

FILE  
(NC)

# Ohio

## Public Utilities Commission

16-1710-EL-CS S

MAME052416NE

Case Number

Public Utilities Commission of Ohio

Attn: Docketing

180 E. Broad St.

Columbus, OH 43215

### Formal Complaint Form

MATEYAS Z-AMEO MARIAM

Customer Name (Please Print)

1230 W. Hill John DR

Customer Address

Columbus

OH

43227

City

State

Zip

Against

AEP OH

101-700-201-8-3

Account Number

The Same

Customer Service Address (if different from above)

The Same

AEP- OH

Utility Company Name

City

State

Zip

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

- Based on my previous complaints, This Company AEP- OH
- Send a Request On exaggerated figures every month.
  - I found a discrepancy in the meter readings.
  - Adding Unnecessary Amount to the Service Charge. From 102-15-135.
  - Most importantly, They shut down my service with no prior notice of date (Now it was discounted 8/1/16 - 12:00pm which due date on the bill is 9/2/16).  
Finally to now with out light & heat.
- Note - I am working on the year round bill paid, accurate meter readings. I will submit it next week.
- Statements, I will submit it next week.

The PIPP program was called  
2d is corrected last year  
and end.

Signature

616-316-2889

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 DMW Date Processed AUG 10 2016

PUCO

2016 AUG 10 AM 10:03



Account Number  
101-700-201-8-3  
CY 03  
13253

<b>\$509.92</b>	\$
Total Amount Due	Amount Enclosed
Due Date Aug 18	

Send Inquiries To:  
PO BOX 24401  
CANTON, OH 44701-4401  
D-10-220978985

707-1  
10100707 01 AV 0.373

|||||  
MATYAS Z AMEDMARAM  
1230 LITTLEJOHN DR  
COLUMBUS, OH 43227-1424

Make Check Payable and Send To:  
AMERICAN ELECTRIC POWER  
PO BOX 24418  
CANTON OH 44701-4418  
|||||

000050992000050992010000000001017002018302081808003900003

Please tear on dotted line

Return top portion with your payment

Service Address:  
MATYAS Z AMEDMARAM  
1230 LITTLEJOHN DR  
COLUMBUS, OH 43227-1424

Rate Tariff: Residential Service-013

Page 1 of 2

Account Number	Disconnect Amount	Disconnect After Date
101-700-201-8-3	\$330.39	Sep 2, 2016
Meter Number	Cycle/Route	Mail Date
220978985	03-21	Aug 2, 2016
Please call our CREDIT DEPARTMENT IMMEDIATELY, TOLL FREE, at: 1-800-807-6789 to discuss this account Pay By Phone: 1-800-611-0964		

## DISCONNECT NOTICE

Your service may be disconnected on or after August 5, 2016, for a 60 days past due amount of \$182.74, which may include CRES provider charges. Your account also has an additional AEP 30 days past due amount for \$147.65 which is due before September 2, 2016.

Please make your payment immediately. Failure to pay the amount required to an authorized agent by the date specified in this notice will result in a reconnection charge being required before service can be restored.

Charges	Normal Hours	Off Shift	Sunday
Reconnect at Meter	\$53.00	\$98.00	\$119.00
Reconnect at Pole	\$154.00	\$192.00	\$221.00
Reconnect Install Locking Device	\$73.00		
Trip Charge	\$16.00		

To AVOID DISCONNECTION, you must do ONE of the following: Pay the entire amount due; enter into an agreement requiring either six equal payments plus your current bill or nine equal monthly payments plus a budgeted payment amount; enter into an agreement requiring minimum monthly payments of one-third of your account balance (valid only Nov. 1 - April 15); enter into an agreement to make monthly payments based on a percentage of income (if the total household income is equal to or less than 150% of the Federal poverty level); or agree to any other extended payment plan that is mutually acceptable to you and the Company.

If disconnection of service for nonpayment would be especially dangerous to the health of a household member, a medical certification program and forms are available from the Company.

The disconnect amount due does not include charges for nontariffed products or services, but may include charges for competitive retail electric service. Failure to pay charges for other nontariffed products or services may result in loss of those products or services.

To pay your bill by phone call Billmatrix at 1-800-611-0964 or for a list of pay stations, go to [www.AEPOhio.com](http://www.AEPOhio.com) or contact us at the telephone number shown above.

If payment has been made, please accept our thanks and disregard this notice.

Receipt of a new bill will NOT change the requirements of this notice.



Send Inquiries To:  
PO BOX 24481  
CANTON, OH 44701-4481  
D-10-220978985

707-1

Rate Tariff: Residential Service-013

Page 2 of 2

Account Number	Total Amount Due	New Charges Due Date
101-700-201-8-3	\$509.92	Aug 18, 2016
Meter Number	Cycle-Route	Bill Date
220978985	03-21	Aug 2, 2016

Service Address:  
**MATYAS Z AMEDMARAM**  
1230 LITTLEJOHN DR  
COLUMBUS, OH 43227-1424

**Previous Charges:**

Total Amount Due At Last Billing \$ 443.39  
Payment 07/13/16 - Thank You -129.00  
Collection Trip Charge 16.00

**Previous Balance Due** \$ 330.39\*

**Previous Accumulated PIPP Balance** .00

**Accumulated PIPP Balance** .00

**Total Previous Balance** \$ 330.39

**Current AEP Ohio Charges:**

**Tariff D13 -Residential Service 08/01/16**

Service Delivery Identifier: 00040621004609702

**Generation Service** \$ 57.88

**Transmission Service** 13.10

**Distribution Service** 45.65

**Customer Charge** 8.40

**Retail Stability Rider** 5.41

**Deferred Asset Phase-In Rider** 2.09

**Current Electric Charges Due** \$ 132.53\*

**AEP Ohio Installment Of A Required \$142 Deposit** \$ 47.00\*

**Total Amount Due** \$509.92

**\*Charges make up the "Total Amount Due"**

**Due Date Aug 18**

**Price-to-Compare:** For tariff 013, in order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than AEP Ohio's price of 5.7 cents per kWh for the same usage that appears on this bill. To review available competitive supplier offers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" web site at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov).

**For Informational Purposes only:** The below costs are NOT NEW CHARGES and are approximate values. AEP participates in programs required by the state of Ohio to support energy conservation and to secure renewable energy resources. For more information on energy efficiency programs, please visit [aepohio.com/ItsYourPower](http://aepohio.com/ItsYourPower).

Renewable Programs: \$0.73

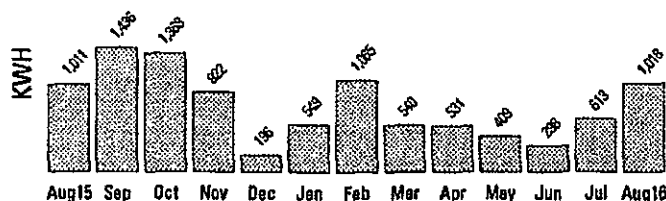
Energy Efficiency Programs: \$3.31

Peak Demand Reduction Programs: \$1.34

Meter		Service Period		Meter Reading Detail		
Number	From	To	Previous	Code	Current	Code
220978985	06/30	08/01	55689	Actual	56707	Actual
Multiplier 1.0000			Metered Usage 1,018 KWH			
Next scheduled read date should be between Aug 30 and Sep 2						

**13 Month Usage History**

**Total KWH for Past 12 Months is 8,938**



Month	Total KWH	Days	KWH Per Day	Cost Per Day	Average Temperature
Current	1,018	32	32	\$4.14	77°F
Previous	613	27	23	\$3.14	72°F
One Year Ago	1,011	29	35	\$4.68	74°F
Your Average Monthly Usage: 745 KWH					

Please call our CREDIT DEPARTMENT IMMEDIATELY, TOLL FREE

at 1-800-807-6789 to discuss this account.

Pay By Phone: 1-800-611-0984

**AEP OHIO Messages**

In Case No. 12-1969-EL-ATS, the PUOC approved an adjustment to AEP Ohio's Deferred Asset Phase-In Rider effective with this bill. A residential customer using 1,000 kWh will see an increase of \$0.02 per month.

In Case No. 12-2627-EL-RDR, the PUOC approved an adjustment to increase the Distribution Investment Rider, effective with this bill. This rider, which is adjusted quarterly, recovers capital costs associated with distribution infrastructure. A residential customer using 1,000 kWh per month will see an increase of \$0.28 per month.

Make this the last bill sent in the mail. Gain more security and trust and Go Paperless to get an email notification when your bill is ready. Today is the Day! [AEPPaperless.com](http://AEPPaperless.com).

Visit us at [www.AEPOhio.com](http://www.AEPOhio.com)

The above Disconnect After Date does NOT APPLY to any Past Due Amount for which you have been previously notified.

See other side for important information.



A unit of American Electric Power