

11-346-EQ-SSU

TYPE: complaint

NAME: Mr. R. Scott McDaniel

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 3845 Maple Grove rd
- Marion , Ohio 43302-8305
- USA

PHONE INFORMATION:

- Home: 740-389-2787
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: scottmcdaniel@basicisp.net

INDUSTRY:Electric

ACCOUNT INFORMATION:

- **Company:** AEP
- **Name on account:** R. Scott Mc Daniel
- **Service address:** 3845 Maple Grove rd
- **Service phone:** 740-389-2787
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

My house was built in 1975,as an all electric home under Ohio Power. We had a promise from them that we would receive a lifetime all electric rate,so the house was built without ducts. Base board electric heat was installed. No reasonable person wpold have built a house without ducts ,without this promise. I am now retired and on a fixed income. The rates have become unsustainable. There is no natural gas available here,and if ther were,I could not afford the outrageous amount of dollars it would take to remodel this house and install furnaces and ductwork!!! Do you people take any of this into account when you allow a large utility to keep gouging us? Scott Mc Daniel

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technician KE Date processed 6/22/2011