

FILE

Hunter, Donielle

From: ContactThePUCO
Sent: Tuesday, March 20, 2012 3:18 PM
To: Docketing
Subject: Docketing
Attachments: Notes.4602822.html

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 3/20/2012

Re: Chris Anderson
7904 Princeton Rd

Middletown, OH 45044

RECEIVED-DOCKETING DIV
2012 MAR 20 PM 3:39
PUCO

Docketing Case No.: 11-3549-EL-SSO

Notes:

Customer said he is calling about their billing and their account and the distribution rates. The fee they are being charged is about \$100 a day, he said after talking to the company Duke said it is a recovery fee (generation rider or a recovery fee) it is for money they are loosing based on other suppliers who are offereing competitive rates and they are competitive suppliers

A.) coming in out of no where he can spend 90,000 a year and this new rider charge will come to about \$36,000 more on top of the \$90,000 he can't afford this

I advised the customer fo the case file 11-3549-EL-SSO and I advised him this case was approved as of 11-22-11 and I advised I am documenting his concerns on record. I gave him the PUCO web site address and I advised him of where to check the doceting report on this case.

Customer said some of their local businesses and churches feel if AEP customer were able to get AEP PUCO decision revoked the same should happen with Dukes and they are wanting to file complaints enough to get their rates revoked.

EDU

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 [Signature] Date Processed 3-20-12