

FILE

64

11- 346-EL -SSD

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64548
Received: 2/16/2012 1:49:16 PM
Message:
WEB ID: 64548 AT:02-16-2012 at 01:49 PM

RECEIVED-DOCKETING DIV

2012 MAR -5 PM 2: 29

PUCO

Related Case Number:

TYPE: complaint

NAME: Mrs. Laura McCall

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 116 St. Julien St
- Worthington , Ohio 43085
- USA

PHONE INFORMATION:

- Home: 614-506-3350
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: lamccall7179@gmail.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Laura A McCall
- Service address: 116 St Julien St
- Service phone: 614-506-3350
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

We have an all electric household and we have seen a huge increase in our bills since the first of the year. Our January bill was \$320.00, this was an increase of around \$100.00 or just over 30% from the previous month. I know the rate increase went into effect for small businesses and all electric households. I would like to request some help in lowering the rate increase for home-owners. A small increase in rates is acceptable but how many home-owners can afford a 30-40% rate increase? Is there anything your agency can do to help? Thank you.

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business
Technician Am Date Processed 3/5/12

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64572
Received: 2/16/2012 8:26:14 PM
Message:
WEB ID: 64572 AT:02-16-2012 at 08:26 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Donald Groesbeck

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 6470 Hurlingham Rd
- Reynoldsburg , Ohio 43068
- USA

PHONE INFORMATION:

- Home: 6147596901
- Alternative: 6146928730
- Fax: *(no fax number provided?)*

E-MAIL: dongroesbeck@gmail.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Donald Groesbeck
- Service address: 6470 Hurlingham Rd., Reynoldsburg, Ohio
- Service phone: 6147596901
- Account Number: 108-934-553-7-7

COMPLAINT DESCRIPTION:

My electric bill inreased approximately 48% for period 12/21 to 1/25, \$253.38 this past billing cycle. The 2 preceeding months my billings were \$127 and \$129, respectively. The temperatures have been comparable for Oct, Nov, and Dec. I have been reading the recent articles in the Dispatch, the articles that talk about a modification to the most recent decision to approve increased rates. According to the article, this modification will affect small businesses, and will result in a rate reduction, with no mention of any impact to residential. Just like the small businesses are in shock over the unreasonable increased rates, so are many residential customers, especially those on total electric. I am one of the residential customers. Can you tell me if the modification will affect residential, as well as small business? If so,

how will the modification affect residential? If there will be no modification affecting residential, then I would like to know why. I just spent \$4800 on a more efficient heat & cooling system, temperatures have been much warmer for the period in question, but I am paying much more for electric than ever before. The Dispatch did mention of the impact of the rate increase on residential customers last Sunday, but there has been no talk about residential lately, only small businesses. My money is important to me, so I need to understand who the modification will affect, and how, or if there will be no change in the PUCO decision, and why.

Thanks, Sincerely,

Donald Groesbeck

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64353
Received: 2/13/2012 10:57:39 AM
Message:
WEB ID: 64353 AT:02-13-2012 at 10:57 AM

Related Case Number:

TYPE: complaint

NAME: Mr. Rev. Henry Millhorn

CONTACT SENDER ? Yes

MAILING ADDRESS:

- PO Box 91
- New Marshfield , Ohio 45766-0091
- USA

PHONE INFORMATION:

- Home: 740-664-2409
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: janielou13@yahoo.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Henry Millhorn
- Service address: 4308 Rhoric Road, Athens, OH 45701
- Service phone: 740-664-2409
- Account Number: 105-181-011-1-7

COMPLAINT DESCRIPTION:

I am concerned about the recent rate increase and its affect on our ability to pay our bill. Because one of us now receives SSI, we find that we now make \$23 too much to quality for PIPP. We cannot get on the budget plan because of the arrearage from when we were on PIPP and AEP's offer to match what we can pay would mean that it would take 16 years to become eligible for budget billing - at which point one or both of us will likely be dead. I have done everything possible within our budget to cut the bills, and have managed to slice over 2000 KWH off of our January bill when comparing 2012 to 2010 (The other suggestions that AEP gives are either expensive or don't apply to our old house). With the unexpected 30% rate increase, all of that energy savings means nothing as the bills are almost the same for the 2

year's January billing. Shouldn't the threshold for PIPP be raised to compensate for the large increase in the rates? We will be paying slightly more than 25% of our income for electricity in the winter months as opposed to the 10% recommended according to the PIPP program. We are not off of PIPP because we went back to work or had a huge increase in income, only the addition of SSI. We have no hope of ever paying this off as things stand now. If we were to be eligible for the budget plan, we would have the extra income every month to start paying it off. Is there anything available for old/poor/disabled people who are just minimally over the cutoff point for PIPP? There are a lot of us out here who survive on only Social Security or Social Security Disability or SSI. And there are a lot of us who are making ourselves sick worrying about how we are going to be able to pay these bills - this has been a mild winter; what will happen when the January temperatures are below zero for an extended period of time? Is there any hope of changing the guidelines to better reflect what AEP is now charging? And, if the new rates were to start in January, why were we billed at the new rates for the month of December? (our meter was read in the first few days of January). Will there be refunds for the December overcharge? Thank you for your time and consideration of my concerns.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64861
Received: 2/29/2012 12:28:16 PM
Message:
WEB ID: 64861 AT:02-29-2012 at 12:28 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Regis Maley

CONTACT SENDER ? No

MAILING ADDRESS:

- 4398 Hunter's Chase Lane
- Wooster , Ohio 44691-7308
- USA

PHONE INFORMATION:

- Home: 330-264-3412
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: rmaley@sssnet.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Regis Maley
- Service address: 4398 Hunter's Chase Lane, 44691-7308
- Service phone: 330-264-3412
- Account Number: 075-401-349-3-4

COMPLAINT DESCRIPTION:

My electricity bills over the last 4 years, at this address, have increased over 63%!!! Granted, some of that increase has been from variable KWH use (25-35%). Most of the increases, however, have come from non-stop \$/KWH yearly increases from AEP. My monthly budget amounts have gone from \$60/mo in early 2008 to \$114/mo this year!

In addition, since AEP took over Ohio Power accounts, outages are more frequent. Service response times and customer services are poorer. In a word, AEP sucks!!

Just yesterday, I read an article in the Akron Beacon Journal referring to some covert rate push arrangement between AEP and Ohio's PUC, so AEP could usurp some more territory. Well I for one am not pleased with such clandestine BS and intentional rising costs coming from public servants!!!

Meanwhile, I go around changing light bulbs to CFL's and LED's so I can moderate higher and higher bills, so AEP can rest away some business from a competitor!!!

All you guys better start looking out for the 99%, or you're history along with your paymaster, the Gov!

No doubt, you all have a safe spot at somebody's trough when you're out!

Hunter, Donielle

From: ContactThePUCO
Sent: Monday, March 05, 2012 11:46 AM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 3/5/2012

Re: Malcom Mcneil
68118 Blaine Chermont Rd

Bridgeport, OH 43912

Docketing Case No.: AEP

Notes:

Customer calling to dispute how much her AEP bill is. She was at 81.00 on budget, now her budget is 225.00 after increase.

Advised I would note her concerns.
Please docket the attached in the case number above.

Hunter, Donielle

From: Anderson, Dan
Sent: Monday, March 05, 2012 12:23 PM
To: Docketing
Subject: Please add customer comments to case.

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

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64746
Received: 2/23/2012 4:29:38 PM
Message:
WEB ID: 64746 AT:02-23-2012 at 04:29 PM

Related Case Number:

TYPE: comment

NAME: Mr. Jeff Wiley

CONTACT SENDER ? No

MAILING ADDRESS:

- 4501 Sheets Rd
- Lancaster , Ohio 43130
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: 740-862-4800
- Fax: 740-862-4800

E-MAIL: timely@greenapple.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Timely Products Co. Inc.
- Name on account: Same
- Service address: 452 Baltimore-Somerset Rd Baltimore OH 43105
- Service phone: 740-862-4800

- Account Number: 077-963-452-0-0

COMMENT DESCRIPTION:

Recinding AEP's rate hikes was correct. My rate went up more than 70% over Feb 2011; details sent to Sen. Tim Schaffer. Kindly do not let this happen again.

Hunter, Donielle

From: ContactThePUCO
Sent: Monday, March 05, 2012 11:46 AM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 3/5/2012

Re: Malcom Mcneil
68118 Blaine Chermont Rd

Bridgeport, OH 43912

Docketing Case No.: AEP

Notes:

Customer calling to dispute how much her AEP bill is. She was at 81.00 on budget, now her budget is 225.00 after increase.

Advised I would note her concerns.
Please docket the attached in the case number above.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64675
Received: 2/22/2012 12:21:25 PM
Message:
WEB ID: 64675 AT:02-22-2012 at 12:21 PM

Related Case Number:

TYPE: complaint

NAME: Mrs. LuAnn Winkle

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 110 Homestead Ave
- Hillsboro , Ohio 45133
- USA

PHONE INFORMATION:

- Home: 937-840-0568
- Alternative: 937-728-2466
- Fax: 937-840-0361

E-MAIL: lawinkle@tpalc.org

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Turning Point Applied Learning Center
- Name on account: Turning Point Applied Learning Center
- Service address: 110 Homestead Ave
- Service phone: 937-840-0568
- Account Number: 100-093-290-0-3

COMPLAINT DESCRIPTION:

Turning Point is a non-profit organization that serves disadvantaged Appalachian residents. We provide employment training, GED instruction and re-entry services to ex-offenders. Our facility is located in Hillsboro, OH. We have been dramatically impacted by the rate increase that PUCO has awarded AEP. The increase has raised our utility bill by over 100%. We are on a limited budget and such an increase has the potential to shut our program down, despite the fact that over 400 people a year depend on our services. We sincerely hope that this increase is revisited and reversed.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64838
Received: 2/28/2012 2:27:01 PM
Message:
WEB ID: 64838 AT:02-28-2012 at 02:26 PM

Related Case Number:

TYPE: complaint

NAME: Mr. John Baich

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 927 South Main Street
- PO Box 183
- Willard , Ohio 44890
- USA

PHONE INFORMATION:

- Home: 330-413-4044
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: pastorjohnbaich@frontier.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: First Assembly of God
- Name on account: Assembly Church of God
- Service address: 927 S Main Street Willard, OH 44890
- Service phone: 419-935-1495
- Account Number: 078-433-998-0-4 CY 14

COMPLAINT DESCRIPTION:

We are a small church and our electric bill jumped up approximately \$100 for the last 2 months with out much increase in electrical usage. In fact this month was less usage than last month and our bill is \$343.48 for 2,160 KWH. I called AEP last month when we got the first increase and they said that you (PUCO) allowed them to charge us this extra amount. I can understand a modest increase, but \$100 in one month is too much to bear for a small church like ours. We have turned off water heaters and other electrical equipment to be able to save some money on future bills. I feel this increase was way out of line for customers like us who can least afford these kind of huge increases. our bill went from \$240 a month to \$340 a month. Appreciate your consideration of our situation. Pastor John

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64878
Received: 2/29/2012 7:51:41 PM
Message:
WEB ID: 64878 AT:02-29-2012 at 07:51 PM

Related Case Number:

TYPE: complaint

NAME: Mrs. Betsy Smith

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 109 Bridge Street
- Jackson , Ohio 45640
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: 7404185273
- Fax: *(no fax number provided?)*

E-MAIL: bsmithrdh@aol.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: American Electric Power
- Name on account: Cross Creek General Store Inc
- Service address: 58522 US HWY 50, McArthur,Ohio 45651
- Service phone: 7405962213
- Account Number: 100-869-202-0-3, 108-269-202-3-2,102-069-202-0-8,103-969-202-0-8,107-669-202-0-0,105-583-271-0-1

COMPLAINT DESCRIPTION:

I am writing in regard to the increase in the distribution rate of electric thru AEP. We are a small business in Vinton County, Ohio that struggles week to week to keep the bills paid up. My husband and I have operated this business for 5 years, the previous owners had it 17 years. Being located in a very poor rural area is already a struggle trying to keep a business running but when added costs that are in the thousands per month occur, there is no way a small business can

survive. If changes are not made in the way this is billed, we will have no choice but to close our doors, we cannot make it paying out an additional \$1000-1500 per month and this is just for the winter...in the summer it will probably triple due to air conditioning...you cannot have a convenience store with food and groceries and not have it air conditioned!! We have 16 employees that rely upon us to have our doors open...My husband nor myself even take a paycheck from our business because it cannot sustain it.....Thank you for your time...Betsy Smith, owner Cross Creek

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?

CONDUIT
pipe products, co.

A Member of THE PHOENIX FORGE GROUP

1501 W. Main Street
West Jefferson, OH 43162
Telephone: 614.879.9114
Fax: 614.879.7785
www.conduitpipe.com

March 3, 2012

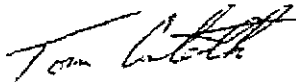
Public Utilities Commission
Service Monitoring and Enforcement Division
Columbus Ohio

On two separate occasions I tried to file an informal complaint on your web site this morning and they were rejected as your site was down. I tried again a third time and could not even open the site and had to call your office at 614-466-3016.

I spoke with a lady by the name of Tammy and she did confirm the site was off line. Tammy suggested I send the following information to lodge our informal complaint along with the attached letter to the following fax number 614-752-8351.

Name: - Tom Costello (Plant Manager)
E-Mail: - tcostello@conduitpipe.com
Phone: - 614-879-9114 ext 160
Cell: - 740-490-8696
Fax: - 614-879-7785
Mailing Address: - Same as letter head above
Service Description: - Electric
Name on Account: - Ellen Robb (Controller)
Service Address: - Same as letter head above
Service Phone: - Same as letter head above
Account Number: - 109-565-810-1-0 CY 13

Regards.

Tom Costello
Plant Manager

CONDUIT
pipe products, co.

A Member of THE PHOENIX FORGE GROUP

1501 W. Main Street
West Jefferson, OH 43162
Telephone: 614.879.9114
Fax: 614.879.7785
www.conduitpipe.com

March 3, 2012

Public Utilities Commission
Service Monitoring and Enforcement Division
Columbus Ohio

I am writing to the Public Utilities Commission to bring to light the excessive increase in electrical utility costs for the January 2012 period. I have read in the local newspaper that a new three year agreement was reached in December authorizing the increases. The articles have noted that reported increases have exceeded the estimates originally given to the PUCO by our electric utility, American Electric Power Ohio. Some of the reports have even listed increases as high as 40%. This figure is not accurate. Our electric bill changed from December to January by 63%, while only using 4% more electricity and 3% more demand. Once adjusted for the additional usage, our cost per kWh still increased by 58%.

Conduit Pipe Products Co. has chosen not to report this information to the media, but believes the Commission should have accurate facts during their continued talks with the utility. We have contacted AEP Ohio and met with our business representative in hope that a reasonable explanation could be given for our increase. The representative explained AEP Ohio's desire to move to market based pricing in the near future and how they have worked with the Commission to correct the previously regulated pricing structure.

As a result, Conduit Pipe has researched our utility billing information and found that the increase is solely in the distribution costs now charged by the utility. Our distribution costs increased in January by 412% and is now virtually equal to the generation and transmission cost. Nearly all of the increases were from newly added riders. These riders include Phase-in Recovery and Market Transition, which as AEP Ohio explained, are necessary for the gradual move to market based pricing. Our January bill does not reflect a gradual move.

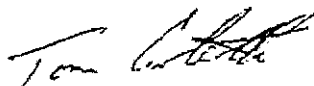
A closer look at the billing components in past and current months, show a shift of cost from the generation and transmission part of the bill to the distribution side. The net result is a lower generation cost that the utility can now charge while maintaining their total revenue through the distribution increases. This accounting practice, as explained by our AEP Ohio rep, would create a more modest 15% increase for customers who have retained AEP Ohio for generation. Perhaps this is what was reported in last year's negotiations with the commission?

CapProducts LLC**CAPITOL**
MANUFACTURING**CAMCO**
PIPE & FITTING

We, at Conduit Pipe, understand the difficulty the PUCO must face in establishing new rates while remaining fair to AEP Ohio and the consumers of the State of Ohio. Costs have certainly changed in the last three years and potential investment in new technology and infrastructure will raise future costs. However, is it fair to allow this utility to subsidize their loss of generation revenue through the regulated portion of the industry, distribution, where customer have no other recourse? Perhaps, a second look at the rates may incorporate the costs in other regional markets, where we have noticed much lower distribution costs as compared to market retail generation rates.

In conclusion, we ask the Commission to fairly represent both sides. Do not allow the idle threats reported recently to influence the agreement, which should keep Ohio competitive and at the same time, continue to develop our electric infrastructure and service.

Regards,



Tom Costello
Plant Manager

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64892
Received: 3/2/2012 1:26:52 PM
Message:
WEB ID: 64892 AT:03-02-2012 at 01:26 PM

Related Case Number:

TYPE: complaint

NAME: Mr. norman haessly

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 25 sheets run road
- marietta , Ohio 45750
- USA

PHONE INFORMATION:

- Home: Bus.740-373-6681
- Alternative: *(no alternative phone provided?)*
- Fax: 740-373-9666

E-MAIL: jack.haessly@haesslylumber.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: haessly hardwood lumber
- Name on account: same
- Service address: 25 state route 7--25 sheets run rd
- Service phone: 740-373-668
- Account Number: 101-309-671-0-1

COMPLAINT DESCRIPTION:

Our January 2012 billing is 125% higher than our billing's over the past 12 months. This is totally unsatisfactory and should be reduced to 0% increase The cost of doing business today has reached the upper limits of sustaining profitability. No profit,no business. Can Ohio afford to allow any utility to wreck business's future? I hope not. Thank You

Vinton Co. Senior Citizens, Inc.
P.O. Box 481
31935 St. Rt. 93
McArthur, Ohio 45651

FAX COVER SHEET

Date: 3/2/12
Number of pages: 3
(including cover sheet)

TO: PACC Consumer Complaint
Dept

Phone #: _____
Fax #: 1-614-752-8351
CC: _____

FROM: Rhod. Tom Price
Exec. Dir.

Phone #: 740-596-4706
Fax #: 740-596-5610

REMARKS: ☐ Urgent ☐ For Your Review ☐ Reply ASAP ☐ Please Comment

Vinton County Senior Citizens, Inc.

P.O. Box 481

McArthur, Ohio 45651

(740) 596-4706

March 2, 2012

PUCCO Consumer Complaint Dept. I am sending a copy of our electric bill received here at the senior center March 1, 2012. We use electric in three offices and a dining area for the seniors, a new furnace. With funding cuts, this may cause problems with services for the seniors. PLEASE, we will appreciate any assistance you can give.

Case # 11-346-EL55L

Thank you,

Rhoda Joan Price

Rhoda Joan Price

Executive Director



Scott Oelslager
State Senator, 29th District

Senate Building
1 Capitol Square
Columbus, Ohio 43215
Phone: 614.466.0626
SD29@senate.state.oh.us

Committee Assignments

Health, Human Services and Aging, *Chairman*
Rules and Reference
Judiciary
Finance

February 15, 2012

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

Dear Chairman Snitchler,

Our office was recently contacted by Dr. Margret Egbert, Executive Director of YWCA Canton, who has witnessed a notable spike in the monthly electricity bill for at least one of the programs she oversees.

If you would please send this constituent any additional information I would greatly appreciate it. If you could also provide our office with a copy of this information, so that we may assist future constituents, I would appreciate it too.

I look forward to hearing from you. Thank you in advance for your time and attention.

Sincerely,

Scott Oelslager
State Senator
29th District

SO/keh

Henry, Kimberly

From: Steve [dadswash@sssnet.com]
Sent: Tuesday, February 07, 2012 4:23 PM
To: Senator Oelslager
Subject: ATTN: Scott Oelslager

Hello Scott, Just wanted to pass along some comments about a recent HUGE increase imposed by American Electric Power (AEP) effective 1/12. My house and one of the car washes (Dad's Car Care at 4806 Cleveland Ave NW, Canton) use AEP. This increase amounted to 65%+!! I have had many friends that own businesses and use AEP for their homes. My car wash bill went from \$650/month to \$1,300/month. I have filed a complaint with the PUCO today. The newspapers have picked up on this also. I asked how an increase like this could have gotten approved - they didn't know either. I have requested that this increase be revoked and this should be effective from the date it went into effect - not going forward. This increase is unacceptable and will have a large negative impact on my business - namely about \$8,000 per year. Is there way you can help light a fire to quickly get this repealed? Thanks
Scott - Steve Dimos 330-495-3544

2/8/2012



Scott Oelslager
State Senator, 29th District

Senate Building
1 Capitol Square
Columbus, Ohio 43215
Phone: 614.466.0626
SD29@senate.state.oh.us

Committee Assignments
Health, Human Services and Aging, *Chairman*
Rules and Reference
Judiciary
Finance

February 21, 2012

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

Dear Chairman Snitchler,

I have received two recent constituent inquiries about the recent AEP increase. They are both small business owners. One constituent mentioned a 40% increase in their utility bill and the other constituent mentioned a 65% total increase.

They have both filed complaints with the PUCO. Do you have any updates? Any information you can provide would be greatly appreciated.

Thank you for your time and attention to this matter. I look forward to your response.

Sincerely,

Scott Oelslager
State Senator
29th District

SO/gew

cc: Terry Nolan
cc: Steve Dimos

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64685
Received: 2/22/2012 2:59:44 PM
Message:
WEB ID: 64685 AT:02-22-2012 at 02:59 PM

Related Case Number:

TYPE: comment

NAME: Mr. Joel Parker

CONTACT SENDER ? No

MAILING ADDRESS:

- 4380 Sunnydale
- Elida , Ohio 45807
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: 4193314155
- Fax: *(no fax number provided?)*

E-MAIL: Joel@elida.k12.oh.us

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Elida Local Schools
- Name on account: Elida Local Schools
- Service address: 4380 Sunnydale
- Service phone: 4193314155
- *(no account number provided?)*

COMMENT DESCRIPTION:

Dear PUCO Board, Schools in the State of Ohio have suffered great losses over the years. We have suffered losses from: Inventory Tax State Aid

These losses on our District total almost \$1.2 million dollars. Half of our revenue has been reduced to 2003 levels. We cut staff and programs every year.

We are in the AEP district. If anything can be done to ease the increases issued by AEP, it would greatly be appreciated. We are in no position to tackle large increases from utility companies. Recent legislation has reduced funding to schools: Reduction in income tax Reduction in franchise tax

Schools are under great pressure to more with a lot less. If anything can be done to soften the AEP blow....please consider it. Sincerely Joel Parker Elida Local Schools

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64688
Received: 2/22/2012 3:21:17 PM
Message:
WEB ID: 64688 AT:02-22-2012 at 03:21 PM

Related Case Number:

TYPE: comment

NAME: Mr. Thomas Donley

CONTACT SENDER ? Yes

MAILING ADDRESS:

- P O Box 99, Lancaster, OH 43130 (mailing only)
- 802 N. Memorial Dr., Lancaster, OH 43130
- 1040 N. Hamilton Rd., Gahanna, OH 43230
- Lancaster and Gahanna , Ohio 43130 and 43230
- USA

PHONE INFORMATION:

- Home: (740) 746-8437
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: tomdonley62@yahoo.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Lancaster Car Wash
- Name on account: Thomas Donley
- Service address: 802 N. Memorial Dr., Lan. OH, & 1040 N. Hamilton, Gah
- Service phone: no phone numbers
- *(no account number provided?)*

COMMENT DESCRIPTION:

Subject: Case Numbers 11-346-EL-SSO and 11-351-AIR Sir, Imagine my shock upon receiving my January 2012 AEP bill. A 25% increase which equates to a 5% reduction in my net profit. The current business climate is extremely difficult, and in the face of that, the PUCO has chosen to pick winners and losers by a less than equitable increase of electric rates. I sincerely hope that you will reconsider and adjust these increases downward. If not, I simply will have to terminate one employee as there is a limit to the expenses I can absorb. Thank you for your consideration.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64670
Received: 2/22/2012 11:17:37 AM
Message:
WEB ID: 64670 AT:02-22-2012 at 11:17 AM

Related Case Number:

TYPE: complaint

NAME: Mr. Chris Potts

CONTACT SENDER ? No

MAILING ADDRESS:

- 1950 North Mallway
- Upper Arlington , Ohio 43221
- USA

PHONE INFORMATION:

- Home: 614-487-5000
- Alternative: 614-487-5007 ext 1101
- Fax: 614-487-5012

E-MAIL: cpotts@uaschools.org

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Upper Arlington City Schools
- Name on account: Upper Arlington City Schools
- Service address: 1950 North Mallway, Upper Arlington, Ohio 43221
- Service phone: 614-487-5000
- Account Number: 100-358-461-1-1

COMPLAINT DESCRIPTION:

This complaint is on behalf of Upper Arlington City School District. The above account number is for one school, but it should be noted that this complaint should be applied to all the buildings within our district. We are writing to express strong concerns over the alarming increases in electricity rates to the school buildings within the Upper Arlington City School District. While it is too soon to know exactly how much our bills will increase as a result of the rate increase decision, early analysis of a few buildings are showing close to a 24% increase in our electricity

expenses during the month of January and February. This increase is pretty significant when you look at the mild temperatures we have had. For example, one of our buildings actually used less KWH during the month of January 2012 compared to January 2011 yet our bill for this building increased by over \$1500 for the month. Rate increases such as these will be devastating to our school district. These new rates could mean further cuts to the educational experience our students receive. Due to the negative impact the new ESP is having on our school district and many others, we urge you to reconsider the original PUCO decision of approval. Thank you for your consideration and we look forward to a positive resolution to this unfortunate scenario so our school district can continue to put our funds where it is most important, the students and the classroom.

Respectfully Submitted:

Chris Potts Executive Director of Business Services Upper Arlington City Schools

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64649
Received: 2/21/2012 5:51:56 PM
Message:
WEB ID: 64649 AT:02-21-2012 at 05:51 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Nickolas Pedro

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 1646 Neil
- Columbus , Ohio 43201
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: 614-586-0070
- Fax: *(no fax number provided?)*

E-MAIL: hangovereasy@gmail.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Nick's Diner
- Service address: 1646 Neil Ave
- Service phone: 614-586-0070
- Account Number: 105-107-077-1-3

COMPLAINT DESCRIPTION:

My bill for AEP went up 52%. While understand that sometimes cost of business does go up I think 52% is pretty extreme and there is no way I can choose a different electric company. I do have Direct energy as the supplier, and have no choice but to use AEP.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64689
Received: 2/22/2012 3:21:17 PM
Message:
WEB ID: 64689 AT:02-22-2012 at 03:21 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Todd Jenkins

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 800 Mohawk Drive
- McDermott , Ohio 45652
- USA

PHONE INFORMATION:

- Home: 740-259-5558
- Alternative: *(no alternative phone provided?)*
- Fax: 740-259-3476

E-MAIL: tjenkins@northwest.k12.oh.us

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Northwest Local Shools
- Name on account: Northwest Local Schools
- Service address: 800 Mohawk Drive
- Service phone: 740-259-5558
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

.I strongly wish you would consider the burden that the price increase has been placed on the public school systems in Ohio, but mainly Northwest local School District. Many schools are cutting staff and budgets in order to meet the financial needs of their district... Many schools throught out Ohio have completed AEP requirements in changing lighting systems to become energy efficient. It is sad that this increase comes at a time when schools districts increase classroom size, cut programs, and reduce field trips etc in order to continue to pay utilities

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64686
Received: 2/22/2012 3:07:15 PM
Message:
WEB ID: 64686 AT:02-22-2012 at 03:07 PM

Related Case Number:

TYPE: complaint

NAME: Mrs. Tina Hageman

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 141 Lloyd Road
- West Union , Ohio 45693
- USA

PHONE INFORMATION:

- Home: (937) 544-5586 extension 17200
- Alternative: (937) 232-0653
- Fax: (937) 544-3720

E-MAIL: tina.hageman@ovsd.us

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: American Electric Power
- Name on account: Peebles High School
- Service address: 144 Peebles Indian Road Peebles, OH 45660-8706
- Service phone: 937-544-5586 extension 17200
- Account Number: 103-750-960-1-2

COMPLAINT DESCRIPTION:

Dear Chairman Snitchler:

As Treasurer for the Adams County/Ohio Valley Local School District, I am writing to urge you to reconsider the original PUCO decision of approval on the AEP rate changes to General Service 2 Customers. We are a rural district in southern Ohio and four of our seven school

buildings are located in the AEP Utility Service Territories, this rate increase, which seems to target small businesses, school districts and local governments, will be devastating to our district if allowed to continue.

The following chart summarizes the drastic increases we experienced once the new rates went into effect in January.

Building	December Usage	January Usage	December Billing	January Billing
North Adams Elementary	62,400 KWH	72,600 KWH	1,422.84	5,414.67
North Adams High School	65,200 KWH	72,000 KWH	1,398.08	2,772.35
Peebles Elementary	53,400 KWH	61,200 KWH	1,459.00	5,148.57
Peebles High School	67,600 KWH	67,600 KWH	1,568.48	2,588.66

It is often difficult to do a true comparison of utility bills due to changes in usage; however, for these examples we can look at the data provided on Peebles High School. Our usage (KWH used) is exactly the same from December to January and yet we experienced an increase of almost forty percent (40%) on our bill. Our district has been very diligent in reducing utility costs so much so that all seven of our buildings have received an EnergyStar rating and is among the top 10% of all K-12 school buildings in the nation. In addition, we have introduced solar arrays in two of our elementary buildings. However, increases of this nature will quickly diminish our savings and may eventually lead to cuts that will affect the classroom.

Thank you in advance for your consideration. If you have any questions or concerns regarding our data, situation and/or our position, please feel free to contact me directly at 937-544-5586 extension 17200.

Sincerely,

Tina K. Hageman Treasurer/CFO Adams County/Ohio Valley Local Schools

Michael Rector
135 Meadow Ln.
Hillsboro, OH 45133

March 1, 2012

RECEIVED MAR 02 2012

American Electric Power
1 Riverside Plaza
Columbus, OH, USA 43215-2372

Re: Account 104-474-132-1-1

To Whom It May Concern:

This billing for electricity usage is being paid under protest. I feel the recent increase in residential rates is not justified based on AEP's earnings and projected earnings as per the news report below.

COLUMBUS, Ohio, Jan. 27, 2012 – American Electric Power (NYSE: AEP) today reported 2011 year-end earnings, prepared in accordance with Generally Accepted Accounting Principles (GAAP), of \$1.941 billion or \$4.02 per share, compared with \$1.211 billion or \$2.53 per share in 2010. Ongoing earnings (earnings excluding special items) for 2011 were \$1.504 billion or \$3.12 per share, compared with \$1.451 billion or \$3.03 per share in 2010.

In speaking with your customer service representative, I was advised that AEP has 30 days to file notice to the PUCO case 11-346-EL-SSO. I respectfully request that AEP reconsider their rate application based on reported earnings.

Sincerely,


Michael Rector

cc: Ohio PUCO ✓

Feb-17-12

To whom it may concern
A call in to the A.E.P

11-346-EL-550

Com plane about my electric
Bill going up 30 percent
from 3000 to 5000⁰⁰
that not right

**Shamrock Motel
8409 National Road
Pataskala, Ohio 43062**

Walter P Meade
8409 National RD

RECEIVED FEB 27 2012

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64693
Received: 2/22/2012 4:06:05 PM
Message:
WEB ID: 64693 AT:02-22-2012 at 04:06 PM

Related Case Number:

TYPE: complaint

NAME: Ms. Felicia Drummey

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 70 North Walnut Street
- Galena , Ohio 43021
- USA

PHONE INFORMATION:

- Home: 740-549-3942
- Alternative: 740-965-8964
- Fax: 740-965-8976

E-MAIL: felicia_drummey@bigwalnut.k12.oh.us

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: American Electric Power
- Name on account: Big Walnut Board of Education DBA Big Walnut Local Schools
- Service address: Multiple
- Service phone: Multiple
- Account Number: Multiple

COMPLAINT DESCRIPTION:

As the Treasurer of a public 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*. The Big Walnut Board of Education and its administration urge you to seriously consider the impact these new rates will have on schools and education services to students.

As school board members, superintendents, treasurers and business managers we are responsible for the leadership and management of the school and 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 we will be affected by the increases, early analysis shows that 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 that need further consideration then adjustment by the PUCO: • 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 me.

Sincerely, Felicia Drummey, Treasurer Big Walnut Local School District 740-965-3010

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64692
Received: 2/22/2012 4:00:19 PM
Message:
WEB ID: 64692 AT:02-22-2012 at 04:00 PM

Related Case Number:

TYPE: complaint

NAME: Ms. Sheila Hemans

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 236 Pennsylvania Avenue
- P O Box 1278
- Delaware , Ohio 43015
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: 740-362-3851
- Fax: 740-363-4132

E-MAIL: shemans@delawarecountyfair.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Delaware Agricultural
- Name on account: Delaware Agricultural
- Service address: 236 Pennsylvania Avenue
- Service phone: 740-362-3851
- Account Number: 106-466-892-2-3

COMPLAINT DESCRIPTION:

I have a comment/complaint on the Distribution Service charge on our bill. We are a non-profit county fair. I would like an explanation of the "Distribution Service" charge on the AEP bill. I have spoken with an AEP rep. today and they said this fee was raised significantly in January 2012 to help AEP make up for the loss in revenue from de-regulation? Is this correct? and, if so, doesn't that defeat the purpose of de-regulation? The KWH rate for the distribution service is much higher than the supply charges (commodity charge)? HELP!

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64622
Received: 2/21/2012 10:16:26 AM
Message:
WEB ID: 64622 AT:02-21-2012 at 10:16 AM

Related Case Number:

TYPE: complaint

NAME: Mrs. Jill Ruff

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 125 Strecker Hill
- Marietta , Ohio 45750
- USA

PHONE INFORMATION:

- Home: 740.374.4348
- Alternative: 740.336.9916
- Fax: *(no fax number provided?)*

E-MAIL: kicks5678@suddenlink.net

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Marietta Dance Academy
- Name on account: Jill Ruff
- Service address: 156 & 154 Gross St., Frontier Shopping Center
- Service phone: 740.374.4348
- Account Number: 107-005-250-6-5 / 101-907-857-1-6

COMPLAINT DESCRIPTION:

Is the goal to put small business OUT of business? My dance studio is only open 22 hours per week. My 154 Gross St. space is 2000 sq. ft. = \$115.04 (First Energy provider) My 156 Gross St. space is 1025 sq. ft. = \$358.03. (AEP provider) \$358.03!!! This makes no sense! A smaller space with an outrageous bill? Why? I cannot pass this on to my dance students. To raise my rates in our local economy of southeast Ohio? That will put me out of business. What are small businesses supposed to do? Please help us. Sincerely, Jill Ruff

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64691
Received: 2/22/2012 3:57:17 PM
Message:
WEB ID: 64691 AT:02-22-2012 at 03:57 PM

Related Case Number:

TYPE: comment

NAME: Mrs. Kim Weethee

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 3677 Main Street
- Hilliard , Ohio 43026
- USA

PHONE INFORMATION:

- Home: 740-852-1432
- Alternative: 614-876-2222
- Fax: 740-852-7602

E-MAIL: kimweethee@rrohio.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Hatfield Auto Sales Inc
- Name on account: Dan Hatfield Auto Group
- Service address: 3677 Main Street
- Service phone: 614-876-2222
- Account Number: 103-380-750-0-4

COMMENT DESCRIPTION:

We are a very small used car lot in Hilliard, OH. We try hard to make a living while we strive to keep our expenses down. Imagine my surprise and dismay when I received our January AEP bill and it had went up by almost \$100.00. I contacted AEP, since the increase was all in the Distribution Service, and was told there was nothing I could do except pay the new amount. This is very difficult to accept when we are doing everything possible just to stay in business. Any resolution would be most helpful.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64712
Received: 2/23/2012 8:36:35 AM
Message:
WEB ID: 64712 AT:02-23-2012 at 08:36 AM

Related Case Number:

TYPE: complaint

NAME: Ms. Jamie Zeigler

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 28 West Jackson Street
- Millersburg , Ohio 44654
- USA

PHONE INFORMATION:

- Home: 330-674-3556
- Alternative: 330-231-0145
- Fax: 330-674-2242

E-MAIL: whol_zeigler@tccsa.net

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: West Holmes Local Schools
- Service address: 430 East Jackson Street
- Service phone: 330-674-3556
- Account Number: 070-635-300-0-5

COMPLAINT DESCRIPTION:

We have multiple accounts for the public school district with AEP. Our charges from December to January increased by 84.75%, or \$1835.57. While we are gracious for the \$.01 kwh credit to GS2/school customers to offset the increase as a result of being outside the 21% block of shopped business, this other increase is more significant to the district and detrimental to budgeting public tax dollars. The increase is far higher than the increase we receive (approximately 5%) to the buildings receiving electricity through the local Holmes Wayne Co-

Op. I realize there are needed upgrades and thus the reasoning for the increases by AEP and I realize that while deregulation is decreasing their book of business, they are still obligated to the upgrades that the deregulated companies are not. Like any other business requiring upgrades and EPA compliance, there should be an effect to the bottom line to sustain years of business if this were truly a "competitive" environment. I feel it is unjust to be able to just pass these increases on to the customers. In a time of trying to bounce back the economy by putting more money into it, the PUCO ruling is decreasing the amount of money available to stimulate the economy personally, and decreasing the necessary resources to provide a quality education for education entities. Thank you for noting my concerns in reviewing the past and future PUCO rulings affecting the budgets of public school districts. One of which has a domino effect on household budgets through the payment of property taxes because state funding is declining and not available to meet these increased budgetary line items.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64740
Received: 2/23/2012 3:45:03 PM
Message:
WEB ID: 64740 AT:02-23-2012 at 03:44 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Jeff Stricklett

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 15332 U.S. HWY 52
- West Portsmouth , Ohio 45663
- USA

PHONE INFORMATION:

- Home: (740) 858-1111
- Alternative: *(no alternative phone provided?)*
- Fax: (740) 858-1110

E-MAIL: jeff.stricklett@west.k12.oh.us

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Washington-Nile Local Schools
- Name on account: Washington-Nile Local Schools
- Service address: 15332 U.S. HWY 52 West Portsmouth, Ohio 45663
- Service phone: (740) 858-1111
- Account Number: 072-278-609-0-0, 072-901-767-0-5, 079-078-609-1-5

COMPLAINT DESCRIPTION:

To Whom It May Concern,

I am the Superintendent of Washington-Nile Local Schools. We received our electric bill from AEP, it Doubled! I do not understand how this rate increased so much. I could understand a smaller increase, but not doubled. School districts are facing hard economic times. I understand

that everyone is facing hard times. With that said, how can your organization justify the rapid and large increase to their customers? Please consider the financial hardships of school districts and look at your procedure of increasing our rates. This does affect the planning for educating our students in the State of Ohio.

Thank You,

Jeff Stricklett Superintendent, Washington-Nile Local Schools

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64711
Received: 2/23/2012 8:33:49 AM
Message:
WEB ID: 64711 AT:02-23-2012 at 08:33 AM

Related Case Number:

TYPE: complaint

NAME: Mr. Scott Schmidt

CONTACT SENDER ? No

MAILING ADDRESS:

- 160 S. Hamilton Road
- Gahanna , Ohio 43230
- USA

PHONE INFORMATION:

- Home: 614-478-5524
- Alternative: 614-471-7065
- Fax: 614-478-5568

E-MAIL: schmidts@gjps.org

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Gahanna- Jefferson Public Schools
- Service address: various
- Service phone: various
- Account Number: various

COMPLAINT DESCRIPTION:

We at Gahanna-Jefferson public schools urge the PUCO to consider setting special rates for school buildings that take into account our electricity usage patterns. At the very least we are hopeful that schools can be granted some form of relief from these drastic rate increases.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64736
Received: 2/23/2012 1:33:05 PM
Message:
WEB ID: 64736 AT:02-23-2012 at 01:33 PM

Related Case Number: 11-0348

TYPE: question

NAME: Ms. Jeannie Lawwell

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 2045 Broehm Road
- Columbus , Ohio 43207
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: 614-491-5700
- Fax: 614-491-8478

E-MAIL: jeannie.lawwell@centralaluminum.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Central Aluminum Company
- Service address: 2045 Broehm Road
- Service phone: 614-491-5700
- Account Number: 107-377-242-2

QUESTION DESCRIPTION:

Central Aluminum Company like many other small businesses have felt significant impact from this increase. Our Jan increase was 118% and Feb was 121%. While we are grateful that the PUCO is setting the rates back to a more reasonable rate until this issue can be looked at throughly will our small businesses be receiving any refunds for these overages from Jan and Feb. Please advise.

Central Aluminum Company Jeannie Lawwell Financial Manager

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64685
Received: 2/22/2012 2:59:44 PM
Message:
WEB ID: 64685 AT:02-22-2012 at 02:59 PM

Related Case Number:

TYPE: comment

NAME: Mr. Joel Parker

CONTACT SENDER ? No

MAILING ADDRESS:

- 4380 Sunnydale
- Elida , Ohio 45807
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: 4193314155
- Fax: *(no fax number provided?)*

E-MAIL: Joel@elida.k12.oh.us

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Elida Local Schools
- Name on account: Elida Local Schools
- Service address: 4380 Sunnydale
- Service phone: 4193314155
- *(no account number provided?)*

COMMENT DESCRIPTION:

Dear PUCO Board, Schools in the State of Ohio have suffered great losses over the years. We have suffered losses from: Inventory Tax State Aid

These losses on our District total almost \$1.2 million dollars. Half of our revenue has been reduced to 2003 levels. We cut staff and programs every year.

We are in the AEP district. If anything can be done to ease the increases issued by AEP, it would greatly be appreciated. We are in no position to tackle large increases from utility companies. Recent legislation has reduced funding to schools: Reduction in income tax Reduction in franchise tax

Schools are under great pressure to more with a lot less. If anything can be done to soften the AEP blow....please consider it. Sincerely Joel Parker Elida Local Schools

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64765
Received: 2/24/2012 1:27:15 PM
Message:
WEB ID: 64765 AT:02-24-2012 at 01:27 PM

Related Case Number:

TYPE: Complaint

NAME: Mr. Theodore Coons

CONTACT SENDER ? Yes

MAILING ADDRESS:

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

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: 6144442184
- Fax: *(no fax number provided?)*

E-MAIL: tcoons@spillmanform.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Spillman Company
- Name on account: Spillman Co
- Service address: 1701 Moler Road Columbus OH 43209
- Service phone: 6144442184
- Account Number: 107-120-833-0-1

COMPLAINT DESCRIPTION:

In light of the recent decision by PUCO and the fact that we've now been overbilled by AEP for distribution service charges, will we be receiving a revised bill from AEP and will we have time to pay that new bill before the billing due date. We already spoken with AEP and they couldn't answer our question. The answer has significant cash flow questions for our business.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64767
Received: 2/24/2012 2:03:16 PM
Message:
WEB ID: 64767 AT:02-24-2012 at 02:03 PM

Related Case Number:

TYPE: complaint

NAME: Ms. Christy McNabb

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 66 Granville St.
- Newark , Ohio 43055
- USA

PHONE INFORMATION:

- Home: (740) 345-9874 ext 224
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: cmcnabb@stfrancisparish.net

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: St. Francis de Sales
- Service address: 38, 66, 40 and 45 Granville St.
- Service phone: 740-345-9874
- Account Number: multiple

COMPLAINT DESCRIPTION:

We are a church and pre-k through 8 grade school. In our school alone, we experience a 980% jump in AEP's distribution rate from December to January. Other accounts experienced 107 - 225% increases. Is there anything that can be done? This seems at best a complete abuse of their powers. Please advise on any actions that we can take to recoup or recover some of this increase. Thank you!

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64819
Received: 2/28/2012 6:48:22 AM
Message:
WEB ID: 64819 AT:02-28-2012 at 06:48 AM

Related Case Number:

TYPE: complaint

NAME: Mr. Wally Neal

CONTACT SENDER ? No

MAILING ADDRESS:

- 2100 harding highway
- lima , Ohio 45801
- USA

PHONE INFORMATION:

- Home: 4192294781
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: wheelsn@hotmail.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

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

COMPLAINT DESCRIPTION:

I just received my electric bill for a small hair salon I own. the normal bill use to be between \$250 - \$400 a month. This months bill is \$653.00. This is outrageous. American Electric Power is fleecing small businesses. If this continues I have no choice but to close up. Something must be done!

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64674
Received: 2/22/2012 12:05:10 PM
Message:
WEB ID: 64674 AT:02-22-2012 at 12:05 PM

Related Case Number:

TYPE: complaint

NAME: Ms. Annette Morud

CONTACT SENDER ? No

MAILING ADDRESS:

- 7030 Coffman Road
- Dublin , Ohio 43017
- USA

PHONE INFORMATION:

- Home: (614) 760-4393
- Alternative: (614) 357-0496
- Fax: (614) 761-5856

E-MAIL: morud_annette@dublinschools.net

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Dublin City Schools
- Name on account: Dublin City Schools
- Service address: 6780 Coffman Road
- Service phone: (614) 764-5913
- Account Number: 103-559-283-3-3

COMPLAINT DESCRIPTION:

February 22, 2012

Dublin City Schools was blindsided by the AEP rate increases in January 2012. I urge you to consider the impact that this rate increase will have on our district, and districts throughout the AEP service territory. We have determined that the rate increase will cost our district over

\$290,000.00. This represents a 73% increase in the electrical transmission and distribution costs for the district.

Our district has worked hard to maintain high quality education opportunities. A rate increase of this magnitude is devastating to our district. This amount of money would fund over 5 staff positions. At a time when we are cutting staff anyway, further cuts are unacceptable.

Most of the buildings in our district utilize a 3rd party supplier for electricity. We have saved a significant amount of money over the past few years by using a 3rd party for generation. However, these savings will be wiped out with this rate increase. We have also implemented many energy conservation measures that save over \$500,000 each year. It is unfortunate that at a time when our electrical bills should be reduced, we are seeing increases.

Thank you in advance for considering some relief for school districts from this rate increase. If you questions, please do not hesitate to contact me.

Sincerely,

Annette Morud Director of Business Affairs (614) 760-4393 morud_annette@dublinschools.net

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64683
Received: 2/22/2012 2:34:57 PM
Message:
WEB ID: 64683 AT:02-22-2012 at 02:34 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Mike Hebenthal

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 119 S. Preston St
- Centerburg , Ohio 43011
- USA

PHONE INFORMATION:

- Home: 740-625-6346
- Alternative: 740-358-9132
- Fax: 740-625-9939

E-MAIL: michael_h@treca.org

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Centerburg Local School District
- Name on account: Centerburg Local School District
- Service address: 3782 Columbus Rd, Centerburg, OH 43011
- Service phone: 740-625-6055
- Account Number: 105-057-244-0-0

COMPLAINT DESCRIPTION:

Our monthly bill for our High School building went from \$2,231.18 to \$4,028.77. Our monthly bill in our Elementary School went from \$956.64 to \$1815.88 per month. That is an 81% increase for the high school and 90% increase for the elementary. We are in fiscal distress in our district and this increase will accelerate staff reductions in our district. I and my Board of Education feel these increases are excessive.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64667
Received: 2/22/2012 11:11:20 AM
Message:
WEB ID: 64667 AT:02-22-2012 at 11:11 AM

Related Case Number:

TYPE: comment

NAME: Mr. Timothy Coffman

CONTACT SENDER ? No

MAILING ADDRESS:

- 7635 North County Road 51
- PO Box 64
- Old Fort , Ohio 44861
- USA

PHONE INFORMATION:

- Home: 419-992-4291
- Alternative: 419-992-4269
- Fax: 419-992-4269

E-MAIL: tcoffman@oldfortschools.org

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: American Electric Power
- Name on account: Old Fort Local Schools
- Service address: 7635 County Road 51 Old Fort, OH 44861-9999
- Service phone: 419-992-4291
- Account Number: 071-087-400-0-7

COMMENT DESCRIPTION:

Old Fort Schools is writing to express strong concerns over the alarming increases in electricity rates we have been experiencing. We have seen an increase of 56% in the distribution charge being levied by AEP. We had signed up with a 3rd party to realize some rate savings but they have been negated by these increases. Furthermore, the rate that we were promised by the 3rd party was not delivered due to additional increases by AEP. Because of the egregious nature of

the effects the new ESP is having on our school district, we urge you to reconsider the original PUCO decision. We are asking that you consider a special rate for school districts that more fully recognizes our favorable usage patterns of 7:00am to 4:00pm. 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 cooperation. If you have any questions, please feel free to contact me.

Timothy R. Coffman Treasurer Old Fort Local Schools 419.992.4291

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64679
Received: 2/22/2012 1:34:21 PM
Message:
WEB ID: 64679 AT:02-22-2012 at 01:34 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Douglas Winkler

CONTACT SENDER ? No

MAILING ADDRESS:

- 407 E. Main St.
- Louisville , Ohio 44641
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: 330-875-9687
- Fax: *(no fax number provided?)*

E-MAIL: dwinkler@louisville.sparcc.org

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Louisville City School District
- *(no service address provided?)*
- *(no service phone number provided?)*
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

I am expressing my concern about the electricity rates approved for AEP. Again if we would use more common sense (speaking of the EPA here) when it comes to producing electricity in this nation, we would not have as many issues with the higher cost of producing electricity.

We need to do everything we can to keep the burden of rising utility rates to the consumer and the tax payer. This would be good for the consumer and good for our nation.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64659
Received: 2/22/2012 10:14:12 AM
Message:
WEB ID: 64659 AT:02-22-2012 at 10:14 AM

Related Case Number:

TYPE: complaint

NAME: Mrs. Dawn Lemley

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 4300 Amalgamated Place
- PO Box 419
- Groveport , Ohio 43125-0419
- USA

PHONE INFORMATION:

- Home: 614-836-4532 x 1513
- Alternative: *(no alternative phone provided?)*
- Fax: 614-836-5429

E-MAIL: dlemley@efcts.us

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Eastland Joint Voc
- Service address: 4465 S Hamilton Rd, Auto Academy Groveport, Ohio 43125
- Service phone: 614-836-5725
- Account Number: 102-065-227-0-7

COMPLAINT DESCRIPTION:

This account is for a public school district. The distribution service amount has significantly increased, though the generation and transmission services have remained a similar amount. For example, our November invoice reflects \$2,565.86 and \$371.30 for generation and transmission, respectively, with a distribution charge of \$525.83. For January those numbers are \$2,293.55 and \$386.86 for generation and transmission but \$2,509.41 for distribution. With our revenues being cut at both the local and state levels, this radical increase in expenditure could not come at a worse time. Further, it is concerning that it was simply implemented in the invoice (with no warning or explanation supplied with the invoice or prior to its issuance by the utility). If this increase (or level of) can be reconsidered, it would be greatly appreciated.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64664
Received: 2/22/2012 10:42:31 AM
Message:
WEB ID: 64664 AT:02-22-2012 at 10:42 AM

Related Case Number:

TYPE: complaint

NAME: Mrs. Dawn Lemley

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 4300 Amalgamated Place
- PO Box 419
- Groveport , Ohio 43125-0419
- USA

PHONE INFORMATION:

- Home: 614-836-4532 x 1513
- Alternative: *(no alternative phone provided?)*
- Fax: 614-836-5429

E-MAIL: dlemley@efcts.us

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Eastland Joint Voc
- Service address: 4465 S Hamilton Rd, Groveport, Ohio 43125
- Service phone: 614-836-5725
- Account Number: 101-138-203-2-7

COMPLAINT DESCRIPTION:

This account is for a public school district. The distribution service amount has significantly increased, though the generation and transmission services have decreased. We have not yet received an invoice that reflects the full month of January. Our last invoice recieved was a bill date of January 11, 2012. Thus, this comparison is from early-mid November to December and early-mid December to January (so not reflecting full negative impact). Our first invoice reflects

\$13,562.95 and \$1,907.04 for generation and transmission, respectively, with a distribution charge of \$3,040.15. For the second invoice those numbers are \$11,833.55 and \$1,831.14 for generation and transmission but \$7,003.96 for distribution. With our revenues being cut at both the local and state levels, this radical increase in expenditure could not come at a worse time. Further, it is concerning that it was simply implemented in the invoice (with no warning or explanation supplied with the invoice or prior to its issuance by the utility). If this increase (or level of) can be reconsidered, it would be greatly appreciated.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64065
Received: 2/8/2012 9:39:21 AM
Message:
WEB ID: 64065 AT:02-08-2012 at 09:39 AM

Related Case Number:

TYPE: complaint

NAME: Mr. Scott Mains

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: spmains@hotmail.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: American Electric Power
- *(no account name provided?)*
- *(no service address provided?)*
- *(no service phone number provided?)*
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

Thanks a lot for allowing this money hungry outfit to rape the general public !!!! It is a sad day in America, when my electric bill is more than my mortgage payment!!!!!!