

RECEIVED-DOCKETING DIV

2012 OCT -3 AM 9:14

Sept. 20, 12

Dear P.U.C.

PUCO

I hope this letter reaches a person who will take the time to read it and respond.

I live in the Carlin Estates condominium Association in Logan Ohio. It consists of 36 units all owned by senior citizens 55 and older.

Seventeen units are owned by 80-to-95 year olds, mostly women. The rest are in their 70's with a few 60's.

Our homes are all electric, the bills vary from \$80⁰⁰ to 250⁰⁰ a month depending on the weather and time of year.

My electric bill has doubled since 2006. Most of us are on Social Security and a few have mortgages.

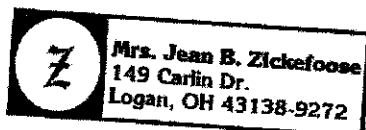
The problem is we don't understand how these bills are figured.

Is there any way to get our meters checked? They vary so much. The rates for all electric homes is outrageous. I feel we are being grossly over charged. All electric homes used to have a special rate. Where did it go?

A lot of the amount on the bills don't make sense. ! HELP!

Sincerely,

Jean B Zickfoose
740-385-0532





Account Number:
078-683-078-1-5
CY 17
2485

\$141.00	\$
Total Amount Due	Amount Enclosed
Due Date Sep 7	

Send Inquiries To:
PO BOX 24401
CANTON, OH 44701-4401
R-07-218080593

2393-1
070002393 01 AV 0.350

JEAN B ZICKEFOOSE
149 CARLIN DR LOT 25
LOGAN, OH 43138-9272

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

Make Check Payable and Send To:
AMERICAN ELECTRIC POWER
PO BOX 24404
CANTON OH 44701-4404

0000141000000141000100000000000786830781522080709017900001

Please tear on dotted line.

Return top portion with your payment

Service Address:

JEAN B ZICKEFOOSE
149 CARLIN DR LOT 25
LOGAN, OH 43138-9272

Rate Tariff: Residential Service-820

Page 1 of 2

Account Number	Total Amount Due	Due Date
078-683-078-1-5	\$141.00	Sep 7, 2012
Meter Number	Cycle-Route	Bill Date
218080593	17-02	Aug 22, 2012

Previous Charges:

Total Amount Due At Last Billing \$ 141.00

Payment 08/06/12 - Thank You -141.00

Previous Balance Due \$.00

Accumulated Budget Balance 12.40

Total Previous Balance \$ 12.40

Current AEP Ohio Charges:

Tariff 820 -Residential Service 08/21/12

Service Delivery Identifier: 00140060715548054

Distribution Service \$ 21.03

Customer Charge 3.82

Current Electric Charges Due \$ 24.85

Current AEP Retail Energy Charges (866-823-6738):

Supplier Account Number - 32231666835734

Service Delivery Identifier Number : 00140060715548054 08/21/12

Budget For Commodity Charge 506 Kwh @ 0.0699 \$ 72.00

Current Supplier Charges \$ 72.00

Current Budget Amount Due \$ 69.00

Total Account Balance \$ 109.25

Total Amount Due

\$141.00

Due Date Sep 7

Price-to-Compare: For tariff 820, in order to save you money a new supplier must offer you a price lower than 7.1 cents per KWH for the same usage that appears on this bill. You may contact AEP at the phone number shown on this bill to receive additional information, including a written explanation, about this Price-to-Compare.

Meter	Service Period		Meter Reading Detail			
Number	From	To	Previous	Code	Current	Code
218080593	07/24	08/21	72425	Actual	72931	Actual
Multiplier 1.0000			Metered Usage 506 KWH			
Next scheduled read date should be between Sep 19 and Sep 24						

Billing Inquiries, Call: 1-888-237-5566

Outage or Service Inquiries, Call:
1-888-710-4237

Pay By Phone: 1-800-611-0964

AEP Ohio Messages

As a participant in the AEP Ohio Customer Choice Program, your electric energy is being supplied by AEP Retail Energy Partners, LLC. This bill reflects AEP Ohio charges for distribution of the electric energy and all electric energy supply charges AEP has received from your supplier as of the Billing Date shown on this bill. For questions about your electric energy supply charges, please contact AEP Retail Energy Partners, LLC at 1-866-823-6738. Please note that the failure to pay charges for competitive retail electric services (CRES) may result in loss of those products and services, the cancellation of your contract with the CRES provider, and your return to AEP Ohio's Standard Offer for generation services.

Go paperless and Get a chance to win two OSU football tickets to one of the following games: 9/8 OSU vs Central Florida or 9/15 OSU vs California. Visit AEPpaperless.com to register your account!

Visit us at www.AEPOhio.com

Due date does Not Apply to the previous balance due

See other side for Important Information



Send Inquiries To:
 PO BOX 24401
 CANTON, OH 44701-4401
 R-07-218080593

2393-1

Service Address:
 JEAN B ZICKEFOOSE
 149 CARLIN DR LOT 25
 LOGAN, OH 43138-9272

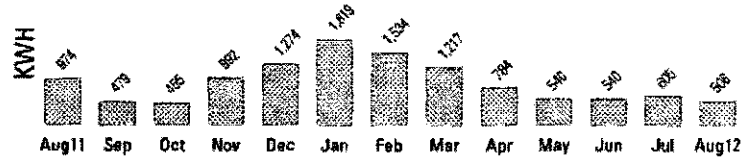
Rate Tariff: Residential Service-820

Page 2 of 2

Account Number	Total Amount Due	Due Date
078-683-078-1-5	\$141.00	Sep 7, 2012
Meter Number	Cycle-Route	Bill Date
218080593	17-02	Aug 22, 2012

13 Month Usage History

Total KWH for Past 12 Months is 11,213



Month	Total KWH	Days	KWH Per Day	Cost Per Day	Average Temperature
Current	506	28	18	\$0.89	72°F
Previous	605	33	18	\$0.87	73°F
One Year Ago	974	31	31	\$3.51	74°F
Your Average Monthly Usage: 934 KWH					

Additional Messages

Worried that changes in the postal service may delay your bill or your payment? Go paperless! You'll receive an email notification when your new bill is available for viewing. You'll also be able to pay online for free. [Go to www.AEPPaperless.com](http://www.AEPPaperless.com) to enroll today!

Your Budget Anniversary month is November.

Service Address:

JEAN B ZICKEFOOSE
149 CARLIN DR LOT 25
LOGAN, OH 43138-9272

Rate Tariff: Residential Service-820*

Page 1 of 2

Account Number	Total Amount Due	Due Date
078-683-078-1-5	\$141.00	Jul 12, 2012
Meter Number	Cycle-Route	Bill Date
218080593	17-02	Jun 26, 2012

Previous Charges:

Total Amount Due At Last Billing	\$ 2.80
Payment 06/06/12 - Thank You	-2.80
Previous Balance Due	\$.00
Accumulated Budget Balance	95.41
Total Previous Balance	\$ 95.41

Current AEP Ohio Charges:

Tariff 820 -Residential Service 06/21/12	
Service Delivery Identifier: 00140060715548054	
Distribution Service	\$ 22.39
Customer Charge	3.82
Current Electric Charges Due	\$ 26.21

Current AEP Retail Energy Charges (866-823-6738):

Supplier Account Number - 32231666835734	
Service Delivery Identifier Number : 00140060715548054 06/21/12	
Budget For Commodity Charge 540 Kwh @ 0.0699	\$ 72.00
Current Supplier Charges	\$ 72.00
Current Budget Amount Due	\$ 69.00
Total Account Balance	\$ 193.62

Total Amount Due \$141.00
Due Date Jul 12

Price-to-Compare: For tariff 820, in order to save you money a new supplier must offer you a price lower than 7.2 cents per KWH for the same usage that appears on this bill. You may contact AEP at the phone number shown on this bill to receive additional information, including a written explanation, about this Price-to-Compare.

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

AEP Ohio Messages

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Your Budget Anniversary month is **November**.

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

Meter	Service Period		Meter Reading Detail			
Number	From	To	Previous	Code	Current	Code
218080593	05/23	06/21	71280	Actual	71820	Estimate
Multiplier 1.0000			Metered Usage 540 KWH			
Next scheduled read date should be between Jul 20 and Jul 25						



A unit of American Electric Power

Service Address:

JEAN B ZICKEFOOSE
149 CARLIN DR LOT 25
LOGAN, OH 43138-9272

Rate Tariff: Residential Service-820

Page 1 of 2

Account Number	Total Amount Due	Due Date
078-683-078-1-5	\$141.00	Aug 13, 2012
Meter Number	Cycle-Route	Bill Date
218080593	17-02	Jul 26, 2012

Previous Charges:

Total Amount Due At Last Billing	\$ 141.00
Payment 07/09/12 - Thank You	-141.00
Previous Balance Due	\$.00
Accumulated Budget Balance	52.62
Total Previous Balance	\$ 52.62

Current AEP Ohio Charges:

Tariff 820 -Residential Service 07/24/12

Service Delivery Identifier: 00140060715548054

Distribution Service	\$ 24.96
Customer Charge	3.82
Current Electric Charges Due	\$ 28.78

Current AEP Retail Energy Charges (866-823-6738):

Supplier Account Number - 32231666835734

Service Delivery Identifier Number : 00140060715548054 07/24/12

Budget For Commodity Charge 605 Kwh @ 0.0699	\$ 72.00
Current Supplier Charges	\$ 72.00
Current Budget Amount Due	\$ 69.00
Total Account Balance	\$ 153.40

Total Amount Due

\$141.00

Due Date Aug 13

Price-to-Compare: For tariff 820, in order to save you money a new supplier must offer you a price lower than 7.1 cents per KWH for the same usage that appears on this bill. You may contact AEP at the phone number shown on this bill to receive additional information, including a written explanation, about this Price-to-Compare.

Meter	Service Period			Meter Reading Detail		
Number	From	To	Previous	Code	Current	Code
218080593	06/21	07/24	71820	Estimate	72425	Actual
Multiplier 1.0000			Metered Usage 605 KWH			
Next scheduled read date should be between Aug 20 and Aug 23						

Billing Inquiries, Call: 1-888-237-5566
 Outage or Service Inquiries, Call:
 1-888-710-4237

Pay By Phone: 1-800-611-0964

AEP Ohio Messages

The Public Utilities Commission of Ohio granted approval of AEP Ohio's quarterly Fuel Adjustment Clause (FAC) adjustments. A residential customer using 1,000 kWh of electricity will see a decrease of \$0.16 per month effective with this bill.

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Visit us at www.AEPOhio.com

Due date does Not Apply to the previous balance due

See other side for Important Information



A unit of American Electric Power

Service Address:
JEAN B ZICKEFOOSE
149 CARLIN DR LOT 25
LOGAN, OH 43138-9272

Rate Tariff: Residential Service-820

Page 1 of 2

Account Number	Total Amount Due	Due Date
078-683-078-1-5	\$152.02	Mar 15, 2012
Meter Number	Cycle-Route	Bill Date
218080593	17-02	Feb 28, 2012

Previous Charges:

Total Amount Due At Last Billing	\$	105.00
Payment 02/06/12 - Thank You		-105.00
Previous Balance Due	\$.00
Accumulated Budget Balance		136.84
Total Previous Balance	\$	136.84

Current AEP Ohio Charges:

Tariff 820 -Residential Service 02/23/12

Service Delivery Identifier: 00140060715548054

Distribution Service \$ 59.06

Customer Charge 3.82

Current Electric Charges Due \$ 62.88

Current AEP Retail Energy Charges (866-823-6738):

Supplier Account Number - 32231666835734

Service Delivery Identifier Number : 00140060715548054 02/23/12

Commodity Charge \$ 98.02

Current Supplier Charges \$ 98.02

Current Budget Amount Due \$ 54.00

Total Account Balance \$ 297.74

Total Amount Due **\$152.02**

Due Date Mar 15

Price-to-Compare: For tariff 820, in order to save you money a new supplier must offer you a price lower than 7.4 cents per KWH for the same usage that appears on this bill. You may contact AEP at the phone number shown on this bill to receive additional information, including a written explanation, about this Price-to-Compare.

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

AEP Ohio Messages

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Your Budget Anniversary month is **November**.

Switch to CFL bulbs and save, save, save. Visit gridSMARTOhio.com to find a store offering AEP Ohio-discounted CFL bulbs.

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

Meter	Service Period		Meter Reading Detail			
Number	From	To	Previous	Code	Current	Code
218080593	01/24	02/23	67205	Actual	68739	Actual
Multiplier 1.0000			Metered Usage 1,534 KWH			
Next scheduled read date should be between Mar 21 and Mar 26						



A unit of American Electric Power

Service Address:

JEAN B ZICKEFOOSE
149 CARLIN DR LOT 25
LOGAN, OH 43138-9272

Rate Tariff: Residential Service-820

Page 1 of 2

Account Number	Total Amount Due	Due Date
078-683-078-1-5	\$105.00	Feb 9, 2012
Meter Number	Cycle-Route	Bill Date
218080593	17-02	Jan 24, 2012

Previous Charges:

Total Amount Due At Last Billing	\$ 105.00
Payment 01/06/12 - Thank You	- 105.00
Previous Balance Due	\$.00
Accumulated Budget Balance	34.83
Total Previous Balance	\$ 34.83

Current AEP Ohio Charges:

Tariff 015 -Residential Service 01/24/12

Service Delivery Identifier: 00140060715548054

Generation Service	\$ 116.86
Transmission Service	17.90
Distribution Service	68.43
Customer Charge	3.82
Current Electric Charges Due	\$ 207.01
Current Budget Amount Due	\$ 105.00
Total Account Balance	\$ 241.84

Total Amount Due \$105.00

Due Date Feb 9

Price-to-Compare: For tariff 015, in order to save you money a new supplier must offer you a price lower than 7.4 cents per KWH for the same usage that appears on this bill. You may contact AEP at the phone number shown on this bill to receive additional information, including a written explanation, about this Price-to-Compare.

Meter	Service Period		Meter Reading Detail			
Number	From	To	Previous	Code	Current	Code
218080593	12/22	01/24	65386	Actual	67205	Actual
Multiplier 1.0000			Metered Usage 1,819 KWH			
Next scheduled read date should be between Feb 21 and Feb 24						

For Billing, Outage or Service Inquiries,
 Call: 1-888-710-4237

Pay By Phone: 1-800-611-0964

AEP Ohio Messages

AEP's distribution rate Case No. 11-351-EL-AIR, resulted in a revenue increase and a new Distribution Asset Recovery Rider which was approved to collect the cost of previous distribution system improvements and expenses.

The Public Utilities Commission of Ohio adopted two agreements that will determine electric generation and distribution rates for AEP-Ohio customers beginning January 1, 2012. AEP's Electric Security Plan (ESP), in Case No. 11-346-EL-SSO, resulted in a merger of Columbus Southern Power and Ohio Power and a transition to a market-based generation rate in 2015.

In Case No. 11-261-EL-FAC, AEP implemented its Fuel Adjustment Clause (FAC) which is the mechanism through which AEP Ohio recovers generation fuel costs and related expenses.

Pursuant to state law, the Universal Service Fund rider rate has been adjusted effective with this bill.

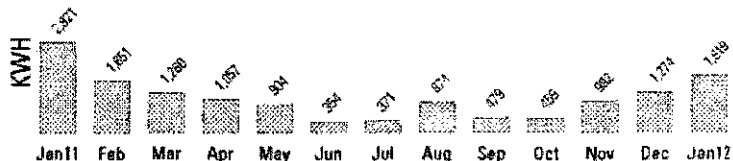
Visit us at www.AEPOhio.com
 Due date does Not Apply to the previous balance due
 See other side for Important Information



A unit of American Electric Power

13 Month Usage History

Total KWH for Past 12 Months is 12,692



Service Address:

JEAN B ZICKEFOOSE
149 CARLIN DR LOT 25
LOGAN, OH 43138-9272

Rate Tariff: Residential Service-015

Page 1 of 2

Account Number	Total Amount Due	Due Date
078-683-078-1-5	\$115.00	Nov 7, 2011
Meter Number	Cycle-Route	Bill Date
218080593	17-02	Oct 20, 2011

Previous Charges:

Total Amount Due At Last Billing	\$ 115.00
Payment 10/10/11 - Thank You	-115.00
Previous Balance Due	\$.00
Accumulated Budget Balance	90.37
Total Previous Balance	\$ 90.37

Current AEP Ohio Charges:

Tariff 015 - Residential Service 10/20/11	
Service Delivery Identifier: 00140060715548054	
Generation Service	\$ 27.56
Transmission Service	4.23
Distribution Service	19.42
Customer Charge	3.82
Current Electric Charges Due	\$ 55.03
Current Budget Amount Due	\$ 115.00
Total Account Balance	\$ 145.40
Total Amount Due	\$115.00

Due Date Nov 7

Price-to-Compare: For tariff 015, in order to save you money a new supplier must offer you a price lower than 7.0 cents per KWH for the same usage that appears on this bill. You may contact AEP at the phone number shown on this bill to receive additional information, including a written explanation, about this Price-to-Compare.

Meter Number	Service Period From	To	Previous	Code	Current	Code
218080593	09/22	10/20	62665	Actual	63120	Actual
Multiplier 1.0000			Metered Usage 455 KWH			

Next scheduled read date should be between Nov 17 and Nov 22

For Billing, Outage or Service Inquiries,
 Call: 1-800-672-2231

Pay By Phone: 1-800-611-0964

AEP Ohio Messages

The Public Utilities Commission of Ohio in case number 11-4570-EL-RDR on October 12, 2011, approved AEP Ohio's request to adjust its Economic Development Rider (EDR) effective with this bill. The EDR supports industrial customers that retain and increase Ohio jobs. A residential customer using 1,000 kWh of electricity will see an increase of \$1.67 per month.

Your Budget Anniversary month is
November.

Sign up for paperless billing by November 6th for an opportunity to win tickets to see the Ohio State Buckeyes play football. Go to AEPPaperless.com to enroll.

Flip the Switch and turn off your paper bill! You will gain the benefit of receiving an email when your bill is ready to be viewed and the security of viewing it safely anytime, anywhere.

Visit us at www.AEPOhio.com

Due date does Not Apply to the previous balance due

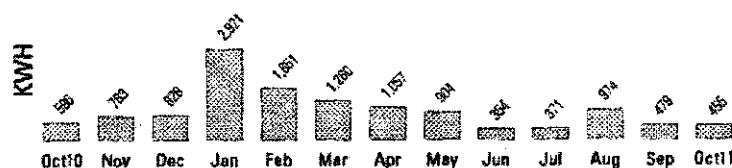
See other side for important information



A unit of American Electric Power

13 Month Usage History

Total KWH for Past 12 Months is 12,158



Service Address:

JEAN B ZICKEFOOSE
149 CARLIN DR LOT 25
LOGAN, OH 43138-9272

Rate Tariff: Residential Service-015

Page 1 of 2

Account Number	Total Amount Due	Due Date
078-683-078-1-5	\$142.53	Dec 7, 2011
Meter Number	Cycle-Route	Bill Date
218080593	17-02	Nov 21, 2011

Previous Charges:

Total Amount Due At Last Billing	\$	115.00
Payment 11/07/11 - Thank You		-115.00
Budget Anniversary Balance Applied		30.40
Previous Balance Due	\$	30.40

Current AEP Ohio Charges:

Tariff 015 - Residential Service 11/21/11

Service Delivery Identifier: 00140060715548054

Generation Service	\$	61.49
Transmission Service		9.23
Distribution Service		37.59
Customer Charge		3.82

Current Electric Charges Due	\$	112.13
Total Amount Due		\$142.53

Due Date Dec 7

Price-to-Compare: For tariff 015, in order to save you money a new supplier must offer you a price lower than 7.1 cents per KWH for the same usage that appears on this bill. You may contact AEP at the phone number shown on this bill to receive additional information, including a written explanation, about this Price-to-Compare.

Meter	Service Period		Meter Reading Detail			
Number	From	To	Previous	Code	Current	Code
218080593	10/20	11/21	63120	Actual	64112	Actual
Multiplier 1.0000			Metered Usage 992 KWH			
Next scheduled read date should be between Dec 20 and Dec 27						

For Billing, Outage or Service Inquiries,
 Call: 1-800-672-2231

Pay By Phone: 1-800-611-0964

AEP Ohio Messages

The Public Utilities Commission of Ohio ordered AEP Ohio to reduce its Provider of Last Resort charge pursuant to Order Numbers 08-917-EL-SSO and 08-918-EL-SSO. In the same case, the fuel charge was adjusted, resulting in no rate impact for a typical residential customer using 1000 kWh per month.

An annual review of your account indicates that starting next month your Budget Amount will be \$195.00.

Prepare for winter and high heating bills with our In-home Energy Programs. See the enclosed insert for more details.

Flip the Switch and turn off your paper bill! You will gain the benefit of receiving an email when your bill is ready to be viewed and the security of viewing it safely anytime, anywhere.

Visit us at www.AEPOhio.com

Due date does Not Apply to the previous balance due

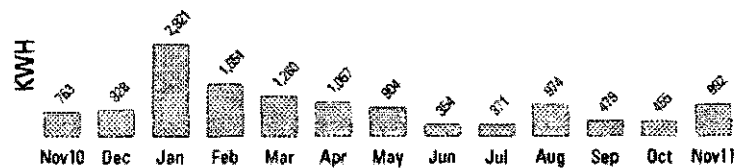
See other side for important information



A unit of American Electric Power

13 Month Usage History

Total KWH for Past 12 Months is 12,017



SERVICE AT:

JEAN B ZICKEFOOSE
149 CARLIN DR LOT 25
LOGAN, OH 43138-9272

For Billing, Outage or
Service Inquiries, Call:
1-800-672-2231
Pay by Phone:
1-800-611-0964

Account Number
078-683-078-1-5

Bill Date 05/21/10
Page 1 of 2 020

PREVIOUS CHARGES:

	<u>Account Balance</u>	<u>Amount Due</u>
Total Amount Due at Last Billing	\$ 81.00 CR	
Payment 05/05/10 - Thank You	81.00 CR	
Previous Balance	\$ 162.00 CR	\$ 162.00 CR
Accumulated Budget Balance	296.27	
Total Previous Balance	\$ 134.27	

CURRENT AEP CHARGES (1-800-672-2231):

05/21/10 Tariff 015 - RESIDENTIAL SERVICE

Service Delivery Identifier Number: 0014-0060-7155-4805-4

Generation Service	\$ 30.05	
Transmission Service	5.12	
Distribution Service	21.19	
Customer Charge	3.82	
Current AEP Charges Due	\$ 60.18	
Current Budget Amount Due		\$ 81.00
Total Account Balance	\$ 194.45	

Total Amount Due \$ 0.00

\$2.08 is your average daily cost for current electric service

078-683-078-15

Price To Compare

For tariff 015, in order to save you money a new supplier must offer you a price lower than 6.1 cents per KWH for the same usage that appears on this bill. You may contact AEP at the phone number shown on this bill to receive additional information, including a written explanation, about this Price-To-Compare.



A unit of American Electric Power

Due date does not
apply to the Previous
Balance Due

See other side for
Important Information

SERVICE AT:

JEAN B ZICKEFOOSE
149 CARLIN DR LOT 25
LOGAN, OH 43138-9272

For Billing, Outage or
Service Inquiries, Call:
1-800-672-2231
Pay by Phone:
1-800-611-0964

Account Number
078-683-078-1-5

Bill Date 05/21/09
Page 1 of 2 020

PREVIOUS CHARGES:

	<u>Account Balance</u>	<u>Amount Due</u>
Total Amount Due at Last Billing	\$.00	
Payment 05/04/09 - Thank You	72.00 CR	
Previous Balance	\$ 72.00 CR	\$ 72.00 CR
Accumulated Budget Balance	223.75	
Total Previous Balance	\$ 151.75	

CURRENT AEP CHARGES (1-800-672-2231):

05/20/09 Tariff 015 - RESIDENTIAL SERVICE

Service Delivery Identifier Number: 0014-0060-7155-4805-4

Generation Service	\$ 20.95	<div style="font-size: 1.5em;">195.10</div> <div style="font-size: 1.5em;">194</div> <div style="font-size: 1.5em;">51.10</div>
Transmission Service	3.46	
Distribution Service	15.12	
Customer Charge	3.82	
Current AEP Charges Due	\$ 43.35	
Current Budget Amount Due		\$ 72.00
Total Account Balance	\$ 195.10	

Total Amount Due \$ 0.00

\$1.55 is your average daily cost for current electric service

078-683-078-15

Price To Compare

For tariff 015, in order to save you money a new supplier must offer you a price lower than 5.7 cents per KWH for the same usage that appears on this bill. You may contact AEP at the phone number shown on this bill to receive additional information, including a written explanation, about this Price-To-Compare.



AEP OHIO

A unit of American Electric Power

Due date does not
apply to the Previous
Balance Due

See other side for
important information



850 Tech Center Dr
Gahanna, OH 43230-6805

3444-1
990003444 01 AT 0.374



JEAN B ZICKEFOOSE
149 CARLIN DR LOT 25
LOGAN, OH 43138-9272

February 9, 2012

Account Number: 078-683-078-1-5

Dear Jean B Zickefoose:

The Budget Billing Plan is designed to allow equal payments for electric service over a twelve month period. The total of the twelve payments is intended to be approximately the same as the total of the actual charges for that period.

We have adjusted your monthly budget to represent the charge for the services which AEP Ohio will continue to provide. This excludes generation and transmission charges, which will be billed by your new electric supplier.

Beginning with your next bill, the monthly budget amount will be **\$54.00**. The total amount due will include the budget amount as well as those charges by the electric supplier.

Please contact American Electric Power at 1-800-672-2231 or 1888-237-5566, if you have any questions.

AEP OHIO IS AVAILABLE 24 HOURS A DAY 7 DAYS A WEEK

*My neighbor got a similar letter
and her budget amount is
\$15.00 Our homes are identical
All electric*



☐ **YES**

I would like to pay more for electricity by agreeing with AEP's scheme to lock me into a high rate.



☒ **NO**

That's absurd!

To make your voice heard, cut out and mail to the Public Utilities Commission of Ohio at:

PUCO

Case number 11-8348-EL-SSO

Attn: Docketing Division

180 E. Broad Street

Columbus, OH 43215

I returned a dozen of these

AEP wants to raise your electricity rates and restrict your ability to choose another supplier, and that could lead to job losses in Ohio. So, if you enjoy paying more for electricity, go ahead and choose yes. But, if you want lower rates and more choices, voice your concerns at:

ForElectricSavings.com

FirstEnergy
Solutions

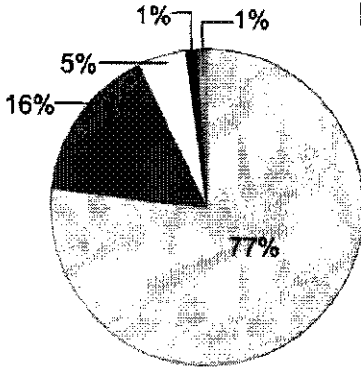
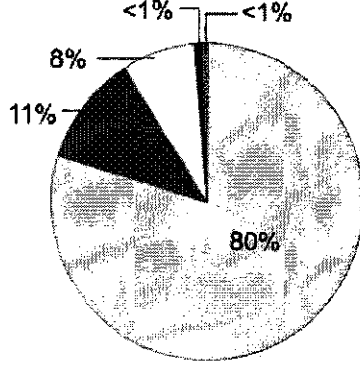
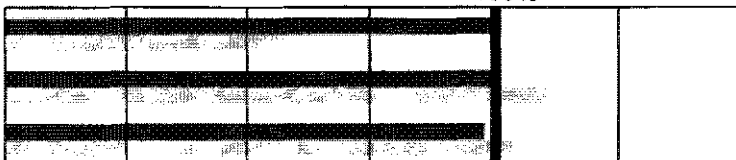
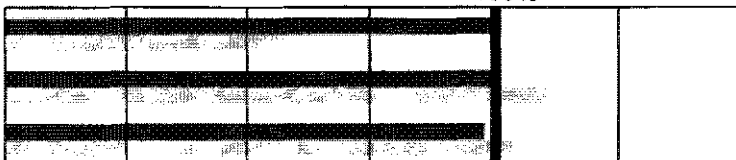
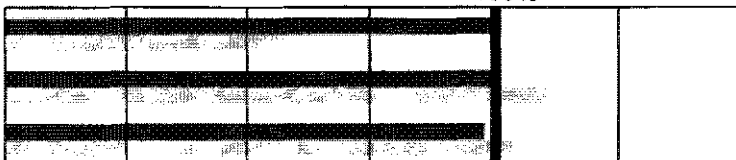


Environmental Disclosure – Quarterly Comparisons

AEP Retail Energy

Projected Data for the 2011 Calendar Year.

Actual Data for the Period 01/01/11 to 06/30/11.

<p>Generation Resource Mix - A comparison between the sources of generation projected to be used to generate this product and the actual resources used during this period.</p>	<p>Projected</p>  <ul style="list-style-type: none">CoalNuclearNatural GasPetroleumHydro Power	<p>Actual</p>  <ul style="list-style-type: none">CoalNuclearNatural GasPetroleumHydro Power																				
<p>Environmental Characteristics - A description of the characteristics associated with each possible generation resource.</p>	<table><tr><td>Biomass Power</td><td>Air Emissions and Solid Waste</td></tr><tr><td>Coal Power</td><td>Air Emissions and Solid Waste</td></tr><tr><td>Hydro Power</td><td>Wildlife Impacts</td></tr><tr><td>Natural Gas Power</td><td>Air Emissions and Solid Waste</td></tr><tr><td>Nuclear Power</td><td>Radioactive Waste</td></tr><tr><td>Oil Power</td><td>Air Emissions and Solid Waste</td></tr><tr><td>Other Sources</td><td>Unknown Impacts</td></tr><tr><td>Solar Power</td><td>No Significant Impacts</td></tr><tr><td>Unknown Purchased Resources</td><td>Unknown Impacts</td></tr><tr><td>Wind Power</td><td>Wildlife Impacts</td></tr></table>	Biomass Power	Air Emissions and Solid Waste	Coal Power	Air Emissions and Solid Waste	Hydro Power	Wildlife Impacts	Natural Gas Power	Air Emissions and Solid Waste	Nuclear Power	Radioactive Waste	Oil Power	Air Emissions and Solid Waste	Other Sources	Unknown Impacts	Solar Power	No Significant Impacts	Unknown Purchased Resources	Unknown Impacts	Wind Power	Wildlife Impacts	
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<p>Air Emissions - Product-specific projected and actual air emissions for this period compared to the regional average air emissions.</p>	<table><tr><td>Carbon Dioxide</td><td colspan="4"></td></tr><tr><td>Sulfur Dioxide</td><td colspan="4"></td></tr><tr><td>Nitrogen Oxides</td><td colspan="4"></td></tr></table> <p>■ Projected □ Actual</p> <p>Regional Average</p>	Carbon Dioxide					Sulfur Dioxide					Nitrogen Oxides										
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Sulfur Dioxide																						
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<p>Radioactive Waste - Product-specific projected and actual radioactive waste for this period.</p>	<table><tr><th>Type:</th><th>Quantity:</th><th></th></tr><tr><td>High-Level Radioactive Waste</td><td>Unknown</td><td>LBs./1,000 kWh</td></tr><tr><td>Low-Level Radioactive Waste</td><td>Unknown</td><td>Ft.³/1,000 kWh</td></tr></table> <p>AEP Retail Energy purchases all of its electric energy from the wholesale market. The above generation resource mix is based on EIA reporting of regional generation sources. AEP Retail Energy does not have access to information regarding the radioactive waste produced by nuclear generation in the region.</p>	Type:	Quantity:		High-Level Radioactive Waste	Unknown	LBs./1,000 kWh	Low-Level Radioactive Waste	Unknown	Ft. ³ /1,000 kWh												
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Low-Level Radioactive Waste	Unknown	Ft. ³ /1,000 kWh																				
<p>With in-depth analysis, the environmental characteristics of any form of electric generation will reveal benefits as well as costs. For further information, visit us online at AEPRetailEnergy.com or contact AEP Retail Energy at 1-866-823-6738.</p>																						

Frequently Asked Questions

Who is AEP Retail Energy?

AEP Retail Energy is a certified retail electric service provider and a non-regulated subsidiary of American Electric Power (AEP). AEP Retail Energy is headquartered in Columbus, Ohio and sells electricity to customers at market-based prices rather than regulated rates offered by your local utility AEP Ohio.

What is electricity deregulation?

Put simply, there are three major components in supplying electricity:

- **Generation** (the actual electricity supply)
- **Transmission** (large transmission lines and towers that carry electricity over longer distances)
- **Distribution** (local electric poles and wires)

In Ohio, customers are free to choose who supplies the Generation and Transmission portion of their electricity service. They can purchase these services from a Certified Retail Electric Service (CRES) provider such as AEP Retail Energy.

How is this program possible?

The Ohio Electric Choice Program was created to give Ohioans a choice of electricity providers. When choosing an alternate electricity provider like AEP Retail Energy, you are able to keep the EXACT same electricity service except you pay a lower price per kWh.

Why should I sign up?

Current market conditions have resulted in lower market-based electricity prices. AEP Retail Energy buys electricity in bulk and passes on the savings to you – our customer. AEP Retail Energy will not charge you any switching fees at this time.

How will I be billed for the amounts I owe to AEP Retail Energy?

You will continue to receive **one bill** each month from your local utility. The amount that you owe to AEP Retail Energy will

Generation and Transmission services to customers served by the following electric distribution companies: Dayton Power & Light, Duke Energy, Cleveland Electric Illuminating, Toledo Edison, Ohio Edison and AEP Ohio (Columbus Southern Power and Ohio Power).

Why can't my local utility simply lower my current rate?

AEP Ohio is regulated and must charge rates approved by the Public Utility Commission of Ohio (PUCO). AEP Retail Energy is a competitive provider of electricity and can sell electricity at prices that more closely reflect current market conditions. When market prices decrease, AEP Retail Energy is able to react with lower prices to help you save money. You may enroll with AEP Retail Energy to receive your electricity savings.

If I sign up, when will my new price begin?

Your supply price per kWh will begin on the next available meter-read date after AEP Ohio accepts your enrollment as a customer of AEP Retail Energy.

What happens when my initial agreement expires?

Once the term of your agreement with AEP Retail Energy expires, you may choose to automatically renew on a month-to-month basis at a variable price where you get the best price based upon the current market conditions. Or if you like the security of our protection plans, you may enroll in our current plan available prior to the expiration of your initial agreement with us.

What if I try it and don't like it?

If you enroll with AEP Retail Energy, and change your mind, you have 7 days to rescind. With our protection plans, you can cancel at any time with a cancellation fee as stated in the Agreement.

Who do I call if my power goes off?

You will continue to call AEP Ohio for all service-related issues, such as outages, meter readings, and billing questions.

Ready to start saving money on your electricity bill?

Sign up now by calling 1-855-300-7192 to enroll, mail in your

Terms and Condition Version: AEP11.10.100PCO_ResCon

OPCO11.10.21-DM

By signing this Enrollment Consent Form, I am authorizing AEP Retail Energy to be my electricity provider, obtain information about my account and process my enrollment with AEP Ohio-Ohio Power Company under the enclosed stated Terms and Conditions which I have read and agreed to. To be eligible for this offer, your SCL has to begin with 00140060. I understand that I may contact AEP Retail Energy at 1-855-300-7192, write to: AEP Retail Energy at PO Box 1415, Columbus, OH 43216, fax 1-866-872-4099, or visit AEPRetailEnergy.com if I have additional questions. The advertised offer is available through 1/1/2011. Offer is subject to availability.

County _____ Phone: _____ Email: _____

149 Carlin Dr Lot 25
Logan OH 43138-9272

Account Owner Name: _____

Can't find your SDI? Please include your utility bill with this form.

0 0 1 4 0 0 6 0

on your AEP Ohio utility bill on page 1 above Generation service charges.

Fill in your AEP Ohio SDI (17 numbers), the SDI is located



☒ Yes, I want to enroll in AEP Retail Energy's
Power Protection Plan: 6.39 cents per kWh through
February 2012, and then 6.98 cents per kWh through
May 2014 billing cycle. Promo Code MY7597

ENROLLMENT CONSENT FORM
Please print clearly.



*2nd
Letter*

November 15, 2011

Jean B Zickefoose
149 Carlin Dr Lot 25
Logan, OH 43138

Dear Jean B Zickefoose:

Account Number: 00140060715548054

Thank you for choosing to enroll with AEP Retail Energy as your electricity provider. Electricity is our only business, so you can have peace of mind knowing that we are 'Experts in Electricity Savings' in our industry. Please accept this as my personal welcome to you. We are dedicated to providing you competitive low prices and excellent customer service.

You have enrolled in our Fixed Plan Agreement priced at 6.39¢ per kWh through February 2012 billing cycle, and then 7.19¢ through May 2014 billing cycle. Your current AEP Ohio bill will include AEP Retail Energy 'Generation Supply & Transmission Charges' on a separate line-item and will exclude state, local taxes, and utility charges. For your convenience, you will continue to make your payments to your local utility company.

If for any reason, your enrollment can not be processed, we will contact you by telephone or mail. Also, AEP Ohio may send you a notice confirming your decision to enroll with AEP Retail Energy before your next month's billing cycle. Once you have received the utility confirmation, please understand that your enrollment is almost complete and you *do not have to do anything* further.

We have enclosed a copy of the AEP Retail Energy Terms and Conditions along with the updated Environmental Disclosure. These documents provide important details about your electricity service. Please retain this copy for your records, as it may serve as a reference in the future.

If you have additional questions, please contact our Customer Care Team at 1-866-823-6738 from the hours of 8:00 a.m. - 5:00 p.m. EST, Monday through Friday, or visit AEPRetailEnergy.com anytime.

You have made an excellent choice and we look forward to serving you for many years to come. Thank you again for choosing AEP Retail Energy. We appreciate your business.

Sincerely,

David Hesser
General Manager
AEP Retail Energy

AEP Retail Energy is a competitive retail electric service provider. While it is an affiliate of Columbus Southern Power Company and Ohio Power Company (AEP Ohio), AEP Retail Energy is not soliciting on behalf of and is not an agent for AEP Ohio. AEP Ohio customers do not need to purchase any competitive retail electricity service from AEP Retail Energy to receive or to continue to receive noncompetitive retail electric service from AEP Ohio. 11.08.31-OHVK.MM



Friday, January 06, 2012

JEAN B ZICKEFOOSE
149 CARLIN DR LOT 25
LOGAN, OH 43138

1-888-237-5566

Reference: 00140060715548054

Dear JEAN B ZICKEFOOSE:

We have been notified that you have chosen to switch to AEP Retail Energy Partners LLC as your new electricity supplier. This switch request is scheduled to become effective with your scheduled meter reading date of 01/24/2012.

For Residential, Small Commercial, and Small Industrial Customers:

If you have decided that you do not want this switch request to take place, or if you believe that it was requested without your knowledge or permission, you must contact American Electric Power (AEP) no later than 5:00 pm on 01/13/2012. AEP can be contacted toll free at 1-888-237-5566, 24 hours a day, seven days a week.

If we do not receive notice of your desire to cancel this switch request prior to 5:00 pm on 01/13/2012, it will take place as scheduled.

If you elect to cancel this switch request by the time period stated above, you will continue to receive service from American Electric Power, the company that currently provides electricity to you.

For Mercantile Customers (Ohio Administrative Code, 4928.01):

A mercantile customer is a commercial or industrial customer who consumes more than seven hundred thousand (700,000) kilowatt hours per year or is part of a national account involving multiple facilities in one or more states.

If you have decided that you do not want this switch request to take place, or if you believe that it was requested without your knowledge or permission, you must contact the above Competitive Retail Electric Service supplier immediately and request to be dropped.

For a list of electricity suppliers in your area or if you have any questions, please contact AEP at 1-888-237-5566 or www.aepohio.com. You may also contact the PUCO at 1-800-686-7826 or www.puco.ohio.gov.

Sincerely,

American Electric Power



Friday, January 06, 2012

JEAN B ZICKEFOOSE
149 CARLIN DR LOT 25
LOGAN, OH 43138

Reference: 00140060715548054

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Sincerely,

American Electric Power



AEP Retail Energy

PO Box 1415
Columbus, OH 43216
Phone: 866-823-6738
Fax: 866-420-0643
Email: ohioetail@aep.com

December 2, 2011

Jean B Zickefoose
149 Carlin Dr Lot 25
Logan, OH 43138

Dear Jean B Zickefoose:

Account #: 00140060715548054

Thank you for selecting AEP Retail Energy as your electricity service provider. After reviewing your account, it has come to our attention that we may have mailed you an incorrect welcome letter and possibly Terms & Conditions ("Agreement") for the program. We have fixed the system error, and the correct version of the Agreement is enclosed for your reference.

If you have questions, please contact our Customer Care Team at 1-866-823-6738 between the hours of 8:00 a.m. - 5:00 p.m. EST, Monday through Friday or email us at ohioetail@aep.com. Please have your utility account number available so we can better assist you.

AEP Retail Energy is committed to providing you with the best customer service in the industry. We appreciate your business and look forward to providing your electricity service for years to come. We apologize for any inconvenience.

Thank you for your business.

Customer Care Team
AEP Retail Energy

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OH_11.23.11_AIL