

From: webmaster@puc.state.oh.us
 To: ContactThePUCO
 Subject: 64558
 Received: 2/16/2012 3:44:41 PM
 Message:
 WEB ID: 64558 AT:02-16-2012 at 03:44 PM

11-346-EL-SSD

Related Case Number:

TYPE: complaint

NAME: Mrs. REBECCA COX

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 658 SALEM RD.
- GREENFIELD , Ohio 45123
- USA

PHONE INFORMATION:

- Home: 937-981-1337
- Alternative: 937-763-9114
- Fax: (no fax number provided?)

E-MAIL: C.REBECCA20@YAHOO.COM

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AMERICAN ELECTRIC POWER
- Name on account: REBECCA COX
- Service address: 658 SALEM RD. GREENFIELD OHIO 45123
- Service phone: 937-981-1337
- Account Number: 107-089-216-0-5

COMPLAINT DESCRIPTION:

THIS HAS BEEN THE MOST MILDEST WINTER ON RECORD HOW EVER IMAGINE MY SHOCK WHEN I RECIEVED MY ELECTRIC BILL AND SEEN WHERE MY BILL HAD JUMPED 177.00 FROM THE MONTH BEFORE. IAM A MEMBER OF A FAMILY OF 4 WITH 2 INCOMES AND CAN NOT AFFORD THIS INCREASE. LAST MONTH MY BILL WAS 299.64 THIS MONTH IT WAS 476.75 IMAGINE IF THIS WAS ONE OF THE COLDEST WINTERS ON RECORD. I WOULD BE LOOKING AT A THOUSAND DOLLAR BILL. MY HUSBAND AND I ARE IN THE MEDIUM INCOME BRACKET, TRYING TO RAISE 2 CHILDREN. I DONT KNOW HOW A FAMILY IS SUPPOSE TO MAKE IT WITH THIS KIND OF INCREASE AEP IS WANTING TO DO. AN ELECTRIC BILL SHOULD NOT BE AS MUCH AS A HOUSE PAYMENT. SINCERELY, REBECCA COX

RECEIVED-DOCKETING DIV
 2012 FEB 29 PM 3:50
 PUCO
 This is to certify that the images submitted pursuant to the rules of the Public Utilities Commission are accurate and complete reproduction of a case file.
 2/16/2012
 accurate and complete reproduction of a case file.
 document delivered in the regular course of business
 Date Processed
 technician

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64822
Received: 2/28/2012 8:28:22 AM
Message:
WEB ID: 64822 AT:02-28-2012 at 08:28 AM

Related Case Number:

TYPE: complaint

NAME: Mr. Jeffrey Dickerson

CONTACT SENDER ? No

MAILING ADDRESS:

- 30440 Stagecoach Rd.
- Logan , Ohio 43138
- USA

PHONE INFORMATION:

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

E-MAIL: hb7boneman@gmail.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: American Electric Power
- Name on account: Lianne Dickerson
- *(no service address provided?)*
- *(no service phone number provided?)*
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

The proposed rate increase from A.E.P. should be considered anti-competitive! If I choose to purchase Wonder Bread instead of another brand, should Heiner's Bakery be permitted to surcharge me for buying a competitor's product? NO MORE RATE INCREASES FOR A.E.P.!

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64625
Received: 2/19/2012 7:35:32 PM
Message:
WEB ID: 64625 AT:02-19-2012 at 07:35 PM

Related Case Number:

TYPE: complaint

NAME: Mr. David Beard

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 1927 State Route 256
- Reynoldsburg , Ohio 43068
- USA

PHONE INFORMATION:

- Home: 614-506-8081
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: dwb0963@earthlink.net

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Enchanting Images Limited
- Service address: 1927 State Route 256 Reynoldsburg OH 43068
- Service phone: 614-868-1008
- Account Number: 105-976-573-0-2

COMPLAINT DESCRIPTION:

Electrical Charges went from average \$160 to \$428 with some new distribution tariff. We are small business already struggling & this unexpected increase will put us out of business, This seems excessive & unreasonable.

Hunter, Donielle

From: ContactThePUCO
Sent: Wednesday, February 29, 2012 12:07 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/29/2012

Re: Martha Schwendeman
30765 State Route 7
Marietta, OH 45750

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

Notes:

NAME: Mr. Martha Schwendeman
CONTACT SENDER ? Yes
MAILING ADDRESS:
30765 St Rt 7
Marietta , Ohio 45750
USA

PHONE INFORMATION:
Home: (no home phone provided?)
Alternative: 740-374-8300
Fax: 740-374-8310
E-MAIL: mschwendeman@farrarscientific.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

Company: AEP
Name on account: Farrar Scientific
Service address: 30765 State Route 7, Marietta OH 45750
Service phone: 740-374-8300
Account Number: 106-496-989-1-6

COMPLAINT DESCRIPTION:

PUCO Case # 11-346-EL-SSO Complaint on the rate increase beginning on the Jan 2012 billing.

Please docket the attached in the case number above.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64557
Received: 2/16/2012 3:31:25 PM
Message:
WEB ID: 64557 AT:02-16-2012 at 03:31 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Timothy Picciano

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 4482 Dunleary Drive
- Dublin , Ohio 43017
- USA

PHONE INFORMATION:

- Home: 614-761-9223
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: timp@columbus.rr.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: American Electric Power
- Name on account: Dublin Tavern
- Service address: 27 S. High Street, Dublin OH 43017
- Service phone: 614-766-6250 site
- Account Number: 106-701-208-0-6

COMPLAINT DESCRIPTION:

The recent PUCO approved rate changes to my small business will be extremely difficult to absorb and may put me out of business. I am a small restaurant that's been in business for 12 years now, and to see a 40% increase in my electric bill might be the tipping point for me. At a time when many other costs are skyrocketing (food, meat, paper goods, chemicals) and consumers are spending less... this increase is just too much to bear! I own two other small restaurants that are experiencing the same issues... KEEP IN MIND THAT I'VE CREATED

AND MAINTAINED OVER 100 JOBS ACROSS ALL THREE RESTAURANTS IN OHIO!!!!
Not sure of the logic of giving the big businesses the rate breaks when it is a well known fact that small business is responsible for 80% of the jobs in this state and country! What was the PUCO thinking when they did this? Please roll this ill-advised increase for small businesses back. A 5% increase... maybe... but 40%???? no way! Thank you.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64563
Received: 2/16/2012 5:53:48 PM
Message:
WEB ID: 64563 AT:02-16-2012 at 05:53 PM

Related Case Number:

TYPE: complaint

NAME: Mr. MICHAEL CAPOZIELLO

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 433 SOUTH HAMILTON ROAD
- Whitehall , Ohio 43213
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: 614-237-1414
- Fax: 614-237-1422

E-MAIL: capozziello@aol.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP OHIO
- Name on account: PORT BAR AND RESTAURANT,INC
- Service address: 433 SOUTH HAMILTON
- Service phone: 614-237-1414
- Account Number: 104-439-353-1-6

COMPLAINT DESCRIPTION:

THANK YOU FOR READING MY COMPLAINT.

I AM A SMALL FAMILY RUN BUSINESS, WITH THE NEW RATE INCREASE FROM AEP OHIO, I HAVE GONE FROM \$400 A MONTH TO \$600 PER MONTH.

THIS IS NOT THE TIME TO RAISE THE RATES. ALL OF THE CENTRAL OHIO RESTAURANT MEMBERS ARE TRYING TO SURVIVE.

WE NEED TO KEEP PEOPLE WORKING,SO MONEY WILL BE SPENT. IF NOT THERE WILL BE NO FUTURE FOR US SMALL BUSINESSES.

MICHAEL CAPOZIELLO CEO/PRESIDENT CAPOZIELLO'S BANQUET FACILITY AND CATERING

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64543
Received: 2/16/2012 1:12:57 PM
Message:
WEB ID: 64543 AT:02-16-2012 at 01:12 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Kamal Boulos

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 1092 Bethel Road
- Columbus , Ohio 43220
- USA

PHONE INFORMATION:

- Home: 614-451-9774
- Alternative: *(no alternative phone provided?)*
- Fax: 614-451-4434

E-MAIL: kamal.refectory@rrochio.com

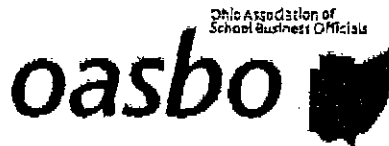
INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Refectory Restaurant
- Name on account: Kamal Boulos
- Service address: 1092 Bethel Road
- Service phone: 614-451-9774
- Account Number: 103-884-042-3-7

COMPLAINT DESCRIPTION:

We are a small business, employing under 50 people. We have been in business for over 35 years. As most small businesses, we struggle day to day with the economic conditions facing all of us. If our rates were to increase even in a small way, we would be forced to reduce our labor force. We have made sacrifices over the years to keep our staff employed. We simply cannot pass on the increases to our customers. There are no other sacrifices to make except to cut our staff. We urge the PUCO to stand for the interests and needs of the survival of small businesses. This is a matter of simple survival. Any rate hikes will affect the employment of so many who work for private industry and small businesses in particular. We appreciate your consideration. Kamal Boulos, Owner The Refectory Restaurant



February 21, 2012

Todd A. Snitchler, Chairman
Public Utility Commission of Ohio
180 E. Broad St.
Columbus, Ohio 43215

Dear Chairman Snitchler:

On behalf of Ohio's public school districts located within the AEP Utility Service Territory, we are writing to express strong concerns over the alarming increases in electricity rates those districts are experiencing. We urge you to seriously consider the impact these new rates will have on schools and education services to students.

The members of Ohio's education management organizations throughout the state – the Buckeye Association of School Administrators, the Ohio Association of School Business Officials and the Ohio School Boards Association – are very concerned about recent developments with AEP and their PUCO approved ESP. They are the school board members, superintendents, treasurers and business managers responsible for the leadership and management of the public school districts across the state. They work hard to provide high quality education opportunities for students, a job that has become increasingly difficult in the current economic climate.

Rate increases, such as those that are becoming evident with the new ESP, will be devastating to school districts. These new rates will mean further cuts in staff and programs if nothing is done to alleviate the impact on schools.

While it is too soon to know exactly how many districts and school buildings are affected by the increases, early analysis shows that hundreds are seeing double-digit percentage increases, some in excess of 50%. The actual dollar increases affecting schools with the recent mild temperatures are significant. When more normal winter and summer usage occurs, these increases will be even more drastic.

The following are observations based on our initial research:

- The tariff for school buildings does not necessarily reflect their "load" and typical usage (school buildings are generally shut down at the time of peak usage for the typical commercial customer, i.e., after 3:00 PM and between June and August).
- The data assumed in the PUCO's consideration of the AEP ESP was not sufficient to realize the extreme effects on some customers, and on school districts in particular.
- School buildings utilizing 3rd party supply are experiencing significant increases, diminishing the net benefit of utilizing competitive 3rd party supply opportunities.

Because of the egregious nature of the effects the new ESP is having on school districts, we urge you to reconsider the original PUCO decision of approval. We ask that you consider a special rate for school districts that more fully recognizes their favorable usage patterns. Additionally, we request that you lift the capacity cap for all schools in order that savings could be achieved through 3rd party generation supply.

Thank you in advance for your consideration. If you have questions about our position, please feel free to contact us.

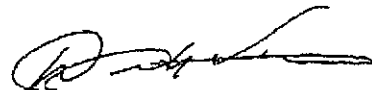
Sincerely,



Richard C. Lewis
Executive Director
Ohio School Boards Association
614-540-4000



R. Kirk Hamilton
Executive Director
Buckeye Association of
School Administrators
614-846-4080



David Varda
Executive Director
Ohio Association of
School Business Officials
614-431-9126

cc: PUCO Commissioners
Governor John Kasich
Ohio House of Representatives
Ohio Senate

FEBRUARY 24, 2012

TO: PUCCO

FROM: BILL AND MARIE POLING
339 EASTWORTH WAY
WORTHINGTON, OH 43085
TELEPHONE 614-888-5634

ONE YEAR AGO, THE COMPARE PRICE LISTED ON OUR ELECTRIC BILL WAS 5.1 CENTS PER KWH, NOW IT IS 7.4 CENTS, AN INCREASE OF 45%. COMPARE PRICE IS THE COMPARABLE PRICE FROM A DIFFERENT SUPPLIER.

FEB. 2011: TOTAL KWH USED 2866, COST PER KWH - (\$233.00 DIVIDED BY 2866)
.0812979
FEB. 2012: TOTAL KWH USED 2452, COST PER KWH - (\$248.61 DIVIDED BY 2452)
.1013907 - VERY MILD MONTH

APPROXIMATELY 1700 SQUARE FOOT ALL ELECTRIC HOME - LIVED HERE FOR 37 YEARS.

SOMETIME IN 2011, WE STARTED RECEIVING MONTHLY COMPARISONS OF OUR ELECTRIC USE COMPARED TO OTHER HOMES OF OUR SIZE. NEED TO COMPARE APPLES TO APPLES - WE ARE RETIRED, HOME ALL DAY, AND HAVE DONE AS MUCH AS WE CAN DO TO ECONOMIZE. WE BELIEVE AEP WAS PREPARING US FOR A LARGE INCREASE WITHOUT ANY COMMENTS OR COMPLAINTS FROM US.

WE ARE OBJECTING TO THE CURRENT 45% INCREASE AND WOULD HOPE THAT WE CAN HAVE SOME INPUT AS CONSUMERS. WE HAVE RESPONDED TO A SURVEY RECENTLY PER OUR ORIGINAL PHONE CALL TO YOU. GLAD TO SEE YOU ARE LISTENING AND MAKING CHANGES. WILL WAIT TO SEE THE OUTCOME.

RECEIVED

FEB 27 2012

INVESTIGATION AND AUDIT DIVISION
PUBLIC UTILITIES COMMISSION OF OHIO

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64576
Received: 2/17/2012 9:25:07 AM
Message:
WEB ID: 64576 AT:02-17-2012 at 09:24 AM

Related Case Number:

TYPE: complaint

NAME: Mr. Collin Castore

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 1044 North High St
- Columbus , Ohio 43201
- USA

PHONE INFORMATION:

- Home: 614-843-1575
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: collincastore@yahoo.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Italian village coffee inc DBA Bodega
- Name on account: Italian village coffee inc DBA Bodega
- Service address: 1044 N High St
- Service phone: 614-299-9399
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

The rate increase will be crippling to my business. We have budgeted that next year we would be able to hire a full time manager. The rate increase would immediately stop plans for creating that job and make it difficult to grow in the future. Please dont do this!

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64506
Received: 2/15/2012 5:58:59 PM
Message:
WEB ID: 64506 AT:02-15-2012 at 05:58 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Paul Palnik

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 14 East Lincoln Street
- Columbus , Ohio 43215
- USA

PHONE INFORMATION:

- Home: 614-298-8496
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: palnik@1800cartoon.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Palnik Studios
- Name on account: Paul Palnik
- Service address: 14 East Lincoln Street
- Service phone: 6142988496
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

Your proposed rate hike will put me out of business.

I am barely hanging on now.

You are killing small business like mine.

Is this what you want ?

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64587
Received: 2/17/2012 12:57:44 PM
Message:
WEB ID: 64587 AT:02-17-2012 at 12:57 PM

Related Case Number:

TYPE: complaint

NAME: Mrs. Gail D. Harris

CONTACT SENDER ? No

MAILING ADDRESS:

- 50 Shawnee Lane
- Lucasville , Ohio 45648
- USA

PHONE INFORMATION:

- Home: 740-259-3650
- Alternative: 740-727-9617
- Fax: 740-259-3650

E-MAIL: footers@columbus.rr.ocm

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Diane Harris
- Service address: 10667 State Route 139 Minford, OH 45643
- Service phone: 740-259-3650
- Account Number: 077-775-483-0-1

COMPLAINT DESCRIPTION:

As a small seasonal business owner I am beside myself with the prospects of how the exorbitant increase of rates by AEP is going to impact our bottom line this season. As I am writing this there are electricians doing a complete rewiring of the building as well as having a new air-conditioning system installed. We were hoping not only were we making improvements to the property but would be lowering our electric bill as well by improving the efficiency of the equipment. So much for that reasoning! Now we are not only shouldering the cost of the

improvements, which are considerable for us, but will have to pay what I understand will be a 40% increase on the electric bill. Our profit margin is narrow at best and with all the added expense could possibly negate any profit at all! How about a break for us hardworking folks who are trying to just make ends meet. It appears the goal may be to just eliminate small business altogether.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64586
Received: 2/17/2012 12:49:43 PM
Message:
WEB ID: 64586 AT:02-17-2012 at 12:49 PM

Related Case Number:

TYPE: complaint

NAME: Mrs. Beth Wallace

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 802 Solida Road
- South Point , Ohio 45680
- USA

PHONE INFORMATION:

- Home: 740-894-4321
- Alternative: 304-416-1191
- Fax: 740-894-4323

E-MAIL: info@slackandwallace.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP Ohio
- Name on account: Slack & Wallace Funeral Home LLC
- Service address: 802 Solida Road South Point, Ohio 45680
- Service phone: 740-894-4321
- Account Number: 071-209-398-6-8

COMPLAINT DESCRIPTION:

This is a complaint on the AEP rate increase case ID- 11-346-EL-SSO Our electric bill has doubled due to the distribution charge in January. This is really hurting our funeral home. We have gas heat and the bill has went from \$250 to \$535 last month. We are a new business in the area and will struggle surviving with our Electric bill rising like this.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64579
Received: 2/17/2012 9:42:00 AM
Message:
WEB ID: 64579 AT:02-17-2012 at 09:41 AM

Related Case Number:

TYPE: comment

NAME: Mr. Steve Hirsch

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 12846 St. Rt. 772
- Chillicothe , Ohio 45601
- USA

PHONE INFORMATION:

- Home: 740-775-3143
- Alternative: 740-703-7055
- Fax: *(no fax number provided?)*

E-MAIL: hirschfruit@horizonview.net

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Hirsch Fruit Farm, Inc.
- Service address: 12846 St. Rt. 772
- Service phone: 740-775-7055
- Account Number: 101-120-491-1-8

COMMENT DESCRIPTION:

I find it hard to beleive that the PUCO would grant a 350% increase in electric rates to AEP. Our bill for electric charges for our fruit farm is 3.5 times more for January than December and we used virtually the same amount of electricity (8598 kwh vs. 8600 kwh) The cost per day went from \$4.20 to \$13.72 and the cost per kwh went from .01609 to .05423. This type of increase is not sustainable for any small or medium sized business in Ohio - either you cut back on people (jobs) or you have to significantly raise prices. I think that the PUCO should review the increase and act as swiftly as possible in bringing the rates into line.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64579
Received: 2/17/2012 9:42:00 AM
Message:
WEB ID: 64579 AT:02-17-2012 at 09:41 AM

Related Case Number:

TYPE: comment

NAME: Mr. Steve Hirsch

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 12846 St. Rt. 772
- Chillicothe , Ohio 45601
- USA

PHONE INFORMATION:

- Home: 740-775-3143
- Alternative: 740-703-7055
- Fax: *(no fax number provided?)*

E-MAIL: hirschfruit@horizonview.net

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Hirsch Fruit Farm, Inc.
- Service address: 12846 St. Rt. 772
- Service phone: 740-775-7055
- Account Number: 101-120-491-1-8

COMMENT DESCRIPTION:

I find it hard to beleive that the PUCO would grant a 350% increase in electric rates to AEP. Our bill for electric charges for our fruit farm is 3.5 times more for January than December and we used virtually the same amount of electricity (8598 kwh vs. 8600 kwh) The cost per day went from \$4.20 to \$13.72 and the cost per kwh went from .01609 to .05423. This type of increase is not sustainable for any small or medium sized business in Ohio - either you cut back on people (jobs) or you have to significantly raise prices. I think that the PUCO should review the increase and act as swiftly as possible in bringing the rates into line.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64575
Received: 2/17/2012 8:23:44 AM
Message:
WEB ID: 64575 AT:02-17-2012 at 08:23 AM

Related Case Number:

TYPE: complaint

NAME: Mrs. Shirley Jenkins

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 62 Township Road 1368
- Proctorville , Ohio 45669
- USA

PHONE INFORMATION:

- Home: 740-886-8628
- Alternative: 304-638-0475
- Fax: *(no fax number provided?)*

E-MAIL: sjenkins1@zoominternet.net

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Living Grace Bible Church
- Name on account: Living Grace Bible Church
- Service address: 168 State Route 775
- *(no service phone number provided?)*
- Account Number: 073-484-610-5-9 and 072-947-000-3-9

COMPLAINT DESCRIPTION:

This complaint is in regard to the latest increase by American Electric Power. Our electric bills have more than doubled and this is putting a big burden on us. It is not fair that small businesses should have to pay for the power company to recoup its losses.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64580
Received: 2/17/2012 9:45:01 AM
Message:
WEB ID: 64580 AT:02-17-2012 at 09:44 AM

Related Case Number:

TYPE: complaint

NAME: Ms. Lynn Burrell

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 525 Louise Dr
- Zanesville , Ohio 43701
- USA

PHONE INFORMATION:

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

E-MAIL: lynn.burrell69@hotmail.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Lind Arena Skate Center
- Name on account: Robert Burrell
- Service address: PO Box 665, 900 Linden Ave
- Service phone: 740-454-1320
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

Senator, I'm hoping that you have recieved alot of complaints about the AEP rate increase. How are small businesses supposed to survive in this state? With unjustified and unrealistic utility increases like this. The price of natural gas has come back to reality with reduced rates and then electricity sky rockets. My husband and I operate a roller skating rink which as you can guess is difficult to heat with the main source being gas thank goodness but our bills have more than doubled for electricity. It is getting so that between paying our bills and the decreased amount of

folks spending money on entertainment due to our poor economy that there isn't enough profit to make this venture more than a hobby. Please do what you can to force the PUCO and AEP to charge reasonable rates for electricity. It is so aggravating to read articles such as the following about AEP giving money in our communities that should be in customers pockets to pay their own bills. They have also donated money to local schools such as West Muskingum Schools here in Muskingum county. Why on earth would a utility company be doing that???? Electricity is a basic need not a luxury item. Why should I pay so much more than the cost of generation that AEP's profits are so great they have give money away??? If they truly want to help the environment, why not donate to a small business like ours to update our 1970's gas furnaces to some that are much more efficient??? That would make sense to me. In an effort to raise awareness of the increased needs in our community and generate the contributions needed to help address them, AEP Ohio and United Way of Central Ohio are launching "The AEP \$1 Million Community Challenge for Basic Needs." AEP Ohio is generously donating \$600,000 to United Way of Central Ohio to help people who are struggling to meet their basic needs like housing and access to critical health care. source: <http://www.liveunitedcentralohio.org/aep-community-challenge>

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64593
Received: 2/17/2012 2:11:37 PM
Message:
WEB ID: 64593 AT:02-17-2012 at 02:11 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Joseph Schaeufele

CONTACT SENDER ? No

MAILING ADDRESS:

- 131 Shackelford Rd.
- Pataskala , Ohio 43062
- USA

PHONE INFORMATION:

- Home: (614) 888-4236
- Alternative: (740) 927-8000
- Fax: (740) 927-9404

E-MAIL: joe.schaeufele@allenrefractories.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Allen Refractories Company
- Name on account: Allen Refractories Company
- Service address: 131 Shackelford Rd
- Service phone: (740) 927-8000
- Account Number: 101352355116,10618883127,10302563506,10308883106

COMPLAINT DESCRIPTION:

We understand you are currently reviewing the recent rate increase from AEP on small business and would like you to be aware of our situation: Our January rate increase for Distribution Service went from \$0.031/KWH to \$0.058/KWH or an increase of 88%. This increased our overall rate from \$0.107/KWH to \$0.132/KWH or a 24% increase. This increase may have been higher had we not locked in our generation rate with First Energy.

We would like to thank you in advance for reviewing the true requirement for this recent rate

increase.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64747
Received: 2/23/2012 4:41:39 PM
Message:
WEB ID: 64747 AT:02-23-2012 at 04:41 PM

Related Case Number:

TYPE: comment

NAME: Mr. Jason Barkhimer

CONTACT SENDER ? No

MAILING ADDRESS:

- 1206 Four Star Drive West
- Galloway , Ohio 43119
- USA

PHONE INFORMATION:

- Home: 6148708557
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: jbarkhimer@cjmahan.com

INDUSTRY: Water

ACCOUNT INFORMATION:

- Company: Ohio American Water
- Name on account: Jason M. Barkhimer
- *(no service address provided?)*
- *(no service phone number provided?)*
- *(no account number provided?)*

COMMENT DESCRIPTION:

I'd like to thank you for being concerned with the AEP rate increase and how outraged certain customers were with that rate increase. Well I'm STILL outraged by my water bill and have been for years yet nothing is done about that. My water bills are insanely high compaired with other communitis around me but don't worry about it. We've had multiple meetings about it and nothing is done except a lousy SORRY pay it or no water. I guess all I can do is be outraged. Once again thanks for looking out for other people.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64553
Received: 2/16/2012 3:08:52 PM
Message:
WEB ID: 64553 AT:02-16-2012 at 03:08 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Mick McMullen

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 2001 Sportys Drive
- Clermont County Airport
- Batavia , Ohio 45103
- USA

PHONE INFORMATION:

- Home: (513) 735-9100 ext 255
- Alternative: *(no alternative phone provided?)*
- Fax: (513) 735-9200

E-MAIL: mmcmullen@sportys.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Duke Energy
- Name on account: Sportsman's Market Inc
- Service address: 1 Sportys Dr. Batavia, OH 45103
- Service phone: (513) 735-9100
- Account Number: 0750-0805-01-8

COMPLAINT DESCRIPTION:

The new Load Factor Rider is impacting us heavily. We are seeing about a 30% increase in our distribution rates. I hope PUCO is concerned with small business in Ohio and is working to get this changed. Please reference case number 11-3549-EL-SSO.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64552
Received: 2/16/2012 3:04:06 PM
Message:
WEB ID: 64552 AT:02-16-2012 at 03:03 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Thomas Crumley

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 772 N. High Street
- Suite 101
- Columbus , Ohio 43215
- USA

PHONE INFORMATION:

- Home: 614 542-4300
- Alternative: 614 235-0376
- Fax: *(no fax number provided?)*

E-MAIL: tdavid@tdavidcollection.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: T, David Collection
- Name on account: T. David Collection
- Service address: 772 N. High St. Suite 101
- Service phone: 614 542-4300
- Account Number: 585749-1301466

COMPLAINT DESCRIPTION:

Extremely high electric bill that is difficult for a small business to pay in these economic times, not to mention when I was late paying it, received a shut off notice and then penalty charges with no consideration apparently for my being a good customer as a business for several years at another location in Columbus.....am operating with not even all my lights on. Where does it stop?

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64549
Received: 2/16/2012 2:50:19 PM
Message:
WEB ID: 64549 AT:02-16-2012 at 02:50 PM

Related Case Number:

TYPE: complaint

NAME: Mrs. Shiloh Todorov

CONTACT SENDER ? No

MAILING ADDRESS:

- 588 S. 3rd St.
- 588 S. 3rd St.
- Columbus , Ohio 43215
- USA

PHONE INFORMATION:

- Home: 6142218888
- Alternative: 6147877129
- Fax: *(no fax number provided?)*

E-MAIL: todorov@germanvillage.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: German Village Society
- Name on account: German Village Society
- Service address: 588 S. 3rd St.
- Service phone: 6142218888
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

1. The recent rate approval is a bad decision that has far reaching effects for Ohio's small businesses.
2. The rate increase will cause: a) layoffs/reduced hours; b) a halt to any and all growth plans; c) create in some cases, business closures. 3. We need PUCO to be an advocate of Ohio's small businesses, the backbone of Ohio's economy.

Our small businesses in German Village are having their backs' broken by this increase. PLEASE

help us get electric rates back in line with the actual income of a small entrepreneur.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64528
Received: 2/16/2012 10:42:14 AM
Message:
WEB ID: 64528 AT:02-16-2012 at 10:42 AM

Related Case Number:

TYPE: complaint

NAME: Mr. Michael Tamarkin

CONTACT SENDER ? No

MAILING ADDRESS:

- 1344 Cherry Bottom Rd
- Gahanna , Ohio 43230
- USA

PHONE INFORMATION:

- Home: 614-783-3432
- Alternative: 614-476-1900
- Fax: 614-476-929813454

E-MAIL: miketamark@aol.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: MMMAL Gahanna Inc
- Service address: 1344 Cherry Bottom Rd, Gahanna
- Service phone: 614-476-1900
- Account Number: 106-989-493-2-7

COMPLAINT DESCRIPTION:

Over a year ago I signed up for the choice program to lower my electric rates. I chose First Energy over AEP. First Energy has kept its word holding my rates to the agreed upon rate. AEP in the mean time has drastically raised their rates for Distribution service from \$352 in 2010 to \$533 for a 51% increase in a year (on my January Bills). You have got to be kidding me, have their cost gone up that much? or are they trying to recoup their loss in an area where there is not competition to make up for having competition in their generation business.

This is terrible for small businesses like mine and for the economy and competitive environment of Ohio. Please stop this madness.

Michael Tamarkin, Owner, Rotelli Pizza Pasta Perfect Gahanna

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64532
Received: 2/16/2012 11:12:02 AM
Message:
WEB ID: 64532 AT:02-16-2012 at 11:12 AM

Related Case Number:

TYPE: complaint

NAME: Mr. Kent Nichols

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 23554 Jenkins Dam Rd
- 9860 Monserat Rd
- Glouster, , Ohio 45732
- USA

PHONE INFORMATION:

- Home: 740-343-3218
- Alternative: 740-767-2558
- Fax: 740-767-4266

E-MAIL: kentborwd@gmail.com

INDUSTRY:Water

ACCOUNT INFORMATION:

- Company: Burr Oak Regional Water District
- Name on account: Burr Oak Regional Water District
- Service address: 14 different accounts with different addresses
- Service phone: 740-767-2558
- Account Number: Listed in coment section.

COMPLAINT DESCRIPTION:

Case 11-346-EL-SSO

ACC. #'s, (105-350-966-0-5) (102-443-924-0-2) (103-655-743-0-9) (075-024-683-0-4) (106-414-672-0-0) (070-024-228-0-1) plus eight additional.

The Burr Oak Regional Water District is a non profit, rural, regional water district serving approx. 35,000 people in Athens, Hocking, Morgan and Perry Counties with an eight member board which seats commissioners from each county. We received a letter from AEP OHIO in October 2011 stating they may implement a 23% increase in 2012. The District proceeded to budget for a 25% increase in power rates for 2012. When we received our first billing for the 2012 period our increases at several locations exceeded 400%(thousands of dollars) increase which far exceeds any budgeting we could achieve without passing these excessive rate increases on to our water users. The District provides a safe drinking water supply to a region which is very economically depressed and water rate increases would result in an additional financial burden for residents which many could not meet at this time. It was frustrating to learn after calling AEP OHIO that the PUCO was responsible for recommending an increase of this proportion. When contacting the PUCO I was told they recommended an increase which mirrored AEP's competitors rates. AEP OHIO has no competitors in this area and I feel the PUCO interests may be misguided or misinformed in this circumstance. The Burr Oak Regional Water District actively objects to a rate increase of this proportion.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64556
Received: 2/16/2012 3:30:55 PM
Message:
WEB ID: 64556 AT:02-16-2012 at 03:30 PM

Related Case Number:

TYPE: complaint

NAME: Mrs. Virginia Williams

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 14673 Dunlap Road
- Utica , Ohio 43080
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: 740-397-8999
- Fax: *(no fax number provided?)*

E-MAIL: ginnywilliams1954@gmail.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Cookie Cupboard
- Name on account: Virginia L Williams
- Service address: 444 Columbus Road, Suite B, Mount Vernon, OH 43050
- Service phone: 740-397-8999
- Account Number: 074-494-007-3-3

COMPLAINT DESCRIPTION:

Case No. 11-351-EL-AIR and 11-281-EL-FAC, My reference Number VWIL021012

Cookie Cupboard is a very small family business that makes and delivers cookies in our county. We rely on electric to make and bake. We are very conscience of our usage and we are running bear bones and you do this...there is nothing more to cut than the business. We will have to close

with the electric bill more than doubling. This is war on businesses whether large or small. I want to know WHY! I'm mad as ____ and I just don't know what to do about it. Get the EPA Twinks out of the Utility business. Again, the food stamp program is looking better and better for us.

What are you doing to curb these rate hikes that are an invention of our current white house occupant who has declared war on coal and coal fired plants that produce electric? Isn't that like biting the hand that lights you?

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64555
Received: 2/16/2012 3:17:08 PM
Message:
WEB ID: 64555 AT:02-16-2012 at 03:17 PM

Related Case Number:

TYPE: complaint

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

CONTACT SENDER ? No

MAILING ADDRESS:

- 642 N. High Street
- Columbus , Ohio 43215
- USA

PHONE INFORMATION:

- Home: (614) 223.1655
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: brgalleries@gmail.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Brandt-Roberts Galleries
- Name on account: Brandt-Roberts Galleries
- Service address: 642 N. High Street
- Service phone: (614) 223.1655
- Account Number: 106-676-250-3-1

COMPLAINT DESCRIPTION:

As small business owners located in the city of Columbus, we are baffled at the disregard for our small business sector by both PUCO and AEP. While we appreciate big businesses in our city we, as small business owners, also play a pivotal role as economic drivers in our community. Keeping the playing field level for both big business and small business sectors will ensure a thriving city for all who reside, visit, and make their living in Columbus. We simply ask that you value the economic impact of the small business sector as a collective and reconsider the electric rate increase!

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64539
Received: 2/16/2012 12:39:39 PM
Message:
WEB ID: 64539 AT:02-16-2012 at 12:39 PM

Related Case Number:

TYPE: complaint

NAME: Mrs. Lisa Cirotto

CONTACT SENDER ? No

MAILING ADDRESS:

- 3033 Reynoldsburg-New Albany Rd.
- New Albany , Ohio 43054
- USA

PHONE INFORMATION:

- Home: 614-855-9643
- Alternative: 614-855-9683
- Fax: 614-855-4850

E-MAIL: lisajo@insight-bc.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Animal Hospital of New Albany, Inc.
- Name on account: Donna L. Violet, D.V.M.
- Service address: 3033 Reynoldsburg-New Albany Rd. New Albany, OH 43054
- Service phone: 614-855-9643
- Account Number: 104-195-251-5-8

COMPLAINT DESCRIPTION:

I want to file a complaint for exorbitant price hike on our AEP electric bill. The cost per kWh jumped 226% from December 2011 to January 2012!

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64550
Received: 2/16/2012 2:51:04 PM
Message:
WEB ID: 64550 AT:02-16-2012 at 02:50 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Rick Ziliak

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 1368 Grandview Ave
- Columbus , Ohio 43212
- USA

PHONE INFORMATION:

- Home: 614-487-9255
- Alternative: 614-486-9200
- Fax: *(no fax number provided?)*

E-MAIL: info@zcucina.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Z Cucina
- Name on account: Rick Ziliak
- Service address: 1368 Grandview Ave Columbus Ohio
- Service phone: 614-486-9200
- Account Number: 105-818-571-3-2

COMPLAINT DESCRIPTION:

40% increase in electricity is a HUGE financial stress. As a small business owner this will, without doubt cause me to lay off staff and reduce hours immediately. I don't even want to imagine my summer bills going from \$2100/month to almost \$4000 per month! I usually get a break in the winter months, NOT NOW! Please reverse this increase as soon as possible.



ST. MICHAEL
THE ARCHANGEL PARISH

MH0110217120F

February, 15, 2012

To Whom it may concern:

I have been very disappointed in the rates that have been leveled against costumers without any explanations or consideration of who they are. St Michael the Archangel parish has a large school and these rates should take into account the fact these children have needs. The burden placed on the institutions only compound the burden to families and the communities. It is inconceivable that an Electric Company does not plan the budget with responsibility; instead they gouge the public with rates that are %20, %30, and higher in one month. If we can't rely upon a company to live with justice how can individuals make it?

Please hold the parties responsible to refund this in justice !!!

Msgr. Michael Hohenbrink

Msgr Michael Hohenbrink
Pastor and Superintendent
St Michael the Archangel parish and school
Findlay, Ohio

We, the people of St. Michael The Archangel Parish, are called to be a Spirit-filled pilgrim people who build and proclaim God's kingdom

St. Michael The Archangel Parish Offices
750 Bright Road
Findlay, Ohio 45840
419-422-2646
419-422-2602 (fax)

St. Michael The Archangel School/Formation Center
723 Sutton Place
Findlay, Ohio 45840
419-423-2738
419-423-2720 (fax)

Parish Web Site: www.findlaystmichael.org ♦ School Web Site: www.findlaystmichaelschool.org