

FILE

Hunter, Donielle

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Sent: Friday, July 24, 2015 3:49 PM
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Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 7/24/2015

Re: Robin Tokorcheck
2809 St Clair Ave
East Liverpool, OH 43920

Docketing Case No.: 11-352-EL-AIR

Please docket the attached in the case number above.

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From: webmaster@puc.state.oh.us
To: PUCO ContactThePUCO
Subject: PUCO CONTACT FORM: 101708
Received: 7/23/2015 9:09:15 AM
Message:
WEB ID: 101708 AT:07-23-2015 at 09:08 AM

Related Case Number:

TYPE: Complaint

NAME: Mrs. Robin Tokorcheck

CONTACT SENDER ? No

MAILING ADDRESS:

- 2809 St. Clair Avenue
- East Liverpool , Ohio 43920
- USA

PHONE INFORMATION:

- Home: 2347368204
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: robin.tokor@gmail.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: American Electric Power
- Name on account: Robin J Tokorcheck
- Service address: 2809 St. Clair Avenue
- Service phone: 234-736-8204
- Account Number: 070-836-429-1-3

COMPLAINT DESCRIPTION:

Electric bills are outrageous. I am a lowly government employee in a struggling city. We have had 1 small pay increase in 12 years. Who is watching out for the consumer? The State of Ohio benefits by collecting taxes now off of letting AEP change their status. The consumer has been overcharged for three years. We have paid for the changes made to the plants that were made to come into compliance (after years of non-compliance.) Why allow these companies to pass along their costs to the consumer for ignoring compliance issues for 20 years? Once again, it is the consumer who pays for everything. Please do not approve anymore increases to be passed along to the consumer. Where is that 9% reduction AEP supposedly applied for? I appreciate the opportunity to express my frustration.