

FILE

14-1297-EL-SSO

From: webmaster@puc.state.oh.us
 To: PUCO ContactThePUCO
 Subject: PUCO CONTACT FORM: 105631
 Received: 3/4/2016 8:21:20 PM
 Message:
 WEB ID: 105631 AT:03-04-2016 at 08:21 PM

Related Case Number:

TYPE: Complaint

NAME: Mr. Edwin Huston

CONTACT SENDER ? Yes

MAILING ADDRESS:

- (NO CITY?) , Ohio (NO ZIP??)
- USA

PHONE INFORMATION:

- Home: 6147695922
- Alternative: (no alternative phone provided?)
- Fax: (no fax number provided?)

E-MAIL: echuston@yahoo.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: EDWIN HUSTON
- Service address: 5731 Albany Trace
- Service phone: 6147695922
- Account Number: 105-348-934-0-8

COMPLAINT DESCRIPTION:

My bill has increased by \$20 or more since you (PUCO) allowed AEP to increase our rates to finance their expansions. I already had an AEP tech verify my service, so the increase price is a result of the customer group that is to protect us, instead you allowed them to increase my bill by \$200 a year, nice bonus for someone. So basically the money I saved by the decreased fuel prices at the pump was stolen by AEP. I am so disappointed that you let this happen. As a consumer, we finally got a break and you gave it to poor struggling AEP. My bill prior to this increase was \$67. I live alone so I know this is a result of your allowing this to happen. Shame on you!!

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 Technician Jim Date Processed MAR 10 2016

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2016 MAR 10 AM 7:52

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