

12-1531-EL-CSS 5-BMQU031412A3

> Public Utilities Commission of Ohio Attn: Docketing 180 E. Broad St. Columbus, OH 43215

## **Formal Complaint Form**

Bobbie S. Maust Customer Name (Please Print)	Bobbie S. Maust Billing Statement: Customer Address			
Against	City   CH   43065     107-104-372-3-6     Account Number   CH   43065     Account Number   Account Number     Account Number			
	Customer Service Address (if different from above)			
Dorder Cherry Electera Utility Company Name J Service	City State Zip			
Please describe your complaint. (Attach additional shee	ets if necessary)			
RECEIVED-DOCKETING DIV 2012 MAY 1.1 PM 3: 55 PUCO				
- -	Bobbie Silaust Signature 614-602-626 Videophone A Customer Telephone Number (home)			

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 and feedbaldian.

Date Processed

Bobbie S. Maust DAVI dL. Maust-billing Statement 8709 Shear Dr. Powell, OH 43065

5/8/2012

Dear Public Utilities

My complaint is Border Engery has Not explain to me how the billing Statement works and I got confused the billing Statement is different mot the same as before herause I see different charges such as AEP Charges and other Border Engery Charges that's two Charges. I feel that we should have Town Hall meeting and let the people know if Something is New For AEP/BorderlEnergyon the billing that Statement. Now Indid Not Know that Border Energy has a very Strict resulcation heles than ever before and I feel Border Every shot Should de regulate because they should Not punish the me for disconnect the border Energy just because I disagree with them and it's so New to me and wishing we have Townhall meeting to worm me and other people. My Concern if threaten to disconnect our Electric would affect us, and when do I eliable for get rate fix for AEP?

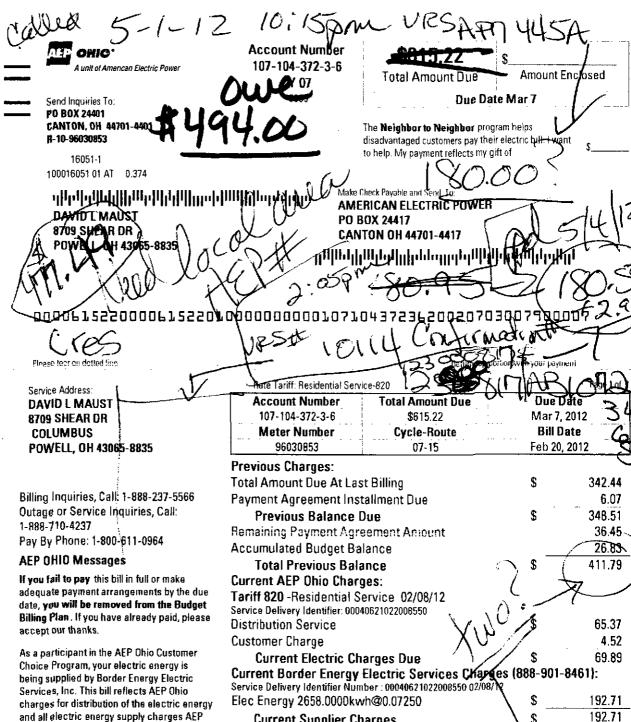


The affect us if disconnect is my husband, David's Syringo myelia to horonor disease (sweat glands) and I have Sorenson Video Phone at home incase I Called III through Video Relay Service incase something happens to my husband if the Electric disconnect how am I going to call all through Video Role, it soulco Call 911 through Video, Relay Service Sprenson Video relay please go to www. sorenson. Com about how the Deaf people use Video relay:

\*Pulo Andre Smith said steened with help.

On teburary Thorsaid I let

the Border Energy Know I wanted to disconnect them because at any with the billing statement and I did paud 180.001 recently and I am I owe about 198.00 left and I am under CRES-border Energy that's really too harsh for me and need to deregular deregulate their rules and this Les unfair that I'm being us punish for this since everything is New to me and my husband Datied wie word of to solve the We need of to solve problems and teach us and thereof people. How long do I have to stayoncres thank you, Babbie Maist



As a participant in the AEP Unio Customer Choice Program, your electric energy is being supplied by Border Energy Electric Services, Inc. This bill reflects AEP Ohio charges for distribution of the electric energy and all electric energy supply charges AEP has received from your supplier as of the Billing Date shown on this bill. For questions about your electric energy supply charges, please contact Border Energy Electric Services, Inc., at 1-888-901-8461. Please note that the failure to pay charges for competitive retail electric services (CRES) may result in loss of those products and services, the cancellation of your contract with the CRES provider, and your return to AEP Ohio's Standard Offer for generation services.

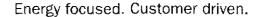
Visit us at www.AEPOhio.com
Due date does Not Apply to the previous balance
due
See other side for Important Information

Current Supplier Charges
Current Budget Amount Due
Final Installment Of A Required \$86 Deposit
Total Account Balance
Total Amount Due
Due Date Mar 7

Price-to-Compare: For tariff 820, in order to save you money a new supplier must offer you a price lower than 7.4 cents per KWH for the same usage that appears on this bill. You may contact AEP at the phone number shown on this bill to receive additional information, including a written explanation, about this Price-to-Compare.

Meter	Service Period		Meter Reading Detail				
Number	From	To	Previous	Code	Current	Code	
96030853	01/09	02/08	27988	Actual	30646	Estimate	
Multiplier 1,0000 Metered Usage 2,658 KWH						'H ¯ Т	
Next scheduled read date should be between Mar 7 and Mar 12							







October 19, 2011

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T1 P3 302 \*\*\*\*\*\*\*AUTO\*\*3-DIGIT 430 DAVID L MAUST 8709 SHEAR DR POWELL OH 43065-8835

## Dear Customer,

Thank you for choosing Border Energy Electric Services for your electricity needs! AEP has been informed of your choice to have Border Energy supply you with all the electricity you will need through December 2012. AEP will continue the distribution of electricity to you through their system, read your meter, provide your emergency customer service, and bill you just like they always have.

Beginning within one to two meter reads and going through December 2012, your rate will be fixed at \$0.0725 per kWh. This rate is 10% less than AEP's current "price to compare" of \$0.081 per kWh.

Our general contract terms and conditions are attached for your review and records. If you have any questions regarding your new contract, please call our customer service center at 888-901-8461. You may cancel within 7 days from the postmark date of the utility's confirmation notice without penalty by contacting AEP at 1-800-277-2177. If you choose to cancel after the 7-day unconditional cancellation period, an early termination fee of \$75 may be charged.

Border Energy is a licensed and authorized participant in the AEP Electric Customer Choice program, but is not affiliated, owned or controlled by AEP. Border Energy was established in 2002 and is one of the fastest growing energy suppliers in the Midwest. We have accomplished this by providing the highest level of customer service. If you want more information on Border Energy or its background, please feel free to visit our website at <u>borderenergyelectric.com</u>.

Once again, thank you for choosing Border Energy, where excellence is our minimum commitment!

Sincerely,

Customer Service Department Border Energy Electric Services, Inc.

> 9787 Fairway Blvd. Powell, OH 43065

P: (888) 901-8461 F: (614) 792-3939