

FILE

From: webmaster@puc.state.oh.us
 To: ContactThePUCO
 Subject: 66052
 Received: 4/5/2012 2:53:09 PM
 Message:
 WEB ID: 66052 AT:04-05-2012 at 02:53 PM

11-351-EL-AIR
 11-352-EL-AIR

Related Case Number:

TYPE: complaint

NAME: Mrs. Madge Stewart

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 902 E. State street unit #3
- Athens , Ohio 45701
- USA

PHONE INFORMATION:

- Home: 740-593-7082
- Alternative: *(no alternative phone provided?)*
- Fax: 740-592-525-

E-MAIL: mstewart@rrohio.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Clients of the Athens&Meigs Counties Salvation Army
- *(no service address provided?)*
- *(no service phone number provided?)*
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

I was very disappointed to see the increase in the reconnect (\$53.00) fee that our clients must pay. They struggle, as it is, to pay the bill. What is the justification for the increase?

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 Date Processed APR 24 2012

RECEIVED-DOCKETING DIV
 2012 APR 24 PM 2:19
 PUCO