

Lowery, Judy

11-346-EL-SSO

87

**From:** Ryan Hale <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 1:44 PM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

FILE

RECEIVED DOCKETING DIV  
2012 JUL 12 PM 3:39  
PUCO

AEP executives, PUCO members, and Ohio Statehouse Officials,

I just signed the petition at Change.org/AEP, and I wanted to tell you directly how I feel.

\* AEP executives Michael Morris, Nicholas Atkins, and Terri Flora: Don't submit the application requesting the PUCO to let you pass on "cleanup costs" of the recent storm to customers after making record profits of \$1.9 billion last year. This would be greedy, deceptive and unfair - and it would make me want to do business with a different power company that I can trust and respect.

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The "cleanup costs" passed on to customers from 2004, 2008, and 2012 combined are less than 15% of AEP Ohio's profits for 2011 alone. Only bad business planning and practices could explain asking customers to bear the cleanup costs.

I don't expect anyone to change the weather, but I do expect you to prepare for it and respond accordingly - just like my family and I do when we know a storm is coming. AEP customers and your constituents won't stand for corporate greed disguised as disaster cleanup, and we won't let our Public Utilities Commission help you, and we won't forget about it if our elected officials fail to act in our interests.

Do the right thing - make AEP pay to clean up its own mess.

Ryan Hale  
Columbus, Ohio

Note: this email was sent as part of a petition started on Change.org, viewable at

<http://www.change.org/petitions/aep-don-t-make-customers-pay-for-your-mistakes>. To respond, [click here](#)



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 SW Date Processed JUL 12 2012

## Lowery, Judy

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**From:** Brandon Bankes <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 1:46 PM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Brandon Bankes  
Zanesville, Ohio

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**From:** Peggy Robinson <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 2:04 PM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Peggy Robinson  
Columbus, Ohio

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**From:** Melissa Williams <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 2:08 PM  
**To:** Snitchler, Todd  
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Melissa Williams  
Richfield, Ohio

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**From:** Brandon Bowersox <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 2:36 PM  
**To:** Snitchler, Todd  
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Brandon Bowersox  
columbus, Ohio

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**Lowery, Judy**

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**From:** Kevin Carey <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 2:37 PM  
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AEP is equally at fault along with the winds for their lack of foresight in updating basic infrastructure

Kevin Carey  
Columbus, Ohio

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**From:** Rita Knueven <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 2:50 PM  
**To:** Snitchler, Todd  
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Rita Knueven  
Westerville, Ohio

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**From:** Adolph Biel <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:23 PM  
**To:** Snitchler, Todd  
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Adolph Biel  
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**From:** Brandon Crowe <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 3:26 PM  
**To:** Snitchler, Todd  
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Brandon Crowe  
Columbus, Ohio

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**From:** Cristina Moon <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 4:03 PM  
**To:** Snitchler, Todd  
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Cristina Moon  
Bloomington, Indiana

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**From:** Barbara Markowitz <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 4:32 PM  
**To:** Snitchler, Todd  
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Barbara Markowitz  
Columbus, Ohio

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**From:** C. Waisanen <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 4:55 PM  
**To:** Snitchler, Todd  
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C. Waisanen  
Columbus, Ohio

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**From:** Christian Faur <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 4:56 PM  
**To:** Snitchler, Todd  
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Christian Faur  
Granville, Ohio

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**From:** Sara Kilpatrick <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 5:18 PM  
**To:** Snitchler, Todd  
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Sara Kilpatrick  
Columbus, Ohio

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**From:** Shawn Huston <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 6:05 PM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

I just signed the petition at [Change.org/AEP](http://Change.org/AEP), and I wanted to tell you directly how I feel.

\* AEP executives Michael Morris, Nicholas Atkins, and Terri Flora: Don't submit the application requesting the PUCO to let you pass on "cleanup costs" of the recent storm to customers after making record profits of \$1.9 billion last year. This would be greedy, deceptive and unfair - and it would make me want to do business with a different power company that I can trust and respect.

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The "cleanup costs" passed on to customers from 2004, 2008, and 2012 combined are less than 15% of AEP Ohio's profits for 2011 alone. Only bad business planning and practices could explain asking customers to bear the cleanup costs.

I don't expect anyone to change the weather, but I do expect you to prepare for it and respond accordingly - just like my family and I do when we know a storm is coming. AEP customers and your constituents won't stand for corporate greed disguised as disaster cleanup, and we won't let our Public Utilities Commission help you, and we won't forget about it if our elected officials fail to act in our interests.

Do the right thing - make AEP pay to clean up its own mess.

Shawn Huston  
Wellston, Ohio

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<http://www.change.org/petitions/aep-don-t-make-customers-pay-for-your-mistakes>. To respond, [click here](#)



## Lowery, Judy

---

**From:** Kimberly Borzyn <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 7:08 PM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

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Kimberly Borzyn  
Sagamore Hills, Ohio

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## Lowery, Judy

---

**From:** Ronald Withrow <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 7:34 PM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Do the right thing - make AEP pay to clean up its own mess.

Ronald Withrow  
Palm Bay, Florida

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## Lowery, Judy

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**From:** Margaret McCoy <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 7:48 PM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Margaret McCoy  
Columbus, Ohio

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<http://www.change.org/petitions/aep-don-t-make-customers-pay-for-your-mistakes>. To respond, [click here](#)



## Lowery, Judy

---

**From:** John Kaminski <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 7:49 PM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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John Kaminski  
Cleveland, Ohio

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## Lowery, Judy

---

**From:** Heather Adams <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 8:08 PM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

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Heather Adams  
Columbus, Ohio

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## Lowery, Judy

---

**From:** Charles Einhorn <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 8:24 PM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

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Do the right thing - make AEP pay to clean up its own mess.

Mistakes carry consequences. Suck up AEP and clean up your own mess and mistakes. Just like your mama said (or should have!)

Charles Einhorn  
Cilumbus, Ohio

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<http://www.change.org/petitions/aep-don-t-make-customers-pay-for-your-mistakes>. To respond, [click here](#)



## Lowery, Judy

---

**From:** Melvyn Levrant <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 9:22 PM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Melvyn Levrant  
Cleves, Ohio

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## Lowery, Judy

---

**From:** Ian Showalter <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:08 PM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Do the right thing - make AEP pay to clean up its own mess.

I live in Pennsylvania, but I have multiple friends who live throughout the Columbus area. If profits are privatized, losses should not be socialized.

Ian Showalter  
Mount Joy, Pennsylvania

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## Lowery, Judy

---

**From:** jill mcdaniels <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:14 PM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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*Do the right thing - make AEP pay to clean up its own mess.*

jill mcdaniels  
sunbury, Ohio

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## Lowery, Judy

---

**From:** Diann Thomas Beasley <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:43 PM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Diann Thomas Beasley  
Columbus, Ohio

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## Lowery, Judy

---

**From:** Allison Bair <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 10:45 PM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

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Allison Bair  
Columbus, Ohio

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## Lowery, Judy

---

**From:** Megan Randall <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 11:04 PM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

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Do the right thing - make AEP pay to clean up its own mess.

Megan Randall  
Columbus, Ohio

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## Lowery, Judy

---

**From:** Randy Comer <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 11:10 PM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

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Randy Comer  
New Lexington, Ohio

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## Lowery, Judy

---

**From:** John Haag <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 1:26 PM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

I just signed the petition at [Change.org/AEP](http://Change.org/AEP), and I wanted to tell you directly how I feel.

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The "cleanup costs" passed on to customers from 2004, 2008, and 2012 combined are less than 15% of AEP Ohio's profits for 2011 alone. Only bad business planning and practices could explain asking customers to bear the cleanup costs.

I don't expect anyone to change the weather, but I do expect you to prepare for it and respond accordingly - just like my family and I do when we know a storm is coming. AEP customers and your constituents won't stand for corporate greed disguised as disaster cleanup, and we won't let our Public Utilities Commission help you, and we won't forget about it if our elected officials fail to act in our interests.

Do the right thing - make AEP pay to clean up its own mess.

John Haag  
Reynoldsburg, Ohio

Note: this email was sent as part of a petition started on [Change.org](http://Change.org), viewable at

<http://www.change.org/petitions/aep-don-t-make-customers-pay-for-your-mistakes>. To respond, [click here](#)



**Lowery, Judy**

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**From:** Beth Rapach <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 1:29 PM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

I just signed the petition at [Change.org/AEP](http://Change.org/AEP), and I wanted to tell you directly how I feel.

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Do the right thing - make AEP pay to clean up its own mess.

Because it's outrageous that they have the audacity to charge US for their failings!!

Beth Rapach  
Columbus, Ohio

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## Lowery, Judy

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**From:** Mark Velco <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 1:31 PM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Mark Velco  
Columbus, Ohio

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<http://www.change.org/petitions/aep-don-t-make-customers-pay-for-your-mistakes>. To respond, [click here](#)



## Lowery, Judy

---

**From:** MaryJo Leavelle <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 1:33 PM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

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MaryJo Leavelle  
Galloway, Ohio

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## Lowery, Judy

---

**From:** Joy Carroll <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 1:39 PM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

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Joy Carroll  
Granville, Ohio

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## Lowery, Judy

---

**From:** Robert Anzuini <mail@change.org>  
**Sent:** Wednesday, July 11, 2012 1:39 PM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

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Robert Anzuini  
Hilliard, Ohio

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## Lowery, Judy

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**From:** Marti Marcum <mail@change.org>  
**Sent:** Thursday, July 12, 2012 12:27 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

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Do the right thing - make AEP pay to clean up its own mess.

This is totally ridiculous, this is the third time they have done this in the last 8 years. We should not have to pay for cleanup, AEP should be prepared for such problems. They certainly charge enough each month for the service of which we have no control. Use some of you billions in profits to clean up. Seniors on a fixed income cannot afford these increases. Soon we'll be forced out of our homes by all these increases, gas, electric, etc.

Marti Marcum  
Columbus, Ohio

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<http://www.change.org/petitions/aep-don-t-make-customers-pay-for-your-mistakes>. To respond, [click here](#)



## Lowery, Judy

---

**From:** Rosalind Wilson <mail@change.org>  
**Sent:** Thursday, July 12, 2012 12:48 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Rosalind Wilson  
Columbus, Ohio

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## Lowery, Judy

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**From:** jennifer shaw <mail@change.org>  
**Sent:** Thursday, July 12, 2012 12:49 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Do the right thing - make AEP pay to clean up its own mess.

we pay enough already. stop gouging.

jennifer shaw  
Granville, Ohio

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<http://www.change.org/petitions/aep-don-t-make-customers-pay-for-your-mistakes>. To respond, [click here](#)



## Lowery, Judy

---

**From:** David Jennings <mail@change.org>  
**Sent:** Thursday, July 12, 2012 1:06 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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David Jennings  
Columbus, Ohio

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## Lowery, Judy

---

**From:** Susan Boggs <mail@change.org>  
**Sent:** Thursday, July 12, 2012 1:22 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Susan Boggs  
Columbus, Ohio

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## Lowery, Judy

---

**From:** Jessica Cleavenger <mail@change.org>  
**Sent:** Thursday, July 12, 2012 1:32 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

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Jessica Cleavenger  
Canal Winchester, Ohio

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<http://www.change.org/petitions/aep-don-t-make-customers-pay-for-your-mistakes>. To respond, [click here](#)





## Lowery, Judy

---

**From:** John Kaminski <mail@change.org>  
**Sent:** Thursday, July 12, 2012 1:51 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

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John Kaminski  
Youngstown, Ohio

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## Lowery, Judy

---

**From:** Ira Jenkins  
**Sent:** Thursday, July 12, 2012 2:23 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

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Ira Jenkins, Sr.  
Lincoln, Nebraska

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## Lowery, Judy

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**From:** Cheryl Smith <mail@change.org>  
**Sent:** Thursday, July 12, 2012 2:47 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

I just signed the petition at [Change.org/AEP](http://Change.org/AEP), and I wanted to tell you directly how I feel.

\* AEP executives Michael Morris, Nicholas Atkins, and Terri Flora: Don't submit the application requesting the PUCO to let you pass on "cleanup costs" of the recent storm to customers after making record profits of \$1.9 billion last year. This would be greedy, deceptive and unfair - and it would make me want to do business with a different power company that I can trust and respect.

\* PUCO Chairman and Commissioners: If AEP Ohio does apply, reject their application outright. Their failure to plan for sever weather is not their customers' fault or responsibility. It is, however, your responsibility to "assure Ohioans adequate, safe, and reliable public utility services at a fair price."

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The "cleanup costs" passed on to customers from 2004, 2008, and 2012 combined are less than 15% of AEP Ohio's profits for 2011 alone. Only bad business planning and practices could explain asking customers to bear the cleanup costs.

I don't expect anyone to change the weather, but I do expect you to prepare for it and respond accordingly - just like my family and I do when we know a storm is coming. AEP customers and your constituents won't stand for corporate greed disguised as disaster cleanup, and we won't let our Public Utilities Commission help you, and we won't forget about it if our elected officials fail to act in our interests.

Do the right thing - make AEP pay to clean up its own mess.

Cheryl Smith  
Thornville, Ohio

Note: this email was sent as part of a petition started on [Change.org](http://Change.org), viewable at

<http://www.change.org/petitions/aep-don-t-make-customers-pay-for-your-mistakes>. To respond, [click here](#)



## Lowery, Judy

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**From:** Shonda Delbert <mail@change.org>  
**Sent:** Thursday, July 12, 2012 2:55 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

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Do the right thing - make AEP pay to clean up its own mess.

Shonda Delbert  
Zanesville, Ohio

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## Lowery, Judy

---

**From:** Douglas Brown <mail@change.org>  
**Sent:** Thursday, July 12, 2012 3:38 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

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Do the right thing - make AEP pay to clean up its own mess.

Douglas Brown  
Westerville, Ohio

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## Lowery, Judy

---

**From:** Maria Rosenthal <mail@change.org>  
**Sent:** Thursday, July 12, 2012 3:39 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

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Do the right thing - make AEP pay to clean up its own mess.

Maria Rosenthal  
COLUMBUS, Ohio

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<http://www.change.org/petitions/aep-don-t-make-customers-pay-for-your-mistakes>. To respond, [click here](#)



## Lowery, Judy

---

**From:** Robert Cleavenger <mail@change.org>  
**Sent:** Thursday, July 12, 2012 4:07 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

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Do the right thing - make AEP pay to clean up its own mess.

Robert Cleavenger  
Canal Winchester, Ohio

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## Lowery, Judy

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**From:** Frank Szakacs <mail@change.org>  
**Sent:** Thursday, July 12, 2012 4:53 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

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Do the right thing - make AEP pay to clean up its own mess.

Frank Szakacs  
Reynoldsburg, Ohio

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## Lowery, Judy

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**From:** Sylvia Hiatt <mail@change.org>  
**Sent:** Thursday, July 12, 2012 5:40 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

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Sylvia Hiatt  
Champaign, Illinois

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## Lowery, Judy

---

**From:** Bret Wiegman <mail@change.org>  
**Sent:** Thursday, July 12, 2012 6:11 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

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Bret Wiegman  
Columbus, Ohio

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## Lowery, Judy

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**From:** Ashleigh Nicholson <mail@change.org>  
**Sent:** Thursday, July 12, 2012 6:42 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

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Do the right thing - make AEP pay to clean up its own mess.

Not fair.

Ashleigh Nicholson  
Columbus, Ohio

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## Lowery, Judy

---

**From:** Darren Kennedy <mail@change.org>  
**Sent:** Thursday, July 12, 2012 6:56 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

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Do the right thing - make AEP pay to clean up its own mess.

Darren Kennedy  
Granville, Ohio

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## Lowery, Judy

---

**From:** Maureen North <mail@change.org>  
**Sent:** Thursday, July 12, 2012 7:00 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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"Maureen North"  
Shortsville, New York

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## Lowery, Judy

---

**From:** Carol Wright <mail@change.org>  
**Sent:** Thursday, July 12, 2012 7:12 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

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Do the right thing - make AEP pay to clean up its own mess.

Carol Wright  
Cincinnati, Ohio

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## Lowery, Judy

---

**From:** Rita Charlton <mail@change.org>  
**Sent:** Thursday, July 12, 2012 7:13 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

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Do the right thing - make AEP pay to clean up its own mess.

Rita Charlton  
Upper Arlington, Ohio

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<http://www.change.org/petitions/aep-don-t-make-customers-pay-for-your-mistakes>. To respond, [click here](#)



## Lowery, Judy

---

**From:** Nicole Boltz <mail@change.org>  
**Sent:** Thursday, July 12, 2012 7:18 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

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Do the right thing - make AEP pay to clean up its own mess.

Signing because my family in Ohio shouldn't have to pay for this!

Nicole Boltz  
Berkeley, California

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<http://www.change.org/petitions/aep-don-t-make-customers-pay-for-your-mistakes>. To respond, [click here](#)





## Lowery, Judy

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**From:** Gregory Barress <mail@change.org>  
**Sent:** Thursday, July 12, 2012 7:19 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

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The "cleanup costs" passed on to customers from 2004, 2008, and 2012 combined are less than 15% of AEP Ohio's profits for 2011 alone. Only bad business planning and practices could explain asking customers to bear the cleanup costs.

I don't expect anyone to change the weather, but I do expect you to prepare for it and respond accordingly - just like my family and I do when we know a storm is coming. AEP customers and your constituents won't stand for corporate greed disguised as disaster cleanup, and we won't let our Public Utilities Commission help you, and we won't forget about it if our elected officials fail to act in our interests.

Do the right thing - make AEP pay to clean up its own mess.

Gregory Barress  
Louisville, Ohio

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<http://www.change.org/petitions/aep-don-t-make-customers-pay-for-your-mistakes>. To respond, [click here](#)



## Lowery, Judy

---

**From:** Matthew Coriell <mail@change.org>  
**Sent:** Thursday, July 12, 2012 7:37 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

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Do the right thing - make AEP pay to clean up its own mess.

Matthew Coriell  
Galena, Ohio

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<http://www.change.org/petitions/aep-don-t-make-customers-pay-for-your-mistakes>. To respond, [click here](#)



## Lowery, Judy

---

**From:** William Finzel <mail@change.org>  
**Sent:** Thursday, July 12, 2012 7:57 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

I just signed the petition at [Change.org/AEP](http://Change.org/AEP), and I wanted to tell you directly how I feel.

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Do the right thing - make AEP pay to clean up its own mess.

William Finzel  
Columbus, Ohio

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<http://www.change.org/petitions/aep-don-t-make-customers-pay-for-your-mistakes>. To respond, [click here](#)



## Lowery, Judy

---

**From:** Julia Baron <mail@change.org>  
**Sent:** Thursday, July 12, 2012 7:58 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

I just signed the petition at Change.org/AEP, and I wanted to tell you directly how I feel.

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Do the right thing - make AEP pay to clean up its own mess.

Julia Baron  
San Francisco, California

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<http://www.change.org/petitions/aep-don-t-make-customers-pay-for-your-mistakes>. To respond, [click here](#)



## Lowery, Judy

---

**From:** Donald Ritchey <mail@change.org>  
**Sent:** Thursday, July 12, 2012 8:02 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

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Do the right thing - make AEP pay to clean up its own mess.

Donald Ritchey  
Columbus, Ohio

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<http://www.change.org/petitions/aep-don-t-make-customers-pay-for-your-mistakes>. To respond, [click here](#)



## Lowery, Judy

---

**From:** janet whitacre <mail@change.org>  
**Sent:** Thursday, July 12, 2012 8:23 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

I just signed the petition at [Change.org/AEP](http://Change.org/AEP), and I wanted to tell you directly how I feel.

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Do the right thing - make AEP pay to clean up its own mess.

janet whitacre  
seven mile, Ohio

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<http://www.change.org/petitions/aep-don-t-make-customers-pay-for-your-mistakes>. To respond, [click here](#)



## Lowery, Judy

---

**From:** Larry Gallina <mail@change.org>  
**Sent:** Thursday, July 12, 2012 8:33 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

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Larry Gallina  
Westerville, Ohio

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## Lowery, Judy

---

**From:** Maria Torok <mail@change.org>  
**Sent:** Thursday, July 12, 2012 8:40 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

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Maria Torok  
Columbus, Ohio

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**Lowery, Judy**

---

**From:** Doug Adams <mail@change.org>  
**Sent:** Thursday, July 12, 2012 8:41 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

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Do the right thing - make AEP pay to clean up its own mess.

Doug Adams  
Hilliard, Ohio

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<http://www.change.org/petitions/aep-don-t-make-customers-pay-for-your-mistakes>. To respond, [click here](#)



**Lowery, Judy**

---

**From:** Angie Avey <mail@change.org>  
**Sent:** Thursday, July 12, 2012 8:42 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

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Angie Avey  
Powell, Ohio

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## Lowery, Judy

---

**From:** Albert Ludke <mail@change.org>  
**Sent:** Thursday, July 12, 2012 9:13 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

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Do the right thing - make AEP pay to clean up its own mess.

Albert Ludke  
Youngstown, Ohio

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<http://www.change.org/petitions/aep-don-t-make-customers-pay-for-your-mistakes>. To respond, [click here](#)



## Lowery, Judy

---

**From:** k ziegler <mail@change.org>  
**Sent:** Thursday, July 12, 2012 9:25 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

I just signed the petition at Change.org/AEP, and I wanted to tell you directly how I feel.

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Do the right thing - make AEP pay to clean up its own mess.

k ziegler  
Hilliard, Ohio

Note: this email was sent as part of a petition started on Change.org, viewable at

<http://www.change.org/petitions/aep-don-t-make-customers-pay-for-your-mistakes>. To respond, [click here](#)



## Lowery, Judy

---

**From:** mark rice <mail@change.org>  
**Sent:** Thursday, July 12, 2012 9:34 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

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Do the right thing - make AEP pay to clean up its own mess.

mark rice  
johnstown, Ohio

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<http://www.change.org/petitions/aep-don-t-make-customers-pay-for-your-mistakes>. To respond, [click here](#)



## Lowery, Judy

---

**From:** Jackie Haid <mail@change.org>  
**Sent:** Thursday, July 12, 2012 9:35 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

I just signed the petition at [Change.org/AEP](http://Change.org/AEP), and I wanted to tell you directly how I feel.

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Jackie Haid  
Coolville, Ohio

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<http://www.change.org/petitions/aep-don-t-make-customers-pay-for-your-mistakes>. To respond, [click here](#)



## Lowery, Judy

---

**From:** Mary Rugola-Dye <mail@change.org>  
**Sent:** Thursday, July 12, 2012 9:42 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

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The "cleanup costs" passed on to customers from 2004, 2008, and 2012 combined are less than 15% of AEP Ohio's profits for 2011 alone. Only bad business planning and practices could explain asking customers to bear the cleanup costs.

I don't expect anyone to change the weather, but I do expect you to prepare for it and respond accordingly - just like my family and I do when we know a storm is coming. AEP customers and your constituents won't stand for corporate greed disguised as disaster cleanup, and we won't let our Public Utilities Commission help you, and we won't forget about it if our elected officials fail to act in our interests.

Do the right thing - make AEP pay to clean up its own mess.

Mary Rugola-Dye  
Mt Vernon, Ohio

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<http://www.change.org/petitions/aep-don-t-make-customers-pay-for-your-mistakes>. To respond, [click here](#)



## Lowery, Judy

---

**From:** Pamela Yow <mail@change.org>  
**Sent:** Thursday, July 12, 2012 9:54 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

I just signed the petition at [Change.org/AEP](http://Change.org/AEP), and I wanted to tell you directly how I feel.

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Do the right thing - make AEP pay to clean up its own mess.

Pamela Yow  
zanesville, Ohio

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<http://www.change.org/petitions/aep-don-t-make-customers-pay-for-your-mistakes>. To respond, [click here](#)





## Lowery, Judy

---

**From:** amberly rowe <mail@change.org>  
**Sent:** Thursday, July 12, 2012 9:55 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Do the right thing - make AEP pay to clean up its own mess.

amberly rowe  
Westerville, Ohio

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<http://www.change.org/petitions/aep-don-t-make-customers-pay-for-your-mistakes>. To respond, [click here](#)



## Lowery, Judy

---

**From:** Lisa Roberts <mail@change.org>  
**Sent:** Thursday, July 12, 2012 11:12 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

I just signed the petition at Change.org/AEP, and I wanted to tell you directly how I feel.

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Do the right thing - make AEP pay to clean up its own mess.

Lisa Roberts  
Grove City, Ohio

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<http://www.change.org/petitions/aep-don-t-make-customers-pay-for-your-mistakes>. To respond, [click here](#)



## Lowery, Judy

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**From:** eric hill <mail@change.org>  
**Sent:** Thursday, July 12, 2012 11:20 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

I just signed the petition at [Change.org/AEP](http://Change.org/AEP), and I wanted to tell you directly how I feel.

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Do the right thing - make AEP pay to clean up its own mess.

eric hill  
columbus, Ohio

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## Lowery, Judy

---

**From:** Diane Zoeller <mail@change.org>  
**Sent:** Thursday, July 12, 2012 11:54 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

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Diane Zoeller  
Columbus, Ohio

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## Lowery, Judy

---

**From:** Paula Dayhoff <mail@change.org>  
**Sent:** Thursday, July 12, 2012 11:57 AM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

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Paula Dayhoff  
Canal Winchester, Ohio

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<http://www.change.org/petitions/aep-don-t-make-customers-pay-for-your-mistakes>. To respond, [click here](#)



## Lowery, Judy

---

**From:** Louis Drummond <mail@change.org>  
**Sent:** Thursday, July 12, 2012 12:01 PM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

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Louis Drummond  
Columbus, Ohio

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## Lowery, Judy

---

**From:** Dave Schutz <mail@change.org>  
**Sent:** Thursday, July 12, 2012 12:04 PM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Do the right thing - make AEP pay to clean up its own mess.

AEP provides poor service then asks for huge pay increase so their stockholders don't lose any value.

Dave Schutz  
Columbus, Ohio

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## Lowery, Judy

---

**From:** Phillis Horton <mail@change.org>  
**Sent:** Thursday, July 12, 2012 12:18 PM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Phillis Horton  
Columbus, Ohio

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## Lowery, Judy

---

**From:** dawn odonnell <mail@change.org>  
**Sent:** Thursday, July 12, 2012 1:07 PM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Do the right thing - make AEP pay to clean up its own mess.

dawn odonnell  
greenfield center, New York

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<http://www.change.org/petitions/aep-don-t-make-customers-pay-for-your-mistakes>. To respond, [click here](#)



## Lowery, Judy

---

**From:** Carmen Ambrosio <mail@change.org>  
**Sent:** Thursday, July 12, 2012 12:42 PM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

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Do the right thing - make AEP pay to clean up its own mess.

Carmen Ambrosio  
Dublin, Ohio

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<http://www.change.org/petitions/aep-don-t-make-customers-pay-for-your-mistakes>. To respond, [click here](#)



**Lowery, Judy**

---

**From:** Shane Thompson <mail@change.org>  
**Sent:** Thursday, July 12, 2012 1:22 PM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

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Shane Thompson  
sf, California

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<http://www.change.org/petitions/aep-don-t-make-customers-pay-for-your-mistakes>. To respond, [click here](#)



## Lowery, Judy

---

**From:** Carrie Davis <mail@change.org>  
**Sent:** Thursday, July 12, 2012 1:34 PM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

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Do the right thing - make AEP pay to clean up its own mess.

Carrie Davis  
Columbus, Ohio

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## Lowery, Judy

---

**From:** WILLIAM WOOD <mail@change.org>  
**Sent:** Thursday, July 12, 2012 1:36 PM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

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\* PUCO Chairman and Commissioners: If AEP Ohio does apply, reject their application outright. Their failure to plan for sever weather is not their customers' fault or responsibility. It is, however, your responsibility to "assure Ohioans adequate, safe, and reliable public utility services at a fair price."

\* Ohio Elected Officials: Use your oversight powers - the ones you were elected to use on behalf of constituents - to ensure the PUCO acts in the best interests of Ohioans and rejects the application. I'm watching to see what happens, and I'll remember in November.

The "cleanup costs" passed on to customers from 2004, 2008, and 2012 combined are less than 15% of AEP Ohio's profits for 2011 alone. Only bad business planning and practices could explain asking customers to bear the cleanup costs.

I don't expect anyone to change the weather, but I do expect you to prepare for it and respond accordingly - just like my family and I do when we know a storm is coming. AEP customers and your constituents won't stand for corporate greed disguised as disaster cleanup, and we won't let our Public Utilities Commission help you, and we won't forget about it if our elected officials fail to act in our interests.

Do the right thing - make AEP pay to clean up its own mess.

WILLIAM WOOD  
PATASKALA, Ohio

Note: this email was sent as part of a petition started on [Change.org](http://Change.org), viewable at

<http://www.change.org/petitions/aep-don-t-make-customers-pay-for-your-mistakes>. To respond, [click here](#)



## Lowery, Judy

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**From:** Dianne Keller Smith <mail@change.org>  
**Sent:** Thursday, July 12, 2012 1:46 PM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

AEP executives, PUCO members, and Ohio Statehouse Officials,

I just signed the petition at [Change.org/AEP](http://Change.org/AEP), and I wanted to tell you directly how I feel.

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Dianne Keller Smith  
Columbus, Ohio

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<http://www.change.org/petitions/aep-don-t-make-customers-pay-for-your-mistakes>. To respond, [click here](#)



## Lowery, Judy

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**From:** Pamela Zeirott <mail@change.org>  
**Sent:** Thursday, July 12, 2012 1:49 PM  
**To:** Snitchler, Todd  
**Subject:** Spam: Don't make customers pay for your mistakes!

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Pamela Zeirott  
Johnstown, Ohio

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