

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64517
Received: 2/16/2012 9:07:34 AM
Message:
WEB ID: 64517 AT:02-16-2012 at 09:07 AM

Related Case Number:

TYPE: complaint

NAME: Mr. Peter Margaritis

CONTACT SENDER ? No

MAILING ADDRESS:

- 206 Woodbridge Place
- Reynoldsburg , Ohio 43068-9676
- USA

PHONE INFORMATION:

- Home: (740) 927-6328
- Alternative: (614) 395-0387
- Fax: *(no fax number provided?)*

E-MAIL: pmargaritis@columbus.rr.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP Ohio
- Name on account: Melinda Margaritis
- Service address: 206 Woodbridge Place
- Service phone: (740) 927-6328
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

So often when it rains, AEP power goes out in our area. And it unfortunately only seems to affect a small number of residences. Today's is less than 900. But it is always our block. We have a sump pump in the basement, and it works well during a rainstorm when the power is on. However, when power goes out and it is raining hard, the sump starts to back up, And power is never restored in less than four hours. Average is about 6, however sometimes it is longer.

Having once worked at AEP, I know that they have instituted a sophisticated OMS (Outage Management System). But they are doing little to prevent outages by upgrading line equipment, clearing

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Technician *[Signature]* Date Processed 03-16-12

brush from lines, etc. And older transformers become unreliable. The millions that AEP is spending are for upgraded salaries, HR-related subjects, and of course, their expensive, wireless, meter management system.

We have such a meter. It is supposed to have a 'dying breath' feature (i.e., the meter sends a special signal to the home base when power goes out). We had a power outage last fall, and after the power had been out for some 25 minutes, I called the AEP outage reporting number. Mine was the first indication they received about the outage. They were not even aware the power was out, and the CSR sounded rather skeptical of my report. She tried to make me feel like an idiot.

AEP's service has really gone downhill these last few years. They spend millions upon millions of dollars on things that have nothing to do with creating, distributing, and maintaining power as cheaply and efficiently as possible. While the infrastructure ages. And PUCO's allowance for them raising rates again and again is a travesty.

As was mentioned by a member of the public in one open house meeting with you a while back: "AEP's CEO compensation is not a salary: It's a lottery winning." And all of their salaries are inflated - to say nothing of their bonuses.

All in all, you are letting them bilk us for millions, in trade for poor service.

Peter Margaritis

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64757
Received: 2/24/2012 9:10:10 AM
Message:
WEB ID: 64757 AT:02-24-2012 at 09:10 AM

Related Case Number:

TYPE: complaint

NAME: Mr. Leroy Mongold

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 9322 Katterman Rd
- Eagle Twp
- Sardinia , Ohio 45171
- USA

PHONE INFORMATION:

- Home: 9372697159
- Alternative: *(no alternative phone provided?)*
- Fax: 9376951440

E-MAIL: adevilbliss@yahoo.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP Ohio
- Name on account: Leroy Mongold
- Service address: 9322 Katterman Rd Sardinia, OH 45171
- Service phone: 9372697159
- Account Number: 109-417-743-4-0

COMPLAINT DESCRIPTION:

In reference to file number 11-346-EL-SSO. I am writing in regards to the 55% increase in my electric charges for the month of January. Warmest winter on record in decades and my electric charges increased by 55%. My December electric bill was \$199.39 and my January bill was \$309.95. An increase of \$110.56. I live on a limited Social Security income and cannot afford such an extremely unmanageable and unexpected increase in my utility costs. Can someone please contact me at 937-269-7159 and explain how this is possible and offer some type of resolution? I would greatly appreciate it. Thank you so much. Leroy Mongold.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 65161
Received: 3/7/2012 7:35:18 AM
Message:
WEB ID: 65161 AT:03-07-2012 at 07:35 AM

Related Case Number:

TYPE: complaint

NAME: Mr. Eugene Gallo

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 470 State Route 43
- PO Box 2400
- Wintersville , Ohio 43953
- USA

PHONE INFORMATION:

- Home: 740-765-4324 xt103
- Alternative: 330-853-8767
- Fax: 740-765-4533

E-MAIL: ggallo@cbcf41.org

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Eastern Ohio Correction Center
- Service address: 470 State Route 43, Richmond, OH
- Service phone: 740-765-4324
- Account Number: 072-719-200-1-4

COMPLAINT DESCRIPTION:

I have been told that AEP has not reduced their rates to December 2011 levels and continues to send out bills at the rate disallowed by the Commission. If true this action shows total disregard for the Commissions recent findings. I would like to hear from the Commission about what rates we are required to pay as soon as possible. Thank you

Eugene Gallo

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 64955
Received: 3/6/2012 3:13:34 PM
Message:
WEB ID: 64955 AT:03-06-2012 at 03:13 PM

Related Case Number:

TYPE: complaint

NAME: Mrs. Susan Haun

CONTACT SENDER ? No

MAILING ADDRESS:

- 375 South Washington Street
- Millersburg , Ohio 44654
- USA

PHONE INFORMATION:

- Home: 3307633217
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: rshaun_2000@yahoo.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP Ohio
- Name on account: Richard Haun
- Service address: 375 South Washington Street
- Service phone: 3307633217
- Account Number: Not sure

COMPLAINT DESCRIPTION:

AEP ESP case number, Case No. 11-346-EL-SSO

We can not continue to afford the rates that AEP has put on us. It is hard enough at this time to keep up with the utilities that we currently have, we need to stop this!!!