

FILE

101

GARY E. & CONNIE D. FENNER
2107 SANDERS ROAD
WINCHESTER, OH 45697

RECEIVED FEB 13 2012

OHIO PUBLIC UTILITIES COMMISSION
180 E. BROAD ST.
COLUMBUS, OH 43215

FEBRUARY 7, 2012

RE: AEP CASE # 11-346 EL SSO

11-351-EL-AIR

DEAR UTILITIES COMMISSION:

WHILE WE HAVE A WINCHESTER ADDRESS WE ARE RESIDENTS OF
HIGHLAND COUNTY, OHIO. THE RATE INCREASES FOR ANY REASONS
ARE PUTTING A MAJOR HARDSHIP ON THIS ENTIRE COMMUNITY.
JUST BECAUSE THE ECONOMY IS COMING OUT OF A COMA DOES
NOT MEAN IT CAN SUPPORT ANYTHING. THIS A VERY RURAL AREA.
AS I MENTIONED BEFORE MANY RESIDENTS HERE ARE WITHOUT PUBLIC
WATER ALSO. HUNDREDS OF PEOPLE CHOOSE WHETHER TO GET MEDICAL
CARE OR PAY THE RENT OR MORTGAGE. JOBS OF ANY KIND ARE AT
A MINIMUM AND MOST ARE MINIMUM WAGE LEVEL. MANY ALSO ARE ON
FIXED INCOMES BECAUSE OF DISABILITY OR RETIREMENT.
I HAVE ENCLOSED COPIES OF OUR UTILITIY BILLS FOR YOU .
ANY ACTION MUST BE IMMEDIATE AND WILL BE APPRECIATED. THANKS!

SINCERELY,

Connie D Fenner

GARY E. FENNER
CONNIE D. FENNER

Gary E Fenner

PUCO

2012 FEB 14 PM 3:29

RECEIVED-DOCKETING DIV

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 Su Date Processed FEB-14 2012

Send Inquiries To:
PO BOX 24401
CANTON, OH 44701-4401
R-10-218485636

26966-1

Service Address:
GARY E FENNER
2107 S SANDERS RD
WHITEOAK TWP
HILLSBORO, OH 45133

Rate Tariff: Residential Service-013

Page 2 of 2

Account Number	Total Amount Due	Due Date
106-209-342-5-6	\$292.48	Feb 8, 2012
Meter Number	Cycle-Route	Bill Date
218485636	16-H7	Jan 23, 2012

Month	Total KWH	Days	KWH Per Day	Cost Per Day	Average Temperature
Current	2,949	31	95	\$9.43	35°F
Previous	1,621	33	49	\$4.44	41°F
One Year Ago	3,911	31	123	\$5.62	27°F
Your Average Monthly Usage: 1,485 KWH					

Send Inquiries To:
PO BOX 24401
CANTON, OH 44701-4401
R-10-218485636

18550-1

Service Address:
GARY E FENNER
2107 S SANDERS RD
WHITEOAK TWP
HILLSBORO, OH 45133

Rate Tariff: Residential Service-013

Page 2 of 2

Account Number	Total Amount Due	Due Date
106-209-342-5-6	\$146.48	Jan 11, 2012
Meter Number	Cycle-Route	Bill Date
218485636	16-H7	Dec 22, 2011

Month	Total KWH	Days	KWH Per Day	Cost Per Day	Average Temperature
Current	1,621	33	49	\$4.44	41°F
Previous	1,160	29	40	\$4.11	49°F
One Year Ago	1,935	34	57	\$5.18	31°F
Your Average Monthly Usage: 1,511 KWH					

Additional Messages

Send Inquiries To:
PO BOX 24401
CANTON, OH 44701-4401
R-10-218485636

18465-1

Service Address:
GARY E FENNER
2107 S SANDERS RD
WHITEOAK TWP
HILLSBORO, OH 45133

Rate Tariff: Residential Service-013

Page 2 of 2

Account Number	Total Amount Due	Due Date
106-209-342-5-6	\$119.23	Dec 5, 2011
Meter Number	Cycle-Route	Bill Date
218485636	16-H7	Nov 17, 2011

Month	Total KWH	Days	KWH Per Day	Cost Per Day	Average Temperature
Current	1,160	29	40	\$4.11	49°F
Previous	556	27	21	\$2.93	59°F
One Year Ago	978	29	34	\$3.94	49°F
Your Average Monthly Usage: 1,496 KWH					

Additional Messages

Send Inquiries To:
PO BOX 24401
CANTON, OH 44701-4401
R-10-218485636

19091-1

Service Address:
GARY E FENNER
2107 S SANDERS RD
WHITEOAK TWP
HILLSBORO, OH 45133

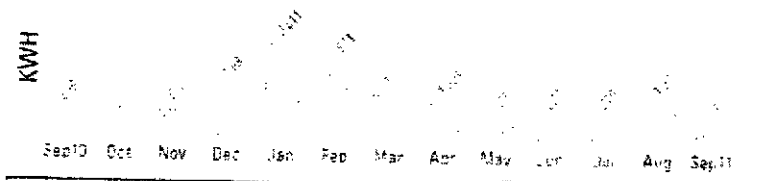
Account Number	Total Amount Due	Due Date
106-209-342-5-6	\$79.06	Nov 8, 2011
Meter Number	Cycle-Route	Bill Date
218485636	16-H7	Oct 21, 2011

Month	Total KWH	Days	KWH Per Day	Cost Per Day	Average Temperature
Current	556	27	21	\$2.93	59°F
Previous	787	30	26	\$3.55	69°F
One Year Ago	---	---	---	\$2.70	60°F

When your bill is ready to be viewed and the security of viewing it safely anytime, anywhere.

Meter		Service Period		Meter Reading Detail			
Number		From	To	Previous	Code	Current	Code
218485636		08/23	09/22	70313	Actual	71100	Actual
Multiplier 1.0000		Metered Usage 787 KWH					
Next scheduled read date should be between Oct 18 and Oct 21							

13 Month Usage History Total KWH for Past 12 Months is 18,047



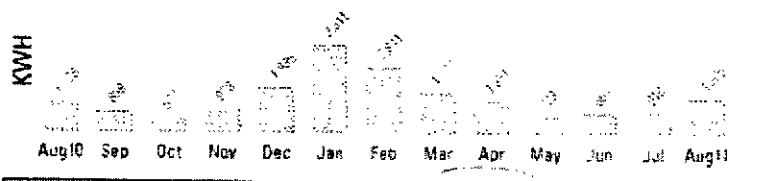
Month	Total KWH	Days	KWH Per Day	Cost Per Day	Average Temperature
Current	787	30	26	\$3.55	69°F
Previous	1,505	33	46	\$6.02	77°F
One Year Ago	259	32	27	\$3.43	70°F
Your Average Monthly Usage: 1,504 KWH					



When your bill is ready to be viewed and the security of viewing it safely anytime, anywhere.

Meter		Service Period		Meter Reading Detail			
Number		From	To	Previous	Code	Current	Code
218485636		07/21	08/23	68808	Estimate	70313	Actual
Multiplier 1.0000		Metered Usage 1,505 KWH					
Next scheduled read date should be between Sep 19 and Sep 22							

13 Month Usage History Total KWH for Past 12 Months is 17,768



Month	Total KWH	Days	KWH Per Day	Cost Per Day	Average Temperature
Current	1,505	33	46	\$6.02	77°F
Previous	916	30	31	\$4.10	77°F
One Year Ago	1,226	29	42	\$5.31	78°F
Your Average Monthly Usage: 1,461 KWH					

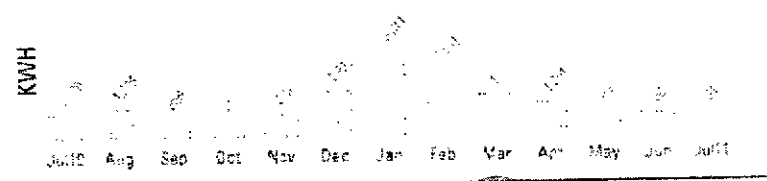


Visit us at www.AEPOhio.com
Due date does Not Apply to the previous balance due
See other side for important information

2011 approved an adjustment to Columbus Southern Power Company's transmission service rates effective with this bill. A residential customer using 1,000 kWh of electricity will see an increase of \$2.87 per month.

Meter		Service Period		Meter Reading Detail			
Number		From	To	Previous	Code	Current	Code
218485636		06/21	07/21	67892	Actual	68808	Estimate
Multiplier 1.0000				Metered Usage 916 KWH			
Next scheduled read date should be between Aug 18 and Aug 23							

13 Month Usage History Total KWH for Past 12 Months is 17,881



Month	Total KWH	Days	KWH Per Day	Cost Per Day	Average Temperature
Current	916	30	31	\$4.10	77°F
Previous	864	32	27	\$3.40	73°F
One Year Ago	1,029	30	34	\$4.34	77°F
Your Average Monthly Usage: 1,490 KWH					



Visit us at www.AEPOhio.com
Due date does Not Apply to the previous balance due
See other side for important information

Sign up for paperless billing by August 12th and we'll enter you to win four tickets to see the Columbus Clippers play baseball during July and August. Go to AEPpaperless.com to enroll.

When your bill is ready to be viewed and the security of viewing it safely anytime, anywhere.

Sign up for paperless billing today. No paper. No worries. Just convenience. Visit www.AEPPaperless.com

including a written explanation, about this Price-to-Compare

Meter Number	Service Period		Meter Reading Detail			
	From	To	Previous	Code	Current	Code
218485636	05/20	06/21	67028	Actual	67892	Actual
Multiplier 1.0000			Metered Usage 864 KWH			
Next scheduled read date should be between Jul 20 and Jul 25						

13 Month Usage History Total KWH for Past 12 Months is 17,932

KWH

Jun10 Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun11

Visit us at www.AEPOhio.com
Due date does Not Apply to the previous balance due
See other side for Important Information



A unit of American Electric Power

Month	Total KWH	Days	KWH Per Day	Cost Per Day	Average Temperature
Current	864	32	27	\$3.40	73°F
Previous	703	30	23	\$2.99	59°F
One Year Ago	915	32	29	\$3.67	74°F
Your Average Monthly Usage: 1,494 KWH					

electronically sign up at www.AEPPaperless.com

Take advantage of our **Appliance Recycling Program** while you're spring cleaning. You'll get \$25, plus free pickup and recycling of your old refrigerator or freezer. Visit grid5414610hio.com or call 877-545-4112 to sign up today.

Use our online energy calculators at aepohio.com to find areas where you can reduce your energy usage

including a written explanation, about this Price-to-Compare

Meter Number	Service Period		Meter Reading Detail			
	From	To	Previous	Code	Current	Code
218485636	04/20	05/20	66325	Actual	67028	Actual
Multiplier 1.0000			Metered Usage 703 KWH			
Next scheduled read date should be between Jun 20 and Jun 23						

13 Month Usage History Total KWH for Past 12 Months is 17,827

KWH

May10 Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May11

Visit us at www.AEPOhio.com
Due date does Not Apply to the previous balance due
See other side for Important Information



A unit of American Electric Power

Month	Total KWH	Days	KWH Per Day	Cost Per Day	Average Temperature
Current	703	30	23	\$2.99	59°F
Previous	1,351	30	45	\$4.60	46°F
One Year Ago	598	29	21	\$2.65	60°F
Your Average Monthly Usage: 1,486 KWH					

AEP owns 124,000 miles of distribution lines

Your bill now includes a 13-month chart so you can compare your monthly usage. For an overview of other improvements in the new bill design, view a sample bill at aepohio.com/go/bill

Flip the Switch and turn off your paper bill. You will gain the benefit of receiving an email when your bill is ready to be viewed and the security of viewing it safely anytime, anywhere.

Visit us at www.AEPOhio.com
Due date does Not Apply to the previous balance due
See other side for Important Information



A unit of American Electric Power

Meter Number	Service Period		Meter Reading Detail			
	From	To	Previous	Code	Current	Code
218485636	03/21	04/20	64874	Actual	66325	Actual
Multiplier 1.0000			Metered Usage 1,351 KWH			
Next scheduled read date should be between May 19 and May 24						

13 Month Usage History Total KWH for Past 12 Months is 17,521

KWH

April May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr

Month	Total KWH	Days	KWH Per Day	Cost Per Day	Average Temperature
Current	1,351	30	45	\$4.60	43°F
Previous	1,707	28	61	\$5.70	42°F
One Year Ago	1,045	33	32	\$3.54	54°F
Your Average Monthly Usage: 1,460 KWH					

McCauley, Betty

From: ContactThePUCO
Sent: Tuesday, February 14, 2012 11:39 AM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/14/2012

Re: Bruce Smith
4889 Bean Oller Rd

Delaware, OH 43015

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

Notes:

Customer wants to voice his disappointment with the PUCO allowing AEP to do away with the all electric heat discount all at once this is a great financial burden. It seems as if no one looked at the big financial burden this would cost on all electric home owners and the small business customer?

He can't understand why the increase couldn't have been phased in over time? He would like to see a discount for all electric customers get re-instated in some sort of rate.

The generation fees are outrageous. I advised I will add his comments to the case records he asked please if the PUCO re-hears the small business customer they should consider the all electric home owner hardship as well.

Case 11-346-EL-SSO

EDU

Please docket the concerns in the case number above.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64371
Received: 2/13/2012 1:51:07 PM
Message:
WEB ID: 64371 AT:02-13-2012 at 01:51 PM

Related Case Number:

TYPE: complaint

NAME: Mr. TERRY HOOVER

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 646 S. NELSON RD.
- COLUMBUS , Ohio 43205
- USA

PHONE INFORMATION:

- Home: (614) 252-5241
- Alternative: (614) 565-9854
- Fax: (614) 252-5260

E-MAIL: midwest@beol.net

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: MIDWEST ROOFING & FURNACE CO. INC.
- Name on account: H. TERRY HOOVER
- Service address: 646 S. NELSON RD
- Service phone: (614) 252-5241
- Account Number: 101-621-620-1-9

COMPLAINT DESCRIPTION:

I have been advised that a 40% increase is to be imposed on Small Businesses in the near future. It would appear based on an article in the Columbus Dispatch that this burdensome increase is being reconsidered. I am contacting PUCO to add my voice to other small businesses who are endeavoring to survive a combination of the Economic downturn and a range of govt. imposed tax (health care etc.) Any increase beyond the 5% to 10% range would be an incredible burden and highly unacceptable. From recent bills, it appears that increases have already been imposed, as our electric bills are higher than usual.

McCauley, Betty

From: ContactThePUCO
Sent: Tuesday, February 14, 2012 11:37 AM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/14/2012

Re: Bill Herrnstein
Herrnstein Chrysler Inc.
133 Marietta Rd
Chillicothe, OH 45601

Docketing Case No.:

11-0346-EL-SSO

Notes:

Caller states his Chrysler dealership is in the AEP territory.

Caller states that he has seen a 30 to 40% rate hike and it is not reasonable, states it puts pressure on businesses to increase the prices charged to consumers at a time when consumers are hurting pretty badly. It would appear that AEP has blindsided the PUCO with perhaps some erroneous information that allowed PUCO to approve the rate increase.

Caller requests that his comments be docketed in 11-0346-EL-SSO, advised caller I would forward his comments to Docketing to be included in the case record.

Please docket the comments above in the case number above. Thank you.

McCauley, Betty

From: ContactThePUCO
Sent: Tuesday, February 14, 2012 11:37 AM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/14/2012

Re: Nora Simms
710 State Route 278
Nelsonville, OH 45764

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

Notes:

Callers bill went from \$247 to over \$388. they can not afford these charges on their retirement income and there is no way for the company or PUCO to justify such charges. There are only two of them in the household. Its ridiculous to charge such high rates. The bill is an actual reading. Company placed her on a pymt arrangement. Forwarding comments to Docketing.

Please docket the attached in the case number above.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64424
Received: 2/14/2012 9:15:57 AM
Message:
WEB ID: 64424 AT:02-14-2012 at 09:15 AM

Related Case Number:

TYPE: complaint

NAME: Mr. Mary Eddy

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 426 Strecker Lane
- Marietta , Ohio 45750
- USA

PHONE INFORMATION:

- Home: 740-373-7437
- Alternative: 740-374-2035
- Fax: *(no fax number provided?)*

E-MAIL: norwood1@suddenlink.net

INDUSTRY:Electric

ACCOUNT INFORMATION:

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

COMPLAINT DESCRIPTION:

Re: Case 11-346 I knew that electric was to go up 30% but in my case it went up 90% from one month to the next. I have a small mom & pop busines that I cannot afford to pass this hike onto my customers without loosing business. Why the small commercial accounts when some individuals make more money per year than my business. The big corporations are protected with deals they make with AEP----what about my rights? Please help---if not my doors will soon be closing.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64354
Received: 2/13/2012 10:57:38 AM
Message:
WEB ID: 64354 AT:02-13-2012 at 10:57 AM

Related Case Number:

TYPE: complaint

NAME: Mr. Edward O'Reilly

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 1587 West Third Avenue
- Columbus , Ohio 43212
- USA

PHONE INFORMATION:

- Home: (614) 485-4022
- Alternative: (614) 481-3600
- Fax: (614) 481-3648

E-MAIL: ed.oreilly@ghcsd.org

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Grandview Heights City School District
- Service address: 1587 West Third Avenue
- Service phone: 614-481-3600
- Account Number: various

COMPLAINT DESCRIPTION:

The recent increase of AEP rates are impacting our school district. Rates rose approximately 29% in one month's time. I would be happy to provide any supporting data/paperwork you require to further investigate my complaint. After taking a significant cut in state funding this year, such an increase in costs associated with our electric service further depletes already dwindling available resources.

McCauley, Betty

From: ContactThePUCO
Sent: Tuesday, February 14, 2012 11:16 AM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/14/2012

Re: David Stephan
2675 Coventry Rd
Columbus, OH 43221

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

Notes:

NAME: Mr. David Stephan
CONTACT SENDER ? Yes
MAILING ADDRESS:
2675 Coventry Rd
Columbus , Ohio 43221
USA
PHONE INFORMATION:
Home: 614-578-6553
Alternative: 614-486-5848
Fax: (no fax number provided?)
E-MAIL: dave@stephanhouse.net
INDUSTRY:Electric

ACCOUNT INFORMATION:
Company: American Electric Power
Name on account: Northwest Christian Church
Service address: 1340 Fishinger Rd
Service phone: 614-457-6290
Account Number: 108-943-243-1-7

COMPLAINT DESCRIPTION:

The Distribution Service charge on our electric bill has went up 300% from last month! AEP claims that this is due to a restructuring of tariffs and rate increase approved by the PUCO. This is resulting in an extra \$6000 per year that our church did NOT BUDGET FOR. How can a public utility and the PUCO agree to raise rates 300% in one fell swoop? This is not right. What can I do to fight this?

Please docket the attached in the case number above.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64325
Received: 2/12/2012 11:16:31 PM
Message:
WEB ID: 64325 AT:02-12-2012 at 11:16 PM

Related Case Number:

TYPE: complaint

NAME: Mrs. Anita McGinnis

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 3469 State Route 335
- Portsmouth , Ohio 45662
- USA

PHONE INFORMATION:

- Home: 740-776-0151
- Alternative: 740-464-0052
- Fax: *(no fax number provided?)*

E-MAIL: hammr9@yahoo.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Anita L. McGinnis/Douglas M. McGinnis
- Service address: 3469 State Route 335
- Service phone: 740-776-0151
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

I wish to complain about the rate increase that has affected not only my bill but that of the rest of Ohioian's effective the first bill in January, 2012. We do not even heat with electric but our bill has increased as if we were. We are both retired and this increase does effect our "bottom line" for living expenses. But, worst yet, is how do those that are on very limited income (senior citizens) supposed to make it as well. This will make some have to choose between staying warm, or buying medicine to sustain their lives or even food. I'm sure that there are other ways to fill your pockets than from taking it from those that can't afford it but need it. Shame on you all for allowing this to occur by AEP.

McCauley, Betty

From: ContactThePUCO
Sent: Tuesday, February 14, 2012 10:39 AM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/14/2012

Re: Rene Damoiseaux
2871 Sheila Pl

Columbus, OH 43232

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

Notes:

Customer is calling to state her protest in the rates she said they are all electric and the Dec 2011 bill was \$148 however she's rec'd 2 bills in 2012 and they have increased to over \$263 and they can't survive off this?

She didn't think the increase was suppose to be that much? I advised the all electric heat discount is discontinued and that is where she would see the increase. The customer questions why couldn't the company phase in doing away with the heat discount.

she wants her concerns placed on record this is creating a financial hardship and how to a customer stay caught up. I recommend she ask about level billing or a budget plan. customer states she have heart conditions and need heat in winter and a/c in summer months.

case 11-346-EL-SSo

PRC

Please docket the attached in the case number above.

McCauley, Betty

From: ContactThePUCO
Sent: Tuesday, February 14, 2012 10:37 AM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/14/2012

Re: Sharon Hibbs
2350 State Route 134
Sardinia, OH 45171

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

Notes:

NAME: Mr. Daryl or Sharon Hibbs

CONTACT SENDER ? Yes

MAILING ADDRESS:

2350 State Route 134

Sardinia , Ohio 45171

USA

PHONE INFORMATION:

Home: (937) 446-2328

Alternative: (937) 763-2328

Fax: (000) 000-0000

E-MAIL: gwtwmammy@yahoo.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

Company: AEP OHIO

Name on account: Daryl R. Hibbs

Service address: 2350 State Route 134 Sardinia, Ohio 45171

Service phone: (937) 446-2328

Account Number: 104-001-423-1-0

COMPLAINT DESCRIPTION:

02/05/2012 This is in reference to case number 11-346-EL-SSO How could my distribution charges go from \$26.11 last month to \$158.77 this month? How could the generation charges go from \$104.89 last month to \$161.44 this month? That is a total of \$190.00 increase in 1 month. How could this be possible? Our bill last month was \$149.46 & this month \$353.09. The weather has been quite mild & we use a gas fireplace almost daily to take the chill off the rooms we're in. We also added a new energy efficient insulated roof last May. We felt it made a huge change in the cooling of our house, even with the heat of the summer. The bill last month was estimated with 1084 KWH & the bill this month was actual with 2804 KWH. The only bill close in comparison would be the second one of 2011 with an estimated of 3894 KWH. The distribution charges were \$119.77 & the generation charges were \$261.82. Who estimated that bill? The other 11 months averaged

together are 1244 KWH. So why would anyone estimate our bill at that rate of KWH at any time of the year? Please look up our records & do the math. Please explain how you are allowed to just charge any amount you want with no explanation? We deserve an answer.

Please docket the attached in the case number above.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64267
Received: 2/11/2012 5:04:32 PM
Message:
WEB ID: 64267 AT:02-11-2012 at 05:04 PM

Related Case Number:

TYPE: comment

NAME: Mrs. jennifer Feazel

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 938 Noyes Dr.
- 938 Noyes Dr.
- Reynoldsburg , Ohio 43068
- USA

PHONE INFORMATION:

- Home: 6149895696
- Alternative: 6149895696
- Fax: *(no fax number provided?)*

E-MAIL: jennie5501@yahoo.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: jennifer Feazel
- *(no service address provided?)*
- *(no service phone number provided?)*
- *(no account number provided?)*

COMMENT DESCRIPTION:

Our home is all electric, our bill was 500 dollars for January if the rate hike stays in place our bill will top 1000 dollars when we need to run the heat pump. We will not be able to afford to pay our bill.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64271
Received: 2/11/2012 7:23:53 PM
Message:
WEB ID: 64271 AT:02-11-2012 at 07:23 PM

Related Case Number:

TYPE: complaint

NAME: Mr. don tincher

CONTACT SENDER ? No

MAILING ADDRESS:

- 4175 s old st rd
- lewis center , Ohio 43035
- 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: aep ohio
- Name on account: don tincher
- Service address: 4175 s old st rd
- Service phone: 740-548-6895
- Account Number: 104-304701-3-7

COMPLAINT DESCRIPTION:

11-364-EL-SSO unfair without prior notice of increase. All electric house but don:t use furnace much only woodstove and small elec heater. \$364 last mo. used to be \$200. Hurts bad as only one income here. please reconsider request to decrease aep's latest price hike. thank you.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64267
Received: 2/11/2012 5:04:32 PM
Message:
WEB ID: 64267 AT:02-11-2012 at 05:04 PM

Related Case Number:

TYPE: comment

NAME: Mrs. jennifer Feazel

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 938 Noyes Dr.
- 938 Noyes Dr.
- Reynoldsburg , Ohio 43068
- USA

PHONE INFORMATION:

- Home: 6149895696
- Alternative: 6149895696
- Fax: *(no fax number provided?)*

E-MAIL: jennie5501@yahoo.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: jennifer Feazel
- *(no service address provided?)*
- *(no service phone number provided?)*
- *(no account number provided?)*

COMMENT DESCRIPTION:

Our home is all electric, our bill was 500 dollars for January if the rate hike stays in place our bill will top 1000 dollars when we need to run the heat pump. We will not be able to afford to pay our bill.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64344
Received: 2/13/2012 9:56:17 AM
Message:
WEB ID: 64344 AT:02-13-2012 at 09:56 AM

Related Case Number:

TYPE: complaint

NAME: Mr. William Brandt

CONTACT SENDER ? Yes

MAILING ADDRESS:

- PO Box 698
- Logan , Ohio 43138
- USA

PHONE INFORMATION:

- Home: (614)937-0785
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: rudy_brandt@loganclaypipe.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: The Logan Clay Products Company
- Name on account: The Logan Clay Products Company
- Service address: 201 South Walnut Street Logan, Ohio 43138
- Service phone: (740) 385-2184
- Account Number: 071-110-200-0-9

COMPLAINT DESCRIPTION:

I am submitting the following regarding case 11-346-EL-SSO. I have included a brief background of my company, the impact of the rate increase, and the consequences of the rate change.

Background The Logan Clay Products Company operates two manufacturing facilities in

Hocking County. Logan Clay manufactures sewer pipe and chimney flue lining in Logan, while Sawmiller LLC manufactures wood pallets in Haydenville. Sawmiller LLC is on the a Columbus Southern tariff while Logan Clay is on the an Ohio Power tariff. Between these two facilities, the company provides over 100 full time jobs. AEP Rate Increase Sawmiller LLC's January invoice from American Electric Power (AEP) for transmission increased from \$.043/KWH to \$.108/KWH. This is a 151% increase and will result in an annual increase of approximately \$75,000. If this increase is not reduced, the company will be forced to eliminate three positions and/or significantly reduce healthcare benefits. The increase in cost also threatens the long-term viability of the company, as it may no longer be competitive in the marketplace. Logan Clay's transmission costs increased from \$.019 in December to \$.037 in January. This is an increase of 85% and will result in an annual increase of \$45,000. If Logan Clay is forced to absorb this cost, the company will be forced to eliminate 2 positions and/ or significantly reduce healthcare benefits. Conclusion If our company takes action to retain our current cost structure the rate increase will directly cause the loss of 5 or more jobs in an area that has far too few jobs to begin with. Our company may also need to reduce health care and other benefits for the remaining employees in order to survive. Still, it may be impossible to compete with manufacturers operating in areas where distribution is provided by utilities not using a "market" system that penalizes small manufacturers. This AEP distribution charge, implemented now or phased in over a number of years, jeopardizes over 100 jobs in Appalachia. As such, we respectfully request that the Public Utilities Commission of Ohio repeal this rate plan and not allow a rate plan that puts small businesses in American Electric Power's service area at a competitive disadvantage.

Dick Brandt President The Logan Clay Products Company Office: 740/385-0733 Cell: 740/603-3037 Fax: 740/385-9336 Email: dick_brandt@loganclay pipe.com
Website:www.loganclaypipe.com http://www.sawmillerinc.com/

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64337
Received: 2/13/2012 9:30:57 AM
Message:
WEB ID: 64337 AT:02-13-2012 at 09:30 AM

Related Case Number:

TYPE: complaint

NAME: Mrs. Sandra Williamson

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 3799 Parkway Lane
- Hilliard , Ohio 43026
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: 614-771-4343
- Fax: 614-771-4124

E-MAIL: sam@sterlingprotectiveservices.com

INDUSTRY:Other

ACCOUNT INFORMATION:

- Company: Sterling Protective Services, Inc.
- Name on account: Sterling Protective Services, Inc.
- Service address: 3799 Parkway Lane
- Service phone: 614-771-4343
- Account Number: 105-421-557-0-9

COMPLAINT DESCRIPTION:

We are a small local company, in business nearly 21 years. We install, monitor, and service residential and commercial security systems, including burglary, fire, critical condition, access control, cameras, and CCTV. We are a 24/7 operation. Our electric bill from AEP, that was due January 10, was \$401.56. This is typical. Our usage was 4,690 kwh. The bill due February 13 is \$611.84. Our usage was 4998 kwh. The increase was over 52%. This is outrageous. How is a small business to stay in business with this kind of any increase? This will cost us upwards of

\$2500 for a year. We pride ourselves on running a small, effective operation. We have increased our rates nominally over the past 20 years; the total number of increases has been four. If we pass the increase on to our customers, we will lose some of them. Then it becomes harder still to cover the rate increase. I called AEP when we received the bill, thinking that there had been an error, because although I was aware that the increase had been approved, I couldn't believe that it would be so much. I was told by the AEP representative that the PUCO was trying to "level the playing field". For whom? Certainly not for the public that their name implies they are working for. Apparently for the utility companies who no doubt have lobbies. In the press release it was stated that 30 witnesses testified. What industries, fields, businesses did they represent? This is a blatant attempt to increase the profits of the already profitable utility company at the expense of small businesses and school districts. Again, this is outrageous.

McCauley, Betty

From: ContactThePUCO
Sent: Tuesday, February 14, 2012 9:24 AM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/14/2012

Re: Deborah Harsha
216 E Main St
Hillsboro, OH 45133

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

Notes:

Customer protest rate increase. Bill increased \$100.

Please docket the attached in the case number above.

McCauley, Betty

From: ContactThePUCO
Sent: Tuesday, February 14, 2012 9:23 AM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/14/2012

Re: Kathy Collins
29 S Oregon St

Johnstown, OH 43031

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

Notes:

this price increases are horrible, you never can get this bill caught up...
STOP LETTING THEM RAISE PRICES, NOBODIES ARE GOING UP BUT THEIRS!! PEOPLE SIMPLY
CANNOT AFFORD THIS!

Please docket the attached in the case number above.

McCauley, Betty

From: ContactThePUCO
Sent: Tuesday, February 14, 2012 9:05 AM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/14/2012

Re: Seth Distelzweig
7540 Broadway Dr

Reynoldsburg, OH 43068

Docketing Case No.:11-0346-EL-SSO

Notes: Although I experienced a raise in my electric bill, I am not writing about my bill as of yet. I am writing on behalf of local businesses. I would like an explanation as to why the PUCO approved a rate hike for AEP when they reported record profits last year. These profits were so high in fact, they were deemed "too high" and AEP was penalized for this. Furthermore, please explain how a rate hike that is costing local businesses 600%+ more than their previous bills is justifiable. This is outrageous and a complete failure on the part of the PUCO. You should be ashamed of yourselves to allow a highly profitable company such as AEP a rate hike that clearly was not necessary. It is the job of the PUCO to look through a utility company's "smoke screen" and realize their excuses are based on nothing more than greed. Any company will try at one point or another to increase their profits and will attempt to sell the PUCO or anyone else on this idea with well designed and crafty rationale.

I do not, by the way, want to hear excuses about "poorly attended public meetings were held on the issue." This does not excuse the PUCO from recognizing the situation and acting accordingly, which clearly was not done in this matter. This was a COMPLETE FAILURE on the part of the PUCO. If I failed this poorly at my job, I would find myself unemployed immediately. Thank you.

Please docket the attached in the case number above.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64243
Received: 2/11/2012 11:32:23 AM
Message:
WEB ID: 64243 AT:02-11-2012 at 11:32 AM

Related Case Number:

TYPE: comment

NAME: Mr. Gerald Mollica

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 6 Coventry Lane
- Athens , Ohio 45701
- USA

PHONE INFORMATION:

- Home: 740 592 2219
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: mollicag@mgssmlaw.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Columbus Southern Ohio Electric
- Name on account: as above
- *(no service address provided?)*
- *(no service phone number provided?)*
- *(no account number provided?)*

COMMENT DESCRIPTION:

I have an all electric home. My avg. montly bill (12 mos.) has been about \$200. It has now increased to \$400 this January. Although part of this is because of the colder temperatures (they have been moderate) most are due to the unreasonable rate increase the PUCO approved. I know you are looking at the rates for small businesses, but also consider what those of us who have all electric homes are paying.

McCauley, Betty

From: ContactThePUCO
Sent: Tuesday, February 14, 2012 8:53 AM
To: Docketing
Subject: Docketing
Attachments: 205992.html; 205992.pdf; 205992.txt

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/14/2012

Re: Jane Chain
9512 Petersburg Rd

Hillsboro, OH 45133

Docketing Case No.:11-346-el-sso

Notes:

Ref.# 11-346-el-sso. I am writing to about the increase in my electric bill. Last month my bill was \$185. Imagine my shock when i opened my bill this month and it was \$465 dollars. I am the only one working in this home. My husband is on disability. His check pays our house pymt. I have paid this bill at the expense of other cut backs in other areas. I have cut back as far as i can. I jave effeciency everything in my home,things are shut off when not in use,thermostat set at 70. I have small kids in this and i can not turn it back more..this bill has put Me in a position of having to cut in other areas. Those areas are my food,medical,prescription. What am i supposed to do when tje weather turns bad? It has been mild. I dont know why i am even writing this complaint,because your corporation only cares about making large profits for your investors at the expense of customers who are barely making ends meet now

To: pucocomplaint@aep.com
CC:
BCC:
Subject: Initial Complaint. Case: JCHA021012FI

PUBLIC UTILITIES COMMISSION OF OHIO

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

CUSTOMER: Jane Chain
COMPANY:
ADDRESS: 9512 Petersburg Rd

Hillsboro, OH 45133

SERVICE ADDRESS: 9512 Petersburg Rd, Hillsboro OH, 45133, Highland
CASE ID: JCHA021012FI
AIQ: 106-359-979-0-0

NIQ: (937) 763-5166
CBR:

DESCRIPTION OF ISSUE/CONCERN:

Ref.# 11-346-el-sso. I am writing to about the increase in my electric bill. Last month my bill was \$185. Imagine my shock when i opened my bill this month and it was \$465 dollars. I am the only one working in this home. My husband is on disability. His check pays our house pymt. I have paid this bill at the expense of other cut backs in other areas. I have cut back as far as i can. I jave effeciency everything in my home,things are shut off when not in use,thermostat set at 70. I have small kids in this and i can not turn it back more..this bill has put Me in a position of having to cut in other areas. Those areas are my food,medical,prescription. What am i supposed to do when tje weather turns bad? It has been mild. I dont know why i am even writing this complaint,because your corporation only cares about making large profits for your investors at the expense of customers who are barely making ends meet now

=====

Please send billing history.
Please advise why bill would go from \$185 to \$465.
Please contact customer.

Thank you.

Pamela Siripavaket
Compliance Investigator
Investigation and Audit Division

614-995-2008 Fax

Please docket the attached in the case number above.

McCauley, Betty

From: ContactThePUCO
Sent: Tuesday, February 14, 2012 8:41 AM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/14/2012

Re: Michelle Goslin
8004 Greenspire Dr
Reynoldsburg, OH 43068

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

Notes:

NAME: Ms. Michelle Goslin

CONTACT SENDER ? Yes

MAILING ADDRESS:

8004 Greenspire drive

Reynoldsburg , Ohio 43068

USA

PHONE INFORMATION:

Home: 6147695776

Alternative: 6147695776

Fax: (no fax number provided?)

E-MAIL: mgoslin2@insight.rr.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

Company: AEP

Name on account: Michelle Goslin

Service address: 8004 Greenspire drive

Service phone: 6147695776

Account Number: 109-152-353-1-0 cy 18

COMPLAINT DESCRIPTION:

January bill was \$142.32 February bill was \$292.82 the rate increase is unbearable. I have been an AEP costumer since I was 19 years old I am now 36 and I am so frustrated with this increase that I am actively looking for residence in Pickering ton so I can switch to Southern power. Who does not make a profit as you do.Thanks for nothing. Sincerely ,Michelle G.

Please docket the attached in the case number above.

McCauley, Betty

From: ContactThePUCO
Sent: Tuesday, February 14, 2012 8:33 AM
To: Docketing
Subject: Docketing
Attachments: [Untitled].pdf

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/14/2012

Re: Jayma Davis
14 E Gay St
Columbus, OH 43215

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

Notes:

To: jaymadavis@yahoo.com
CC:
BCC:
Subject:

Mr. Jayna Davis
14 E Gay St
Columbus, OH 43215

CASE ID: JDAV020812C4

Dear Mr. Davis:

Thank you for contacting the Public Utilities Commission of Ohio regarding your electric bill from American Electric Power (AEP).

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.

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.

Sincerely,

Kelly Ryan
Customer Service Investigator
Service Monitoring and Enforcement Department

Please docket the attached in the case number above.

McCauley, Betty

From: ContactThePUCO
Sent: Tuesday, February 14, 2012 8:33 AM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/14/2012

Re: Judy Cameruca
3201 Vanderberg Ave
Columbus, OH 43204

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

Notes:

NAME: Mrs. Judy Cameruca
CONTACT SENDER ? Yes
MAILING ADDRESS:
3201 Vanderberg Ave
Columbus , Ohio 43204
USA
PHONE INFORMATION:
Home: 614-276-78566
Alternative: (no alternative phone provided?)
Fax: (no fax number provided?)
E-MAIL: starjudyl@yahoo.com
INDUSTRY:Electric
ACCOUNT INFORMATION:
Company: AEP
(no account name provided?)
(no service address provided?)
(no service phone number provided?)
(no account number provided?)
COMMENT DESCRIPTION:

I am appalled by the approval given AEP. We are paying the highest Elec bills ever and for no reason. They have an abundance of money and you approve them an increase????? We live on a very small pension, and soc sec. barely getting by and now this. Our only hope is to get out of this area and yet in this wonderful economy, we would have a hard time selling this house. With times so bad, how can you sleep at night knowing what you have done? I feel sorry for all the business people who will have to close because of you.

Please docket the attached in the case number above.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64303
Received: 2/12/2012 1:49:46 PM
Message:
WEB ID: 64303 AT:02-12-2012 at 01:49 PM

Related Case Number:

TYPE: comment

NAME: Mr. Ravanna Moe

CONTACT SENDER ? No

MAILING ADDRESS:

- 733 London Groveport Rd
- Lockbourne , Ohio 43137
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: 614-905-1791
- Fax: *(no fax number provided?)*

E-MAIL: ravanngl@aol.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: His Church of Jesus
- Service address: 951 Frebis Ave, Columbus, Ohio 43137
- *(no service phone number provided?)*
- *(no account number provided?)*

COMMENT DESCRIPTION:

In July 29, 2011, the CEO of AEP reported to the board that they should all be very pleased with the company's profits for the year. Therefore, it was extremely surprising that AEP suddenly needed to raise the amount that they charge business, nonprofits, and even schools an extra 40%. In our small church that will change the electric bill from its present cost to \$190 a month before hot weather arrives! Such irresponsible and greedy behavior on the part of AEP will cripple Ohio's economic recovery. PUCO needs to tell AEP that price gouging will not be tolerated.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64386
Received: 2/13/2012 3:43:35 PM
Message:
WEB ID: 64386 AT:02-13-2012 at 03:43 PM

Related Case Number:

TYPE: comment

NAME: Mr. carolyn jurkowitz

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 9 east long st., # 201
- columbus , Ohio 43215
- USA

PHONE INFORMATION:

- Home: 614-224-7147
- Alternative: *(no alternative phone provided?)*
- Fax: 614-224-7150

E-MAIL: cjurkowitz@ohiocathconf.org

INDUSTRY:Other

ACCOUNT INFORMATION:

- Company: catholic conference of ohio
- *(no account name provided?)*
- *(no service address provided?)*
- *(no service phone number provided?)*
- *(no account number provided?)*

COMMENT DESCRIPTION:

Dear Mr. Snitchler:

The Catholic Conference of Ohio is concerned about the negative impact that the recent increase in the electric rate will have on many of our churches. Rate increases that might approach 30 percent for some of our churches will be far too high. We encourage you to reconsider this

decision.

The Catholic Conference of Ohio is the official representative of the Catholic Church in public policy matters in Ohio.

Thank you for your consideration.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64386
Received: 2/13/2012 3:43:35 PM
Message:
WEB ID: 64386 AT:02-13-2012 at 03:43 PM

Related Case Number:

TYPE: comment

NAME: Mr. carolyn jurkowitz

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 9 east long st., # 201
- columbus , Ohio 43215
- USA

PHONE INFORMATION:

- Home: 614-224-7147
- Alternative: *(no alternative phone provided?)*
- Fax: 614-224-7150

E-MAIL: cjurkowitz@ohiocathconf.org

INDUSTRY:Other

ACCOUNT INFORMATION:

- Company: catholic conference of ohio
- *(no account name provided?)*
- *(no service address provided?)*
- *(no service phone number provided?)*
- *(no account number provided?)*

COMMENT DESCRIPTION:

Dear Mr. Snitchler:

The Catholic Conference of Ohio is concerned about the negative impact that the recent increase in the electric rate will have on many of our churches. Rate increases that might approach 30 percent for some of our churches will be far too high. We encourage you to reconsider this

decision.

The Catholic Conference of Ohio is the official representative of the Catholic Church in public policy matters in Ohio.

Thank you for your consideration.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64327
Received: 2/13/2012 7:54:03 AM
Message:
WEB ID: 64327 AT:02-13-2012 at 07:54 AM

Related Case Number:

TYPE: complaint

NAME: Mr. Jerry Blaskie

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 2839 Charter St
- Columbus , Ohio 43228
- USA

PHONE INFORMATION:

- Home: 614-486-0261
- Alternative: 614/486-0261
- Fax: 614-486-0912

E-MAIL: jerry@sciengineeredmaterials.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: SCI Engineered Materials, Inc.
- Name on account: SCI Engineered Materials, Inc.
- Service address: 2839 Charter St, Columbus, Oh 43228
- Service phone: 614/486-0261
- Account Number: 105-077-256-4-5

COMPLAINT DESCRIPTION:

The increase for the Distribution Asset Recovery Rider will add to the already high unemployment rate as our small business will need to recover the annual \$64,000 increase by way of the layoff of two employees - one of which was laid off in late January. Other small businesses will do the same. Our January Distribution service increase was approximately 232%. This needs to be corrected immediately to save jobs

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64385
Received: 2/13/2012 3:36:04 PM
Message:
WEB ID: 64385 AT:02-13-2012 at 03:35 PM

Related Case Number:

TYPE: complaint

NAME: Ms. Emily Wilson

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 7792 Olentangy River Rd.
- Columbus , Ohio 43235
- USA

PHONE INFORMATION:

- Home: 614-841-1821
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: thecachetsalon@midohio.twcbc.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: The Cachet Inc.
- Service address: 7792 Olentangy River Rd.
- Service phone: 614-841-1821
- Account Number: 103-640-662-7-3

COMPLAINT DESCRIPTION:

Case # 11-346-EL-SSO We own a small business and are shocked about the rate increase for electricity from AEP! The economic recovery won't happen if small businesses can't afford to hire employees because we are paying such high rates. Every month of 2011 we were charged a different rate and it seems arbitrary and unfair. We would like a response ASAP. Thank you, Linda Castle and Emily Wilson

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64312
Received: 2/12/2012 4:55:42 PM
Message:
WEB ID: 64312 AT:02-12-2012 at 04:55 PM

Related Case Number:

TYPE: complaint

NAME: Ms. pat gould

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 5201 us hwy 23n
- delaware , Ohio 43015
- USA

PHONE INFORMATION:

- Home: 740-363-8402
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: pgould_ghrecovery@yahoo.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: g&h recovery
- Name on account: g&h recovery / george hummel
- Service address: 5201 us hwy 23n delaware oh 43015
- Service phone: 740-363-8402
- Account Number: 102-966-851-4-1

COMPLAINT DESCRIPTION:

I THINK THAT IT IS VERY UNFAIR FOR THE AEP TO RAISE RATES ON SMALL BUSINESSES THAT ARE TRYING TO STAY IN BUSINESS AND HAVE ALREADY TAKEN A BEATING. ESPECIALLY WHEN THEY NOTIFIED NO ONE OF THEIR INTENT.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64380
Received: 2/13/2012 3:01:31 PM
Message:
WEB ID: 64380 AT:02-13-2012 at 03:01 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Rory Ryan

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 151 Wylie Road
- Seaman , Ohio 45679
- USA

PHONE INFORMATION:

- Home: 937-764-1341
- Alternative: 937-840-9490
- Fax: 937-840-9492

E-MAIL: roryryan@gmail.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Rory Ryan
- Service address: 151 Wylie Road, Seaman, Ohio 45679
- Service phone: 937-764-1341
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

Reference this complaint code: 11-346-EL-SSO

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64317
Received: 2/12/2012 8:11:20 PM
Message:
WEB ID: 64317 AT:02-12-2012 at 08:11 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Kiley Gregory

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 6039 st rt 247
- Hillsboro , Ohio 45133
- USA

PHONE INFORMATION:

- Home: 9372050377
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: greg.kiley@yahoo.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Christina Euton
- Service address: 6039 st rt 247
- Service phone: 9372050377
- Account Number: 11-346-EL-SSO

COMPLAINT DESCRIPTION:

Our electric bill for the month of January increased 50% over December. This amount of an increase is absurd. Our family struggles enough as it was just to get food and now this increase is unacceptable.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64210
Received: 2/10/2012 8:31:52 PM
Message:
WEB ID: 64210 AT:02-10-2012 at 08:31 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Perry and Melissa Duffy

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 555 Eyermann Road
- Belpre , Ohio 45714
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: 304-991-0030
- Fax: *(no fax number provided?)*

E-MAIL: m.duffy.69@hotmail.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP OHIO
- Name on account: Perry G Duffy
- Service address: 555 Eyermann Road
- Service phone: 304-991-0029
- Account Number: 105-961-964-1-9

COMPLAINT DESCRIPTION:

This complaint is in regards to the recent rate increase that has been permitted to happen in the Washington County Ohio area. There is a problem with this- the utility companies should be LIMITED on the increase percentage. I am a professional so I realize that all things are more expensive and I can expect that. What I CANNOT expect or accept is that the generation service ALONE is only \$6.00 less this month than my WHOLE billing balance of last month. My bill jumped from \$157.23 to \$239.79. The generation service portion alone this month is \$151.10. While this may not seem like much to some people--that kind of increase can be hard on most. (especially when we have electric heat and we have made SEVERE heating reductions to conserve on our expenses). When you factor in the increasing costs

of other utilities/necessities along with this much of an increase for just 1 utility company, it can cause ALOT of hardship on the taxpayers in Washington County. I am sure this complaint will be ignored and tossed aside without any importance but taxpayers should have a say and should be listened to. There needs to be someone or some company that is looking out the middle class citizens and attempting to relieve some burdens and stressors that is effecting so many.

Melissa Duffy Cell # 304-991-0030

McCauley, Betty

From: ContactThePUCO
Sent: Monday, February 13, 2012 5:59 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/13/2012

Re: Grace Dean
7165 Beechwood Dr
12
Athens, OH 45701

Docketing Case No.: 11-346-EL-SS)

Notes:

Caller is upset about the extreme increase in charges. This is strictly for the pockets of the stockholders. The govt is destroying the country. The rich get richer while the poor get poorer. She is wearing sweaters and long johns in her home because she can't afford electric while stockholders get richer. Govt is putting small businesses out of business, the greed is just out of hand.
Provided PIPP info. She's going to check to see if she's income eligible.

Please docket the attached in the case number above.

McCauley, Betty

From: ContactThePUCO
Sent: Monday, February 13, 2012 5:54 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/13/2012

Re: Jason Karnes
7168 Swisshelm Ln

Hillsboro, OH 45133

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

Notes:

I would really like to know how AEP expects people living on a fixed income to afford to pay their bills at the rate that they jacked them up. We are living in a crisis right now the way the economy is anyway, and for them to do this is uncalled for. I believe it's unfair to do it to a select area of people and increased amounts is very unfair. For us to go from a 137.36 bill to a 343.23 in 1 month time, where no one was in the house during most of the day and things turned down until late evenings is uncalled for. Our garage bill increased from 11.15 to 17.46 and less KWH used? Give me a break. I feel we have really been taken advantage of by AEP. I really feel sorry for our home town businesses fighting these high bills, just trying to get by to provide for their families and to provide a business to our town so that we do not have to go out of town to buy. They need to take a look at the people they are affecting and discriminating towards because we live in a certain area. To have been fair, the rate increase should have affected all of Ohio's AEP customers NOT a selected area. Then I'm sure their customer complaints would have been unending. (AEP CUSTOMER FROM HILLSBORO)

Please docket the attached in the case number above.

McCauley, Betty

From: ContactThePUCO
Sent: Monday, February 13, 2012 5:43 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/13/2012

Re: Letha Holsinger
607 Zuefle Dr
Mc Dermott, OH 45652

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

Notes:

Just wanted you to know that not only is the rate increase hurting small business but also the home owners who has a hard enough time keeping up with everything else rising like prices of gas and groceries so when you go and think about the small business please help the other consumers who pays their bills on time times are tough enough for everyone now . We shouldn't have to worry about how much our electric is going to be each or whether we pay it or buy food so please consider us also thank you

Please docket the attached in the case number above.

McCauley, Betty

From: ContactThePUCO
Sent: Monday, February 13, 2012 5:39 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/13/2012

Re: Kenneth Sturgeon
7360 W Road
rr#2
Bainbridge, OH 45612

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

Notes:

hi ,i am very up set with aep.they say that i have used twice as much electric as i used last month. this is crazy. i feel like i am being ripped off. I have talked to my sister and hers went up to. we live on the same road. and have the same size homes. i think someone needs to look in to this .i don't know how i am going to pay for this in the future.this also happend last year in january. they told me that it was be cause they estimated it the month be for.I live near hillsboro ohio, from what i have heard they are being over charged too. is there something that can be done about this. kenny sturgeon

Please docket the attached in the case number above.

McCauley, Betty

From: ContactThePUCO
Sent: Monday, February 13, 2012 5:36 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/13/2012

Re: David Roseman
2843 Blendon Woods Blvd

Columbus, OH 43231

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

Notes:

My most recent residential AEP electric bill dated Jan. 24, 2012 for service 12/21/2011 -1/24/2012 was for \$223.98 for 2,173 KWH = \$0.103/KWH unit rate. This rate is 25% higher than a year ago when I paid \$201 for 2,317 KWH at \$0.087 per KWH!

I reside in an ALL-electric 1,800 sq. foot 35 year old house with fairly new scroll heat pump and appliances; thermopane windows, insulated: attic, walls, hot water pipes, water heater; many CFL bulbs & other energy saving devices. According to my most recent AEP GridSmart report my home's 2 month average of 2,871 kWh is "good" compared to 100 'similar homes' averaging 3,850 kWh and 20 'Efficient Similar Homes' averaging 2,662 kWh.

Please explain rationale for my huge unaffordable consumer utility bill increase and what am I suppose to do? Please can PUCO more efficiently regulate the AEP monopoly and protect my limited personal expense payment capabilities. Thank you.

Please docket the attached in the case number above.

McCauley, Betty

From: ContactThePUCO
Sent: Monday, February 13, 2012 5:30 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/13/2012

Re: James Dugger
4358 Yellowhammer Dr

Westerville, OH 43081

Docketing Case No.:

Notes:

have a concern re: my electric bill increase. In January 2011 I used 3,621 kwh and paid \$236.86 (roughly 6.54 cents/kwh). In January 2012 I used only 2,725 kwh but paid \$262.66 (roughly 9.64 cents/kwh). If I am figuring this correctly, this is an increase of 3.1 cents/kwh in one year! I feel this is a pretty steep increase! Considering the number of complaints in the news I felt it important to add my increase to the list.

Please docket the attached in the case number above.

McCauley, Betty

From: ContactThePUCO
Sent: Monday, February 13, 2012 5:28 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/13/2012

Re: Richard Gebbie
13080 Center Village Rd

Galena, OH 43021

Docketing Case No.:

Notes:

This complaint is in regards to the recent exorbitant rate increases granted to AEP. As the owners of an 1800 square foot ranch all-electric home with a heat pump and only 2 residents, we have seen our electric bill increase dramatically over the same period last year.

Our January 2011 bill was \$338.49 for 4531 kwh used. Our January 2012 bill was \$336.86 for 3452 kwh used.

For the same dollar amount, we received 1079 kwh less, which is 23.7% less energy for the same money. In light of today's economy, this is an outrageous increase. In reading the recent article in the Dispatch, it appears that people who heat an all-electric home are being treated the same as a commercial customer. It also appears that the commercial accounts are the ones that are getting all of the attention and consideration for reduction of the increase.
January 2012 January 2011 3452 kwh 4531 kwh

Generation Service \$221.77 \$184.13 Transmission Service \$ 33.97 \$ 33.99
Distribution Service \$ 76.60 \$115.85 Customer Charge \$ 4.52 \$ 4.52

I am appalled by these increases and hope that residential customers will be given the same considerations as small businesses and other commercial accounts. In today's economy, where someone is very lucky to get a 3% raise (if any), how can you justify a 24% raise for AEP?

We look forward to your response.

Sincerely, Richard & Barbara Gebbie

Please docket the attached in the case number above.

McCauley, Betty

From: ContactThePUCO
Sent: Monday, February 13, 2012 5:26 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/13/2012

Re: Helen Chrisman
1153 Northview Dr

Hillsboro, OH 45133

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

Notes:

I live in Hillsboro Ohio and my bill more than doubled over the previous month. The cost per day went from 5.09 to 10.82. The rate sheet indicated that I used twice as much KHW but I was traveling during part of the time so I do not think additional electricity was used. The Hillsboro case is #11-346-EL-SSO.

Please docket the attached in the case number above.

McCauley, Betty

From: ContactThePUCO
Sent: Monday, February 13, 2012 5:21 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/13/2012

Re: James Mckinley
1229 Addison Dr

Reynoldsburg, OH 43068

Docketing Case No.:

Notes:

I want to protest the outrageous price increase that appears on my latest electric bill.

The specifics: All electric home on Tariff 014 (less than 700kwh usage each billing period from the May 2011 billing cycle thru the September 2011 billing cycle.

Electric Bill 1/25/11 - Billing Days:34; Metered usage:3798kwh; Generation Service: \$152.53;Transmission Service: \$28.49; Distribution Service:\$104.07; Customer Charge: \$4.52; Total Charges: \$289.61.

Electric Bill 1/25/12 - Billing Days:34; Metered usage:2869kwh; Generation Service \$184.32;Transmission Service: \$28.23; Distribution Service: \$65.80; Customer Charge: \$4.52; Total Charges: \$282.87.

The bottom line is that my 1/25/12 bill reflects 929kwh (24%) less usage than the 1/25/11 bill at a cost decrease of only \$6.74 from the 01/25/11 bill.

I would have expected an increase because of the rate increases granted but something is totally out of whack!

Please docket the attached in the case number above.

McCauley, Betty

From: ContactThePUCO
Sent: Monday, February 13, 2012 5:21 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/13/2012

Re: Michael Burkett
3993 Monnett Chapel Rd

Bucyrus, OH 44820

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

Notes:

After stewing over my rising electric bill for the last 12 months, I finally am at a full boil with AEP. What is going on?? We have always had decent priced electric service but our January bill was off the charts!!! I own a 1200 sq. ft. home and three adults live here. My furnace, cookstove/oven, and hot water heater are all propane. Last month our electric bill topped the charts at \$133.42. I have NEVER experienced that type of expense even in the coldest winter months or hottest summer/airconditioning months. This is absolutely uncalled for and must be stopped. AEP is taking advantage of it's customers and the PUCO is allowing it!! Please do something to stop them. Our household has experienced job loss and income slashing in the last two years but will still do not qualify for any assistance. Our budget has been cut in half because the household income demanded it. NO DirectTV and no added phone service. We have made these changes to save money plus many others but AEP has now added an extra-LARGE dent in our pockets. Don't give me the lines about storm costs, etc. We all have to allow for that type of occasion but I don't expect my neighbors to pay if a tree falls on my house. AEP shouldn't either, especially when we were without power for over 7 hours in December due to AEP!! I didn't see a discount on my bill for that!!!! The customers of AEP are demanding an answer and resolution. Please do something to make this happen. Thank-You, Mike and Cara Burkett Bucyrus, Ohio

Please docket the attached in the case number above.

McCauley, Betty

From: ContactThePUCO
Sent: Monday, February 13, 2012 4:37 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/13/2012

Re: Clyde Campbell
19529 State Route 278
Nelsonville, OH 45764

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

Notes:

NAME: Mr. Clyde Campbell
CONTACT SENDER ? Yes
MAILING ADDRESS:
19529 State Route 278
Nelsonville , Ohio 45764
USA
PHONE INFORMATION:
Home: 740-753-1386
Alternative: (no alternative phone provided?)
Fax: (no fax number provided?)
E-MAIL: clydec58@hotmail.com
INDUSTRY:Electric

ACCOUNT INFORMATION:
Company: American Electric Power
Name on account: Clyde Campbell Jr
Service address: 19529 ST RT 278 SW
Service phone: 740-753-1386
Account Number: 101-625-451-1-4

COMPLAINT DESCRIPTION:

I checked the KW rate last Jan and it was 5.3 and this Jan it was 7.4. This is a 39.5% increase. When we built our home we went all electric and received a better rate for doing so. We are on a fixed income and cannot afford these types of increases. Social Security went two years without an increase. I know that AEP had a good profit last year so I don't see why they need to change so drastic. In the paper it said they will need increases each year thorough 2016 and then things will settle out for better rates. It is hard to understand why rates have to increase so much in order to give better rates later. This sounds like some of the flim flam adds on TV. Thank You for your help.

Please docket the attached in the case number above.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64375
Received: 2/13/2012 2:29:11 PM
Message:
WEB ID: 64375 AT:02-13-2012 at 02:29 PM

Related Case Number:

TYPE: comment

NAME: Mr. Dennis Ramsey

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 3880 Brown Park Dr
- Hilliard , Ohio 43026
- USA

PHONE INFORMATION:

- Home: (614)378-3884
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: dennis@kleanakarexpress.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Klean-A-Kar Express.com
- Name on account: Dennis Ramsey
- Service address: 3880 Brown Park Dr.
- Service phone: (614) 777 9200
- Account Number: 108-003-430-2-1

COMMENT DESCRIPTION:

I own 2 car exterior tunnel car washes. As a business owner I realize price increases are a fact of life. In the real world noone can increase their price by 40% overnight and remain in business. How this was overlooked is beyond me. I offer a solution and a compromise of a rate increase of 10% for the next four years so business' have a chance to re-tool and change. This kind of increase invites all utilities that have little or no competition to do the same, ie AT&T as of today. I beg you to reconsider this increase and to persauade AEP to credit back the increased fees until a better solution is found. Respectfully, Dennis Ramsey.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64297
Received: 2/12/2012 12:34:41 PM
Message:
WEB ID: 64297 AT:02-12-2012 at 12:34 PM

Related Case Number:

TYPE: comment

NAME: Mr. Frank (Tim) Stein

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 655 N Cassady Ave
- 629 N Cassady Ave
- Columbus , Ohio 43219
- USA

PHONE INFORMATION:

- Home: (614) 252-5201
- Alternative: (614) 204-6040
- Fax: *(no fax number provided?)*

E-MAIL: tstein@purdyco.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Purdy Company
- *(no account name provided?)*
- Service address: 655 N cassady Ave.
- Service phone: 614-152-5201
- Account Number: 104-700-940-4-5

COMMENT DESCRIPTION:

Case #11-346-EL-SSO and #11-351-EL-AIR. Our electric bill went from \$71.81 to \$474.73 in 1 month for 116 more KWH. Small business is again picking up the tab for the large (influence buying) companies. Who is watching out for the main stream America? Not the PUCO! The paper said some were getting up to a 40% increase. Math is not my strong suit. Is the above 40% or over 600%! Between this and the CAT tax and health insurance, soon all of my employees will be looking to the government for subsistence because the company will be chapter 7.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64261
Received: 2/11/2012 3:15:39 PM
Message:
WEB ID: 64261 AT:02-11-2012 at 03:15 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Randall Finney

CONTACT SENDER ? No

MAILING ADDRESS:

- PO BOX 339
- 848 Third Avenue
- Gallipolis , Ohio 45631
- USA

PHONE INFORMATION:

- Home: 740-446-1789
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: rfinney@gallianet.net

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: City of Gallipolis
- Name on account: City of Gallipolis
- Service address: Multiple Bills
- Service phone: 740-446-1789
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

I am the City Manager of the City of Gallipolis. We are applauded at the rate increase we received from AEP. We had negotiated a contract though Scioto Energy using AEP Retail as the provider. The impact of the rate changes on those accounts are a 144% increase to our operations. The accounts not under the contract have a 18% increase. This will amount to a \$71,881 increase at a minimum for the City of Gallipolis. There is no way to absorb these

increases for our small city without the elimination of head count. We have already spent a lot of money to put energy efficient measures in place to deal with rates were being charged before. I have talked to many business owners within the City and they are in worse position than us to be able to pay these costs. I strongly ask that this absorbent increase be rescinded so that small business owners can survive.

Randy Finney City Manager City of Gallipolis 740-446-1789

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64377
Received: 2/13/2012 2:31:58 PM
Message:
WEB ID: 64377 AT:02-13-2012 at 02:31 PM

Related Case Number:

TYPE: comment

NAME: Mr. Edward Milliken

CONTACT SENDER ? No

MAILING ADDRESS:

- PO Box 199
- 515 E Main street
- Bowerston , OHIO 44695
- USA

PHONE INFORMATION:

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

E-MAIL: emilliken@bowerstonshale.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP Ohio
- Name on account: Bowerston Shale Company
- Service address: 515 Main Street
- *(no service phone number provided?)*
- Account Number: 078-382-300-0-6

COMMENT DESCRIPTION:

Our business's rate increase resulted in our distribution rate from \$3037 to \$7111 per month for a 134% increase in distribution (35% overall). This is outrageous. I am encouraged by the news reports that you are reconsidering.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64237
Received: 2/11/2012 10:53:04 AM
Message:
WEB ID: 64237 AT:02-11-2012 at 10:53 AM

Related Case Number:

TYPE: complaint

NAME: Mrs. Deanna Huston

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 14540 Sauerkraut Rd.
- 14540 Sauerkraut Rd.
- Logan , Ohio 43138
- USA

PHONE INFORMATION:

- Home: 740-385-4508
- Alternative: 614-620-6174
- Fax: *(no fax number provided?)*

E-MAIL: HusDeanna@aol.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: American Electric Power [AEP]
- Name on account: Robert Huston
- Service address: 14540 Sauerkraut Rd.
- Service phone: 7403854508
- Account Number: 221072884

COMPLAINT DESCRIPTION:

Electric bill for our small business, Huston Equipment Repair, was almost 3 times normal bill. We had no warning of this increase and we are currently struggling to meet this high bill. We do not know how we will continue to pay such a high bill if these rate stay in effect. We do not feel these rate hikes can be justified, we have done everything we can from energy efficient light bulbs to any and all electric conserving measures. We are currently considering laying off employees and raising our hourly rates to meet these overly high rates just to stay in business. Please help our small business. Why did you let AEP raise there rates so high?

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64224
Received: 2/11/2012 9:16:24 AM
Message:
WEB ID: 64224 AT:02-11-2012 at 09:16 AM

Related Case Number:

TYPE: complaint

NAME: Mrs. Susannah Sinard

CONTACT SENDER ? No

MAILING ADDRESS:

- 548 Retreat Ln
- Powell , Ohio 43065
- USA

PHONE INFORMATION:

- Home: (614)785-9585
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: spsinard@earthlink.net

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: James Sinard
- Service address: 548 Retreat Ln
- Service phone: (614) 785-9585
- Account Number: 101-568-560-0-6

COMPLAINT DESCRIPTION:

We heat our house with two heat pump/electric furnaces. When we received our bill for January we were absolutely shocked. In spite of the fact that we had used less KWH in January than the previous month of December, our bill had increased 50%!!!! That was a real dollar increase of \$10/per day, totalling a \$250 increase over our December bill. To say we were blind-sided by this is to put it mildly. And considering we have hardly had anything like a normal winter thus far, I fear that our future electric bills will be well over \$1000 should any truly seasonal weather come our way.

I know small businesses and schools and such have been similarly affected, but I haven't seen much about homes who are all-electric. Please consider revising whatever policies have been in place to take into consideration those of us who use all or mostly electricity to heat our homes. Thank you.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64384
Received: 2/13/2012 3:30:48 PM
Message:
WEB ID: 64384 AT:02-13-2012 at 03:30 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Brian Wilson

CONTACT SENDER ? No

MAILING ADDRESS:

- 5323 Cemetery Road
- Hilliard , Ohio 43026
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: 614-921-7029
- Fax: 614-527-4210

E-MAIL: brian_wilson@hboe.org

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Hilliard City School District
- Service address: multiple
- Service phone: 614-921-7029
- Account Number: multiple

COMPLAINT DESCRIPTION:

11-346-EL-SSO

Dear Sirs,

This is in reference to the American Electric Power rate hike allowed by you for distribution

charges. It now appears that the rate hike you have allowed AEP will now cost our school district approximately \$400,000 annually in increased distribution charges. This could equate to approximately seven teachers in our district.

We are hopeful that you will find a way to correct this issue before we have to address this with reductions in other areas of our budget.

Respectfully yours,

Brian Wilson CFO Hilliard City School District

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64416
Received: 2/14/2012 7:17:34 AM
Message:
WEB ID: 64416 AT:02-14-2012 at 07:17 AM

Related Case Number:

TYPE: complaint

NAME: Mrs. Nancy Johnson

CONTACT SENDER ? No

MAILING ADDRESS:

- 1405 Holly Ave.
- Columbus , Ohio 43212
- USA

PHONE INFORMATION:

- Home: 614-764-0962
- Alternative: 614-291-3197
- Fax: *(no fax number provided?)*

E-MAIL: njj1@sbcglobal.net

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: American Electric Power
- Name on account: Johnson Industrial Caterers, Inc.
- Service address: 1405 Holly Ave.
- Service phone: 614-291-3197
- Account Number: 104-221-771-1-2

COMPLAINT DESCRIPTION:

Case number 11-346-EL-SSO and 11-351-EL-AIR

Increase rate unreasonable and without notice.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64416
Received: 2/14/2012 7:17:34 AM
Message:
WEB ID: 64416 AT:02-14-2012 at 07:17 AM

Related Case Number:

TYPE: complaint

NAME: Mrs. Nancy Johnson

CONTACT SENDER ? No

MAILING ADDRESS:

- 1405 Holly Ave.
- Columbus , Ohio 43212
- USA

PHONE INFORMATION:

- Home: 614-764-0962
- Alternative: 614-291-3197
- Fax: *(no fax number provided?)*

E-MAIL: njj1@sbcglobal.net

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: American Electric Power
- Name on account: Johnson Industrial Caterers, Inc.
- Service address: 1405 Holly Ave.
- Service phone: 614-291-3197
- Account Number: 104-221-771-1-2

COMPLAINT DESCRIPTION:

Case number 11-346-EL-SSO and 11-351-EL-AIR

Increase rate unreasonable and without notice.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64430
Received: 2/14/2012 10:41:50 AM
Message:
WEB ID: 64430 AT:02-14-2012 at 10:41 AM

Related Case Number:

TYPE: complaint

NAME: Mr. matt croak

CONTACT SENDER ? Yes

MAILING ADDRESS:

- po box 601
- johnstown , Ohio 43031
- USA

PHONE INFORMATION:

- Home: 740-763-0212
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: mcroak@aol.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: aep
- Name on account: southbeach tanning
- Service address: 12975 stonecreek dr, pickerington, oh 43147
- Service phone: 614-866-6589
- Account Number: 104-010-748-1-9

COMPLAINT DESCRIPTION:

i am a small business owner that uses a rather large amount of electricity (relatively) to provide a service to my customers, the recent distribution increase will severely impact my ability to both provide a service to customers as well as continue to provide employment to employees. the distribution rate has more than tripled and when you are talking about a peak distribution rate last year of \$1000 now that number will climb to \$3500. thats \$2500 increase for just 1 month. i have lived in ohio my whole life but this is just ONE MORE reason to leave ohio

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64426
Received: 2/14/2012 9:49:00 AM
Message:
WEB ID: 64426 AT:02-14-2012 at 09:48 AM

Related Case Number:

TYPE: complaint

NAME: Mr. cole ellis

CONTACT SENDER ? No

MAILING ADDRESS:

- 1301 Dublin Rd
- Columbus , Ohio 43215
- USA

PHONE INFORMATION:

- Home: 6144698222
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: coleellis@columbus.rr.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Southland Self Storage
- Service address: 5525 Sawmill Rd
- *(no service phone number provided?)*
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

RE: 11-346-EL-SSO and 11-351-EL-AIR

These new transmission rates are killing me! My monthly bills have increased close to \$1000 per month! I cannot believe the PUCO allow this to happen! The Government needs to think about what they do to small businesses before they allow this to happen. Another succesful government agency..... Cole G. Ellis

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64421
Received: 2/14/2012 9:03:40 AM
Message:
WEB ID: 64421 AT:02-14-2012 at 09:03 AM

Related Case Number:

TYPE: complaint

NAME: Mr. steve harter

CONTACT SENDER ? No

MAILING ADDRESS:

- 2296 kerstetter rd.
- bucyrus , Ohio 44820
- USA

PHONE INFORMATION:

- Home: 419 834 0059
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: sharter2@columbus.rr.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: harter builders
- Name on account: steve harter
- Service address: 715 east oakwood st. bucyrus ohio 44820
- Service phone: 419 834 0059
- Account Number: 073-170-519-2-3

COMPLAINT DESCRIPTION:

I cannot believe your board voted for such a high increase for small business at a time like this. I was a home builder all my life, now I am scraping by trying to make a living out of my building as there is no new home sales going on any where around here, I cannot to continue to pay the kind of bill every month like I got this month. Did not your board think about the after effects this would cause small bussineses before they approved such a dramatic increase? It sounds to me like your board must be corrupt to approve such an increase. You people must act on this matter at once, and straighten out a wrong, and make a right, before ohio loses more small bussineses. I for one am tired of paying for everyone else, just because I chose to be self employed.If you people dont change this ignorantly approved rate policy, many small businesses will fail in ohio, including mine. Steve Harter

**THE BLIND FACTORY
3670 M PARKWAY LN.
HILLIARD, OH. 43026
614-771-6549
FAX # 614-771-6576**

RECEIVED FEB 14 2012

2/13/12

To The PUCO of Ohio,

This letter is regarding the rate increase from AEP imposed on all small businesses beginning Jan. 2012.

I find interesting that a decision to increase rates was made & then became effective 2 weeks later- No discussion.

It certainly says how little many governmental agencies regard the importance of small business in Ohio.

Perhaps PUCO members were under the impression that our economy was growing substantially. I guess we struggling small businesses didn't understand that things were improving so much. Also it appears that the PUCO thought that small businesses in Ohio had been given special treatment, REALLY??? It would be interesting to know how many PUCO members were former AEP employees.

I believe that consideration of this rate hike had little to do with what was economically right, but more with what AEP wanted.

Sincerely,

Another Disappointed Small Business Owner In The State Of Ohio.

Quint Grove
Pres.

McCauley, Betty

From: ContactThePUCO
Sent: Tuesday, February 14, 2012 1:01 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/14/2012

Re: David Lerum
PO Box 176

Mc Arthur, OH 45651

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

Notes:

Over the years all we see out of AEP is increases. AEP only thing they are about is the money there making not how it will affect its customers and their families. A women I know had lost her job and had no income, AEP had cut her electric off in the dead of winter and when a friend found her they had to cut her toes off on one foot. Everytime you turn around the PUCO is giving AEP another increase and it does it makes it harder on the business and families, AEP still gets their money, it makes you wonder whos pocket AEP has their hand in.

Please docket the attached in the case number above.

McCauley, Betty

From: ContactThePUCO
Sent: Tuesday, February 14, 2012 1:00 PM
To: Docketing
Subject: Docketing
Attachments: 206432.pdf

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/14/2012

Re: Bernie Lang
1010 Railroad St
Baltimore, OH 43105

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

Notes:

Please docket the attached in the case number above.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64417
Received: 2/14/2012 8:20:52 AM
Message:
WEB ID: 64417 AT:02-14-2012 at 08:20 AM

Related Case Number:

TYPE: complaint

NAME: Ms. Darcy Melzer for Rentwear Inc.

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 7944 Whipple Ave NW
- North Canton , Ohio 44720
- USA

PHONE INFORMATION:

- Home: 330-494-5776
- Alternative: *(no alternative phone provided?)*
- Fax: 330-494-4852

E-MAIL: dmelzer@rentwear.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Rent Wear Inc.
- Service address: 7944 Whipple Ave NW, North Canton OH 44720
- Service phone: 330-494-5776
- Account Number: 072-466-828-0-6

COMPLAINT DESCRIPTION:

AEP just increased our distribution charge by more than 130%. On our bill due 1/20/2012 showed a distribution charge of \$1,133.28. Our bill due 2/21/2012 shows a distribution charge of \$2,617.94. Our distribution charge is now higher than the generation charge for the electricity.

We are a locally owned and operated business that is already struggling to keep all our

employees in a bad economy. Now our electric bill has gone up \$1,484.66 per month. That is \$17,851.92 per year more for the exact same service. We are not able to just pass this cost on to our customers. Instead we must find a way to reduce costs internally.

Situations like these - unannounced and exorbitant increases - contribute to the belief that Ohio is a bad state in which to operate a business. They also decrease hiring and increase layoffs making Ohio a bad place for people to find work/live. We cannot afford this and we can't turn off the lights.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64397
Received: 2/13/2012 6:14:46 PM
Message:
WEB ID: 64397 AT:02-13-2012 at 06:14 PM

Related Case Number:

TYPE: complaint

NAME: Ms. Cynthia Luburgh

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 8595 Hopewell national Rd
- P.O. Box 95
- Hopewell , Ohio 43746
- USA

PHONE INFORMATION:

- Home: 7404539920
- Alternative: 7408193568
- Fax: *(no fax number provided?)*

E-MAIL: sindi777@yahoo.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Touch Of the Tropics
- Name on account: Cynthia K. Luburgh
- Service address: 320 Galena Ave REAR
- Service phone: 7404522700
- Account Number: n/a at the moment as where i'm sending the form from my bill isn't here

COMPLAINT DESCRIPTION:

I have a business in Zanesville Ohio 43701 and my bill thru aep went from 237.00 in December to 810.00 In January, i am just a small business employing 2 other people other than myself and the business i'm in is still in slow season for our store, i can not even imagine what's going to happen in a few months when we get busier...already to plan ahead i had to have many light poles disscconnected outside that i have for security on my lot as just my parking light went from

45.00 to 71 .00 so i figured over a years time what the bill on my pole lights would be so i just had them shut off, so now i feel that my security for my customers ,employees and myself are comprised due to this, i am calling the cable company to have my tv and internet shut off so that i can to pay my electric bills, i realize that cable and internet are luxury and are not needed, however just like in a dr.'s office people like to watch the news or whatever while they wait and i use my internet to pay my sales tax and other govt. taxes online at my shop.... i will not be able to survive these rates, i'm going to have to cut back on my staff just to be able to pay the electric which means for 26 years i've worked to have to still work hard as i'm at the time in my business where i should be able to just come in and out when i'm needed, that means one or two jobs will be lost by my business which i know doesn't sound like alot but i know that other businesses are going to have the same problem... so more layoffs for an unstable economy. Poor judgement on their part to do this to us overnight like this, why not baby step into increases we are on demand meters and there is no help for us, however there are residents that brag about going to response to pay their electric bills residents have help we don't... please help us.... i know my business will not survive this and i can't pass on the rate incress to my customers as my business is a luxury not a necessity therefore they will just not patronize my shop if i choose to do that

McCauley, Betty

From: ContactThePUCO
Sent: Tuesday, February 14, 2012 12:49 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/14/2012

Re: Louis Davis
7330 Havens Circle Rd

Blacklick, OH 43004

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

Notes:

How dare you allow these out of line rate increases, We are on S/S, We can't sell either houses, just like everybody else. We can't afford to pay our own bills, let alone all the wage increases for all the employed at A E P What gives? Example- the house at Buckeye lake is only occupied apx. 25 days a year. In the winter the only electricity used is, 1 ceiling fan, 1 furnace fan (set on 55 degrees) 1 energy effecient light bulb, 1 six inch square pella heater. You charge more for that house than the one we live in the other 340 days of the year. Some where along the line I must have money for food. I don't need help, I need greatly reduced rates, and a refund for all the overcharges we have been hit with. And wage reductions for all A E P employes so they can live like everybody else on a fixed income, that no longer gets increases for inflation. How much do you make? Get the point. 2/12/12 Louis and Rachel Davis

Please docket the attached in the case number above.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64388
Received: 2/13/2012 3:57:07 PM
Message:
WEB ID: 64388 AT:02-13-2012 at 03:56 PM

Related Case Number:

TYPE: complaint

NAME: Mrs. VICKI TANNER

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 1818 WASHINGTON BLVD
- BELPRE , Ohio 45714
- USA

PHONE INFORMATION:

- Home: 304-588-4300
- Alternative: 740-401-1113
- Fax: *(no fax number provided?)*

E-MAIL: vicki_donaldtanner@hotmail.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP OHIO
- Name on account: VICKI TANNER
- Service address: 1818 WASHINGTON BLVD., BELPRE, OH 45714
- Service phone: 740-401-1113
- Account Number: 100-721-539-3-4

COMPLAINT DESCRIPTION:

WE STARTED A FLEA MARKET HERE IN BELPRE, OHIO IN JANUARY 2010. WE WERE STRUGGLING AS ALL NEW BUSINESSES DO BUT NOW WITH THE UTILITY HIKE OUR BILLS HAVE DOUBLED. IT IS IMPOSSIBLE FOR SMALL BUSINESSES TO GET A LEG UP IN THIS WORLD WITH BIG BUSINESS CONSTANTLY PUTTING A STOP TO PROGRESS. SOMETHING NEEDS TO BE DONE TO ADJUST THE UTILITY PAYMENTS BEFORE ALL SMALL BUSINESSES ARE FORCED OUT OF BUSINESS.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64388
Received: 2/13/2012 3:57:07 PM
Message:
WEB ID: 64388 AT:02-13-2012 at 03:56 PM

Related Case Number:

TYPE: complaint

NAME: Mrs. VICKI TANNER

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 1818 WASHINGTON BLVD
- BELPRE , Ohio 45714
- USA

PHONE INFORMATION:

- Home: 304-588-4300
- Alternative: 740-401-1113
- Fax: *(no fax number provided?)*

E-MAIL: vicki_donaldtanner@hotmail.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP OHIO
- Name on account: VICKI TANNER
- Service address: 1818 WASHINGTON BLVD., BELPRE, OH 45714
- Service phone: 740-401-1113
- Account Number: 100-721-539-3-4

COMPLAINT DESCRIPTION:

WE STARTED A FLEA MARKET HERE IN BELPRE, OHIO IN JANUARY 2010. WE WERE STRUGGLING AS ALL NEW BUSINESSES DO BUT NOW WITH THE UTILITY HIKE OUR BILLS HAVE DOUBLED. IT IS IMPOSSIBLE FOR SMALL BUSINESSES TO GET A LEG UP IN THIS WORLD WITH BIG BUSINESS CONSTANTLY PUTTING A STOP TO PROGRESS. SOMETHING NEEDS TO BE DONE TO ADJUST THE UTILITY PAYMENTS BEFORE ALL SMALL BUSINESSES ARE FORCED OUT OF BUSINESS.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64395
Received: 2/13/2012 6:05:45 PM
Message:
WEB ID: 64395 AT:02-13-2012 at 06:05 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Joe Kearney

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 27500 Detroit Road, Suite 300
- Westlake , Ohio 44145
- USA

PHONE INFORMATION:

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

E-MAIL: jkearney@carnegiecorp.com

INDUSTRY:Other

ACCOUNT INFORMATION:

- Company: Canton Courthouse Company, LLC
- Name on account: Canton Courthouse Company, LLC
- Service address: 301 McKinley Ave. SW
- *(no service phone number provided?)*
- Account Number: 074-994-900-1-4

COMPLAINT DESCRIPTION:

Our most recent AEP Distribution Service billing for the period 12/28/11 through 1/26/12 totaled \$6,850.12. In the preceeding billing period of 11/22/11 through 12/27/11 the AEP Distribution Service charge totalled \$3,004.18.

This change in billing represents a one month increase of \$3,845.94 or 128.0%. How can the

PUCO approve increases without regard for the end users ability to fund these costs? We own an office building at this location, we can't raise our rent 128% so the owners have to "eat it."

This type of irresponsible behavior is what puts companies out of business and restricts economic expansion. It's developers like the owners of the Ralph Regula Federal Center who drive urban renewal and spur economic growth. I can assure you they will think twice about any further developments in areas served by AEP. I hope you will reconsider your actions and eliminate this increase.

Thank you Joe Kearney

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64391
Received: 2/13/2012 5:10:56 PM
Message:
WEB ID: 64391 AT:02-13-2012 at 05:10 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Andrew Mowery

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 101 W Lima Street
- Forest , Ohio 45843
- USA

PHONE INFORMATION:

- Home: 4197224867
- Alternative: 4192731000
- Fax: *(no fax number provided?)*

E-MAIL: alm418@hotmail.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: RewJo Enterprises LLC dba The Dairy Barn
- Name on account: The Dairy Barn
- Service address: 101 W Lima St
- Service phone: 4192731000
- Account Number: 074-293-622-2-6

COMPLAINT DESCRIPTION:

I am writing to express my concern in regards to the large increase of my electric rates thru AEP. I am a small business owner who is extremely concerned on how these new rates will affect my business especially in the summer months when we run at full capacity. We operate a seasonal ice cream business and our entire operations require and use a lot of electricity. We already operate under tight profit margins and any increase in electrical rates will greatly impact our business operations. Electricity is already one of our largest expenses and this increase will only

further strain our business. Although the amount of electricity we use is a drop in the bucket compared to other businesses it will definitely have a negative impact overall on our financial situation and is of great concern to us. If I had another option on an electrical service provider I would most definitely take up that option however AEP is my only option in my location. I've already contacted AEP and they told me once I start up my business this season I can expect at least a 30-40% increase over what I paid last year. How can I just pass along this increase to my customers?? Please take a look at this issue and resolve it quickly because if left unresolved it will have a wide and negative impact to all OH small businesses. Small businesses can't take any more setbacks in an already fragile economy. Thanks Andrew Mowery Owner, The Dairy Barn

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64389
Received: 2/13/2012 4:05:37 PM
Message:
WEB ID: 64389 AT:02-13-2012 at 04:05 PM

Related Case Number:

TYPE: complaint

NAME: Mrs. Victoria Rossi

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 2788 London-Groveport Rd.
- Grove City , Ohio 43123
- USA

PHONE INFORMATION:

- Home: 614-738-1511
- Alternative: 614-538-0899
- Fax: *(no fax number provided?)*

E-MAIL: victoria.rossi@sbcglobal.net

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: PUCO/AEP Ohio
- Name on account: VBR Enterprises LTD
- Service address: 2788 London Groveport Rd
- Service phone: 6145390899
- Account Number: 10185407318

COMPLAINT DESCRIPTION:

Please inform the commission that the recent changes that have nearly doubled our business' electricity costs, may force us out of business.

As all efforts are exhausted in "encouraging small business growth" Ohio PUCO and AEP Ohio have decided to put another nail in the coffin of Ohio's largest source of employment.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64390
Received: 2/13/2012 4:52:55 PM
Message:
WEB ID: 64390 AT:02-13-2012 at 04:52 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Nick Hanna

CONTACT SENDER ? No

MAILING ADDRESS:

- 10100 Brecksville Road
- Brecksville , Ohio 44107
- USA

PHONE INFORMATION:

- Home: 440-746-1500
- Alternative: *(no alternative phone provided?)*
- Fax: 440-746-1504

E-MAIL: nhanna@gcada.org

INDUSTRY:Electric

ACCOUNT INFORMATION:

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

COMPLAINT DESCRIPTION:

Please accept this complaint on behalf of the members of the Greater Cleveland Automobile Dealers' Association regarding recent exorbitant bill increases from AEP. These rates increases are unfounded and will have an extremely adverse affect any business' ability to effectively operate. For example, one of our members recently saw their monthly 'distribution service charge' rise from \$500.00 to over \$1,300.00 in one month! Such a rate increase has not been justified by AEP and many of Ohio's affected businesses will not be capable of sustaining business with such a large rate increase. We hope that PUCO and Governor Kasich will take swift action to rectify this situation. Thank you.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64369
Received: 2/13/2012 1:10:20 PM
Message:
WEB ID: 64369 AT:02-13-2012 at 01:10 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Lenny Schmidt

CONTACT SENDER ? Yes

MAILING ADDRESS:

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

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: 614-989-7576
- Fax: *(no fax number provided?)*

E-MAIL: ljschmidt11@yahoo.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Ziggys
- Name on account: Lenny Schmidt
- Service address: 510 E. Broad st
- Service phone: 740-927-0013
- Account Number: 109-745-873-5-3

COMPLAINT DESCRIPTION:

In November of 2011, my distribution cost was \$196.51. My December of 2011 distribution cost was \$715.42, an increase of over 300%. My bill was calculated from December 1 thru Jan. 4. Because the billing period went 4 days into the new rate, I was bill for the entire 34 days at the increased rate, basically those 4 days cost me an additional \$500.00 for the month of December because my billing cycle went into January. AEP will not prorate the rate for the 4 days.

My distribution cost for January 2012, for 28 days is \$645.62. My business is paying about 300% more in these costs. Typically, this time of year is when my electric bills average around \$8-900 per month. My total bill for January is \$1479.06. I am very worried when my usage increases, how high the distribution cost will be? This is terribly outrageous, and something needs to be done ASAP.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64364
Received: 2/13/2012 12:28:16 PM
Message:
WEB ID: 64364 AT:02-13-2012 at 12:28 PM

Related Case Number:

TYPE: complaint

NAME: Mrs. Lauren Miller

CONTACT SENDER ? Yes

MAILING ADDRESS:

- Athens County Public Libraries
- 95 West Washington Street
- Nelsonville , Ohio 45764
- USA

PHONE INFORMATION:

- Home: 74-753-2118 work
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: lmiller@myacpl.org

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP Case # 11-346-EL-SSO
- Name on account: Athens County Public Libraries
- Service address: 95 West Washington Street
- Service phone: 740-753-2118
- Account Number: several--7 buildings in total

COMPLAINT DESCRIPTION:

I have sent an e-mail, I don't have a response yet...I need a response for the Library's Board of Trustees. The increase that AEP has implemented affects the taxpayers of Ohio and services to those taxpayers. Athens County has one of the highest unemployment rates in the state, why, why would PUCO allow this to happen to us.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64350
Received: 2/13/2012 10:33:22 AM
Message:
WEB ID: 64350 AT:02-13-2012 at 10:33 AM

Related Case Number:

TYPE: complaint

NAME: Ms. MAXINE RANTANE

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 104 W UNION ST
- 104 W UNION ST
- Athens , Ohio 45701
- USA

PHONE INFORMATION:

- Home: 7405938482
- Alternative: 7405938482
- Fax: *(no fax number provided?)*

E-MAIL: rantane@yahoo.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Cycle Path Inc
- Name on account: Cycle Path
- Service address: 104 W UNION ST
- Service phone: 7405938482
- Account Number: 104-325-202-4-4

COMPLAINT DESCRIPTION:

I noticed on my latest statement that my small business was charged \$39.42 for distribution service. My usage fees total \$49.89. This extra charge is outrageous. If it were a percentage (10-15%) I could understand but for my bill to go from \$60 to \$95 with no extra KWH usage is too much. I am assuming this \$39.42 is a monthly fee. Because this is a monopoly and we need electricity, this is not fair to small businesses. case 11-346-EL-SSO.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64350
Received: 2/13/2012 10:33:22 AM
Message:
WEB ID: 64350 AT:02-13-2012 at 10:33 AM

Related Case Number:

TYPE: complaint

NAME: Ms. MAXINE RANTANE

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 104 W UNION ST
- 104 W UNION ST
- Athens , Ohio 45701
- USA

PHONE INFORMATION:

- Home: 7405938482
- Alternative: 7405938482
- Fax: *(no fax number provided?)*

E-MAIL: rantane@yahoo.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Cycle Path Inc
- Name on account: Cycle Path
- Service address: 104 W UNION ST
- Service phone: 7405938482
- Account Number: 104-325-202-4-4

COMPLAINT DESCRIPTION:

I noticed on my latest statement that my small business was charged \$39.42 for distribution service. My usage fees total \$49.89. This extra charge is outrageous. If it were a percentage (10-15%) I could understand but for my bill to go from \$60 to \$95 with no extra KWH usage is too much. I am assuming this \$39.42 is a monthly fee. Because this is a monopoly and we need electricity, this is not fair to small businesses. case 11-346-EL-SSO.



RECEIVED FEB 14 2012

Richard B. Dumas, CPA
rdumas@hhhcpagroup.com

Dominic J. DiBartolomeo, CPA
nick@hhhcpagroup.com

February 9, 2012

The Public Utilities Commission of Ohio
80 East Broad Street
Columbus, OH 43215

Re: Recent AEP Rate Hike
Case Numbers 11-346-EL-SSO & 11-351-EL-AIR

The recent AEP increase in rates is an unreasonable burden on small businesses. Our rate increased by more than 100% and jeopardizes the livelihood of most small businesses...businesses that supply jobs to the community.

The Public Utilities Commission's unanimously approved rate hike is outrageous and insensitive during this economic climate. The timing and publication of the increase was not well planned. PUCO did not give small businesses sufficient notice to allow time to adjust budgets and/or pursue other suppliers that provide cheaper electricity.

Sincerely,

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

Dominic J. DiBartolomeo
Partner

HHH CPA Group LLC

1250 Old Henderson Road Columbus, OH 43220

614.451.4644 Office • 614.451.3818 Fax

www.hhhcpagroup.com

Member: American Institute of Certified Public Accountants

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64420
Received: 2/14/2012 8:56:40 AM
Message:
WEB ID: 64420 AT:02-14-2012 at 08:56 AM

Related Case Number:

TYPE: complaint

NAME: Mr. Robert Lambert

CONTACT SENDER ? No

MAILING ADDRESS:

- 1515 Frank Road
- Columbus , Ohio 43223
- USA

PHONE INFORMATION:

- Home: 614-276-6511
- Alternative: 614-679-9923
- Fax: 614-276-9705

E-MAIL: earlstruck@rrohio.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Earl's Truck Sales and Service
- Name on account: Earl's Truck Sales
- Service address: 1515 Frank road
- Service phone: 614-276-6511
- Account Number: 103-354-912-2-0

COMPLAINT DESCRIPTION:

Complaint- The cost of our business electricity going up from \$75.83 in Dec 2011 to \$212.41 in Jan 2012 with the new rates. These costs do not include the supplier charges. May not seem like much, but is to a small business trying to get by. Useage was about the same, just the cost of electricity sky rocketed.

McCauley, Betty

From: ContactThePUCO
Sent: Tuesday, February 14, 2012 2:09 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/14/2012

Re: Anne Russell
7075 Short St
Albany, OH 45710

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

Notes:

NAME: Ms. Anne Russell

CONTACT SENDER ? Yes

MAILING ADDRESS:

7075 Short St

Albany , Ohio 45710

USA

PHONE INFORMATION:

Home: (740)592-9754

Alternative: (no alternative phone provided?)

Fax: (no fax number provided?)

E-MAIL: gmanne1@frontier.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

Company: A.E.P.

Name on account: Anne J. Russell

Service address: 7075 Short St

Service phone: (740)592=9754

Account Number: 101-070-311-7-0

QUESTION DESCRIPTION:

All talk about rate increase addresses small businesses. What about homes where rates went up forty percent?
Those of us on fixed income and on a budget plan can NOT afford this increase.

Please docket the attached in the case number above.

McCauley, Betty

From: ContactThePUCO
Sent: Tuesday, February 14, 2012 2:26 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/14/2012

Re: Anita Wisecut
5603 Charles Ln
Hillsboro, OH 45133

Docketing Case No.: 11-346-EL SSO

Notes:

she is calling about the rate increase given to aep and she states that she is senior citizen and this increase is to much for her and she only gets paid once a month and she can not afford this, explained we are receiving calls about the increase and i can note her comments and she states her bill has went up about 100%, explained she would want to contact aep as well to make sure that her high bill is due to the increase, explained that i do not have account information and for some people their bill had been estimated the month before and they came and got actual reading and this combined with the increase has made some bill extremely high.

McCauley, Betty

From: ContactThePUCO
Sent: Tuesday, February 14, 2012 2:35 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/14/2012

Re: Jerrold Albrecht
1420 Summit St

Portsmouth, OH 45662

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

Notes:

The government tells us buy more energy efficient products to save energy a lot of good that does it's like throwing money away. The last two years we have purchased new wasiherand dryer, new furnace and air conditioner, and a new refrigerator, all energy efficient. The power company has now raised our electric rates 40% > I hope you can see through this and cut the rates in this economy we as consumers have to tighten our belts you should make examples of utility companies and tell them to lead by example. Stand up and be men tell them no new increases. You SHOULD work for US the residents of OHIO
!!!!!!!!!!!!!!!!!!!!!!!!!!!!

Please docket the attached in the case number above.

McCauley, Betty

From: ContactThePUCO
Sent: Tuesday, February 14, 2012 3:08 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/14/2012

Re: Barbara Howard
55 Evelyn Ave

Lucasville, OH 45648

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

Notes:

aep rates are robbery. Why doesn't puco, do something about residential customers as well and not just on businesses . this is shameful . greed downright greed. my electric went from 200 to 350. stop this greedy behavior. it is easy to obtain any price when you legally rob people. The elderly are on limited incomes. Thieves is all this is shame on ruco and aep. republicanism running the show at ruco

Please docket the attached in the case number above.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 63937
Received: 2/6/2012 1:37:40 PM
Message:
WEB ID: 63937 AT:02-06-2012 at 01:37 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Jamie Chiero

CONTACT SENDER ? Yes

MAILING ADDRESS:

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

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: 614-841-5356 x224
- Fax: *(no fax number provided?)*

E-MAIL: jchiero@tmrgroup.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: American Electric Power
- Name on account: Prep Academy Schools
- Service address: 5720 Avery Rd
- Service phone: 614-799-9395
- Account Number: 107-408-773-2-8

COMPLAINT DESCRIPTION:

The information above is for a commercial account, and our bill jumped nearly 50% in one month for what are typically our least active months in terms of usage. Year over year the increase represents roughly the same increase. The increase is simply unacceptable. Whomever is responsible for the increase needs to re-examine the rate increase, as the amounts are just not reasonable. We have other accounts with similar percentage increases.

McCauley, Betty

From: ContactThePUCO
Sent: Tuesday, February 14, 2012 2:42 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/14/2012

Re: Tonia Wheeler
242 E Main St

Chillicothe, OH 45601

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

Notes:

calling about the rate increase and states this increase is going to break her and she is going to have to lay off two people just to pay the electric bill and they are coming into the tanning season. something has to be don and she states that her bill went from 700.00 to 1,400.00 and is not so much the usage but all the other fees and she states all the small business are going to go out of business and it is not fair. explained that i would note her concerns and explained that the puco is going back over this and hopefully by the end of the month there will be some type of decision and she states that communities can not just live off the big businesses they need the small businesses, explained i will note her concerns and she thanked for that.

Please docket the attached in the case number above.

McCauley, Betty

From: ContactThePUCO
Sent: Tuesday, February 14, 2012 3:26 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/14/2012

Re: Rod Sauer
7945 Coolville Ridge Rd

Athens, OH 45701

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

Notes:

I understand a company needs to increase service due to other costs, but this is well above what is needed. This will have a huge impact on my budget (I am retired), plus it will impact all the companies that rely on AEP, they will have to increase their costs and pass it on to the consumer, just as the economy was starting to turn upward. I strongly urge you to review the findings and adjust the increase that is beneficial to ALL Parties. thanks

Please docket the attached in the case number above.