

FILE

8

**Hunter, Donielle**

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**From:** ContactThePUCO  
**Sent:** Wednesday, April 04, 2012 3:21 PM  
**To:** Docketing  
**Subject:** Docketing  
**Attachments:** Notes.4606185.html

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 4/4/2012

Re: Dan Sheets  
24215 Sheets McCoy Rd  
New Plymouth, OH 45654

RECEIVED-DOCKETING DIV  
2012 APR -4 PM 3:51  
PUCO

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

Notes:

Caller wanted to voice his concern over a \$300 bill for his all-electric home. Advised caller about in-home audit for his home via AEP. Also advised caller about possibly enrolling in PIPP. Advised caller of number for Community Action Agency in Vinton County. caller also requested a PIPP application be mailed out to him. 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 AM Date Processed APR 04 2012

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 65512  
Received: 3/8/2012 8:29:50 AM  
Message:  
WEB ID: 65512 AT:03-08-2012 at 08:29 AM

Related Case Number:

TYPE: complaint

NAME: Mr. Brad Deleruyelle

CONTACT SENDER ? Yes

MAILING ADDRESS:

- Pandora-Gilboa Local School District
- 410 Rocket Ridge
- Pandora , Ohio 45877
- USA

PHONE INFORMATION:

- Home: (419) 384-3227
- Alternative: (419) 384-3225
- Fax: (419) 384-3230

E-MAIL: pg\_treas@noacsc.org

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP Ohio / Ohio Power
- Name on account: Pandora-Gilboa Local School
- Service address: 410 Rocket Ridge
- Service phone: 419-384-3227
- Account Number: 070-754-278-0-2

COMPLAINT DESCRIPTION:

The “excessive” capacity charges have once again been “approved,” but for an interim period through May 31st, while a future hearing (April 17th) will begin to construct capacity fees longer-term? Is this meant to be met with applause?

PUCO Chairman Todd Snitchler is quoted as saying, "The interim capacity charges approved today strike a fair balance between AEP and competing electric suppliers." What it inherently spells-out for me is that Mr. Snitchler isn't capable of performing his duties as Chairman of the Commission, and I can't help but believe others share my concern. I'm not sure the process has ever been more impaired by the politics that surround it! The absurdity of this situation goes beyond my comprehension.

Just two weeks ago, we were given renewed "hope" the PUCO was finally moving in the right direction, but now the PUCO has managed to place another fly in the ointment, or should I say, the same fly? In my personal opinion, this outcome is nothing short of presenting AEP with a "monopoly," and at a time when shopping opportunities may never be better, the PUCO has decided to play market-maker, with intentions of impeding our access to competition (lower costs). So the PUCO is back to selecting winners-n-losers, and their so-called "fair balance" policy has our load being stamped as a loser ... all in the name of creating "captive" customers for AEP!

When does the customer ever win with this outcome? For years now AEP has had steadily climbing profits and has been warned to roll them back while the PUCO still approves rate increases. The greed involved at all levels has gone far enough. What is happening is wrong and the parties involved know it. This wreaks of either incompetence or illegal activities.

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 63942  
Received: 2/6/2012 2:17:14 PM  
Message:  
WEB ID: 63942 AT:02-06-2012 at 02:17 PM

Related Case Number:

TYPE: complaint

NAME: Mr. keith fox

CONTACT SENDER ? Yes

MAILING ADDRESS:

- *(NO CITY?)* , Ohio *(NO ZIP??)*
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: 7406033700
- Fax: *(no fax number provided?)*

E-MAIL: fox@ohiohills.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- *(no utility company name provided?)*
- Name on account: keith w fox
- Service address: 1221 and 1225 w hunter st logan ohio 43138
- *(no service phone number provided?)*
- Account Number: 077 786 955 1 5 and 073 096 955 1 3

COMPLAINT DESCRIPTION:

My 40% rate increase is criminal! How could the PUCO do this to small business? You may have just put me out of business! STOP THIS MADNESS!

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 65792  
Received: 3/20/2012 7:49:07 AM  
Message:  
WEB ID: 65792 AT:03-20-2012 at 07:48 AM

Related Case Number:

TYPE: question

NAME: Mrs. Jamie Humphrey

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 39211 State Route 143
- Pomeroy , Ohio 45769
- USA

PHONE INFORMATION:

- Home: 740-992-7301
- Alternative: 740-444-9238
- Fax: *(no fax number provided?)*

E-MAIL: jamie.h@frontier.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Hillside Baptist Church
- Service address: 39724 State Route 143
- Service phone: 740-992-6768
- *(no account number provided?)*

QUESTION DESCRIPTION:

The recent increase in the electric bill is hurting our church financially.

We only meet 3 times per week, have had a mild winter and still the last 3 bills have been around \$700 per month.

We are a small, non profit organization.

When I called AEP to ask if there was anything that could be done about our high electric charges I was told that at this time there was not, but that you were meeting and going to make a ruling about this situation.

I know that these electric bills are going to hurt businesses, but at least they have the opportunity to pass along the costs to the consumer (again the consumer is going to pay).....We as a church cannot pass on our bills to the consumer, we just have to try to get contributions from a small congregation out in the country that is in a poverty stricken area anyway. Is there going to be any type of relief for us?

Thank you Jamie Humphrey

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 65782  
Received: 3/19/2012 2:17:05 PM  
Message:  
WEB ID: 65782 AT:03-19-2012 at 02:16 PM

Related Case Number:

TYPE: comment

NAME: Mr. James Thompson

CONTACT SENDER ? No

MAILING ADDRESS:

- 197 Oak Street
- Columbus , Ohio 43235
- USA

PHONE INFORMATION:

- Home: 614-430-3663
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: jimt@tcipphoto.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Thompson Creative Imaging LLC
- Service address: 197 Oak Street Columbus Ohio 43235
- Service phone: 614-430-3663
- Account Number: 106-586-77-1-0

COMMENT DESCRIPTION:

I wanted to state my objection to AEP unfairly raising its rate on one group of users and not across the board rate increases on larger businesses. It seems very unfair for small business to shoulder the burden of large businesses who require much more Peak Usage Power.

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 65774  
Received: 3/19/2012 10:24:10 AM  
Message:  
WEB ID: 65774 AT:03-19-2012 at 10:24 AM

Related Case Number:

TYPE: complaint

NAME: Mr. Dan Greenfelder

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 5368 Fulton Dr. Nw
- Canton , Ohio 44718
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: 330-494-4505
- Fax: *(no fax number provided?)*

E-MAIL: dan@greenfelder-mh.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Greenfelder Insurance Services, Inc. .
- Service address: 5368 Fulton Dr NW, Canton,OH 44718
- Service phone: 330-494-4505
- Account Number: 070-484-641-4-8

COMPLAINT DESCRIPTION:

The new electric rates for AEP, allowed by the PUCO, are very excessive to a small business like ours. Our bill for 2/1/12 through 3/1/12 is \$872.26 for 3891 KWH and for the comparable period in 2011 my bill was \$474.44 for 4732 KWH. My previous billing was way out of line as well. This is an 1100 square foot office for an insurance agency with electric heat and no heavy equipment of any kind. How can the PUCO approve a rate increase that is this dramatic? You are now going to force me to look into moving my offices to a facility with gas heat as is my neighbor in this building. That in turn will cause financial hardship on the owner of this building. I have read that this increase in part is being thrust on small businesses to offset large business increases. This needs rolled back. I would like some answers concerning this excessive and wrongful rate approval.