

FILE

49

**McCauley, Betty**

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**From:** ContactThePUCO  
**Sent:** Wednesday, March 07, 2012 10:55 AM  
**To:** Docketing  
**Subject:** Docketing  
**Attachments:** BASA 3.1 ltr.pdf

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 3/7/2012

Re: Richard Lewis

Docketing Case No.:11-0346-EL-SSO

Notes:

Please docket the attached in the case number above.

RECEIVED-DOCKETING DIV  
2012 MAR -7 PM 4:01  
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 AM Date Processed 3/7/12

**McCauley, Betty**

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**From:** ContactThePUCO  
**Sent:** Wednesday, March 07, 2012 11:08 AM  
**To:** Docketing  
**Subject:** Docketing

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 3/7/2012

Re: Mike Carr  
5455 Market Ave N

Canton, OH 44714

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

Notes:

Calling to dispute the aep rate case.  
Please docket the attached in the case number above.

**McCauley, Betty**

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**From:** ContactThePUCO  
**Sent:** Tuesday, March 06, 2012 5:07 PM  
**To:** Docketing  
**Subject:** Docketing

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 3/6/2012

Re: Michael Curran  
7625 Silver Lake Ct

Westerville, OH 43082

Docketing Case No.:

Notes:

To: [mcurran@microind.com](mailto:mcurran@microind.com)  
CC:  
BCC:  
Subject: Follow-up E-mail. Case: MCUR030612FZ

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Re: Michael Curran

7625 Silver Lake Ct

Westerville, OH 43082  
(614) 794-3461

CASE ID: MCUR030612FZ

Notes:

I just received my bill for February and to my surprise my rate did not go back to its 2011 level it actually increased from \$0.0923 per kwhr to \$0.0934 per kwhr even though I use AEP Ohio as my generation service. This is approximately 30% above my billing level in 2011. Can you explain why my rate remains at the new level or should I take my complaint to my state

representative and senator?

Please docket the attached in the case number above.

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64923  
Received: 3/5/2012 5:55:40 PM  
Message:  
WEB ID: 64923 AT:03-05-2012 at 05:55 PM

Related Case Number:

TYPE: comment

NAME: Ms. Shelley England

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 75 s westmoor
- Columbus , Ohio 43204
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: 6145885804
- Fax: *(no fax number provided?)*

E-MAIL: Shellengland@hotmail.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

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

COMMENT DESCRIPTION:

Why are elec rates so high? If businesses got a break so should residential cOnsumers!

03-02-12

RECEIVED MAR 05 2012

To: PuCo

My electric bill is way to high and this can't be justified. AEP is stealing from us and P.U.C.O are allowing it to happen. If AEP intended to raise rates the way they did, they should have not been allowed to purchase Columbus & Southern Ohio Co.

Residents need to be protected against these kind of companies.

I want this to stop. Let them leave Ohio. They are crooks

Rodney Jones  
937-442-5601  
Acc# 107-340-633-8-9

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: 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: 64558  
Received: 2/16/2012 3:44:41 PM  
Message:  
WEB ID: 64558 AT:02-16-2012 at 03:44 PM

Related Case Number:

TYPE: complaint

NAME: Mrs. REBECCA COX

CONTACT SENDER ? Yes

MAILING ADDRESS:

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

PHONE INFORMATION:

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

E-MAIL: C.REBECCA20@YAHOO.COM

INDUSTRY:Electric

ACCOUNT INFORMATION:

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

COMPLAINT DESCRIPTION:

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



MHOM021712QF

February, 15, 2012

To Whom it may concern:

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

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

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

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

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

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

Parish Web Site: [www.findlaystmichael.org](http://www.findlaystmichael.org) ♦ School Web Site: [www.findlaystmichaelschool.org](http://www.findlaystmichaelschool.org)

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64615  
Received: 2/18/2012 4:59:25 PM  
Message:  
WEB ID: 64615 AT:02-18-2012 at 04:59 PM

Related Case Number:

TYPE: complaint

NAME: Mr. George F. Curry

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 5375 Fullerton DR.
- Columbus , Ohio 43232
- USA

PHONE INFORMATION:

- Home: 614-833-3974
- Alternative: 614-837-6469
- Fax: *(no fax number provided?)*

E-MAIL: gcurry65@yahoo.com

INDUSTRY:Water

ACCOUNT INFORMATION:

- Company: American Water
- Name on account: George Curry
- Service address: 5375 Fullereton DR.
- Service phone: 614-833-3974
- Account Number: 220005571-5

COMPLAINT DESCRIPTION:

Commissioners,

I have lived in Madison Township for 15 years and, just like clockwork, American Water has been allowed to raise my water bill every three years with usual lack of improvement in the product.

If this company was in the retail business they would be bankrupt. The lack of customer relations is non-existent.

My home is a two person home and the increase in cost borders on larceny.

I do wish you folks would start clamping down on these brigands just so the old folks, like my wife and i, can enjoy a decent old age.

Please give we elders a break.

Thank You

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

Related Case Number:

TYPE: comment

NAME: Mr. Jason Barkhimer

CONTACT SENDER ? No

MAILING ADDRESS:

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

PHONE INFORMATION:

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

E-MAIL: jbarkhimer@cjmahan.com

INDUSTRY: Water

ACCOUNT INFORMATION:

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

COMMENT DESCRIPTION:

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

February 16, 2012

Dear Chairman Snitchler,

On February 14, 2012, the Dispatch reported that you are going to immediately look into getting some relief on the recent electric rate hikes for small businesses. I applaud you for this and wish you success. However, the Dispatch also had an article about these rate hikes a few days prior, which mentioned residential customers of all-electric homes feeling the same sting. I am one of those customers. My last bill was over \$100.00 over what it was last year at this time, for the same kilowatt hours. Please include us residential users, as well, when taking on the task of helping small businesses. I am retired and I don't know how long I am able to pay this escalated cost.

Thank you,

James M. Flynn  
7819 Jennette Drive  
Westerville, Ohio 43081



ROBERT W. THOMAS  
8 DRIGGS LANE  
BRIDGEPORT, OHIO 43912  
PHONE 740-635-0049  
FAX 740-635-0049

24 February 201

E-MAIL [tomdriggs@comcast.com](mailto:tomdriggs@comcast.com) 24 February 2012

Todd A. Snitchler, Char.  
Public Utilities Comm. Of Ohio  
180 East Broad Street  
Columbus, Ohio 43215-3793

Dear Sir:

RE: CONGRATULATIONS

It's about time someone stood up for the consumer. My electric cost has escalated 55.5 per cent since 2009. Enclosed are recaps of my Electric and Gas usage and cost since 2008.

I am 78 years of age and my wife of 55 years is 75. We are on a fixed income; but could possibly afford the increase if necessary; but it would also limit are capabilities to occasionally do things we like to do now that I an retired.

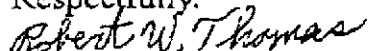
I have several friends who are retired with incomes of \$500-600 per month plus social security. This area of Belmont County has been devastated with the loss of Steel Mills and coordinated jobs.

I am a registered Democrat (but I voted Republican in the last election and will do so again this year). **America cannot afford another four years of Obama.**

After working in a Steel Mill for 42 years, I became Mayor of our Village and am in my twenty second year, with luck and the grace of God, I will complete four more years. We cannot stand a 55.5% increase in our heating bills. State cutbacks is making it very difficult for the Village, we began the year with \$6700.

Personally our home is heated with Gas but we also have an infrared tube heater in our sun room where we spend most of our spare time. Also, we have whole house air conditioning that would not be affordable with this Electric increase.

Respectfully,



Robert W. Thomas

Encl 2

A E P

2008	2009	2010	2011
KWH	KWH	KWH	KWH
1/25 1372-102,32	1313-103,68	1599-148,48	1986-186,67
2/23 1650-127,25	1590-122,98	1441-135,10	1721-116,31
3/20 1530-119,35	1253-99,48	1313-124,33	1266-133,41
4/21 942-78,14	1071-98,35	845-84,97	930-107,31
5/21 912-76,05	915-85,98	771-78,40	918-100,34
6/19 1466-115,27	1005-93,12	808-84,24	1384-144,22
7/21 1462-114,99	1105-101,99	1043-103,68	1674-176,73
8/20 1616-125,81	1069-96,71	2496-228,50	1980-201,61
9/18 1599-124,65	1135-101,85	1207-117,82	1865-195,28
10/21 823-70,05	753-71,56	987-98,93	E 383-47,05
11/17 1043-85,50	1158-103,64	1094-108,14	E 349-43,29
12/19 1109-109,64	1064-96,33	1417-135,87	3074-316,22
	<del>1175,59</del>	<del>1448,46</del>	<del>1828,43</del>

1232  
INCREASE262  
INCREASE

55.5% INCREASE

COLUMBIA GAS

2008	2009	2010	2011	2012
CCF	CCF	CCF	CCF	CCF
1 - 98-136.64	143-173.1	128-87.28	128-109.25	86-69.13
2 - 94-131.06	106-137.10	96-71.07	104-93.67	85-64.94
3 - 106-150.65	107-138.24	97-73.32	90-78.88	
4 - 66-103.56	62-74.02	43-48.65	60-64.30	
5 - 11-22.46	9-21.11	20-34.85	18-34.97	
6 - 19-36.47	16-28.26	15-31.00	14-31.88	
7 - 7-18.56	13-25.38	8-26.89	9-27.46	
8 - 10-22.85	11-21.61	12-30.20	10-28.16	
9 - 13-24.05	13-23.34	9-26.70	16-31.30	
10 - 18-29.46	19-26.81	19-33.81	19-33.28	
11 - 30-49.33	34-39.67	29-67.96	32-40.41	
12 - 80-78.99	64-57.40	31-74.79	63-57.69	
<del>804.53</del>	<del>765.94</del>	<del>608.52</del>	<del>631.25</del>	

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64676  
Received: 2/22/2012 12:23:26 PM  
Message:  
WEB ID: 64676 AT:02-22-2012 at 12:23 PM

Related Case Number:

TYPE: comment

NAME: Mr. Steve Hipes

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 1928 Judwick Drive
- Columbus , Ohio 43229
- USA

PHONE INFORMATION:

- Home: 614-841-9126
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: sthipes@hotmail.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: American Electric Power
- Name on account: Steven T Hipes
- Service address: 1928 Judwick Drive, Columbus, Ohio 43215
- Service phone: 614-841-9126
- *(no account number provided?)*

COMMENT DESCRIPTION:

I applaud the Commission for taking another look at the huge rate increase granted to AEP but want to know why nothing is being done to help those of us who live all-electric homes? Good for small business and churches, but what about the 20,000 or so people in Franklin County alone who live in all-electric homes? Why are we not worthy of your protection?

On your home page, you state that the PUCO was created to assure Ohioans adequate, safe, and reliable public utility services at a fair price. The fair price part went out the window with the AEP rate increase. They have a monopoly over those of us who live in an all-electric house. They are now, thanks to your

ruling, fully exercising their monopolistic powers. It's not like we can go out and have a gas line installed tomorrow. Even if we could, those of in the middle class lack the financial ability to pay for such a change. So AEP gets another \$1000 annually of our hard-earned money, not our kids college fund. Add in the coming gasoline price increase, and presto! more of our cash goes to huge corporations. (Gasoline - now there is a commodity that should be regulated)

Please follow your mission and protect struggling Ohioans from unfair price gouging rather than being a state agency of the corporation, by the corporation and for the corporation.

Thank you for your time and consideration.

Steve Hipes

Rec'd 2/14/12



February 13, 2012

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

RE: case# 11-346-EL-SSO

Dear Mr. Snitchler,

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

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

Bill Date	Kwh Used	Summary of Actual Charges						Total Charges	
		Distribution		Customer	Generation			Actual \$	\$ cost per MKwh
		Actual \$	\$ cost per MKwh	Actual \$	Actual \$	\$ cost per MKwh			
11/7/2011	32,080	\$ 549.99	\$ 17.14	\$ 9.04	\$ 2,178.23	\$ 67.90	\$ 2,737.26	\$ 0.085	
12/7/2011	35,040	\$ 606.46	\$ 17.31	\$ 9.04	\$ 2,379.22	\$ 67.90	\$ 2,994.72	\$ 0.085	
Two month total before rate change	67,120	\$ 1,156.45	\$ 17.23	\$ 18.08	\$ 4,557.45	\$ 67.90	\$ 6,731.98		
Monthly Average	33,560	\$ 578.23	\$ 17.23	\$ 9.04	\$ 2,278.73	\$ 67.90	\$ 2,566.99	\$ 0.0854	
1/10/2012	30,800	\$ 1,952.87	\$ 63.40	\$ 9.04	\$ 2,091.32	\$ 67.90	\$ 4,053.23	\$ 0.132	
2/8/2012	35,120	\$ 2,111.63	\$ 60.13	\$ 9.04	\$ 2,384.65	\$ 67.90	\$ 4,505.32	\$ 0.128	
Two month total after rate change	65,920	\$ 4,064.50	\$ 61.66	\$ 18.08	\$ 4,475.97	\$ 67.90	\$ 8,558.55		
Monthly Average	32,960	\$ 2,032.25	\$ 61.66	\$ 9.04	\$ 2,237.99	\$ 67.90	\$ 4,279.28	\$ 0.1299	
Increase in Average monthly cost		\$ 44.43			\$ 0.00		\$ 0.0445		
Percentage Increase		258%			0%		52%		

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

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

Best Regards,

Scott Rechel,  
President

Cc: Governor John Kasich  
Dan Gearino, The Columbus Dispatch

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

Related Case Number:

TYPE: complaint

NAME: Mr. Rick von Clausburg

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 3480 Waggoner Rd
- Blacklick , Ohio 43004
- USA

PHONE INFORMATION:

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

E-MAIL: rvonclausburg@aim.com

INDUSTRY:Other

ACCOUNT INFORMATION:

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

COMPLAINT DESCRIPTION:

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



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

Related Case Number:

TYPE: complaint

NAME: Ms. JOYCE MOELLER

CONTACT SENDER ? Yes

MAILING ADDRESS:

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

PHONE INFORMATION:

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

E-MAIL: jdmoeller@wowway.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

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

COMPLAINT DESCRIPTION:

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

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

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64612  
Received: 2/20/2012 6:16:52 PM  
Message:  
WEB ID: 64612 AT:02-20-2012 at 06:16 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Every American

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: *(no e-mail address provided)*

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:

That's a substantial price hike you guys approved for AEP. I just didn't quite feel financially exploited enough with gasoline, food and natural gas expenses. What's next? \$120 a month water bill? Who gets the kickback?

From: Robert Walen  
To: ContactThePUCO  
Subject: FW: Rwal02141215  
Received: 2/17/2012 2:45:31 PM  
Message:

To whom it may concern, please utilize this information.

---

From: bobwalen@msn.com  
To: cboss@dispatch.com; dgearino@dispatch.com  
Subject:  
Date: Thu, 16 Feb 2012 13:55:50 -0500

Small businesses and schools aren't the only ones being affected by AEP rate changes. I live in Scioto Hills a subdivision built in the late 1970's when there was a shortage of natural gas. Until the recent increases of 6%-2009, 6%-2010, 7%-2011, and last but not least 32%-2012, heat pumps were reasonable means to heat homes.

My current budget plan with AEP is \$204/mo. and will increase to approx. \$270/mo. in September at which time I will owe an additional \$560 to my monthly payment.

Natural gas has not been installed in our subdivision yet but is all around us in other sub's. Tie-in cost would be \$1000 per home plus new furnaces.

I have filled a complaint with PUCO, talked with AEP and tried to reached the CEO.

Please utilize this info any way you feel is appropriate.

Regards, Bob Walen

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64508  
Received: 2/15/2012 6:29:01 PM  
Message:  
WEB ID: 64508 AT:02-15-2012 at 06:28 PM

Related Case Number:

TYPE: complaint

NAME: Mrs. Diana Lessner

CONTACT SENDER ? No

MAILING ADDRESS:

- 3994 Wynding Dr.
- *(NO CITY?) , Ohio (NO ZIP??)*
- USA

PHONE INFORMATION:

- Home: 6142678873
- Alternative: 6142678873
- Fax: *(no fax number provided?)*

E-MAIL: dianalessner@gmail.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Mary Catherine's Antiques
- *(no account name provided?)*
- Service address: 1128 North High Street, Columbus Ohio
- Service phone: 614 578 1539
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

Please re think the unfair rate hike for SMALL BUSINESS OWNERS!

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64045  
Received: 2/7/2012 6:16:54 PM  
Message:  
WEB ID: 64045 AT:02-07-2012 at 06:16 PM

Related Case Number:

TYPE: complaint

NAME: Mrs. Brandy Coulter

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 59250 Little Kate Rd
- Byesville , Ohio 43723
- USA

PHONE INFORMATION:

- Home: 740.2603345
- Alternative: 740.26026987
- Fax: *(no fax number provided?)*

E-MAIL: bccoulter@frontier.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Charles Coulter
- Service address: 59250 Little Kate Rd, Byesville Ohio
- Service phone: 800-277-2177
- Account Number: 077-123-833-0-1

COMPLAINT DESCRIPTION:

Husband laid off for 8mths last year. Now trying to get caught up and with this AEP rate increase we will never get caught up and probably get shut off. what are we to do. Someone has to take this back.

RECEIVED FEB 16 2012

Commission Members: February 15, 2012

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

See attached copies.

Reply would be appreciated!

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

614-891-2628

Service Address:

**LESTER NOBLE**  
**6275 FREEMAN RD**  
**GENOA TWP**  
**WESTERVILLE, OH 43082-9920**

For Billing, Outage or Service Inquiries,  
 Call: 1-800-277-2177

Pay By Phone: 1-800-611-0964

**AEP OHIO Messages**

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

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

Rate Tariff: Residential Service-013

Account Number	Total Amount Due	Due Date
105-022-767-2-2	\$155.22	Jan 12, 2012
Meter Number	Cycle-Route	Bill Date
97918808	19-63	Dec 27, 2011

**Previous Charges:**

Total Amount Due At Last Billing \$ 121.07

Payment 12/02/11 - Thank You -121.07

\$ .00

**Current AEP Ohio Charges:**

**Tariff 013 - Residential Service 12/27/11**

Service Delivery Identifier: 00040621008732262

Generation Service \$ 91.42

Transmission Service 18.34

Distribution Service 40.94

Customer Charge 4.52

Current Electric Charges Due \$ 155.22

Total Amount Due **\$155.22**

Due Date Jan 12

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

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

**13 Month Usage History Total KWH for Past 12 Months is 15,434**



Visit us at [www.AEPOhio.com](http://www.AEPOhio.com)  
 Due date does Not Apply to the previous balance due  
 See other side for Important Information





Rate Tariff: Residential Service-013

Service Address:

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

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

Previous Charges:

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

Current AEP Ohio Charges:

Tariff 013 - Residential Service 01/27/12	
Service Delivery Identifier: 00040621068732262	
Generation Service + 18.87	\$ 110.24
Transmission Service - 1.45	16.89
Distribution Service + 10.95	51.89
Customer Charge	4.52
Current Electric Charges Due	\$ 183.54

Total Amount Due

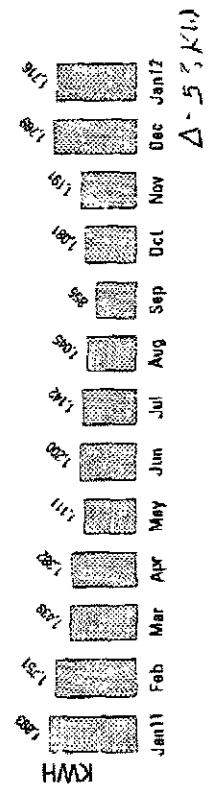
Due Date Feb 14

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

Meter Number	Service Period From	To	Previous Code	Current Code
97918808	12/27	01/27	81644	Actual 83360
Multiplier 1.0000		Metered Usage 1,716 KWH		

Next scheduled read date should be between Feb 23 and Feb 28

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



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

AEP OHIO Messages

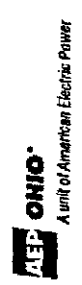
AEP's distribution rate Case No. 11-351-EL-AIR, resulted in a revenue increase and a new Distribution Asset Recovery Rider which was approved to collect the cost of previous distribution system improvements and expenses.

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

In Case No. 11-281-EL-FAC, AEP implemented its Fuel Adjustment Clause (FAC) which is the mechanism through which AEP Ohio recovers generation fuel costs and related expenses.

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

Visit us at [www.AEPOhio.com](http://www.AEPOhio.com)  
Due date does Not Apply to the previous balance due  
See other side for important information



From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64505  
Received: 2/15/2012 5:45:58 PM  
Message:  
WEB ID: 64505 AT:02-15-2012 at 05:45 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Beverly Carr

CONTACT SENDER ? Yes

MAILING ADDRESS:

- Trinity United Methodist Church
- 137 N. Pratt Street
- Ottawa , Ohio 45875
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: 419-523-6496
- Fax: 419-523-3518

E-MAIL: church\_ant@yahoo.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Trinity United Methodist Church
- Service address: 930 E. Main Street
- Service phone: 419-523-6496
- Account Number: 079-012-090-0-2

COMPLAINT DESCRIPTION:

New rates are ridiculous. On peak/Off peak metered Temps in 90's July 8878 KWH 796.27 Aug 8693 KWH 774,69 2/8/12 6212 KWH \$674.20 (2/17/10 6293KWH \$501.71 2/16/11 5521 KWH \$462.59) Usually in the fall our bill falls back down because we keep the heat turned down. We installed new furnaces in 2008 to combat high gas bills. We cannot keep paying bills this high; we may have to start laying off staff and adding to Ohio's unemployment rate.

Laura Turner  
70 Willettsville Pike  
Hillsboro, Ohio 45133

Public Utilities Commission  
180 E. Broad Street  
Columbus, Ohio 43125

February

To Whom It May Concern:

Case #: 11-346-EL-SSO

I am writing to file a complaint about the increase in the electric bills here in Highland County. My bill is about \$100 higher than it is normally in the winter months and this has been a mild winter. If it is \$100 higher now, I can't imagine how bad it will be by summer, no matter what generation rate gets locked in. I know it is important for business' to make money, but when the economy is tanked and trying to recover is not the time.

Please take a serious look at this matter. Because at these rates no one will be spending money in Ohio and it will make the economy even worse here.

Sincerely,

A handwritten signature in cursive script, appearing to read 'Laura Turner', written in black ink.

Laura Turner  
Residential consumer

Dear AEP and PUCO,

About this electric bill raise, it will be a disaster. Hillboro will be a ghost town. Business will have to close.

Old people and children will freeze to death.

People won't be able to pay these kind of bills.

Highland county is already in a poverty state.

Many people can't find jobs, there are none.

Food is trucked in from Cincinnati's free store.

Please don't destroy this town.

People will not be able to pay such high bills

I speak for many.

Barb Check

Case# 11-346-EL-SSO.

RECEIVED  
FEB 14 2012

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64324  
Received: 2/12/2012 10:02:43 PM  
Message:  
WEB ID: 64324 AT:02-12-2012 at 10:02 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Jay Patterson

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 62789 Georgetown Rd.
- Cambridge , Ohio 43725
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: 740-680-1660
- Fax: 888-806-2599

E-MAIL: jay@ohlights.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: A E P Ohio
- Name on account: Jay Patterson
- Service address: 62789 Georgetown Rd.; Cambridge,Oh
- Service phone: 740-439-7277
- Account Number: 075-049-542-2-8

COMPLAINT DESCRIPTION:

Hi, This about rate increase are way to much. Alot of people can't aford this. Thank you Jay Patterson

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64449  
Received: 2/14/2012 2:23:10 PM  
Message:  
WEB ID: 64449 AT:02-14-2012 at 02:23 PM

Related Case Number:

TYPE: complaint

NAME: Ms. Kristin Chek

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 1600 Universal Rd.
- Columbus , Ohio 43207
- USA

PHONE INFORMATION:

- Home: 6144454455
- Alternative: 6144454455
- Fax: 6144454464

E-MAIL: kchek@ohiomulch.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Ohio Mulch
- Service address: 1600 Universal Rd.
- Service phone: 6144454455
- Account Number: 105-744-332-2-2

COMPLAINT DESCRIPTION:

Our monthly bill increased 65% from \$888.01 a month to \$1367.35 a month. AEP will end up putting us out of business if these rates are not back under control.

February 10, 2012

Chairman Todd Snitchler  
Public Utilities Commission  
180 E Broad St  
Columbus, OH 43215

Chairman Snitchler,

We are writing as a group of concerned small business owners to express our opposition to the recent AEP rate increase for small businesses. We are deeply concerned over the rate increases that were part of cases 11-346-EL-SSO and 11-351-EL-AIR and we would like to submit our comments to be docketed as part of the formal case record.

We strongly urge you to reconsider this rate increase and find a solution that does not place this burden on small business owners. Many of the undersigned businesses saw increases in their utilities by as much as forty percent. While a monthly increase of a few thousand dollars may do little to impact a multi-billion dollar firm, for a small business, it is the difference between a successful business and failure.

Our small businesses are the backbone of the Columbus economy. For one local business, Sugardaddy's, a nationally known brownie gift and a dessert company, this rate increase will mean a yearly increase of \$20,000, resulting in total electrical costs of \$55,000 in 2012. In difficult economic times it will be nearly impossible to capture the additional incremental revenue necessary to cover this cost. A similar story can be told for each of the businesses that have signed this letter.

Governor Kasich has repeatedly said he is working to create a better environment for businesses and to create jobs for Ohioans. This rate increase is in direct conflict with those goals. For many of our businesses, getting by on a small margin, this will mean staffing reductions and layoffs. We know what a job means to our employees and the difficulty that they would face in finding another job. However this rate increase will make it difficult for small businesses like ours to maintain employees, let alone add new jobs. Sugardaddy's expansion plans, which would create more jobs, have come to a halt as a result of PUCO's approved AEP rate increase.

As you reconsider this unfair rate increase, we express our strong opposition to the increase and ask that you consider a solution that does not place the burden on the backs of small businesses.

Please, do not hesitate to contact us with any concerns or questions you may have and we thank you for your consideration.

Sincerely,



Sevell + Sevell, Inc.  
27 E. Russell St #301  
Columbus OH 43215  
614-341-9700



GRANDVIEW MERCANTILE  
873 N. HIGH ST.  
COLUMBUS, OH 43215  
614-421-7000

REURK  
881 N. HIGH ST.  
COLUMBUS, OH 43215  
614-421-5870

*Sharon J. O'Brien*  
SHARON J. O'BRIEN  
O'BRIEN AUTO ASSOC.  
42 W. 3RD AVE  
COLUMBUS, OHIO 43201  
614-299-4076

*Joseph L. Chen*  
Joseph Chen  
Fresh 50  
50 N. High St  
Columbus, OH 43215  
614-806-5552

*Mark Ballard*  
Mark Ballard  
Sugarbuddy's Sumpuous Sweets  
1347 Camelot Ave.  
Lewis Center, OH 43205  
614-890-8030

*Jeff Rinko*  
Jeff Rinko  
Rinko Eyecare Center  
81 E. Gay St  
Columbus, OH 43215

*Dr. Mark Rinko*  
Dr. Mark Rinko  
Rinko Eyecare Center  
81 E. Gay St  
Columbus, OH 43215

*Chad M. McCoury*  
Chad M. McCoury  
J. Gumbo's 614-469-9900  
31 E. Gay Street  
Columbus OH 43215

*Patricia Stone*  
Patricia Stone  
The Peanut Shoppe  
46 N. High St.  
Columbus, OH 43215  
614-221-8837

*Mark Swanson*  
Mark Swanson  
President  
Cupo' Joe / Stauff's Coffee Roast  
705 Hadley Pr.  
Columbus OH 43228  
614-487-6050

*Marilyn Smith*  
Marilyn Smith  
Capital Sq. Printing  
59 E. Gay St.  
Colo. Oh 43215  
614-221-2850

*Luis Stauffer*  
Luis Stauffer  
Crimson Design Group  
51 N. Pearl Street  
Col, OH 43215



Keith Adams

KEITH ADAMS

73 E. Gay St.

Columbus, OH 43215

Cell 614-256-9525

Bus 614-221-8300

Tim

Tim Lesser

73 E. Gay St

Columbus, OH 43215

Cell - 260-3161

bus - 221-8300

Tip Top

Elizabeth Lesser

The Columbus Food League

Elizabeth Lesser

1949 W 4th St

Columbus OH 43201

614-479-0331

cc: Commissioner Paul Centolella  
Commissioner Cheryl Roberto  
Commissioner Steven Lesser  
Commissioner Andre Porter  
Governor John Kasich  
Mark Kyamme  
Craig Butler  
Director Schmenk

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64365  
Received: 2/13/2012 12:36:17 PM  
Message:  
WEB ID: 64365 AT:02-13-2012 at 12:36 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Craig Thornton

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 804 Eastern Avenue
- Chillicothe , Ohio 45601
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: 740-773-2274
- Fax: 740-773-2282

E-MAIL: eall@horizonview.net

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Eastern Avenue Lumber Co.
- Service address: 804 Eastern Ave.
- Service phone: 740-773-2274
- Account Number: 106-322-818-0-3

COMPLAINT DESCRIPTION:

It is with great anger and frustration that I write this letter concerning the recent increase in electric rates that are unfairly and specifically targeted at the small business community of Ohio. For example:

AEP Ohio Statement – Date: 12/12/11 – Total: \$1096.77 – Metered: 12379 kW AEP Ohio

Statement – Date: 01/16/12 – Total: \$1691.63 – Metered: 13180 kW

$\$1096.77 / 12379\text{Kw} = .0886 \text{ cents per kW}$   $\$1691.63 / 13180\text{Kw} = .1284 \text{ cents per kW}$

These figures represent our one month increase of 54.2%.

As a second generation, half-owner of a hardware and lumber retail operation in a small southern Ohio town, I am astounded and appalled by the severity of these increases. I sincerely wish that I could increase my prices in this fashion and to this degree, but as a business owner, I understand that it would be unfair to the consumer and would prevent us from generating any business. How do the electric suppliers of Ohio, the PUCO, and the government in general expect any small business to absorb these ridiculous increases in the face of this floundering economy? Not to mention a small business in an industry already specifically struggling on behalf of the dire banking and housing situations. Why are these increases specifically targeted at small business? They reportedly do not apply to large users and individual consumers, which I find very troubling. Of equal concern is the reported “unanimous” decision by PUCO to allow these increases. Who exactly is looking out for the people and businesses of Ohio?

The governments of Ohio and the United States seem to be unable to comprehend the fact that literally all government revenues are directly or indirectly generated by the business community of this country. Yet, the government continues to allow and directly facilitates the increased taxation, regulation, and, therefore, the eradication of small business. These increases will certainly negate any progress that Governor Kasich has been able to make towards retaining existing business and obtaining new ones in our state. Outside investors and corporate structures will begin, yet again, to view Ohio as the jewel of the “Rust Belt” and a “high cost of business” state and look elsewhere. When AEP has no more customers to sell electricity to, they should not complain! AEP will be the ones who drove the customers away or businesses out of business altogether while our government stood idly by and let them do it.

Although our company has been able to survive up to this point in time, it is rapidly approaching the juncture that some very difficult decisions will have to be made. These difficult decisions will directly and adversely affect the general welfare of at least fifteen full-time and four part-time employees, not to mention their dependents and families. Also affected would be seasonal employees we would normally hire for the upcoming “busy” season and the income, real estate, corporate, and sales taxes generated by all full-time, part-time, and seasonal positions in our company. These ludicrous and unfair rate increases may very well prove to be the proverbial “last straw” in our case as well as for many other small businesses in our area that are being unfairly targeted.

I strongly encourage the PUCO and AEP to revisit these issues, keeping in mind what is actually fair and realistic. I urge Ohio's elected officials to honestly consider what the ramifications of allowing these increases are now and will be in the future. Continued misguided energy policy decisions by our elected officials and regulators, both state and federal, portend a very dim recovery. Whatever recent improvements there have been in the general economy and the unemployment situation will certainly be adversely affected by these unjust and untimely increases.

Thank you for your time and consideration.

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64256  
Received: 2/11/2012 2:34:50 PM  
Message:  
WEB ID: 64256 AT:02-11-2012 at 02:34 PM

Related Case Number:

TYPE: complaint

NAME: Ms. Jill DeSimone

CONTACT SENDER ? No

MAILING ADDRESS:

- 789 East Milltown Rd
- Wooster , Ohio 44691
- USA

PHONE INFORMATION:

- Home: 3303451500
- Alternative: *(no alternative phone provided?)*
- Fax: 3303452411

E-MAIL: EASTMILLTOWNGM@YAHOO.COM

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: ASA Hospitality
- Service address: 789 East Milltown Rd
- Service phone: 330-345-1500
- Account Number: 070-634-349-3-5-cyl6

COMPLAINT DESCRIPTION:

I am the General Manager of a 60 unit hotel with interior room entrances. We are very frugal with our electric usage because the bill was already so high and then it went up \$1000.00 in one month. That is just outrageous, we are not going to be able to absorb that kind of increase but customers do not want to pay any more either.

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64295  
Received: 2/12/2012 12:11:39 PM  
Message:  
WEB ID: 64295 AT:02-12-2012 at 12:11 PM

Related Case Number:

TYPE: complaint

NAME: Mr. dan mcmanis

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 35385 blake hill rd
- pomeroy , Ohio 45769
- USA

PHONE INFORMATION:

- Home: 740-416-6328
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: softtail35385@yahoo.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: aep
- Name on account: dan r mcmanis sr
- Service address: 35385 blake hill rd
- Service phone: 740-416-6328
- Account Number: 101-140-253-0-6

COMPLAINT DESCRIPTION:

Im a truck driver thats only home every 2 weeks.I have a wood shop with its own electric thats only on when im home, My avg bill over last 2 years this time of year is only about \$130.00 to \$150.00 at most. This is a lil work shop and AEP considers this a commerical electric building because i didnt trust a wire coming from my house to it for supply i paid \$2000.00 dollars to have it properly wired. Now that this rate hike AEP is forcing on consumers my electric bill is \$328.00 and my usage according to them went from avg of 222 kwh to 2536 this month all at

once. I called a professional in and i dont have a problem with wiring or any other electrical tools or outlets running all the time. And im not only person in this area having problems. If its not gasoline at \$4.00 a gallon its AEP needing to break us. My home electric bill changed \$ 200.00 dollars this month also but i know this workshop bill is unexcuseable. This area of ohio MEIGS COUNTY has nothing as it is and thanks to AEP WE WILL HAVE LESS. WE NEED TO CONVERT TO AMISH IF THIS DOESNT STOP!! If any of this makes sense im only 1 of thousands complaing and hit hard by high utilites so please respond i would appreciate it. Just need to understand why i pay more for using less??

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 64079  
Received: 2/8/2012 11:39:22 AM  
Message:  
WEB ID: 64079 AT:02-08-2012 at 11:39 AM

Related Case Number:

TYPE: complaint

NAME: Ms. Tammy Mor

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 3185 Hilliard-Rome Rd
- Hilliard, Ohio , Ohio 43026
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: 614-361-9617
- Fax: *(no fax number provided?)*

E-MAIL: olivetreecafe@ymail.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: The Olive Tree Cafe
- Name on account: The Olive Tree Cafe
- Service address: 3185 Hilliard-Rome Rd, Hilliard, OH 43026
- Service phone: 614-527-8812
- Account Number: 105-055-460-8-4

COMPLAINT DESCRIPTION:

I am in shock from the outrageously high increase in my AEP distribution service rate. How could the PUCO approve this???? I am a small business who can not afford to pay this kind of increase--well over 200%!!!! This is ridiculous. No business can afford to pay these rates.



From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 63864  
Received: 2/4/2012 10:27:51 AM  
Message:  
WEB ID: 63864 AT:02-04-2012 at 10:27 AM

Related Case Number:

TYPE: complaint

NAME: Mr. Timothy Baldwin

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 41 S. High St.
- Suite 200
- Columbus , Ohio 43215
- USA

PHONE INFORMATION:

- Home: (614) 461-5881
- Alternative: (614) 736-2344
- Fax: (614) 461-7652

E-MAIL: tim.baldwin@hines.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Hines
- Name on account: Huntington Center Associates
- Service address: 41 S. High St.
- Service phone: (614) 461-5881
- Account Number: 101-878-048-0-1

COMPLAINT DESCRIPTION:

We were very shocked to receive our January electric bill and find that while our usage was 3% higher than in December of 2011, the charges from AEP were 57% higher! If this trend holds true for the rest of the year, we can expect over \$250,000 to be added to our bill for the entire year of 2012. I personally find this type of increase to be outrageous. Especially at time when companies are struggling to recover from one of the worst economic downturns in our history. It seems counter-productive to Governor Kasich's stated desire to help the business climate and bring jobs to Ohio. The process also makes it very difficult to budget when there is no advance information available about the amount of these increases. We contacted AEP on five occasions asking about this when preparing our budget and got no answer. I believe that these increases are grossly unfair, should be reviewed by the PUCO and should be revised downward at the earliest opportunity. Otherwise, the business community will no doubt view Ohio as an unfriendly place to set up shop. Your consideration of these facts will be greatly appreciated by all of us who work for a living.