

FILE

200

11-346-EL-SSO

**Lowery, Judy**

**From:** Whitney Harkavy <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 2:58 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

-----  
Asking the Public Utilities Commission of Ohio to let you pass on "cleanup costs" of a recent storm to customers, despite record profits of \$1.9 billion last year - is deceptive and unfair. AEP Ohio already did this, to the tune of \$25 million in 2004 and another \$27 million in 2008, but you have't acted on your own internal recommendations to replace aging poles and lines. Nobody will ever know if that could have prevented or lessened these massive outages, but anyone can recognize corporate greed when it's this obvious.

Who tells their customers, "We need to charge you more for a basic service that everyone relies on because we didn't plan for obvious risks, even though we're still making hundreds of millions of dollars?" Apparently, you do. But the "cleanup costs" passed on to customers from 2004, 2008, and 2012 combined are less than 15% of AEP Ohio's profits for 2011 alone.

What kind of utility company doesn't account for severe weather when returning profits to shareholders? Certainly not one that Ohioans count on to provide reliable service; you proved that with an agonizingly slow response to this most recent storm and left hundreds of thousands without power for up to a week. Any responsible, respectable utility company should plan for severe weather and bear most of the cost when storms damage their equipment; it's even more outrageous that you knew it was time to modernize aging equipment and clearly had the cash to make it happen.

I don't expect you change the weather, but I do expect you to prepare for it - just like my family and I do when we know a storm is coming. AEP customers won't stand for corporate greed disguised as disaster cleanup, and we won't let our Public Utilities Commission to help you. I'm asking you to not ask for PUCO approval, I'm asking the PUCO not to cooperate, and I'm asking Governor John Kasich, Senate President Tom Niehaus, Speaker of the House Bill Batchelder, Senator Shannon Jones and Representative Peter Stautberg to use their oversight powers to protect constituents from your deceptive business practices, if they have to.

I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

Whitney Harkavy  
Johnstown, Ohio

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 WHA Date Processed 7/11/2012

JUL 11 2012

PUCO

2012 JUL 11 PM 3:41

RECEIVED-SOCKETING DIV

## Lowery, Judy

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**From:** David Smith <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:04 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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David Smith  
Columbus, Ohio

**Lowery, Judy**

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**From:** BRIAN ENDICOTT <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:10 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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BRIAN ENDICOTT  
Columbus, Ohio

## Lowery, Judy

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**From:** Keith Miles <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:10 AM  
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It's AEP to deliver power to our homes in exchange for a service fee that we pay. They failed in that duty because of some wind that did very little damage otherwise. They should be fined for their carelessness and endangering the life's of customers during record heat.

Keith Miles  
Bexley, Ohio



**Lowery, Judy**

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**From:** Eliza Kay <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:11 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Eliza Kay  
Columbus, Ohio

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<http://www.change.org/petitions/aep-don-t-make-customers-pay-for-your-mistakes>. To respond, [click here](#)



**Lowery, Judy**

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**From:** Peter Lytle <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:13 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Peter Lytle  
Columbus, Ohio

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**Lowery, Judy**

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**From:** Christy Paboucek <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:14 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Christy Paboucek  
Barnesville, Ohio

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## **Lowery, Judy**

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**From:** Cayla Paboucek <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:15 AM  
**To:** Snitchler, Todd  
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Cayla Paboucek  
St Clairsville, Ohio

**Lowery, Judy**

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**From:** Kay Keller <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:16 AM  
**To:** Snitchler, Todd  
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6 days without power, live wires laying in the street, poles askew, makes me believe that AEP is not adequately staffed nor prepared for such storms. This isn't the first time this has happened, nor will it be the last. Yet they continue to spend a ton of money running ads on TV and in the newspaper. Why not put some of that money into updating an aging grid/lines and adding more personnel so there is a better response time.

Kay Keller  
Worthington, Ohio



**Lowery, Judy**

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**From:** Rachel Powell <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:21 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Rachel Powell  
Canton, Ohio

## **Lowery, Judy**

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**From:** Wendy De Bear <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:21 AM  
**To:** Snitchler, Todd  
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Wendy De Bear  
Columbus, Ohio

**Lowery, Judy**

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**From:** Spencer Williams <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:21 AM  
**To:** Snitchler, Todd  
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Spencer Williams  
Alger, Ohio

## Lowery, Judy

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**From:** Robert Bradley <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:22 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

President Michael Morris & Public Policy Director Terri Flora,

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Who tells their customers, "We need to charge you more for a basic service that everyone relies on because we didn't plan for obvious risks, even though we're still making hundreds of millions of dollars?" Apparently, you do. But the "cleanup costs" passed on to customers from 2004, 2008, and 2012 combined are less than 15% of AEP Ohio's profits for 2011 alone.

What kind of utility company doesn't account for severe weather when returning profits to shareholders? Certainly not one that Ohioans count on to provide reliable service; you proved that with an agonizingly slow response to this most recent storm and left hundreds of thousands without power for up to a week. Any responsible, respectable utility company should plan for severe weather and bear most of the cost when storms damage their equipment; it's even more outrageous that you knew it was time to modernize aging equipment and clearly had the cash to make it happen.

I don't expect you change the weather, but I do expect you to prepare for it - just like my family and I do when we know a storm is coming. AEP customers won't stand for corporate greed disguised as disaster cleanup, and we won't let our Public Utilities Commission to help you. I'm asking you to not ask for PUCO approval, I'm asking the PUCO not to cooperate, and I'm asking Governor John Kasich, Senate President Tom Niehaus, Speaker of the House Bill Batchelder, Senator Shannon Jones and Representative Peter Stautberg to use their oversight powers to protect constituents from your deceptive business practices, if they have to.

I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

Robert Bradley  
Delaware, Ohio

## **Lowery, Judy**

---

**From:** Michael Fye <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:23 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Michael Fye  
Dublin, Ohio

**Lowery, Judy**

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**From:** Colin McConnell <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:23 AM  
**To:** Snitchler, Todd  
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Colin McConnell  
Chillicothe, Ohio

**Lowery, Judy**

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**From:** Craig VanRenterghem <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:23 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Craig VanRenterghem  
Findlay, Ohio

**Lowery, Judy**

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**From:** Brett Porter <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:25 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Brett Porter  
Columbus, Ohio



## Lowery, Judy

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**From:** Ted Coburn <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:26 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Ted Coburn  
McGuffey, Ohio

## **Lowery, Judy**

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**From:** Evonda Shirk <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:26 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Evonda Shirk  
Ada, Ohio

## Lowery, Judy

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**From:** Chris Marshall <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:27 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Chris Marshall  
Columbus, Ohio

## Lowery, Judy

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**From:** Brady Collins <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:28 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Brady Collins  
Kenton, Ohio

## Lowery, Judy

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**From:** Yvonne Rudasill <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:29 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Yvonne Rudasill  
Alger, Ohio

## Lowery, Judy

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**From:** Michael OConnell <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:30 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Michael OConnell  
Columbus, Ohio

**Lowery, Judy**

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**From:** Pamela Horner <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:30 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Because customers should not be charged for storms caused my mother nature.

Pamela Horner  
Lima, Ohio

## Lowery, Judy

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**From:** Ciara Stigen <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:32 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Ciara Stigen  
COLUMBUS, Ohio



## Lowery, Judy

---

**From:** John Pouliot JR <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:32 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

-----  
Asking the Public Utilities Commission of Ohio to let you pass on "cleanup costs" of a recent storm to customers, despite record profits of \$1.9 billion last year - is deceptive and unfair. AEP Ohio already did this, to the tune of \$25 million in 2004 and another \$27 million in 2008, but you have't acted on your own internal recommendations to replace aging poles and lines. Nobody will ever know if that could have prevented or lessened these massive outages, but anyone can recognize corporate greed when it's this obvious.

Who tells their customers, "We need to charge you more for a basic service that everyone relies on because we didn't plan for obvious risks, even though we're still making hundreds of millions of dollars?" Apparently, you do. But the "cleanup costs" passed on to customers from 2004, 2008, and 2012 combined are less than 15% of AEP Ohio's profits for 2011 alone.

What kind of utility company doesn't account for severe weather when returning profits to shareholders? Certainly not one that Ohioans count on to provide reliable service; you proved that with an agonizingly slow response to this most recent storm and left hundreds of thousands without power for up to a week. Any responsible, respectable utility company should plan for severe weather and bear most of the cost when storms damage their equipment; it's even more outrageous that you knew it was time to modernize aging equipment and clearly had the cash to make it happen.

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AEP are slimy thieves and it's time for punishment.

John Pouliot JR  
Columbus, Ohio

## Lowery, Judy

---

**From:** Joe Decker <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:32 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Joe Decker  
Columbus, Ohio

**Lowery, Judy**

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**From:** Mandy Miller <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:34 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Mandy Miller  
Alger, Ohio

## Lowery, Judy

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**From:** Shaun Whybark <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:35 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Shaun Whybark  
Columbus, Ohio

## Lowery, Judy

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**From:** Antoinette Errante <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:36 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Antoinette Errante  
Columbus, Ohio

## Lowery, Judy

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**From:** Christian Benton <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:36 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Christian Benton  
Columbus, Ohio

**Lowery, Judy**

---

**From:** Mary Arigoni <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:38 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Mary Arigoni  
Barnesville, Ohio

## Lowery, Judy

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**From:** Jalene Duffman <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:38 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Jalene Duffman  
Kenton, Ohio



## Lowery, Judy

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**From:** Sarah Seither <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:39 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Sarah Seither  
Columbus, Ohio

## Lowery, Judy

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**From:** Sarah Lewis <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:41 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Sarah Lewis  
Lima, Ohio

## Lowery, Judy

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**From:** Joshua Briscoe <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:42 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Joshua Briscoe  
Mt Vernon, Ohio

**Lowery, Judy**

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**From:** Cynthia Dillard <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:42 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Cynthia Dillard  
Columbus, Ohio

## Lowery, Judy

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**From:** Dustin Moton <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:43 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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What kind of utility company doesn't account for severe weather when returning profits to shareholders? Certainly not one that Ohioans count on to provide reliable service; you proved that with an agonizingly slow response to this most recent storm and left hundreds of thousands without power for up to a week. Any responsible, respectable utility company should plan for severe weather and bear most of the cost when storms damage their equipment; it's even more outrageous that you knew it was time to modernize aging equipment and clearly had the cash to make it happen.

I don't expect you change the weather, but I do expect you to prepare for it - just like my family and I do when we know a storm is coming. AEP customers won't stand for corporate greed disguised as disaster cleanup, and we won't let our Public Utilities Commission to help you. I'm asking you to not ask for PUCO approval, I'm asking the PUCO not to cooperate, and I'm asking Governor John Kasich, Senate President Tom Niehaus, Speaker of the House Bill Batchelder, Senator Shannon Jones and Representative Peter Stautberg to use their oversight powers to protect constituents from your deceptive business practices, if they have to.

I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

Because aep makes record profits but does nothing to improve the power grid.

Dustin Moton  
Columbus, Ohio

**Lowery, Judy**

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**From:** Logan Schraufnagel <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:44 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Logan Schraufnagel  
Reynoldsburg, Ohio

**Lowery, Judy**

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**From:** Josh Spencer <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:47 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Josh Spencer  
Beaver, Ohio

**Lowery, Judy**

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**From:** Phillip Stewart <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:47 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Phillip Stewart  
Lima, Ohio



## Lowery, Judy

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**From:** Shawn Morgan <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:49 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Last month's electric bill for my 500 sq ft apartment was over \$110! The gouging needs to stop. AEP needs to spend money to make money; let them bear the cost of fixing their broken equipment.

Shawn Morgan  
Columbus, Ohio

**Lowery, Judy**

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**From:** Mitchell Gilbert <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:51 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Mitchell Gilbert  
Bexley, Ohio

## Lowery, Judy

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**From:** Ronda Sly-Jones <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:52 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Ronda Sly-Jones  
Galloway, Ohio

## Lowery, Judy

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**From:** Jennifer Williams <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:52 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Jennifer Williams  
Columbus, Ohio

## Lowery, Judy

---

**From:** Debra Larsen <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:53 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Debra Larsen  
Hilliard, Ohio

## Lowery, Judy

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**From:** Christina Whisler <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:55 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Christina Whisler  
Columbus, Ohio

**Lowery, Judy**

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**From:** brandon larue <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:55 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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brandon larue  
columbus, Ohio

## Lowery, Judy

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**From:** Joel Hamilton <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:56 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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-----  
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Joel Hamilton  
dublin, Ohio



**Lowery, Judy**

---

**From:** Ann Jarvis <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 4:02 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

Ann Jarvis  
Buffalo, New York

## **Lowery, Judy**

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**From:** Ryan Spirelli <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 4:04 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

-----  
Asking the Public Utilities Commission of Ohio to let you pass on "cleanup costs" of a recent storm to customers, despite record profits of \$1.9 billion last year - is deceptive and unfair. AEP Ohio already did this, to the tune of \$25 million in 2004 and another \$27 million in 2008, but you have't acted on your own internal recommendations to replace aging poles and lines. Nobody will ever know if that could have prevented or lessened these massive outages, but anyone can recognize corporate greed when it's this obvious.

Who tells their customers, "We need to charge you more for a basic service that everyone relies on because we didn't plan for obvious risks, even though we're still making hundreds of millions of dollars?" Apparently, you do. But the "cleanup costs" passed on to customers from 2004, 2008, and 2012 combined are less than 15% of AEP Ohio's profits for 2011 alone.

What kind of utility company doesn't account for severe weather when returning profits to shareholders? Certainly not one that Ohioans count on to provide reliable service; you proved that with an agonizingly slow response to this most recent storm and left hundreds of thousands without power for up to a week. Any responsible, respectable utility company should plan for severe weather and bear most of the cost when storms damage their equipment; it's even more outrageous that you knew it was time to modernize aging equipment and clearly had the cash to make it happen.

I don't expect you change the weather, but I do expect you to prepare for it - just like my family and I do when we know a storm is coming. AEP customers won't stand for corporate greed disguised as disaster cleanup, and we won't let our Public Utilities Commission to help you. I'm asking you to not ask for PUCO approval, I'm asking the PUCO not to cooperate, and I'm asking Governor John Kasich, Senate President Tom Niehaus, Speaker of the House Bill Batchelder, Senator Shannon Jones and Representative Peter Stautberg to use their oversight powers to protect constituents from your deceptive business practices, if they have to.

I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

Corporate Greed is disgusting

Ryan Spirelli  
Columbus, Ohio

## Lowery, Judy

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**From:** Kurtise Bateman <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 4:13 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

-----  
Asking the Public Utilities Commission of Ohio to let you pass on "cleanup costs" of a recent storm to customers, despite record profits of \$1.9 billion last year - is deceptive and unfair. AEP Ohio already did this, to the tune of \$25 million in 2004 and another \$27 million in 2008, but you have't acted on your own internal recommendations to replace aging poles and lines. Nobody will ever know if that could have prevented or lessened these massive outages, but anyone can recognize corporate greed when it's this obvious.

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I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

I spoke to someone today who was without power to her home for over a week. Will AEP be providing food vouchers for all those who lost freezers full of family provisions? Let AEP modernize its equipment adequately or bear the cost!

Kurtise Bateman  
Columbus,, Ohio

## Lowery, Judy

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**From:** Lorie Owens <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 4:26 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

-----  
Asking the Public Utilities Commission of Ohio to let you pass on "cleanup costs" of a recent storm to customers, despite record profits of \$1.9 billion last year - is deceptive and unfair. AEP Ohio already did this, to the tune of \$25 million in 2004 and another \$27 million in 2008, but you have't acted on your own internal recommendations to replace aging poles and lines. Nobody will ever know if that could have prevented or lessened these massive outages, but anyone can recognize corporate greed when it's this obvious.

Who tells their customers, "We need to charge you more for a basic service that everyone relies on because we didn't plan for obvious risks, even though we're still making hundreds of millions of dollars?" Apparently, you do. But the "cleanup costs" passed on to customers from 2004, 2008, and 2012 combined are less than 15% of AEP Ohio's profits for 2011 alone.

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I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

Lorie Owens  
Columbus, Ohio

**Lowery, Judy**

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**From:** mallory kimble <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 4:28 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

-----  
Asking the Public Utilities Commission of Ohio to let you pass on "cleanup costs" of a recent storm to customers, despite record profits of \$1.9 billion last year - is deceptive and unfair. AEP Ohio already did this, to the tune of \$25 million in 2004 and another \$27 million in 2008, but you have't acted on your own internal recommendations to replace aging poles and lines. Nobody will ever know if that could have prevented or lessened these massive outages, but anyone can recognize corporate greed when it's this obvious.

Who tells their customers, "We need to charge you more for a basic service that everyone relies on because we didn't plan for obvious risks, even though we're still making hundreds of millions of dollars?" Apparently, you do. But the "cleanup costs" passed on to customers from 2004, 2008, and 2012 combined are less than 15% of AEP Ohio's profits for 2011 alone.

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I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

mallory kimble  
youngstown, Ohio

**Lowery, Judy**

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**From:** Stephen Landes <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 4:29 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

-----  
Asking the Public Utilities Commission of Ohio to let you pass on "cleanup costs" of a recent storm to customers, despite record profits of \$1.9 billion last year - is deceptive and unfair. AEP Ohio already did this, to the tune of \$25 million in 2004 and another \$27 million in 2008, but you have't acted on your own internal recommendations to replace aging poles and lines. Nobody will ever know if that could have prevented or lessened these massive outages, but anyone can recognize corporate greed when it's this obvious.

Who tells their customers, "We need to charge you more for a basic service that everyone relies on because we didn't plan for obvious risks, even though we're still making hundreds of millions of dollars?" Apparently, you do. But the "cleanup costs" passed on to customers from 2004, 2008, and 2012 combined are less than 15% of AEP Ohio's profits for 2011 alone.

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I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

Stephen Landes  
Columbus, Ohio

**Lowery, Judy**

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**From:** Mark Rodman <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 4:32 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

-----  
Asking the Public Utilities Commission of Ohio to let you pass on "cleanup costs" of a recent storm to customers, despite record profits of \$1.9 billion last year - is deceptive and unfair. AEP Ohio already did this, to the tune of \$25 million in 2004 and another \$27 million in 2008, but you have't acted on your own internal recommendations to replace aging poles and lines. Nobody will ever know if that could have prevented or lessened these massive outages, but anyone can recognize corporate greed when it's this obvious.

Who tells their customers, "We need to charge you more for a basic service that everyone relies on because we didn't plan for obvious risks, even though we're still making hundreds of millions of dollars?" Apparently, you do. But the "cleanup costs" passed on to customers from 2004, 2008, and 2012 combined are less than 15% of AEP Ohio's profits for 2011 alone.

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I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

Mark Rodman  
Newark, Ohio

## Lowery, Judy

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**From:** Tanim Sturgill <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 4:37 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

-----  
Asking the Public Utilities Commission of Ohio to let you pass on "cleanup costs" of a recent storm to customers, despite record profits of \$1.9 billion last year - is deceptive and unfair. AEP Ohio already did this, to the tune of \$25 million in 2004 and another \$27 million in 2008, but you have't acted on your own internal recommendations to replace aging poles and lines. Nobody will ever know if that could have prevented or lessened these massive outages, but anyone can recognize corporate greed when it's this obvious.

Who tells their customers, "We need to charge you more for a basic service that everyone relies on because we didn't plan for obvious risks, even though we're still making hundreds of millions of dollars?" Apparently, you do. But the "cleanup costs" passed on to customers from 2004, 2008, and 2012 combined are less than 15% of AEP Ohio's profits for 2011 alone.

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I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

Tanim Sturgill  
Lima, Ohio



## Lowery, Judy

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**From:** George Figuray <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 4:38 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

-----  
Asking the Public Utilities Commission of Ohio to let you pass on "cleanup costs" of a recent storm to customers, despite record profits of \$1.9 billion last year - is deceptive and unfair. AEP Ohio already did this, to the tune of \$25 million in 2004 and another \$27 million in 2008, but you have't acted on your own internal recommendations to replace aging poles and lines. Nobody will ever know if that could have prevented or lessened these massive outages, but anyone can recognize corporate greed when it's this obvious.

Who tells their customers, "We need to charge you more for a basic service that everyone relies on because we didn't plan for obvious risks, even though we're still making hundreds of millions of dollars?" Apparently, you do. But the "cleanup costs" passed on to customers from 2004, 2008, and 2012 combined are less than 15% of AEP Ohio's profits for 2011 alone.

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I don't expect you change the weather, but I do expect you to prepare for it - just like my family and I do when we know a storm is coming. AEP customers won't stand for corporate greed disguised as disaster cleanup, and we won't let our Public Utilities Commission to help you. I'm asking you to not ask for PUCO approval, I'm asking the PUCO not to cooperate, and I'm asking Governor John Kasich, Senate President Tom Niehaus, Speaker of the House Bill Batchelder, Senator Shannon Jones and Representative Peter Stautberg to use their oversight powers to protect constituents from your deceptive business practices, if they have to.

I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

George Figuray  
Columbus, Ohio

## Lowery, Judy

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**From:** Ben Noll <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 4:39 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

-----  
Asking the Public Utilities Commission of Ohio to let you pass on "cleanup costs" of a recent storm to customers, despite record profits of \$1.9 billion last year - is deceptive and unfair. AEP Ohio already did this, to the tune of \$25 million in 2004 and another \$27 million in 2008, but you have't acted on your own internal recommendations to replace aging poles and lines. Nobody will ever know if that could have prevented or lessened these massive outages, but anyone can recognize corporate greed when it's this obvious.

Who tells their customers, "We need to charge you more for a basic service that everyone relies on because we didn't plan for obvious risks, even though we're still making hundreds of millions of dollars?" Apparently, you do. But the "cleanup costs" passed on to customers from 2004, 2008, and 2012 combined are less than 15% of AEP Ohio's profits for 2011 alone.

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I don't expect you change the weather, but I do expect you to prepare for it - just like my family and I do when we know a storm is coming. AEP customers won't stand for corporate greed disguised as disaster cleanup, and we won't let our Public Utilities Commission to help you. I'm asking you to not ask for PUCO approval, I'm asking the PUCO not to cooperate, and I'm asking Governor John Kasich, Senate President Tom Niehaus, Speaker of the House Bill Batchelder, Senator Shannon Jones and Representative Peter Stautberg to use their oversight powers to protect constituents from your deceptive business practices, if they have to.

I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

Ben Noll  
Zanesville, Ohio

## Lowery, Judy

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**From:** Lorraine Robinson <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 4:51 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

-----  
Asking the Public Utilities Commission of Ohio to let you pass on "cleanup costs" of a recent storm to customers, despite record profits of \$1.9 billion last year - is deceptive and unfair. AEP Ohio already did this, to the tune of \$25 million in 2004 and another \$27 million in 2008, but you have't acted on your own internal recommendations to replace aging poles and lines. Nobody will ever know if that could have prevented or lessened these massive outages, but anyone can recognize corporate greed when it's this obvious.

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I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

Lorraine Robinson  
Columbus, Ohio

**Lowery, Judy**

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**From:** Edward Laurson <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 5:02 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

-----  
Asking the Public Utilities Commission of Ohio to let you pass on "cleanup costs" of a recent storm to customers, despite record profits of \$1.9 billion last year - is deceptive and unfair. AEP Ohio already did this, to the tune of \$25 million in 2004 and another \$27 million in 2008, but you have't acted on your own internal recommendations to replace aging poles and lines. Nobody will ever know if that could have prevented or lessened these massive outages, but anyone can recognize corporate greed when it's this obvious.

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I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

Edward Laurson  
Denver, Colorado

**Lowery, Judy**

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**From:** Wesley Barrett <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 5:03 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

-----  
Asking the Public Utilities Commission of Ohio to let you pass on "cleanup costs" of a recent storm to customers, despite record profits of \$1.9 billion last year - is deceptive and unfair. AEP Ohio already did this, to the tune of \$25 million in 2004 and another \$27 million in 2008, but you have't acted on your own internal recommendations to replace aging poles and lines. Nobody will ever know if that could have prevented or lessened these massive outages, but anyone can recognize corporate greed when it's this obvious.

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I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

Even though I never lost power in the storms several of my friends did and they were out for several days to a week. This is unacceptable to be out of power for so long and then have AEP ask to increase rates.

Wesley Barrett  
Columbus, Ohio

## Lowery, Judy

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**From:** Ryan Coons <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 5:44 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

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Asking the Public Utilities Commission of Ohio to let you pass on "cleanup costs" of a recent storm to customers, despite record profits of \$1.9 billion last year - is deceptive and unfair. AEP Ohio already did this, to the tune of \$25 million in 2004 and another \$27 million in 2008, but you have't acted on your own internal recommendations to replace aging poles and lines. Nobody will ever know if that could have prevented or lessened these massive outages, but anyone can recognize corporate greed when it's this obvious.

Who tells their customers, "We need to charge you more for a basic service that everyone relies on because we didn't plan for obvious risks, even though we're still making hundreds of millions of dollars?" Apparently, you do. But the "cleanup costs" passed on to customers from 2004, 2008, and 2012 combined are less than 15% of AEP Ohio's profits for 2011 alone.

What kind of utility company doesn't account for severe weather when returning profits to shareholders? Certainly not one that Ohioans count on to provide reliable service; you proved that with an agonizingly slow response to this most recent storm and left hundreds of thousands without power for up to a week. Any responsible, respectable utility company should plan for severe weather and bear most of the cost when storms damage their equipment; it's even more outrageous that you knew it was time to modernize aging equipment and clearly had the cash to make it happen.

I don't expect you change the weather, but I do expect you to prepare for it - just like my family and I do when we know a storm is coming. AEP customers won't stand for corporate greed disguised as disaster cleanup, and we won't let our Public Utilities Commission to help you. I'm asking you to not ask for PUCO approval, I'm asking the PUCO not to cooperate, and I'm asking Governor John Kasich, Senate President Tom Niehaus, Speaker of the House Bill Batchelder, Senator Shannon Jones and Representative Peter Stautberg to use their oversight powers to protect constituents from your deceptive business practices, if they have to.

I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

Ryan Coons  
San Diego, California

**Lowery, Judy**

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**From:** Molly Clowes <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 6:13 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

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Asking the Public Utilities Commission of Ohio to let you pass on "cleanup costs" of a recent storm to customers, despite record profits of \$1.9 billion last year - is deceptive and unfair. AEP Ohio already did this, to the tune of \$25 million in 2004 and another \$27 million in 2008, but you have't acted on your own internal recommendations to replace aging poles and lines. Nobody will ever know if that could have prevented or lessened these massive outages, but anyone can recognize corporate greed when it's this obvious.

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I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

Molly Clowes  
Columbus, Ohio

## Lowery, Judy

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**From:** Alan Haggard <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 6:34 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

-----  
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I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

Alan Haggard  
San Diego, California



## Lowery, Judy

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**From:** Laura MacInnis <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 6:38 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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-----  
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I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

Laura MacInnis  
Columbus, Ohio

## Lowery, Judy

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**From:** Brian Kirby <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 6:46 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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-----  
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I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

Brian Kirby  
Dublin, Ohio

**Lowery, Judy**

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**From:** Christine Renner <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 7:14 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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-----  
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I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

Christine Renner  
Reynoldsburg, Ohio

## Lowery, Judy

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**From:** Dyllon Rodillon <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 7:44 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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-----  
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Dyllon Rodillon  
Las Vegas, Nevada

## Lowery, Judy

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**From:** Marie Gherghei <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 7:53 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Take responsibility AEP!

Marie Gherghei  
Columbus, Ohio

## Lowery, Judy

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**From:** Thomas Pavlosky <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 7:54 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Thomas Pavlosky  
Columbus, Ohio

## Lowery, Judy

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**From:** Allison Petonic <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 8:10 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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-----  
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Allison Petonic  
Columbus, Ohio

## Lowery, Judy

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**From:** erin duffy <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 8:18 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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-----  
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erin duffy  
Columbus, Ohio



## Lowery, Judy

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**From:** Dan Bornstein <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 8:26 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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-----  
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I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

Dan Bornstein  
Reynoldsburg, Ohio

**Lowery, Judy**

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**From:** steve sayre <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 8:51 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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steve sayre  
Mt Vernon, Ohio

## Lowery, Judy

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**From:** regina dean <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 9:02 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

-----  
Asking the Public Utilities Commission of Ohio to let you pass on "cleanup costs" of a recent storm to customers, despite record profits of \$1.9 billion last year - is deceptive and unfair. AEP Ohio already did this, to the tune of \$25 million in 2004 and another \$27 million in 2008, but you have't acted on your own internal recommendations to replace aging poles and lines. Nobody will ever know if that could have prevented or lessened these massive outages, but anyone can recognize corporate greed when it's this obvious.

Who tells their customers, "We need to charge you more for a basic service that everyone relies on because we didn't plan for obvious risks, even though we're still making hundreds of millions of dollars?" Apparently, you do. But the "cleanup costs" passed on to customers from 2004, 2008, and 2012 combined are less than 15% of AEP Ohio's profits for 2011 alone.

What kind of utility company doesn't account for severe weather when returning profits to shareholders? Certainly not one that Ohioans count on to provide reliable service; you proved that with an agonizingly slow response to this most recent storm and left hundreds of thousands without power for up to a week. Any responsible, respectable utility company should plan for severe weather and bear most of the cost when storms damage their equipment; it's even more outrageous that you knew it was time to modernize aging equipment and clearly had the cash to make it happen.

I don't expect you change the weather, but I do expect you to prepare for it - just like my family and I do when we know a storm is coming. AEP customers won't stand for corporate greed disguised as disaster cleanup, and we won't let our Public Utilities Commission to help you. I'm asking you to not ask for PUCO approval, I'm asking the PUCO not to cooperate, and I'm asking Governor John Kasich, Senate President Tom Niehaus, Speaker of the House Bill Batchelder, Senator Shannon Jones and Representative Peter Stautberg to use their oversight powers to protect constituents from your deceptive business practices, if they have to.

I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

regina dean  
akron, Ohio

## Lowery, Judy

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**From:** Dennis Clary <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 9:10 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

-----  
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I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

Dennis Clary  
Logan, Ohio

## Lowery, Judy

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**From:** Amanda Edwards <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 9:11 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

-----  
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I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

Amanda Edwards  
East Liverpool, Ohio

## Lowery, Judy

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**From:** Robert Johnson <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 9:20 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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-----  
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I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

Robert Johnson  
Grove City, Ohio

## Lowery, Judy

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**From:** Sandy Huffmasn <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 9:21 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

-----  
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I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

Sandy Huffmasn  
Columbus, Oklahoma

## Lowery, Judy

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**From:** Judith Kress <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 9:37 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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-----  
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I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

Judith Kress  
Columbus, Ohio



**Lowery, Judy**

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**From:** Jaime Miracle <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 9:41 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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-----  
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I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

Jaime Miracle  
Columbus, Ohio

**Lowery, Judy**

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**From:** Donna Mogavero <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 9:42 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

-----  
Asking the Public Utilities Commission of Ohio to let you pass on "cleanup costs" of a recent storm to customers, despite record profits of \$1.9 billion last year - is deceptive and unfair. AEP Ohio already did this, to the tune of \$25 million in 2004 and another \$27 million in 2008, but you have't acted on your own internal recommendations to replace aging poles and lines. Nobody will ever know if that could have prevented or lessened these massive outages, but anyone can recognize corporate greed when it's this obvious.

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I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

Donna Mogavero  
Columbus, Ohio

**Lowery, Judy**

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**From:** Arthur Johnson <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 9:45 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

-----  
Asking the Public Utilities Commission of Ohio to let you pass on "cleanup costs" of a recent storm to customers, despite record profits of \$1.9 billion last year - is deceptive and unfair. AEP Ohio already did this, to the tune of \$25 million in 2004 and another \$27 million in 2008, but you have't acted on your own internal recommendations to replace aging poles and lines. Nobody will ever know if that could have prevented or lessened these massive outages, but anyone can recognize corporate greed when it's this obvious.

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I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

Arthur Johnson  
Grove City, Ohio

## Lowery, Judy

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**From:** Lisa Miller <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 9:47 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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-----  
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I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

Lisa Miller  
Columbus, Ohio

## Lowery, Judy

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**From:** Linda Perry <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 9:48 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

-----  
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Linda Perry  
Columbus, Ohio

**Lowery, Judy**

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**From:** Veronica Stapleton <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 9:49 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Veronica Stapleton  
Columbus, Ohio

## Lowery, Judy

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**From:** Chris Papaleonardos <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 9:49 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

Chris Papaleonardos  
Columbus, Ohio

## **Lowery, Judy**

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**From:** Brandi Hess <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 9:53 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

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Who tells their customers, "We need to charge you more for a basic service that everyone relies on because we didn't plan for obvious risks, even though we're still making hundreds of millions of dollars?" Apparently, you do. But the "cleanup costs" passed on to customers from 2004, 2008, and 2012 combined are less than 15% of AEP Ohio's profits for 2011 alone.

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Brandi Hess  
Coshocton, Ohio



**Lowery, Judy**

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**From:** Marty Homan <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 9:53 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Marty Homan  
Columbus, Ohio

**Lowery, Judy**

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**From:** Erik Augis <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 9:53 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Erik Augis  
Columbus, Ohio

**Lowery, Judy**

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**From:** Mike Staples <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 9:54 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Mike Staples  
Trenton, Ohio

## Lowery, Judy

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**From:** Craig Ross <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 9:55 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Craig Ross  
Columbus, Ohio

**Lowery, Judy**

---

**From:** Dasaya Cates <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 9:55 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Dasaya Cates  
Westerville, Ohio

## Lowery, Judy

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**From:** Tammy Ferguson <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 9:55 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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A large number of the people who had storm damage cannot afford the cost. Why do we insist of continuing to hurt the poor, middle class and elderly? Use your big profits to make the necessary repairs to the old and damaged lines and poles. All the electrical wires in my neighborhood are old, frayed and hanging too low. Thought they had to be at least 15 ft above the ground? We are paying you for this service!!! MAN UP AND DO THE RIGHT THING!!!!

Tammy Ferguson  
Springfield, Ohio

## Lowery, Judy

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**From:** Gaye Spetka <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 9:59 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Gaye Spetka  
Columbus, Ohio

## Lowery, Judy

---

**From:** Brian Long <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 9:59 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Brian Long  
Columbus, Ohio



## Lowery, Judy

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**From:** Paula Deming <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:00 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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We were without power for 8 days. This, in spite of AEP hiring a tree company to butcher trees in Worthington this year, in an effort to stop random power outages on sunny days (a regular problem here). I try to be patient, but when service is mediocre and someone makes huge sums of money for that mediocrity, my blood boils.

Paula Deming  
worthington, Ohio

**Lowery, Judy**

---

**From:** Edward Shields <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:03 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Edward Shields  
Reynoldsburg, Ohio

**Lowery, Judy**

---

**From:** Mike Treiber <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:03 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Mike Treiber  
Columbus, Ohio

**Lowery, Judy**

---

**From:** Lisa Kinsley <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:04 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

-----  
Asking the Public Utilities Commission of Ohio to let you pass on "cleanup costs" of a recent storm to customers, despite record profits of \$1.9 billion last year - is deceptive and unfair. AEP Ohio already did this, to the tune of \$25 million in 2004 and another \$27 million in 2008, but you have't acted on your own internal recommendations to replace aging poles and lines. Nobody will ever know if that could have prevented or lessened these massive outages, but anyone can recognize corporate greed when it's this obvious.

Who tells their customers, "We need to charge you more for a basic service that everyone relies on because we didn't plan for obvious risks, even though we're still making hundreds of millions of dollars?" Apparently, you do. But the "cleanup costs" passed on to customers from 2004, 2008, and 2012 combined are less than 15% of AEP Ohio's profits for 2011 alone.

What kind of utility company doesn't account for severe weather when returning profits to shareholders? Certainly not one that Ohioans count on to provide reliable service; you proved that with an agonizingly slow response to this most recent storm and left hundreds of thousands without power for up to a week. Any responsible, respectable utility company should plan for severe weather and bear most of the cost when storms damage their equipment; it's even more outrageous that you knew it was time to modernize aging equipment and clearly had the cash to make it happen.

I don't expect you change the weather, but I do expect you to prepare for it - just like my family and I do when we know a storm is coming. AEP customers won't stand for corporate greed disguised as disaster cleanup, and we won't let our Public Utilities Commission to help you. I'm asking you to not ask for PUCO approval, I'm asking the PUCO not to cooperate, and I'm asking Governor John Kasich, Senate President Tom Niehaus, Speaker of the House Bill Batchelder, Senator Shannon Jones and Representative Peter Stautberg to use their oversight powers to protect constituents from your deceptive business practices, if they have to.

I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

Lisa Kinsley  
Boardman, Uganda

## Lowery, Judy

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**From:** Anita Beck <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:04 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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This is truly adding insult to injury! Make a long term plan for upgrade & replacement and INVEST in your company! Do NOT rake your customers for the costs again!

Anita Beck  
Worthington, Ohio

## Lowery, Judy

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**From:** Jo Ann Giardino <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:04 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Jo Ann Giardino  
Columbus, Ohio

## Lowery, Judy

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**From:** Amber Mances <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:03 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

Amber Mances  
Columbus, Ohio

**Lowery, Judy**

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**From:** Denise Watson <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:05 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Denise Watson  
Columbus, Ohio



## Lowery, Judy

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**From:** Adam Spidel <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:07 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Adam Spidel  
Columbus, Ohio

## Lowery, Judy

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**From:** MARJORIE RAY <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:07 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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MARJORIE RAY  
COLUMBUS, Ohio

**Lowery, Judy**

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**From:** Carol Steed <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:06 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Carol Steed  
Columbus, Ohio

**Lowery, Judy**

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**From:** Patrick Colvin <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:07 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Patrick Colvin  
Columbus, Ohio

## Lowery, Judy

---

**From:** Theresa Jones <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:08 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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I was without power for 5 days! I lost a great deal of food and suffered other expenses due to the outage. If anything I think you owe me money for pain and suffering!

Theresa Jones  
Columbus, Ohio

## Lowery, Judy

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**From:** Tim Perdue <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:10 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Tim Perdue  
Westerville, Ohio

## Lowery, Judy

---

**From:** Gerald Greenberg <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:10 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Gerald Greenberg  
Blacklick, Ohio

## Lowery, Judy

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**From:** Jill Hofmans <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:10 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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I don't expect you change the weather, but I do expect you to prepare for it - just like my family and I do when we know a storm is coming. AEP customers won't stand for corporate greed disguised as disaster cleanup, and we won't let our Public Utilities Commission to help you. I'm asking you to not ask for PUCO approval, I'm asking the PUCO not to cooperate, and I'm asking Governor John Kasich, Senate President Tom Niehaus, Speaker of the House Bill Batchelder, Senator Shannon Jones and Representative Peter Stautberg to use their oversight powers to protect constituents from your deceptive business practices, if they have to.

I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

Jill Hofmans  
Columbus, Ohio



## Lowery, Judy

---

**From:** Benjamin Rogers <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:11 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

-----  
Asking the Public Utilities Commission of Ohio to let you pass on "cleanup costs" of a recent storm to customers, despite record profits of \$1.9 billion last year - is deceptive and unfair. AEP Ohio already did this, to the tune of \$25 million in 2004 and another \$27 million in 2008, but you have't acted on your own internal recommendations to replace aging poles and lines. Nobody will ever know if that could have prevented or lessened these massive outages, but anyone can recognize corporate greed when it's this obvious.

Who tells their customers, "We need to charge you more for a basic service that everyone relies on because we didn't plan for obvious risks, even though we're still making hundreds of millions of dollars?" Apparently, you do. But the "cleanup costs" passed on to customers from 2004, 2008, and 2012 combined are less than 15% of AEP Ohio's profits for 2011 alone.

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I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

Benjamin Rogers  
Columbus, Ohio

## Lowery, Judy

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**From:** Phillip Park <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:12 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

-----  
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Phillip Park  
Columbus, Ohio

## Lowery, Judy

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**From:** Tricia Rawnsley <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:18 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

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AEP took risks when they put up their wires, and should not ask the people paying for service to assume those risks.

Tricia Rawnsley  
Highland Mills, New York

## Lowery, Judy

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**From:** Faye Herskovits <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:13 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

-----  
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I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

Faye Herskovits  
Columbus, Ohio

## Lowery, Judy

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**From:** Kristin Torres <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:21 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

-----  
Asking the Public Utilities Commission of Ohio to let you pass on "cleanup costs" of a recent storm to customers, despite record profits of \$1.9 billion last year - is deceptive and unfair. AEP Ohio already did this, to the tune of \$25 million in 2004 and another \$27 million in 2008, but you have't acted on your own internal recommendations to replace aging poles and lines. Nobody will ever know if that could have prevented or lessened these massive outages, but anyone can recognize corporate greed when it's this obvious.

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Kristin Torres  
Columbus, Ohio

**Lowery, Judy**

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**From:** Steve Trumbull <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:22 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

-----  
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Steve Trumbull  
Granville, Ohio

## Lowery, Judy

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**From:** Phyllis Hester <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:23 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Phyllis Hester  
Westerville, Ohio

## Lowery, Judy

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**From:** Connie Stockwell <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:23 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Connie Stockwell  
Columbus, Ohio



**Lowery, Judy**

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**From:** Carolyn Parmelee <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:24 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

-----  
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Carolyn Parmelee  
Columbus, Ohio

**Lowery, Judy**

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**From:** Ariel Long <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:25 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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-----  
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Ariel Long  
Granville, Ohio

## Lowery, Judy

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**From:** Jesse Harmon <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:25 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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-----  
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Jesse Harmon  
Rockbridge, Ohio

## Lowery, Judy

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**From:** Jacqueline Hout <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:25 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

-----  
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Jacqueline Hout  
Granville, Ohio

## Lowery, Judy

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**From:** Rachel Willis <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:25 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

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Asking the Public Utilities Commission of Ohio to let you pass on "cleanup costs" of a recent storm to customers, despite record profits of \$1.9 billion last year - is deceptive and unfair. AEP Ohio already did this, to the tune of \$25 million in 2004 and another \$27 million in 2008, but you have't acted on your own internal recommendations to replace aging poles and lines. Nobody will ever know if that could have prevented or lessened these massive outages, but anyone can recognize corporate greed when it's this obvious.

Who tells their customers, "We need to charge you more for a basic service that everyone relies on because we didn't plan for obvious risks, even though we're still making hundreds of millions of dollars?" Apparently, you do. But the "cleanup costs" passed on to customers from 2004, 2008, and 2012 combined are less than 15% of AEP Ohio's profits for 2011 alone.

What kind of utility company doesn't account for severe weather when returning profits to shareholders? Certainly not one that Ohioans count on to provide reliable service; you proved that with an agonizingly slow response to this most recent storm and left hundreds of thousands without power for up to a week. Any responsible, respectable utility company should plan for severe weather and bear most of the cost when storms damage their equipment; it's even more outrageous that you knew it was time to modernize aging equipment and clearly had the cash to make it happen.

I don't expect you change the weather, but I do expect you to prepare for it - just like my family and I do when we know a storm is coming. AEP customers won't stand for corporate greed disguised as disaster cleanup, and we won't let our Public Utilities Commission to help you. I'm asking you to not ask for PUCO approval, I'm asking the PUCO not to cooperate, and I'm asking Governor John Kasich, Senate President Tom Niehaus, Speaker of the House Bill Batchelder, Senator Shannon Jones and Representative Peter Stautberg to use their oversight powers to protect constituents from your deceptive business practices, if they have to.

I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

Rachel Willis  
Powell, Ohio

**Lowery, Judy**

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**From:** Michael Newland <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:25 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Michael Newland  
Columbus, Ohio

## Lowery, Judy

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**From:** Alisa Sullivan <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:26 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

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Alisa Sullivan  
Columbus, Ohio

## Lowery, Judy

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**From:** Gloria Twesigye <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:28 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Gloria Twesigye  
Delaware, Ohio



## Lowery, Judy

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**From:** Brenda Pinnell <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:28 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Brenda Pinnell  
Columbus, Ohio

**Lowery, Judy**

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**From:** Evelyn Hoglund <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:29 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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-----  
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Evelyn Hoglund  
Columbus, Ohio

## Lowery, Judy

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**From:** Stephanie Keaton <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:30 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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AEP customers pay enough, a company as big as AEP should plan and budget for disasters that would create repair costs, overtime for its employees, costs of materials and even bringing in help from other places. This cost should not be deferred back to its faithful customers.

Stephanie Keaton  
Columbus, Ohio

**Lowery, Judy**

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**From:** Amy Wolf <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:32 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Amy Wolf  
Dayton, Ohio

## Lowery, Judy

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**From:** Coolin Charles <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:34 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Coolin Charles  
Columbus, Ohio

## Lowery, Judy

---

**From:** Sharon Craven <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:35 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Sharon Craven  
Philadelphia, Pennsylvania

**Lowery, Judy**

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**From:** Josh Blew <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:35 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Josh Blew  
Columbus, Ohio

**Lowery, Judy**

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**From:** Josue Blau <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:35 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Josue Blau  
, United States



## Lowery, Judy

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**From:** Lynne Bajec <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:37 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

Lynne Bajec  
University Heights, Ohio

**Lowery, Judy**

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**From:** Janice Stafford <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:37 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

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Janice Stafford  
upper arlington, Ohio

**Lowery, Judy**

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**From:** Doris Miller <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:37 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Doris Miller  
Columbus, Ohio

**Lowery, Judy**

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**From:** Tara Johnson <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:39 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Tara Johnson  
Columbus, Ohio

**Lowery, Judy**

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**From:** Aaron Apter <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:42 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Aaron Apter  
Chicago, Illinois

**Lowery, Judy**

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**From:** Donna Richard <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:42 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Of course the cost of storm damage should not be passed onto me and other customers. If AEP stopped giving huge sums of secret money to the Chamber of Commerce and God knows how many other shadowy groups, they would be able to update their equipment and services. I am more than willing to pay my fair share and wish AEP would too. Stop buying lawmakers to pass legislation that benefits the corporation to the detriment of the public.

Donna Richard  
Columbus, Ohio

## Lowery, Judy

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**From:** Derek Clinger <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:42 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Derek Clinger  
Columbus, Ohio

**Lowery, Judy**

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**From:** karen mughan <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:45 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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karen mughan  
columbus, Ohio



## Lowery, Judy

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**From:** Sharon Renee McRary <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:47 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Obviously AEP needs a motivator to make it bring its infrastructure up to standards. If we keep covering their losses for their own failures, they will never upgrade the grid. We were without electricity for 5 days, lost all our refrigerated food, had to buy a generator and battery-operated lights, etc, incurring hundreds of dollars in expenses. Not only should AEP have to cover its own losses, but it should be made to compensate the customers who were left without electricity for more than 24 hours.

Sharon Renee McRary  
Westerville, Ohio

**Lowery, Judy**

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**From:** emily vaughn <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:47 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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emily vaughn  
Brooklyn, New York

**Lowery, Judy**

---

**From:** Bill Rausch <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:53 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Bill Rausch  
Alexandria, Virginia

**Lowery, Judy**

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**From:** Leland Long <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:53 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Leland Long  
Denver, Colorado

**Lowery, Judy**

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**From:** ryan peacock <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:56 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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ryan peacock  
columbus, Ohio

## Lowery, Judy

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**From:** Andrea Tong <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:56 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

-----  
Asking the Public Utilities Commission of Ohio to let you pass on "cleanup costs" of a recent storm to customers, despite record profits of \$1.9 billion last year - is deceptive and unfair. AEP Ohio already did this, to the tune of \$25 million in 2004 and another \$27 million in 2008, but you have't acted on your own internal recommendations to replace aging poles and lines. Nobody will ever know if that could have prevented or lessened these massive outages, but anyone can recognize corporate greed when it's this obvious.

Who tells their customers, "We need to charge you more for a basic service that everyone relies on because we didn't plan for obvious risks, even though we're still making hundreds of millions of dollars?" Apparently, you do. But the "cleanup costs" passed on to customers from 2004, 2008, and 2012 combined are less than 15% of AEP Ohio's profits for 2011 alone.

What kind of utility company doesn't account for severe weather when returning profits to shareholders? Certainly not one that Ohioans count on to provide reliable service; you proved that with an agonizingly slow response to this most recent storm and left hundreds of thousands without power for up to a week. Any responsible, respectable utility company should plan for severe weather and bear most of the cost when storms damage their equipment; it's even more outrageous that you knew it was time to modernize aging equipment and clearly had the cash to make it happen.

I don't expect you change the weather, but I do expect you to prepare for it - just like my family and I do when we know a storm is coming. AEP customers won't stand for corporate greed disguised as disaster cleanup, and we won't let our Public Utilities Commission to help you. I'm asking you to not ask for PUCO approval, I'm asking the PUCO not to cooperate, and I'm asking Governor John Kasich, Senate President Tom Niehaus, Speaker of the House Bill Batchelder, Senator Shannon Jones and Representative Peter Stautberg to use their oversight powers to protect constituents from your deceptive business practices, if they have to.

I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

Andrea Tong  
San Francisco, California

**Lowery, Judy**

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**From:** Peter O'Mathuna <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:58 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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-----  
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I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

Peter O'Mathuna  
Columbus, Ohio

**Lowery, Judy**

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**From:** Darren Young <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:59 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

-----  
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I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

Darren Young  
columbus, Ohio



**Lowery, Judy**

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**From:** Sandra Mahoney <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 11:01 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

Sandra Mahoney  
dublin, Ohio

## Lowery, Judy

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**From:** Craig Steiner <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 11:01 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Craig Steiner  
Columbus, Ohio

## Lowery, Judy

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**From:** Sara Sherman <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 11:04 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

-----  
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I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

Sara Sherman  
Columbus, Ohio

## **Lowery, Judy**

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**From:** Clark Deringer <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 11:05 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

-----  
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I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

The job of AEP is to provide power, when that doesn't happen the share holders NOT the customers can take the hit.

Clark Deringer  
Columbus, Ohio

**Lowery, Judy**

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**From:** Joseph Bowersox <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 11:12 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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-----  
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I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

Joseph Bowersox  
Columbus, Ohio

**Lowery, Judy**

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**From:** Catherine Braun <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 11:13 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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-----  
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Catherine Braun  
Columbus, Ohio

**Lowery, Judy**

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**From:** Tara Van Ho <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 11:18 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Tara Van Ho  
Wivenhoe, United Kingdom

**Lowery, Judy**

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**From:** Sarah Ziems <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 11:20 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Sarah Ziems  
Worthington, Ohio



## Lowery, Judy

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**From:** Lisa Jarrell <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 11:22 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Lisa Jarrell  
grove city, Ohio

## Lowery, Judy

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**From:** Cea Giardino <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 11:23 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

My family and friends were without electricity longer than they should have. I also think AEP makes enough money from the consumers.

Cea Giardino  
Pickerington, Ohio

## Lowery, Judy

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**From:** Karen Sullivan <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 11:22 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

-----  
Asking the Public Utilities Commission of Ohio to let you pass on "cleanup costs" of a recent storm to customers, despite record profits of \$1.9 billion last year - is deceptive and unfair. AEP Ohio already did this, to the tune of \$25 million in 2004 and another \$27 million in 2008, but you have't acted on your own internal recommendations to replace aging poles and lines. Nobody will ever know if that could have prevented or lessened these massive outages, but anyone can recognize corporate greed when it's this obvious.

Who tells their customers, "We need to charge you more for a basic service that everyone relies on because we didn't plan for obvious risks, even though we're still making hundreds of millions of dollars?" Apparently, you do. But the "cleanup costs" passed on to customers from 2004, 2008, and 2012 combined are less than 15% of AEP Ohio's profits for 2011 alone.

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I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

Karen Sullivan  
Westerville, Ohio

**Lowery, Judy**

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**From:** Laurie Remenyi <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 11:25 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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-----  
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I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

Laurie Remenyi  
Columbus, Ohio

**Lowery, Judy**

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**From:** Tina Parkhurst <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 11:24 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

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Tina Parkhurst  
East Liverpool, Ohio

**Lowery, Judy**

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**From:** Cynthia Bartch <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 11:26 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

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Cynthia Bartch  
Newark, Ohio

## **Lowery, Judy**

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**From:** Kelli Trinoskey <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 11:26 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

-----  
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Kelli Trinoskey  
Bexley, Ohio

**Lowery, Judy**

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**From:** Jay and Lucia Weinroth <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 11:28 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

-----  
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Jay and Lucia Weinroth  
Nashville, Ohio



**Lowery, Judy**

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**From:** Thomas Weisbecker <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 11:28 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

Thomas Weisbecker  
Carrollton, Texas

**Lowery, Judy**

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**From:** Bruce Tolbert <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 11:34 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Bruce Tolbert  
Columbus, Ohio

**Lowery, Judy**

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**From:** Bonita Ward <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 11:36 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

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Asking the Public Utilities Commission of Ohio to let you pass on "cleanup costs" of a recent storm to customers, despite record profits of \$1.9 billion last year - is deceptive and unfair. AEP Ohio already did this, to the tune of \$25 million in 2004 and another \$27 million in 2008, but you have't acted on your own internal recommendations to replace aging poles and lines. Nobody will ever know if that could have prevented or lessened these massive outages, but anyone can recognize corporate greed when it's this obvious.

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Bonita Ward  
New Albany, Ohio

## Lowery, Judy

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**From:** Thomas Morgan <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 11:38 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

AEP should use some of their continually rising record profits to upgrade their network that affords them to afford AEP's Executive team HUGE salaries.

Thomas Morgan  
Columbus, Ohio

**Lowery, Judy**

---

**From:** Donna Adassa <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 11:39 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Donna Adassa  
Columbus, Ohio

**Lowery, Judy**

---

**From:** Mary A Sutphin <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 11:39 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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With AEP's profits and what it pays CEOs, AEP asking for constant price hikes, tell me why we should pay for cleanup.

Yes, I am one of the grandmother/great grandmothers who cannot afford any more price hikes.

Mary A Sutphin  
Galax, Virginia

**Lowery, Judy**

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**From:** gordan maham <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 11:39 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Asking the Public Utilities Commission of Ohio to let you pass on "cleanup costs" of a recent storm to customers, despite record profits of \$1.9 billion last year - is deceptive and unfair. AEP Ohio already did this, to the tune of \$25 million in 2004 and another \$27 million in 2008, but you have't acted on your own internal recommendations to replace aging poles and lines. Nobody will ever know if that could have prevented or lessened these massive outages, but anyone can recognize corporate greed when it's this obvious.

Who tells their customers, "We need to charge you more for a basic service that everyone relies on because we didn't plan for obvious risks, even though we're still making hundreds of millions of dollars?" Apparently, you do. But the "cleanup costs" passed on to customers from 2004, 2008, and 2012 combined are less than 15% of AEP Ohio's profits for 2011 alone.

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I don't expect you change the weather, but I do expect you to prepare for it - just like my family and I do when we know a storm is coming. AEP customers won't stand for corporate greed disguised as disaster cleanup, and we won't let our Public Utilities Commission to help you. I'm asking you to not ask for PUCO approval, I'm asking the PUCO not to cooperate, and I'm asking Governor John Kasich, Senate President Tom Niehaus, Speaker of the House Bill Batchelder, Senator Shannon Jones and Representative Peter Stautberg to use their oversight powers to protect constituents from your deceptive business practices, if they have to.

I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

gordan maham  
cincinnati, Ohio

## Lowery, Judy

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**From:** eric williamson <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 11:39 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

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eric williamson  
Circleville, Ohio



## Lowery, Judy

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**From:** Brandon Riggins <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 11:42 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Brandon Riggins  
Columbus, Ohio

**Lowery, Judy**

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**From:** Jenifer Burks <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 11:46 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Jenifer Burks  
Delaware, Ohio

**Lowery, Judy**

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**From:** Alma Diaz <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 11:50 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Alma Diaz  
Ft. Mitchell, Kentucky

## Lowery, Judy

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**From:** Dawn Vujevic <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 11:51 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Dawn Vujevic  
Granville, Ohio

## Lowery, Judy

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**From:** Amy Moore <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 11:53 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Amy Moore  
Hilliard, Ohio

**Lowery, Judy**

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**From:** Matthew Kuntzman <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 11:53 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Matthew Kuntzman  
Columbus, Ohio

## Lowery, Judy

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**From:** Elizabeth OBrochta <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 11:55 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Elizabeth OBrochta  
Columbus, Ohio

**Lowery, Judy**

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**From:** Barb Fleeter <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 11:59 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Barb Fleeter  
Columbus, Ohio



**Lowery, Judy**

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**From:** Reagan McGuire <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 11:59 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Reagan McGuire  
Columbus, Ohio

## Lowery, Judy

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**From:** Brandy Barth <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 12:00 PM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Brandy Barth  
columbus, Ohio

## Lowery, Judy

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**From:** Jennifer Lundgren <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 12:01 PM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Jennifer Lundgren  
Dublin, Ohio

**Lowery, Judy**

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**From:** Natalie Horton <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 12:03 PM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

I just signed the following petition addressed to: AEP Executives, PUCO Chairman, and Ohio elected officials.

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Asking the Public Utilities Commission of Ohio to let you pass on "cleanup costs" of a recent storm to customers, despite record profits of \$1.9 billion last year - is deceptive and unfair. AEP Ohio already did this, to the tune of \$25 million in 2004 and another \$27 million in 2008, but you have't acted on your own internal recommendations to replace aging poles and lines. Nobody will ever know if that could have prevented or lessened these massive outages, but anyone can recognize corporate greed when it's this obvious.

Who tells their customers, "We need to charge you more for a basic service that everyone relies on because we didn't plan for obvious risks, even though we're still making hundreds of millions of dollars?" Apparently, you do. But the "cleanup costs" passed on to customers from 2004, 2008, and 2012 combined are less than 15% of AEP Ohio's profits for 2011 alone.

What kind of utility company doesn't account for severe weather when returning profits to shareholders? Certainly not one that Ohioans count on to provide reliable service; you proved that with an agonizingly slow response to this most recent storm and left hundreds of thousands without power for up to a week. Any responsible, respectable utility company should plan for severe weather and bear most of the cost when storms damage their equipment; it's even more outrageous that you knew it was time to modernize aging equipment and clearly had the cash to make it happen.

I don't expect you change the weather, but I do expect you to prepare for it - just like my family and I do when we know a storm is coming. AEP customers won't stand for corporate greed disguised as disaster cleanup, and we won't let our Public Utilities Commission to help you. I'm asking you to not ask for PUCO approval, I'm asking the PUCO not to cooperate, and I'm asking Governor John Kasich, Senate President Tom Niehaus, Speaker of the House Bill Batchelder, Senator Shannon Jones and Representative Peter Stautberg to use their oversight powers to protect constituents from your deceptive business practices, if they have to.

I've signed this petition, I'm asking my friends to do the same, and I'm calling these people to let them know how I feel: AEP Director of Public Policy Terri Flora; PUCO Chairman Todd Snitchler; Sen. Shannon Jones; Rep. Peter Stautberg.

Natalie Horton  
Grove City , Ohio

**Lowery, Judy**

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**From:** Nicole Brubaker <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 12:04 PM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Nicole Brubaker  
Columbus, Ohio

**Lowery, Judy**

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**From:** Brittany Towers <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 12:06 PM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Brittany Towers  
Columbus, Ohio

**Lowery, Judy**

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**From:** Ray Gehring <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 12:06 PM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Ray Gehring  
Sunnyvale, California

**Lowery, Judy**

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**From:** Lauren Kinsey <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 12:07 PM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Lauren Kinsey  
Columbus, Ohio



## Lowery, Judy

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**From:** Anne Hammerstein <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 12:11 PM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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AEP should not be permitted to charge customers for the entire cost of this outage. No doubt some is their fault and some solely due to the storms. Storms are well known risk of doing the business they entered into and they should plan better, just like the gas companies plan their winter supply needs around the occurrence of an extremely cold winter every 20 years or more. They owe a legal duty to provide reliable service to their customers just as they owe a duty to their shareholders. AEP has a record with the PUCO of providing the least reliable service  
and this is not the time to bailout a company with record earnings for poor planning!

## Lowery, Judy

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**From:** Tim Juchter <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 12:14 PM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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When our neighbor called two days into the outage, when most of our block had power again, she was told that our houses are on a separate connection to the main line that is harder to repair. That connection also seems to lose power out of proportion with the surrounding area. AEP, fix and upgrade the system before you start charging us for making the same repair over and over.

Tim Juchter  
Columbus, Ohio

## Lowery, Judy

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**From:** Scott Boone <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 12:14 PM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

President Michael Morris & Public Policy Director Terri Flora,

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Scott Boone  
Columbus, Ohio

**Lowery, Judy**

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**From:** Carlee Beatty <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 12:15 PM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Carlee Beatty  
Columbus, Ohio

**Lowery, Judy**

---

**From:** Charles Carpenter <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 2:48 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Charles Carpenter  
Sidney, Ohio

**Lowery, Judy**

---

**From:** Ben Kerrick <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 2:49 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Ben Kerrick  
Columbus, Ohio

**Lowery, Judy**

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**From:** PHYLLIS MCKEAN <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 2:56 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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PHYLLIS MCKEAN  
LOUISVILLE, Ohio