

FILE

Hunter, Donielle

From: ContactThePUCO
Sent: Tuesday, February 07, 2012 10:00 AM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/7/2012

Re: Terry Smith
11570 Todhunter Rd
Leesburg, OH 45135

RECEIVED-DOCKETING DIV
2012 FEB -7 AM 10:22
PUCO

Docketing Case No.: 11-346-EL-SSO & 11-351-EL-AIR

Notes:

We are outraged that the puco would allow such a rate hike during a time of economic downfall. The people of southern Ohio have lost businesses left and right. We struggle with bills that are important to live our daily lives and do without the extras. Ourselves we have done all we can to improve our home with energy saving appliances, windows and such thinking we are going to get a break from the high electric bills. We were sadly mistaken. You can't even understand our shock when we opened our bill this month to find our electric had jumped almost \$200.00. Tell me what am I suppose to do now to cut my cost. My husband has severe sleep apnea and electric is a must. Again I ask you why such a hike. How do those who voted for this hike sleep at night?

Please docket the attached in the case number above.

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 JE Date Processed FEB 07 2012

FILE

Hunter, Donielle

From: ContactThePUCO
Sent: Tuesday, February 07, 2012 9:59 AM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/7/2012

Re: Michael Martin
50 Stanley St
Apt 50A
Newport, OH 45768

RECEIVED-DOCKETING DIV
2012 FEB -7 AM 10:22
PUCO

Docketing Case No.: 11-346-EL-SSO and 11-351-EL-AIR

Notes:

i am SICK of puco letting aep give a rate increase every time i turn around!are you not supposed to regulate these price gouging thieves?i used to have monangehela power and they tried to keep the rates at a reasonable price.since aep took over my electric bill has more than tripled!the consumer no longer has a say in utility companies price gouging!it is getting to the point where we cannot keep paying these sky high rates!please try to help us regulate these people!

Please docket the attached in the case number above.

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Technician fe Date Processed FEB 07 2012

FILE

2

Hunter, Donielle

From: ContactThePUCO
Sent: Tuesday, February 07, 2012 9:56 AM
To: Docketing
Subject: Docketing
Attachments: [Untitled].pdf

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/7/2012

Re: Gary Fenner
2107 Sanders Rd
Winchester, OH 45697

Docketing Case No.: 11-346-EL-SSO

Please docket the attached in the case number above.

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2012 FEB -7 AM 10:21
PUCO

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Technician JR Date Processed FEB 07 2012

Gary & Connie Fenner
2107 Sanders Rd.
Winchester, OH 45697

PUCO
180 E. Broad St.
Columbus, OH 43215

February 2, 2012

RE: AEP RATE increases

Dear PUCO Officials:

We are joining our voices with the hundreds of businesses and residences concerning the outlandish increases.

This is a sorely depressed region. Many people in this area have to haul their water because public water is not available or affordable for them.

Workers as of late with electric /power companies should have to make pay rate adjustments etc. like thousands of others have just to keep their jobs.

We are trusting this matter will become top priority to PUCO and help us in this fight.

THANK YOU.

Sincerely,

Gary Fenner *Connie Fenner*
GARY & Connie Fenner

FILE

Hunter, Donielle

From: ContactThePUCO
Sent: Tuesday, February 07, 2012 10:02 AM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/7/2012

Re: Helen Trefz
2816 State Route 746
Cardington, OH 43315

Docketing Case No.:11-351-EL-AIR

Notes: The above individual would like her opposition to the recent rate increase docketed in 11-351-EL-AIR.

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Technician je Date Processed FEB 07 2012

FILE

1

Hunter, Donielle

From: ContactThePUCO
Sent: Tuesday, February 07, 2012 10:27 AM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/7/2012

Re: John Baker
4967 W Clinton

Albany, OH 45710

RECEIVED-DOCKETING DIV
2012 FEB -7 AM 10:25
PUCO

Docketing Case No.:11-346-EL-SSO.

Notes:
Customer email:
COMMENT:I THINK YOU SHOULD RE EXAMINE THE AEP RATE INCREASES THE NEXT 3 YEARS. FIRST OFF THE TERM MARKET BASED PRICING MEANS THERE IS COMPITION FOR ELECTRIC SERVICE.THERE IS NOT.IT'S AEP OR N OTHING. 5 YEARS AGO OUR AVERAGE ELEC BILL WAS \$84.00 A MONTH.TODAY THE AVERAGE IS 165.00 A MONTH. NOW YOU TELL ME HOW THIS IS ONLY A FEW CENTS PER KILLOWAT HOUR. DOUBLE THE BILL IN 5 YEARS TIME.NO WONDER AEP IS MAKING RECORD PROFITS FOR ITS STOCK HOLDERS.IT IS TIME SOMEONE IS GOVERMENT USED THEIR HEAD AND FIGURED OUT HOW AEP IS/HAS BILKED THE OHIO CONSUMER OUT OF MILLIONS OF DOLLARS. WORST PART IS PUCO LETS IT HAPPEN.THE CHAIRMAN OF AEP ADMITTED THEY ALWAYS ASK FOR MORE THAN THEY WANT,KNOWING PUCO WILL COME BACK WITH A LOWER AMMOUNT.PROBLEM IS THE LOWER AMMOUNT IS WHAT THEY WANTED IN THE LONG RUN..DO YOU REALIZE THE PAST 3 YEARS AEP HAS HAD A 45% INCREASE,TUEN AROUND AND GET ANOTHER \$5 PER MONTH THIS YEAR,\$7 NEXT YEAR AND \$10.. SO IN THE NEXT 3 YEARS THERE WILL BE A \$22 A MONTH INCREASE ON TOP THE LAST \$60 DOLLAR INCREASE THE PREVIOUS 3 YEARS...

Please docket the attached in the case number above.

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Technician ke Date Processed FEB 07 2012

FILE

2

Hunter, Donielle

From: ContactThePUCO
Sent: Tuesday, February 07, 2012 9:26 AM
To: Docketing
Subject: Docketing
Attachments: 205285.html

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/7/2012

Re: Keith Fox
1221 AND1225 W Hunter St

Logan, OH 43138

Docketing Case No.:11-351-EL-AIR

Notes:

Please docket the attached in the case number above.

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2012 FEB -7 AM 10:20
PUCO

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Technician *je* Date Processed FEB 07 2012

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 63942
Received: 2/6/2012 2:17:14 PM
Message:
WEB ID: 63942 AT:02-06-2012 at 02:17 PM

Related Case Number:

TYPE: complaint

NAME: Mr. keith fox

CONTACT SENDER ? Yes

MAILING ADDRESS:

- *(NO CITY?) , Ohio (NO ZIP??)*
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: 7406033700
- Fax: *(no fax number provided?)*

E-MAIL: fox@ohiohills.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- *(no utility company name provided?)*
- Name on account: keith w fox
- Service address: 1221 and1225 w hunter st logan ohio 43138
- *(no service phone number provided?)*
- Account Number: 077 786 955 1 5 and073 096 955 1 3

COMPLAINT DESCRIPTION:

My 40% rate increase is criminal! How could the PUCO do this to small business? You may have just put me out of business! STOP THIS MADNESS!

list of 3 items

. Home: (no home phone provided?)

. Alternative: (937) 403-4571

. Fax: (no fax number provided?)

list end

E-MAIL: bethfettters@yahoo.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

list of 5 items

. Company: AEP

. Name on account: Bernard & Judy Fettters

. Service address: 4119 st rt 321

. Service phone: 937-442-5725

. (no account number provided?)

list end

COMPLAINT DESCRIPTION:

The rate increase in the electric bill is ridiculous. How are people that are on a fixed income, or have recently lost their jobs due to the bad economy supposed to pay their electric bills? Most people can barely stay ahead right now, and ridiculous increases in the electric are only going to make things worse for everyone.

Please docket the attached in the case number above.

Hunter, Donielle

From: ContactThePUCO
Sent: Tuesday, February 07, 2012 9:30 AM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
 Investigation and Audit Division

Memorandum

Date: 2/7/2012

Re: Christopher Morris
 2625 State Route 134

Mount Orab, OH 45154

Docketing Case No.:
 11-346 el-sso

RECEIVED-DOCKETING DIV
 2012 FEB -7 AM 10:21
 PUCO

Notes:

From: webmaster@puc.state.oh.us
 To: ContactThePUCO
 Subject: 63955
 Received: 2/6/2012 4:59:28 PM
 Message:
 WEB ID: 63955 AT:02-06-2012 at 04:59 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Christopher Morris

CONTACT SENDER ? Yes

MAILING ADDRESS:

- list of 3 items
- . 2625 State Route 134
- . MT.Orab , Ohio 45154
- . USA
- list end

PHONE INFORMATION:

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 Technician Date Processed FEB 07 2012

list of 3 items

- . Home: 9374469448
- . Alternative: 5136166694
- . Fax: (no fax number provided?)

list end

E-MAIL: morrischris58@yahoo.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

list of 5 items

- . Company: American Electric Power
- . Name on account: Christopher R. Morris
- . Service address: 2625 State Route 134 MT Orab OH 45154
- . Service phone: 9374469448
- . Account Number: 10445156317

list end

COMPLAINT DESCRIPTION:

I am wishing add to the complaint of 11-346-ELSSO(CASE NUMBER). I am not sure how you can double your charge in one month by increasing the distribution charge and the generation charge. Our electric utilization did not double or triple to constitute a \$200-\$225 increase in our bill. It is absolutely ridiculous.

I thought it was the Job of the PUCO to help regulate and protect the public. I am not sure how this happens but I would sure like an explanation.

Please docket the attached in the case number above.

FILE

Hunter, Donielle

From: ContactThePUCO
Sent: Tuesday, February 07, 2012 9:57 AM
To: Docketing
Subject: Docketing

11-346-EL-330

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/7/2012

Re: Greg Pendleton
8581 Priestly Dr

Reynoldsburg, OH 43068

RECEIVED-DOCKETING DIV
2012 FEB - 7 AM 10: 22
PUCO

Docketing Case No.: AEP RATE CASE

Notes:

The charges on my recent bill are astounding, shocking, and basically unfair. To spring a 450% increase on a customer with no fore-warning, nice customer service AEP. And quite frankly we haven't budgeted for it (and really who would budget for a 450% increase?), the \$ just doesn't exist even if you print it on a sheet of paper and send it to me. This has to be addressed, it just isn't feasible for our household to incur such costs on a monthly basis going forward. I will also be contacting all local and national political representatives for my area.

Please docket the attached in the case number above.

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Technician je Date Processed FEB 07 2012

FILE

2

Hunter, Donielle

From: ContactThePUCO
Sent: Monday, February 06, 2012 5:27 PM
To: Docketing
Subject: Docketing
Attachments: DWEL020612HK 4565987.pdf

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/6/2012

Re: Doug Wells
947 Elizabeth Ave

Logan, OH 43138

Docketing Case No.: 11-346-EL-SSO

Notes:

Please docket the attached in the case number above.

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2012 FEB -7 AM 10:19
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Technician fe Date Processed FEB 07 2012

From: Governor's Office Info [Info@governor.ohio.gov]
Sent: Monday, February 06, 2012 4:58 PM
To: Schilling, Matt
Subject: FW: Thank you for contacting the Governor of Ohio, John Kasich

AEP rates



Jocelyn Kozlowski
Constituent Aide
Office of Ohio Governor John R. Kasich
614.644.0925
Jocelyn.kozlowski@governor.ohio.gov
www.governor.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

From: donotreply@governor.ohio.gov [mailto:donotreply@governor.ohio.gov]
Sent: Monday, February 06, 2012 3:39 PM
To: dwells@centurynationalbank.com
Subject: Thank you for contacting the Governor of Ohio, John Kasich

Select Issue: Economic Growth
First Name: Doug
Last Name: Wells
Street: 947 Elizabeth Avenue
City: Logan
State: Ohio
Zip Code: 43138
County: Hocking
Phone Number: 740-974-3212
Email: dwells@centurynationalbank.com
Subject: Electricity Rate Increases

Message: Gov. Kasich, I am in the banking/ financial industry in Ohio and have been for over 20 years. The recent increases in electricity costs for businesses in Ohio is going to be a jobs "killer" across the state. I have spoken with many commercial clients and contacts from all over Ohio who are now faced with hiring freezes or even layoffs due to these ridiculous rate increases. This seems in direct contrast to your campaign platform to bring Ohio back to prosperity and create a "business- friendly" environment in our state as well as your Jobs Ohio plan. This must be addressed immediately or it will be a severe setback for your administration. Thank you, Doug Wells

FILE

Hunter, Donielle

From: ContactThePUCO
Sent: Tuesday, February 07, 2012 7:23 AM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/6/2012

Re: Cheryl Stone
9394 State Route 753


Greenfield, OH 45123

RECEIVED-DOCKETING DIV
2012 FEB -7 AM 10:19
PUCO

Docketing Case No.:11-346-EL-SSO.

Notes: We can not afford to pay this kind of increase on our electric bills. Case Number 11-346-EL-SSO.

Please docket the attached in the case number above.

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Technician  Date Processed FEB 07 2012

FILE

Hunter, Donielle

From: ContactThePUCO
Sent: Tuesday, February 07, 2012 8:40 AM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/7/2012

Re: Josh Patton
422 S High St
Hillsboro, OH 45133

Docketing Case No.: 11-346-EL-SSO

Notes: NAME: Mr. Josh Patton
CONTACT SENDER ? Yes
MAILING ADDRESS:
422 S High St
Hillsboro , Ohio 45133
USA
PHONE INFORMATION:
Home: 937-205-2348
Alternative: (no alternative phone provided?)
Fax: (no fax number provided?)
E-MAIL: joshspatton@yahoo.com
INDUSTRY:Electric
ACCOUNT INFORMATION:
Company: AEP
Name on account: Josh Patton
Service address: 422 S High St, Hillsboro OH 45133
Service phone: 937-402-4915
(no account number provided?)
COMPLAINT DESCRIPTION:

I have recently heard of the tremendous rate hike that AEP is trying to enforce. I own a small real estate company in Hillsboro OH and also have a few rentals. I do not believe it is fair, or justified for AEP to be allowed to increase their rates this high. I am also a candiated for Highland County Commissioner and at the last meeting, the current commissioner stated how much some of the bills went up. A lot of times bills have increased 40% or even higher. This is ridiculous. It appears to me if they are allowed to continue with this large rate hike, that Ohio apparently doesn't support small bussinesses or the middle class that can barely afford to live as it is. I suggest we take immediate action to stop this.

Please docket the attached in the case number above.

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FILE

Hunter, Donielle

From: ContactThePUCO
Sent: Monday, February 06, 2012 5:56 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/6/2012

Re: Manuel Stone
11951 Petersburg Rd

Hillsboro, OH 45133

Docketing Case No.: 11-346-EL-SSO

Notes:

just paid my super high elect bill from AEP for 394.83 was in alabama for two weeks of this bill, we can stay in alabama in our camper for 300.00 a month that is water and elect trash furnished, can not aford this may have to sell out and move to some place we can aford to live, sure glad i dont have a elect car that i would have to plug into this elect company. 11-346-el-sso

Please docket the attached in the case number above.

RECEIVED-DOCKETING DIV
2012 FEB - 7 AM 10:19
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FILE

Hunter, Donielle

From: ContactThePUCO
Sent: Monday, February 06, 2012 6:03 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/6/2012

Re: Carl Muncy
6714 Joyce Ave
Columbus, OH 43219

Docketing Case No.:

Notes:

Your recent decision to allow AEP to change their rate calculations will have a negative impact on our business. I was shocked by the increase we have seen in our first bill under the new methodology. To allow this type of increase in the middle of a recession is a mistake. Please revisit this issue and insist on changes to the calculation methods.
Please docket the attached in the case number above.

RECEIVED-DOCKETING DIV
2012 FEB -7 AM 10:19
PUCO

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Technician *[Signature]* Date Processed FEB 07 2012

FILE

Hunter, Donielle

From: ContactThePUCO
Sent: Monday, February 06, 2012 6:14 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/6/2012

Re: Brian Cassner
835 High St
Hillsboro, OH 45133

Docketing Case No.: 11-346-EL-SSO

Notes:

11-346-EL-SSO

My Name is Brian Cassner and I am a Corporate Officer at Rotary Forms Press, Inc. in Hillsboro. This is regarding our monthly electric bill from AEP (American Electric Power). Even though our usage went down from 137,520 KWH in December to 137,040 KWH in January, our bill increased from \$2,276.37 to \$4,479.83. As a business that is just looking to survive these tough economic times we are not in a position to absorb this type of punishing increase. I feel powerless to make any real impact in trying to reduce these increases to a reasonable level and I am hoping that you would be able to take up the cause for our company and all the businesses in this area.

Please docket the attached in the case number above.

RECEIVED-DOCKETING-DIV
2012 FEB -7 AM 10:19
PUCO

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Technician *[Signature]* Date Processed FEB 07 2012

FILE

3

Hunter, Donielle

From: ContactThePUCO
Sent: Monday, February 06, 2012 5:14 PM
To: Docketing
Subject: Docketing
Attachments: DCER020612HQ 4565961.pdf; 205157.pdf

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/6/2012

Re: David Cerutti
480 Quails End

Powell, OH 43065

Docketing Case No.: 11-346-EL-SSO

Notes:

Please docket the attached in the case number above.

RECEIVED-DOCKETING DIV
2012 FEB -7 AM 10:17
PUCO

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Technician ke Date Processed FEB 07 2012

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 63895
Received: 2/5/2012 9:22:52 AM
Message:
WEB ID: 63895 AT:02-05-2012 at 09:22 AM

Related Case Number:

TYPE: complaint

NAME: Mr. David Cerutti

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 480 Quails End
- Powell , Ohio 43065
- USA

PHONE INFORMATION:

- Home: 614-436-8623
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: d.cerutti@earthlink.net

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP - Columbus Southern
- Name on account: David Cerutti
- Service address: 480 Quails End, Powell OH 43065
- Service phone: 614-436-8623
- Account Number: 108-994-560-4-9

COMPLAINT DESCRIPTION:

My home in an all electric home in Powell. My January bill was 35% higher than December (up \$120) even though less electricity was used. I complained to AEP and they could not explain how my bill was calculated so I could at least figure out the new tariffs and how I would be effected in future months. Rates WERE different during the summer and winter.

I have complained in the past that my tariff rate (018) which utilizes a large off peak water heater with a timer and has a discount - has slowly been reduced over the years each time a new tariff was implemented. Again the changes in rates and how they are applied has not been communicated and the rationale for them is hidden.

How do you expect consumers to make informed and timely decisions on energy use when rates are being manipulated and are never communicated and reasons are not transparent ?

Bottom line - do you think that a homeowner should open an electric bill that is 35% higher than the previous month having used LESS electricity and have no clue this is coming and how it was determined ? . I can't even find out if my off peak water heater credit will be continued if I go to a new supplier. Some credits appear to be on distribution and some on generation. In any event this is over complicated and poorly communicated and implemented.

In the past AEP lied (yes lied in writing) about my rates and credits. Their answer was that customer service was not informed to explain how bills were calculated. Is it not reasonable that a homeowner should be able to understand how is bill is calculated and be able to predict how it will be calculated while a rate is in place ? And when the new rates are put in place that he understand the change ?

You need to fix this quickly but you have done a terrible job in managing this.

FILE

Hunter, Donielle

From: ContactThePUCO
Sent: Monday, February 06, 2012 5:19 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/6/2012

Re: Thelma Smith
405 E 2nd St

Bainbridge, OH 45612

RECEIVED-DOCKETING DIV
2012 FEB -7 AM 10:18
PUCO

Docketing Case No.: 11-346-el-sso

Notes:

Caller wanted to express concern over case 11-346-el-sso. Caller states that Jan bill was for \$209 using 2010 kwh and that her Dec bill was. \$167 using 1974. Advised caller about contacting AEP Ohio about possible budget plans and of PIPP. Caller requested application and also advised caller of number for Community Action Agency in Ross County.

Please docket the attached in the case number above.

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 K Date Processed FEB 07 2012

Hunter, Donielle

From: ContactThePUCO
Sent: Monday, February 06, 2012 5:17 PM
To: Docketing
Subject: Docketing
Attachments: DMAT020612GS 4565968.pdf

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/6/2012

Re: Dennis Mathias
4990 Red Bank Rd

Galena, OH 43021

RECEIVED - DOCKETING DIV
2012 FEB -7 AM 10:17
PUCO

Docketing Case No.: 11-346-EL-SSO

Notes:

Please docket the attached in the case number above.

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Technician aa Date Processed FEB 07 2012

From: Governor's Office Info [Info@governor.ohio.gov]
Sent: Monday, February 06, 2012 2:47 PM
To: Schilling, Matt
Subject: FW: Thank you for contacting the Governor of Ohio, John Kasich

AEP rates



Jocelyn Kozlowski
Constituent Aide
Office of Ohio Governor John R. Kasich
614.644.0925
Jocelyn.kozlowski@governor.ohio.gov
www.governor.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

From: donotreply@governor.ohio.gov [mailto:donotreply@governor.ohio.gov]
Sent: Monday, February 06, 2012 9:12 AM
To: dennismathias@embarqmail.com
Subject: Thank you for contacting the Governor of Ohio, John Kasich

Select Issue: Public Utilities
First Name: Dennis
Last Name: Mathias
Street: 4990 Red Bank Rd.
City: Galena
State: Ohio
Zip Code: 43021
County: Delaware
Phone Number: 614 563 5271
Email: dennismathias@embarqmail.com
Subject: Rate hike

Message: Dear Governor Kasich, I received my AEP Ohio Statement for January 2012 and almost fainted when I saw the fee. I've read about the 40% rate hike but it didn't hit home until I saw the result in my monthly bill. I work very hard for an average wage. I have very little left over after expenses. A 40% jump from one month to the next is a large burden for me to absorb. I do not feel that residential and small business should pay a higher rate so that large business can get a subsidized, smaller rate hike. My hope is that the public representatives of Ohio reevaluate this decision. Thank you for your kind consideration. -Dennis

FILE

3

Hunter, Donielle

From: ContactThePUCO
Sent: Monday, February 06, 2012 5:21 PM
To: Docketing
Subject: Docketing
Attachments: 205229.pdf; SGIB020612TD 4565972.pdf

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/6/2012

Re: Steward Gibboney
22 Gay St

Columbus, OH 43215

Docketing Case No.: 11-346-EL-SSO

Notes:

Please docket the attached in the case number above.

RECEIVED-DOCKETING DIV
2012 FEB -7 AM 10:18
PUCO

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Technician je Date Processed FEB 07 2012

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 63923
Received: 2/6/2012 10:45:27 AM
Message:
WEB ID: 63923 AT:02-06-2012 at 10:45 AM

Related Case Number:

TYPE: complaint

NAME: Mr. Steward Gibboney

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 22 West Gay Street
- Columbus , Ohio 43215
- USA

PHONE INFORMATION:

- Home: (614) 228-2002
- Alternative: (614) 228-2322
- Fax: (614) 228-2322

E-MAIL: Steward@columbusdiamondexchange.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Brick & Mortar Property
- Name on account: Brick & Mortar Property LLC
- Service address: 22 West Gay Street Columbus Ohio 43215
- Service phone: 614-228-2002
- Account Number: 105-140-050-0-7, 108-240-050-0-2, 101-440-050-0-5

COMPLAINT DESCRIPTION:

I am frustrated with the recent small business electric service increase from AEP electric. The three accounts I have listed are for my owner occupied building which is located downtown Columbus, Ohio. The increase has created a great deal of added expense causing difficulty in function on a daily basis. I am scrambling to determine the reasons for this increase and how to cope. I demand that something be done to help the bloodline of this country, small business. Please contact me with some ideas of how to deal with these increases and how this can be remedied.

Thank you kindly, Steward Gibboney

From: Governor's Office Info [Info@governor.ohio.gov]
Sent: Monday, February 06, 2012 3:29 PM
To: Schilling, Matt
Subject: FW: Thank you for contacting the Governor of Ohio, John Kasich

AEP increase



Jocelyn Kozlowski
Constituent Aide
Office of Ohio Governor John R. Kasich
614.644.0925
Jocelyn.kozlowski@governor.ohio.gov
www.governor.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

From: donotreply@governor.ohio.gov [mailto:donotreply@governor.ohio.gov]
Sent: Monday, February 06, 2012 10:57 AM
To: steward@columbusdiamondexchange.com
Subject: Thank you for contacting the Governor of Ohio, John Kasich

Select Issue: Public Utilities
First Name: Steward
Last Name: Gibboney
Street: 22 West gay Street
City: Columbus
State: Ohio
Zip Code: 43215
County: Franklin
Phone Number: 614-228-2002
Email: steward@columbusdiamondexchange.com
Subject: Small Business AEP electric service increases

Message:

I am frustrated with the recent small business electric service increase from AEP electric. The three accounts I have are for my owner occupied building which is located downtown Columbus, Ohio. The increase has created a great deal of added expense causing difficulty in function on a daily basis. I am scrambling to determine the reasons for this increase and how to cope. I demand that something be done to help the bloodline of this country, small business. Please contact me with some ideas of how to deal with these increases and how this can be remedied. Thank you kindly, Steward Gibboney

FILE

3

Hunter, Donielle

From: ContactThePUCO
Sent: Monday, February 06, 2012 5:24 PM
To: Docketing
Subject: Docketing
Attachments: 205087.pdf; MBAL020612CC 4565981.pdf

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/6/2012

Re: Mark Ballard
63 N 5th St

Columbus, OH 43215

Docketing Case No.: 11-346-EL-SSO

Notes:

Please docket the attached in the case number above.

RECEIVED-DOCKETING DIV
2012 FEB - 7 AM 10:18
PUCO

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 *PS* Date Processed FEB 07 2012

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 63854
Received: 2/3/2012 4:18:02 PM
Message:
WEB ID: 63854 AT:02-03-2012 at 04:17 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Mark Ballard

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 63 North 5th Street
- Columbus , Ohio 43215
- USA

PHONE INFORMATION:

- Home: 614-890-8030
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: Mark@sugardaddys.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Sugardaddy's Sumptuous Sweeties
- Service address: 1347 Cameron Avenue
- Service phone: 614-888-4491
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

We need your help to get AEP to understand the devastating impact of the current electrical rate increases on small business and to reverse these rates immediately. Our business just saw a 61% increase in our bill while our home bill showed a 40% increase. We cannot operate our business with this type of an increase. Please help!

From: Governor's Office Info [Info@governor.ohio.gov]
Sent: Monday, February 06, 2012 4:51 PM
To: Schilling, Matt
Subject: FW: Thank you for contacting the Governor of Ohio, John Kasich

AEP rates



Jocelyn Kozlowski
Constituent Aide
Office of Ohio Governor John R. Kasich
614.644.0925
Jocelyn.kozlowski@governor.ohio.gov
www.governor.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

From: donotreply@governor.ohio.gov [mailto:donotreply@governor.ohio.gov]
Sent: Monday, February 06, 2012 2:08 PM
To: mark@sugardaddys.com
Subject: Thank you for contacting the Governor of Ohio, John Kasich

Select Issue: Public Utilities
First Name: Mark
Last Name: Ballard
Street: 63 North 5th Street
City: Columbus
State: Ohio
Zip Code: 43215
County: Franklin
Phone Number:
Email: mark@sugardaddys.com
Subject: AEP

Message: Gov. Kasich, We need your help to get AEP to understand the devastating impact of the recent electrical rate increases on small business and to reverse these rates immediately. Our business just saw a 61% increase in our bill while our home bill showed a 40% increase. We cannot operate our business with this type of an increase. We will go out of business. The work that you are doing to create jobs will be negated by AEP's greed.

FILE

2

Hunter, Donielle

From: ContactThePUCO
Sent: Tuesday, February 07, 2012 9:32 AM
To: Docketing
Subject: Docketing
Attachments: 204945.html

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/7/2012

Re: Todd Ernst

RECEIVED-DOCKETING DIV
2012 FEB -7 AM 10:21
PUCO

Docketing Case No.: 11-0346-EL-SSO and 11-351-EL-AIR

Notes:

Please docket the attached in the case numbers above.

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 fl Date Processed FEB 07 2012

From: webmaster@puc.state.oh.us
To: ContactThePUCO
Subject: 63831
Received: 2/2/2012 7:24:22 PM
Message:
WEB ID: 63831 AT:02-02-2012 at 07:24 PM

Related Case Number:

TYPE: comment

NAME: Mr. Todd Ernst

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 12381 St. Rt. 28 West
- Greenfield , Ohio 45123
- USA

PHONE INFORMATION:

- Home: 937-403-8295
- Alternative: 937-403-8295
- Fax: *(no fax number provided?)*

E-MAIL: pastortodd@anewgrace.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Grace Baptist Church
- Name on account: Grace Baptist Church
- Service address: 12381 St. Rt. 28 West
- Service phone: AEP Electric
- *(no account number provided?)*

COMMENT DESCRIPTION:

Our church recieved an electric bill from AEP for \$753. This was more than 50% increase in our normal utility bill. Many in highland county are also recieving bills with this extreme increase. We can not keep up utility payments if our rates are now this high, and we are a non-profit church that opens our church up for the community to use for free. How are we to serve our community with this excessive increase? Please, revoke this high increase. I could understand a 5% increase, but more than doubling is just not good business sense.

Thank you. Pastor Todd Ernst Grace Baptist Church Greenfield, Ohio 45123