

FILE

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

11-346-EL-SSO

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!

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 DR Date Processed 03-12-12

RECEIVED-DOCKETING DIV
2012 MAR 12 AM 10:16
PUCO

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!

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 63759
Received: 1/31/2012 7:04:22 PM
Message:
WEB ID: 63759 AT:01-31-2012 at 07:04 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Mike Snyder

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 307 S. Algonquin Ave
- Columbus , Ohio 43204
- USA

PHONE INFORMATION:

- Home: (614)276-6790
- Alternative: 614-989-5282
- Fax: *(no fax number provided?)*

E-MAIL: mikesemail61@yahoo.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Mike Snyder
- Service address: 307 S. Algonquin Ave
- Service phone: 614-276-6790
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

Electric has gotten out of hand. My bill went from \$78.00 last month to \$245.00 this month. I cant afford this. How can you allow AEP to raise its rates to this extent in a rough economy. I will have to sell my house if this is not corrected immediately. Whats your plan for protecting the consumer?

RECEIVED FEB 01 2012/30/0018

Last month my AEP
electric bill was \$127.02 and
this month it was \$237.00 WOW!!
what a increase. I haven't use
any more electric then I normal
live. I live by myself and on a
fixed budget Social Security elderly
senior Citizens. Have you heard of
Jesse James? Well AEP and with
Peco backing them you have
become the robbers of modern
times. There are business and
hard to make people complaining.
When is AEP with your backing
going to raise the rate again??
Probably next week huh. A copy
of my complain along with some
signers will be going to Senator Portman,
AEP, and President Obama. Don't use
a complaint form or are you afraid
to?? If you keep over charging there
will be a lot of customers disconnected
huh??

B

Mr. Franklin E. Buckalew
1443 Williamsburg Ln.
Lancaster, OH 43130

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64953
Received: 3/6/2012 1:47:01 PM
Message:
WEB ID: 64953 AT:03-06-2012 at 01:46 PM

Related Case Number:

TYPE: comment

NAME: Mrs. vicki fraley

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 7023 Cheri Dr
- Hillsboro , Ohio 45133
- USA

PHONE INFORMATION:

- Home: 937/579-5314
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: vicousvic@rocketmail.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Vicki Fraley
- Service address: 7023 Cheri Dr
- Service phone: 937-579-5314
- Account Number: 102-533-412-4-1

COMMENT DESCRIPTION:

case# VFRA022712QM should be included with case # 11-346-EL-SSO I already don't have enough money to pay my \$402.00 bill. AEP was told to set prices back to December. Now they want to keep them the same. If we get an alternate company they want \$150.00 if you terminate their contract. I think the public utilities commission should make them abide by their ruling.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64801
Received: 2/27/2012 10:48:25 AM
Message:
WEB ID: 64801 AT:02-27-2012 at 10:48 AM

Related Case Number:

TYPE: complaint

NAME: Mrs. Vicki Fraley

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 7023 Cheri Dr
- Hillsboro , Ohio 45133
- USA

PHONE INFORMATION:

- Home: 937/579-5314
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: vicousvic@rocketmail.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Vicki Fraley
- Service address: 7023 Cheri Dr
- *(no service phone number provided?)*
- Account Number: 102-533-412-4-1

COMPLAINT DESCRIPTION:

I know AEP rate plan rejected. I just received bill due March 9 for \$402.89. I am residential customer. I have not spoken up sooner because my January bill was 246.68. \$56 more than December now it is \$402.89 another \$156. I have not used anymore electric this month than last. highest bill was \$320 last year have 2 rooms closed off no heat. Not home during day. Unemployed last year was home during day. I used 2430 kwh last month 4200 this month. Are they just now reading meters first time for 6 months? misread? if meter reading is correct maybe they need to read every month or replace 35 year old meters with profits. We managed not to lose our house during unemployment will we because of electric. I would rather have South Central can we be redistrict? petition maybe signed by all in area. Other communitys are paying less Dayton our community was hit with high unemployment and now high electric bills. My neighbors all have higher bills too. When you reconsider the AEP rate plan do not leave out the residential areas.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64922
Received: 3/5/2012 5:28:53 PM
Message:
WEB ID: 64922 AT:03-05-2012 at 05:28 PM

Related Case Number:

TYPE: comment

NAME: Mr. James Montgomery

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 3039 Dayton Rd
- Newark , Ohio 43055-9720
- USA

PHONE INFORMATION:

- Home: (740) 349-9213
- Alternative: (614) 937-6957
- Fax: *(no fax number provided?)*

E-MAIL: goodfix@aol.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Montgomery Maintenance
- Name on account: James Montgomery
- Service address: 3039 Dayton Rd
- Service phone: (740) 349-9213
- Account Number: 076-556-788-1-6 and 073-456-788-1-2

COMMENT DESCRIPTION:

3/05/2012 I own and run a business out of my house. Are you going to have AEP return my electric rates back to what they were before the rate hikes? I have had to keep my thermostat between 45 and 55! It has been a milder winter but my bills have still been much higher than last year! I cant work in these conditions! I am afraid you will only consider me a residential customer when over 1/2 of my house is business! Even then if you are going to lower businesses you should also lower residential customers too! James Montgomery

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64672
Received: 2/22/2012 11:43:08 AM
Message:
WEB ID: 64672 AT:02-22-2012 at 11:42 AM

Related Case Number:

TYPE: complaint

NAME: Mrs. Jamie Ottery

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 4095 Maynard Rd
- Delaware , Ohio 40315
- USA

PHONE INFORMATION:

- Home: (614) 638-0212
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: jamieottery@yahoo.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Trent Ottery
- Service address: 4095 Maynard Rd Delaware OH 43015
- Service phone: (614) 596-2724
- Account Number: 10276542205

COMPLAINT DESCRIPTION:

Hello! I would like to file a complaint regarding the outrageous rate increases that AEP implemented over the past 12 months. We just received our bill for February 2012, and it is by far the highest bill we have received from AEP in the six years we have owned our house. In order to control our costs, we have installed new windows, purchased a new energy efficient heating and cooling system, purchased a new washer and dryer, and enrolled with First Energy Solutions to lock in a fixed rate for generation and transmission. Upon reviewing my current and

historic bills, I was astonished to see that my price to compare was 5.2 cents in February 2011 and then 7.4 cents per kwh in February 2012. This is a 42% rate increase over a 12 months period. Thank goodness that we are locked in at 6.69 cents with First Energy Solutions.

I follow the news around energy rates and AEP, and I am very surprised a company (AEP) that earned nearly excessive profits in 2010/2011 can justify increasing rates by to residential customers by over 40% in a twelve month period. I am also incredibly disappointed that PUCO allows AEP to gouge customers, especially during these tough economic times.

Thank you for listening to my complaint. Hopefully enough complaints will lead to change.

Jamie Ottery

April 24th, 2012

Public Utilities Commission of Ohio
180 East Broad Street
Columbus, Ohio 43215

We also are joining the expanding list of AEP customers questing the rational for the substantial increase in our electric rates.

Our budget history with AEP

<u>YEAR</u>	<u>RATE</u>
09	\$ 77.00
10	\$ 85.00
11	\$ 92.00
11	\$ 136.00 notice at end of Nov
12	\$ 225.00 1/12
	\$ 199.00 new budget

According our calculations that represents a 200 % increase in rates since 2009,

My wife is retired and I will be at the end of April and at the present rate of increase we will be unable to afford AEP.


The only changes made in the past two years were:

- A. Installed an energy efficient (GAS) furnace
- B. Installed energy efficient light bulbs.
- C. my wife retired as beautician thus eliminating three dryers

We assumed our energy bill would either remain the same or be reduced.

Your attention to this mater would be greatly appreciated.

Sincerely,


Michael and Glenda Corcoran
321 North Vine Street
Fostoria, Ohio 44830

RECEIVED

FEB 24 2012

Cc: State Senator Cliff Hite
State Representative Robert Sprague

INVESTIGATION AND AUDIT DIVISION
PUBLIC UTILITIES COMMISSION OF OHIO