

FILE

11-346-EC-550 18

NASH FINCH COMPANY

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2012 FEB 17 PM 4: 35

PUCO

Thank You Letter from DRS
to FES Supporters in AEP's ESP

February 10, 2012

Chairman Todd A. Snitchler
180 E. Broad Street
Columbus, OH 43215

Dear Chairman Snitchler:

As a Real Estate Coordinator of a mercantile business in AEP Ohio's service territory, I was extremely pleased when the Commission decided to significantly improve AEP Ohio's Electric Security Plan so that Nash-Finch Company could join, or "opt-in" our community's governmental aggregation program and receive lower market-priced capacity.

However, I am very concerned that the Commission has put on hold its decision, which could cost this business approximately \$25,759 in savings over the next three years. This issue is very significant to our business and these savings are especially helpful during this stubbornly weak economy – and at a time when we are seeing dramatic increases in our monthly electric bills.

It is imperative that the Commission continue to allow us to benefit from our community's governmental aggregation program by allowing us to opt-in and receive lower prices. Businesses served by other utilities are able to save money by participating in their community's governmental aggregation programs. Why are we being penalized for being customers in the AEP service territory?

I encourage you move forward with your initial ruling and allow Nash-Finch Company and all the mercantile businesses in this community to realize cost savings through our aggregation program. Businesses in other Ohio communities have this opportunity to save and so should we.

Sincerely,

Kalli Hasse
Real Estate Coordinator
Nash-Finch Company

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 AM Date Processed FEB 17 2012

Hunter, Donielle

From: ContactThePUCO
Sent: Friday, February 17, 2012 4:15 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/17/2012

Re: David Hudson
P O
Box 465
Lancaster, OH 43130

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

Notes:

The recent rate increase is outrageous. I live in a small 1 bedroom townhouse and my electric bill has increased more than 200%. There has been plenty of interest in the media about the impact on businesses, but nothing regarding residential customers.

As far as I am concerned the Commission is not informed, nor are they doing their job in protecting the citizens of Ohio. It is inexcusable and I vote and I intend to write my elected representatives and voice my concerns.

Please docket the attached in the case number above.

Hunter, Donielle

From: ContactThePUCO
Sent: Friday, February 17, 2012 4:02 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/17/2012

Re: Ross Poling
355 Delaware Dr

Crooksville, OH 43731

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

Notes:

It appears that the PUCO approved the new rates and now running for cover. If this increase is across the board then there needs to be more work done by a fund helping save money. Stop AEP doing these audits which is only people that can afford and the rest suffer. There should be a account and public be able to request a very low rate of interest to make there homes more efficent (solar Wind new heating and a/c equipment Etc.)

Please docket the attached in the case number above.

Hunter, Donielle

From: ContactThePUCO
Sent: Friday, February 17, 2012 11:39 AM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/17/2012

Re: Barnett Stapleton
31868 Circle Dr

Mc Arthur, OH 45651

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

Notes:

This comment may not seem important to you but out of frustration, I don't know who else to turn to. I was disabled July, 2011 and live on \$764.00 per month. I am on the PIPP Plan and could not have had electric at all if not for this. I am in arrears for over \$9000.00. I am paid the second Wednesday of each month. Before becoming disabled, I was unemployed due to the symptoms of my illness not permitting me to work. My last year of employment was 2007. My daughter has helped me with my electric bills and actual living expenses until my disability kicked in. I have no medicare and won't until I am 65. Out of my \$764.00 per month, I have rent for \$450./Electric \$172./Phone 129., which totals \$751.00. I have medicine that costs \$50.monthly. My vehicle is falling apart, no payments but liability insurance is \$44. plus home renters insurance included. I do receive help through Job and Family Services with a food card for \$200.00. Have you been to the grocery lately? That lasts maybe three weeks if I am lucky and only eat twice a day. Yet, I am thankful I can pay what I do. Any other things I need, I have to rely on my daughter to help me and she has a family of her own. Why is the electric so high? I realize new poles have went up and upgrades but is it fair to raise it this much? I mean no disrespect, I am frustrated and broke and don't know where to turn. I have no health insurance and can only be seen at facilities that have write off programs. I have worked all my life and paid into social security and hardly receive anything from that, now the utilities are so high I can hardly survive. I know this probably doesn't mean anything to you but to me, it is so scary to not know from one month to the next whether I will be able to pay my electric. Thank you for listening.

Please docket the attached in the case number above.

Hunter, Donielle

From: ContactThePUCO
Sent: Friday, February 17, 2012 12:10 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/17/2012

Re: Debbie Conley
804 Solida Rd

South Point, OH 45680

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

Notes:

states her bill has tripled and her bill in january was high and she called the company and the billing was based on estimates and they turn the lights off and they can not afford this and she staets that all they have on are lights and they can not do this, explained that i could note her concerns and add them to the case. she states this is killing them and her son is a principal of a school here in Columbus and the bills at the schools went up and a day care is struggling and something needs to be done about this. explained i have her comments and i will not her opposition to the rate increase and she thanked for that.
Please docket the attached in the case number above.

Hunter, Donielle

From: ContactThePUCO
Sent: Friday, February 17, 2012 1:28 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/17/2012

Re: Rodney Siddons
12125 Pleasant Valley Rd

Chillicothe, OH 45601

Docketing Case No.: AEP

Notes:

We are very disturbed that the PUCO would forget the Public and approve a 50% increase for American Electric Power. You should go back and change that decision now.

Please docket the attached in the case number above.

Hunter, Donielle

From: ContactThePUCO
Sent: Friday, February 17, 2012 2:21 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/17/2012

Re: James Frost
2180 Home Rd

Delaware, OH 43015

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

Notes:

Since my complaint is being made a part of the case file, it should also be noted that I had already taken significant steps to conserve energy prior to this nasty rate increase. I replaced an oil furnace with a high efficiency two stage Carrier heat pump and a variable speed air handler. I have replaced seven highly used light bulbs with CFL's, and five others with LED's. I replaced my HD LCD television with a smaller LED model, and I added a foot of insulation to my already R-19 attic insulation, taking it to above R-38. Even with all these recent measures, my power cost is now substantially higher that it was right after I put in the heat pump two years ago and before taking the other steps. Had I known this was coming, I doubt that I would have done these things, since I would not have added the heat pump. Having said all this, I feel the above steps that I took reinforce my assertion that such drastic changes should be made in stages with plenty of advance warning; not behind closed doors in one fell swoop with a bunch of large industrial users who already paid electric rates well below most of the rest of the country, not to mention the rest of the world.

Please docket the attached in the case number above.

Hunter, Donielle

From: ContactThePUCO
Sent: Friday, February 17, 2012 9:57 AM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/17/2012

Re: Tayisa Markus
302 S Hamilton Rd
Gahanna, OH 43230

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

Notes:

calling about high bill and she has not called the company and states that this is her mothers business and her mother works 14hrs day and she is below poverty and she is going to have to close the shop and go on welfare and this is a real shock and this wrong and not right. she can not afford this bill and i explained i would note the concerns and she thanked for that.

Please docket the attached in the case number above.

Hunter, Donielle

From: ContactThePUCO
Sent: Friday, February 17, 2012 8:56 AM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/17/2012

Re: Carole Dietz
4368 Valley Quail Blvd

Westerville, OH 43081

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

Notes:

Complaints by small businesses regarding AEP's HUGE rate increase have been thoroughly (and frequently) documented. However, they are not the only customers who have seen a HUGE increase. Customers who have ALL-ELECTRIC homes are also seriously affected. My January 2012 bill was for \$216.33 for 2115 Kwh. I reviewed my bills from 2011 and found that my February 2011 bill was \$177.82 for 2117 Kwh. This is an increase of 21.7% for the same electric usage. I keep my thermostat at 68 degrees and am very conscious of electric usage. I am retired and on a fixed income - in 3 years, I have received one 3.6% increase in my Social Security. Why should a VERY PROFITABLE utility be allowed such a HUGE increase? This is totally unfair - I also read that one "solution" for the small businesses is to increase (AGAIN) the rate for other customers like me!!! This is totally unacceptable. Why does the middle class always end up paying for everyone else (the rich have "loopholes" and the poor are subsidized).?

Please docket the attached in the case number above.

Hunter, Donielle

From: ContactThePUCO
Sent: Friday, February 17, 2012 9:46 AM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/17/2012

Re: Dennis Moore
828 Cherry Ln
Bucyrus, OH 44820

Docketing Case No.:

11-0346-EL-SSO

Notes:

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

Mr. Moore is a disabled veteran and feels that the Commission did not consider the vets and the poor when they approved AEP's rate increase. This just further damages them. The Commission needs to have more concern for the people. The utilities companies are not using the money from the rate increases to improve their electrical systems so that they are up to date. The FEDs state that we have third rate power companies in our country. He feels that the vets should have their own lower rate because of what they have sacrificed for their country.

He just received a letter from AEP saying that his budget amount is going to go to \$200 due to the rate increase. His budget was previously \$140 plus. He has switched to a supplier. He said that he talked to AEP on sat. and was told that he isn't being billed his supplier costs yet. The \$200 is a fifth of his income and he still has to pay all of his other bills. He can't afford this.

Hunter, Donielle

From: ContactThePUCO
Sent: Friday, February 17, 2012 11:04 AM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/17/2012

Re: Dana Carpenter
134 S Kansas Rd

Orrville, OH 44667

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

Notes:

states that his bill has doubled and wishes he could double his rates and he is upset about this and explained the rate increase and the commission is currently reviewing the issue, explained i do not know what is going to happen, but they are taking another look at this and he thanked for help.
Please docket the attached in the case number above.

RECEIVED FEB 15 2012

February 14, 2012

PUCO
180 East Broad Street
Columbus, OH 43215

Re: AEP Ohio rate increase

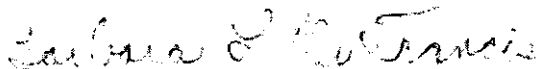
Dear Sir or Madam,

I am a retired senior citizen living on a fixed income. My home, which I own, is entirely electric. Three to five months out of each year my kilowatt hours (KWH) will run from just above 1,000 KWH to just below 2,000 KWH depending on weather conditions. The potential of an electric bill doubling or tripling during that time period has the same or even greater capacity for disaster for the home owners as it does for the small business owners.

This financial burden for the individual home owners must be considered along with the consideration of the small business owners when re-evaluating this rate increase in any forthcoming hearings.

Thank you,

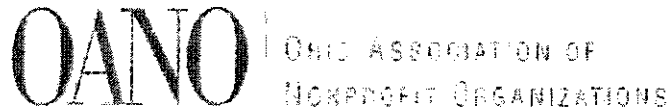
Sincerely,



Barbara L. DeFrancis
2073 Summit Row Blvd.
Powell, OH 43065

Rec'd by AC 2/14

RECEIVED FEB 16 2012



February 13, 2012

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

Re: AEP Rate Change Case: 11-346-EL-SSO

Dear Mr. Snitchler:

I understand the Public Utilities Commission of Ohio is going to address the most recent approved rate increases impacting General Service 2 customers of American Electric Power. The Ohio Association of Nonprofit Organization strongly urges the commissioners to re-evaluate the increase which not only affects small businesses but also nonprofit organizations.

The Ohio Association of Nonprofit Organizations is a 501(c)(3) statewide membership association of nearly 500 nonprofit organizations representing the breadth and diversity of Ohio's charitable nonprofit sector. OANO's mission is to provide leadership, education, and advocacy to enhance the ability of Ohio's nonprofit organizations to serve their communities.

The increased cost in energy rates is an extra burden for nonprofit organizations. At the Columbus Speech and Hearing Center they are anticipating a **30% increase** in their utility bill because of the rate change. As a result, the Center is considering an increase in program fees for clients. Executive Director Dawn Gleason fears the fees could prevent some of the 10,000 people they help each year from receiving services because they won't be able to afford to pay.

The electric bill for a homeless housing site for the YWCA of Canton jumped from **\$786.75 to \$1,728.29 in just one month**. The YWCA of Canton has a total of three homeless housing sites, a homeless shelter and two child care programs for the very poor which will be impacted by the rate increase. The organization's director, Dr. Margaret Egbert says they do not have a way to cover costs that are more than double their previous expenses.

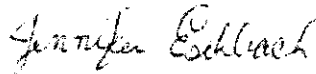
At Directions for Families and Youth, they are considering eliminating staff positions because of the rate increase. The organization operates five buildings to meet the needs of their 6,600 youth clients. One building alone experienced a **\$500 increase** in last month's bill. The organization already maintains a waitlist for many of their programs. "Fewer employees translates into fewer people being served," says CEO Duane Casares.

The three organizations mentioned above are not alone. As you may be aware, over the past several years, most nonprofit organizations have experienced tighter budgets and greater

demand for services. Most groups are already working under "bare bones" conditions and excessive utility rate increases make the work of serving the community even more challenging. On behalf of the nonprofit sector, I urge you to reconsider the approved rate hikes for American Electric Power commercial customers.

Please feel free to contact me with any questions,

Sincerely,



Jennifer Eschbach
Executive Director
Ohio Association of Nonprofit Organizations
614-280-0233
jeschbach@oano.org
www.oano.org

Organizations in support of this letter include:

Canton Calvary Mission – Canton
Central Ohio Diabetes Association – Columbus
Cincinnati – Hamilton County Community Action Agency - Cincinnati
Columbus Speech & Hearing Center – Columbus
The Dairy Barn Arts Center - Athens
Directions for Youth & Families - Columbus
Muskingum Family Y - Zanesville
Neighborhood House Association of Lorain County – Lorain
YWCA of Canton - Canton

RECEIVED FEB 16 2012

Commission Members:

February 15, 2012

When you approved AEP rate increase
did you anticipate bill increase
of 22% for individual residential
households?

See attached copies.

Reply would be appreciated!

Lester L. Noble
6275 Freeman Rd
Winterville, OH 43082-9020

614-891-2628

Service Address:

LESTER NOBLE
6275 FREEMAN RD
GENOA TWP
WESTERVILLE, OH 43082-9020

For Billing, Outage or Service Inquiries,
Call: 1-800-277-2177
Pay By Phone: 1-800-611-0964
AEP OHIO Messages

4,181 megawatts of nominal natural gas
capacity has been added to the AEP system
since 2005.

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

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



Account Number	Total Amount Due	Due Date
105-022-762-2-2	\$155.22	Jan 12, 2012
Meter Number	Cycle-Route	Bill Date
97918808	19-63	Dec 27, 2011

Previous Charges:

Total Amount Due At Last Billing	\$	121.07
Payment 12/02/11 - Thank You		-121.07
Previous Balance Due	\$.00

Current AEP Ohio Charges:

Tariff 013 - Residential Service 12/27/11		
Service Delivery Identifier: 0004062106873252		
Generation Service	\$	91.42
Transmission Service		18.34
Distribution Service		40.94
Customer Charge		4.52
Current Electric Charges Due	\$	155.22

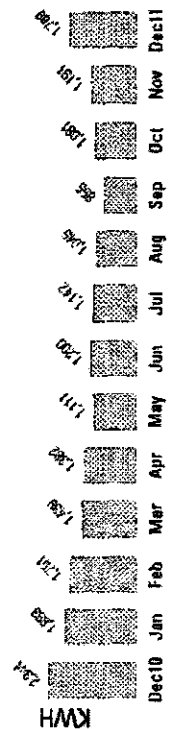
Total Amount Due

Due Date Jan 12

Price-to-Compare: For tariff 013, in order to save you money a new supplier must offer you a price lower than 6.2 cents per KWH for the same usage that appears on this bill. You may contact AEP at the phone number shown on this bill to receive additional information, including a written explanation, about this Price-to-Compare.

Meter Number	Service Period	From	To	Previous	Code	Current	Code
97918808	11/23	12/27	79875	Actual	81644	Actual	Actual
Multiplier 1.0000						Metered Usage 1,769 KWH	
Next scheduled read date should be between Jan 25 and Jan 30							

13 Month Usage History Total KWH for Past 12 Months is 16,434



Service Address:

LESTERNOBLE
6275 FREEMAN RD
GENOA TWP
WESTERVILLE, OH 43082-9020

For Billing, Outage or Service Inquiries,
 Call: 1-800-277-2177
 Pay By Phone: 1-800-611-0964

AEP OHIO Messages

AEP's distribution rate Case No. 11-351-EL-AUR, resulted in a revenue increase and a new Distribution Asset Recovery Rider which was approved to collect the cost of previous distribution system improvements and expenses.

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

In Case No. 11-261-EL-FAC, AEP implemented its Fuel Adjustment Clause (FAC) which is the mechanism through which AEP Ohio recovers generation fuel costs and related expenses.

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

Visit us at www.AEPOhio.com

Due date does Not Apply to the previous balance due
 See other side for important information



Rate Tariff: Residential Service-013

Page 1 of 2

Account Number	Total Amount Due	Due Date
105-022-762-2-2	\$183.54	Feb 14, 2012
Meter Number	Cycle-Route	Bill Date
97918808	19-63	Jan 27, 2012

Previous Charges:

Total Amount Due At Last Billing	\$	155.22
Payment 01/04/12 - Thank You		-155.22
Previous Balance Due	\$.00

Current AEP Ohio Charges:

Tariff 013 - Residential Service 01/27/12

Service Delivery Identifier: 00040621088732262

Generation Service	\$	110.24
Transmission Service	\$	16.89
Distribution Service	\$	51.89
Customer Charge	\$	4.52
		\$183.54

Current Electric Charges Due

Total Amount Due

Due Date Feb 14

Price-to-Compare: For tariff 013, in order to save you money a new supplier must offer you a price lower than 7.4 cents per KWH for the same usage that appears on this bill. You may contact AEP at the phone number shown on this bill to receive additional information, including a written explanation, about this Price-to-Compare.

Meter Number	Service Period		Meter Reading Detail			
	From	To	Previous	Code	Current	Code
97918808	12/27	01/27	91644	Actual	83360	Actual
Multiplier 1.0000			Metered Usage 1,716 KWH			
Next scheduled read date should be between Feb 23 and Feb 28						

13 Month Usage History Total KWH for Past 12 Months is 15,859

