

NC

Ohio

Public Utilities
Commission

12-1531-EL-CSS 5

3mau03142A3
Case Number

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

FILE

Formal Complaint Form

Bobbie S. Maust
Customer Name (Please Print)

Bobbie S. Maust (Billing Statement: David L. Maust)
Customer Address

Dowell OH 43065
City State Zip

Against

107-104-372-3-6
Account Number

Customer Service Address (if different from above)

Border Energy Electric Service
Utility Company Name

City State Zip

Please describe your complaint. (Attach additional sheets if necessary)

RECEIVED-DOCKETING DIV

2012 MAY 11 PM 3:55

PUCO

Bobbie S. Maust
Signature

614-602-6226 Videophone #
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.
technician AM Date Processed MAY 11 2012

(1)

Bobbie S. Maust
David L. Maust - billing statement
8709 Shear Dr.
Powell, OH 43065

5/8/2012

Dear Public Utilities

My complaint is Border Energy has not explain to me how the billing statement works and I got confused the billing statement is different not the same as before because I see different charges such as AEP charges and other Border Energy charges that's two charges. I feel that we should have Townhall meeting and let the people know if something is new for AEP/Border Energy on the billing statement. Now I did not know that Border Energy has a very strict regulation rules than ever before and I feel Border Energy ~~should~~ should deregulate because they should not punish 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 warn me and other people. My concern is threaten to disconnect our Electric would affect us and when do I eligible for get rate fix for AEP?

(2)

The affect us if disconnect us
my husband, David's Syringomyelia +
honor disease (Sweat glands) and I
have Sorenson Video phone at home
encase I called 911 through
Video Relay Service encase something
happens to my husband if the Electric
disconnect how am I going to
call 911 through Video Relay Service
if you don't understand what is
Sorenson Video relay please go
to www.sorenson.com about how the
Deaf people use Video relay.
*PUCO Andre Smith said she could not help.
On February 17th ~~March 7~~ 2012 I let
the Border Energy know I wanted
to disconnect them because of
confusion with the billing statement
and I did paid 180.00 recently
and now I owe about 198.00
left and I am under CRES-
border Energy that's really too
harsh for me and need to ~~deregulate~~
deregulate their rules and this
is unfair that I'm being
punish for this since everything is
new to me and my husband David.
We need \$ to solve the
problems and teach us and the
people. How long do I have to stay on CRES?
Thank you, Babbie Maust

Called 5-1-12 10:15pm VRSAP 445A

AEP OHIO
A unit of American Electric Power

Account Number 107-104-372-3-6

~~\$615.22~~ \$ 180.00

Total Amount Due Amount Enclosed

Due Date Mar 7

The Neighbor to Neighbor program helps disadvantaged customers pay their electric bill. I want to help. My payment reflects my gift of \$

Send Inquiries To:
PO BOX 24401
CANTON, OH 44701-4401
R-10-96030853

16051-1
100016051 01 AT 0.374

DAVID L MAUST
8709 SHEAR DR
POWELL, OH 43065-8835

Make Check Payable and Send To:
AMERICAN ELECTRIC POWER
PO BOX 24417
CANTON OH 44701-4417

000061522000061522010000000000107104372362002070300790000

Service Address:
DAVID L MAUST
8709 SHEAR DR
COLUMBUS
POWELL, OH 43065-8835

Account Number	Total Amount Due	Due Date
107-104-372-3-6	\$615.22	Mar 7, 2012
Meter Number	Cycle-Route	Bill Date
96030853	07-15	Feb 20, 2012

Billing Inquiries, Call: 1-888-237-5566
Outage or Service Inquiries, Call:
1-888-710-4237
Pay By Phone: 1-800-611-0964

AEP OHIO Messages

If you fail to pay this bill in full or make adequate payment arrangements by the due date, you will be removed from the Budget Billing Plan. If you have already paid, please accept our thanks.

As a participant in the AEP Ohio 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.

Previous Charges:		
Total Amount Due At Last Billing	\$	342.44
Payment Agreement Installment Due		6.07
Previous Balance Due	\$	348.51
Remaining Payment Agreement Amount		36.45
Accumulated Budget Balance		26.83
Total Previous Balance	\$	411.79
Current AEP Ohio Charges:		
Tariff 820-Residential Service 02/08/12		
Service Delivery Identifier: 00040621022008550		
Distribution Service		65.37
Customer Charge		4.52
Current Electric Charges Due	\$	69.89
Current Border Energy Electric Services Charges (888-901-8461):		
Service Delivery Identifier Number: 00040621022008550 02/08/12		
Elec Energy 2658.0000kwh@0.07250	\$	192.71
Current Supplier Charges	\$	192.71
Current Budget Amount Due	\$	46.00
Final Installment Of A Required \$86 Deposit	\$	28.00
Total Account Balance	\$	702.39
Total Amount Due		\$615.22
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 Number	Service Period From To	Previous	Meter Reading Detail Code Current Code Estimate
96030853	01/09 02/08	27988	Actual 30646
Multiplier 1.0000		Metered Usage 2,658 KWH	
Next scheduled read date should be between Mar 7 and Mar 12			

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



Energy focused. Customer driven.

October 19, 2011



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 borderenergyelectric.com.

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

www.border-energy.com

BE-04F