

Hunter, Donielle

From: ContactThePUCO
Sent: Tuesday, March 27, 2012 8:50 AM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
 Investigation and Audit Division

Memorandum

Date: 3/27/2012

Re: Rebecca Robb
 2300 National Rd SW
 Hebron, OH 43025

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

Notes:

NAME: Mr. Rebecca Robb
 CONTACT SENDER ? No
 MAILING ADDRESS:
 2300 National Rd SW
 HEBRON , Ohio 43025
 USA
 PHONE INFORMATION:
 Home: 740-928-5300
 Alternative: (no alternative phone provided?)
 Fax: (no fax number provided?)
 E-MAIL: jar.robbsco@yahoo.com
 INDUSTRY: Electric
 ACCOUNT INFORMATION:
 Company: ROBBCO
 (no account name provided?)
 Service address: 2300 National Rd SW
 Service phone: 740-504-8100
 Account Number: 071-735-112-0-0

COMPLAINT DESCRIPTION:

Our electric bills have risen dramatically in the past several months which do not reconcile with our usage. This is not right. Also, AEP charged our account some time ago with an extra assessment that was not authorized by us.

AEP appears to be unfairly gouging small business here in Ohio.

For example, AEP spends an exhorbantant amount of money on owning and leasing several jet aircraft for the personal benefit of senior executive and director business trips that drive up the costs of our bills. Something needs to be done about this. The Board of Directors of AEP should be held personally responsible for AEP's bad behavior and corporate irresponsibility relative to their excessive executive benefits and administrative

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overhead expenses that are passed on to the consumer thru higher electric utility bills. AEP should not be allowed to have a "blank" check on how they spend their money collected from the citizens in Ohio. Governor Kasich should appoint a "Citizen's Oversight Committee" of independent persons to examine and make a report on AEP's spending habits. Hopefully some good will come from this oversight resulting in more fair electric utility bills to the Ohio consumer.

Please docket the attached in the case number above.

RECEIVED MAR 26 2012

Stacy Weislogel
333 Stonewall Court
Dublin, OH 43017

614-766-4886

March 24, 2012

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

RE: AEP Proposed Rate Increase

To Whom It May Concern:

I am writing to object to any proposed AEP rate increase that will exceed the increase in the cost of living. Our house is all electric, built in 1979. We purchased it in 1995.

Comparing February 2011 to February 2012, we experienced a 25% increase in the cost of electricity per kilowatt hour!

We consume about 20,000 KWH per year and have made investments to control our energy costs. According to the "gridSMART" information that we receive from AEP Ohio, we are within 10% of the usage of similar homes. In 2004 we replaced all of our windows with more energy efficient *Pella* windows. In 2006 we replaced our entire HVAC system (including heat pump) with a more energy efficient make and model.

Both my wife and I retired within the last six years. We will never see an increase of 25% in our annual income.

I urge you to exercise your regulatory authority to control the rising costs of electricity.

Thank you for your consideration.

Sincerely,



c: Office of the Consumers' Counsel
State of Ohio

Fax to PUCO, Fax # 614-752-8351, 1 pg.

RE: Case Number 11-346-EL-550, comment dated 3/23/12

I'm the treasurer of the Indian Hills Residents Association, a homeowners association of 307 single-family homes in northwest Columbus. We have a pool, a tennis court, and three illuminated entrances. I pay eleven AEP bills each month.

I want to let you – AEP Ohio and the PUCO – know our thoughts on the excessive rate increases of the recently rescinded ESP, and what we expect will be very similar rates in the "modified ESP" soon to be filed.

Like so many others, we were stunned by the January bills. Our HOA is small, not-for-profit, and we're not engaged in commerce of any sort. Yet because we're not literally a residence, all our rate tariffs are "commercial."

Most egregious is the impact on our account for tennis court lights. AEP classifies it as a GS-2 medium general service tariff 207. The bills for January, February, and March are more than quintuple the previous amount. And the most galling part – while our bill has increased five-fold, our usage from December through March is literally nothing. 0 KWH. AEP wants us to pay five times what we used to pay just to maintain service with 0 KWH used. When we do turn the lights on, our usage is miniscule. We average just 350 KWH per year. Virtually nothing.

This is absurd and unfair. We've heard all the explanations of "load factor" and the "pattern" of occasional high use with otherwise low use. That's the lights at our tennis court. But AEP's rate scheme is unfairly and heavily skewed to the pattern without much regard for actual use. It's missing the forest for the trees. To ask us to pay 5 times more only because of our pattern is really hard for us to swallow, and even harder for AEP to justify.

We don't need explanations. We need fairness, we need relief, and we need lower costs. There must be a better way, one that takes into account actual use as much as pattern, and one with sensible tariffs that distinguish between genuine commercial use and circumstances such as ours.

We see what's happening – AEP and the PUCO don't want to push costs onto large corporate users because they represent considerable financial and political clout. Nor are you keen to increase costs to residential users who possess voting clout at the ballot box. So that leaves the proverbial "little guys" who are fewer in number and don't have as much influence – the GS-2's in small business, light industry, and, incredibly, in outfits like schools, churches, and even our dinky little HOA. We get the bill, and it's expensive.

We have genuine sympathy for the small businesses that have unfairly been put in this position. To stay in business, they've got to pay. Not us. Our dinky little HOA has a choice. We don't need lights at our tennis court. They're nice and we like 'em, but they're not a necessity. We have the option of simply cancelling this account. We're thinking seriously about doing just that. I realize that, to AEP, our business is utterly insignificant, but however small, it is something. If, due to unaffordable cost, we decide to cancel our electric service, who benefits? No one.

One last thing – when might we expect refunds for the excessive amounts we've paid since January?

Bob Jacobs