FILE

5

Hunter, Donielle

From: ContactThePUCO
Sent: Friday, August 17, 2012 11:56 AM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 8/17/2012

Re: William Brechtel
Refused

Canton, OH 44708

RECEIVED-DOCKETING DIV
2012 AUG 17 PM 4:58
PUCO

Docketing Case No.: 11-0346-EL-SSO

Notes:
From: William Brechtel
To: ContactThePUCO CONTACTTHEPUCO@PUC.STATE.OH.US>
Subject: Preserve my right to save money on my electric bill
Received: 8/16/2012 7:18:21 AM
Message: Dear Chairman Snitchler:
As a customer of AEP, I urge you to reject its proposal to limit my ability to save money on my electric bill by switching to another electric supplier.

By imposing excessive capacity fees on other suppliers, AEP's proposed Electric Security Plan would harm competition so it can protect its profits on the backs of customers like me. While nearly 2 million Ohioans are shopping every month with competitive retail suppliers, AEP is the only utility in Ohio that wants to place artificially inflated capacity charges on suppliers, reducing savings for customers.
We all know competition works. That's why we always shop for lower prices. We should let competition work for electricity too.
Please reject or modify AEP's revised Electric Security Plan and preserve my right to shop to save money on my electric bill.
WilliamBrechtel
brechtelw@fes.com

Please docket the attached in the case number above.

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.
Technician ______ **Date Processed** AUG 17 2012

RECEIVED AUG 1 6 2012

August 14, 2012

PUCO
180 East. Broad St.
Columbus OH 43215

RE: Complaint against AEP
Elbert Couch #077-037-857-0 4

Enclosed is a copy of a letter I have sent to AEP regarding our electric account.
I can't understand how the PUCO can give a company like AEP an increase in rates when their service is shotty. Make them use their profits instead of recouping their losses on us the consumer. I live on a fixed income - I went to the budget plan so I could "settle up" when I received my income tax. AEP doesn't want to wait now. They want to raise my budget amount and told me I was using too much electricity. Well as stated in my letter to AEP, I will be looking to not using their electricity.

My question is how can you and AEP live with yourselves for forcing people to choose between paying high rates and having to unplug our love ones life saving equipment because you all are greedy? I am not behind - not late and pay everything in my "settle up month" yet AEP is not happy.

I'm not happy with you either for
giving AEP a Raise. So come September 1st
I can expect my electric to go up again.
We are paying for IKE 2008 - a increase
because AEP is a monoply and I'm sure
a raise again because of the outage in June-July
of this year.
Why shouldn't AEP pay! They made a profit!

We have a transformer over 60yrs old - Why
shouldn't AEP replace it? They send me letters
telling me to replace old appliances?

I'm having to deal with my husband dying
and now AEP's Greediness.
I know this will go no where but at least
I have said my peice.

Not happy with AEP or the PUCO —

Connie E. Couch
PO Box 166 (830 Valley St Rt 2)
New Lexington OH 43764-0166

740-342-5178 ph# cell# 740-297-1870

Aug. 8 2012

American Electric Power
850 Tech Center Dr.
Gahanna OH 43230-6605

RE. Account No. 077-037-857C-4

I am writing to complain about your company
raising my budget amount. I talked to
your customer service person, Stacy on June 8, 2012
and she informed me I was using too much
electricity. Well excuse me! My husband
is on 3 liter of oxygen and uses a concentrator
machine 24-7. My daughter is a 33 year
old developmentally handicapped adult which
requires an air conditioner because she had
a heat stroke 7 yrs ago. So which one
do you think I should unplug?
I pay my monthly budget and in February
(my "settle up month") I pay. I live on a
fixed income. I can't afford your $43 increase
in the monthly budget. I was even paying
to pay ahead so I wouldn't have a big
bill. But you aren't happy with that.
I read in the paper today where I am
not alone. You are trying to destroy
[illegible] By the increase in electric.
every one

You go to the PUC to get increase
in rates as you are not out any money
yet can invested a 4 billion dollar project.

You tell us to buy energy efficient appliances
but yet you don't replace old transformers,
poles that are rotten or getting ready to
break.
Also my power has been going off an
on-on for the last 2 days.

I am going to complain to the PUC.
You are a greedy company.
Soon - I will look into a better way
on my electric usage whether it be solar
panels or just shutting the electric off
and using my generator.
Your Company is a disappointment.
You all going on TV and saying how
much you care about its customers
and trying to help during the last
storm outage is a joke. Shame on
you AEP.

Joanne E. Couch
[illegible] Valley St. Rt 2 ([illegible])
New Lexington OH
43764-[illegible]

POA for Elbert Couch
POA for Helen E Couch