

FILE

From: webmaster@puc.state.oh.us
 To: ContactThePUCO
 Subject: 69261
 Received: 8/31/2012 11:15:01 AM
 Message:
 WEB ID: 69261 AT:08-31-2012 at 11:14 AM

11-346-EL-SSD

Related Case Number:

TYPE: complaint

NAME: Ms. Yvonne Halley

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 5694 Huckleberry St NW
- North Canton , Ohio 44720
- USA

PHONE INFORMATION:

- Home: 330-966-3695
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: yhalley@neo.rr.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP Ohio
- Name on account: Yvonne Halley
- Service address: 5694 Huckleberry St. NW
- Service phone: 330-966-3695
- Account Number: 07001320139

COMPLAINT DESCRIPTION:

Once again, I am complaining seriously about the AEP electric service fees! I am a 75 yr old senior, on a fixed income (SS), and have tried every energy saving advice I have ever heard of. I turn off everything in my living quarters all the time. No appliance, TV, computer surge protector and anything else using electric is left plugged in when not in use. At night I turn off all things except the refrigerator and A/C. The A/C thermostat is always set high...78 or more. I use little heat in the colder months....why is my bill higher than EVER since I have been living at this residence for 10 years??? Help those of us on fixed income!!

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Technician DM Date Processed SEP 12 2012

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 2012 SEP 12 AM 9:22
 PUCO