

FILE

Ohio

**Public Utilities
Commission**

15-0408-EL-CSS

Case Number

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

Formal Complaint Form

Marti L. Larkin
Customer Name (Please Print)

8465 Eldorado Dr.
Customer Address

Powell Oh 43065
City State Zip

Against

108-505-152-4-7
Account Number

Same
Customer Service Address (if different from above)

AEP Ohio
Utility Company Name

City State Zip

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

RECEIVED-DOCKETING DIV

2015 FEB 25 PM 1:01

PUCO

Marti L. Larkin
Signature

614-537-8006
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 m Date Processed 2/25/15

2-24-15

I am asking for a full investigation into the accounting and business practices of AEP Ohio. I received a letter from PucO dated Dec. 3, 2014 case ID # MLAR061114QA in regards to a complaint against AEP and 1st energy solutions. This case was basically "Somehow" justified and dropped.

In addition to the issues I had with AEP dating back to May of 2014 I would like to bring another major issue I have with AEP concerning my Jan, Feb and March bill 2015.

I have contacted two house representatives and Ohio Consumers' Commission for additional insight into this matter.

Attached are my Jan and March electric bills.

On the second page of my Jan. bill in the meter reading detail box; it shows from 12/9 to 1/9 a previous (actual) meter read of 2073.

Next to those numbers, it shows the meter at 7193 as an estimate, using 5120 KWH for a month. My bill for Jan (which shows no where on my bill) was \$665.⁰⁰ I have a 1300 sq ft all electric house.

On Feb 10th a meter reader showed up for the electric. I spoke with him, he told me the numbers on my meter were "77950". When I spoke to an AEP manager, she did not understand these numbers. She then figured out that the number they use would be "5977" which she said came up as an Error. No Feb bill was generated for me. She didn't know why! Then I received a March bill. No one can tell me why the bill from 1/10 to 2/10 was never generated. In the meter detail box for my March bill you see service period 1/9 to 2/10 using January's estimate of 7193 estimated to a new estimate of 11132 using 3939 KWH. This totaling another \$516.48 bill. But the meter reader on Feb 10th is documented at AEP states my meter as 5977 (actual).

I will also add that every bill shows a "price to compare" amount that is different each month. No where on my bill does it show how much my kWh are being calculated at. This is my right as a consumer to know how much I am being charged, how to READ my bill and understand it. AEP has made their bills more complicated to hide behind them. If you don't pay your electric, then you have none. No questions asked. Well, I'm writing this to bring it to your attention formally and to know that as a consumer, I am asking questions.

Thank you,

Mentidarkin



Account Number
108-505-152-4-7
CY 07
25654

1-12-15

\$32.42	\$
Total Amount Due	Amount Enclosed
Due Date Jan 28	

Send Inquiries To:
PO BOX 24401
CANTON, OH 44701-4401
R-10-31991613

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

MARTI L LARKIN
DAVID C LARKIN
8465 ELDORADO DR
POWELL, OH 43065-9567

Make Check Payable and Send To:
AMERICAN ELECTRIC POWER
PO BOX 24417
CANTON OH 44701-4417



000003242000003242010000000001085051524712012801007900002

Please tear on dotted line

Return top portion with your payment

Service Address:

MARTI L LARKIN
DAVID C LARKIN
8465 ELDORADO DR
WESTERN HILLS POWELL OH

Rate Tariff: Residential Service-820

Page 1 of 3

Account Number	Total Amount Due	Due Date
108-505-152-4-7	\$32.42	Jan 28, 2015
Meter Number	Cycle-Route	Bill Date
31991613	07-16	Jan 12, 2015

Previous Charges:

Total Amount Due At Last Billing
Payment 12/17/14 - Thank You
Payment 12/24/14 - Thank You
Payment 01/02/15 - Thank You
Collection Trip Charge

Previous Balance Due

Current AEP Ohio Charges:

Tariff 820 - Residential Service 01/09/15
Service Delivery Identifier: 00040621007365704
Distribution Service
Customer Charge
Retail Stability Rider
Deferred Asset Phase-In Rider
12 Percent Rate Cap Credit

Current Electric Charges Due

Current AEP Energy Charges (866-258-3782):

Supplier Account Number - 1085051524
Service Delivery Identifier Number: 00040621007365704 01/09/15
Generation And Transmission 5,120 KWH X\$0.07990

Current Supplier Charges

Deposit Applied
Deposit Interest Applied

Total Amount Due

Due Date Jan 28

Price-to-Compare: For tariff 820, in order to save you money a new supplier must offer you a price lower than 8.0 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.

Deposit Summary:

Total Deposit Amount
Total Deposit Returned
Total Remaining Deposit

Handwritten calculations and notes:

- 880.43 - Dec. 1320 Dec. 1181
- 261.00
- 622.00
- 440.00
- 16.00
- 426.57
- 214.15
- 8.40
- 27.21
- 7.75
- 97
- 256.54
- 409.09
- 409.09
- 201.00
- 5.64
- 32.42
- 491.00
- 346.00
- 145.00
- 1866 258 3782
- new Bill
- +170.03
- AEP energy Separate from AEP.
- dep applied
- total
- 516 F
- 1320
- 1181
- 665
- 440
- 880

For Billing, Outage or Service Inquiries,
Call: 1-800-672-2231
Pay By Phone: 1-800-611-0984

AEP OHIO Messages

In Case No. 11-351-EL-AIR the PUCO approved adjustments to the residential distribution rates effective with this bill. Additionally, pursuant to state law in Case No. 14-1002-EL-USF the Universal Service Fund (USF) rider has been adjusted effective with this bill. The USF helps low income customers avoid disconnect during the winter. A residential customer using 1,000 kWh will see a combined impact of a \$5.91 decrease per month.

This bill has been reduced in accordance with the Commission approved customer rate cap in Case No. 11-346-EL-SSO.

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-10-31991613

Rate Tariff: Residential Service-820

Page 2 of 3

Account Number	Total Amount Due	Due Date
108-505-152-4-7	\$32.42	Jan 28, 2015
Meter Number	Cycle-Route	Bill Date
31991613	07-16	Jan 12, 2015

Service Address:
MARTIL LARKIN
DAVID C LARKIN
8465 ELDORADO DR
WESTERN HILLS POWELL OH

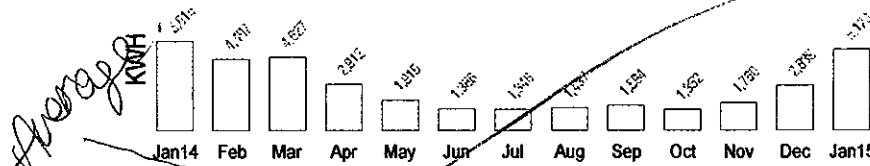
Meter Number	Service Period	Previous	Code	Current	Code
31991613	From 12/09 To 01/09	2073	Actual	7193	Estimate
Multiplier	1.0000	Metered Usage	5,120 KWH		

Next scheduled read date should be between Feb 6 and Feb 11

13 Month Usage History

Total KWH for Past 12 Months is

31,280



Month	Total KWH	Days	KWH Per Day	Cost Per Day	Average Temperature
Current	5,120	31	165	\$8.28	32°F
Previous	2,839	33	86	\$11.18	36°F
One Year Ago	5,615	34	165	\$5.10	29°F
Your Average Monthly Usage: 2,607 KWH					

Additional Messages

As a participant in the AEP Ohio Customer Choice Program, your electric energy is being supplied by AEP Energy, 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 AEP Energy Inc. at 1-866-258-3782. 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.

1000 watts = KWH
right to left, smaller of 2 #'s

meter Jan
Reading 1-16-15
→ 2284 (6-211)
Feb reading meter
guy read
77950 = Feb 10

AEP - Office of the Ohio Consumer Council
817 742 5622.

From Jan 7193 to Feb 77950
602 kWh x .079 = 47.55



2-19-15
Account Number
108-505-152-4-7
CY 07
20175

\$516.48	\$
Total Amount Due	Amount Enclosed
Due Date Mar 9	

Send Inquiries To:
PO BOX 24401
CANTON, OH 44701-4401
R-10-31991613

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

MARTI L LARKIN
DAVID C LARKIN
8465 ELDORADO DR
POWELL, OH 43065-9567

Make Check Payable and Send To:
AMERICAN ELECTRIC POWER
PO BOX 24417
CANTON OH 44701-4417



Feb 22

Dec 2073 Actual

Jan 16th
Actual read
2284
Feb 16-85
Jan

00005164800005164801000000000010850515247190209030079000007

Please tear on dotted line

Return top portion with your payment

Service Address:
MARTI L LARKIN
DAVID C LARKIN
8465 ELDORADO DR
WESTERN HILLS POWELL OH

Rate Tariff: Residential Service-820

Page 1 of 2

Account Number	Total Amount Due	Due Date
108-505-152-4-7	\$516.48	Mar 9, 2015
Meter Number	Cycle-Route	Bill Date
31991613	07-16	Feb 19, 2015

Previous Charges:

Total Amount Due At Last Billing \$ 32.42
Payment 01/28/15 - Thank You -32.42

Previous Balance Due

\$ 00

Current AEP Ohio Charges:

Tariff 820 - Residential Service 02/10/15

Service Delivery Identifier: 00040621007365704

Distribution Service \$ 166.31

Customer Charge 8.40

Retail Stability Rider 20.94

Deferred Asset Phase-In Rider 6.10

Current Electric Charges Due \$ 201.75

Current AEP Energy Charges (866-258-3782):

Supplier Account Number - 1085051524

Service Delivery Identifier Number : 00040621007365704 02/10/15

Generation And Transmission 3,939 KWH X\$0.07990 \$ 314.73

Current Supplier Charges \$ 314.73

Total Amount Due \$516.48

Due Date Mar 9

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	Jan	Meter Reading Detail
Number	From	To	Previous Code Current Code
31991613	01/09	02/10	7193 Estimate 11132 Estimate
Multiplier	1.0000		Metered Usage 3,939 KWH

Next scheduled read date should be between Mar 9 and Mar 12

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

AEP OHIO Messages

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Make your life easier. You can write one check for multiple electric accounts!

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-10-31991613

Rate Tariff: Residential Service-820

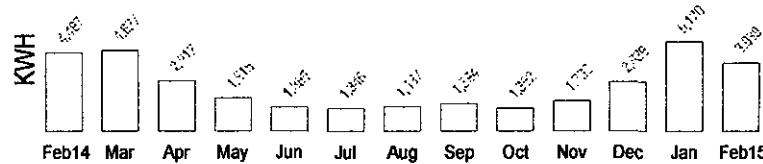
Page 2 of 2

Account Number	Total Amount Due	Due Date
108-505-152-4-7	\$516.48	Mar 9, 2015
Meter Number	Cycle-Route	Bill Date
31991613	07-16	Feb 19, 2015

Service Address:
MARTI L LARKIN
DAVID C LARKIN
8465 ELDORADO DR
WESTERN HILLS POWELL OH

13 Month Usage History

Total KWH for Past 12 Months is 30,785



Month	Total KWH	Days	KWH Per Day	Cost Per Day	Average Temperature
Current	3,939	32	123	\$6.30	27°F
Previous	5,120	31	165	\$8.28	32°F
One Year Ago	4,497	29	155	\$5.02	24°F
Your Average Monthly Usage: 2,565 KWH					

Additional Messages

Scam Alert: Telephone scammers are calling customers claiming to represent AEP or AEP Ohio. The caller threatens to cut off electricity service if money is not paid immediately by credit card or some other means. We don't call to ask for personal information, banking information, or credit/debit card payments. If you have questions about your account call us at 1-800-672-2231.

Register for online services at www.AEPOhio.com. Registration is **free and easy** and gives you the convenience of 24-hour access to your account. You can sign up for paperless billing, view your bill, check your usage, update your contact information, and much more.

Dec - 2073 Act.
Jan 7193 Est. 2284
Feb 77950 Act. ³¹⁷⁰ guy read meter
march 11132 Est

Feb 10 reading

Feb 22.

0 1 1 0 3
0 6 9 0 3
0 7 1 3 0
2 3 1 1 1

3170 227 KWH
Feb 23