

FILE

114

Hunter, Donielle

**From:** ContactThePUCO  
**Sent:** Wednesday, February 15, 2012 9:16 AM  
**To:** Docketing  
**Subject:** Docketing  
**Attachments:** 206093.txt; 206093.html; 206093.pdf

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

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/15/2012

Re: Jerry Fouts  
659 Congress St

Delaware, OH 43015

Docketing Case No.:

Notes . 11-346-EL-SSO)

It is My hope as you review the rate increase you granted AEP that is killing small business that you also look at the individul home owner rates. Many of the all electric homes were built in the 70s and those who purchased these homes are now seniors on fixed incomes. This burdinsum rate increase may cause many to sell their home or worse. I have upgraded the heating and cooling iin my home in the hope I could continue to live there and not have to sell out in this depressed market.Please keep in mind the "Public " in your name as you consider this increase again..

Please docket the attached in the case number above.

RECEIVED-DOCKETING DIV

2012 FEB 15 PM 2:16

PUCO

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.  
technician Su Date Processed FEB 15 2012

## **Hunter, Donielle**

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**From:** ContactThePUCO  
**Sent:** Wednesday, February 15, 2012 9:17 AM  
**To:** Docketing  
**Subject:** Docketing

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/15/2012

Re: Bruce Whyte  
7577 Feder Rd

Galloway, OH 43119

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

Notes:

December bill was \$231.55. January bill was for \$233.79. Usage in December was 3,069 kwh. January (12) usage was 2,284. Difference of 785 kwh less power was used. Bill is \$1.24 more, with a decrease in usage of 785 kwh! In March, 2011, total usage was 853. We saved, and used less electricity, to what would be the total usage of March of last year. That is a considerable amount - to what equals a whole month's usage! However, our bill is higher than last month. A price increase, I understand, took place, but this seems to be an extravagant percentage for us, as a homeowner. We decreased our usage by what was almost a whole month's usage! Rate increase is unreasonable! I called AEP and was told that there was a price increase, approved by the PUCO,,,,,I'm aware of that,,,,,but this is unreasonable, and hope that someone will look into why such a huge percentage cost increase was voted on and accepted! Something isn't right here!

Please docket the attached in the case number above.

## Hunter, Donielle

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**From:** ContactThePUCO  
**Sent:** Wednesday, February 15, 2012 9:34 AM  
**To:** Docketing  
**Subject:** Docketing  
**Attachments:** 206116.html; 206116.pdf; 206116.txt

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/15/2012

Re: James Frost  
2180 Home Rd

Delaware, OH 43015

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

Notes:

I converted my home from fuel oil to a heat pump two years ago because I live on a fixed income and could no longer afford \$3,000 per year for the oil. I added 12" of insulation to my attic and changed a bunch of light bulbs to either CFL's or LED's. I thought I had done all the right things and then I got smoked with a 32% rate increase in one month on virtually identical usage levels. I retired 11+ years ago from Columbia Gas of Ohio and participated in numerous rate proceedings before the PUCO and other state and federal regulatory agencies over the 30 years of my career. One of the basic tenets of sound utility rate making I learned was that change needs to be gradual. This was neither gradual nor justified and explained in any media I've seen. I'm guessing Sam Randazzo just said "My clients need a break from the cost impact of all these new environmental regulations (even though their rates were low compared to many parts of Ohio and the rest of the country), so lets just cost shift wherever we can to anyone who won't stand up and fight, and the PUCO agreed. This is just wrong.

=====

Please docket the attached in the case number above.

**Hunter, Donielle**

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**From:** ContactThePUCO  
**Sent:** Wednesday, February 15, 2012 9:46 AM  
**To:** Docketing  
**Subject:** Docketing

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/15/2012

Re: Lee Alderman  
901 High St

Worthington, OH 43085

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

Notes:

My single location small-business bakery employs 12 to 15, and supports our family. Mrs. Goodman's has been in the Columbus area for over 25 years, and has survived the small independent scratch bakery demise, and continues to do so. Our main three expenses are Labor, Rent, and Electricity. We have endured amazingly high electric bills over the past few years, and our current electric bill, due this month, Feb. 13th, now shows a 11.23 percent increase in our kwh electric usage, but an approximately 242 percent increase in distribution charges!

As a small business, it is difficult to pass these increasing expenses to our customers. Unlike large corporation, we need expense relief in order to continue to support ourselves, as well as our employees. We paid unbelievable distribution rates in 2010 on back, now it appears to be starting again. Help!

Thank you,  
Lee Alderman

Please docket the attached in the case number above.

**Hunter, Donielle**

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**From:** ContactThePUCO  
**Sent:** Wednesday, February 15, 2012 10:06 AM  
**To:** Docketing  
**Subject:** Docketing

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/15/2012

Re: Cal Shtayyeh  
845 N Wilson Rd

Columbus, OH 43204

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

Notes:

Distribution has gone up from \$250 to \$1,200. AEP advised him that PUCO has forced them to raise their rates to so that they can be in line with the rest of the electric companies. His total bill has doubled. Nov. and Dec. were estimated and Jan. 19 was actual.

February 10, 2012

Chairman Todd Snitchler  
Public Utilities Commission  
180 E Broad St  
Columbus, OH 43215

Chairman Snitchler,

We are writing as a group of concerned small business owners to express our opposition to the recent AEP rate increase for small businesses. We are deeply concerned over the rate increases that were part of cases 11-346-EL-SSO and 11-351-EL-AIR and we would like to submit our comments to be docketed as part of the formal case record.

We strongly urge you to reconsider this rate increase and find a solution that does not place this burden on small business owners. Many of the undersigned businesses saw increases in their utilities by as much as forty percent. While a monthly increase of a few thousand dollars may do little to impact a multi-billion dollar firm, for a small business, it is the difference between a successful business and failure.

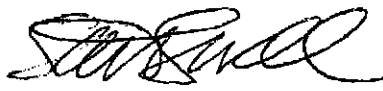
Our small businesses are the backbone of the Columbus economy. For one local business, Sugardaddy's, a nationally known brownie gift and a dessert company, this rate increase will mean a yearly increase of \$20,000, resulting in total electrical costs of \$55,000 in 2012. In difficult economic times it will be nearly impossible to capture the additional incremental revenue necessary to cover this cost. A similar story can be told for each of the businesses that have signed this letter.

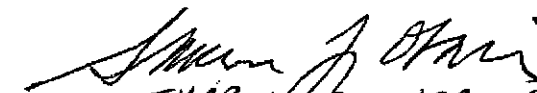
Governor Kasich has repeatedly said he is working to create a better environment for businesses and to create jobs for Ohioans. This rate increase is in direct conflict with those goals. For many of our businesses, getting by on a small margin, this will mean staffing reductions and layoffs. We know what a job means to our employees and the difficulty that they would face in finding another job. However this rate increase will make it difficult for small businesses like ours to maintain employees, let alone add new jobs. Sugardaddy's expansion plans, which would create more jobs, have come to a halt as a result of PUCO's approved AEP rate increase.

As you reconsider this unfair rate increase, we express our strong opposition to the increase and ask that you consider a solution that does not place the burden on the backs of small businesses.

Please, do not hesitate to contact us with any concerns or questions you may have and we thank you for your consideration.

Sincerely,

  
Sevell + Sevell, Inc.  
27 E. Russell St #301  
Columbus OH 43215  
614-341-9700

  
SHARON J. O'BRIEN  
--- GRANDVIEW MERCANTILE  
873 N. HIGH ST.  
COLUMBUS, OH. 43215  
614-421-7000  
--- REDUX  
881 N. HIGH ST.  
COLUMBUS, OH. 43215  
614-421-5870

*Sharon J. O'Brien*  
SHARON J. O'BRIEN  
O'BRIEN AUTO ASSOC.  
47 W. 3RD AVE  
COLUMBUS, OHIO 43201  
614-299-4076

*Joseph L. Chen*  
Joseph Chen  
Fresh 50  
50 N. High St  
Columbus, OH 43215  
614-806-5552

*Mark Ballard*  
Mark Ballard  
Sugarbaddy's Sumpuous Sweets  
1347 Camelot Ave.  
Lavis Center, OH 43205  
614-890-8030

*Jeff Rinkov*  
Jeff Rinkov  
Rinkov Eyecare Center  
81 E. Gay St  
Columbus, OH 43215

*Dr. Mark Rinkov*  
Dr. Mark Rinkov  
Rinkov Eyecare Center  
81 E. Gay St  
Columbus, OH 43215

*Chad M. McCoury*  
Chad M. McCoury  
J. Gumbo's 614-469-9900  
31 E. Gay Street  
Columbus OH 43215

*Patricia Stone*  
Patricia Stone  
The Peanut Shoppe  
46 N. High St.  
Columbus, OH 43215  
614 221-8837

*Mark Swanson*  
Mark Swanson  
President  
Cupo' Joe / Steuf's Coffee Roast  
705 Hadley Pr.  
Columbus OH 43228  
614-487-6050

*Marilyn Smith*  
Marilyn Smith  
Capital Sq. Printing  
59 E. Gay St.  
Col. OH 43215  
614-221-2850

*Luis Stauffer*  
Luis Stauffer  
Crimson Design Group  
51 N. Pearl Street  
Col, OH 43215

Keith Adams

KEITH ADAMS

73 E. Gay St.

Columbus, OH 43215

Cell 614-256-9525

Bus 614-221-8300

in

Tim Lesser

73 E. Gay St

Columbus, OH 43215

Cell - 260-3161

bus - 221-8300

Tip Top

Elizabeth Lesser

The Columbus Food League

Elizabeth Lesser

1949 W 4th St

Columbus OH 43201

614-429-0331



cc: Commissioner Paul Centolella  
Commissioner Cheryl Roberto  
Commissioner Steven Lesser  
Commissioner Andre Porter  
Governor John Kasich  
Mark Kvamme  
Craig Butler  
Director Schmenk

## Hunter, Donielle

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**From:** ContactThePUCO  
**Sent:** Wednesday, February 15, 2012 10:54 AM  
**To:** Docketing  
**Subject:** Docketing

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/15/2012

Re:  
215 N Towne Ct

Newark, OH 43055

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

Notes:

January 2011 448.37  
January 2012 756.89 633 less kwh Distribution went up 112 %

February 2011 498.23  
February 2012 674.27 767 less kwh Distribution went up 170 %.

I told him his opposition would be docketed.  
Please docket in the case numbers above.

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64449  
Received: 2/14/2012 2:23:10 PM  
Message:  
WEB ID: 64449 AT:02-14-2012 at 02:23 PM

Related Case Number:

TYPE: complaint

NAME: Ms. Kristin Chek

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 1600 Universal Rd.
- Columbus , Ohio 43207
- USA

PHONE INFORMATION:

- Home: 6144454455
- Alternative: 6144454455
- Fax: 6144454464

E-MAIL: kchek@ohiomulch.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Ohio Mulch
- Service address: 1600 Universal Rd.
- Service phone: 6144454455
- Account Number: 105-744-332-2-2

COMPLAINT DESCRIPTION:

Our monthly bill increased 65% from \$888.01 a month to \$1367.35 a month. AEP will end up putting us out of business if these rates are not back under control.

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

Related Case Number:

TYPE: complaint

NAME: Mrs. Kathy DeRose

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 604 John Street
- Hillsboro , Ohio 45133
- USA

PHONE INFORMATION:

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

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

INDUSTRY:Electric

ACCOUNT INFORMATION:

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

COMPLAINT DESCRIPTION:

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

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

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

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

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

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

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

Respectively Submitted:

The Highland County Agriculture Society, Board of Directors,

Kathy DeRose, Executive Secretary

Kathy DeRose



## EASTERN OHIO CORRECTION CENTER

FAX COVER SHEET  
(740) 765-4533

To:

PUCO

From:

Eugene Gallo

Date:

2/14/12

Subject:

RATE INCREASE

Fax Number Sending To:

614-752-8351

Number of pages to follow:

3

If you are unable to read any of the fax, please call:  
740-765-4324 extension 103 as soon as possible.

*Comments:*

PRIVACY NOTICE: This message is intended only for the use of the individual or entity to which it is addressed and may contain information that is privileged, confidential, or exempt from disclosure under applicable federal or state law. If the reader of this message is not the intended recipient or the employee or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you received this communication in error, please notify us immediately by telephone. Thank you.

## EASTERN OHIO CORRECTION CENTER



SERVING BELMONT, CARROLL, COLUMBIANA,  
GUERNSEY, HARRISON & JEFFERSON COUNTIES

Wintersville Facility  
P.O. Box 2400 • 470 State Route 43  
Wintersville, Ohio 43883  
(740) 765-4324  
Fax (740) 765-4533

**To:** Public Utilities Commission of Ohio

**From:** Eugene M. Gallo, Executive Director *EAG*

**CC:**

**Date:** 2/14/2012

**Re:** Effect of recent rate increase

Attached please find the most recent bill for electricity for the Eastern Ohio Correction Center located in Wintersville, Ohio. We are a minimum security facility that is a public agency funded by the State of Ohio and governed at the county level.

As you can see from the attached bill we used 17,000 less kilowatt hours in January 2012 than we did in January 2011. Even though we consumed 12% less power our bill increased 8.7% in actual dollars. Our population was virtually the same as last year. The only thing that offset this increase was an unusually warm January. Last year January average temperature was 25 degrees, in January 2012, the average was 33 degrees.

I contacted a representative of First Energy Solutions to determine what options I had to purchase power from them. He informed me that FES would be glad to sell us power but that our costs would actually increase because we are not eligible to be included in the RPM pricing plan that AEP offers.

I can tell you without reservation if this rate continues it will force us to layoff staff. Our budget has not grown for several years and there will be no additional funds available to pay these costs.

Please contact me with any questions regarding this memo:

Eugene M. Gallo

740-765-4324 ext 103

ggallo@cbof41.org



A unit of American Electric Power

Send inquiries To:  
PO BOX 24001  
CANTON, OH 44701-4001  
R-07-321353012

21348-1

070021348 01 AT 0.374



EASTERN OHIO CORRECTION CENTER  
PO BOX 2400  
WINTERSVILLE, OH 43953-0400

Account Number  
072-719-200-1-4  
CY 17  
1075780

\$18,472.95

Total Amount Due

\$10,737.80

Amount Enclosed

Due Date Feb 16

☐ The Neighbor to Neighbor program helps disadvantaged customers pay their electric bill. I want to help. My payment reflects my gift of

Make Check Payable and Send To:  
AMERICAN ELECTRIC POWER  
PO BOX 24002  
CANTON OH 44701-4002



00184729500184729501000000000000727192001425011602017900000

Please tear on dotted line

Return top portion with your payment

Service Address:  
EASTERN OHIO CORRECTION  
CENTER  
470 STATE ROUTE 43  
RICHMOND, OH 43944-9801

Rate Tariff: Medium General Service-240

Page 1 of 2

Account Number	Total Amount Due	Due Date
072-719-200-1-4	\$18,472.95	Feb 16, 2012
Meter Number	Cycle-Route	Bill Date
321353012	17-04	Jan 25, 2012

## Previous Charges:

Total Amount Due At Last Billing **PA 1/25/12** \$ 7,735.15  
Previous Balance Due \$ 7,735.15

## Current AEP Ohio Charges:

Tariff 240 - Medium General Service 01/25/12

Service Delivery Identifier: 00140060707529503

Generation Service \$ 6,804.48  
Transmission Service \$ 348.19  
Distribution Service \$ 2,337.14  
Customer Charge \$ 22.19

Current Electric Charges Due \$ 10,737.80

Total Amount Due \$18,472.95

Due Date Feb 16

Meter Number	Service Period From	To	Previous	Code	Current	Code
321353012	12/21	01/25	29582	Estimate	29582	Actual
Multiplier 400.0000			Metered Usage 120,030 KW-h			
321353012	12/21	01/25	0.000	Actual	0.555	Actual
Multiplier 400.0000			Metered Usage 255,006 KW-h			
321353012	12/21	01/25	6446	Estimate	6497	Actual
Multiplier 400.0000			Metered Usage 13,200 KW-h			

Next scheduled read date should be between Feb 21 and Feb 24

13 Month Usage History

Total KWH for Past 12 Months is 981,200



Approved for Payment

Kjfm  
404631

A unit of American Electric Power



Send Inquiries To:  
PO BOX 24401  
CANTON, OH 44701-4401  
R-07-321353012  
21349-1

Service Address:  
EASTERN OHIO CORRECTION CENTER  
470 STATE ROUTE 43  
RICHMOND, OH 43944-9801

Rate Tag: Medium General Service-240

Page 2 of 2

Account Number	Total Amount Due	Due Date
072-719-200-1-4	\$18,472.95	Feb 15, 2012
Meter Number	Cycle-Route	Bill Date
321353012	17-04	Jan 25, 2012

Month	Total KWH	Days	KWH Per Day	Cost Per Day	Average Temperature
Current	120,000	35	3,429	\$306.79	55°F
Previous	84,400	30	2,813	\$257.84	40°F
One Year Ago	137,600	35	3,931	\$268.21	25°F
Your Average Monthly Usage: 73,433 KWH					

Adjusted Usage 01/12			
	Power Factor	Power Factor Constant	Comp. Meter Multiplier
Metersd Usage:	(98.9)	(.9539)	
120,000			Billing Usage
266,030			120,000 KWH
18,000			266,030 KWH
			18,000 KWH
High Prev Demand = 255.0			

### Additional Messages

As a result of these adjustments, effective with this bill, a residential customer using 1,000 kWh of electricity will see an increase of \$5.12 a month.

To review AEP tariffs, visit our website at [www.aepohio.com](http://www.aepohio.com)

AEP now furnishes Commercial & Industrial payment histories to credit reporting agencies.

February 14, 2012

Public Utility Commission of Ohio

Fax: 614 752 8351

Dear Sirs

The purpose of this letter is to file a written comment on case 11-346-EL-SSO. We are a small business with three locations in Columbus, Reynoldsburg and Westerville.

The total increase in our bill comparing December to January was over 300%. This results in an annual cost of \$11,000. This increase occurred despite our usage being basically flat. This level of increase is devastating on our business as well as other small businesses. These type of increases will drive businesses out of Ohio and will result in higher unemployment as businesses will either leave or reduce employment to offset these costs.

I'm sure PUCO wouldn't have allowed these increases if they understood the financial impact they would have. Newspaper accounts have suggested AEP may have submitted incomplete information. The accounts also indicate that large corporations got a pass with the vast majority of costs being shifted to small businesses and schools.

I understand that you will be reviewing the rate schedules and would appreciate whatever you can do to mitigate these costs and correct this injustice. The following schedule summarizes the increase in our December/January bill so you can see the actual effect on our small business.

Account	10896026316	10152024351	1037825201	Total
Dec Charge	\$175	\$136	\$111	\$422
Jan Charge	\$581	\$463	\$338	\$1381
Increase				
Amount	\$406	\$327	\$227	\$960
Percent	332%	340%	304%	327%

The KWH used for the three stores declined from 26654 in December to 25535 in January.

Thank you for your consideration.

Robert Ozment  
President  
Wiz of Oz DBA Flowerama

C:\Electricity1

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64277  
Received: 2/12/2012 6:52:02 AM  
Message:  
WEB ID: 64277 AT:02-12-2012 at 06:51 AM

Related Case Number:

TYPE: complaint

NAME: Mrs. janet reichert-verheezen

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 3301 Stephen dr
- Columbus , Ohio 43204
- USA

PHONE INFORMATION:

- Home: NA
- Alternative: NA
- Fax: NA

E-MAIL: dach4@wowway.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Aep
- Name on account: Janet Reichert
- Service address: SAA
- Service phone: SAA
- Account Number: unavailable

COMPLAINT DESCRIPTION:

The rate increase that was approved by PUCO for AEP is outrageous and needs to be rescinded! There is not a valid reason to allow a rate increase of 40-50%; not only does this impact small businesses, but it is a huge strain on the residential customers. Please review.

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64427  
Received: 2/14/2012 9:52:45 AM  
Message:  
WEB ID: 64427 AT:02-14-2012 at 09:52 AM

Related Case Number:

TYPE: comment

NAME: Mr. Robert Ozment

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 1718 Harrison Pond Drive
- New Albany , Ohio 43054
- USA

PHONE INFORMATION:

- Home: 614 939 4956
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: ozbob2@aol.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Flowerama
- Name on account: Andrea Ozment
- Service address: 1600 Morse Road Columbus Ohio plus others
- *(no service phone number provided?)*
- Account Number: 103 782 52 0 1

COMMENT DESCRIPTION:

Dear Sirs

The purpose of this letter is to file a written comment on case 11-346-EL-SSO. We are a small business with three locations in Columbus, Reynoldsburg and Westerville.

The total increase in our bill comparing December to January was over 300%. This results in an annual cost of \$11,000. This increase occurred despite our usage being basically flat. This level of increase is devastating on our business as well as other small businesses. These type of increases will drive businesses out of Ohio and will result in higher unemployment as businesses will either leave or reduce employment to offset these costs.

I'm sure PUCO wouldn't have allowed these increases if they understood the financial impact they would have. Newspaper accounts have suggested AEP may have submitted incomplete information. The accounts also indicate that large corporations got a pass with the vast majority of costs being shifted to small businesses and schools. I understand that you will be reviewing the rate schedules and would appreciate whatever you can do to mitigate these costs and correct this injustice. The following schedule summarizes the increase in our December/January bill so you can see the actual effect on our small business.

Account 10896026316	10152024351	1037825201	Total Dec Charge	\$175	\$136	\$111	\$422	Jan
Charge	\$581	\$463	\$338	\$1381	Increase Amount	\$406	\$327	\$227
					\$960	Percent	332%	340%
							304%	327%

The KWH used for the three stores declined from 26654 in December to 25535 in January. Thank you for your consideration.

Robert Ozment President Wiz of Oz DBA Flowerama

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64437  
Received: 2/14/2012 11:57:57 AM  
Message:  
WEB ID: 64437 AT:02-14-2012 at 11:57 AM

Related Case Number:

TYPE: complaint

NAME: Mrs. Andrea Konkus

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 2786 Walcutt Road
- Hilliard , Ohio 43026
- USA

PHONE INFORMATION:

- Home: 614-876-4000
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: annie.konkus@kmgohio.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Konkus Marble & Granite
- Service address: 2786 Walcutt Road Hilliard, Ohio 43026
- Service phone: 614-876-4000
- Account Number: 105-963-793-1-2

COMPLAINT DESCRIPTION:

I think that this rate is increase unethical and impossible for any small business to absorb this day and age. My bill in December was 21,053 KWH and was \$1,932.00 in January we only used 18,230 KWH and the total bill was \$2,557.53. This rate increase was without written notice and we had no way to prepare for this. I am now finding out that this is a rate increase for small businesses only. I would appreciate a response back as to how this could possibly happen and to know what our rights are as a small business. And if there are any other alternatives for power companies - is this a monopoly?

Best Regards, Marc Konkus, President Konkus Marble & Granite, Inc 2786 Walcutt Road Hilliard, Ohio 43026

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64435  
Received: 2/14/2012 11:37:09 AM  
Message:  
WEB ID: 64435 AT:02-14-2012 at 11:36 AM

Related Case Number:

TYPE: complaint

NAME: Mr. John Dorka

CONTACT SENDER ? No

MAILING ADDRESS:

- 746 Morrison Rd.
- Columbus , Ohio 43230
- USA

PHONE INFORMATION:

- Home: (614) 497-9580 (work)
- Alternative: (614) 325-1005
- Fax: (614) 497-9580

E-MAIL: john@ohioforest.org

INDUSTRY:Electric

ACCOUNT INFORMATION:

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

COMPLAINT DESCRIPTION:

I am responding on behalf of a number of Ohio Forestry Association members who have recently experienced a sharp rise in electric rates. All are sawmill owners and operate small businesses.

The mills have experienced sharp increases in electric rates that are adding stresses to already difficult operations. Ohio's wood industry has experienced very difficult times during the

economic downtown. This sharp rate increase comes at the worse possible time.

One member announced this week that he is closing his operation and the rate increase is the "straw that broke the camel's back."

On average, the members have experienced an increase of approximately 200%.

Please do all you can to adjust the rates for these businesses during such difficult times.



**Hunter, Donielle**

---

**From:** ContactThePUCO  
**Sent:** Wednesday, February 15, 2012 11:28 AM  
**To:** Docketing  
**Subject:** Docketing

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/15/2012

Re: Fonda Bentley  
10211 Camp Creek Rd  
Lucasville, OH 45648

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

Notes:

NAME: Ms. Fonda Bentley  
CONTACT SENDER ? Yes  
MAILING ADDRESS:  
10211 Camp Creek Rd.  
Lucasville, , Ohio 45648  
USA  
PHONE INFORMATION:  
Home: 740-289-1874  
Alternative: 740-222-2880  
Fax: (no fax number provided?)  
E-MAIL: [fjbentley64@sciotowireless.net](mailto:fjbentley64@sciotowireless.net)  
INDUSTRY:Electric

ACCOUNT INFORMATION:  
Company: American Electric Power  
Name on account: Fonda J. Bentley  
Service address: 10211 Camp Creek Rd., Lucasville, OH 45648  
(no service phone number provided?)  
(no account number provided?)

COMPLAINT DESCRIPTION:

I have lived at my current residence since 1984. This month I received the highest electricity bill that I have ever seen. I have an electric furnace and an alternate heat of gas L.P. logs that were in use. It was also one of the mildest winters on record. My bill jumped over \$100.00 easily and I am at work all day which means everything is turned down!!!

Are you kidding me???? I work every single day and make above average salary for this area. Not only did I have trouble paying my bill but it cut into my grocery money.

I cannot afford these kind of rate hikes. I can see where people will "burn up" in the summer and "freeze to death" in the winter. It is so sad that we have come to this.

I want to know what is going to be done about this and would like to be contacted as to "whom else" I can complain too.

Tired of being "fleeced"

Fonda J. Bentley

Please docket the attached in the case number above.

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64447  
Received: 2/14/2012 1:52:53 PM  
Message:  
WEB ID: 64447 AT:02-14-2012 at 01:52 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Dave Conaway

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 5219 CR 313
- Rawson , Ohio 45881
- USA

PHONE INFORMATION:

- Home: 419 963 2800
- Alternative: 419-421-1892
- Fax: 419-963-5505

E-MAIL: dave@dnchdraulics.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: D.N.C. Hydraulics
- Name on account: D.N.C. Hydraulics
- Service address: 5219 CR 313 Rawson Ohio 45881
- Service phone: 419-963-2800
- Account Number: 072-099-837-1-2

COMPLAINT DESCRIPTION:

Distribution Service charges are out of control.(called a monopoly) KWH charges are out of control (called a monopoly) For my bill to increase \$343.11 in one month with the same useage this is a total rip off. It is no wonder that this country is upside down!!!!!!! Do somethig about it,we can't let this kind of crap go on.

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64343  
Received: 2/13/2012 9:51:01 AM  
Message:  
WEB ID: 64343 AT:02-13-2012 at 09:50 AM

Related Case Number:

TYPE: complaint

NAME: Mr. Jimmy Guess

CONTACT SENDER ? No

MAILING ADDRESS:

- 13380 Spicelick Rd
- Nelsonville , Ohio 45764
- USA

PHONE INFORMATION:

- Home: 740-753-4468
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: r\_galla1@yahoo.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Jimmy Guess
- Service address: 13372 Spicelick Rd, Nelsonville, OH 45764
- Service phone: 740-753-4468
- Account Number: 101-011-451-1-7

COMPLAINT DESCRIPTION:

With AEP's rate increase my electric bill went from \$149.91 to \$270.15. That's a 40% increase. I'm disabled and receive Social Security Disability at age 62. I got a 3% cost of living increase after 3 years of no cost of living increase. How does that possibly fair to electricity consumers? How am I supposed to pay this?

Best Regards, Jimmy Guess



THE ANIMAL CARE CENTER  
AT GRANVILLE

Laurinda K. Morris, D.V.M.

1764 Columbus Road  
Granville, OH 43023

Phone: 740-587-2229

Office of the Governor  
**RECEIVED**

FEB 01 2012

Governor John R. Kasich

JANUARY 26, 2012

GOVERNOR JOHN KASICH  
RIFFE CENTER, 30<sup>TH</sup> FLOOR  
77 SOUTH HIGH STREET  
COLUMBUS, OHIO 43215

DEAR GOVERNOR KASICH,

PLEASE ALLOW THIS CORRESPONDENCE TO SERVE AS A FORMAL COMPLAINT AGAINST THE PUBLIC UTILITY COMMISSION OF OHIO FOR THEIR APPROVAL OF THE AMERICAN ELECTRIC POWER RATE INCREASE I RECEIVED ON MY JANUARY 2012, ELECTRIC BILL FOR MY DECEMBER 2011 USAGE. THE BILL REVEALED A **28% PLUS COST INCREASE** OVER THE DECEMBER 2010 BILL.

IN COMPARISON, DECEMBER 2010, WAS COLDER THAN DECEMBER 2011. I USED 154 KWH PER DAY IN 2010 AND 146 KWH PER DAY IN 2011, YET MY AVERAGE COST PER DAY INCREASED FROM \$13.59 TO \$18.95 (UP \$5.36 PER DAY). MY BILL WENT FROM \$434.88 FOR 32 DAYS IN 2010, TO \$606.40 IN 2011, **AN INCREASE OF MORE THAN 28%!** GOVERNOR, SURELY YOU REALIZE THAT THIS KIND OF INCREASE IS TOTALLY UNACCEPTABLE AND EXTREMELY DAMAGING TO SMALL BUSINESS IN OHIO.

AS I RECALL, AMERICAN ELECTRIC POWER MADE BILLIONS IN PROFIT IN 2010. I ALSO UNDERSTAND THAT WHOLESALE ELECTRICITY PRICES REPORTEDLY REMAIN LOW....SO HOW DOES AEP JUSTIFY SUCH AN UNREASONABLE RATE INCREASE WITHIN A ONE YEAR TIME FRAME?

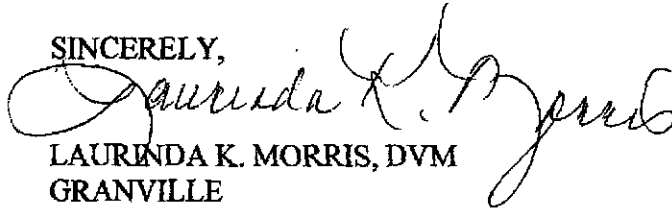
ISN'T THE PUBLIC UTILITIES COMMISSION OF OHIO SUPPOSED TO BE THE STATE WATCHDOG AGENCY TO PREVENT SUCH **WHOLESALE UNFAIRNESS AND PROFITEERING** BY UTILITY COMPANIES IN OHIO?

I CERTAINLY REALIZE THAT I CANNOT RAISE MY PATIENTS' FEES 28% IN ONE YEAR (OR EVEN FIVE YEARS) AS THEY WOULD CERTAINLY GO ELSEWHERE (AND I WOULD NOT BLAME THEM). BUT THEN, I AM NOT THE **SOLE PROVIDER OF VETERINARY SERVICES IN THE AREA (UNLIKE AMERICAN ELECTRIC POWER IS FOR ELECTRICITY).**

GOVERNOR, PLEASE GET INVOLVED IN THIS VERY SERIOUS MATTER. DO NOT ALLOW THE PUCO AND AEP TO ADOPT SUCH AN UNREASONABLE AND ARBITRARY RATE INCREASE, AN INCREASE THAT WILL CERTAINLY CONTINUE TO STIFFLE THE ECONOMIC RECOVERY IN OHIO.

FINALLY, I AM A REGISTERED REPUBLICAN AND SUPPORTED YOU IN THE PAST ELECTION. I ASK AND EXPECT YOUR ASSISTANCE ON THIS VERY IMPORTANT ISSUE.

SINCERELY,

A handwritten signature in cursive script, appearing to read "Laurinda K. Morris". The signature is written in black ink and is positioned to the right of the word "SINCERELY,".

LAURINDA K. MORRIS, DVM  
GRANVILLE

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64200  
Received: 2/10/2012 4:25:40 PM  
Message:  
WEB ID: 64200 AT:02-10-2012 at 04:25 PM

Related Case Number:

TYPE: complaint

NAME: Mrs. Kathy Pierson

CONTACT SENDER ? No

MAILING ADDRESS:

- 6440 Dunlap Rd
- Hillsboro , Ohio 45133
- USA

PHONE INFORMATION:

- Home: (937) 393-8064
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: kpierson@sscc.edu

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Kathy Pierson
- Service address: 6440 Dunlap Rd Hillsboro, Ohio 45133
- Service phone: 937-393-8064
- Account Number: 106-320-712-1-2

COMPLAINT DESCRIPTION:

I am a residential customer. My AEP electric bill rose 71% over last month, going from 341.13 to 583.97.

MY KWH cost rose by 29% over last month.

My concern: It isn't even a cold winter. What will my bill be this summer when I use Central Air or next winter when temperatures are actually cold. It doesn't seem right for them to be allowed to implement such a huge increase, and burden, on individuals in what is already a struggling economy.

My mother also seen a huge increase. She lives on a fixed income and is worried to death about paying for electricity.

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64257  
Received: 2/11/2012 2:41:21 PM  
Message:  
WEB ID: 64257 AT:02-11-2012 at 02:41 PM

Related Case Number:

TYPE: comment

NAME: Dr. Oliver Williams

CONTACT SENDER ? No

MAILING ADDRESS:

- 1643Keats Ct
- Columbus
- OH , Ohio 43235-1122
- USA

PHONE INFORMATION:

- Home: 614-436-5252
- Alternative: 614-477-9972
- Fax: *(no fax number provided?)*

E-MAIL: okwilliams@columbus.rr.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Oliver K Williams, III
- Service address: 1643 Keats Ct, Columbus, OH 43235-1122
- *(no service phone number provided?)*
- *(no account number provided?)*

COMMENT DESCRIPTION:

I can accept the AEP argument, as noted in several Columbus Dispatch articles, that the recent tariff changes more accurately reflected their costs for electricity generation and transmission. However, I find it incredulous that large consumers of power can have zero or negative transmission costs. If AEP provides power lines into their locations and maintains those lines, including the transformers, towers, maintenance crews, etc., then they must have some transmission costs.

AEP new tariffs have not provided any discount to those with "all-electric" homes, however, I believe,



that large industrial consumers of power receive discounts on KWH rates and some even receive discounts on Generation Costs from Transmission Credits.

The tariff features cited above fly in the face of reason and common sense.

I urge the Public Utilities Commission to adhere to the Public in the name and serve the Public Good and not the profit of American Electric Power (which has been amongst the highest in the U.S. and that of the large industries in Ohio.

Thank you,

Oliver K. Williams, III

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64108  
Received: 2/8/2012 8:25:57 PM  
Message:  
WEB ID: 64108 AT:02-08-2012 at 08:25 PM

Related Case Number:

TYPE: complaint

NAME: Mrs. Debbie Purvis-Heaton

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 1094 St Rt 62
- Winchester , Ohio 45697
- USA

PHONE INFORMATION:

- Home: (937)442-6444
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: dpurvisheaton@yahoo.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: American Electric Power
- Name on account: Roberts Naylor
- Service address: 1094 St Rt 62 Winchester Ohio 45697
- Service phone: 937-442-6444
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

11-2346-EL-SSO I have great concern about the recent rise in our electric bill. Is this increase in use to cover Pike energy employees to stay at the Holiday Inn in Eastgate over the past 2 years? How can we begin to budget for a bill that is suddenly \$200 higher than expected. How can you do this and then turn around and sell electricity to another company that sells it cheaper than you? Why are you not at least employing people from the community where you are charging such high rates?

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64401  
Received: 2/13/2012 7:01:50 PM  
Message:  
WEB ID: 64401 AT:02-13-2012 at 07:01 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Rebecca Sonner

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 7049 Roundelay Road North
- Reynoldsburg , Ohio 43068
- USA

PHONE INFORMATION:

- Home: 614-866-1599
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: bsoner@aol.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: American Electric Power
- Name on account: Rebecca S. Sonner
- Service address: 7049 Roundelay Road North
- Service phone: 614-866-1599
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

My husband and I are senior citizens living in an all electric home. We are concerned about the recent rate increase imposed by AEP. My last bill was over \$400 with only 2 people living in the home. Try paying bills like that on social security.

We keep our thermostat set on 68.

Small Businesses are complaining about the high electric cost but what about us people with all electric homes. We are also being penalized.

Service hasn't always been great so why is the PUCO allowing them to go forward with high rate increases?

They basically have a monopoly and the PUCO is the only organization that can govern their greed.

Thank you.

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64445  
Received: 2/14/2012 1:23:49 PM  
Message:  
WEB ID: 64445 AT:02-14-2012 at 01:23 PM

Related Case Number:

TYPE: comment

NAME: Mr. JAMES KOBUNSKI

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 3260 N MAPLE AVE
- ZANESVILLE , Ohio 43701
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: 740-454-2512
- Fax: 740-455-5790

E-MAIL: tansky@prodigy.net

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: TANSKY INC
- Name on account: TANSKY INC
- Service address: 3240-60-90 MAPLE AVE. ZANESVILLE, OH 43701
- Service phone: 740-454-2512
- Account Number: 076-764-188-0-4, 073-664-188-0-9, 079-864-188-0-9

COMMENT DESCRIPTION:

OUR THREE (3) ELECTRIC BILLS WENT UP A TOTAL OF \$780.75 BETWEEN THE DECEMBER BILLING AND THE JANUARY BILLING. THIS IS QUITE A BURDEN ON A SMALL BUSINESS TRYING TO MAKE A PROFIT AND SUPPORT 35 EMPLOYEES.

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64432  
Received: 2/14/2012 10:48:21 AM  
Message:  
WEB ID: 64432 AT:02-14-2012 at 10:48 AM

Related Case Number:

TYPE: complaint

NAME: Mr. Donald Vaughan

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 505 Mulberry Heights
- Pomeroy , Ohio 45769
- USA

PHONE INFORMATION:

- Home: 740-992-5094
- Alternative: 740-992-9784
- Fax: 740-992-7980

E-MAIL: donald@thevaughanagency.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: American Electric Power Company
- Name on account: The Vaughan Agency
- Service address: 505 Mulberry Heights Pomeroy Ohio 45769
- Service phone: 740-992-9784
- Account Number: 077-022-927-4-4

COMPLAINT DESCRIPTION:

I would like to voice my concern and disgust over the 50% rate increase that the PUCO has allowed AEP. Yes, you may say it was only a 25%, but my bill last year at this time....with virutally the same amount of killowats, was around \$400 and now this year it's over \$600....in my math, that's a 50% rate hike! And what's worse, I don't have any other alternative....at this time.

If the government is going to do away with the free enterprise system in the marketplace, they can't let big corporations like AEP take 50% increases in a down market. Most of the businesses in our area are not showing any increases in revenues....how are they going to pay for these increases?

Donald Vaughan

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64438  
Received: 2/14/2012 12:15:29 PM  
Message:  
WEB ID: 64438 AT:02-14-2012 at 12:15 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Jason Nicodemus

CONTACT SENDER ? Yes

MAILING ADDRESS:

- Truro Township
- 6900 E. Main Street
- Reynoldsburg , Ohio 43068
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: (614) 866-1317
- Fax: (614) 866-6861

E-MAIL: jnicodemus@trurotwp.org

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Truro Township
- Name on account: Truro Township Trustees
- Service address: 6900 E. Main Street
- Service phone: (614) 866-1317
- Account Number: 104-762-263-8-5

COMPLAINT DESCRIPTION:

The Board of Trustees of Truro Township, Franklin County, Ohio strongly oppose the rate increases that have been imposed by AEP and its impacts on consumers, including the Township itself. Based on these increases, the Township saw its own billing rise from to \$472 to \$2,107 in one month's time at one of our service address's. This type of increase is unsustainable and with local government funding already limited, this rate increase has a lasting negative impact on our operations.

We strongly urge PUCO to address the increases and its impacts.



From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64443  
Received: 2/14/2012 1:18:33 PM  
Message:  
WEB ID: 64443 AT:02-14-2012 at 01:18 PM

Related Case Number:

TYPE: complaint

NAME: Mrs. Charlotte Howell

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 1089 County Road 26
- PO Box 179
- Marengo , Ohio 43334
- USA

PHONE INFORMATION:

- Home: 419-253-2119
- Alternative: 419-253-0903
- Fax: 419-253-2120

E-MAIL: Charlotte@MFSLTD.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Marengo Fabricated Steel, LTD
- Service address: 1089 County Road 26, Marengo Ohio 43334
- Service phone: 419-253-2119
- Account Number: 078-745-640-0-3, 071-945-640-0-6, 075-645-640-0-8,075-097-297-0-8

COMPLAINT DESCRIPTION:

This is in protest of the exorbitant rate increase passed through to small businesses beginning 2012. We are under contract and cannot recoup these kinds of increases.

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64448  
Received: 2/14/2012 2:08:24 PM  
Message:  
WEB ID: 64448 AT:02-14-2012 at 02:08 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Paul Shaw CPA, RSBFO

CONTACT SENDER ? Yes

MAILING ADDRESS:

- Logan-Hocking Local School District
- 2019 East Front Street
- Logan , Ohio 43138
- USA

PHONE INFORMATION:

- Home: (740)385-8510 ext 2725
- Alternative: (740) 808 - 0155
- Fax: (740)385-3683

E-MAIL: pshaw@lhsc.k12.oh.us

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: American Electric Power
- Name on account: Logan-Hocking Local School District
- Service address: 14470 State Route 328, Logan, Ohio
- Service phone: (740) 385-2069
- Account Number: 101-533-178-0-4

COMPLAINT DESCRIPTION:

See related info from Logan-Hocking Local School District faxed and sent to you as well as directed below. This is a complaint to CASE 11-346-EL-550. Despite aggressive reductions in consumption resulting from a formal Energy Conservation Plan, the School District, and particularly this high school site, incurred a major increase in its AEP bill. From Dec 2011 to Jan 2012, the High School's bill increased \$5,886.12, or 139%. Compared to the Jan 2011 bill for the

High School, the Jan 2012 bill reflected 37.5% less energy consumption, but its bill went up 53%! THIS MAKES NO SENSE AT ALL. OUR COUNTRY, ITS ENERGY COMPANIES AND REGULATORS SHOULD BE ENCOURAGING ENERGY CONSERVATION, NOT DISCOURAGING IT THROUGH INPROPER RATES. PLEASE CONTACT ME TO DISCUSS. I WILL BE SENDING THE SIGNATURES OF OVER 300 FELLOW EMPLOYEES WHO AGREE AND JOIN WITH ME IN THIS COMPLAINT. SEE THE HARD COPIES SENT AND FAXED TO YOU FOR ADDITIONAL INFORMATION!!! PAUL F. SHAW CPA, RSBFO, TREASURER AND CHIEF FISCAL OFFICER, LOGAN-HOCKING LOCAL SCHOOL DISTRICT, HOCKING COUNTY, OHIO

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64459  
Received: 2/14/2012 3:37:18 PM  
Message:  
WEB ID: 64459 AT:02-14-2012 at 03:37 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Jeffrey Schnapp

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 2100 Commerce Drive
- Fremont , Ohio 43420
- USA

PHONE INFORMATION:

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

E-MAIL: jschnapp@ludlow-comp.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Ludlow Composites Corp.
- Name on account: Ludlow Composites Corp.
- Service address: 2100 Commerce Drive Fremont Ohio 43420
- *(no service phone number provided?)*
- Account Number: 073-738-400-0-3

COMPLAINT DESCRIPTION:

The charge for our electrical distribution service has nearly tripled! We are a small manufacturing company that still enjoys doing business in Ohio. As the Governor's Award "Ohio Exporter of the Year" recipient in the small business category in 2009, we've been paying an average of \$4,300 per month for this service, but our most recent bill jumped to over \$11,200 for January of 2012.

Facing global competition, we do everything we can to control costs, drive efficiency, and lower our prices to retain existing business and pursue moderate growth. We also remain focused on keeping our unionized labor force working during these very difficult economic times.

If we're fortunate, our manufacturing profits will hover around 4% in 2012. With this in mind, it will take \$167,500 in new business to pay for this increase in electrical distribution services alone. As a small company, this burden will be very difficult to achieve in this economy.

We ask that this distribution charge be re-evaluated as soon as possible. Our company strives to represent Ohio in the very best light possible. We ask the PUCO for the same representation. Your assistance with this unreasonable increase is desperately needed, and sincerely appreciated. Please advise at your earliest convenience.

Thank you.

Jeffrey M Schnapp Director of Operations Ludlow Composites Corp.

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 63863  
Received: 2/4/2012 10:24:55 AM  
Message:  
WEB ID: 63863 AT:02-04-2012 at 10:24 AM

Related Case Number:

TYPE: complaint

NAME: Mrs. Helen McDermott

CONTACT SENDER ? No

MAILING ADDRESS:

- 224 South East Street
- #2
- Hillsboro , Ohio 45133
- 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
- Name on account: John L McDermott
- Service address: 224 S. East St. #2, Hillsboro, Ohio 45133
- *(no service phone number provided?)*
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

I am complaining about the excessive rate change issued by AEP. I am urging you to review and act on issue # 11-346-EL-550.

Thank you for your attention on this matter.

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64456  
Received: 2/14/2012 2:51:15 PM  
Message:  
WEB ID: 64456 AT:02-14-2012 at 02:51 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Jamie Chiero

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 3812 E Powell Rd
- Lewis Center , Ohio 43035
- USA

PHONE INFORMATION:

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

E-MAIL: jchiero@tmrgroup.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Prep Academy Schools
- Name on account: Prep Academy Schools
- Service address: 3812 E. Powell Rd
- Service phone: 614-818-0502
- Account Number: 103-302-559-0-1

COMPLAINT DESCRIPTION:

Our bill jumped by \$1,194.35, or 539%, from December to January. That increase took place in a month where our usage remained relatively flat, and is completely unacceptable. Our other location, which operates in a building of similar size and the same hours was only charged an extra 47%. Something needs changed ASAP!!!

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64454  
Received: 2/14/2012 2:34:28 PM  
Message:  
WEB ID: 64454 AT:02-14-2012 at 02:34 PM

Related Case Number:

TYPE: complaint

NAME: Ms. Kristin Chek

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 1600 Universal Rd.
- Columbus , OH 43207
- USA

PHONE INFORMATION:

- Home: 6144454455
- Alternative: 6144454455
- Fax: 6144454464

E-MAIL: kchek@ohiomulch.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Ohio Mulch
- Service address: 2140 Advance Ave Unit MP
- Service phone: 6144454455
- Account Number: 104-483-876-0-4

COMPLAINT DESCRIPTION:

Our monthly bill nearly doubled from \$4319.29 a month to \$8263.70 a month. AEP will end up putting us out of business if these rates are not back under control.





**FAMILY OWNED AND OPERATED SINCE 1957**

**RECEIVED FEB 14 2012**

February 9, 2012

Ohio Public Utilities Commission of Ohio   **Attn: IAD**  
180 East Broad Street  
Columbus, Ohio 43215

Re: Case numbers 11-346-EL-SSO and 11-351-EL-AIR

I am a small business owner in Central Ohio and recently received my electric bill for the service period from 12/20/2011 to 01/23/2012 in the amount of \$434.69 for meter usage of 3,364 KWH (12.9 cents per KWH). The bill for the prior service period was \$296.48 for meter usage of 3,110 per KWH (9.5 cents per KWH). Based on the average KWH usage from my January and February bills this increase will result in an annual additional cost of approximately \$1,165.00

I am aware of many other small businesses reporting their inability to absorb this amount of increase and I too will be affected. As an asphalt paving contractor the cost of my fuel based materials have increased 68% over the last four years. Not to mentioned the increase in diesel fuel used in my dump trucks and paving equipment. This may not sound like a lot of money, but it requires me and my employees to work very hard for this amount of profit.

I have been fortunate enough to remain in business throughout this economy and have done so by investing my retirement savings back into the company to cover payroll. That money is gone and I now must make a profit with this business or close the doors that my father opened in 1957.

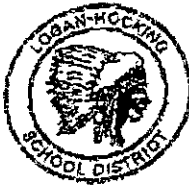
*I urge you to reconsider* this matter for the obvious reasons I have listed to enable small business owners the ability to continue to employ Ohio workers and provide products and services within our state and nation.

I respectfully thank you for your time and opportunity to voice my opinion.

*Barbara Breckenridge Bloxam*  
Barbara Breckenridge Bloxam, Owner

Cc: Ohio Supreme Court  
NFIB  
Governor John Kasich  
AEP

# Logan-Hocking Local School District



2019 East Front Street  
Logan, Ohio 43138  
Phone 740-385-8510  
Fax 740-385-3683  
www.loganhocking.k12.oh.us

## FAX

**To:** AHN: IAD  
PUCO  
**From:** PAUL SIMAN  
**Fax:** (614) 752-8351  
**Date:** 2/14/12  
**Phone:**  
**Pages:** 33 including cover sheet  
**Re:**  
**CC:**

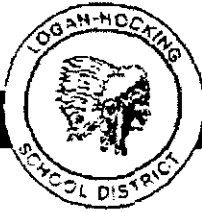
☐ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply

**Message:**

CASE: 11-346 - EL SSO

COMPLAINT !!

<b>From:</b>	<b>Superintendent's Office</b>	ext. _____
	<b>Curriculum Office</b>	ext. _____
	<b>Special Instruction</b>	ext. _____
	<b>Treasurer's Office</b>	ext. 2725
	<b>Psychologists</b>	ext. _____
	<b>EMIS / Registration</b>	ext. _____
	<b>Maintenance</b>	ext. _____



LOGAN-HOCKING SCHOOLS • 2016 E. FRONT STREET • LOGAN, OH 43138 • 740 826-9517 • FAX: 740 826-9623 • paul@loganhocking.k12.oh.us

PAUL F. SHAW, CPA, RSBFO  
Treasurer

TO: ATTN: IAD  
Public Utilities Commission of Ohio  
180 E. Broad Street  
Columbus, Ohio 43215-3793

From: Logan-Hocking Local School District  
ATTN: Paul F. Shaw CPA, RSBFO  
Treasurer and Chief Fiscal Officer  
2016 East Front Street  
Logan, Hocking County, Ohio 43138

RE: COMPLAINT RE: CASE 11-346-EL SSO

Date: February 14, 2012

I file this complaint today on behalf of the Logan-Hocking Local School District, the 317 employees who have signed this complaint (see attached), the students, and the taxpayers of the School District.

As stewards of local taxpayer resources, we believe we have done our part, through an aggressive energy conservation program over the past fifteen months, to reduce energy consumption. One of our goals is to keep our valuable resources IN the classroom. American Electric Power's recent change in tariffs (effective 1/1/12), approved by the Public Utilities Commission of Ohio (PUCO), is resulting in a significant and inappropriate drain of financial resources OUT of our classrooms. We therefore file this complaint with the PUCO and ask that it reconsider the rate structure previously approved for AEP. We believe conservation should be encouraged, not discouraged!

I have attached the following for your consideration:

- Voluntary, employee joint-signatures (317) of the this complaint- this also graphically reflects an example of how Logan High School has incurred a dramatic increase in electricity expenditures, despite a significant reduction in electricity consumption
- Documentation of the School District's 30% increase in electricity expense in January 2012
- AEP account codes for Logan-Hocking School District locations
- Local newspaper coverage of Logan-Hocking School District's situation

Please contact me if I can be of any assistance in this matter. Respectfully submitted this 14<sup>th</sup> day of February, 2012.

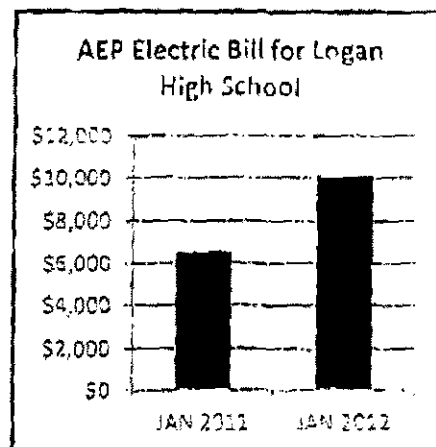
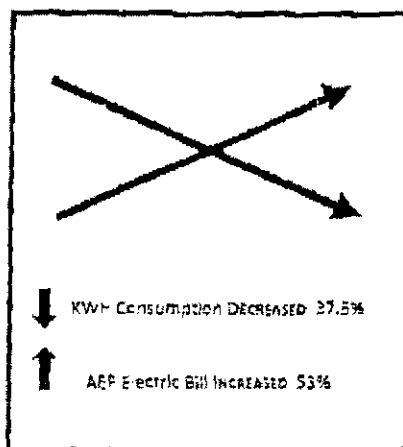
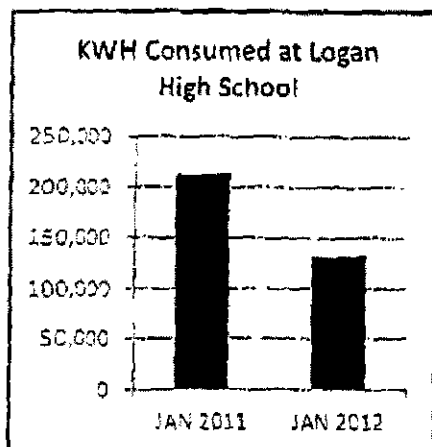
1/

Logan-Hocking Local School District  
Logan, Hocking County, Ohio  
February 2012

Central  
Office

# HELP US KEEP OUR ENERGY (AND DOLLARS!) IN THE CLASSROOM

## PUCO's MATH DOESN'T WORK FOR PUBLIC SCHOOLS, SMALL BUSINESS, AND INDIVIDUAL CUSTOMERS (Example - Logan High School)



As stewards of local taxpayer resources, we, the undersigned employees of Logan-Hocking Local School District, have done our part, through an aggressive energy conservation program, to reduce energy consumption. One of our goals is to keep our valuable resources IN the classroom. AEP's recent changes in electric tariffs, approved by PUCO, is resulting in a drain of financial resources OUT of our classrooms. We therefore file this complaint with PUCO and ask that it reconsider the rate structure approved for AEP.

(For additional information, contact Treasurer Paul Shaw at [pshaw@lhsl.k12.oh.us](mailto:pshaw@lhsl.k12.oh.us))

*Paul Shaw*

*Jeffrey A. Snider*

*Cindy Spangler*

*Scot Dillaspie*

*James L. Allen*

*Patricia K. Anderson*

*Debbie Thoeniger*

*Christy A. Bosch*

*Keri L. Kunkler*

*Shirley D. Mura*

*Loren Wabbe*

*Wendy Cook*

*Kristy Stapp*

*Cathy McKee*

2/

Stephen Coltrane

Susan Roach

[Signature]

Coltrane & Roach

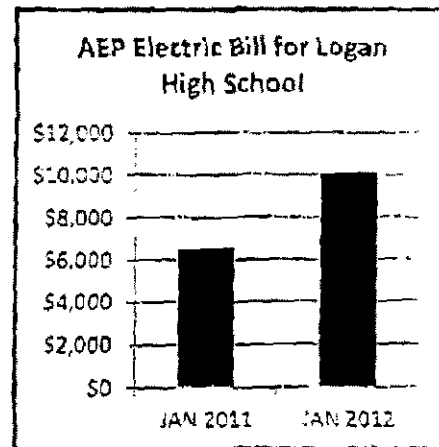
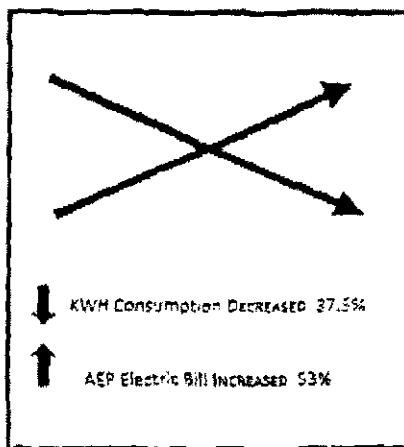
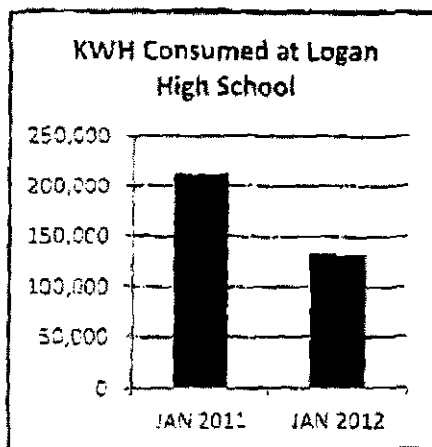
[Signature]

[Signature]

Logan-Hocking Local School District  
Logan, Hocking County, Ohio  
February 2012

**HELP US KEEP OUR ENERGY (AND DOLLARS!) IN THE CLASSROOM**

**PUCO's MATH DOESN'T WORK FOR PUBLIC SCHOOLS, SMALL  
BUSINESS, AND INDIVIDUAL CUSTOMERS**  
(Example - Logan High School)


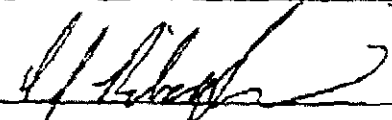


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~~7-11-11~~  
 Matt Stone  
 Karen M. Burgess  
 Brenda Damm  
 R-J  
 John Long  
 Paula Hays  
 Eric B. Holmes  
 Lora Kutter  
 Madeline Crane  
 Karen Carpenter  
 Caitlin Hall  
 Theresa L. Shaw  
 David B. Carlo  


Melinda Johnston  
 Katty Mara  
 Kyla Roney  
 Aimee Roberts-Coby  
 Chris McConaghe  
 Autumn Bay  
 Carol Brown  
 Emma Meyer  
 Rita Ann  
 Styll  
 Rebecca L. Dennis  
 Jerry Miller  
 Kimberly K. Johnson  
 Mary Anne Sherlock  
 Jee Anne Clegg  
 Juthe Jorgensen

Franka Leman

Karen Arroyo

Sharon Schubert

Debra Foster

Barbara M Smith

Alyssa Buens

David Meyer

Bugs Landis

Sandra Leggett

Phyllis

John

Michael Thomas

Amy Berchling

Jeff Butler

Theresa Osterlin

Bob

Nancy Jackson

Myra

Dana Schult

Connie Kaye Weber

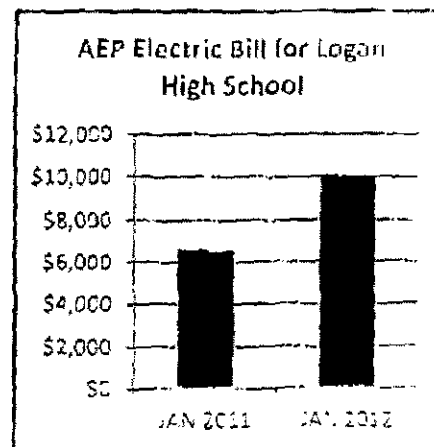
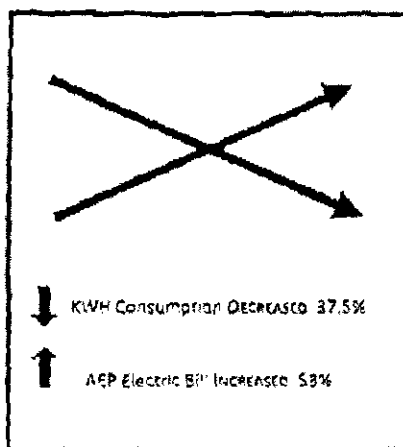
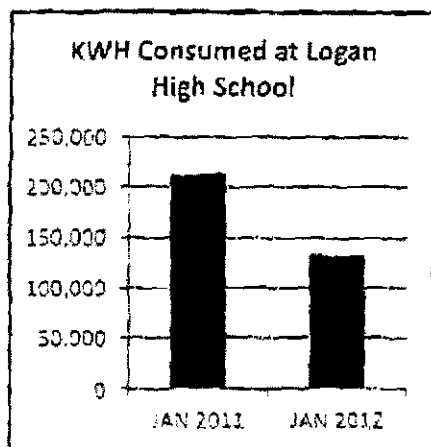
6/



Logan-Hocking Local School District  
Logan, Hocking County, Ohio  
February 2012

**HELP US KEEP OUR ENERGY (AND DOLLARS!) IN THE CLASSROOM**

**PUCO's MATH DOESN'T WORK FOR PUBLIC SCHOOLS, SMALL  
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*[Signature]*

*[Signature]*

*Debbie Hall*

*Rory Vickars*

*Gary Swinehart*

*James Smith*

*Doug L. Bowler*

*Lindsey Perry*

*Charles H. Heller*

*Madeline Mount*

*Mary [Signature]*

*Cecilia Porter*

*John W. [Signature]*

*Theresa Galloway*

Deleone Cherry  
 Ellen R. Can.  
 Melinda Holland  
 Maude Campbell  
 Hollie Min  
 K. Stuber  
 B. E. Elmdorf  
 Kristina Grando  
 M. S. S. W.  
 Christen Bosch  
 Kathy Crieber  
~~Linda Howard~~  
 Linda Shore  
 Kristopher T. Begley  
 Steve Harris  
 Lori M. Walker

Robert P. Klenzer  
 Betty Conroy  
 Jamieson H. Hinkle - Coas  
 Jim S. H. H.  
 Jessica Cozad  
 Kimberly Dorn  
 Eileen Schein  
 Carol S. Buttick  
 Laura Richards  
 Deborah Perrod  
 Karen L. Potter  
 Cheryl A. West  
 Michael D. Dorn  
 Sandy Jones  
 Linda Willard  
 Robert S. Robinson

Joyle L. Tompkins

Megan Gilmore

Christine Hall-White

Dina Metzler

David Bungen

Mary G. Kilbeger

Both Cop

Merrilee Carlson

1 Don 1 Don

J. M. Rauschberg

Cheryl Lee

R. D. Johnson

Mary G. Jones

Chris Jones

Don Vay H

J. Z. H. H. H.

Chad M. Hall

Jessie M. Hoffmann

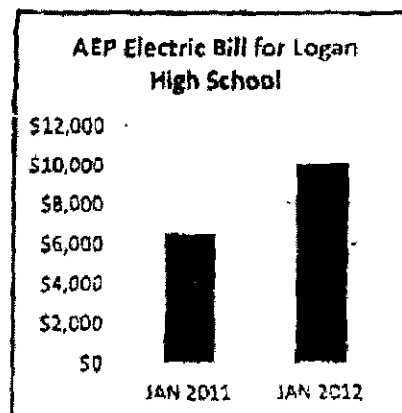
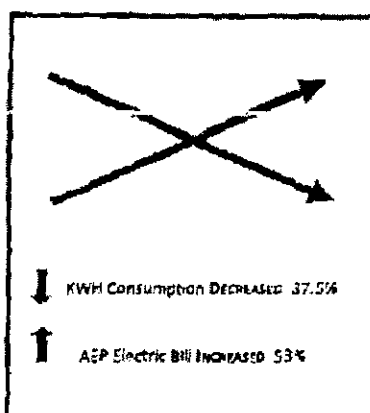
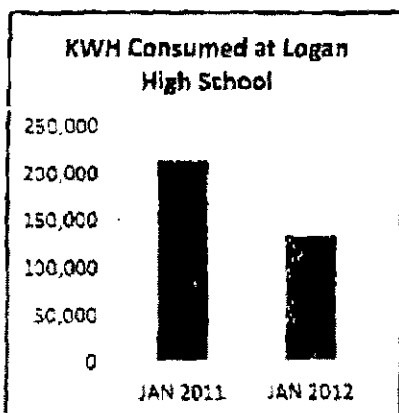
Kellie D. Hayden

af

Logan-Hocking Local School District  
Logan, Hocking County, Ohio  
February 2012

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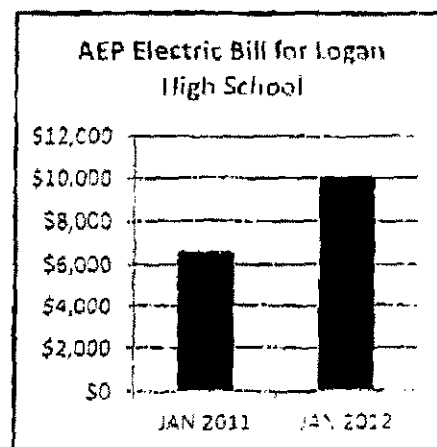
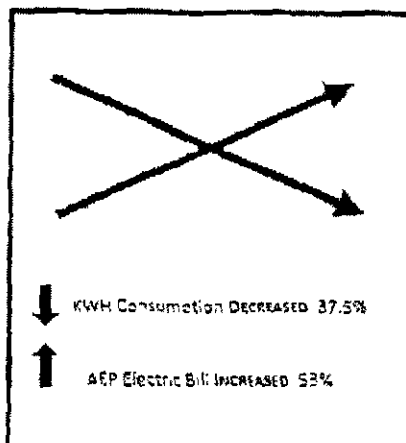
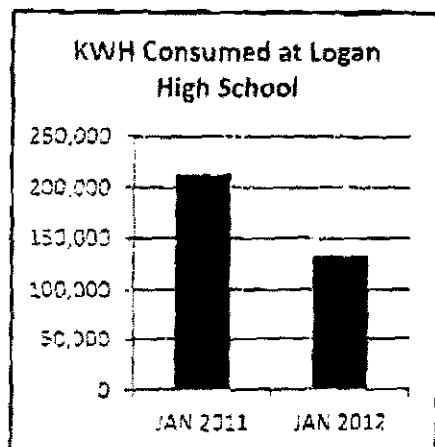
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*Judy Wolfe*  
*Charmine Retherford*  
*Vicki Lambert*  
*Karen Underwood*

Logan-Hocking Local School District  
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Susan M. Scarnack

Robert E. Pitter

Margaret A. Graham

Shirley Eiler

Karen E. Nesbitt

Theresa Hylis

Cellean Hockman

Rachel Leffler

Marcie Beil

Cynthia Patton

Barbara Crawford

Emily Davis

Mary J. Menschhofer

Phyllis Nelson

Hester L. Hughes

Carol J. Sams

Pachal R. Kallimannis

Debra L. Klinebriel

Martha L. Larditch

Christine J. J. J.

Marion B. Kuhn

Vivian H. Croft

Amos J. Polay

Sammy C. C.

Lonnie M. Fleming

Gene Sipton

Cardinal Branton

Amanda Stull

Jack L. Swinn

Charles

Holly Lethers

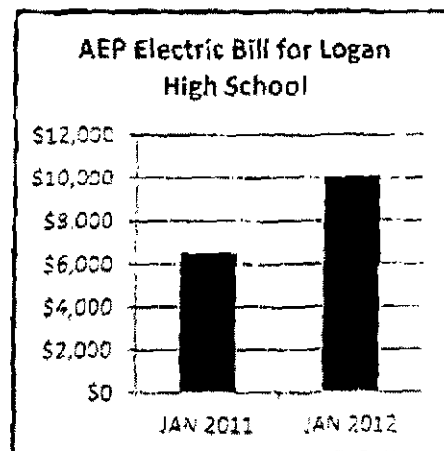
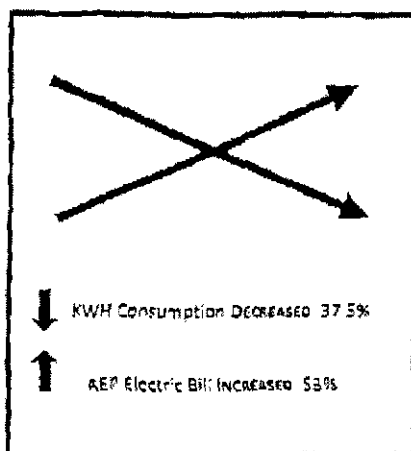
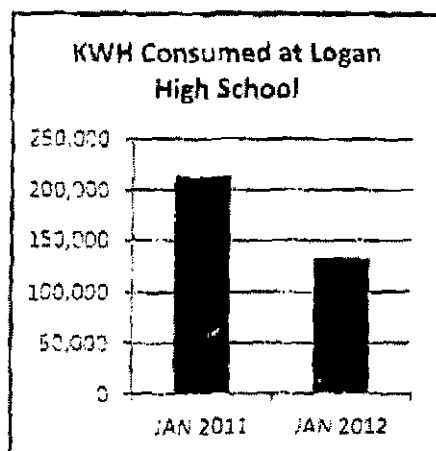
Dikki Heath

GLW

Logan-Hocking Local School District  
Logan, Hocking County, Ohio  
February 2012

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*Paul Shaw*

*John Dutton*

*Paul J. Ruffey*

*Dawn Cisar*

*Debi Cross*

*Kim Calvert*

*Deanna J. Hunter*

*Regina M. Case*

*Angela M. Hillier*

*Karen Skull*

*Jean Vollmer*

*Leslie A. Smith, Jr.*

*Kathryn B. Lynn*

*Raewyn Cummings*

Chrissy Pickrell

Michelle Bolin

Emily VanHoose

Larry Kuroda

Tim Reed

Karena Yates

Sharon Elder

Don Galt

Viola Rice

Trishna Collier

Sam Crooney

Beck Towers

Jennifer Britton

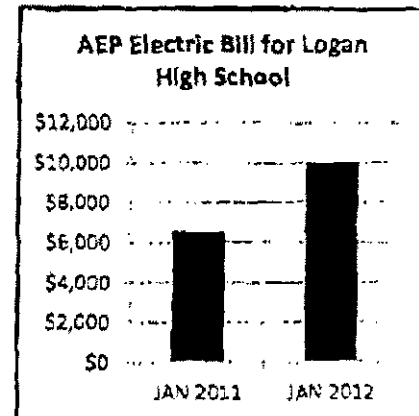
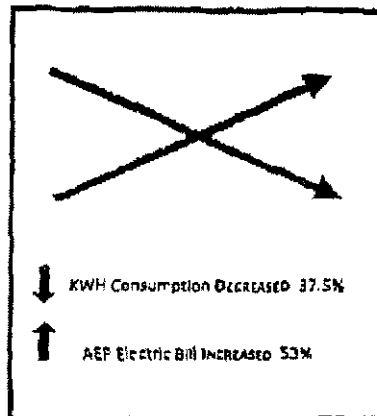
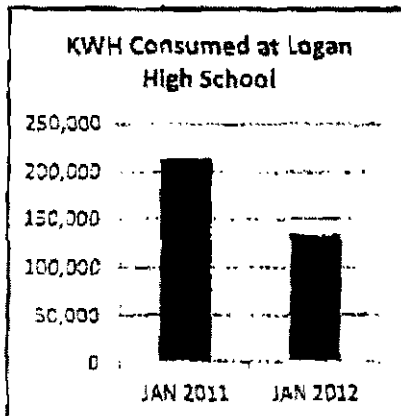
Sheila A. Nett



Logan-Hocking Local School District  
Logan, Hocking County, Ohio  
February 2012

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Andrea Zwickert  
Johnny Gary  
Liana Dixon  
Marissa Wilson  
Lara Montgomery  
Michelle Marushak  
Lara Bates

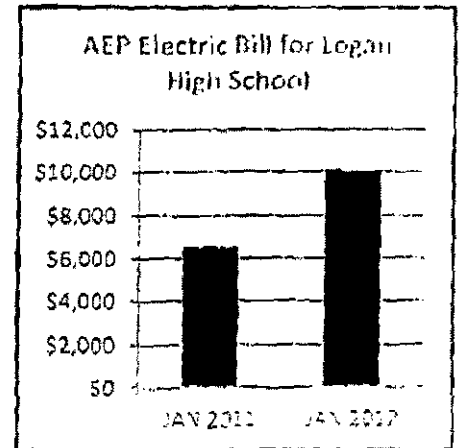
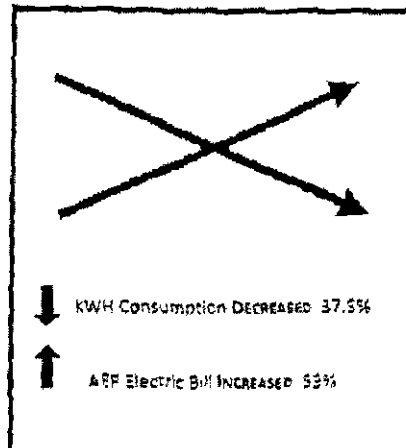
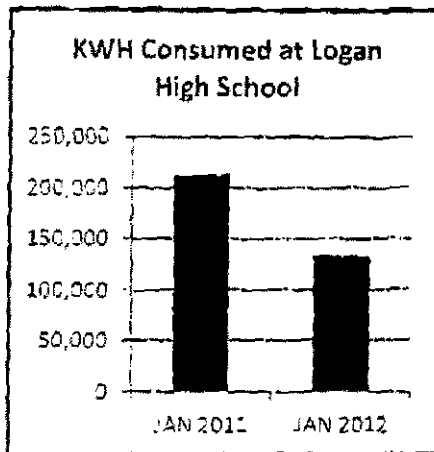
Edith Spencer  
Jessica Schuler  
Angie L. Hiett  
Stacy Stoll  
Angie Bonds  
Janice Stephenson  
Robert F. Morgan

15/

Logan-Hocking Local School District  
Logan, Hocking County, Ohio  
February 2012

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Bettie Baw

Colleen Bailey

Sharon L. Kepley

Brenda Schack

Tommy L. Dutz

Shirley L. Shindler

Rebecca L. Osburn

Kristen Horne

Amy G. Kline

Sharon L. Kepley

Paul Shaw

Rebecca E. Mahler

Shirley F. Watt

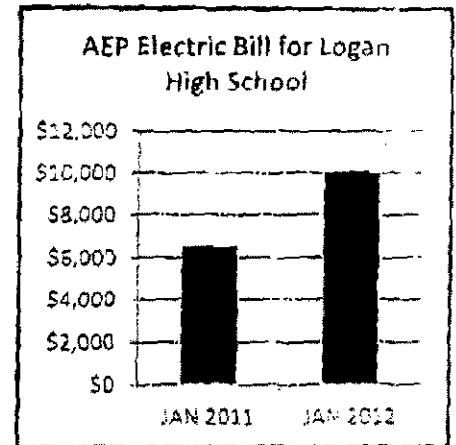
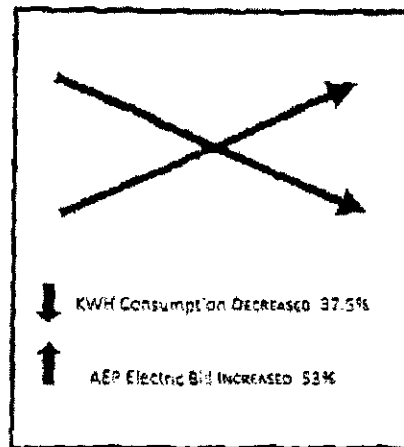
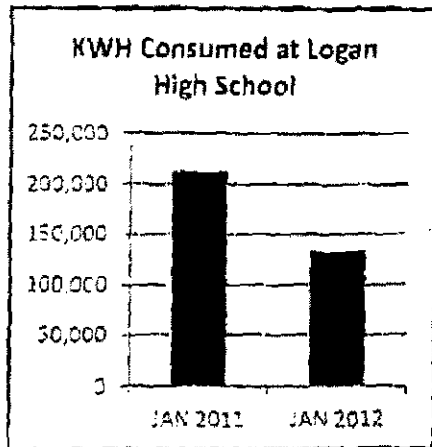
Sarah L. Todd

Melinda Harris

Logan-Hocking Local School District  
Logan, Hocking County, Ohio  
February 2012

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Trina Barrell

Darlene Busker

Georgia Johnson

Eva Brunken

Mark Shaw

Shawn M. Ellis

Nancy Mason

Alison Cassady

Sima Miel

Tina Kelly

Glenda Davis

Jacqueline Liffitt

Mike Ryan

Mike Lantz

Vickie Kaster

Shannon Dodson

Kelley Hollman

Cornelia Murrey

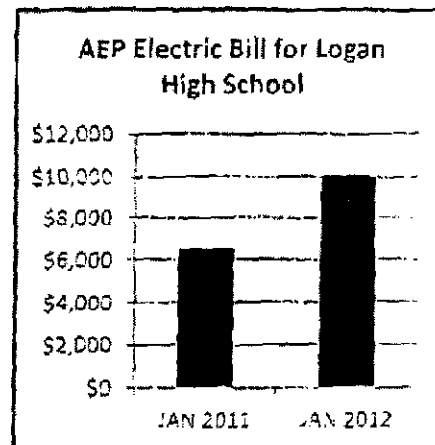
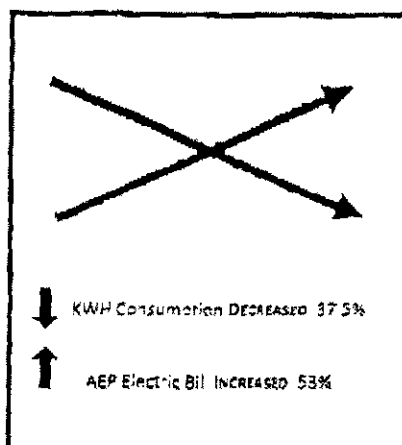
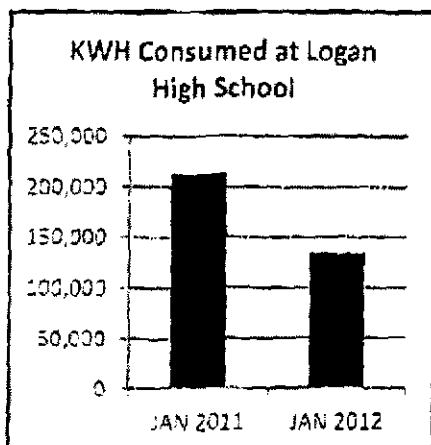
19/

Union Furnace

Logan-Hocking Local School District  
Logan, Hocking County, Ohio  
February 2012

HELP US KEEP OUR ENERGY (AND DOLLARS!) IN THE CLASSROOM

PUCO's MATH DOESN'T WORK FOR PUBLIC SCHOOLS, SMALL  
BUSINESS, AND INDIVIDUAL CUSTOMERS  
(Example - Logan High School)



As stewards of local taxpayer resources, we, the undersigned employees of Logan-Hocking Local School District, have done our part, through an aggressive energy conservation program, to reduce energy consumption. One of our goals is to keep our valuable resources IN the classroom. AEP's recent changes in electric tariffs, approved by PUCO, is resulting in a drain of financial resources OUT of our classrooms. We therefore file this complaint with PUCO and ask that it reconsider the rate structure approved for AEP.

(For additional information, contact Treasurer Paul Shaw at [pshaw@lhsd.k12.oh.us](mailto:pshaw@lhsd.k12.oh.us))

John J. Wagner

Suzanne B. Hacker

Angela L. Stimmler

Robert A. Black

David A. Bartholomew

John F. Miller

Sandra B. Benedict

Quande A. Corbett

Teresa A. McCreary

Larry J. Jones

Kevin D. Speier

James W. Miller

Robert D. King

Robert L. Hine

Crystal Cole

~~Lance Kinsland~~

~~Wendy Armstrong~~

Amy Bonnette

Mrs. Lucy Bush

Diana A. Baker

(Glenn R. Fuller)

~~Lance B.~~

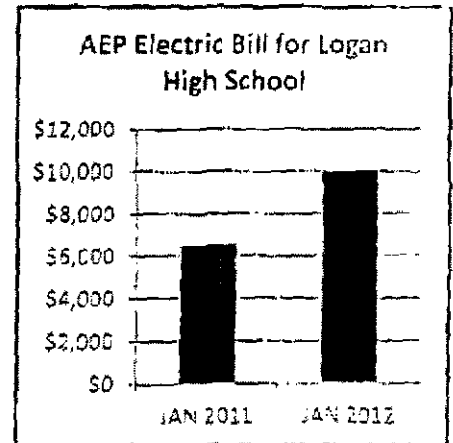
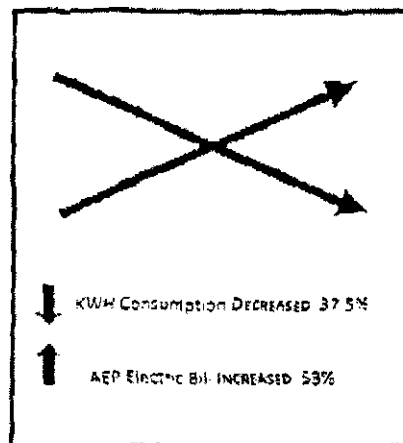
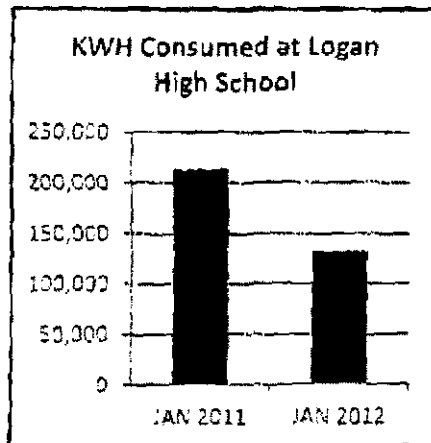
~~James S. Thompson~~

24

Logan-Hocking Local School District  
Logan, Hocking County, Ohio  
February 2012

**HELP US KEEP OUR ENERGY (AND DOLLARS!) IN THE CLASSROOM**

**PUCO's MATH DOESN'T WORK FOR PUBLIC SCHOOLS, SMALL  
BUSINESS, AND INDIVIDUAL CUSTOMERS**  
(Example - Logan High School)



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(For additional information, contact Treasurer Paul Shaw at [pshaw@lbsd.k12.oh.us](mailto:pshaw@lbsd.k12.oh.us))

Stanley M. Wilk

2. Kenneth Dyke

Gary E. Kinney

Carol A. McDaniel

John T. Hummer

Dennis W. Morgan

Robert K. Krametz

Margaret H. Hester

Carol Y. Morley

Peggy Williams

Deborah Bazel

Paul C. Owens

John Reeves

Tim Lawrence



Ricky Brown

Emily Reese

Leslie Gail

Tommy

Clifton K. Lester

Rita Thomas

Bert Williams

Mike Kato

M. J. G.

Dale Keirns

Michael Hollbrook

R. P.

John E. Will

Steve A. Jones

Alan

*[Signature]*

24

**Logan-Hocking Local School District  
Electricity Expense  
December 2011 versus January 2012**

PFS  
02-Feb-2012  
AEP212.WK4

<u>School/Location</u>	<u>Vendor</u>	<u>12/2011</u>	<u>1/2012</u>	<u>One month Change</u>	<u>% Change</u>
Logan High School	AEP	4,233.34	10,119.46	5,886.12	139%
Logan High School	Direct Energy	8,208.00	10,206.00	1,998.00	24%
Total - LHS		12,441.34	20,325.46	7,884.12	63%
Logan Middle School	AEP	10,222.33	10,557.38	335.05	3%
Central Elementary	AEP	3,850.36	3,123.01	(727.35)	-19%
Chieftain Elementary	AEP	2,532.78	4,110.23	1,577.45	62%
Green Elementary	AEP	2,654.89	3,295.73	640.84	24%
Hocking Hills Elem	South Central Pwr	3,349.55	3,145.65	(203.90)	-6%
Union Furn Elementary	AEP	1,044.99	1,991.21	946.22	91%
Union Furn Elementary	Direct Energy	2,016.00	2,520.00	504.00	25%
Total - UF Elementary		3,060.99	4,511.21	1,450.22	47%
Administration Office	AEP	916.89	1,128.48	211.59	23%
Transportation Blog	AEP	646.04	831.97	185.93	29%
Transporation - Bus Htg	AEP	197.60	632.97	435.37	220%
Parking Lot	AEP	11.90	10.85	(1.05)	-9%
<b>Grand Total</b>		<b>39,884.67</b>	<b>51,672.94</b>	<b>11,788.27</b>	<b>30%</b>

Direct Energy provides generation at Logan High School and Union Furnace Elementary

24/

Please send all account numbers listed below to Logan Hocking Local Board of Education  
2019 East Front Street  
Logan, Ohio 43138

101-533-178-0-4	High School
070-820-200-1-2	Middle School
079-593-323-0-0	Central Elementary
070 350 065 1 4	Chieftain Elementary
072 247 08 0 6	Chieftain Elementary
070-366-092-0-9	Green Elementary
108 655 353 0 5	Union Furnace Elementary
078-220-200-1-7	Board Office
079-043-344-0-1	Transportation
076-185-386-0-2	Transportation

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# THE LOGAN DAILY NEWS

Vol. 171-No. 30

Weekend Edition, February 4-5, 2012

www.logandaily.com

## School district impacted by electricity rate hike

By **LESLIE GRAY**  
Logan Daily News Reporter  
lgray@logandaily.com

LOGAN – Residents aren't the only ones impacted by American Electric Power's rate hike that took effect in January – Logan High School's cost for electricity has increased 53 percent compared to last year.

In January of 2011, the high school consumed 213,600 kWh and its AEP bill was \$6,595. This January, the high school consumed 133,500 kWh, a decrease of 37.5 percent, and the electricity bill was \$10,119, an increase of 53 percent.

trict has spent tens of thousands of dollars for the incentive programs to become more energy efficient.

"In the past six months, compared to same time period in the prior school year, the district has been able to cut its electricity expense by \$124,000 with the energy conservation program. We've worked hard to cut our utility bill down," Shaw said. "We have budgeted for that and [the saving] has allowed us to keep people employed. Now we will have to give that money we saved to the utility company and can't keep it in the classroom."

"[These tariffs] are very punitive for small businesses, etc., and damaging to the schools," Logan-Hocking School District Treasurer Paul Shaw said. "We weren't expecting it."

The school district has been taking measures over the past year to reduce its energy consumption, including starting an energy conservation program. The district's energy conservation specialist has helped schools change their habits – setting back thermometers, reducing lighting, etc.

The school district also has taken advantage of AEP Gridsmart incentive programs, such as switching to energy-efficient light bulbs. Overall, the dis-

■ "We have budgeted for that and [the saving] has allowed us to keep people employed. Now we will have to give that money we saved to the utility company and can't keep it in the classroom."

—Paul Shaw, Logan-Hocking School District  
Treasurer

Please see HIKE, page A3

See graphs  
in Complaint  
Form →  
Re This

260/

# HIKE

Continued from page A1

The Logan-Hocking School District isn't the only district hurting from the increase. Shaw has been in contact with several others including Bexley, Westerville, Madison Plains Local and South-Western City. Logan-Hocking's AEP representative told Shaw the rate change will most likely be in effect until the next rate case in 2015, so the school districts have decided to work together to make a case to the Public Utilities Commission of Ohio to resolve to issue.

"They're not promoting conservation. It's very frustrating," Shaw said. "We do understand they have costs, but we're incurring them."

According to the Associated Press, AEP's residential rates in Ohio have gone up by as much as 5 percent and small businesses have complained that their electric rates have soared by as much as 40 percent as a result of the agreement between AEP and Ohio regulators.

AEP's deal with the PUCO meant price cuts for many large manufacturers essentially paid for by other ratepayers, according to the

Associated Press. AEP says some rate increases may seem big because the old prices were artificially low for some customers.

"We're going to continue to work on this," Shaw said. He hopes to make progress with the issue in the coming month.

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# Columbus Dispatch

WWW.DISPATCH.COM

\$2.00



SUNDAY, FEBRUARY 5, 2012

## AEP RATE INCREASE CREATING STATIC

Schools, governments join small businesses in disbelief over hike

By Charlie Dean  
and Dan Gerling  
The Columbus Dispatch

Small businesses aren't the only ones upset about the sudden increase in American Electric Power's rates. Schools and governments are reacting with disbelief that their bills are jumping so dramatically. And the fallout will affect taxpayers.

A few customers will get refunds, AEP says. Economists, meanwhile, say the rising costs are bad news for Ohio's struggling economy because they could put the state at a competitive disadvantage.

Dispute appears to be mounting on the Public Utilities Commission of Ohio, the agency that approved the rates in December. The agency has received 103 complaints about the rate increases, most of which were made in the past few days, a spokesman said.

Most complainants are about small-business rates, but school districts said they also are filing complaints.

"It's blindsided us," said Paul Shaw, treasurer of Logan-Norfolk schools. The Hickory County district also

—AEP Page A10

### AEP

FROM PAGE A1

many others, has cut its energy consumption through various steps, including reducing lighting, keeping computers off at night and closing buildings during holiday breaks.

But the increase in AEP's distribution rates offsets any potential savings, officials say. Shaw's district, like many other taxpayer-funded groups, has buildings that are in the same rate category as small businesses.

"We've done our part, but we're getting hammered by these increases," Shaw said.

AEP says the rates are part of a transition toward greater competition among electricity providers. The company realizes that the transition is "adversely impacting certain customer groups that in the past have enjoyed partially subsidized rates," said spokesman Jeff Rennie.

For customers who feel blindsided, Rennie noted that the PUCO approved the rates on Dec. 14, which allowed only about two weeks before they went into effect.

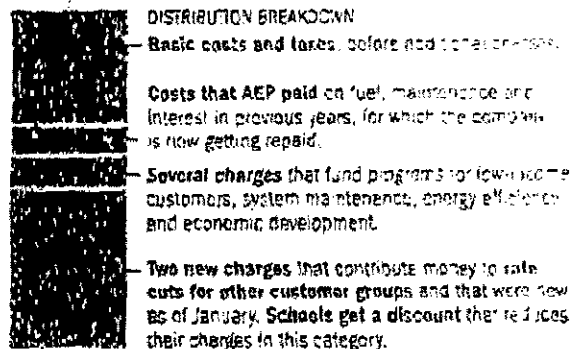
"There simply was not enough time to provide advance notice to customers," Rennie said.

The PUCO's governing board has said it will review its decisions, a move that is

### Rates on the rise

Small businesses, schools and municipal buildings are seeing big rate increases from AEP. In the example below, a business with 80,000 kilowatt-hours of use and maximum demand of 500 kilowatts is seeing its overall rates go up 25 percent from a year ago. Much of the increase is because of new distribution charges. A look at the charges that make up that part of the bill:

BILL COMPONENTS	ELECTRICITY GENERATION	TRANSMISSION
DISTRIBUTION		\$1,135
\$6,892		



Source: Dispatch analysis of AEP rates

THE COLUMBUS DISPATCH

common in major cases such as this. But the panel has not specified which parts of the case it is reviewing.

There is concern that the PUCO's decision, left unchanged, will harm Ohio's efforts to create jobs here.

The rate increases will "have a devastating effect on job creation," predicted James Newton, chief eco-

nomist adviser for Commerce National Bank in Columbus. "It is basically shooting a torpedo into the economic ship of state, and it's just plain stupid and self-destructive."

Gov. John Kasich will not step in, said his spokesman, Rob Nichols. Kasich is going to let the PUCO handle the situation. "We don't want to

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**"It is basically shooting a torpedo into the economic ship of state, and it's just plain stupid and self-destructive."**

**JAMES NEWTON**

chief economic adviser, Commerce National Bank in Columbus

manage utility-rate cases."

In this case, rates are rising because of provisions the PUCO approved that shift costs from the largest businesses to small ones, and because of AEP costs that were deferred from previous years. All the components add up to rate increases of up to 40 percent for some customers.

The city of Columbus has its own electric utility, which powers many city facilities. But it pays AEP for facilities that aren't on the city grid.

Laura Young Mohr,

spokeswoman for the city's Division of Power and Water, provided six examples comparing AEP electricity bills from December 2011 and last month. Two of the bills rose by 26 percent, and one rose by 13 percent.

But how the increases will affect Columbus' finances won't be known until the city does a quarterly financial review at the end of March, she said.

Franklin County and COTA

leaders also are monitoring the issue, but they did not have estimates about their overall rate changes.

Some school districts that invested in energy-saving upgrades are dumbfounded by the size of their latest electric bills.

Grandview Heights schools, for example, used 5 percent less electricity in January than in December, but their total bill increased 23 percent, to \$6,011.

"I could certainly find better ways to spend the money," said Superintendent Ed O'Reilly.

Worthington schools spent about \$129,000 on electricity in January, an 18 percent increase from the previous month. Treasurer Jeff McCuen said the impact of changes in AEP delivery charges, which rose by 65 percent, "seem out of line with reality."

District leaders said the mild winter will help them absorb the additional costs.

But Logan-Hocking

schools might have to cut positions to balance the budget, Shaw said. The district's total electric bill last month was \$51,673, a 30 percent increase from the December bill.

Shaw had forecast a drop in electricity expenses this school year because of an energy-saving program that shaved about \$124,000 off those bills in the past six months compared with the same period the previous school year.

Some school districts switched to alternative electricity providers in recent years to get lower prices or electricity generation. But customers pay AEP for the delivery of power, which is the part of the bill that has risen the most.

Schools would be paying even higher rates if not for several discounts the PUC included in the plan. For example, schools are exempt from the "market-transit rider," a charge that is the largest part of the rate increase for some businesses.

But that merely reduces the size of the increase at a time when many school districts cannot afford any unexpected costs.

Dispatch reporter Doug Caruso contributed to this story.

choss@dispatch.com  
dgearino@dispatch.com

25/

# The Athens Messenger

Your Hometown News Source

Local

Friday, Feb. 3, 2012

50 cents

## \$5,000 misunderstanding

Fair board learns rate shocker ... But area schools aren't so fortunate



Anthony Debord, a customer service representative with American Electric Power, tells members of the Athens County Fair Board that a more than \$6,000 bill they received for the month of January was due to a billing error.

Messenger photo by John Bailey

By SARA BRUMFIELD  
Messenger staff journalist

Athens County Fair Board members said they will sleep better after being told the more than \$5,000 increase in their American Electric Power bill for January was mainly due to a billing error.

On Thursday, The Messenger reported the fair board received an electric bill totaling more than \$6,300 for the month of January — a 536 percent increase over December's \$990 electric bill. Fair board treasurer Paula Carpenter told The Messenger the board would be bankrupt within a few months if it continued to receive bills in the \$6,000 range.

Carpenter said the shocking utility bill was opened during the board's cost savings meeting on Monday.

"We all gathered to go over our budget and see where we could cut away costs and raise revenue," she said. "The secretary brought in the bill and there (the AEP bill) was, in all its glory."

The next morning, Carpenter began making frantic phone calls to AEP, the Public Utilities

Commission of Ohio and legislators to gain some insight on the huge January bill.

On Thursday, Anthony D. Debord, a customer service representative with AEP, met with Carpenter and other members of the fair board to discuss the bill. Debord told the board that one of the major factors in the spike in costs was a billing error on AEP's part.

According to Debord, he noticed

(Continued on page 6)

'Low load' patterns of usage now mean high AEP bills for districts

By CASEY S. ELLIOTT  
Messenger staff journalist

American Electric Power's latest rate hike isn't just affecting small businesses, the Athens County Fair Board and area residents — Athens County school districts are also feeling the bite from increased rates.

Alexander Local Schools Treasurer Aaron Schmitt said Thursday that the rate hike, which took effect Jan. 1, is estimated to increase the district's utility costs by nearly \$50,000 this year compared to last year. And that's despite measures district officials have implemented to improve energy efficiency in school buildings.

Alexander Treasurer Aaron Schmitt said the district's January AEP bill included distribution charges 70 percent higher than what it paid in January 2010 — even though the district has reduced its energy consumption

AEP representative Anthony Debord said the fair board will receive a revised January bill, which will be more in line with its budget. He said the board may still see higher electric rates compared to 2011, but nothing close to what was shown on the bill received Monday.

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# High electric rates ding schools

(Continued from page 11)

"This has nothing to do with conservation of energy. Even though we were saving money from conservation and received lower rates through Direct Energy, it is all going to be wiped out by these huge increases from AEP," he said.

The district contracts for electricity through Direct Energy, an energy and related services retailer, to get a lower price than the local rate, but AEP's latest rate increases are the result of distribution costs that were approved by the Public Utilities Commission at Dec. 14.

Selmon said the district's January AEP bill included distribution charges that were 70 percent higher than what it paid in January 2011 — even though the district has reduced its energy consumption. He said adding bond obligations, the additional charges will cost the district nearly \$50,000 more than it paid for distribution charges last year.

According to Selmon, the district's December bill was from \$1,000 to \$1,100, he said. The January bill was \$1,100 to \$1,200.

Under AEP's new rate structure, customers in the "low load" category are being hit hardest. That category includes businesses with low high and low usage for their periods of time and low usage most of the time. Customers in that classification saw the largest increase in their bills from the rate change.

AEP spokesman Jeff Remme told The Messenger on Thursday that AEP's annual application with the PUCO for January 2012 sought a rate increase in response to costs "that is a little bit of profit," but that request was altered after more than 20 different groups intervened in the case. He said the company's initial application sought to pass along the increases gradually, but the PUCO decided the utility company had to move to a profit-oriented model, which resulted in the spike in rates.

"Our original intent was not to shock customers," he said. "But with this order to move toward a market-based environment, it was a shock to some customer classes."

Remme said the utility had

approach rate and conservation issues of energy with lower rates. He said AEP's power plants produce energy as the peak amount required for customers 24 hours a day, so businesses that use that energy more consistently were rewarded with lower rates, flow over those with short periods of peak usage — such as school districts and small businesses.

Now the utility company notes, so those customers are now paying for their increased costs.

PUCO representatives said the problem is exacerbated as the result of increases in distribution charges and fuel costs from past PUCO commissions. AEP wanted costs but did not collect those costs from customers, and the costs are now being billed to customers by AEP through charges called "tiers."

"What has been happening over the course of the past decade — post commissions allowed several hundred million dollars worth of deferrals on charges like distribution, system upgrades, and other things — and increasing costs of fuel," said PUCO spokeswoman May Fowler. "These are costs that AEP accrued but didn't collect from the customers. The thinking at the time was those rate increases would be too much for the customers to take and were deferred. Now those costs are coming through in orders on their bill."

At Athens City Schools, Shering is estimating that additional AEP costs will increase the district's utility costs to the tune of \$50,000 per year. Shering noted that the district is spared a little since only four of its buildings — the middle school, high school, Morrison-Gordon and The Plains Elementary — are classified as low load large buildings.

He said the mild winter has so far spared the district an estimated \$150,000, but those savings likely will be wiped out with the AEP increase.

Remme said Athens City Schools Treasurer Cheryl Rhonemus said Thursday that the AEP rate hike was "unexpected" and she's worried — given the district's tight budget — about how the district will handle the additional costs.

Rhonemus said while the dis-

trict has not yet received its January AEP bill, she has heard other treasurers talking about the increases they were seeing from the changed rate structure.

"I know a lot of treasurers are saying they are going to go to the PUCO and complain, but I don't know whether that'll do any good," she said.

Rhonemus said she is going to be speaking with the district's third-party administrator this week to see if there is anything that can be done to address the problem.

Federal Housing Local Schools Treasurer Bruce Stearn said the district contracts for electricity through a different organization — it was Direct Energy but starting this month it will change to Champion Energy Services. He said he had not seen the district's AEP bill for January yet, so he does not know what, if any, changes to expect.

Nelsonville City Schools Treasurer Sarah Murl was unavailable for comment Thursday.

Remme said that while the rate board may qualify for reduced rates through an agricultural-use tariff, there is no such rate-reduction program for schools. Remme noted that AEP is willing to work with districts to help them become more energy efficient through its Grid-Smart energy efficiency program.

As of Thursday afternoon, the PUCO has received more than 60 complaints regarding AEP's rates, prompting the agency to open the move up for a rehearing. Customers who want the to provide information to the PUCO can do so by writing to the PUCO at 180 E. Broad St., Columbus, OH 43261 or online at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov) (on the PUCO home page under "Re Hear," click "Submit a comment"). Those with comments should include case numbers 11-346-JL-SSQ and 11-351-JL-ATR for the comments to be included in the formal case record.

Buder said there is no set time limit on receiving comments; the rehearing will continue as long as comments are received.

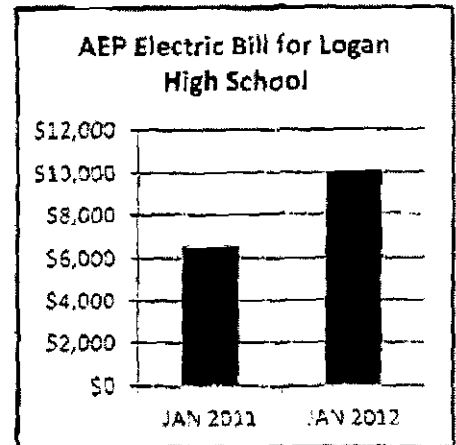
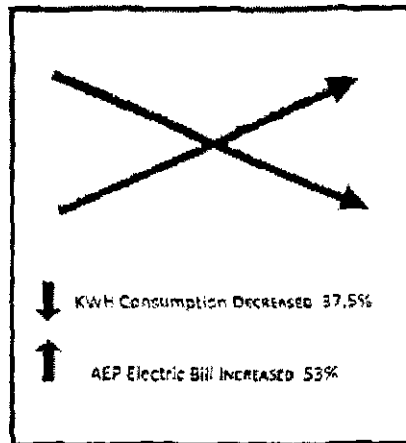
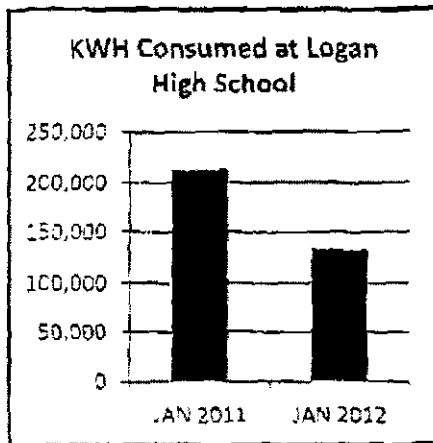
Contributing to the mess, the rate

31/

Logan-Hocking Local School District  
Logan, Hocking County, Ohio  
February 2012

**HELP US KEEP OUR ENERGY (AND DOLLARS!) IN THE CLASSROOM**

**PUCO's MATH DOESN'T WORK FOR PUBLIC SCHOOLS, SMALL  
BUSINESS, AND INDIVIDUAL CUSTOMERS**  
(Example - Logan High School)



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(For additional information, contact Treasurer Paul Shaw at [pshaw@lhsd.k12.oh.us](mailto:pshaw@lhsd.k12.oh.us))

See NBC News coverage @

<http://nbc4i.com/ar/1923227/>

32/

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64467  
Received: 2/14/2012 5:00:32 PM  
Message:  
WEB ID: 64467 AT:02-14-2012 at 05:00 PM

Related Case Number:

TYPE: complaint

NAME: Mr. David Jeggle

CONTACT SENDER ? No

MAILING ADDRESS:

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

PHONE INFORMATION:

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

E-MAIL: djeggle@columbus.rr.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Dublin Presbyterian Church
- Name on account: Dublin Presbyterian Church
- Service address: 5775 Dublinshire Drive, Dublin OH 43017
- Service phone: (614) 793-8694
- Account Number: 107-023-783-1-5

COMPLAINT DESCRIPTION:

I am writing you as Treasurer of the church. The cost per Kwh in our January 2012 bill was 35% higher than one year earlier and 38% higher than in the December 2011 bill. Based on our usage in 2011, our cost of electricity will increase \$2,500 this year. (We heat with gas.) As a relatively small church, we struggle every year just to break even. From reviewing some of the tariffs, it's obvious that the technique of charging for electricity use is extremely complex. Clearly there is no one right way to do it. However, we are very upset that a company would intentionally increase its charges by 35% in one year, and that the regulatory authority would allow it. Please reconsider the decision that allowed AEP to increase our rates by 35%, and give all major constituent groups (including "small businesses") a place at the table when major rate actions are being considered. Thank you.

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64179  
Received: 2/10/2012 12:01:03 PM  
Message:  
WEB ID: 64179 AT:02-10-2012 at 12:00 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Mark Schlecht

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 1216 Kaufman Rd
- Marion , Ohio 43302
- USA

PHONE INFORMATION:

- Home: (740) 389-5771
- Alternative: (740) 225-0559
- Fax: *(no fax number provided?)*

E-MAIL: lmschlecht@frontier.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Mark Schlecht
- Service address: 1216 Kaufman Rd
- Service phone: (740)389-5771
- Account Number: 075-180-806-0-6

COMPLAINT DESCRIPTION:

I have heard that AEP significantly raised rated on small businesses. My residential bill also jumped dramatically. (around 30%) I was shocked because we never put up Christmas lights this year. We do not heat with electric and with only 2 persons in this household I feel \$299 for electric last month was robbery. Mid Nov to mid Dec bill \$230 Mid Dec to mid Jan bill \$299

## Hunter, Donielle

---

**From:** ContactThePUCO  
**Sent:** Wednesday, February 15, 2012 12:36 PM  
**To:** Docketing  
**Subject:** Docketing  
**Attachments:** Notes.4574297.html

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/15/2012

Re: Raju Patel  
260 Jackson Pike  
Gallipolis, OH 45631

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

Notes:

To: [ghaneshpatel@att.net](mailto:ghaneshpatel@att.net)  
CC:  
BCC:  
Subject: Follow-up E-mail. Case: RPAT021012N4

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Re: Raju Patel

260 Jackson Pike

Gallipolis, OH 45631  
(740) 446-6011

CASE ID: RPAT021012N4

Notes:

<http://dis.puc.state.oh.us/CaseRecord.aspx?CaseNo=11-351&x=8&y=11>

From: Stephen Watson

Compliance Investigator  
PUCO/SMED/IAD

Please docket the attached in the case number above.

Customer contacted AEP spoke w/Jennifer Wilson CSR 740 985-3210 said we are the ones that approved the increase.

Rate increased 234% from last year.

Demand charge \$412.00 increased to \$1381.50.

Provided customer number to AEP Ohio Choice Operations.

Customer protest increase and is calling for response.

**Hunter, Donielle**

---

**From:** ContactThePUCO  
**Sent:** Wednesday, February 15, 2012 12:45 PM  
**To:** Docketing  
**Subject:** Docketing

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/15/2012

Re: Roberta Telerski-Rees  
5039 Greenwood Ct

Whitehall, OH 43213

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

Notes:

I understand that the PUCO is looking at the impact of the last rate increase on consumers. As the owner of an all electric home in an area where natural gas service is not available, I have to express frustration over the impact of charging the base generation rate for all kilowatt hours. This last month my home used 2590 kilowatt hours and this has been a mild winter. Last year at this time our home took 4093 kilowatt hours to light and heat during the month of January. If this had been a typical winter this change would have cost me an additional \$100 dollars or a 30% increase in my heating bills. Please reconsider reinstating this cap on base generation charges.

Please docket the attached in the case number above.



**Hunter, Donielle**

---

**From:** ContactThePUCO  
**Sent:** Wednesday, February 15, 2012 12:47 PM  
**To:** Docketing  
**Subject:** Docketing

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/15/2012

Re:

P.O.Box 317  
Kenton, OH 43326

Docketing Case No.:  
11-346 el-sso

Notes:

From: [webmaster@puc.state.oh.us](mailto:webmaster@puc.state.oh.us)  
To: ContactThePUCO  
Subject: 64176  
Received: 2/10/2012 10:30:55 AM  
Message:  
WEB ID: 64176 AT:02-10-2012 at 10:30 AM

Related Case Number:

TYPE: complaint

NAME: (No first or last name submitted ?)

CONTACT SENDER ? Yes

MAILING ADDRESS:

list of 5 items  
 . 14134 County Road 140  
 . 14134 Fairground Road  
 . P.O.Box 317  
 . Kenton , Ohio 43326-9076  
 . USA  
list end

PHONE INFORMATION:

list of 3 items

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

E-MAIL: [hardincountyfair@windstream.net](mailto:hardincountyfair@windstream.net)

INDUSTRY:Electric

ACCOUNT INFORMATION:

list of 5 items

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

COMPLAINT DESCRIPTION:

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

Please docket the attached in the case number above.

## **Hunter, Donielle**

---

**From:** ContactThePUCO  
**Sent:** Wednesday, February 15, 2012 12:48 PM  
**To:** Docketing  
**Subject:** Docketing

Public Utilities Commission of Ohio  
Investigation and Audit Division

### Memorandum

Date: 2/15/2012

Re: John Roach  
2300 Holton Rd

Grove City, OH 43123

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

### Notes:

I just noticed that my January bill was much higher than last year. I did a little research and found that the Generation and Transmission charged by AEP was .05 per KWH last year and .074 per KWH this year. This represents an INCREASE OF 48% IN JUST ONE YEAR!!! I am wondering to myself...how can this be? Isn't much or most of the electricity generated for our area done by burning natural gas? Aren't natural gas rates about HALF of what they were a year ago? I know my gas bill at home is much LOWER! How can AEP and the PUCO justify this outrageous (48%) increase in just one year? I see that AEP has record profits and some of the highest paid executives in the region...can this have something to do with it?  
Chris Roach (John)

Please docket the attached in the case number above.

Chillicothe, Ohio  
February 1, 2012

Office of the Governor  
**RECEIVED**

FEB 03 2012

To: Governor John Kasich

**Governor John R. Kasich**

From: William, Landrum  
439 W. Second St.  
Chillicothe, OH  
45601-3058

Subject: American Electric Power Rate Increases.

Governor Kasich,

I am writing to you because I have some serious concerns about the direction the Ohio Public Utilities Commission is taking in granting rate increases.

My wife has a Beauty Salon in Chillicothe. She has an all-electric shop and it is in operation four days per week with one operator. Her electric bill went from \$239.41 in December to \$398.35 in January. This is an increase of 67%. There was a 39% increase in usage from the preceding month. The remaining 22% was the rate increase.

My daughter and granddaughter opened a flower/fruit boutique in Chillicothe in August. Their electric bill went from \$150.00 in December to \$255.00 in January. This is an increase of 39%. Their usage was up 17% from the previous month. The remaining 22% was the rate increase. They are having a difficult time getting their business up and running and this does not help their situation.

I read in the paper that the rate increase agreement that PUCO worked out with AEP was designed to lower rates for large companies and increase rates for small businesses. In Ohio residential rates have risen some 28% in the last four years. I also read in the paper that AEP sustained a large increase in 4<sup>th</sup> quarter profits but that they only made 30 cents a share compared to analysts expected 31 cents a share.

AEP earnings are down in part because of the economic downturn. Their sales are down and I would expect their earnings per share to be down. They haven't posted any losses. I believe they would be hard pressed to justify this large a rate increase in court. Small businesses don't have the money or the organization to pursue an appeal.

AEP has a monopoly position. There is no place we can get electricity except from AEP. We rely on the PUCO to protect us from this monopoly position. From here it looks like PUCO is in bed with AEP. Small businesses don't have the money to lobby on their behalf and are therefore at the mercy of the PUCO.

There are more small businesses that will be hurt by this ruling than there are large businesses that will be helped by it. At a time when you are attempting to grow businesses and jobs in our state this seems to me to be a major setback to your efforts. I would hope that you get involved in this situation and find out what is going on. We have been strong supporters of you and your efforts. Please don't let PUCO undo the good things you have done.

Sincerely,

A handwritten signature in cursive script that reads "William Landrum". The signature is written in dark ink and is positioned below the word "Sincerely,".

William Landrum  
439 W. Second St.  
Chillicothe, OH  
45601-3058

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 63900  
Received: 2/5/2012 3:17:36 PM  
Message:  
WEB ID: 63900 AT:02-05-2012 at 03:17 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Scott Boyles

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 13929 Trenton Road
- 13929 Trenton Road
- Sunbury , Ohio 43074
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: 6142097326
- Fax: *(no fax number provided?)*

E-MAIL: sbchev68@aol.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP and You
- Name on account: Scott Boyles
- Service address: 13929 Trenton Road
- Service phone: 6142097326
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

Simply that our latest electric bill is an outrage. Use less and pay more and not just a little more. The fact that your agency and AEP would see fit for such a sizable increase at this time is incredible. Coal is in abundance so this cant be a supply and demand issue as the petroleum industry practices. And to think that I recently changed over appliances from propane to electric. Disgusted.

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64324  
Received: 2/12/2012 10:02:43 PM  
Message:  
WEB ID: 64324 AT:02-12-2012 at 10:02 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Jay Patterson

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 62789 Georgetown Rd.
- Cambridge , Ohio 43725
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: 740-680-1660
- Fax: 888-806-2599

E-MAIL: jay@ohlights.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: A E P Ohio
- Name on account: Jay Patterson
- Service address: 62789 Georgetown Rd.; Cambridge, Oh
- Service phone: 740-439-7277
- Account Number: 075-049-542-2-8

COMPLAINT DESCRIPTION:

Hi, This about rate increase are way to much. Alot of people can't aford this. Thank you Jay Patterson

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64324  
Received: 2/12/2012 10:02:43 PM  
Message:  
WEB ID: 64324 AT:02-12-2012 at 10:02 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Jay Patterson

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 62789 Georgetown Rd.
- Cambridge , Ohio 43725
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: 740-680-1660
- Fax: 888-806-2599

E-MAIL: jay@ohlights.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: A E P Ohio
- Name on account: Jay Patterson
- Service address: 62789 Georgetown Rd.; Cambridge,Oh
- Service phone: 740-439-7277
- Account Number: 075-049-542-2-8

COMPLAINT DESCRIPTION:

Hi, This about rate increase are way to much. Alot of people can't aford this. Thank you Jay Patterson



From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64403  
Received: 2/13/2012 7:48:38 PM  
Message:  
WEB ID: 64403 AT:02-13-2012 at 07:48 PM

Related Case Number:

TYPE: complaint

NAME: Mrs. Carla Marcinko

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 42255 Main Street
- PO BOX 236
- Tupper Plains , Ohio 45743
- USA

PHONE INFORMATION:

- Home: 740-706-9743
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: nursecinko@yahoo.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Stephen Marcinko
- Service address: 42255 Main Street Tupper Plains Ohio 45783
- Service phone: 740-7016-9743
- Account Number: 100-490-810-1-0

COMPLAINT DESCRIPTION:

Writing about the increased in electric bills in which I feel is uncalled for. We just had to turn our heat down a degree to try to help with electric costs. Our electric bill is more than our house payment. I am writing to see if something can be done to decrease the rates. We our down to 68 degrees in our home, can't go down much more. There were two case #'s in Daily Sentinel to write about getting the rate back down. Our economy is already horrible we don't need hikes in electric. Maybe everyone should go to burning wood and see what that does. (11-346-EL-SSO , 11-352-EL-A) Carla Marcinko

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64236  
Received: 2/11/2012 10:27:47 AM  
Message:  
WEB ID: 64236 AT:02-11-2012 at 10:27 AM

Related Case Number:

TYPE: complaint

NAME: Mrs. Sherri Chaney

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 3590 Black Run Road
- Chillicothe , Ohio 45601
- USA

PHONE INFORMATION:

- Home: 740-626-2746
- Alternative: 740-701-3261
- Fax: *(no fax number provided?)*

E-MAIL: scooter3590@roadrunner.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Rusty Chaney
- Service address: 3590 Black Run Road, Chillicothe, Ohio, 45601
- Service phone: 740-626-2746
- Account Number: 107-547-540-1-7

COMPLAINT DESCRIPTION:

Our electric bill increased from \$309 to \$584 in one months time. While we are aware that it increases some this time of year, we feel this is extreme. It is our understanding that there was a 5% increase. This is more than the 5% increase our bill claims that PUCO allowed. Our largest bill this time last year was \$451. This bill is well over that. More than a 5% increase and our useage was very similar. If it had been a very cold winter I am sure our bill would be unaffordable. We are not on a fixed income, but we do have a budget. AEP insists it is our useage, but even a dummy can compare and see it is a large rate increase! We received a letter from them stating we used 8% less electricity down this year from last, and we are on target for even less useage for next year. What is going on?

**Hunter, Donielle**

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**From:** ContactThePUCO  
**Sent:** Tuesday, February 14, 2012 5:55 PM  
**To:** Docketing  
**Subject:** Docketing

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/14/2012

Re: Aaron Lehr  
1149 Greenbrier Rd

Hillsboro, OH 45133

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

Notes:

Please docket the attached in the case number above.

## **Hunter, Donielle**

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**From:** ContactThePUCO  
**Sent:** Tuesday, February 14, 2012 5:55 PM  
**To:** Docketing  
**Subject:** Docketing

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/14/2012

Re: Bernie Martin  
140 Orange St

Galion, OH 44833

Docketing Case No.:

Notes:

What is this I hear we are soon to experience electric rate increases amounting to as much as 3 times current charges?

Even in this economy, I cannot believe there is anything that can justify any increase of this magnitude. Are we again going to hear where the utility companies are reporting record profits at the expense of their captive customers? What can be done to deter this criminal misbehavior by those who are apparantly only interested in satisfying their porfolio growth - fines, jail time, public exposure, etc.?

P.S. If the PUCO was actually formed to protect us from this kind of abuse, then why does it continue to breed? Is it time to dissolve the organiztion and start anew with something that actually works?

Come on! Get it in gear and do something. This is the American public relying on you to do what you are there for - ACTION.

Please docket the attached in the case number above.

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64360  
Received: 2/13/2012 11:24:28 AM  
Message:  
WEB ID: 64360 AT:02-13-2012 at 11:24 AM

Related Case Number:

TYPE: complaint

NAME: Mrs. Lisa Toth Brosey

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 18424 Modoc Rd
- Glouster , Ohio 45732
- USA

PHONE INFORMATION:

- Home: 740-767-3607
- Alternative: 315-886-9908
- Fax: *(no fax number provided?)*

E-MAIL: lisa@robbrosesey.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Lisa Brosey
- Service address: 18424 Modoc Rd
- Service phone: 740-767-3607
- Account Number: 100-943-420-2-8

COMPLAINT DESCRIPTION:

My bill this cycle was astronomical compared to the last billing cycle. I can't imagine how other people, less fortunate than I, can possibly afford to pay these prices! I can hardly believe the increase! It went from 184.22 up to 257.31. Please help!! Thank you for your time! Lisa

**Hunter, Donielle**

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**From:** ContactThePUCO  
**Sent:** Tuesday, February 14, 2012 5:50 PM  
**To:** Docketing  
**Subject:** Docketing

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/14/2012

Re: Jada Hillard  
400 1/2 N Main St

North Baltimore, OH 45872

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

Notes:

CASE: Our bill doubled last month due to the rate hikes. We can not afford such an increase. We live paycheck to paycheck and it is ridiculous that our Electric bill doubled in one month. It's \$250.00 for a two bedroom, 1200 sq foot apartment!

Please docket the attached in the case number above.

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64222  
Received: 2/11/2012 9:06:37 AM  
Message:  
WEB ID: 64222 AT:02-11-2012 at 09:06 AM

Related Case Number:

TYPE: complaint

NAME: Ms. cheryl schooley

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 1033 sunset ave. apt.#4
- zanesville , Ohio 43701
- USA

PHONE INFORMATION:

- Home: 7403433539
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: chero43731@yahoo.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: cheryl schooley
- Service address: 1033 sunset ave. apt.#4 Zanesville,ohio,43701
- Service phone: 740-343-3539
- Account Number: 076-219-714-4-4

COMPLAINT DESCRIPTION:

electric bill increase -im on a very limted buget-single mom shared custody 2 kids w=i work fulltime small apartment 1 bedroom and my bill trippiled!! i cant live like this please help!

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64282  
Received: 2/12/2012 9:52:56 AM  
Message:  
WEB ID: 64282 AT:02-12-2012 at 09:52 AM

Related Case Number:

TYPE: complaint

NAME: Mr. William R. Kester

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 4795 N St Rt 669 NW
- P O Box 683
- Malta , Ohio 43758-0683
- USA

PHONE INFORMATION:

- Home: 740.962.4093
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: wrk43758@hotmail.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: William R. Kester
- Service address: 4795 N State Route 669 NW
- Service phone: 740.962.4093
- Account Number: 077-858-851-1-7

COMPLAINT DESCRIPTION:

One person household January's bill KWH actual usage: 1586 February's bill KWH actual usage: 3403 2 degrees colder with 6 less days billed - what gives? Rate increase from 5.5 cents to 7.4 Natural Gas prices reportedly dropping significantly Obviously it's the utility companies and their shareholders your looking out for PUCO. Thanks - Alot



**Hunter, Donielle**

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**From:** ContactThePUCO  
**Sent:** Tuesday, February 14, 2012 5:13 PM  
**To:** Docketing  
**Subject:** Docketing

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/14/2012

Re: Christy Dixon  
208 E 5th St

Waverly, OH 45690

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

Notes:

Last winter at this same time my aep bill ran \$280-\$300. Since then I have all new windows and added all new insulation and have no added electrical items. This past month my bill was \$450!!! Thats almost my house payment!!! Why on earth is electric going so high it doesnt cost any more to generate it this year than last year! At this rate I dont know how they expect working Americans to live.

Please docket the attached in the case number above.

**Hunter, Donielle**

---

**From:** ContactThePUCO  
**Sent:** Tuesday, February 14, 2012 4:48 PM  
**To:** Docketing  
**Subject:** Docketing

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/14/2012

Re: Richard Harvey  
6726 Ervin Rd

Athens, OH 45701

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

Notes:

>Why do you not, as a board, simply pack up your bags and go home?

The regulatory situation in Ohio would be no different were you to do that.

You are absolutely useless to the tax-paying citizens of Ohio.

Richard Harvey

Please docket the attached in the case number above.

RECEIVED FEB 14 2012

To Whom It May Concern:

Writing to voice my  
grave concerns about AEP rate  
hike. We are on a fixed  
income and can't afford any  
price increase. Talking to  
relatives and friends, they  
say the same thing. Some  
have all electric homes and  
some small businesses. Please  
re-consider as the Dispatch  
states today this outrageous  
increase.

Thank You, Mr. Lee  
125 Postle 43228 - Mrs. Murdoch - 133 Postle  
Alec Mrs. Artup

1779 Georgerville

1775 Georgerville

432 Brandon hon - Mrs. Burns

530 Brandon hon Mrs. Walters

Brandon hon Mrs. Naomi Salisbury

Thank You

**Hunter, Donielle**

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**From:** ContactThePUCO  
**Sent:** Tuesday, February 14, 2012 4:40 PM  
**To:** Docketing  
**Subject:** Docketing

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/14/2012

Re: Tammy Rufener  
6024 Buckeye Hollow Rd

Uhrichsville, OH 44683

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

Notes:

i am a aep customer and my home has energy electric heat furnace 64 degree temp in the winter never change in my house. my bill has went from \$156.28 to the rate increase \$479.75 now the temp are on the mild side there is something really wrong. i may not be a small business but i have to survive. if aep merge with another company it should not go up it should go down. please im bagging for help i cant keep this up.

Please docket the attached in the case number above.

**Hunter, Donielle**

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**From:** ContactThePUCO  
**Sent:** Tuesday, February 14, 2012 4:38 PM  
**To:** Docketing  
**Subject:** Docketing

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/14/2012

Re: Christine Tribbie  
4610 Scenic Dr

Columbus, OH 43214

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

Notes:

I have an all electric house. The cost of my bill last month was \$499.  
According to articles I have read AEP no longer discounts after a certain amount  
of usage. Please explain to me why and how a family is expected to live with  
that amount of a bill in a mild winter.

Please docket the attached in the case number above.

**Hunter, Donielle**

---

**From:** ContactThePUCO  
**Sent:** Tuesday, February 14, 2012 4:35 PM  
**To:** Docketing  
**Subject:** Docketing

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/14/2012

Re: Susan Secoy  
606 Eastwood Ave

Lancaster, OH 43130

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

Notes:

Electric costs are outrageous. Please do something!! I truly don't understand what happened within a period of a few months to make electric cost unaffordable. Please help.

Please docket the attached in the case number above.

## Hunter, Donielle

---

**From:** ContactThePUCO  
**Sent:** Tuesday, February 14, 2012 4:26 PM  
**To:** Docketing  
**Subject:** Docketing

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/14/2012

Re: Sue Maxwell  
65666 Bethel

, 45664

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

Notes:

I am one of those small businesses whose AEP electric bill has doubled. Generally, it is an average of about \$900 per month for my bed and breakfast inn of seven Guest rooms. (Although this is a Bed & Breakfast, it is also my home.) This month, the bill is \$1,857.27.

We have had very few Guests during the winter months, and it is been an unusually warm winter, as you know. When there are no Guests, often days in a row, I keep the thermostat set at 62 degrees and wear a jacket. I cannot afford this arbitrary huge monthly increase and still stay in business!

I can only assume many small businesses will simply close, further increasing the number of Ohioans collecting unemployment. I hope my business is not one of them. as it is at least somewhat important to our low-income rural county. I hope enough people complain that this robbery can be reversed. When I called AEP they claim that the PUCO OKed this increase. I would like to know how PUCO is going to help solve this. problem. I would very much like to keep my business in business as I employ a total of eight full-time and part-time people. Thank you for your response!

Please docket the attached in the case number above.

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64294  
Received: 2/12/2012 12:09:08 PM  
Message:  
WEB ID: 64294 AT:02-12-2012 at 12:08 PM

Related Case Number:

TYPE: comment

NAME: Mr. John H. Brewer

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 1378 McCormick Road
- Gallipolis , Ohio 45631
- USA

PHONE INFORMATION:

- Home: 740-446-6505
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: johnh\_begood@yahoo.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP of Ohio
- Name on account: John H. Brewer
- Service address: 1378 McCormick Road Gallipolis, OH 45631
- Service phone: 740-446-6505
- Account Number: 102-567-981-0-8

COMMENT DESCRIPTION:

case number: 11-346-EL-SSO and 11-352-EL-AIR

I for one live on a fixed income and cannot afford the high prices that the PUCO is letting the power company's get away with. The PUCO needs to do a better job at protecting the people of Ohio and not the Power Company's that keep bleeding the people to death with high electric bill's that they have been getting away with for far to long.



**Hunter, Donielle**

---

**From:** ContactThePUCO  
**Sent:** Tuesday, February 14, 2012 3:50 PM  
**To:** Docketing  
**Subject:** Docketing

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/14/2012

Re: Robert Walen  
4885 Lakeview Dr

Powell, OH 43065

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

Notes:  
Please docket customer opposition in above case #.

From: Stephen Watson

Compliance Investigator  
PUCO/SMED/IAD  
Please docket the attached in the case number above.

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 63827  
Received: 2/2/2012 5:39:31 PM  
Message:  
WEB ID: 63827 AT:02-02-2012 at 05:39 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Mark Bildsten

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 1080 Camden Ave.
- Columbus , Ohio 43201
- USA

PHONE INFORMATION:

- Home: 614-298-3832
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: mark@bildstenlandscape.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Bildsten Landscape Service
- Name on account: Bildsten Landscape Service
- Service address: 1080 Camden Ave
- Service phone: 614-298-3832
- Account Number: 106-588-901-0-7

COMPLAINT DESCRIPTION:

I am very upset about the increase on my electric bill. Our cost of distribution has gone from \$81.00 per month to \$296.00 per month. We are a small business and we have worked very hard to stay competitive in the market to remain in business. I wish we could just raise our rates like the PUCO has allowed AEP to do. Something needs to be done this rate hike is unfair and should have never been granted.