

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 62498  
Received: 11/14/2011 12:30:13 PM  
Message:  
WEB ID: 62498 AT:11-14-2011 at 12:30 PM

11-351-EL-AIR

Related Case Number:

TYPE: complaint

NAME: Mrs. Marsha Ernst

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 10201 Springwater Drive
- Mt. Vernon , Ohio 43050
- USA

PHONE INFORMATION:

- Home: 740-392-8598
- Alternative: 740-501-8586
- Fax: (no fax number provided?)

E-MAIL: mandbernst@yahoo.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: William Ernst
- Service address: 10201 Springwater Dr, Mt. Vernon, Oh 43050
- Service phone: 740-392-8598
- Account Number: 077-744-227-0-8

COMPLAINT DESCRIPTION:

This complaint is long overdue. About 2 yrs ago, AEP raised their rates by about 40%. Our bill went from an average of \$80 per month to an average of \$130 per month. I retired four years ago. For at least 2 of those yrs, I received NO raise in my SS or my PERS. Same w/my husband. Yet AEP makes record profits on the backs of people like us who are struggling because prices of everything we consume have gone up - food, gas, electric. I spoke to an AEP rep today who told me their prices increased because the cost of energy went up for them. WHY CAN'T THEY BITE THE BULLET AS WE HAVE HAD TO DO and use some of their record profits to offset their higher energy costs? What happened to the record profits AEP made last year? Did they improve infrastructure or did they just use it to increase their

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wealth and to pay lobbyists for the PUCO and congress? I was told another pay increase is coming. I plan to continue to contact you and my congressmen and all my friends to put pressure on the PUCO to do the right thing and make AEP share w/us the burdens of this horrendous recession. We have little power. You have mega power. If you grant AEP yet another rate increase, you will be guilty reducing retired middle class profession people like us who have worked hard all their lives to a subsistence life only. We make just over 62,000 a year and that is reduced by taxes. PLEASE HELP PEOPLE LIKE US AND PEOPLE WHO ARE EVEN LESS FORTUNATE --NOT AEP!