

NC

14-1956-EL-CSS³

Ohio

Public Utilities Commission

DFURO92214
Case Number

Public Utilities Commission of Ohio
Attn: Docketing
180 E. Broad St.
Columbus, OH 43215

Formal Complaint Form

EAGLE HARDWOODS, INC.
Customer Name (Please Print)

P.O. Box 96
Customer Address

STONE CREEK, OH 43840
City State Zip

Against

075-524-300-2-2
Account Number

103 N. STREET
Customer Service Address (if different from above)

AEP (AMERICAN ELECTRIC POWER)
Utility Company Name

STONE CREEK, OH 43840
City State Zip

Please describe your complaint. (Attach additional sheets if necessary)

PLEASE SEE ATTACHMENT.

RECEIVED-DOCKETING DIV
2014 NOV -5 PM 2:28
PUCO

Donald D. Kirby
Signature

330-339-8838
Customer Telephone Number

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 SMV Date Processed NOV 05 2014

~~NO~~

FILE

14-1956-EK-CSS

November 4, 2014

RECEIVED-DOCKETING DIV

To the Ohio Public Utilities Commission

2014 NOV -5 PM 12:48

(Regarding Case File # DFUR092214)

PUCO

Time period is November 2008 to September 2014

After being stonewalled for nearly two years on the telephone by Dave Heck, we called a meeting at the brickyard property located 103 N. Street, Stone Creek, Ohio with AEP (David Heck). After getting "nowhere" with Mr. Heck for over a year, we were tired of paying \$5,000 to over \$6,000 a month for something we did not use. Make no mistake, the reason we called this meeting was to once and for all, get our electric bill substantially lowered or completely turned off at this property. As like before on the telephone with AEP (David Heck), they insisted that we let AEP reinstall an overhead 3-phase transformer, then Eagle Hardwoods, Inc. would have to install a new main disconnect at our expense. We agreed to do this, at AEP's expense, not ours. After all, we were no longer using this facility.

After falling on deaf ears, I stated to Mr. Heck, if AEP would not turn our services off, that we could just shoot the transformers with a shot gun, so the bleeding would stop and their company could no longer charge us this exorbitant rate. Mr. Heck said, "The EPA would be all over you because of the oil in the canisters would leak on the ground." At no time would they consider turning our electric off. This is why it was so frustrating for us. We had shut down our facility and did not need to pay an exorbitant amount of money monthly for nothing, nor pay upgrading fees. They (AEP) were concerned about the \$20,000 reinstallation fee, if we would ever want to use it in the future. This however, is "our" business and therefore we wanted the electric "turned off."

Consequently, we paid an extra \$117,663.00 for electric we NEVER used. AEP felt good about explaining to us how they had a license to screw the public, hiding behind our current General Service -2 OAD billing tariff. They explained if after 12 months, our demand did not exceed 10 KW, AEP would change our tariff rate to GS - 1. We did not want to continue waiting on the tariff rate change, BECAUSE WE SHUT OUR BUSINESS DOWN.

Mr. Heck also explained how this old, antiquated equipment was "back dragging", showing a higher demand than what we were actually using. By Mr. Heck's statement to me about the "EPA getting on us", if we shot the canisters proves that he was insistent on not shutting our services off. At NO time did AEP consider turning us off upon our request. Mr. Heck told me, via telephone in September 2014, that he thought our meeting in 2010 was to try to buy more electricity from AEP at a more efficient price. This shows how out-of-touch AEP was with our request.

Remember; our objective was to quit paying a large electrical bill for a service that we were NOT using! David Heck's objective; was to keep billing us for electric at ALL cost, mostly ours!

In the worst economic times that anyone in business has seen in their lives, when only about 50% of the people in the sawmill business survived, WE had to pay \$117,663.00 for absolutely no reason at all. The equipment that AEP "had" to charge us for being on our property was probably installed pre 1930's. AEP should be ashamed of themselves for hiding behind tariff laws, using them as an excuse to grossly overcharge its customers. If the true facts of this case were to come out in the newspaper, with names involved, I wonder how the public would perceive AEP. If you can justify this, shame on you!

Eagle Hardwoods, Inc.

Physical Address: 6138 Stonecreek Road S.W.

Newcomerstown, Oh 43832

Mailing Address: P.O. Box 96

Stone Creek, Oh 43840

Phone: 330-339-8838

Account number: 075-524-300-2-2

Service Address: 103 N. Street

Stone Creek, Oh 43840

Eagle Hardwoods is a customer of AEP (American Electric Power).

The public utility that we are filing a complaint against is AEP (American Electric Power).

Our statement is enclosed summarizing our facts to file a formal complaint. The time period involving our complaint is November 2008 to September 2014.

Our statement is enclosed describing what we would like the Commission to do about our complaint.

Our complaint is that AEP did the following to Eagle Hardwoods, Inc.:

- Discriminated against us
- Provided us with inadequate service
- Failed to provide us with service

To be clear, we would like reimbursement of funds and to protect the general public from unfair business practices; seemingly what should be illegal to most folks.

Our case file number is: DFUR092214