

FILE

11-346-EL-SSO

From: webmaster@puc.state.oh.us  
To: ContactThePUCO  
Subject: 69688  
Received: 9/24/2012 5:53:18 PM  
Message:  
WEB ID: 69688 AT:09-24-2012 at 05:53 PM

Related Case Number:

TYPE: complaint

NAME: Ms. Shelva Gilliland

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 1574 Prices Switch Rd
- Jackson , Ohio 45640
- USA

PHONE INFORMATION:

- Home: 740-286-4090
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: shelvajean@frontier.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- Name on account: Shelva Gilliland
- Service address: PO Box 24417 Canton Ohio 44701
- Service phone: 18882375566
- Account Number: 103-718-460-1-4

COMPLAINT DESCRIPTION:

I am on a fixed budget being retired and AEP more than doubled the Generation Service charges on my bill this month. They are also added 3 additional charges that they say you the PUCO gave them permission to do so. This is ridiculous and in this economy and on a fixed income how do you expect people to live? Take away the bonuses and huge salaries in the company and have them pay for these charges.

RECEIVED-DOCKETING DIV  
2012 OCT -1 AM 8:09  
PUCO

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Technician Am Date Processed OCT 01 2012