

**Hunter, Donielle**

**From:** ContactThePUCO  
**Sent:** Monday, March 12, 2012 4:18 PM  
**To:** Docketing  
**Subject:** Docketing

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 3/12/2012

Re: Rebecca Davidson  
2465 State Route 131

Hillsboro, OH 45133

RECEIVED-DOCKETING DIV  
2012 MAR 12 PM 4:33  
PUCO

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

Notes:

11-349-EL-SSO I have another complaint with AEP. I was complaining to them because since their system went down on the day I was making my payment and I have a confirmation number for my payment they were going to turn off my electricity. Once I could prove I made the payment, they put a hold on my account so my electric would not be turned off. Then the next day, I received an email from them offering me a payment plan. With the payment I sent in that would be my down payment, then I would make payments on my remaining balance split either in six or nine payments and but I would include what I was charged for that month and continue making that payment. I don't see how this is going to help win I owe \$1400 for two months and their rates might stay the same for each month. I would be paying them more in the long run. This is going to cause hardship for my family and other families in this area. This will cause a lot of families to file bankruptcy and put businesses out of business. WE WON'T BE ABLE TO AFFORD FOOD FOR OUR FAMILIES!!! We want our rates back to December. I was out of work for two years and still trying to catch up on past bills. Our economy is getting worse. With what I read on AEP's website, they have 5 million customers. Why not collect \$10 a month from those customers and they will make in one month \$50 Million!!!!!!! This is a monopoly. We should be able to choose which electric company we want. We can choose who our phone provider is, why not electric.

Please docket the attached in the case number above.

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 LD Date Processed 03-12-12