

Hunter, Donielle

From: ContactThePUCO
Sent: Friday, February 03, 2012 10:01 AM
To: Docketing
Subject: Docketing
Attachments: 204862.txt; 204862.pdf; 204862.html

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/3/2012

Re: Michael Burton
7026 Dawson Rd

Lynchburg, OH 45142

Docketing Case No.: 11-0352-EL-AIR, as well as the ESP case 11-0346-EL-SSO.

RECEIVED-DOCKETING DIV
2012 FEB -3 AM 10:40
PUCO

Notes: Please add comments to case.

To: margaret.burton@ymail.com

CC:

BCC:

Subject: Follow-up E-mail. Case: MBUR02021290

February 03, 2012

Michael Burton
7026 Dawson Rd
Lynchburg, OH 45142

(937) 364-6362

CASE ID: MBUR02021290

Dear Mr. and Mrs. Burton:

The PUCO is responsible for ensuring that utilities across the state provide safe and reliable services. The PUCO takes great care to review the company's financial records to ensure that the rates set by the PUCO do not result in over-collection of revenue. This is a responsibility we take seriously.

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 re Date Processed FEB 03 2012

As you may be aware, AEP currently has two separate rate plans before the PUCO. One is for an application to increase rates AEP charges for distribution service, which includes the infrastructure necessary to deliver electricity to your home or business. The other plan is known as an electric security plan, or ESP, which is the company's plan to supply electric generation for its customers. I have included fact sheets with more information about each of the cases.

Local public hearings were held throughout AEP's service territory to allow public comment in both cases. Evidentiary hearings were also held at the PUCO offices.

I have added your letter to the official case docket for the distribution case 11-0352-EL-AIR, as well as the ESP case 11-0346-EL-SSO. The Commission will fully review the case records before issuing its decisions.

Sincerely,

Pamela Siripavaket
Customer Service Investigator
Service Monitoring and Enforcement Department

From: Pamela Siripavaket

Compliance Investigator
PUCO/SMED/IAD

Please docket the attached in the case number above.

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 63807
Received: 2/2/2012 1:14:27 PM
Message:
WEB ID: 63807 AT:02-02-2012 at 01:14 PM

Related Case Number:

TYPE: complaint

NAME: Mrs. Margaret Burton

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 7026 Dawson Rd
- Lynchburg , Ohio 45142
- USA

PHONE INFORMATION:

- Home: 937-364-6362
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: margaret.burton@ymail.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Michael Burton
- Service address: 7026 Dawson Rd
- Service phone: 937-364-6362
- Account Number: 106-683-612-3-0

COMPLAINT DESCRIPTION:

We are one of many AEP customers that are extremely upset about the BIG rate hike on our current bills. This is so crazy of a jump!! How do they expect people to pay such outrageous amounts when we, like a lot of other people, are on fixed incomes. Then they have the nerve to put on your bill to donate several dollars to help out "your neighbors" that can't pay their bill. "Those people probably already get help from the government .. people that don't work (namely welfare) for a living ." Between gas prices and utility bills, are we going to have to decide whether to eat or pay high utility bills?!! I am just really upset knowing not a thing will probably be done about this!! thank you for your time.....