

Hunter, Donielle

From: ContactThePUCO
Sent: Thursday, May 10, 2012 10:35 AM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

11-346-EL-SSD

Memorandum

Date: 5/10/2012

Re: Frances Osthoff
218 N College Ave
.
Rio Grande, OH 45674

RECEIVED-DOCKETING DIV
2012 MAY 10 AM 10:46
PUCO

Docketing Case No.: AEP

Notes:

"On April 30th there was a message from Robin Hand (I hop that's the name) of AEP Chillicothe office on my phone explaining he could only tell my AEP's request for rate increase, not how the PUCO came to it's conclusion for the increase. He did indicate that with 1,000 - 1,500 KWH I probably would not notice much of a difference between January's and March's increase allowed. My complaint has not been the increase itself but by how much the PUCO has under estimated the amount the customers would ultimately be paying. All your articles indicate single digit dollar amounts while my bills are reflecting 20% increases from previous bills and they are not single digit dollar amounts. Last month my local paper ran an article about the new rate proposal stating "Residents would see rate increses of about 5 percent, meaning an average bill would rise about \$6.24 to \$7.40 monthly. Small business rates would increase 2 to 5%." WHAT DO YOU CONSIDER AVERAGE BILL, since mine are going up about 20%? It would be better to contact me at the alternate phone number as I work 8-5 Monday-Friday. "

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 AS Date Processed 5-10-12