate a business? If this is the mentality of America today, we are in big trouble!

Sincerely,



Danos S. Tiano
Authorized Representative/Owner

DST/db

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64133
Received: 2/9/2012 12:19:02 PM
Message:
WEB ID: 64133 AT:02-09-2012 at 12:18 PM

Related Case Number:

TYPE: comment

NAME: Mr. DAVID DRYDEN

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 123 S BROAD ST
- SUITE 300
- LANCASTER , OHIO 43130
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: 740-689-3590
- Fax: 740-689-3595

E-MAIL: dededryden@sbcglobal.net

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP OHIO
- Name on account: DRYDEN INVESTMENTS, LLC
- Service address: 123 S BROAD ST, LANCASTER, OHIO
- Service phone: 740-689-3590
- Account Number: 078-621-200-0-8

COMMENT DESCRIPTION:

Re: 11-346-EL-SSO & 11-351-EL-AIR. Because the decision to drastically increase the GS-2 "Distribution Service" rate (230% for me) Jan 01 after a mid-Dec decision, the negative economic impact is substantial, with no time to plan and/or prepare for it. Maybe the increase is necessary overall, but the Commissioners must reconsider the increase and grant relief to GS-2 soon. Consider a phased increase over time. There are numerable reports of companies and such that are having to lay off people and even close their doors. THAT IS NOT GOOD FOR OHIO! Whose side are you on? RELIEF PLEASE!!

Rec'd 2/13/12

ADELMANN & CLARK, INC.**P.O. Box 478****McArthur, Ohio 45651****Phone: 740-596-5271 Fax: 740-596-4456****March 10, 2012**

**Mr. Todd Snitchler, Chairman
Public Utilities Commission of Ohio
180 E. Broad Street
Columbus, Ohio**

Dear Mr. Snitchler:

It was with great concern that I reviewed our electric bill from AEP a few days go and found that our cost of electricity has increased by over 39% from our previous bill.

Although we are a very small business in an area of high unemployment, and since our area is highly dependant on small business for the employment opportunities that we have, I was shocked to learn that the PUCO had approved crippling rate increases for small business while large users were receiving significant decreases.

Our small company manufactures kiln dried hardwood lumber for what has been a terribly depressed housing and home remodeling industry and has been fortunate to have continued to hang on by our finger tips.

However, our heat source for operating our dry kiln is electricity. Because that cost is such a high porcentage of the cost of operating our dry kiln, and therefore the selling price our finished product, we will no longer be able to produce kiln dried lumber for our cabinet shop and building trade customers at a competitive cost.

Please reconsider your decision to dramatically increase electric rates for small business, the back bone of our economy, as well as the cost to institutions that depend on taxpayers for their revenue to pay their overhead.

Most sincerely,
ADELMANN & CLARK, INC.


A. R. Adelmann, Jr.



John R. Kasich, Governor
Todd A. Snitchler, Chairman

Commissioners

Paul A. Centoletta
Cheryl Roberto
Steven D. Lesser
Andre T. Porter

February 13, 2012

A.R. Adelmann, Jr.
Adelmann & Clark, Inc.
McArthur, Ohio 45651

Dear Mr. Adelmann:

Thank you for contacting Chairman Todd Snitchler of the Public Utilities Commission of Ohio regarding your electric bill from American Electric Power (AEP). He has asked that I respond on his behalf.

The PUCO is troubled by the affected AEP customers' concerns, and we are currently evaluating bills and exploring possible ways to mitigate rate impacts going forward. In January, the PUCO granted rehearing on variety of AEP rate case issues is fully committed to quickly addressing the situation.

The PUCO is responsible for ensuring that utilities across the state provide safe and reliable service. Also, great care is taken to review the financial records of utility companies to ensure that the rates set by the PUCO do not result in over-collection of revenue. This is a responsibility we take seriously.

In January 2011, AEP filed an electric security plan (ESP) for the supply and pricing of electric generation service, and separately, an application for an increase in distribution rates. In September, 20 parties submitted a negotiated agreement resolving issues in both the ESP and the distribution rate case. The PUCO publicly vetted the agreement during 13 days of hearing, and on December 14, 2011, approved the agreement with modification. In modifying the ESP, the PUCO lowered the base generation rate increases to half of what was proposed in the agreement. Additionally, the PUCO expanded a credit offered to small business customers that choose an alternate supplier.

The ESP establishes a path for customers to receive their electricity from fully competitive markets. To that end, beginning in June 2015, electric supply for AEP's customers will be procured through a PUCO-approved competitive auction. Similar auctions for other Ohio utilities have resulted in savings for their customers.

As a customer on a commercial tariff, the price increases you are experiencing are the result of certain new charges and, at the same time, expiration of certain credits to bills that had been in place. A fundamental impact to bills are new charges designed to recover millions of dollars worth of previously-approved distribution and fuel costs that had been deferred over the course of the past decade. A fact sheet is enclosed with this letter that provides more detail on the changes in the commercial tariff, as well as a press release recently issued by the PUCO.

Customers have been impacted to varying degrees, and the degree of an individual bill increase is largely dependent upon the customer's energy usage pattern. Customers can reduce their usage by making energy efficiency upgrades. AEP offers the Express Program for small businesses to save energy and money. Small businesses with annual energy consumption of 200,000 kilowatt hours (kWh) or less, based on the last 12 months of billing history, can participate. For more information on the Express Program, call KEMA, AEP Ohio's program implementer for this program, at 877-607-0739. Information on this is also available on AEP's website at www.aepohio.com/save/programs/express.

Small business customers may also achieve savings on the generation portion of their bill by shopping for an alternative energy supplier. More information about how to shop is available on the PUCO website at www.PUCO.ohio.gov.

Decisions made by the PUCO are based on the public record and your comments are being docketed in Case No.11-346-EL-SSO. You may access all filings made in this docket at www.PUCO.ohio.gov. Click on the link to "Docketing Information System (DIS)" and enter the case number in the search field

Should you require more information or have other utility-related concerns, please contact the PUCO Call Center at (800) 686-7826 or visit our website.

Enclosures

Sincerely,

A handwritten signature in black ink, appearing to read "CR Rhodes", written in a cursive style.

Christopher Rhodes
Staff Attorney
Service Monitoring and Enforcement
Department



AEP Small Business Customer Rates

There are several recent rate changes that may have contributed to increases on certain AEP small business customer bills. These changes are the result of distribution rate and electric security plan agreements that were modified and approved by the Public Utilities commission of Ohio (PUCO) in December 2011. These agreements were signed by a variety of parties representing consumers and manufacturers among others. The PUCO held local public hearings in each case and publicly vetted the agreements through a transparent legal process during which dozens of witnesses provided testimony and faced cross-examination.

Under the agreements, AEP will merge its Columbus Southern Power and Ohio Power operating companies and transition to a market-based generation rate structure over a four and a half year period between January 2012 and May 2016. AEP will also separate its generation and distribution assets.

What rate changes are affecting small businesses?

Over the course of the past decade, previous Commissions allowed several hundred million dollars for deferrals on distribution charges and fuel costs. AEP accrued but did not collect these costs from customers, and the costs are now being billed by AEP through charges called “riders.”

- **Deferred Distribution Asset Recovery Rider (DARR)** – This rider recovers deferred distribution costs of approximately \$390 million. The DARR will be recovered through 2019.
- **Phase-In Deferral Rider (PIRR)** – This rider recovers deferred fuel costs of approximately \$730 million. The PIRR will be recovered through 2019.
- **Distribution Asset Rider (DIR)** – This rider is not deferral related but recovers the cost of distribution infrastructure improvements. The amounts are capped at \$86 million in 2012, \$104 million in 2013, and \$124 million from January 2014 through May 2015.
- **Market Transition Rider** – This charge (or a credit, in some cases) phases-in the change from cost-based pricing to market-based pricing under AEP’s electric security plan
- **Load Factor Adjustment Rider** – This charge increases bills for low load factor customers because the demand charge is larger than the energy credit.

Additionally, two bill credits known as the significantly excessive earnings test (SEET) credit and the provider of last resort (POLR) credit expired on December 31, 2011.

Why are some customers seeing larger increases than others?

The degree of an individual bill increase is largely dependent upon a customer’s energy usage. Most of the affected small business customers are part of the General Service 2 (GS-2) rate class. The largest rate increases are felt by companies that have a low “load factor,” which means they have high electricity usage for short periods and low usage the rest of the time. On a per kilowatt hour basis, it costs AEP more to serve a low load factor customer, because AEP must always have capacity available to serve the customer at their peak usage whether the customer is using it or not. The Load Factor Adjustment Rider increases bills for low load factor customers because the demand charge is larger than the energy credit.

What has been done to help small business customers?

In the AEP electric security plan case, the PUCO lowered the base generation rate increase to half of what was proposed and expanded a credit offered to small business customers that shop for an alternative electricity supplier. More information about how to shop for a supplier is available on the PUCO website at www.PUCO.ohio.gov.

In February the PUCO announced that it actively developing a plan to mitigate rate impacts felt by GS-2 customers.

What are other ways can small businesses reduce their electric costs?

1. Customers can reduce their usage by making energy efficiency upgrades. AEP offers several programs to help businesses reduce the cost and hassle of these upgrades. To learn more, visit <https://www.aepohio.com/save/programs/>.
2. Additional information on energy efficiency is available at <http://www.development.ohio.gov/Energy/Efficiency/EnergyEfficiency.htm>
3. Other tips for ways to save on utility bills are available at www.PUCO.ohio.gov.

How can customers provide feedback to the PUCO commissioners?

The PUCO is troubled by affected AEP customers' concerns and is currently evaluating bills and exploring possible ways to mitigate rate impacts going forward. Applications for rehearing on a variety of AEP rate issues are currently pending before the Commission and will be addressed in the near future. Customers who would like to provide input on the record may write to the PUCO at 180 E. Broad St., Columbus, Ohio 43215 or online at www.PUCO.ohio.gov (on the PUCO home page under "Be Heard", click "submit a comment"). Please include case number 11-346-EL-SSO for the comments to be docketed as part of the formal case record.

For additional information

To learn more about the AEP electric security plan and distribution rate case, please visit www.PUCO.ohio.gov or call the PUCO at (800) 686-7826.



For Immediate Release
Contact: Matt But
614 | 466 77



PUCO to resolve AEP small business customer rate issues

COLUMBUS, OHIO (Feb. 10, 2012) – The Public Utilities Commission of Ohio (PUCO) today announced that it will soon address the significant impacts that AEP rate changes are having on General Service 2 customers who are primarily small businesses, school districts and local governments. The PUCO has been contacted by legislators, Gov. John Kasich, and more than 200 affected customers who are faced with exorbitant bill increases that will have a lasting negative impact on operations.

"My fellow commissioners and I are deeply troubled by what we have heard from business owners, elected officials, and the governor on this issue," PUCO Chairman Todd A. Snitchler stated. "We acknowledge the negative impact our decision is having on small businesses, the backbone of Ohio's economy. To those affected customers, we too are deeply concerned and are fully committed to addressing the situation quickly. We want to resolve this issue so you can get back to positively impacting the economic recovery beginning to take place in Ohio."

Last December, the PUCO modified and approved an agreement in AEP-Ohio's electric security plan case. The agreement was signed by a variety of parties representing manufacturers, energy suppliers, and environmental groups among others. The PUCO held local public hearings to gather input and vetted the agreement through a transparent legal process during which 30 witnesses provided testimony and faced cross-examination.

Under the modified agreement, AEP will transition to a market-based generation rate structure over a four and a half year period from 2012 to 2016. AEP will separate its generation and distribution assets, and, beginning in June 2015, procure electricity for customers through competitive auctions.

While the move toward competition will ultimately benefit consumers, the rate plan includes new charges to recover several hundred million dollars worth of deferred distribution and fuel costs, as well as costs to transition to the market-based model. The Commission allocated these rate impacts among customer classes based upon figures and information provided by AEP.

"Our decisions are only as good as the company billing information they are based upon," Snitchler stated. "In this case, we depended upon AEP to provide accurate data upon which to base our decision. Now that we have a full understanding of the impacts, we are actively developing a plan to resolve the rate impacts faced by affected General Service 2 customers. While I cannot prejudge the outcome, we will take this issue up immediately so that there can be a long-term resolution in place by the end of this month."

The PUCO encourages affected customers to [file written comments online](#) in case 11-346-EL-SSO. Additional information regarding the AEP rate changes and impacts on small business is available at www.PUCO.ohio.gov.

-30-

The Public Utilities Commission of Ohio (PUCO) is the sole agency charged with regulating public utility service. The role of the PUCO is to assure all residential, business, and industrial consumers have access to adequate, safe, and reliable utility services at fair prices while facilitating an environment that provides competitive choices. Consumers with utility related questions or concerns can call the PUCO hotline at (800) 686-PUCO (7826) and speak with a representative.

Subscribe and Unsubscribe to the [PUCO Media Release e-mail service](#)

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64135
Received: 2/9/2012 12:28:34 PM
Message:
WEB ID: 64135 AT:02-09-2012 at 12:28 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Jennifer Johnston

CONTACT SENDER ? No

MAILING ADDRESS:

- 540 Enterprise Drive
- Westerville , Ohio 43081
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: j.johnston@tepgroup.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- *(no utility company name provided?)*
- *(no account name provided?)*
- *(no service address provided?)*
- *(no service phone number provided?)*
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

I believe raising the rates on small business owners is severely unfair to give big businesses a break. This is going to cause small businesses to lay off workers. Large and small towns and their families will suffer even more because there is less money generated all around. This could possibly close some small businesses which will give the larger businesses less competition. Less competition can lead to monopolizing which can again stick it to the individual forced to pay more for services because of less choices. This is taking away hopes and dreams of people

wanting to start a business because they have to consider if the funds will be there to cover the operating expenses. Then if they have to pay extreme costs for their utilities then they are limited in their number of employees and services. I personally work for a small business and their electric tripled. We've adjusted to try to consume less electric for now. But I fear layoffs could be possible to cover the increase.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64138
Received: 2/9/2012 2:12:54 PM
Message:
WEB ID: 64138 AT:02-09-2012 at 02:12 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Jamie Chiero

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 9039 Antares Ave
- 3rd Floor
- Colum , Ohio 43240
- USA

PHONE INFORMATION:

- Home: (614) 592-5264
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: jamiechiero@hotmail.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: American Electric Power
- Name on account: TMR Group
- Service address: 9039 Antares Ave
- Service phone: 614-841-5355
- Account Number: 101-563-426-1-6

COMPLAINT DESCRIPTION:

Our electric bill increased 863% from last month to this month, with just a 4% increase in kilowatt hours used. That sort of increase is ridiculous and something needs done to address the increase. I can only imagine how absurd our bill will be over the summer when our electricity demands are increased and can provide a copy of the bill if necessary. I will also be contacting the Governor's office. I urge you to fix this immediately!!!

Hunter, Donielle

From: ContactThePUCO
Sent: Monday, February 13, 2012 11:21 AM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/13/2012

Re: Jim Thorpe
5994 Lane Rd

Centerburg, OH 43011

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

Notes:

Customer is calling to register his complaint against the AEP increase, he said he runs large dryers during the fall time of the year and supposedly the company come out and set or rest the digital meters?

Just seeing his bill for this month is astronomical and he want to voice his opposition to the increase please put his comments on record. These new rates are going to put small farmers out of business.

Case no: 11-346-EL-SSO

customer wants his comments and concerns added to this case file.

Please docket the attached in the case number above.

JAYRON FABRICATION LLC

13140 W. Martinsburg Rd.

Leesburg, Ohio 45135

740-335-3184

Fax 335-3287

jjayron@emypeople.net

jayronfab.com

RECEIVED FEB 09 2012

PUCO

180 E. Broad St.

Columbus, OH 43215

Case # 11-352-EL-AIR

Dear Sir/Madam:

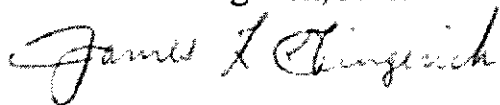
I would like to express my concern with how PUCO has allowed AEP Ohio Power to raise its rates with small businesses without raising the rates of large ones. Our electric bill rose over thirty (30) percent. I was informed by AEP when we moved to our present location in 2010 that the higher my demand for kilowatts were the higher my rate per kilowatt would be. Therefore, the largest user should also have the largest increase.

I am also concerned that PUCO has allowed AEP to raise the non-competitive portion of their bill while lowering the competitive portion which stifles competition and ultimately hurts many consumers while padding the pockets of a few. I am a firm believer in the advantages of free enterprise and would like to see the whole bill be competitive.

I was informed by an AEP representative that what they are doing is legal. I do not dispute that. I believe that just because something is legal does not mean that it is right or honorable. For example: slavery was legal for many years as is abortion today.

Thank you very much for taking the time to hear my concerns and may God give you wisdom.

James L Gingerich, Pres.



P.S. Jayron Fabrication LLC has two full time and two part time employees.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64141
Received: 2/9/2012 2:54:12 PM
Message:
WEB ID: 64141 AT:02-09-2012 at 02:54 PM

Related Case Number:

TYPE: complaint

NAME: Ms. Jeanne Busch

CONTACT SENDER ? No

MAILING ADDRESS:

- 2449 Sandover Road
- Columbus , Ohio 43220
- USA

PHONE INFORMATION:

- Home: 614-451-9485
- Alternative: *(no alternative phone provided?)*
- Fax: 614-457-2200

E-MAIL: *(no e-mail address provided)*

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Permafloor, Inc.
- *(no account name provided?)*
- Service address: 4127 Westward Avenue
- *(no service phone number provided?)*
- Account Number: 108-288-161-5-6

COMPLAINT DESCRIPTION:

I would like to be added to Case # 11-346-ELSSO regarding a complaint about AEP's rate increase on the Distribution service of small businesses in the service area. The rate increase for my company alone was 4 times our normal rate. It is unfortunate that The PUCO allowed AEP this increase when Ohio is struggling to add jobs and become more economically stable.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64088
Received: 2/8/2012 1:02:45 PM
Message:
WEB ID: 64088 AT:02-08-2012 at 01:02 PM

Related Case Number:

TYPE: comment

NAME: Mr. Jayma Davis

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 14 East Gay St
- Columbus , Ohio 43215
- USA

PHONE INFORMATION:

- Home: 419.675.7226
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: jaymadavis@yahoo.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Cafe Briosio
- Service address: 14 East Gay Street
- Service phone: 614.228.8366
- *(no account number provided?)*

COMMENT DESCRIPTION:

With the latest changes granted to AEP has caused our electric expenses to triple. We survive on a very low profit margin and we are very concerned about our future. The impact on all small businesses will be devastating. Will you please reconsider this decision? I plan to check with other small businesses outside the state of Ohio to verify their electric costs and find what organizations exists to protect them. Thank You.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64014
Received: 2/7/2012 1:21:25 PM
Message:
WEB ID: 64014 AT:02-07-2012 at 01:21 PM

Related Case Number:

TYPE: comment

NAME: Ms. Shelley Busch

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 2138 Cleveland Ave NW
- Canton , Ohio 4709
- USA

PHONE INFORMATION:

- Home: 330-455-9991
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: shelbusch01@yahoo.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP Ohio
- Name on account: California Rays Tanning Salon
- Service address: 2138 Cleveland Ave. NW
- Service phone: 330-455-9991
- Account Number: 076-119-491-0-3

COMMENT DESCRIPTION:

My Electricity bills has risen almost 45%, which is outrageous and economically prohibitive to my business. I do not make very much money 8 months out of the year, this increase is killing my business; In our current economic environment I am not able to rise my prices without losing more business. When spring and summer roll around my bill will be totally cost prohibitive and will put me out of business.

More unemployment....Great job to whomever approved this plan for AEP.

By the way, in 2010 AEP saw an increase in profits which allowed for a several million dollar bonus for it's CEO.

Thank you for helping me lose my small business, The one I have poured my heart and soul in.

Sincerely,

Shelley Busch

Owner of California rays Tanning Salon

Hunter, Donielle

From: ContactThePUCO
Sent: Monday, February 13, 2012 11:44 AM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/13/2012

Re: Charles Hossom

,

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

Notes:

Customer is calling about the new electric increase. He was a small general service and he had one month he went over 10 kwh and the next 12 months he was billed at a medium general services. Now this new increase the rate is even higher.

This put him in the position to have to disconnect the barn to eliminate the rate. The bills are 2xs higher and this is hurting all the small generators in Ohio and this makes it impossible to maintain this. he paid \$25,000 some over 5 yrs to put a 3 phase in this was a barn.

He said this is killing small business and he will have consider switching the barn back to residential. He wants his comments and concerns documented on record.

case 11-346-EL-SSO

Please document his concerns and complaint in the case file.
Please docket the attached in the case number above.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64150
Received: 2/9/2012 6:28:53 PM
Message:
WEB ID: 64150 AT:02-09-2012 at 06:28 PM

Related Case Number:

TYPE: comment

NAME: Mr. Timothy Heer

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 3435 Polley Road
- Columbus , Ohio 43221
- USA

PHONE INFORMATION:

- Home: 614-256-4163
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: theer1@columbus.rr.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: case # 11-346-EL-SSO
- Service address: Case # 11-351-EL-AIR
- *(no service phone number provided?)*
- *(no account number provided?)*

COMMENT DESCRIPTION:

My protest to unfairly burden the small business owner and towns who are struggling to survive with the AEP rate increase while corp gets a break. The small business owner and it town are the back bone of the USA, not corporations already off shoring jobs. If you break the back of the small business industry, the economic recovery will fail. Corp business will not recover us or solve this countries economic problems.

RECEIVED FEB 06 2012



The Public Utilities Commission of Ohio

180, East Broad Street,

Columbus, Ohio, 43215

For the Attention of Chairman Mr. J A Snitchler

Dear Mr. Snitchler,

I have the privilege of leading a small technical materials based company in Gahanna, Ohio. We number twelve. I am British but the remaining eleven on the team are born and raised Ohioans. The company was started in the late 1970's based on a patented idea for economically manufacturing stainless steel short fibers. We face today's fiscal challenges with aptitude for hard-work and sound planning to ensure we can maintain our current work force, pay our debts and make a profit for our shareholders. Our plans include growth; growth in developing new products to increase our market share, particularly in export sales so we can generate more jobs and wealth. We are a small pin in the under-pinning of a successful free-market economy. Like any company we plan for the following year in the prior year's third and fourth quarters. We set out our ambitions on paper, seek approval from our board of directors and the ever important lending institution. There are many unknowns but these are typically concentrated in sales and marketing part of our plans. Our budget for 2012 was set in December 2011. As heavy users of electrical power we projected our power needs and its cost with precision. How wrong we were.

Our AEP power bill received in January for December distribution was \$7,998.30 for 87,300kWh while we had been paying \$3,500 for the same amount of power just the month before. A real increase (because it is a real bill that we are really obliged to pay) of 128%! We have spoken directly with our supplier AEP and they have confirmed, as you will know that this is not a mistake, and has occurred as a result of your offices approval. I have further been informed that the approval occurred at the PUCO meeting held on 14 December which did not give AEP time to warn customers of the increase (but still time enough to prepare the new bills!). It is also my understanding that the approval of these "revised billing rules" will remain in place for 3 years! On closer examination of the January bill I note that the increases are attributed to "the market transition rider" and the "load factor rider". These have been described to me as "revenue neutral" for AEP. They collect the money from us but pay it out to other users to reduce their bill(s)- nice!

As I have sat through 3 hours of meetings with AEP to explain/justify the new reality I am sure given the chance you would give me your justification for what has occurred. But I don't want that. I want you to think about this new reality in human terms. Projected through the year this unseen, un-planned , unbudgeted cost on our bottom line is \$50,000 to \$60,000. That equates to one or two salaries. I have two options either to increase our prices against already lower priced Chinese imports or lose a worker so our twelve will soon be eleven. Please think about that potentially jobless person on your drive home or sitting in church on Sunday; **that sir is the real reality when all the politicking is done.**

I want you to know that I don't hold you personally to blame. I am sure your part in this decision was made with the best intentions. But I hope you can see that this particular decision, for similar small Ohio companies like ours never gave us time to plan. All business men expect increases but "REAL ,net 30 days to pay with US dollars or service will be cut increases of 128% from one month to the next without notice" is virtually insane if your real intent is to encourage small businesses.

I do have a workable solution which is so simple I am surprised it was not integrated with the legislation. Work out the load factor rider as prescribed and compare with the average bill paid by the specific customer (NOT the fictitious" what you might have paid calculations" I saw yesterday from AEP) for the last 12 months and cap at 5% or 10% increase. Few would argue with that.

Let me conclude by assuring you that we will continue to fight for a better world for our share holders and our employees despite the obstacles you may unwittingly place in our path. Some of us will succeed and some will fail. But it would be so much better if we could do it with your help and understanding of the realities we face as small manufacturing companies in Ohio.

Yours Most Respectfully,

Kevin Jackson

Mr. Kevin Jackson President Ribbon Technologies Corporation.

PS . I did last week log an email complaint on the PUCO website. I have copied it below for your reference.

PPS. Please note I will send a courtesy copy of this letter to Mr. Kasich

We are a small Ohio based manufacturing company - 12 employees. Our average power consumption per month is 93,000KWh. In 2011 we divided our power suppliers between AEP Retail for Generation and AEP for distribution and transmission. Our total power bill for 2011 therefore reduced. In January 2012 we were shocked by a huge increase in the cost of transmission and distribution from AEP -the increase is more than double, more than 100%. Of course, as you suggest, we have taken this matter up with AEP and our discussions continue. But I read in the Columbus Dispatch today that you were party to this attack on Ohio small businesses; I quote." The PUCO and several other groups crafted the rates in a way that provides a discount for large manufacturers , one that is essentially paid for by rate increases for others, including small businesses..." Are you completely insane? Why would you think that small businesses in the current American financial climate can tolerate increases in any cost that more than doubles? by all means pass through your cost increases. We do the same but we have to compete with the Chinese. How many Ohio jobs would you expect to see from our small company if I decided to double the price of our product? I would quite rightly lose my job because of mismanagement and a blatant disregard of the current realities in the export world which is the ONLY place we will secure a stable secure future for our children and this country. So how can you help? Realize just one commonsense argument and communicate it to AEP - "Your customers cannot tolerate cost hikes that are multiples of the cost of living index". COL index is around 3-4% pass on 3-4% to everyone not JUST the few as in this case who appear to be small businesses!

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64161
Received: 2/9/2012 10:00:06 PM
Message:
WEB ID: 64161 AT:02-09-2012 at 09:59 PM

Related Case Number:

TYPE: comment

NAME: Mr. Vicki Boggs

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 3555 E Fulton St
- Columbus , Ohio 43227
- USA

PHONE INFORMATION:

- Home: 614-263-6972
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: vboggs23@gmail.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Boggs and Associates, Inc.
- Name on account: Steve Boggs
- Service address: 3551 & 3553 E Fulton ST, Columbus, OH 43227
- Service phone: 614-237-0600
- *(no account number provided?)*

COMMENT DESCRIPTION:

case numbers 11-346-EL-SSO and 11-351-EL-AIR

Our small business is suffering under the new rate hikes for electrical service. We are a machine shop and almost everything we do depends on electricity. If our overhead gets much higher we may be forced to close our business.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64171
Received: 2/10/2012 8:05:46 AM
Message:
WEB ID: 64171 AT:02-10-2012 at 08:05 AM

Related Case Number:

TYPE: comment

NAME: Mr. Chip Moore

CONTACT SENDER ? No

MAILING ADDRESS:

- 571 Jasper Road
- Piketon , Ohio 45661
- USA

PHONE INFORMATION:

- Home: 740-493-2100
- Alternative: 740-835-1540
- Fax: *(no fax number provided?)*

E-MAIL: vsm_mlm@yahoo.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: No Name Lumber, LLC
- Name on account: Chip Moore
- Service address: 165 No Name Road Jasper, OH 45661
- *(no service phone number provided?)*
- Account Number: 109-540-701-0-7

COMMENT DESCRIPTION:

My AEP delivery charge for my electric this month increased \$1700, while the supplier charge remained the same. I operate a small sawmill in southern Ohio with 17 employees. We are barely making ends meet, hoping for a change in the economy. This increase in my electric rate will make me rethink whether it is worth hanging on or to just close the business, putting the men out of work in a county that is one of Ohio's poorest and the unemployment rate is one of the highest. I'm sure the bank would foreclose on my property, as well as the homes of many of my men. I cannot understand why PUCO approved a rate change that will put many small businesses out of business, all the while enabling the larger businesses to get richer. When will it ever end?

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64150
Received: 2/9/2012 6:28:53 PM
Message:
WEB ID: 64150 AT:02-09-2012 at 06:28 PM

Related Case Number:

TYPE: comment

NAME: Mr. Timothy Heer

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 3435 Polley Road
- Columbus , Ohio 43221
- USA

PHONE INFORMATION:

- Home: 614-256-4163
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: theer1@columbus.rr.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: case # 11-346-EL-SSO
- Service address: Case # 11-351-EL-AIR
- *(no service phone number provided?)*
- *(no account number provided?)*

COMMENT DESCRIPTION:

My protest to unfairly burden the small business owner and towns who are struggling to survive with the AEP rate increase while corp gets a break. The small business owner and it town are the back bone of the USA, not corporations already off shoring jobs. If you break the back of the small business industry, the economic recovery will fail. Corp business will not recover us or solve this countries economic problems.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64175
Received: 2/10/2012 10:30:40 AM
Message:
WEB ID: 64175 AT:02-10-2012 at 10:30 AM

Related Case Number:

TYPE: complaint

NAME: *(No first or last name submitted ?)*

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 14134 County Road 140
- 14134 Fairground Road
- P.O.Box 317
- Kenton , Ohio 43326-9076
- USA

PHONE INFORMATION:

- Home: 419-675-2396
- Alternative: *(no alternative phone provided?)*
- Fax: 419-673-1189

E-MAIL: hardincountyfair@windstream.net

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Hardin County Fairgrounds
- Name on account: Hardin County Agricultural Society
- Service address: 14134 County Road 140
- Service phone: 419-675-2396
- Account Number: 078-601-832-7-1

COMPLAINT DESCRIPTION:

Our electric bill has doubled in cost starting on the bill due on January 27, 2012. We can't afford to keep paying this high of a bill. We are a non-profit organization. What can we do to lower our bill?

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64169
Received: 2/10/2012 7:47:28 AM
Message:
WEB ID: 64169 AT:02-10-2012 at 07:47 AM

Related Case Number:

TYPE: comment

NAME: Mr. Donald Slone

CONTACT SENDER ? No

MAILING ADDRESS:

- P.O. Box 724
- 564 Big Run Road
- Piketon , Ohio 45661
- USA

PHONE INFORMATION:

- Home: 740-289-4229
- Alternative: 740-835-6232
- Fax: *(no fax number provided?)*

E-MAIL: penguin5@bright.net

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Plaza Car Wash Lube, Oil & Tire
- Name on account: Donald R. Slone
- Service address: 519 E. Second Street Waverly, OH 45690
- *(no service phone number provided?)*
- Account Number: 105-721-130-2-4

COMMENT DESCRIPTION:

I am upset that AEP has almost doubled my electric rate. My bill this month was 217.00 higher than last month, and that was only for the distribution charge. (The supplier charge was only 3.00 higher.) I have been operating for sometime with a very marginal profit and this electric rate raise will just put me further in the hole. I don't understand why I am footing the bill for larger businesses - I especially don't understand why you okayed the raise to AEP when they are showing billion of dollars worth of profits.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64153
Received: 2/9/2012 7:51:58 PM
Message:
WEB ID: 64153 AT:02-09-2012 at 07:51 PM

Related Case Number:

TYPE: complaint

NAME: Ms. Elizabeth Livingston

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 115 Oak Meadow Dr. Apt. O
- Pataskala , Ohio 43062
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: 740-404-0793
- Fax: *(no fax number provided?)*

E-MAIL: livingstonhome6@aol.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: American Electric Power
- Name on account: Elizabeth Livingston
- Service address: 115 Oak Meadow Dr. Apt. O
- Service phone: 740-404-0793
- Account Number: 10882484214

COMPLAINT DESCRIPTION:

Although my electric bill has not increased too much, as far as I can tell as of today. I am still waiting on my new bill.

I have noticed at my place of employment that our electric bills for our office and at our out of the area office and in our vacant units have went up very significantly. This will effect me. As far as raises and hours go. Also, possibly wipe my job out.

This involves case number 11-346-EL-SSO or case number 11-351-EL-Air

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64173
Received: 2/10/2012 9:57:53 AM
Message:
WEB ID: 64173 AT:02-10-2012 at 09:57 AM

Related Case Number:

TYPE: comment

NAME: Mr. Ralph Imes

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 3219 Rhodes Ave.
- New Boston , Ohio 45662-4911
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: (740) 456-4495
- Fax: *(no fax number provided?)*

E-MAIL: antiquecarguy@hotmail.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: American Electric Power
- *(no account name provided?)*
- *(no service address provided?)*
- *(no service phone number provided?)*
- *(no account number provided?)*

COMMENT DESCRIPTION:

I was wondering just how anyone can justify allowing the electric company to raise our rates by 35% for individual consumers and actually lower it on BIG BUSINESS?

I am in the towing business (only ONE truck) (also under P.U.C.O CONTROL!) and what would happen if I suddenly jumped my rates 35% especially in this time of economic troubles? Right

now, I am doing in a week what I use to do in a day!

All this is going to do is impede any start up businesses from coming to Ohio and most likely cause some on the edge to go under...IS THIS WHAT WE NEED FOR OHIO? NO! Another small business (Grocery Store) owner told me the other day his bill went from \$15,000. to \$21,000. per month and was considering shutting the store down and opening one in Kentucky. Who ultimately pays? WE, the POOR do.

This is SOUTHERN ohio, we do not have the big money floating around that big cities like Columbus does.

It says in your mission statement, "Scrutinizes rate and service matters for consumer protection". Does that go for poor individuals or just BIG BUSINESS?

Thank you for letting me have my say!

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64186
Received: 2/10/2012 1:18:25 PM
Message:
WEB ID: 64186 AT:02-10-2012 at 01:18 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Brad Deleruyelle

CONTACT SENDER ? Yes

MAILING ADDRESS:

- Pandora-Gilboa Local School District
- 410 Rocket Ridge
- Pandora , Ohio 45877
- USA

PHONE INFORMATION:

- Home: (419) 384-3227
- Alternative: (419) 384-3225
- Fax: (419) 384-3230

E-MAIL: pg_treas@noacsc.org

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP Ohio
- Name on account: Pandora-Gilboa Local School
- Service address: 410 Rocket Ridge
- Service phone: 419-384-3227
- Account Number: 070-754-278-0-2

COMPLAINT DESCRIPTION:

I am messaging you as a school treasurer and a concerned constituent. The PUCO has allowed some extreme rate hikes for AEP Ohio, my major concern is their lack of concern for the public sector. As you know, as they increase our costs, it costs more public tax payer dollars to pay for these increases. Other power companies around the state offer discounts to public entities while AEP Ohio does not.

To make matters worse, we have tried to enroll in choosing a different provider, but AEP Ohio muddies the waters, creates one new hoop after another, requires installations of cellular phone modules at all their meters if you want to switch, as well as charging other fees to eat up any savings we would see from switching.

We all know they do not fully disclose the nature of all their charges on their bills the customers receive by lumping things together, some of which as a public entity we would be exempt from, but these hikes are extreme.

For example, our bill in January of last year was \$11,180 for 137,100 kwh of electricity. This January our bill was \$13,888 for only 136,800 kwh of electricity. In other words, we used 300 kwh less and were charged \$2,708 more. This is one heck of an increase. Sure some can expect costs to go up some over time, but a 25% increase in one year? This needs to be a priority for AEP Ohio to do what is right and stop the overwhelming greed of preying on taxpayers.

Please follow up with me if there are others I should be contacting. I will begin posting this as a letter to the editor of many of our area's newspapers to gather awareness of the issue among other taxpayers.

Thank you.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64189
Received: 2/10/2012 1:33:12 PM
Message:
WEB ID: 64189 AT:02-10-2012 at 01:33 PM

Related Case Number:

TYPE: complaint

NAME: Mr. RALPH DEJONG

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 620 mccutcheon rd
- gahanna , Ohio 43230
- USA

PHONE INFORMATION:

- Home: 614-475-0860
- Alternative: 614-325-0568
- Fax: *(no fax number provided?)*

E-MAIL: dutchgirl@wowway.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: GOOD SAMARITAN CHURCH
- Name on account: GOOD SAMARITAN CHURCH
- Service address: 620 MCCUTCHEON RD
- Service phone: 614-471-4594
- Account Number: 107-527-460-1-5

COMPLAINT DESCRIPTION:

THE DSTRIBUTION PORTION OF OUR BILL INCREASED 253% FROM DEC TO JAN2012.DEC CHARGE WAS .0305 PER KWH, JAN BILL WAS .0774 PER KWH. I CALLED AEP AND WAS GIVEN A CORPORATE ANSWER.I STATED MAYBE THERE WAS AN ERROR IN CALCULATION BUT THEY WOULD NOT DO IT.I THEN ASKED FOR THE NEW RATES TO CALCULATE IT MYSELF I WAS REFERED TO THE CASE NUMBERS ON THE BILL. THEY ARE IMPOSSIBLE FOR THE CONSUMER TO

READ.THE CHURCH IS A NON PROFIT CORPORATION.IF I CALCULATE IT
CORRECTLY IT WILL INCREASE OUR COST BY \$6,000.00 PER YEAR. (ALSO OUR
SCHOOL DISTRICT INCREASE IS \$1.2 MILLION) IF I HAVE CALCULATED IT WRONG
I AM OPEN TO ANY INFORMATION YOU CAN GIVE ME THANK YOU FOR YOUR
CONSIDERATION OF OUR PROBLEM RALPH DEJONG TREASURER GOOD
SAMARITAN CHURCH

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64191
Received: 2/10/2012 1:41:43 PM
Message:
WEB ID: 64191 AT:02-10-2012 at 01:41 PM

Related Case Number:

TYPE: complaint

NAME: Mrs. Loretta Baker

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 118 N. Main Street
- P. O. Box 1046
- Antwerp , Ohio 45813
- USA

PHONE INFORMATION:

- Home: 419-258-2241
- Alternative: *(no alternative phone provided?)*
- Fax: 419-258-1337

E-MAIL: antelktr@mchsi.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Village of Antwerp
- Name on account: Village of Antwerp
- Service address: many - all in Antwerp OH
- Service phone: 419-258-2241
- Account Number: 076-893-600-01-1

COMPLAINT DESCRIPTION:

As you are well aware, per case number 11-346-EL-SSO the Village of Antwerp has some real concerns for the Village as well as its residents regarding the increase the AEP has placed. As fiscal officer for the Village I have appropriated the amount of money for electric power as felt per past history. With this great increase I predict the Village will have to pay an additional 33% over last year. I do not know where the Village or residents on low income will be able to survive with this increase.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64187
Received: 2/10/2012 1:28:41 PM
Message:
WEB ID: 64187 AT:02-10-2012 at 01:28 PM

Related Case Number:

TYPE: comment

NAME: Mr. Herb Davis

CONTACT SENDER ? No

MAILING ADDRESS:

- 3275 Alum Creek Dr
- Columbus , Ohio 43207
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: herb.davis@farousa.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: FARO Services
- Name on account: Freight-A-Rangers
- Service address: 3275 Alum Creek Dr., Columbus, OH 43207
- Service phone: 614-497-1700
- Account Number: 106-458-202-6-6

COMMENT DESCRIPTION:

I read the articles in the Dispatch last year when this first came out but could not see how much this was going to increase the cost or what it would mean to businesses. It was quite a shock to see that it doubled our cost for distribution charges from AEP. When trying to develop a budget it certainly doesn't help that something like this isn't fully explained by AEP. "Standard Offer Generation Service Rider Step1 thru ?? Do these really exist? I watch our costs, especially electric and this came as quite a shock to us, no pun intended. I'm also confused as it looks like AEP is starting a company that will be in competition with itself. That's a good gig if you can get it.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64172
Received: 2/10/2012 9:44:21 AM
Message:
WEB ID: 64172 AT:02-10-2012 at 09:44 AM

Related Case Number:

TYPE: comment

NAME: Mr. Robert Lanker

CONTACT SENDER ? No

MAILING ADDRESS:

- 459 State Route 97
- Bellville , Ohio 44813
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: blanker@midohioresources.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Mid Ohio Resources
- Name on account: Mid-Ohio Resources Inc
- Service address: 459 State Route 97
- Service phone: 419-886-3350
- Account Number: 079-512-555-0-9

COMMENT DESCRIPTION:

Gentlemen: I am writing to express my concern over the recent AEP rate hike that you approved. I am General Manager of Mid Ohio Resources located in Bellville, Ohio. We are a small business. We mine and process sand and gravel for the community and the construction industry. Electric is our primary source of energy. As you are aware companies tied to the construction business have been hit hard during the current recession. The rate increase to our company will add a significant burden to our operation in an already tough economic environment. When we budget each year we expect expenses to increase 3 to 5% not the magnitude of our current electric increase. I trust AEP and the PUCO will reconsider this recent decision. Thank You, Bob Lanker

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64178
Received: 2/10/2012 11:46:02 AM
Message:
WEB ID: 64178 AT:02-10-2012 at 11:45 AM

Related Case Number:

TYPE: complaint

NAME: Mr. Keith Mullet

CONTACT SENDER ? No

MAILING ADDRESS:

- 138 Second Street NW
- PO Box 278
- Sugarcreek , Ohio 44681
- USA

PHONE INFORMATION:

- Home: (330) 852-4681
- Alternative: *(no alternative phone provided?)*
- Fax: (330) 852-4683

E-MAIL: tmkfeed@tusco.net

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: TMK Farm Service
- Service address: 138 Second Street NW
- Service phone: 330 852 4681
- Account Number: 078-013-638-0-0

COMPLAINT DESCRIPTION:

I received my monthly AEP bill and saw my bill jump from \$742.54 for 4880 KWH to \$1101.22 for 5360 KWH. The Generation Service actually dropped by \$14.53 and my Customer Charge dropped by 12 cents, but my Distribution charge went from \$259.54 to \$630.97. I am not happy about this and wonder what in the world is going on that they are allowed to increase this fee by over 40%.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64184
Received: 2/10/2012 1:06:23 PM
Message:
WEB ID: 64184 AT:02-10-2012 at 01:06 PM

Related Case Number:

TYPE: comment

NAME: Mr. David Gorman

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 2625 Parsons Av
- Columbus , Ohio 43207
- USA

PHONE INFORMATION:

- Home: 614-443-4500
- Alternative: 614-209-4500
- Fax: 614-448-9200

E-MAIL: egormaninc@aol.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: E. Gorman Inc.
- Name on account: Gormans Body Shop
- Service address: 2625 Parsons Av & 2631 Parsons Av
- Service phone: 614-443-4500
- Account Number: 101-247-622-5-2/104-347-622-1-6/101-747-622-3-4

COMMENT DESCRIPTION:

We have a body shop with 2 meters and another building next door with one meter. The one meter had a 30% increase. the second meter had a 80% increase and the third meter had an 115% increase. We find this quite terrible. As a small business owner there is no way we could raise our prices in this manner. PUCO needs to re-evaluate this ridiculous increase from AEP. Case Numbers listed are 11-346-EL-SSO and 11-351-EL-AIR

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64184
Received: 2/10/2012 1:06:23 PM
Message:
WEB ID: 64184 AT:02-10-2012 at 01:06 PM

Related Case Number:

TYPE: comment

NAME: Mr. David Gorman

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 2625 Parsons Av
- Columbus , Ohio 43207
- USA

PHONE INFORMATION:

- Home: 614-443-4500
- Alternative: 614-209-4500
- Fax: 614-448-9200

E-MAIL: egormaninc@aol.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: E. Gorman Inc.
- Name on account: Gormans Body Shop
- Service address: 2625 Parsons Av & 2631 Parsons Av
- Service phone: 614-443-4500
- Account Number: 101-247-622-5-2/104-347-622-1-6/101-747-622-3-4

COMMENT DESCRIPTION:

We have a body shop with 2 meters and another building next door with one meter. The one meter had a 30% increase. the second meter had a 80% increase and the third meter had an 115% increase. We find this quite terrible. As a small business owner there is no way we could raise our prices in this manner. PUCO needs to re-evaluate this ridiculous increase from AEP. Case Numbers listed are 11-346-EL-SSO and 11-351-EL-AIR

Hunter, Donielle

From: ContactThePUCO
Sent: Monday, February 13, 2012 12:47 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/13/2012

Re: Tom Harvey
PO Box 502

Granville, OH 43023

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

Notes:

Comments: Jay, as a small business man employing 40 + people in Newark, I was shocked as I opened my newest AEP bill. Their charge for "distribution charge" has gone up +242% vs 2010. This can't make sense to any who controls these charges..I hope there is something you can do about these new rates..Thanks, Tom Harvey, Owner, Hope Timber Companies.

Please docket the attached in the case number above.



Public Utilities Commission

Online application for Certification
as an Eligible Ohio Renewable
Energy Resource Generating Facility

V61511

Case No.: 13-0370-EL-REN

A. Name of Renewable Generating Facility: S Johnson

The name specified will appear on the facility's certificate of eligibility issued by the Public Utilities Commission of Ohio.

Facility Location

Street Address: 199 Cambridge Drive

City: Strasburg State: PA County: Lancaster Zip Code: 17579

Facility Latitude and Longitude

Latitude: 40.00 Longitude: -76.20

There are internet mapping tools available to determine the latitude and longitude, if you do not have this information.

If applicable, U.S. Department of Energy, Energy Information Administration Form EIA-860 Plant Name and Plant Code.

EIA-860 Plant Name:

EIA Plant Code:

B. Legal Name of the Facility Owner

Please note that the facility owner name listed will be the name that appears on the certificate. The address provided in this section is where the certificate will be sent.

If the facility has multiple owners, please provide the following information for each on additional sheets.

Legal Name of the Facility Owner: S Johnson

Legal Name of Facility Owner Representative (First Name, MI, Last Name): Stan Johnson

Title: Owner

Organization:

Street Address: 199 Cambridge Drive

City: Strasburg **State:** PA **Zip Code:** 17579

Phone: 717-687-0926 **Fax:**

Email Address: stanj55@hotmail.com

Web Site Address:

Hunter, Donielle

From: ContactThePUCO
Sent: Monday, February 13, 2012 12:48 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/13/2012

Re: Robert Patrick
112 Craig Dr

Thornville, OH 43076

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

Notes: Message: I see the Governor si looking into the AEP Hikes for small businesses. What about for the families. My bill went up tremendously with this rate hike. I used 100 kw less than last year and my bill went up from less than 200 dollars to over 300 dollars with less KW used. I understand a few dollar hike but 100 dollars. This is crazy..... I would like to know who approved AEP rate hike and how much did they get paid to make that sdecison..

Please docket the attached in the case number above.

Hunter, Donielle

From: ContactThePUCO
Sent: Monday, February 13, 2012 12:49 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/13/2012

Re: Mark Boley
2 Northern Dr

Millersburg, OH 44654

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

Notes: Message: Dear Governor Stop the insanity on these recent rate increases we have all received for our electric. I am director for a small non profit organization that has had to cut cut cut to stay alive and now this. Our bill doubled and we had used 200KW less then the previous year. I know you say you will not intervene with the PUCO but you MUST. Small business and non profits will be so affected that they will be forced to increase prices or close. Is this good for the Ohio economy? I don't think so. Just when things start to look better we are faced with this crisis. Please do something to save Ohio. Thank you for your time. I will be watching the news to see if you get envolved and if not I will know where your loyalties lay.

Please docket the attached in the case number above.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64193
Received: 2/10/2012 2:02:00 PM
Message:
WEB ID: 64193 AT:02-10-2012 at 02:01 PM

Related Case Number:

TYPE: comment

NAME: Mrs. Danielle Hays

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 2975A Morse Road
- Columbus , Ohio 43231
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: 614-325-5420
- Fax: *(no fax number provided?)*

E-MAIL: danielle@columbuscaraudio.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Columbus Car Audio & Accessories
- Name on account: CCAE Inc
- Service address: 2975 Morse Road
- Service phone: 614-337-1091
- Account Number: 100-853-22-4-7

COMMENT DESCRIPTION:

Case #:11-346-EL-SSO and 11-351-EL-AIR

After review of my company electric bill for January 2012 compared to January 2011 my distribution service from AEP increased 143%. I don't want to even image what's going to happen in the summer months, when my usage increases! As a small business employer (30

employees) in Columbus I can not believe such an increase would be allowed. We have no choice we have to have electric to stay open and operate. I can't raise my prices 143% to cover this craziness! The product we sell and service is not a necessity as electric is to most humans. I'm going to estimate that this price increase will cost my business an additional \$10,000+ a year!! How can people sitting behind a desk that do not operate small businesses, schools, etc have any idea how this would impact us? Did they do a study to find out? If they knew shame on them! I need to hire and grow my business, but when government approves such drastic changes to our budgets (with very short warning) how are we as employers going to grow and help this economy?

Office of the Governor
RECEIVED

puc

FEB 07 2012

February 5, 2012

Governor John R. Kasich

Governor John Kasich
Riffe Center, 30th Flr.
77 S. High St.
Columbus, OH 45215-6117

The PUCO has approved huge increases to the electric rates for the business and residential customers of Ohio. This was done as AEP posted record profits in the state of Ohio as reported in the Columbus Dispatch, December 18, 2011 and again on January of 2012.

As a residential customer, my bill for November was estimated at \$124.00 and my bill for one of the warmest Decembers on record was \$287.00. AEP said they underestimated the November bill but the December bill picked up the difference and we were charged for the entire period at their new and inflated rates. The PUCO, also, concluded that they could do this. Our bill doubled and some of our neighbors had bills that tripled. This is breaking the backs of the unemployed, the hardworking who have not had a salary increase, and those of us who are retired.

The citizens of Ohio are alarmed that the commission could approve any increase to the electric rates not only to residential customers but the application to small business and schools which will kill the economy. Obviously, these increases will be passed down to us, the taxpayer.

You are about to appoint a new commissioner at quite a large salary; hopefully, you will appoint someone that will look out for the people and business of Ohio instead of the commissioners now who seem to have only the utility companies interest in mind.

The general consensus of the people in this community is that the current people who now run the PUCO should be terminated immediately and replaced by people who will be fair not only to the utilities but to Ohioans as well.

I read in the paper today that you won't get involved in this miscarriage of justice to Ohioans. I voted for you because I thought you would try and correct some of the wrongdoings occurring in this state but if you ignore this injustice, I will personally never vote for you again.



George C. Kelly
4421 Baker Road
Albany, Ohio 45710
740 698-0463

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64028
Received: 2/7/2012 3:18:24 PM
Message:
WEB ID: 64028 AT:02-07-2012 at 03:18 PM

Related Case Number:

TYPE: comment

NAME: Mr. Brian Caldwell

CONTACT SENDER ? Yes

MAILING ADDRESS:

- PO Box 146
- Upper Sandusky , Ohio 43351
- USA

PHONE INFORMATION:

- Home: 419-294-3424
- Alternative: *(no alternative phone provided?)*
- Fax: 419-294-3130

E-MAIL: brian@handytwineknife.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Handy Twine Knife Company, Inc.
- Service address: 5676 CH 330 Upper Sandusky, OH 43351
- Service phone: 419-294-3424
- *(no account number provided?)*

COMMENT DESCRIPTION:

I just wanted to comment on the recent PUCO approved rate increase that we now see on our electric bill. I know our bill isn't nearly what other businesses pay, regardless, its tough enough to get by without this rate increase! I was planning to hire another machine operator soon. Probably won't now. I understand that every company has the right to make a profit, if I raised my prices by this much I wouldn't be here to pay the AEP bill would I ? How would that help the economy, the state or AEP? You should be more careful of what you approve. I have a bill on my desk that I can't pay today.

Hunter, Donielle

From: ContactThePUCO
Sent: Monday, February 13, 2012 12:54 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/13/2012

Re: Jamie Chiero
9039 Antares Ave
3rd floor
Columbus, OH 43240

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

Notes: I've already spoken to someone in the Governor's office earlier today about the rate increases that AEP passed and PUCO approved. I was told that the Governor can't do anything about it other than have someone from PUCO contact me. I think that is a very poor answer, and that comes from someone who wholeheartedly supported the governor last election. I manage several small businesses, and these types of cost increases are exactly the opposite of what the state needs to remain competitive for job creation. One of our bills increased 863% from last month to this month. I would be more than happy to provide a copy of that bill. If the Governor cannot do anything, than I'm not really sure who can!!! His job is to manage the activities of the state, and I'm pretty sure the Public Utilities Commission of OHIO falls under that category as an agency of this state. I urge the Governor not to take a pass on this one and reach out to the board members that his office is responsible for appointing.

Please docket the notes in the case number above.

LAKEWOOD RACQUET CLUB



10 LAKEWOOD DRIVE • LEXINGTON, OHIO 44904
PHONE 419-884-3043

RECEIVED FEB 13 2012

RECEIVED FEB 15

AMERICAN ELECTRIC POWER
PO BOX 24002
CANTON, OHIO 44701-4002

FEBRUARY 10, 2012
Acct # 075-282-046-1-8
072-333-046-0-4

As a small business employer in this current economy, I could not believe the huge increase in our A.E.P. electric charges this month. Especially to have this occur during tax season.

On February 6th, I called and had a conversation with a gentleman named Charlie. He did try to explain why the rates had escalated so drastically. Mergers, generation fuel costs, distribution rates, etc. etc.

We understand that rates increase for various reasons, but to increase from \$2,256.41 to \$3,107.13 is just outrageous! If you are trying to terminate our business, you are doing a great job!

After talking with the Public Utilities Commission of Ohio, we understand that they are reviewing your increases. I hope that there will be an adjustment in the near future.

Sincerely,

Marian E. Webster

A handwritten signature in cursive script that reads "Marian E. Webster". The signature is written in dark ink and is positioned below the typed name.

CC: Public Utilities Commission of Ohio
MW:pw

LAKEWOOD RACQUET CLUB



10 LAKEWOOD DRIVE • LEXINGTON, OHIO 44904
PHONE 419-884-3043

RECEIVED FEB 13 2012

RECEIVED FEB 15

AMERICAN ELECTRIC POWER
PO BOX 24002
CANTON, OHIO 44701-4002

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After talking with the Public Utilities Commission of Ohio, we understand that they are reviewing your increases. I hope that there will be an adjustment in the near future.

Sincerely,

Marian E. Webster

Marian E. Webster

CC: Public Utilities Commission of Ohio
MW:pw

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64211
Received: 2/10/2012 9:29:09 PM
Message:
WEB ID: 64211 AT:02-10-2012 at 09:28 PM

Related Case Number:

TYPE: comment

NAME: Mr. Bob Patel

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 24 north bridge st
- chillicothe , Ohio 45601
- USA

PHONE INFORMATION:

- Home: 740-774-2512
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: manager@chillicotheinn.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: jashu hospitality llc
- Service address: 24 north bridge st
- Service phone: 740-774-2512
- *(no account number provided?)*

COMMENT DESCRIPTION:

we are facing very difficult situation bcause of rate increse by AEP , our electric bill went up three times than regular bill if this rate increse continue than we are affraid to close down our business and file for bankrupsy we do really appreciate if necessary action taken by PUCO to survive our business in this difficult economy situation.

Thank You Bob

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64225
Received: 2/11/2012 9:26:24 AM
Message:
WEB ID: 64225 AT:02-11-2012 at 09:26 AM

Related Case Number:

TYPE: complaint

NAME: Mrs. Kathy DeRose

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 604 John Street
- Hillsboro , Ohio 45133
- USA

PHONE INFORMATION:

- Home: (937) 288-2649
- Alternative: (937) 393-9975
- Fax: (937) 393-5741

E-MAIL: derose1953@msn.com or highlancofair@yahoo.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP Ohio - Columbus & Southern Power
- Name on account: Highland County Ag Society or Highland Co Fair Board
- Service address: Multiple
- Service phone: (937) 393-9975
- Account Number: Multiple

COMPLAINT DESCRIPTION:

HIGHLAND COUNTY AGRICULTURE SOCIETY P.O. Box 564 Hillsboro, Ohio 45133 Tele.
(937) 393-9975 Fax (937) 393-5741

To: Ohio PUCO RE: Case number 11-346-EL-SSO

The Highland County Agriculture Society for the promotion of agricultural and youth development in Highland County, we are a non profit society that puts on the annual County Fair. We have over two thousand county youth involved in the fair and 4-H, FFA, Boy Scouts, Girl Scouts and open project for the youth of Highland County.

We operate a county fair grounds, consisting of twenty-five buildings and approximately one hundred and twenty acres of land.

We have thirty nine (39) AEP electric meters that we pay a bill on each month. During the annual County Fair in 2011 our combined bill was over \$18,000, our monthly bill the remaining eleven months will vary between \$800 and \$1500 dollars. The first bill we received in 2012 was increased by over \$1000 due to the AEP rate increase; we believe this is an excessive and unfair increase; this will increase our electric utility cost \$12,000 to \$15,000 annually. This is a major cost increase to a non-profit organization whose goal is to develop youth leadership and values. When we receive cost increase such as this we must expend less money on youth activities and this has a negative effect on our ability to help develop the youth of our county into future leaders.

We would pray the PUCO would re-evaluate the AEP rate structure and lessen the impact on non-profit, small businesses and Churches.

With today's economy small businesses are having an extremely difficult time surviving and expanding, we need to develop all the jobs we can in Ohio and the present rate structure is very detrimental to job development.

Respectively Submitted:

The Highland County Agriculture Society, Board of Directors,

Kathy DeRose, Executive Secretary

Kathy DeRose

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64306
Received: 2/12/2012 3:50:51 PM
Message:
WEB ID: 64306 AT:02-12-2012 at 03:50 PM

Related Case Number:

TYPE: complaint

NAME: Mr. David Vogt

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 19 W. Columbus St
- Nelsonville , Ohio 45764
- USA

PHONE INFORMATION:

- Home: 740-797-4702
- Alternative: 740-753-4944
- Fax: *(no fax number provided?)*

E-MAIL: normmoe@yahoo.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: PDQ Carroul on the Square LLC
- Service address: 19 W. Columbus St
- Service phone: 740-753-4944
- Account Number: 104883300-6-8

COMPLAINT DESCRIPTION:

Reference case no. 11-346-EL-SSO. I own the above listed business and wanting action based on my electric bill. I am a small business and my bill in Dec was \$53.25 with 1733 KWH of usage. My January bill went to \$377.63 with 1720 of KWH. My business is roughly 800 sq ft. To add insult to injury I'm being asked to pay a back charge into Dec of \$126.34 for make up charges. I am a new business roughly 1 1/2 yrs old. I lost my job and couldn't find one so I created one. I want to expand but now may have to shut down. I think you also need to look in to the 17 million bonus the AEP Ceo received along with the additional bonuses up upwards of 100 million for the other execs. Thank you, Dave Vogt

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64252
Received: 2/11/2012 1:40:17 PM
Message:
WEB ID: 64252 AT:02-11-2012 at 01:40 PM

Related Case Number:

TYPE: comment

NAME: Mr. Ron Haas

CONTACT SENDER ? No

MAILING ADDRESS:

- 1325 West Lane Ave
- Columbus , Ohio 43221
- USA

PHONE INFORMATION:

- Home: (614) 486-4322 x101
- Alternative: *(no alternative phone provided?)*
- Fax: (614) 486-1883

E-MAIL: ron@darrons.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Darrons Interiors Inc
- Name on account: Darrons Interiors
- Service address: 1325 West Lane Ave
- Service phone: (614) 486-4322
- Account Number: 104-834-181-5-7 CY 05

COMMENT DESCRIPTION:

Complaint: AEP Distribution Service Increase; case #'s 11-346-EL-SSO & 11-351-EL-AIR Darrons Interiors is a small business, struggling to keep our financial nose above water. Comparing our Dec 2011 bill to our Jan 2012 bill we experienced the following: Use increased 4.8%; Distribution Service increased 253%!; Total bill increased 56%. In the paper, it stated some companies experienced increases as much as 40%, which is horrible, but considerably less than our increase. Receiving this kind of increase, without obvious notice, allowing time to dispute the increase or plan its implementation is crippling to small retail businesses like ours. The PUCO has jeopardized the jobs of very hard-working people at the worst possible time. For the PUCO to allow this amount of increase, without adequate notice is shameful. You may contact me if you have any questions or comments. Ron Haas, President

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64196
Received: 2/10/2012 3:57:22 PM
Message:
WEB ID: 64196 AT:02-10-2012 at 03:57 PM

Related Case Number:

TYPE: comment

NAME: Mr. Ron Strussion

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 7244 East Main Street
- Reynoldsburg , Ohio 43068
- USA

PHONE INFORMATION:

- Home: 614-501-1025
- Alternative: 614-501-1020
- Fax: 614-501-1049

E-MAIL: rstrussion@reyn.org

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Reynoldsburg City Schools
- Name on account: Reynoldsburg City Schools
- Service address: various school buildings
- Service phone: 614-501-1020
- Account Number: various

COMMENT DESCRIPTION:

When the Commission looks at the AEP GS2 electric rate increase, they need to also look at the GS3 category. Many School Buildings are on this rate. Thank you.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64341
Received: 2/13/2012 9:50:00 AM
Message:
WEB ID: 64341 AT:02-13-2012 at 09:49 AM

Related Case Number:

TYPE: complaint

NAME: Mr. John Arkley

CONTACT SENDER ? No

MAILING ADDRESS:

- P.O. Box 15
- Shawnee , Ohio 43782
- USA

PHONE INFORMATION:

- Home: 740-394-2581
- Alternative: *(no alternative phone provided?)*
- Fax: 740-394-2460

E-MAIL: shawneehio@sbcglobal.net

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Village of Shawnee
- Service address: Village Wide
- Service phone: 740-394-2460
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

We have seen the bill on our street lights increase from around 550.00 a month to 800.00 a month. With the cuts in local government funding our budget was already trimmed. This increase will cause us to cut the number of street lights if not all of them. Because we still will have to deal with increases at all of our facilities.

The increases in our Water and Wastewater plants will have to be passed directly onto the customers.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64304
Received: 2/12/2012 2:18:03 PM
Message:
WEB ID: 64304 AT:02-12-2012 at 02:17 PM

Related Case Number:

TYPE: complaint

NAME: Dr. Phillip Doudna

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 5420 thornhill ct
- grove city , Ohio 43123
- USA

PHONE INFORMATION:

- Home: 614-875-0578
- Alternative: *(no alternative phone provided?)*
- Fax: 614-875-1111

E-MAIL: chiroptor@sbcglobal.net

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: American Electric Power = AEP Ohio
- Name on account: Lori Doudna
- Service address: 5420 thornhill ct grove city oh
- Service phone: 6148750578
- Account Number: 109-699-102-0-6

COMPLAINT DESCRIPTION:

We are protesting a recent increase in our bill of 34%....34% is a huge increase!!!

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64295
Received: 2/12/2012 12:11:39 PM
Message:
WEB ID: 64295 AT:02-12-2012 at 12:11 PM

Related Case Number:

TYPE: complaint

NAME: Mr. dan mcmanis

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 35385 blake hill rd
- pomeroy , Ohio 45769
- USA

PHONE INFORMATION:

- Home: 740-416-6328
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: softtail35385@yahoo.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: aep
- Name on account: dan r mcmanis sr
- Service address: 35385 blake hill rd
- Service phone: 740-416-6328
- Account Number: 101-140-253-0-6

COMPLAINT DESCRIPTION:

Im a truck driver thats only home every 2 weeks.I have a wood shop with its own electric thats only on when im home, My avg bill over last 2 years this time of year is only about \$130.00 to \$150.00 at most. This is a lil work shop and AEP considers this a commerical electric building because i didnt trust a wire coming from my house to it for supply i paid \$2000.00 dollars to have it properly wired. Now that this rate hike AEP is forcing on consumers my electric bill is \$328.00 and my usage according to them went from avg of 222 kwh to 2536 this month all at

once. I called a professional in and i dont have a problem with wiring or any other electrical tools or outlets running all the time. And im not only person in this area having problems. If its not gasoline at \$4.00 a gallon its AEP needing to break us. My home electric bill changed \$ 200.00 dollars this month also but i know this workshop bill is unexcuseable. This area of ohio MEIGS COUNTY has nothing as it is and thanks to AEP WE WILL HAVE LESS. WE NEED TO CONVERT TO AMISH IF THIS DOESNT STOP!! If any of this makes sense im only 1 of thousands complaing and hit hard by high utilites so please respond i would appreciate it. Just need to understand why i pay more for using less??

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64331
Received: 2/13/2012 8:57:36 AM
Message:
WEB ID: 64331 AT:02-13-2012 at 08:57 AM

Related Case Number:

TYPE: complaint

NAME: Dr. Daniel Tonne

CONTACT SENDER ? No

MAILING ADDRESS:

- 6447 Borr Avenue
- Reynoldsburg , Ohio 43068
- USA

PHONE INFORMATION:

- Home: (614) 863-9669
- Alternative: *(no alternative phone provided?)*
- Fax: (614) 861-5576

E-MAIL: dtonne@rah4pets.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Reynoldsburg Animal Hospital LLC
- Name on account: Reynoldsburg Animal Hospital LLC
- Service address: 7295 E. Main St
- Service phone: (614) 861-5755
- Account Number: 10660526319 and 10970526314

COMPLAINT DESCRIPTION:

My business's electric bill normally this time of year is approximately \$99 per month and due to this decision of PUCO, my electric bill is now \$675 per month!!! That is a ridiculous amount of an increase at a time that we can least afford it. My business has already suffered greatly due to the economy and with this rate increase, I may need to lay off personnel which is not what we are supposed to be doing. I hope you will take this information and re-evaluate what you have done. I cannot believe you knowingly did this so I must assume you were misled by AEP.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64266
Received: 2/11/2012 5:03:31 PM
Message:
WEB ID: 64266 AT:02-11-2012 at 05:03 PM

Related Case Number:

TYPE: comment

NAME: Mr. Ron Haas

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 1349 - 1357 W Lane Ave
- Columbus , Ohio 43221
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: ron@darrons.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Rondar Investments
- Name on account: same
- Service address: 1349 & 1357 West Lane Ave, Columbus 43221
- *(no service phone number provided?)*
- Account Number: 100-454-181-2-5; 101-054-181-1-4; 104-154-181-3-5; 106-344-181-0-6; 107-254-181-3-0

COMMENT DESCRIPTION:

Complaint: AEP Distribution Service Increase; case #'s 11-346-EL-SSO & 11-351-EL-AIR
Rondar is a small business, struggling to keep our financial nose above water. Comparing our Dec 2011 bill to our Jan 2012 bill we experienced the following: Useage increased 3.4%; Distribution Service increased 197%!; Total bill increased 49%. In the paper, it stated some companies experienced increases as much as 40% which is horrible, but considerably less than

our increase. Receiving this kind of increase, without obvious notice, allowing time to dispute the increase or plan its implementation is crippling to small retail business' like ours. The PUCO has jeopardized the jobs of very hard-working people at the worst possible time. For the PUCO to allow this amount of increase, without adequate notice, is shameful. You may contact me if you have any questions or comments. Ron Haas, Partner

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64291
Received: 2/12/2012 10:52:49 AM
Message:
WEB ID: 64291 AT:02-12-2012 at 10:52 AM

Related Case Number:

TYPE: comment

NAME: Mr. Samuel Johnson

CONTACT SENDER ? No

MAILING ADDRESS:

- *(NO CITY?) , Ohio (NO ZIP??)*
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: *(no e-mail address provided)*

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Johnson's Dairy Queen
- Name on account: Keith Johnson DBA Johnsons Dairy Queen
- Service address: 127 East Main Street, Bainbridge, OH 45612
- Service phone: 740-634-2322
- Account Number: 101-801-900-2-6

COMMENT DESCRIPTION:

Small Business can not stand any more increase in operating costs. We can not raise prices high enough to cover any more increases and still stay in business. We must keep our expenses down, and any more increase will cause us to lay off employees and our customer service will again suffer. We can not obsorb these kind of increases all at once in these very difficult economic times. Please help us!!

Hunter, Donielle

From: ContactThePUCO
Sent: Monday, February 13, 2012 1:57 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/13/2012

Re: Tina Storts
11021 State Route 37 E

New Lexington, OH 43764

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

Notes:

Customer said as of last Tuesday a c representative set up a payment arrangemnt \$170 a month. She received a bill today for \$418 and shes done all the things she can for energy savings. She was so upset that they just set up this arrangement now the bill is so much higher.

She disagree with the rate increase and Ohio had a mild winter and her bill double she wants to log her comments that she disagree Ohio should allow the electric company to increase the rates at a time like this with the economy.

I advised her of the company hotline no. to discuss options of payment plans.

RTC

Case 11-346-EL-SSO
Please docket the attached in the case number above.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64228
Received: 2/11/2012 9:49:42 AM
Message:
WEB ID: 64228 AT:02-11-2012 at 09:49 AM

Related Case Number:

TYPE: complaint

NAME: Mr. Larry Canini

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 4381 Antmon Round
- New Albany , Ohio 43054
- USA

PHONE INFORMATION:

- Home: (614) 939 9982
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: lcanini@aol.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Clover Valley Golf Club
- Name on account: Clover valley Golf Course Clubhouse
- Service address: 8654 Johnstown Alexandria Rd
- Service phone: 1 866 966 5533
- Account Number: 106 035 752 1 7

COMPLAINT DESCRIPTION:

We are a golf course in semi rural area open to the public established in 2001. Golf industry been hit hard by the economy but we have been able to stay open and serve our client base from surrounding suburban areas but at a minimal loss per year. The new AEP rates had a drastic effect on our costs just in the month of January 2012 alone especially since we are closed for the winter months from December through mid March. We have taken the steps in the last four years to power down all of our electric consumption in the winter months to try to save and reduce

consumption. Not only the account listed above but also three other accounts for the same business for the maintenance garage, electric golf cart building and well pump house for irrigation. All of these have 400% increases and that is just for now in the winter months with little or no consumption. We are extremely concerned with what the costs will be during regular business months. Very difficult for us to pass on the increases to our clients and consumers since golf is recreational and customers cannot bear increases. Difficult enough to garner client base when our customers on average drive 20 minutes to our facility and must already absorb higher gas costs to do so. We rely heavily and solely on electricity for all our business operation needs and unfortunately do not have other alternatives to competitively use or price in our area. These increases will no doubt force us to cut back on our staff, both seasonally and otherwise. Our hope at best would be for AEP to provide us with tiered pricing based on type of consumption, graduated increases over time and or payment plans to allow us to somehow absorb these extreme increases if they remain. Also valuable would be an analysis of our needs to educate us on better conservation and cost savings.

Thank you for your consideration and time in this matter, Respectfully Larry Canini

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64351
Received: 2/13/2012 10:41:37 AM
Message:
WEB ID: 64351 AT:02-13-2012 at 10:41 AM

Related Case Number:

TYPE: complaint

NAME: Mrs. Mary Eddy

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 935 Greene Street
- Marietta, Ohio , Ohio 45750
- USA

PHONE INFORMATION:

- Home: 740-373-7437
- Alternative: 740-350-1549
- Fax: *(no fax number provided?)*

E-MAIL: norwood1@suddenlink.net

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Norwood Tavern
- Name on account: Mary F. Eddy
- Service address: 935 Greene Street
- Service phone: 740-374-2035
- Account Number: 108-161-235-0-8

COMPLAINT DESCRIPTION:

My electric bill more than doubled from one month to the next. We are a struggling small mom & pop business just trying to keep our doors open. With this kind of increase in electric, we will probably have to close our doors. You are putting several small companies out of business with this outrageous increase. There are private residential families that make more money than our small business. PLEASE give us a break and lower our bills back to what they were. I have been with you for over 30 years but will have to look for cheaper rates if you don't remedy this problem, that is; if we are still in business.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64199
Received: 2/10/2012 4:14:39 PM
Message:
WEB ID: 64199 AT:02-10-2012 at 04:14 PM

Related Case Number:

TYPE: comment

NAME: Mrs. Laurie Scheffler

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 1000 N Sandusky Ave
- PO Box 551
- Bucyrus , Ohio 44820
- USA

PHONE INFORMATION:

- Home: 419-562-2926
- Alternative: *(no alternative phone provided?)*
- Fax: 419-562-1957

E-MAIL: randyautorepair@embarqmail.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Randy's Tire And Auto Repair Inc.
- Service address: 1000 N Sandusky Ave
- Service phone: 419-562-2926
- Account Number: 073-732-200-0-8

COMMENT DESCRIPTION:

This in reference to case # 11-346-EL-SSO. We are a small Business in Bucyrus Ohio . Our electric bill was \$500 more then last month. Our bill runs approximately \$1500.00 a month. The increase would be an additional \$6000.00 a year. We struggle to make ends meet as it is to keep our doors open. This additional expense is going to make it extremely difficult to do. Please do what you can to reverse this case decision.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64203
Received: 2/10/2012 5:18:28 PM
Message:
WEB ID: 64203 AT:02-10-2012 at 05:18 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Edward Harrison

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 103Hickory Hills Dr
- 103Hickory Hills Dr
- Hillsboro , Ohio 45133
- USA

PHONE INFORMATION:

- Home: 9373930048
- Alternative: 9373930048
- Fax: 9373930048

E-MAIL: elh@thisnets4u.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP Ohio
- Name on account: Edward L. Harrison
- Service address: 103Hickory Hills Dr
- Service phone: 9373930048
- Account Number: 109-832-390-0-4

COMPLAINT DESCRIPTION:

Wow, AEP is being allowed to run rampant!

As a family of two disabled people on a fixed SS income, we struggle to get by. We pay \$154 month in even billing, AEP just raised us \$5 month. The February bill puts us almost \$300

behind in one month. Indeed the "generation" fees on our bill was greater than our even payment. Come June 2012, our adjustment date, we could owe quite a sum.

Now they offer some salt for the wound. A letter arrived today offering 6.39 cents per KWH through April 2012, then 6.99 cents per KWH through May 2014. If you take this offer there can be no even billing. Otherwise the rates will go to variable between 7.2 and 7.8 cents a KWH, all determined by AEP of course. They have no programs for assistance.

They said we could ask our neighbors, Community Action, or a charity, but not them. So much for Corporate civic responsibility.

Wow, AEP is being allowed to run rampant! Where is PUCO?

Ed Harrison

To: pucocomplaint@aep.com
CC:
BCC:
Subject: Initial Complaint. Case: EHAR021312E3

PUBLIC UTILITIES COMMISSION OF OHIO

Initial Submission of a Consumer Complaint
Please respond within 10 business days

CUSTOMER: Edward Harrison
COMPANY:
ADDRESS: 103 Hickory Hills Dr

Hillsboro, OH 45133

SERVICE ADDRESS: 103 Hickory Hills Dr, Hillsboro OH, 45133, Highland
CASE ID: EHAR021312E3
AIQ: 109-832-390-0-4

NIQ: (937) 393-0048
CBR:

DESCRIPTION OF ISSUE/CONCERN:

This is a residential customer e-mail complaint, please see the customer concerns attached to this case file.

Is the customer on a budget?

Is there a payment plan this customer can apply for?

Was the customer on Pip or any other payment plans in the past?

Sincerely,

Tammy Mitchell
Compliance Investigator
Investigation and Audit Division

614-995-2008 Fax

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64198
Received: 2/10/2012 3:59:53 PM
Message:
WEB ID: 64198 AT:02-10-2012 at 03:59 PM

Related Case Number:

TYPE: complaint

NAME: Mr. steven hashman

CONTACT SENDER ? Yes

MAILING ADDRESS:

- *(NO CITY?) , Ohio (NO ZIP??)*
- USA

PHONE INFORMATION:

- Home: 740-541-0144
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: shashman@frontier.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- *(no utility company name provided?)*
- *(no account name provided?)*
- *(no service address provided?)*
- *(no service phone number provided?)*
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

Great job on tripling distribution charges for AEP - now my business gets to spend an extra \$4k per year because of you guys. What the hell are you guys doing -- go away, you are not helping businesses or private citizens in the state of ohio. Perhaps AEP lost several million last year????????????

They should be in good shape since my distribution charges went up 234%, you try paying that increase every month!!!!!!!!!!!!

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64106
Received: 2/8/2012 7:32:39 PM
Message:
WEB ID: 64106 AT:02-08-2012 at 07:32 PM

Related Case Number:

TYPE: complaint

NAME: Mrs. Debra Fryman

CONTACT SENDER ? No

MAILING ADDRESS:

- 440 Johnson St
- Hillsboro , Ohio 45133
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: ecjmommy@cinci.rr.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: American Electric Power
- Name on account: Anthony Fryman
- Service address: 440 Johnson St
- Service phone: 9373932597
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

11-346-EL-SSO

In regards to the current complaints to the above referenced number I am adding my name to that list of complaints. We are an area that has been kicked hard and has not recovered and now we are being kicked again. We personally are currently having to choose between filing bankruptcy and being able to secure medical coverage for our children or keep working and hoping to make ends meet. These types of increases in our electric's bill are nothing short of tightening the noose around our necks. If some other type of plan is not come up with I believe you will do irreparable damage to our already severely struggling economy.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64352
Received: 2/13/2012 10:51:23 AM
Message:
WEB ID: 64352 AT:02-13-2012 at 10:51 AM

Related Case Number:

TYPE: complaint

NAME: Mr. Michael Pickens

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 7540 Sawmill Parkway
- Suite A-2
- Powell , Ohio 43065
- USA

PHONE INFORMATION:

- Home: 978-317-6673
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: info@cornerstonespeechtherapy.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Cornerstone Speech Therapy
- Name on account: Cornerstone Speech Therapy
- Service address: 7540 Sawmill Parkway, Suite A-2
- Service phone: 614-973-9755
- Account Number: I don't know it off the top of my head

COMPLAINT DESCRIPTION:

We are a small business, and our electric bill went way up with the new rates. This is not supportive of small business in Ohio. We are trying to create jobs. This will have an impact on our business decisions.

Fix the problem.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64365
Received: 2/13/2012 12:36:17 PM
Message:
WEB ID: 64365 AT:02-13-2012 at 12:36 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Craig Thornton

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 804 Eastern Avenue
- Chillicothe , Ohio 45601
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: 740-773-2274
- Fax: 740-773-2282

E-MAIL: call@horizonview.net

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Eastern Avenue Lumber Co.
- Service address: 804 Eastern Ave.
- Service phone: 740-773-2274
- Account Number: 106-322-818-0-3

COMPLAINT DESCRIPTION:

It is with great anger and frustration that I write this letter concerning the recent increase in electric rates that are unfairly and specifically targeted at the small business community of Ohio. For example:

AEP Ohio Statement – Date: 12/12/11 – Total: \$1096.77 – Metered: 12379 kW AEP Ohio

Statement – Date: 01/16/12 – Total: \$1691.63 – Metered: 13180 kW

$\$1096.77 / 12379\text{Kw} = .0886 \text{ cents per kW}$ $\$1691.63 / 13180\text{Kw} = .1284 \text{ cents per kW}$

These figures represent our one month increase of 54.2%.

As a second generation, half-owner of a hardware and lumber retail operation in a small southern Ohio town, I am astounded and appalled by the severity of these increases. I sincerely wish that I could increase my prices in this fashion and to this degree, but as a business owner, I understand that it would be unfair to the consumer and would prevent us from generating any business. How do the electric suppliers of Ohio, the PUCO, and the government in general expect any small business to absorb these ridiculous increases in the face of this floundering economy? Not to mention a small business in an industry already specifically struggling on behalf of the dire banking and housing situations. Why are these increases specifically targeted at small business? They reportedly do not apply to large users and individual consumers, which I find very troubling. Of equal concern is the reported “unanimous” decision by PUCO to allow these increases. Who exactly is looking out for the people and businesses of Ohio?

The governments of Ohio and the United States seem to be unable to comprehend the fact that literally all government revenues are directly or indirectly generated by the business community of this country. Yet, the government continues to allow and directly facilitates the increased taxation, regulation, and, therefore, the eradication of small business. These increases will certainly negate any progress that Governor Kasich has been able to make towards retaining existing business and obtaining new ones in our state. Outside investors and corporate structures will begin, yet again, to view Ohio as the jewel of the “Rust Belt” and a “high cost of business” state and look elsewhere. When AEP has no more customers to sell electricity to, they should not complain! AEP will be the ones who drove the customers away or businesses out of business altogether while our government stood idly by and let them do it.

Although our company has been able to survive up to this point in time, it is rapidly approaching the juncture that some very difficult decisions will have to be made. These difficult decisions will directly and adversely affect the general welfare of at least fifteen full-time and four part-time employees, not to mention their dependents and families. Also affected would be seasonal employees we would normally hire for the upcoming “busy” season and the income, real estate, corporate, and sales taxes generated by all full-time, part-time, and seasonal positions in our company. These ludicrous and unfair rate increases may very well prove to be the proverbial “last straw” in our case as well as for many other small businesses in our area that are being unfairly targeted.

I strongly encourage the PUCO and AEP to revisit these issues, keeping in mind what is actually fair and realistic. I urge Ohio's elected officials to honestly consider what the ramifications of allowing these increases are now and will be in the future. Continued misguided energy policy decisions by our elected officials and regulators, both state and federal, portend a very dim recovery. Whatever recent improvements there have been in the general economy and the unemployment situation will certainly be adversely affected by these unjust and untimely increases.

Thank you for your time and consideration.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64256
Received: 2/11/2012 2:34:50 PM
Message:
WEB ID: 64256 AT:02-11-2012 at 02:34 PM

Related Case Number:

TYPE: complaint

NAME: Ms. Jill DeSimone

CONTACT SENDER ? No

MAILING ADDRESS:

- 789 East Milltown Rd
- Wooster , Ohio 44691
- USA

PHONE INFORMATION:

- Home: 3303451500
- Alternative: *(no alternative phone provided?)*
- Fax: 3303452411

E-MAIL: EASTMILLTOWNGM@YAHOO.COM

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: ASA Hospitality
- Service address: 789 East Milltown Rd
- Service phone: 330-345-1500
- Account Number: 070-634-349-3-5-cyl6

COMPLAINT DESCRIPTION:

I am the General Manager of a 60 unit hotel with interior room entrances. We are very frugal with our electric usage because the bill was already so high and then it went up \$1000.00 in one month. That is just outrageous, we are not going to be able to absorb that kind of increase but customers do not want to pay any more either.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64368
Received: 2/13/2012 1:08:04 PM
Message:
WEB ID: 64368 AT:02-13-2012 at 01:07 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Dennis Knight

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 2264 Edgevale Rd.
- Columbus , Ohio 43221
- USA

PHONE INFORMATION:

- Home: 614-746-3364
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: dennis@riverridgeleather.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: River Ridge Leather, Inc.
- Name on account: Dennis Knight
- Service address: 355 N. Whitewoman St. Coshocton, Ohio,43812
- Service phone: 740-295-0284
- Account Number: 074-106-067-0-6

COMPLAINT DESCRIPTION:

Case #11-346-EL-SSO, 11-351-EL-AIR. I operate a small leather goods business and was very shocked to see our latest AEP bill. I understand rate increases happen but in this economy it's going to make it very difficult for a small business like mine to survive. I had no warning that this kind of increase was going to occur. We are now forced to consider whether or not we will be able to operate with these additional costs. I hope these rates will be reconsidered for all small businesses. Thank you.



HIGHLAND COUNTY
ADMINISTRATION BUILDING
1979-1978

Highland County Board of Commissioners

119 GOVERNOR FORAKER PLACE, SUITE 211
HILLSBORO, OHIO 45133-1181
Phone 937-393-1911 Fax 937-393-5850
www.co.highland.oh.us

SHANE WILKIN
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JEREMY SHAFFER
Beth Bell, Clerk



HIGHLAND COUNTY COURTHOUSE
1833-1834
OHIO'S OLDEST COURTHOUSE IN
CONTINUOUS USE

February 6, 2012

Chairman Todd A. Snitchler
Public Utilities Commission of Ohio
180 East Broad St.
Columbus, OH 43215

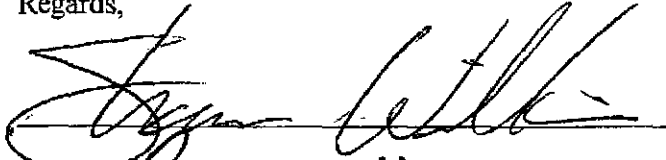
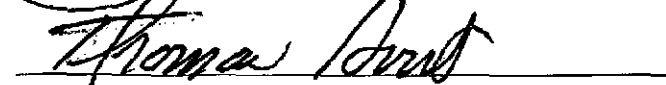

Dear Chairman Snitchler,

We are writing to you on behalf of the many residents and small businesses in Highland County and request that a re-hearing be convened as soon as possible for case number 11-346-EL-SSO.

As local officials, we have been inundated with calls regarding the January AEP bills which reflect **massive** rate increases as high as 12 times the previous month's bill. Considering the economic issues that face Highland County, as well as the surrounding areas, this rate increase will set an already weak economy back substantially. For some, this increase alone will be enough to cause them to shut their doors. This aggressive approach to recoup debt not only hurts Highland County's economy but in the long run damages AEP as well. This **massive** increase places some residents in the position of deciding to buy groceries or pay utilities and is irresponsible and much too aggressive.

On behalf of Highland County, our residents, small business and the overall economy of the region, we request that the most immediate action be taken to provide relief to the citizens and small business of Highland County. Please provide us with your plan of action at your earliest convenience.

Regards,

Board of County Commissioners
Highland County, Ohio

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64363
Received: 2/13/2012 12:07:45 PM
Message:
WEB ID: 64363 AT:02-13-2012 at 12:07 PM

Related Case Number:

TYPE: comment

NAME: Mr. DAVID DRYDEN

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 123 S BROAD ST
- SUITE 300
- LANCASTER , Ohio 43130
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: 740-689-3590
- Fax: 740-689-3595

E-MAIL: dededryden@sbcglobal.net

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP OHIO
- Name on account: DRYDEN INVESTMENTS, LLC
- Service address: 123 S BROAD ST, LANCASTER, OHIO
- Service phone: 740-689-3590
- Account Number: 078-621-200-0-8

COMMENT DESCRIPTION:

Re: 11-346-EL-SSO Commissioners, thank you for recognizing the considerable and devastating negative impact your Dec decision is having on small business in Ohio. I trust you will grant GS2 major relief and soon! I received my 2nd AEP bill today, and have lost nearly \$8,000 so far (compared to last year's rates). Annualized, that will be nearly 10% of my gross income. You guys who live off of our tax dollars and make lobbyist-influenced decisions based on untested input, must remember that small business is the economic engine of any society and we must make a profit to survive, and pay those taxes. Maybe the redistribution is necessary, but do it slowly, with advance preparation time, and remember the importance of profitable small business!!

Hunter, Donielle

From: ContactThePUCO
Sent: Monday, February 13, 2012 2:57 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/13/2012

Re: Wendy Jakmas
Athens Area Chamber of Commerce
449 E State St
Ste 1
Athens, OH 45701

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

Notes:As a Chamber member benefit we partnered with Volunteer Energy (Firstenergy Solutions Corp) to be included in an electric aggregate program. We offered this to our membership and especially touted it to our small businesses to help give them a leg up in this tough economy in rural SE OH. Since October of 2011 the Distribution Service went up a whopping 390% in our very small two person office. Taking into account the milder than normal weather we have been experiencing this is so very detrimental to business. Small businesses, school districts and local governments proportionately bear the brunt of all programs whether healthcare, utilities, insurance, etc. It is about time their voices are heard. This unnecessary hike stifles growth, will put many out of business, and deters other businesses from considering coming to OH. Thank you for your consideration.

Please docket the notes in the case number above.

Hunter, Donielle

From: ContactThePUCO
Sent: Monday, February 13, 2012 3:04 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/13/2012

Re: Bob Vachio
2880 S High St

Columbus, OH 43207

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

Notes:

Please docket the attached in the case number above.
Bill was 230.00 last month. 430.00 this month. Opposes the increase.

Hunter, Donielle

From: ContactThePUCO
Sent: Monday, February 13, 2012 3:20 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/13/2012

Re: George Clemens

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

Notes:

NAME: Mrs. Victoria Clemens

CONTACT SENDER ? Yes

MAILING ADDRESS:

Box 734

Antwerp , Ohio 45813

USA

PHONE INFORMATION:

Home: (no home phone provided?)

Alternative: (no alternative phone provided?)

Fax: (no fax number provided?)

E-MAIL: antmcc@mchsi.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

Company: AEP

Name on account: George Clemens

Service address: 13511 Rd 21

(no service phone number provided?)

(no account number provided?)

COMPLAINT DESCRIPTION:

I have a great concern with the increase in our electric bill that was issued in January. Apparently the increase is a transmission fee that is being assessed to all person having AEP as thier electric company. My increase before any electric comes into my home is \$130.00. I guess i dont understand why this increase is needed. We are a 7 person family and we are struggling week to week just to make ends meet. We have a terrible time in the winter months just keeping the electric on and with this increase more than likely at some point we will have to chose to buy groceries or pay the eletric bill. I really do not think that this increase is fair or practical. I realize that our finacial troubles are not your problem however I am hoping that someone can help with this dilemma and help not only our family but we know several other family's in the same situation as ours, and we have many elderly people in our community that are on fixed incomes I cant imagin how they are going to adjust for these increases. Im praying that somone who reads this can and is willing to help. We are hard working individuals

just trying to make things work. we can not afford this increase. Please help if you can.
Thank you for your time and consideration in this matter. Respectfully,
Victoria Clemens

Please docket the attached in the case number above.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64290
Received: 2/12/2012 10:39:47 AM
Message:
WEB ID: 64290 AT:02-12-2012 at 10:39 AM

Related Case Number:

TYPE: complaint

NAME: Mr. Mike Evans

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 2223 Summit St
- portsmouth , Ohio 45663
- USA

PHONE INFORMATION:

- Home: 740-354-3876
- Alternative: 740-352-9436
- Fax: *(no fax number provided?)*

E-MAIL: mevans56@frontier.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: aep
- Name on account: m w evans
- Service address: 2223 Summit St
- Service phone: 740-354 -3876
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

AEP rate is to high last year i used a little over 1000 kw in jan. this year 700kw and payed \$30.00 more then last year why. Did they pay you off under the table for this kind of rate hike i think so and my god have mercy on your soul as you are going to hell.

Hunter, Donielle

From: ContactThePUCO
Sent: Monday, February 13, 2012 3:38 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/13/2012

Re: Bryan Longbottom
2121 Baneberry Ct

Columbus, OH 43235

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

Notes:

Why do you approve a plan, when you clearly do not have the specifics of said plan? If you do not have all the correct information, then you should go back to the company for more specifics, it really isn't that difficult to accomplish.

You should fine AEP, for not providing the specifics, though it is PUCO's incompetence for allowing this crap to go through, when the general public can see clearly that the new rates were going to hurt business.

I took the below from this Dispatch article:

<http://www.dispatch.com/content/stories/business/2012/02/10/puco-to-rethink-small-biz-rates.html>

The agency said it set the rates based on information provided by the company. "Our decisions are only as good as the company billing information they are based upon," Snitchler said. "In this case, we depended upon AEP to provide accurate data upon which to base our decision."

PUCO spokeswoman Beth Trombold said AEP provided information about how the rate would affect classes of customers, but not for specific customers. Rates ended up being higher than expected, she said."

Please docket the attached in the case number above.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64286
Received: 2/12/2012 9:58:43 AM
Message:
WEB ID: 64286 AT:02-12-2012 at 09:58 AM

Related Case Number:

TYPE: complaint

NAME: Ms. Chris Ward

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 8034 Floyd drive
- The plains , Ohio 45780
- USA

PHONE INFORMATION:

- Home: 740-707-8291
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: Cjewell-ward@msn.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- *(no utility company name provided?)*
- Name on account: Chris ward
- Service address: 8043 Floyd drive
- Service phone: 740-707-8291
- Account Number: 106-121-093-4-7

COMPLAINT DESCRIPTION:

There is no way my bill should be this much you are raping your customers with these prices I cannot keep my home comfortable for my child we have had to turn the temp back to 65 degrees and have jackets on I bet no one at your company is suffering Just Your Customers people should be able to provide for there families with essential items my bill doubled last month and we have had the warmest winter on record Stop Raping Your Customers

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64227
Received: 2/11/2012 9:46:41 AM
Message:
WEB ID: 64227 AT:02-11-2012 at 09:46 AM

Related Case Number:

TYPE: complaint

NAME: Mr. Luke Anderson

CONTACT SENDER ? No

MAILING ADDRESS:

- 3810 Dorko Ct.
- Columbus , Ohio 43224
- USA

PHONE INFORMATION:

- Home: 614-537-5311
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: is.lukeanderson@gmail.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Luke Anderson
- Service address: 3810 Dorko Ct
- Service phone: 6145375311
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

Rate increases are out of control, it is your job to protect the people of Ohio. So do it.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64213
Received: 2/10/2012 11:34:15 PM
Message:
WEB ID: 64213 AT:02-10-2012 at 11:34 PM

Related Case Number:

TYPE: complaint

NAME: Mrs. Marilyn Johnson

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 32337 Shaw Rd
- Logan , Ohio 43138
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: (740) 304-2428
- Fax: (740) 380-2592

E-MAIL: djohnson04122@roadrunner.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Donald E Johnson
- Service address: 32337 Shaw Rd Logan, Ohio 43138
- Service phone: (740) 304-2428
- Account Number: 070-307-995-0-1

COMPLAINT DESCRIPTION:

We live in a 5 room house and my electric bill is now 445.00 for one month. How are we to live when the electric company takes all our money. I am at their mercy with no where to turn. Can you help or advise? God Bless Marilyn Johnson

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64340
Received: 2/13/2012 9:40:59 AM
Message:
WEB ID: 64340 AT:02-13-2012 at 09:40 AM

Related Case Number:

TYPE: complaint

NAME: Mrs. Lynn Andrews

CONTACT SENDER ? Yes

MAILING ADDRESS:

- *(NO CITY?) , Ohio (NO ZIP??)*
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: dlandrews@nelsonvilletv.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- *(no utility company name provided?)*
- Name on account: Duane Andrews
- *(no service address provided?)*
- *(no service phone number provided?)*
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

You need to do something about AEP rates.....common folks can't afford to pay their utility bills. This is outrageous. PUCO is supposed to be working for US.