

FILE

From: webmaster@puc.state.oh.us
 To: ContactThePUCO
 Subject: 65600
 Received: 3/9/2012 9:14:42 PM
 Message:
 WEB ID: 65600 AT:03-09-2012 at 09:14 PM

Related Case Number:

TYPE: complaint

NAME: Mr. Rick Jarrett

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 67015 Stein Rd
- Belmont , Ohio 43718
- USA

PHONE INFORMATION:

- Home: 740-391-1067
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: ricjarrett@windstream.net

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Soapys Auto Bath
- Name on account: Computak Business Inc.
- Service address: 3740 Central Ave, Shadyside, OH 43947
- Service phone: 740-391-1067
- Account Number: 070-391-809-2-7

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 Technician *JD* Date Processed *3-20-12*

COMPLAINT DESCRIPTION:

I have just received my monthly bill from AEP and the rate increase from exactly one year ago is exactly 53.5%. This is totally and completely rediculus and unacceptable if I am to remain in business. I understand this rate increase has been repealed but no mention was made as to the charges that have already been paid out. Will this be returned or credited back to our account? Are the rates going to be put back to the March, 2011 rates? If I tried to raise my prices anywhere close to this 53.5% rate increase that AEP has been given I might as well close the business down. If this is how the PUCO is going to take care of the people and businesses I might as well just stop trying to work and let the government take care of me!!

RECEIVED-DOCKETING DIV
 2012 MAR 20 PM 3:40
 PUCO

Hunter, Donielle

From: ContactThePUCO
Sent: Tuesday, March 20, 2012 8:51 AM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 3/20/2012

Re: Mark Zimmerly
424 E Sycamore St
Lot 34
Columbus Grove, OH 45830

Docketing Case No.:10-2929-EL-UNC

Notes:

Please docket the attached in the case number above.

Changed electric providers to First Energy (FES) approx early Dec 2011.

AEP responded and sent letter lowering my budget amount for both distribution and electrical power from \$70 to \$26.00 (just the AEP distribution charges). Never sent letter previously when budget amount was modified (was done on bill)

I responded by cancelling the monthly budget to paying monthly billed amount. AEP was polite and courteous in effecting the budget amount change.

Jan 2012 bill included both the AEP distribution charges and the new FES electrical charge of .0647 cents per kwh and all was fine. \$56.12 total was paid.

The Feb 2012 bill only included the AEP distribution and taxes amount of \$21.45. AEP Feb. bill stated that FES did not provide charges for the elec kwh. amount. Not understanding why AEP is not charging for the FES amount in Feb, when they had the charged FES contracted kwh amount in Jan. The contract through FES for the .0647 kwh amount is through May 2013 and AEP acknowledged electrical power provider change in a letter, when I went with FES.

It appears AEP is playing hard ball with customers who switched to another provider and making it as difficult as possible to effect the change. I also read where a new type of service charge was awarded to AEP to cover losses for customers who switched providers. I also read that those that have already switched would not be receiving the additional charges, is this correct? Very curious, Thinking possibly AEP is trying to circumvent the system some how, by saying they have not received charges from FES and then implementing the new service fees on those that may have been 'grandfathered' after all is said and done.

Had no problem when natural gas Choice Program was implemented and I switched gas providers from Dominion East Ohio to IGS. Everything was seamless and Dominion distributed the gas provided by IGS, the budget amount remained the same and all on one bill. Natural gas was done the way the system was intended. AEP has not made the change to a new electrical provider nearly seamless at all and appears to even be resistant to the change. My concern is for those folks that are now only getting charged the AEP distribution charge and

the new provider charges are stacking up as they are not being billed together through AEP. Customers won't have the money for the unbilled new provider kwh charges, when this all gets resolved, because of not being billed for the full amount of both the AEP distribution charges and the new provider kwh charges from AEP.