

FILE

47

Hunter, Donielle

**From:** ContactThePUCO  
**Sent:** Wednesday, February 29, 2012 5:25 PM  
**To:** Docketing  
**Subject:** Docketing

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/29/2012

Re: John Dean  
PO Box 42

Carbon Hill, OH 43111

Docketing Case No.: 11-346-el-ss0

Notes:

As you have heard from several ppl regarding the increase to AEP rates. I have a family of 5, one that I will be sending to college next fall. I have a good job and work hard to help raise my family. My electric bill increase \$100. My self like most ppl live pay check to pay check. Its not what I like but have no choice. This increase will hurt my family dramatically. This increase has also hurt several local businesses and I know of two that have already decided that they can't go on with this increase. Our local school board has already meet to discuss possible cutting back of a teachers and aids. I know I am only one of thousands, but I am asking for this to be reversed and studied again.

Please docket the attached in the case number above.

RECEIVED-DOCKETING DIV  
2012 MAR -1 PM 3:49  
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 Ann Date Processed 3/1/12

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64651  
Received: 2/22/2012 8:14:56 AM  
Message:  
WEB ID: 64651 AT:02-22-2012 at 08:14 AM

Related Case Number:

TYPE: comment

NAME: Mrs. Shawn Miller

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 66779 Belmont-Morristown Rd.
- Belmont , Ohio 43718
- USA

PHONE INFORMATION:

- Home: 740-782-1208 ext.22
- Alternative: 740-782-1978
- Fax: 740-782-1212

E-MAIL: ul\_shawn@omeres.net

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Union Local School District
- Name on account: Shawn Miller, Treasurer
- Service address: 66779 Belmont-Morristown Road
- Service phone: 740-782-1978
- Account Number: We have 10 accounts with AEP

COMMENT DESCRIPTION:

As a struggling rural school district, we can not afford any increase in our electricity costs. We are looking at reducing our costs wherever possible, and don't want our students to suffer staff and curriculum cuts in order to pay our electric bills. Please think of our students and their future when you consider the request to increase our costs.

Sincerely, Shawn Miller Union Local School District CFO/Treasurer

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64652  
Received: 2/22/2012 8:59:12 AM  
Message:  
WEB ID: 64652 AT:02-22-2012 at 08:59 AM

Related Case Number:

TYPE: complaint

NAME: Mr. Jeff Cullum

CONTACT SENDER ? No

MAILING ADDRESS:

- 6091 Ayers Road
- Albany , Ohio 45710
- USA

PHONE INFORMATION:

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

E-MAIL: jcullum@alexanderschools.org

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Alexaner Local School District
- Service address: 6091 Ayers Road Albany Ohio 45710
- Service phone: 740-698-8831
- Account Number: 10850917906

COMPLAINT DESCRIPTION:

On behalf of Alexander Lcoal School District located within the AEP Utility Service Territory, I am writing to express strong concerns over the alarming increases in electricity rates we are experiencing. I urge you to seriously consider the impact these new rates will have on schools and education services to students.

We estimate that the increases for the upcoming year will be in excess of \$50,000.00. We are a small district and have worked hard through energy conservation efforts to reduce our consumption in an effort to save money in order to provide a quality education for our students.

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

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.

Jeff Cullum, Superintendent Alexander Local School District

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64657  
Received: 2/22/2012 9:49:25 AM  
Message:  
WEB ID: 64657 AT:02-22-2012 at 09:49 AM

Related Case Number:

TYPE: complaint

NAME: Mr. John Eikenberry

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 348 S. Cassingham Rd.
- Bexley , Ohio 43209
- USA

PHONE INFORMATION:

- Home: 614-231-7611
- Alternative: 614-231-7611
- Fax: 614-231-8448

E-MAIL: john.eikenberry@bexleyschools.org

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Bexley City School District
- Name on account: Bexley City School District
- Service address: 348, 300 S. Cassingham Rd; 2754 Maryland Ave; 2555 E. Main St.
- Service phone: 614-231-7611, ext 5206
- Account Number: 101-425-027-0-6; 109-833-940-1-5; 101-813-940-1-5; 105-779-278-0-8; 106-921-320-1-1;107-821-401-1-4

COMPLAINT DESCRIPTION:

The January 1, 2012 rate change for GS3 usage customers of AEP supplied electricity has placed an exorbitant financial burden on the Bexley City School District, and ultimately the taxpayers of not only our fair city, but every taxpayer within the State of Ohio.

Certainly, AEP has the right to collect on the investments it has made in its efforts to provide electricity to their customers, however, in this current, fragile economic paradigm, a more subtle phased-in approach would benefit everyone.

Thanks,

John Eikenberry Business Office Manager Bexley City School District

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64666  
Received: 2/22/2012 11:07:49 AM  
Message:  
WEB ID: 64666 AT:02-22-2012 at 11:07 AM

Related Case Number:

TYPE: comment

NAME: Mrs. Jane Schalk

CONTACT SENDER ? No

MAILING ADDRESS:

- 44 N Perry St
- New Riegel , Ohio 44853
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: 419-595-2256
- Fax: 419-595-2901

E-MAIL: jschalk@new-riegel.k12.oh.us

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: American Electric Power
- Name on account: New Riegel Local Schools
- Service address: 44 N Perry St
- Service phone: 419-595-2256
- Account Number: 074-123-050-0-0

COMMENT DESCRIPTION:

I am the treasurer of New Riegel Local Schools and am writing to voice my concerns about the alarming rate increase we are seeing from American Electric Power. An increase in electric costs for schools in turn cost the local taxpayers more money because we will have to try to raise taxes in order to pay for it. The alternative is to cut services to our students - something noone wants to do. Either way, higher electric cost will be a hardship on our district and other districts as well.

Thank you for your time, Jane Schalk Treasurer New Riegel Local School



From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64653  
Received: 2/22/2012 9:19:46 AM  
Message:  
WEB ID: 64653 AT:02-22-2012 at 09:19 AM

Related Case Number:

TYPE: comment

NAME: Mr. Nicholas Langhals

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 1 Musketeer Drive
- PO Box 98
- Ft. Jennings , Ohio 45844
- USA

PHONE INFORMATION:

- Home: (419) 286-2238
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: n\_langhals@jn.noacsc.org

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP Ohio
- Name on account: Jennings Local School District
- Service address: 1 Musketeer Drive, Ft. Jennings, OH 45844
- Service phone: (419) 286-2238
- Account Number: 078-683-679-0-0 and 079-460-840-0-6

COMMENT DESCRIPTION:

On behalf of Jennings Local School District (IRN 049338), we are writing to express strong concerns over the alarming increases in electricity rates at our new K-12 building located at 1 Musketeer Drive and our older building located at 655 N. Water St., Ft. Jennings, OH 45844. We urge you to seriously consider the impact these new rates will have on schools and education services to students.

Jennings Local School District works hard to provide high quality education opportunities for our 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 our school district. These new rates will mean further cuts in staff and programs if nothing is done to alleviate the impact on our school. We did contract with Retail Energy as a third party supplier to try and save money but with these increases we will not see any savings to the District. Our January 2011 bill was actually lower than our January 2012 bill (with Retail Energy) even though in January 2011 the amount of KWH used was higher.

The actual dollar increases that we realized last month with the recent mild temperatures are significant. When more normal winter and summer usage occurs, these increases will be even more drastic.

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.

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64655  
Received: 2/22/2012 9:41:38 AM  
Message:  
WEB ID: 64655 AT:02-22-2012 at 09:41 AM

Related Case Number:

TYPE: comment

NAME: Mrs. Erica Zinn

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 307 West High Street
- McArthur , Ohio 45651
- USA

PHONE INFORMATION:

- Home: 740-596-5218
- Alternative: *(no alternative phone provided?)*
- Fax: 740-596-4275

E-MAIL: erica.zinn@vinton.k12.oh.us

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: American Electric Power
- Name on account: Vinton County Local School District
- Service address: Varies
- Service phone: Varies
- Account Number: 1098939600, 1004320870, 1026159030, 1097957270, 1001497621,

COMMENT DESCRIPTION:

February 22, 2012

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

Dear Chairman Snitchler:

We are writing to express strong concerns over the increases in electricity rates our district is experiencing. We urge you to seriously consider the impact these new rates will have on our schools and education services to students.

The tariff increase will affect the district's three elementaries, middle school and high school. Based on the district's January 2011 through December 2011 electricity usage of these five buildings, AEP has calculated that Vinton County Schools would see an increase of approximately 25% or \$122,000 to our electric bills with the new tariff rates. When the new rates were released, the district contacted AEP in an attempt to switch tariffs but was unsuccessful. If AEP would have allowed the district to switch tariffs, the increase based on January 2011 through December 2011 usage would have been 8% or \$37,000, still an increase but much more manageable than the \$122,000. With declining revenue and increased expenditures, a 25% increase in our electric bills will place an additional strain to the district's budget.

We urge you to reconsider the original PUCO decision of approval. Thank you in advance for your consideration. If you have questions, please feel free to contact us.

Sincerely,

Erica R. Zinn, Treasurer Vinton County Local School District

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64668  
Received: 2/22/2012 11:11:35 AM  
Message:  
WEB ID: 64668 AT:02-22-2012 at 11:11 AM

Related Case Number:

TYPE: complaint

NAME: Mr. Mike Robinson

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 2637 Tuscarawas Valley Rd NE
- 2637 Tuscarawas Valley Rd NE
- Zoarville , Ohio 44656
- USA

PHONE INFORMATION:

- Home: 3308592213
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: mike.robinson@tvtrajans.org

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Tuscarawas Valley Local Schools
- Name on account: Tuscarawas Valley Local Schools
- Service address: 2637 Tuscarawas Valley Rd NE
- Service phone: 3308592213
- Account Number: 077-749-394-3-8

COMPLAINT DESCRIPTION:

Dear Chairman Snitchler:

We are writing to express strong concerns over the alarming increases in electricity rates school districts are experiencing. We urge you to seriously consider the impact these new rates will have

on schools and education services to students.

We 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 which 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:

School buildings utilizing 3rd party supply are experiencing greater increases than those still on the IOU. 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 by school districts in particular.

Considering that our funding limitations continue to eat away at the "revenue" side of our equation, we ask that you reconsider the impacts of this decision to prevent undue costs further eroding the quality of education that we are able to provide.

Thank you for your time.

Sincerely,

Mike Robinson

CFO - Tuscarawas Valley Local School District

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64621  
Received: 2/19/2012 8:09:02 AM  
Message:  
WEB ID: 64621 AT:02-19-2012 at 08:08 AM

Related Case Number:

TYPE: complaint

NAME: Mrs. Tracey Smallwood

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 6344 Dan Sherri ave
- Dublin , Ohio 43016
- USA

PHONE INFORMATION:

- Home: (614)734-9587
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: Smlwd5@gmail.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Tracey Smallwood
- Service address: 6344 Dan Sherri
- *(no service phone number provided?)*
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

Based on the new rate increases approved for AEP, our electric bill has increased approximately 30 percent from a year ago for essentially the same number of kilowatts used from \$279.00 to \$350. My residence is one of the all-electric homes in Franklin County that have been affected by the rate increase. As you look into reducing the increase small business are facing please take into account the homeowners that have been effected as well. Such a large increase seems out of line in this economy....our paychecks are not rising. Where is the additional money to come from?

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64622  
Received: 2/19/2012 12:42:40 PM  
Message:  
WEB ID: 64622 AT:02-19-2012 at 12:42 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Mark Weilbacher

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 2709 Wildwood Road
- Columbus , Ohio 43231
- USA

PHONE INFORMATION:

- Home: 614-477-2162
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: mweilbacher@msn.com

INDUSTRY:Other

ACCOUNT INFORMATION:

- *(no utility company name provided?)*
- *(no account name provided?)*
- *(no service address provided?)*
- *(no service phone number provided?)*
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

I am very concerned about my recent business electric bill spike.



From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64662  
Received: 2/22/2012 10:29:59 AM  
Message:  
WEB ID: 64662 AT:02-22-2012 at 10:29 AM

Related Case Number:

TYPE: complaint

NAME: Mr. Gerald McCorkle

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 1358 Sugar Tree Rd
- Chillicothe , Ohio 45601-8970
- USA

PHONE INFORMATION:

- Home: (740) 663-5419
- Alternative: (740)542-9900
- Fax: 740)663-5419

E-MAIL: guymac.1@hotmail.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Ross County Agricultural Society
- Name on account: Ross County Agricultural Society
- Service address: 412 Fairgrounds Rd Chillicothe Ohio 45601
- Service phone: (740)775-5083
- Account Number: 100-974-446-0-7

COMPLAINT DESCRIPTION:

Attention Mr. Snitcher: As a member of the Board of Directors of the Ross County Fair I wish to voice my concerns on the devastating impact the new rate hike AEP has enacted on our Fair. The only alternative as volunteers, is to raise our fees, which in turn will lower our attendance. This, of course, will lower our income, which will put the Ross County Fair out of operation. Our Fair is dedicated to 4H and FFA Youth, and the citizens of our community. A ten per cent increase would be more manageable and would allow for material inflation at the distribution level for AEP. Our public entity has been forced to manage with less so why are we exempting AEP from this management practice? This rate increase should be delayed until our economy returns to a level that would permit us to absorb this rate hike. Thank you for your consideration. Gerald (Guy) McCorkle member of the Board of Directors Ross County Fair.

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64620  
Received: 2/18/2012 11:59:02 PM  
Message:  
WEB ID: 64620 AT:02-18-2012 at 11:58 PM

Related Case Number:

TYPE: complaint

NAME: Mrs. Martha Knittel

CONTACT SENDER ? Yes

MAILING ADDRESS:

- PO Box 1443
- Portsmouth , Ohio 45662
- USA

PHONE INFORMATION:

- Home: 7403541116
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: martha\_knittel@yahoo.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Hearts Desire
- Service address: 844 6th St Portsmouth OH 45662
- Service phone: 7403541116
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

I have a small business downtown Portsmouth my electric bill is ridiculous. It is higher than any month last winter -- Dec. 2011 \$346..Jan \$614 Feb \$735 it has not been that cold..other business owners have contacted me regarding similar increases..with the economy being what it is--How can we allow these rate increases... we can not be expected to help the electric company balance their budgets--the need to cut their cost instead of raising rates in bad economic times like everyone else...

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64628  
Received: 2/21/2012 11:47:58 AM  
Message:  
WEB ID: 64628 AT:02-21-2012 at 11:47 AM

Related Case Number:

TYPE: complaint

NAME: Mrs. Cassandra Bowen

CONTACT SENDER ? No

MAILING ADDRESS:

- 16594 Canaanville Rd
- PO Box 804
- Athens , Ohio 45701
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: *(no alternative phone provided?)*
- Fax: (740)592-6473

E-MAIL: cassie@hbsgroup.biz

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: PBH Investments
- Service address: 16594 Canaanville Rd.
- Service phone: 740.592.2202
- Account Number: 105-802-834-0-5

COMPLAINT DESCRIPTION:

rate hike is to high, please withdrawl last rate increase approval

**Tom Blake**

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**To:** [www.puco.ohio.gov](http://www.puco.ohio.gov); [www.AEPOhio.com](http://www.AEPOhio.com)

**Cc:** Jim Wheeler; [tom.blake@hiteparts.com](mailto:tom.blake@hiteparts.com)

**Subject:** Outrageous price increase by AEP on Electric Service

I own a Small Business in Columbus, Ohio; Hite Parts Exchange, Inc. After three years of a 35-40% drop in business, which I attribute to the recession, which by the way still exists. We are fortunate to still be able to keep the doors open, and my 18 employees still are getting paid. However, we have not made a profit in the last 2 1/2 years. Fortunately the relatively mild winter has kept our heating bill from soaring, but then comes this surprise. I receive two electric bills.

The small one is for a light over the door of a storage building, which increased from \$.55 per day to \$2.04 per day, resulting in a 59% increase( last mo.\$34.42 vs. this mo. \$82.26). But the worst is the larger invoice which soared from a cost of \$7.59 per day to \$23.03 per day, resulting in a 36% increase (last mo \$918.73 vs. this mo. \$1,432.57.

How could you folks let this happen in these times? We cannot afford to continue operating, if this is allowed to continue.

Our usage is practically the same every month, and this exorbitant increase is the same as AEP, coming into my place of business, and reaching into the cash register, helping themselves to whatever they find on that day.

I implore you to please stop this madness, so people like us can operate without looking over our shoulder for the next fiscal problem, not of our making will not put us out of business.

Thank you for your consideration,

Tom Blake, Owner

Hite Parts Exchange, Inc.  
2235 McKinley Ave.  
Columbus, Ohio 43204  
614-272-5115

2/17/2012

FEB 17 2012 11:47

PAGE 1 OF 1

## Hunter, Donielle

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**From:** ContactThePUCO  
**Sent:** Thursday, March 01, 2012 2:39 PM  
**To:** Docketing  
**Subject:** Docketing  
**Attachments:** jim.pdf

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 3/1/2012

Re: Tom Blake  
2235 McKinley Ave  
Columbus, OH 43204

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

Notes:

caller said that he has been reading about rate increase and wants to know how PUCO allowed that type of increase. he also has a separate bill for an outside light at warehouse that tripled and it is the same light. advised would note his concern.  
gave web address to put his concern in writing.

Please docket the attached in the case number above.

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64614  
Received: 2/20/2012 7:47:55 PM  
Message:  
WEB ID: 64614 AT:02-20-2012 at 07:47 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Ronald Morr

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 1350 Wingate Drive
- Delaware , Ohio 43015
- USA

PHONE INFORMATION:

- Home: 740-881-2401
- Alternative: 614-496-2474
- Fax: *(no fax number provided?)*

E-MAIL: rmorr@hallmarkhomemortgage.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Ron's Express Carwash & Oil Change
- Service address: 8888 Moreland Street, Powell, OH 43065
- Service phone: 614-402-0728 or 740-881-2378
- Account Number: 103-197-154-0-4

COMPLAINT DESCRIPTION:

When I received my most recent AEP bill for my small business, I was appalled. We used almost 200 KWH less electricity, but our bill was \$1500 more then last month. When I called AEP, they informed me it was out of their hands. The Public Utilities Commission informed them that they HAD to raise their distribution rate to make it comprable to everyone else. They could not do a thing, it was all up to PUC. When I called you to complain, I was informed they lied. You approved up to \$X amount for a rate hike and AEP chose to raise it that high (big surprise). How on earth can you be so incredible irresponsible? I am formally requesting a reversal of this approval effective immediately. How on earth do you expect small businesses to actually stay in business?

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64636  
Received: 2/21/2012 2:45:18 PM  
Message:  
WEB ID: 64636 AT:02-21-2012 at 02:45 PM

Related Case Number:

TYPE: complaint

NAME: Mrs. Nicolyn Smith

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 35 Hillview Drive
- Gallipolis , Ohio 45631
- USA

PHONE INFORMATION:

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

E-MAIL: nsmith@rio.edu

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: River of Life United Methodist Church
- Name on account: River of Life UM Church
- Service address: 488 Addison Pike
- *(no service phone number provided?)*
- Account Number: 107-163-353-0-1

COMPLAINT DESCRIPTION:

I am writing for River of Life U. M. Church in Gallia County, Ohio. In January of 2011 R of L paid \$621.89 for 4200 KWH. In January of 2012 R of L paid \$1007.75 for 2600 KWH. The distribution cost went from \$222.67 in 2011 to \$706.83 in 2012. A 40% increase would be bad enough but these are 62% and 217% increases respectively. The number of KWH used by R of L even had a 38% decrease in that same time period! We just received the February bill and the cost is even greater. River of Life UMC is non-profit. A small church is normally defined as

membership of under 200; attendance at River of Life UMC is often around 80. We do try to conserve, but how much can we affect the total cost when the greatest portion is for distribution? At the same time we are reading of AEP's large profits. We thought we were being loyal to AEP when we did not change providers. Would changing have helped the cost? What can we do? Help!



From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64616  
Received: 2/21/2012 9:07:36 AM  
Message:  
WEB ID: 64616 AT:02-21-2012 at 09:07 AM

Related Case Number:

TYPE: complaint

NAME: Mr. Ron Callander

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 2850 E Main St
- Columbus , Ohio 43209
- USA

PHONE INFORMATION:

- Home: 614 235-8639
- Alternative: *(no alternative phone provided?)*
- Fax: 614 235-0506

E-MAIL: callanderplant@sbcglobal.net

INDUSTRY:Electric

ACCOUNT INFORMATION:

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

COMPLAINT DESCRIPTION:

Feel the increase will cause hardships to small business owners and will most likely result in the layoff of workers further adding to the economic downturn. This will put some business owners out of business. I. 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 Your consideration please.

Sincerely, Ron Callander Sr

President Callander Cleaning Co.

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64626  
Received: 2/21/2012 10:50:44 AM  
Message:  
WEB ID: 64626 AT:02-21-2012 at 10:50 AM

Related Case Number:

TYPE: complaint

NAME: Ms. Recker-Trame VFW Post 9142

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 212 W 2nd St
- Ottawa , Ohio 45875
- USA

PHONE INFORMATION:

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

E-MAIL: vvwfottawa@woh.rr.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: American Electric Power
- Name on account: VFW Building
- Service address: 212 W 2nd St
- *(no service phone number provided?)*
- Account Number: 079-679-980-0-1

COMPLAINT DESCRIPTION:

The VFW Post has seen in the last 2 months a substantial increase in our electric bill. The month of Dec 2011 we used the exact same amount of KWH's as we did in 2010, yet our bill increased 21% from \$821.25 to \$1301.36. Our bill for the month of January was 58% higher than the previous year and we used 571 less KWH's of electricity! We went from paying \$0.083 per KWH to \$0.139 or an overall increase of 67%. Utilities are one of our main expenses and while we prepared to see an increase this is just totally unbelievable. How could the PUCO allowed an increase this substantial? Please see to it that AEP corrects this and brings rates to a reasonable level. We are certainly not the only small business hurt by this.

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64607  
Received: 2/20/2012 4:50:31 PM  
Message:  
WEB ID: 64607 AT:02-20-2012 at 04:50 PM

Related Case Number:

TYPE: complaint

NAME: Mrs. Melissa Eckenrode

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 3250 Riverside Drive
- Columbus , Ohio 43221
- USA

PHONE INFORMATION:

- Home: 614-487-5541
- Alternative: *(no alternative phone provided?)*
- Fax: 614-481-0133

E-MAIL: melissa@deltagamma.org

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Delta Gamma Fraternity
- Service address: 3250 Riverside Drive, Columbus, OH 43221
- Service phone: 614-481-8169
- Account Number: 109-272-063-1-7

COMPLAINT DESCRIPTION:

In three months, our distribution service charge with AEP has gone from \$208.13 to \$641.09 to \$849.45, thus quadrupling in cost. This is ridiculous for a small not-for-profit business that relies heavily on a tight annual budget. We have moved our electric energy to be supplied by Champion Energy, however, this doesn't alleviate the distribution charge. It is quite disappointing to see a company like AEP be allowed to increase costs by this much.

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64635  
Received: 2/21/2012 2:16:58 PM  
Message:  
WEB ID: 64635 AT:02-21-2012 at 02:16 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Thomas Marchi

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 5815 Karric Sq. Dr
- Dublin , Ohio 43016
- USA

PHONE INFORMATION:

- Home: 614-260-5858
- Alternative: 614-717-9215
- Fax: *(no fax number provided?)*

E-MAIL: tmarchi@sbcglobal.net

INDUSTRY:Other

ACCOUNT INFORMATION:

- Company: TMBH Inc.
- Name on account: Thomas Marchi
- Service address: 5815 Karric Sq. Dr
- *(no service phone number provided?)*
- Account Number: 614-717-9215

COMPLAINT DESCRIPTION:

I own a bar in Dublin. I currently use a secondary provider for my electric. Two months ago my distribution charge was \$250.00. Last month it jumped to \$821.00, this month \$842.00. That's more than a 225% increase. I'm getting screwed because I buy my electric from anyone other than AEP. How can the cost of delivery jump 225% ? What's it going to cost me this summer?

## Hunter, Donielle

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**From:** ContactThePUCO  
**Sent:** Thursday, March 01, 2012 3:08 PM  
**To:** Docketing  
**Subject:** Docketing  
**Attachments:** 208383.pdf; 208383.html

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 3/1/2012

Re: Harriet Fenner  
107 Westover Dr

Hillsboro, OH 45133

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

Notes:

This communication is regarding case number 11-346-EL-SSO. I am against the exorbitant electric distribution charge levied by AEP. While my bill doesn't seem to have been significantly impacted (it is high enough already), I want to write in support of those who have seen huge residence and business bills.. Our area of Ohio is experiencing extremely high unemployment, along with ever increasing utility bills (including our own city's Sewer/Water, due to EPA mandates), gasoline, food, city and state taxes. I am among the many retired individuals who are existing on a "fixed income". We have a difficult time just making ends meet under normal circumstances. I hesitate to mention this but I only 'flush' once a day in order to conserve on my water/sewer bill. I have been (before AEP slapped us in the face) conserving electricity (heat set on 68) for quite some time. I live alone, only do laundry every 2 weeks (again to conserve electricity and sewer/water). If one cannot save a little money, how can we be able to support our local businesses so they may continue to provide us with even the barest necessities? PLEASE consider the average person as well as smaller businesses. I really fail understand why ANY business should be exempt from this distribution charge. Big business consumes MUCH more electricity than the little guy anyway! I'm sorry to have to say this, BUT, this whole thing smacks of political shenanigans. Please don't be part of the "hose the little guy" mentality which is running rampant in the state of Ohio today. Thank you for your consideration. Respectfully, Harriet Fenner.

Please docket the attached in the case number above.

7. RECEIVED FEB 21 2012 Feb 13, 2012

Ohio Public Utility Commission

Case No 11-346-EL-SSO  
on Appeal

In regard to the  
increase on my Electric  
bills for:

\* Villager Beauty Salon  
46041 Marietta Rd  
Caldwell Ohio 43724  
732-2813  
— and —

\* Shirley Dudy  
46039 Marietta Rd  
Caldwell Ohio 43724  
740-732-2813

- These increases are  
extraordinary high  
and should be reExamined
- Have the Shareholders taken  
a decrease to help cover  
these incurred expenses



From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64862  
Received: 2/29/2012 1:03:17 PM  
Message:  
WEB ID: 64862 AT:02-29-2012 at 01:03 PM

Related Case Number:

TYPE: comment

NAME: Mr. Ken Tumblison

CONTACT SENDER ? No

MAILING ADDRESS:

- *(NO CITY?) , (NO STATE??) (NO ZIP??)*
- *(NO COUNTRY??)*

PHONE INFORMATION:

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

E-MAIL: ktumblison@buckeyeshapeform.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Buckeye Stamping Co, Inc
- Name on account: Buckeye Stamping Co
- Service address: 555 Marion Road, Columbus, OH 43207
- Service phone: 614-445-8433
- Account Number: 101-962-122-2-8

COMMENT DESCRIPTION:

I read in amazement today that AEP is threatening to cut jobs if their rate increase is not reinstated. Unbelievable! I am president of a small manufacturing company with less than 60 employees. We experienced a 150% increase in our distribution costs from AEP representing a significant additional burden for our company thus taking much needed working capital away for our operation. I can't help but wonder how many jobs will be lost across AEP customer base if the higher rate structure is allowed. I would venture a guess it would be much more significant than AEP threatened cuts. Please do not buckle to AEP's threats. Protect the small business community and re-establish our faith in what the PUCO is supposed to stand for.

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64625  
Received: 2/21/2012 10:40:59 AM  
Message:  
WEB ID: 64625 AT:02-21-2012 at 10:40 AM

Related Case Number:

TYPE: complaint

NAME: Ms. Maureen McCarthy

CONTACT SENDER ? No

MAILING ADDRESS:

- 540 E N Broadway
- Columbus , Ohio 43214
- USA

PHONE INFORMATION:

- Home: 614-268-7667
- Alternative: 614-557-3065
- Fax: *(no fax number provided?)*

E-MAIL: lordofthepies@aol.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Wildflower Cafe
- Name on account: wildflower Cafe
- Service address: 3420 Indianola Ave.
- Service phone: 614-262-2233
- Account Number: 107-898-590-1-3

COMPLAINT DESCRIPTION:

Rate increase is the best incentive to look into solar panels. We need an energy source out of the reach of all you greedy, greedy people.

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64623  
Received: 2/21/2012 10:22:57 AM  
Message:  
WEB ID: 64623 AT:02-21-2012 at 10:22 AM

Related Case Number:

TYPE: complaint

NAME: Mr. George Taylor

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 122 MORRISTOWN ST
- 122 MORRISTOWN ST
- FLUSHING , Ohio 43977
- USA

PHONE INFORMATION:

- Home: 7409687097
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: grt51@comcast.net

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: His Word Ministries Church
- Name on account: George Taylor
- Service address: 34915 Moore Road; Moorefield, Ohio 43907
- *(no service phone number provided?)*
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

Our Church of only 30 people had a normal monthly electric bill of under \$50.00. Our January bill had a new charge that the PUCO approved for AEP of over \$200.00! How is that fair? There is NO way that we or any other small business, church or residential household can afford this!! Are you trying to do away with the small people? Why should we have to pay for what some major user uses in electricity? They are the one using it!! I believe that the PUCO and AEP has a discrimination case against them on this.THIS IS WRONG!!!

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64855  
Received: 2/29/2012 9:22:46 AM  
Message:  
WEB ID: 64855 AT:02-29-2012 at 09:22 AM

Related Case Number:

TYPE: complaint

NAME: Mr. jake g

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: jakeg.osu@gmail.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

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

COMPLAINT DESCRIPTION:

So because the PUCO and other members of the Ohio community did not review AEP's rate case properly, you now are reversing a decision that the PUCO approved? And now you're threatening the jobs of many more Ohioans? Small businesses want to continue to be subsidized by larger businesses and not pay a fair share for electricity? And Ohioans want better reliability for electricity but do not think they should have to share the cost?

Thanks PUCO for this situation you have put Ohio in.

## Hunter, Donielle

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**From:** ContactThePUCO  
**Sent:** Thursday, March 01, 2012 1:27 PM  
**To:** Docketing  
**Subject:** Docketing

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 3/1/2012

Re: Martin Daniels  
207 Rigrish

Portsmouth, OH 45662

Docketing Case No.:

Notes:

From Jan 2010 to Jan 2012 my electric rate went from .095/kwh to .1216/kwh or a 29% increase. I am 68 and my wife is 65 and we live on social security and we barely got a raise THIS year. How can you continue to grant MAJOR increases in rates while you are killing the economy. ??? There have been several articles in the local news about the latest round of AEP rates going up and our local rep., Terry Johnson, is fighting for small business's. I didn't see where any help is coming to residential rates. Aep has put out a comment that Ohio power rates will drop \$ 1.78 per 1000 kwh used but what does that amount too ? ZIP, NADA, NOTHING. I heard business were going back to 2011 rates , which is a start , but not enough. A few years back we went through the same increases with Columbia gas and again the PUCO, in all it's infinite wisdom, gave them whatever they wanted and we paid. Now there is a 300+ yr. supply of natural gas available and drillers have halted sinking wells to try and keep the price as high as possible. It's time for the PUCO to look ahead and see how much \$\$\$\$ is generated in the summer months for AEP. We have lowered our heat to 65 deg, changed all the lightbulbs, and tried to conserve but YOU continue to let our bills skyrocket. It's time to change and look after the US instead of them....

Please docket the attached in the case number above.

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64614  
Received: 2/18/2012 4:32:09 PM  
Message:  
WEB ID: 64614 AT:02-18-2012 at 04:31 PM

Related Case Number:

TYPE: complaint

NAME: Mrs. Sandra Kight

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 181 East Beck Street
- 181 East Beck Street
- Columbus , Ohio 43206
- USA

PHONE INFORMATION:

- Home: 16144614256
- Alternative: 16144614256
- Fax: 6142249024

E-MAIL: wkight@columbus.rr.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Kight Studio 551
- Name on account: Sandra A. Kight
- Service address: 551 South Fifth Street
- Service phone: 6144614256
- Account Number: 107-416-221-2-9

COMPLAINT DESCRIPTION:

AEP has increased the electricity rate for SMALL BUSINESSES by about 50%. Why are small businesses targeted? Why are large corporations NOT targeted? Many if not most small businesses will not be sustainable under the new AEP rate system. The economic impact is going to be devastating in many ways. Please intervene for small businesses and respond to my question. Thank you.

Sandra A. Kight Kight Studio 551

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64854  
Received: 2/29/2012 8:41:42 AM  
Message:  
WEB ID: 64854 AT:02-29-2012 at 08:41 AM

Related Case Number:

TYPE: complaint

NAME: Mr. wes yohey

CONTACT SENDER ? No

MAILING ADDRESS:

- 5835 privilege drive
- hilliard , Ohio 43026
- USA

PHONE INFORMATION:

- Home: (614) 876-2702
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: wyohey@wowway.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: american electric power
- Name on account: yohey
- Service address: same
- Service phone: same
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

after being a customer of AEP for decades i'd like to offer the following input... let them LEAVE the STATE. society is tired of having a bunch of terrorists ransom their "valued associates" jobs for the highest paying victim of our tax dollars. if it's come down to "tough decisions" because AEP can't get a corporate welfare check, then they've obviously failed as leaders and not "entitled" to the thousands of dollars/hour they're receiving.



From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64602  
Received: 2/17/2012 6:17:41 PM  
Message:  
WEB ID: 64602 AT:02-17-2012 at 06:17 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Greg Gamier

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 740 S. High St.
- Columbus , Ohio 43206
- USA

PHONE INFORMATION:

- Home: 6144431784
- Alternative: 6144431784
- Fax: *(no fax number provided?)*

E-MAIL: villagepet@sbcglobal.net

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Village Pet Supply
- Name on account: Greg Gamier
- Service address: 740 S. High St.
- Service phone: 6144431784
- Account Number: AEP

COMPLAINT DESCRIPTION:

1. The recent rate approval for AEP 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.

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64609  
Received: 2/18/2012 10:32:58 AM  
Message:  
WEB ID: 64609 AT:02-18-2012 at 10:32 AM

Related Case Number:

TYPE: complaint

NAME: Dr. Gerald Page

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 420 West Sixth Avenue
- Columbus , Ohio 43201
- USA

PHONE INFORMATION:

- Home: 614-425-2768
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: geraldpage1@gmail.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Gerald R. Page
- Service address: 420 West Sixth Avenue and 1906 Bethel Road
- *(no service phone number provided?)*
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

I am a small business owner at 1906 Bethel Road and also live in an all electric home at 420 West Sixth Avenue. Both bills have more than doubled with the new rates. Please review this. All electric homes are good for the environment but this rate increase will make them not practical. Doubling the bill is excessive and hurts the resale value of my home. I have full confidence and expect the PUCO to look into this imbalance for all electric homes and small businesses. Thank you

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64618  
Received: 2/21/2012 9:28:37 AM  
Message:  
WEB ID: 64618 AT:02-21-2012 at 09:28 AM

Related Case Number:

TYPE: complaint

NAME: Mr. Rick Coley

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 27823 State Route 7
- Marietta , Ohio 45750
- USA

PHONE INFORMATION:

- Home: 740-374-2120
- Alternative: *(no alternative phone provided?)*
- Fax: 740-376-1501

E-MAIL: rac@promanco.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Promanco, Inc.
- Name on account: Route 7 Realty, LLC
- Service address: 27823 State Route 7, Marietta, OH 45750
- Service phone: 740-374-2120
- Account Number: 100-967-988-0-5

COMPLAINT DESCRIPTION:

With no significant change in usage (340,800 KWH) our distribution service charges went up 100%; from \$4,298 to \$8,507 in one month!! How can we stay in business with and additional \$52,000 expense with no service change? We can not pass these expenses on to our customers. These types of massive increases can not be supported! Where is our competitive edge with other states now? With no relief, they will mean lost jobs to compensate for the fleecing we are getting. The argument that this is to recoup costs for distribution and fuel prices does not hold water. If that were the case, the utilities would have shown massive losses during those periods and this is not the case.

## Hunter, Donielle

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**From:** ContactThePUCO  
**Sent:** Thursday, March 01, 2012 9:42 AM  
**To:** Docketing  
**Subject:** Docketing

Public Utilities Commission of Ohio  
Investigation and Audit Division

### Memorandum

Date: 3/1/2012

Re: Michael Bankes  
10287 State Route 664 N

Logan, OH 43138

346

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

### Notes:

This rate hike AEP has set IS NOT just hurting Businesses....I live in a single story home my heat is set on "65" the house is ALL elec, my bill went from 230 a month on avr to \$500 and something a month!!!!!! This IS RIDICULOUS!!! We have well, septic, washer, dryer, hot water tank and 5 people that live in this house ... Energy eff light bulbs, we shut lights off, we do not have ceiling fans running (too much money) and we still get hit with an OUTRAGEOUS BILL!!!!!!! Must we live like Neanderthalls??????

Please docket the attached in the case number above.

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64600  
Received: 2/17/2012 4:42:22 PM  
Message:  
WEB ID: 64600 AT:02-17-2012 at 04:42 PM

Related Case Number:

TYPE: complaint

NAME: Mr. John Mahilo

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 102 North Hamilton Road
- Gahanna , Ohio 43230
- USA

PHONE INFORMATION:

- Home: 614-475-4544
- Alternative: *(no alternative phone provided?)*
- Fax: 614-475-0395

E-MAIL: mahilo.4@osu.edu

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: John D Mahilo
- Service address: 102 North Hamilton Road Gahanna, OH 43230
- Service phone: 614-475-4544
- Account Number: 103-412-750-4-7; 106-512-750-3-3

COMPLAINT DESCRIPTION:

We are a small business, in a building of about 2500 square feet, open about 50 hours per week, Our recent electric bills went up by 68.6% and 77.6% respectively per KWH! In 2011 our total electric cost was \$7,471.65 for the entire year; our cost for January 2012 alone was \$1,303.90. We project our 2012 electric bill to increase by about \$5,500, at an average increase of 73.1%....this is an average increase of 73.1% in a single year!!!! No small business can survive utility hikes of this magnitude...we are planning to eliminate 1 part time position in order to pay for this increase unless it is reversed within the next 30 days....we have no other choice in order to survive in this dreadful Ohio economy.

**Hunter, Donielle**

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**From:** ContactThePUCO  
**Sent:** Wednesday, February 29, 2012 4:37 PM  
**To:** Docketing  
**Subject:** Docketing

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/29/2012

Re: Patricia Dorosky  
1815 Endrow Ave NE

Canton, OH 44705

Docketing Case No.:

Notes:

Caller knows of AEP's petition and she just wants to ask the PUCO to PLEASE not allow the gouging. People are trying to conserve and simply can't afford these through the roof bills. She is even riding the bus. Please docket the attached in the case number above.

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64866  
Received: 2/29/2012 1:35:39 PM  
Message:  
WEB ID: 64866 AT:02-29-2012 at 01:35 PM

Related Case Number:

TYPE: complaint

NAME: Mrs. Patricia FURST

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 8000 Walnut Street
- New Albany , Ohio 43054
- USA

PHONE INFORMATION:

- Home: 614 855-9022
- Alternative: 614 309 8112
- Fax: *(no fax number provided?)*

E-MAIL: pfurst@insight.rr.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Patricia Furst
- Service address: 8000 Walnut St
- *(no service phone number provided?)*
- Account Number: 108-577-691-3-6

COMPLAINT DESCRIPTION:

Within the last year we replaced our heat pump with a more efficient unit and replaced our furnace with a geothermal system in an effort to be more energy efficient. Our electric usage is down but our bill is almost 10 times more! This is not a rate hike, this is highway robbery! The consumer is being held hostage by a monopoly...I thought the PUCO was there to look out for the consumers interest, so that the monopoly could not take advantage of us!