

Hunter, Donielle

From: ContactThePUCO
Sent: Monday, May 14, 2012 4:49 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 5/14/2012

Re: Donald Mckenzie
2141 Miles Rd

Cincinnati, OH 45231

Docketing Case No.: 11-3549-EL-SSO

Notes:

I SIGNED UP FOR AEP RETAIL ENERGY IN JAN. PRIOR TO THAT I WAS WITH DOMINION. THEY RAISED THEIR RATE & I SWITCHED. I'VE NOTICED ANOTHER FEE ON MY DUKE BILL THAT WAS NOT THERE IN DEC. "GENERATION CHARGES." I CALLED DUKE TO ASK THEM WHAT IT WAS. & THEY WERE UNCLEAR ABOUT IT. THE FIRST REP. TOLD ME "IT WAS BECAUSE AEP IS BUYING ELECTRIC FROM DUKE." I'M GETTING PENALIZED FOR THIS? WHAT KIND OF CHOICE IS THIS CHOICE PROGRAM IF FEES ARE GOING TO BE ADDED ON AS THE RESULT OF MAKING A DIFFERENT CHOICE AWAY FROM DUKE? I CALLED AEP TO COMPLAIN ABOUT THIS, AS I WAS NOT MADE AWARE OF ANOTHER FEE. THEY SAID DUKE WAS LYING ABOUT AEP BUYING ELECTRIC FROM DUKE. & THAT THEY HAD NO CONTROL OVER THE FEE. SO I CALLED DUKE BACK, & SPOKE WITH ANOTHER REP. HE TOLD ME ABOUT THAT ITS DUKE TRYING TO BE COMPETITIVE WITH THESE OTHER COMPANIES. VERY UNCLEAR, MISLEADING, & OTHERWISE NON-SENSE! WHAT IT APPEARS TO ME IS DUKE TRYING TO MAKE UP FOR LOSING THIS BUSINESS. THE CONSUMER ONCE AGAIN GETTING RIPPED OFF! PLEASE GIVE ME THE REAL REASON FOR THIS EXTRA FEE ON TOP OF THE OTHER FEES THEY HAVE ALREADY. NOTE: I PAID JUST \$9.01 FOR THE ELECTRIC I PURCHASED, & \$12.96 IN FEES! HOW CAN THE FEES BE MORE THAT THE ELECTRIC I USED? SIDE NOTE: I HAVE SOLAR PANELS.

Please docket the attached in the case number above.

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technician Date Processed MAY 15 2012

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