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ACCOUNT INFORMATION:

- *(no utility company name provided?)*
- *(no account name provided?)*
- *(no service address provided?)*
- *(no service phone number provided?)*
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COMMENT DESCRIPTION:

Comment on Case 12-3151 - Competitive Retail Market

Retail electric service is by its nature a long term relationship between the producer, distributor and customer. They are a PUBLIC utility, with at least some obligation to provide a certain quality of life to the citizens of Ohio. Investments by producers are large and long term. They cannot change their products/services in a day as can software companies or the Honda Marysville plant.

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I am currently a retail customer of two electric utilities, a large investor owned utility (AEP) and a co-op (Carroll Electric). The co-op is much more customer oriented and has fewer outages and power surges than the investor owned utility. The co-op communicates with their customers on a regular basis and at least appears to be interested in our welfare. On the other hand, AEP appears to be more interested in the welfare of their investors and executive staff. The co-op's rates are slightly higher than AEP, but not significantly, particularly when the level of service is factored in.

When looking at "competitive markets", be careful what you ask for. Another layer of middlemen at the retail level will only extract cash from the citizens of Ohio that can be better used for maintaining and improving the infrastructure rather than enhancing somebody else's bank account.