

FILE

5

Hunter, Donielle

From: ContactThePUCO
Sent: Friday, March 09, 2012 3:11 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 3/9/2012

Re: Karen Page
78 N Remington Rd
Columbus, OH 43209

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

Notes:

NAME: Mr. Phil Page
CONTACT SENDER ? Yes
MAILING ADDRESS:
78 N Remington Rd
Columbus , Ohio 43209
USA
PHONE INFORMATION:
Home: 614-236-2550
Alternative: (no alternative phone provided?)
Fax: (no fax number provided?)
E-MAIL: pnkpage@aol.com
INDUSTRY:Electric
ACCOUNT INFORMATION:
Company: AEP Ohio
Name on account: Karen Page
Service address: 78 N Remington Rd, Columbus, OH 43209
Service phone: 614-236-2550
Account Number: 107-782-920-0-2
COMPLAINT DESCRIPTION:

Please help with these new residential rate hikes. My most recent bill is for \$208.17, last year at the same time, my bill was \$109.94. Normally we see our electric bill decrease during the winter and increase during the summer as we are using our air conditioning. This winter, my bills have been 50-100% more than last winter and we have not added any new appliances or increased our family size. Can't wait for the summer!!

Please docket the attached in the case number above.

RECEIVED-DOCKETING DIV
2012 MAR -9 PM 3:52
PUCO

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Technician Ann Date Processed 3/9/12

Hunter, Donielle

From: ContactThePUCO
Sent: Friday, March 09, 2012 3:53 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 3/9/2012

Re: Nancy Ann Jones
3492 Wilson Woods Dr
Apt E
Columbus, OH 43204

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

Notes:

NAME: Ms. Nancy Ann Jones
CONTACT SENDER ? Yes
MAILING ADDRESS:
3492 Wilson Woods Dr.
Apt. E
Columbus , Ohio 43204
USA
PHONE INFORMATION:
Home: 6143270213
Alternative: 6143270213
Fax: (no fax number provided?)
E-MAIL: nastevensonn@hotmail.com
INDUSTRY:Electric
ACCOUNT INFORMATION:
Company: AEP
Name on account: Nancy Ann Jones
Service address: 3492 Wilson Woods Dr., Apt. E, Columbus, OH 43204
Service phone: 6143270213
Account Number: 10585536195
COMMENT DESCRIPTION:

*** NOTE: YOU DO NOT NEED TO CONTACT ME UNLESS YOU HAVE ANY QUESTIONS FOR ME:

*** \ Thank you for taking a second look at the electric rates! I've been behind due to medical issues - and found that my bill went up from about 75.00 (?) to 136.00!!! That was ridiculous - and horrible for residents as well as for small business. The neighbor next door stated it went up just a bit more than half (she said 3-4 times, but I think she may have exaggerated.) I didn't complain before because I didn't know what to do and figured I'd wait until I received another bill before complaining to PUCO. AEP can't say it's due to winter (which is what I

was told earlier) because this winter has been extremely mild. Again, I thank all of you so much for your action and reconsideration on this matter!!! - Nancy A Jones

Please docket the attached in the case number above.

Hunter, Donielle

From: ContactThePUCO
Sent: Friday, March 09, 2012 11:35 AM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 3/9/2012

Re: Cheryl Casey
353 S Columbus St

Lancaster, OH 43130

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

Notes:

Caller understands rates go up but it would be much more affordable done in increments.
Sending to Docketing and sending out letter.
Please docket the attached in the case number above.

Hunter, Donielle

From: ContactThePUCO
Sent: Thursday, March 08, 2012 4:37 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 3/8/2012

Re: J Sue Hall
3239 Palomar Ave

Columbus, OH 43231

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

Notes:

In the winter months my electric bill is always less than my summer bill. However, from the month of December my bill was \$295. which is somewhat normal for a winter month that had a few weeks that were very cold. Then I got my bill for January which was about the same in weather and the bill doubled!!!! Why is it that the Generation rate was \$182. for the month of Dec. and \$378. for the month of January also the distribution rate also doubled in the month of December it was \$64. the month of January it was \$111. Nothing has changed at my house I have a programable thermostat that heats the house to 68 degrees when we are home during the day and at night it is set to 60. I have have only energy eff bubls and nonuse appliances are unplugged the same as it was in the past however, now my bill is doubled! I know that the electric company has also raised prices for small business and want to know when my bill will be back to where it should be?

Please docket the attached in the case number above.