

NC

CASE # 12-0892-EL-CSS

GRIT030212MU

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Ohio

Public Utilities  
Commission

GRIT030212MU

Case Number

Public Utilities Commission of Ohio  
Attn: Docketing  
180 E. Broad St.  
Columbus, OH 43215

FILE

Formal Complaint Form

Dr Glenn D Ritchie

Customer Name (Please Print)

5546 Beecher Rd SW

Customer Address

Granville

City

OH

State

43023

Zip

Against

07895775505

Account Number

same

Customer Service Address (if different from above)

American Electric Power

Utility Company Name

City

State

Zip

Please describe your complaint. (Attach additional sheets if necessary)

RECEIVED-DOCKETING DIV

2012 MAR -8 PM 4:01

PUCO

Dr Glenn D Ritchie

Signature

740-927-8439

Customer Telephone Number

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technician Am Date Processed 3/8/12

**PUCO**  
**180 E. Broad St.**  
**Columbus, OH 43215**

**March 7, 2012**

**CASE: GRIT030212MU**  
**ACCOUNT: 07895775505**

### **FORMAL COMPLAINT FORM**

I have been a residential consumer of American Electric Power (AEP) for over 25 years at 5546 Beecher Road SW, Granville, OH and (with my wife Cathy Ellwood-Ritchie) for over 8 years at 6669 Lower Brook Way, New Albany, OH 43054.

During this period of time, I have watched the cost of AEP-provided electric power soar without any apparent justification except for increased percentage of profit against costs. Unlike gasoline costs, AEP used sources of energy including coal and nuclear power which have clearly not increased in cost over this period consistent with the large increases in AEP residential and consumer rates.

During this period, I spent almost 10 days without any electric power during severe winter conditions. AEP was extremely slow to contract the support of external repair crews and showed absolutely no compassion for the serious dilemmas facing its "loyal customers". One of the major causes of this winter disaster was the unaddressed deteriorating condition of AEP transmission lines and poles, and their consistent failure to trim trees near power lines.

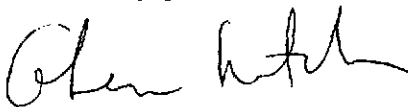
Since the availability of alternate sources of electrical energy suppliers (e.g., First Energy Solutions), AEP has been EXTREMELY UNCOOPERATIVE in providing useful information to its customers in deciding between AEP-based and alternative energy source suppliers. For example, I have recently spent over three hours attempting to determine current AEP rates, in order to justify my selection of First Energy Solutions as my electrical energy provider. They have made every possible effort to make this comparison impossible, but refusing to provide current KW/Hr rates. It seems apparent that AEP wishes to raise its energy rates in response to the business lost to

much smaller external suppliers who, with no surprise, are able to provide electrical energy to former AEP clients at a lower cost than can AEP.

Especially in the present economy, there would appear to be no reason for the PUCO to grant ANY rate increase to AEP now, or in the near future. In February, 2012 the PUCO disallowed a proposed AEP rate increase, and not AEP is proposing a similar rate increase, showing a complete disrespect for both the authority of the PUCO and the public good.

I wish to file a formal complaint to the PUCO concerning the proposed rate increases by AEP, in the belief that NO RATE INCREASE should be allowed now or until AEP can fully justify such an increased based on more than a desire to increase corporate profits at the expense of the public.

Sincerely yours,

A handwritten signature in black ink, appearing to read "Glenn Ritchie", with a stylized, cursive script.

Dr. Glenn Ritchie  
5546 Beecher Road SW  
Granville, OH 43023  
740-927-8439  
drglenndritchieAol.com