

FILE

12

Hunter, Donielle

From: ContactThePUCO
Sent: Friday, February 24, 2012 1:42 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/24/2012

Re: Jerald Dessecker
1223 Wertz Ave SW

Canton, OH 44710

11-346-EL-SSD
11-351-EL-AIR

RECEIVED-DOCKETING DIV
2012 FEB 24 PM 3:30
PUCO

Docketing Case No.: AEP

Notes:

Customer's bill has increased 35% and he is not happy about it. He wants his complaint to go on record.
Please docket the attached in the case number above.

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 SM Date Processed FEB 24 2012

Hunter, Donielle

From: ContactThePUCO
Sent: Friday, February 24, 2012 2:15 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/24/2012

Re: Koty Brobst
5255 Canal Rd

Pleasantville, OH 43148

Docketing Case No.: 11-386-EL-SSO

Notes:

My AEP electric bill doubled last month from around \$170/month to \$383.50 which is due my March 8th or my electric will be disconnected. Why did my electric bill more than double? What is AEP doing to help accommodate their customers in this tough economy who can barely afford their regular utility bills let alone a bill that has doubled? I do not think this is fair to have the increase in a tough time like this.

Please docket the attached in the case number above.

Redd 2/14/12



SOLUT!

FORMING SUSTAINABLE SOLUTIONS

February 13, 2012

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

RE: case# 11-346-EL-SSO

Dear Mr. Snitchler,

As a relatively small, rapidly growing manufacturer located in central Ohio, we have been recently shocked by the extraordinarily high cost increases seen in our electric utility bills. As a small manufacturer, we have proudly been re-investing in our business to support our rapid growth, but these types of cost increases have certainly placed an unexpected, inequitable, and undue financial hardship on our business, jeopardizing such investments in our growth. We currently operate two shifts, 5 days a week, generally spreading our usage over the weekday hours of 5am to midnight—hours that we understood were valuable to the 'grid' since they were spread out over typical peak and nonpeak times.

Specifically, over the last two months our business has experienced a whopping 258% increase in average Distribution charges per KWH, resulting in an average increase of 52% in total costs per KWH—all while the Generation cost of the power itself has not changed at all; and our average usage remained virtually constant. Details of our excessive increases over the last two months are summarized as follows:

| Bill Date | Kwh Used | Summary of Actual Charges | | | | | | Total Charges | |
|------------------------------------|----------|---------------------------|------------------|----------|-------------|------------------|-------------|---------------|------------------|
| | | Distribution | | Customer | Generation | | | Actual \$ | \$ cost per MKwh |
| | | Actual \$ | \$ cost per MKwh | | Actual \$ | \$ cost per MKwh | | | |
| 11/7/2011 | 32,080 | \$ 549.99 | \$ 17.14 | \$ 9.04 | \$ 2,178.23 | \$ 67.90 | \$ 2,737.26 | \$ 0.085 | |
| 12/7/2011 | 35,040 | \$ 608.46 | \$ 17.31 | \$ 9.04 | \$ 2,379.22 | \$ 67.90 | \$ 2,994.72 | \$ 0.085 | |
| Two month total before rate change | 67,120 | \$ 1,156.45 | \$ 17.23 | \$ 18.08 | \$ 4,557.45 | \$ 67.90 | \$ 5,731.98 | | |
| Monthly Average | 33,560 | \$ 578.23 | \$ 17.23 | \$ 9.04 | \$ 2,278.73 | \$ 67.90 | \$ 2,565.99 | \$ 0.0854 | |
| 1/10/2012 | 30,800 | \$ 1,952.87 | \$ 63.40 | \$ 9.04 | \$ 2,091.32 | \$ 67.90 | \$ 4,053.23 | \$ 0.132 | |
| 2/8/2012 | 35,120 | \$ 2,111.63 | \$ 60.13 | \$ 9.04 | \$ 2,384.65 | \$ 67.90 | \$ 4,505.32 | \$ 0.128 | |
| Two month total after rate change | 65,920 | \$ 4,064.50 | \$ 61.66 | \$ 18.08 | \$ 4,475.97 | \$ 67.90 | \$ 8,558.55 | | |
| Monthly Average | 32,960 | \$ 2,032.25 | \$ 61.66 | \$ 9.04 | \$ 2,237.99 | \$ 67.90 | \$ 4,279.28 | \$ 0.1259 | |
| Increase in Average monthly cost | | \$ 44.43 | | | | \$ 0.00 | | \$ 0.0445 | |
| Percentage increase | | 258% | | | | 0% | | 52% | |

Thanks to widespread communication throughout various media channels, I understand that we're not alone in experiencing such dramatic and inequitable increases. I honestly find it hard to believe that the PUCO would have intentionally burdened so many Ohio businesses by approving such overpowering increases; creating dramatic financial burdens in an already difficult economy. Accordingly, I am left to conclude that the entire process was flawed and riddled with misinformation and/or miscalculations.

Therefore, we beg you to act immediately and REVERSE the rate action recently approved by the Commission, while you allow adequate time to investigate and remedy the issue.

Best Regards,

Scott Rechel,
President

Cc: Governor John Kasich
Dan Gearino, The Columbus Dispatch

Hunter, Donielle

From: ContactThePUCO
Sent: Friday, February 24, 2012 12:52 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/24/2012

Re: Kathaleen Porter

Canton, OH 44721

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

Notes:

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Customer opposed the rate increase.

Hunter, Donielle

From: ContactThePUCO
Sent: Friday, February 24, 2012 11:00 AM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/24/2012

Re: Thomas
4990 Cliff Rock Dr

Zanesville, OH 43701

Docketing Case No.:AEP RATE CASE

Notes:

Customer is outraged about the AEP increase. It is hard for people to survive as it is and the rich are just getting richer as they drain from the middle class and poor. Justice needs to be served.

Please docket the attached in the case number above.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64280
Received: 2/12/2012 8:12:36 AM
Message:
WEB ID: 64280 AT:02-12-2012 at 08:12 AM

Related Case Number:

TYPE: complaint

NAME: Mr. Rick von Clausburg

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 3480 Waggoner Rd
- Blacklick , Ohio 43004
- USA

PHONE INFORMATION:

- Home: 614-855-2642
- Alternative: 614-657-8634
- Fax: *(no fax number provided?)*

E-MAIL: rvonclausburg@aim.com

INDUSTRY:Other

ACCOUNT INFORMATION:

- Company: AEP Ohio
- Name on account: Rich A von CLausburg
- Service address: 3480 N. Waggoner Rd
- *(no service phone number provided?)*
- Account Number: 103-431-951-1-0

COMPLAINT DESCRIPTION:

Between the bill I got in January 2012 and the bill I got in February 2012 my cost per KWH went up 19%.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64215
Received: 2/11/2012 3:45:53 AM
Message:
WEB ID: 64215 AT:02-11-2012 at 03:45 AM

Related Case Number:

TYPE: complaint

NAME: Mr. Douglas Viant

CONTACT SENDER ? No

MAILING ADDRESS:

- 8818 Hubbard Dr. N
- Galloway , Ohio 43119
- USA

PHONE INFORMATION:

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

E-MAIL: mvia@att.net

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP OHIO
- Name on account: Douglas S Viant
- Service address: 8818 Hubbard Dr. N
- Service phone: 614-878-2839
- Account Number: 104-396-831-4-4

COMPLAINT DESCRIPTION:

I just want to complain that this rate increase is unfair to the consumers. Especially the ones like me that are retired and on a fixed income. What do you people expect people to do that don't get a increase in their income to live on. Between the water company and the electric company you are making it very difficult and lots of customers will be unable to afford their homes any more. The middle class is being pushed into not being able to afford their monthly bills anymore. People aren't getting raises in their jobs these days and you would think in these hard times you would be looking for ways to help the consumers out some these days!!

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64105
Received: 2/8/2012 7:09:52 PM
Message:
WEB ID: 64105 AT:02-08-2012 at 07:09 PM

Related Case Number:

TYPE: comment

NAME: Ms. Kriss Hamner

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 16178 St Rt 278 N
- Nelsonville , Ohio 45764
- USA

PHONE INFORMATION:

- Home: 740-753-2226
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: khamneroh@hotmail.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP Ohio
- Name on account: Kriss L Hamner
- Service address: 16178 St Rt 278 N
- Service phone: 740-753-2226
- Account Number: 11-346-EL-SSO and 11-351-EL-AIR

COMMENT DESCRIPTION:

re:11-346-EL-SSO and 11-351-EL-AIR - I just wanted to comment on how this rate increase seems to be quite high for everyone, not only schools and business but individuals. I am a single working mother who has to stay within my means to support my children. When I received my last elec bill for \$212 I just about fell over! That is ridiculous. I called AEP and asked them to explain my bill so I understood it, and really wasn't given a lot of information other than it was an 8% price increase overall - the lady I spoke with was very nice and I would say did her job well, answered my questions. When my bill generally runs 100-175 a month another 112 to 30 \$ more on the month is just too much (175 is on the very high side and does not happen often) - we will have to go without something now to be able to afford to stay warm the rest of the winter months. I certainly hope something can be done to reverse this but do not look for that to happen. With the profits the Elec companies make I don't know why they need to charge so much.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64287
Received: 2/12/2012 10:00:28 AM
Message:
WEB ID: 64287 AT:02-12-2012 at 10:00 AM

Related Case Number:

TYPE: complaint

NAME: Ms. JOYCE MOELLER

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 1015 WEDGEWOOD DRIVE
- COLUMBUS , Ohio 43228-3142
- USA

PHONE INFORMATION:

- Home: 614-279-4772
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: jdmoeller@wowway.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: JOYCE D MOELLER
- Service address: 1015 WEDGEWOOD DRIVE
- Service phone: 614-279-4772
- Account Number: 106-323-502-4-4

COMPLAINT DESCRIPTION:

Count me as another angry AEP customer. I switched from AEP to Firstenergy because the AEP rates were becoming more and more expensive. I am retired and live on a fixed income. Therefore, I have to examine each bill and question drastic increases. This was my first statement after my carrier change to Firstenergy. What little amount I expected to save became a higher bill because AEP increased their rates - again. It seems strange that AEP increased their rates for the same billing period where Firstenergy became my carrier. Am I being punished? Did AEP raise my rate to make up for the portion now being paid to Firstenergy? Since electricity is mandatory to survival, there needs to be someone (PUCO) who honestly controls the extreme to which the consumer's income can be raped by a company

like AEP. We finally got a chance to switch to a different carrier with more reasonable rates. That resulted in AEP digging even deeper into the consumer's pocket. This increase will result in even more people who cannot pay their electricity bill which filters down (again) to people like me who are expected to pay more to cover those charges. AEP's continual increase in their rates will also reek havoc with businesses. They will have to increase their charges to the consumer or, in the case of smaller businesses, they will be forced to close their doors. PLEASE, DO SOMETHING!

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64166
Received: 2/10/2012 4:57:51 AM
Message:
WEB ID: 64166 AT:02-10-2012 at 04:57 AM

Related Case Number:

TYPE: complaint

NAME: Ms. BARBARA VERGAMINI

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 111 E.Josie Ave.
- Hillsboro , Ohio 45133
- USA

PHONE INFORMATION:

- Home: 1-937-393-3266
- Alternative: 1-937-763-7738
- Fax: *(no fax number provided?)*

E-MAIL: barbvergamini@yahoo.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: ROBERT or BARBARA
- Service address: 111 E. Josie Ave.
- Service phone: 1-937-393-3266
- Account Number: don't know

COMPLAINT DESCRIPTION:

I have been a loyal customer and resent the increase in my bill.