

Case Number

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

NC
FILE

Formal Complaint Form

Stuart Raby
Customer Name (Please Print)

866 Werner Way
Customer Address

Worthington OH 43085
City State Zip

Against

103-658-382-3-3
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)

My house is 100% electric. I am an AEP customer at this address for 21 years. I am attaching the last 36 mos. of electricity usage. My average usage from April-Oct is ~1500 KWH per mo. This year was the same EXCEPT for 6/3 + 7/5 where AEP says I used ~14000 KWH in these 2 months. I have had my heat pump + water heater checked. They are working fine. Thus this 2mos anomaly is a physical impossibility. I want AEP to subtract this nonsensical usage from my bill.

Stuart Raby
Signature
614-848-6681 (home)
Customer Telephone Number

614-314-8162 (cell)

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Technician [Signature] Date Processed 10-21-11

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2011 OCT 21 PM 1:53
PUCO

STUART RABY

866 WERNER WAY
 WORTHINGTON, OH 43085-2963

Phone: (614) 848-6681
 (614) 314-8162

raby@wideopenwest.com

[Edit account information](#)

Account Number:

103-658-382-3-3

[Manage Another Account](#)

You last logged in October 5, 2011

Your Usage History

<u>Date</u>	<u>Usage (Kilowatt Hours)</u>	<u>Amount</u>
10/3/2011	1,495 KWH	\$167.67
8/31/2011	2,850 KWH	\$346.21
8/3/2011	208 KWH	\$31.80
7/5/2011	6,276 KWH	\$784.05
6/3/2011	8,046 KWH	\$941.12
5/4/2011	1,705 KWH	\$163.06
4/1/2011	1,338 KWH	\$140.53
3/4/2011	1,386 KWH	\$142.38
2/3/2011	1,386 KWH	\$142.38
1/5/2011	4,897 KWH	\$358.99
12/2/2010	2,006 KWH	\$184.29
11/1/2010	2,267 KWH	\$201.09
10/1/2010	1,664 KWH	\$162.07
9/1/2010	1,766 KWH	\$194.74
8/3/2010	1,451 KWH	\$159.22
7/8/2010	1,474 KWH	\$159.46
6/8/2010	1,766 KWH	\$196.92
5/7/2010	1,413 KWH	\$143.45
4/9/2010	1,807 KWH	\$168.76
3/10/2010	5,494 KWH	\$404.12
2/8/2010	4,165 KWH	\$319.31
1/8/2010	3,739 KWH	\$292.14
12/7/2009	2,135 KWH	\$178.49
11/4/2009	1,600 KWH	\$146.66

<u>Date</u>	<u>Usage (Kilowatt Hours)</u>	<u>Amount</u>
10/6/2009	1,814 KWH	\$159.42
9/4/2009	1,925 KWH	\$199.55
8/6/2009	1,650 KWH	\$168.42
7/8/2009	1,869 KWH	\$195.53
6/8/2009	1,972 KWH	\$207.80
5/7/2009	1,744 KWH	\$155.90
4/7/2009	2,405 KWH	\$193.84
3/9/2009	4,158 KWH	\$258.85
2/6/2009	5,431 KWH	\$325.65
1/8/2009	4,031 KWH	\$252.20
12/5/2008	3,180 KWH	\$211.26
11/3/2008	868 KWH	\$65.81

Note: Chart shows a maximum of 36 months