

FILE

Ohio

Public Utilities Commission

13-748-EL-CSS 2

Case Number

Public Utilities Commission of Ohio
Attn: Docketing
180 E. Broad St.
Columbus, OH 43215

Formal Complaint Form

Larry Russell
Customer Name (Please Print)

1267 10 Rd 128
Customer Address

Ironton
City

OH 45638
State Zip

Against

075-257-306-0-7
Account Number

Customer Service Address (if different from above)

Boarder Energy Electric
Utility Company Name

City

State Zip

Please describe your complaint. (Attach additional sheets if necessary)

Because Boarder Energy Electric changed him to their company because he did not tell them to change him over and he did not like what they had done.

RECEIVED DOCKETING DIV

2013 MAR 26 PM 4:14

PUCO

Larry Russell
Signature

1-740-532-3298
Customer Telephone Number

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 [Signature] Date Processed 3/26/13

Service Address:  
**LARRY RUSSELL**  
**1267 COUNTY ROAD 128**  
**IRONTON, OH 45638-8527**

<b>Account Number</b>	<b>Total Amount Due</b>	<b>Due Date</b>
075-257-306-0-7	\$279.20	Mar 12, 2013
<b>Meter Number</b>	<b>Cycle-Route</b>	<b>Bill Date</b>
655833213	17-01	Feb 22, 2013

For Billing, Outage or Service Inquiries,  
 Call: 1-800-672-2231  
 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 Border Energy Electric Services, Inc. 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 Border Energy Electric Services, Inc., at 1-888-901-8461. 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.

Pay online for free when you sign up for paperless billing. Go to [www.AEPPaperless.com](http://www.AEPPaperless.com) to enroll today!

**Previous Charges:**  
 Total Amount Due At Last Billing \$ 272.84  
 Payment 02/04/13 - Thank You -272.84  
**Previous Balance Due \$ .00**

**Current AEP Ohio Charges:**  
**Tariff 820 -Residential Service 02/21/13**  
 Service Delivery Identifier: 00140060754014035  
 Distribution Service \$ 97.78  
 Customer Charge 3.82  
 Retail Stability Rider 11.50  
 Phase-In Recovery Rider 10.45

**Current Electric Charges Due \$ 123.55**  
**Current Border Energy Electric Services Charges (888-901-8461):**  
 Service Delivery Identifier Number : 00140060754014035 02/21/13  
 Elec Energy 2474.0000KWH@0.062914 \$ 155.65  
**Current Supplier Charges \$ 155.65**

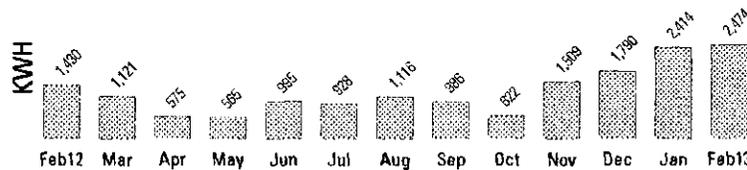
**Total Amount Due \$279.20**  
**Due Date Mar 12.**

**Price-to-Compare:** For tariff 820, 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	Meter Reading Detail			
			Previous	Code	Current	Code
655833213	01/22	02/21	5336	Actual	7810	Actual
Multiplier 1.0000			Metered Usage 2,474 KWH			
Next scheduled read date should be between Mar 21 and Mar 26						

Visit us at [www.AEPOhio.com](http://www.AEPOhio.com)  
 Due date does Not Apply to the previous balance due  
 See other side for important information

**13 Month Usage History Total KWH for Past 12 Months is 14,051**



Staley's Pharmacies LLC  
 217 South Third Street  
 Ironton, OH 45638  
 (740) 532-7943

Terminal ID: 042893 Teller: KAREN  
 February 28, 2013 10:57 AM

**Receipt Number 0592700131**

AEP Ohio (07) - (A)  
 Stub Type : ELECTRIC - STUB(S) -  
 TRANS# 13.1 SEGW 8 TSW 109  
 ACT# : 07525730607  
 AMOUNT PAID : \$279.20

FEES PAID : \$1.50  
 CASH : \$280.70  
 TOTAL PAID : \$280.70  
 TOTAL TENDERED : \$280.70  
 CHANGE DUE : \$0.00

Real-time transaction.  
 Customers are responsible for all charges on returned checks as authorized under the Terms and Conditions of Service on file with the Regulatory Commission and AEP. For a copy of these, contact AEP at the phone number shown on your bill. PLEASE KEEP THIS RECEIPT.  
 Please verify all account information is correct before leaving the payment location.  
 Thank you for using CheckFreePay.