

2015 FEB 20 AM 11:49

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

Formal Complaint Form

Brandon Heipp
Customer Name (Please Print)

1214 Lake Shore Drive Apt A
Customer Address

Columbus
City

OH 43204
State Zip

Against

107-880-181-4-0
Account Number

Customer Service Address (if different from above)

AEP Ohio
Utility Company Name

City

State Zip

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

see attached

Brandon Heipp
Signature

(614)387-1942 / (614)314-4784
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 Am Date Processed 2/20/15

February 18, 2015

On November 18, 2014, AEP issued a bill for \$413.42 in back charges for May through October 2014 (Exhibit A), the entirety of the period for which I had service with them at this address. These charges were based on estimated usage amounts. I contend that the estimates are excessive and in no way reflect my actual usage.

During the period for which these estimated charges were levied, I paid all amounts billed to me by the company in a timely fashion. I have also paid all charges subsequent to the issuance of this bill that are based on actual, metered electric readings.

My original informal complaint with the PUCO requested information regarding the development of these estimated amounts. AEP has not provided any formal development and based on my conversation with their customer service representative there is no indication that these estimates are based on a rigorous analytical process—instead they appear to be seat of the pants estimates lacking scientific rigor or a defined methodology. If this is in fact not the case and a standardized methodology is used, then the company has deliberately chosen to withhold this information from me despite my requests in both the informal complaint and my initial and follow-up calls to customer service.

AEP's customer service representative asserted that I should have alerted the company to these extremely low readings. I assert that the company should have systems in place to alert them to any potential issues in their billing systems—a six-month window in which to assess back charges based on unreliable estimates is inherently unreasonable. This alleged culpability is not cited in the company's Ohio customer handbook (https://aepohio.com/global/utilities/lib/docs/CustomerHandbooks/AEP_Ohio_Handbook.pdf), nor is the ability of the company to issue retroactive estimated charges when the consumer has paid all bills levied by the company in full.

Subsequent to the issuance of this estimated bill, AEP has issued me bills based on metered charges (Exhibit B for most recent example). The KWH usage figures for December 2014 – February 2015 are significantly lower than those estimated for June – November 2014, despite the fact that temperatures have been much colder and the furnace has been running. Any measured, analytic examination of the actual electric usage for this unit will indicate that the company's estimates are unreasonable.

I am requesting that the PUCO:

- Eliminate the back charges levied by AEP or otherwise reduce them in a reasonable manner reflective of the facts of this case.
- Block the disconnection of electric service to this unit currently scheduled on or after March 10, 2015 pending the resolution of this matter. Pursuant to this request, please note that I have continued to pay all charges based on actual meter readings that have been billed by the company.



Send Inquiries To:
PO BOX 24401
CANTON, OH 44701-4401
R-10-39336672

BRANDON HEIPP
1214 LAKE SHORE DR APT A
COLUMBUS, OH 43204-4876

Exhibit A(1)

Account Number
107-880-181-4-0
CY 05
46926

| | |
|------------------|-----------------|
| \$413.42 | \$ _____ |
| Total Amount Due | Amount Enclosed |
| Due Date Dec 4 | |

☐ The Neighbor to Neighbor program helps disadvantaged customers pay their electric bill. I want to help. My payment reflects my gift of \$ _____

Make Check Payable and Send To:
AMERICAN ELECTRIC POWER
PO BOX 24417
CANTON OH 44701-4417



000041342000041342010000000001078801814018110412005900009

Please tear on dotted line

Return top portion with your payment

Service Address:
BRANDON HEIPP
1214 LAKE SHORE DR APT A
COLUMBUS, OH 43204-4876

Rate Tariff: Residential Service-014

Page 1 of 3

| Account Number | Total Amount Due | Due Date |
|-----------------|------------------|--------------|
| 107-880-181-4-0 | \$413.42 | Dec 4, 2014 |
| Meter Number | Cycle-Route | Bill Date |
| 39335572 | 05-45 | Nov 18, 2014 |

Previous Charges:

Total Amount Due At Last Billing \$ 9.12
Payment 11/06/14 - Thank You -9.12
Adjustment -55.84

Previous Balance Due

\$ -55.84

Current AEP Ohio Charges:

Tariff 013 - Residential Service 05/05/14

Service Delivery Identifier: 00040621097745793

Generation Service \$ 5.50
Transmission Service .97
Distribution Service 4.06
Customer Charge .60
Retail Stability Rider .32
Deferred Asset Phase-In Rider .20
Rebilled Charges \$ 11.65

Tariff 014 - Residential Service 06/05/14

Service Delivery Identifier: 00040621097745793

Generation Service \$ 39.64
Transmission Service 7.57
Distribution Service 30.01
Customer Charge 4.52
Retail Stability Rider 2.80
Deferred Asset Phase-In Rider 1.49

Rebilled Charges

\$ 86.03

Tariff 014 - Residential Service 07/07/14

Service Delivery Identifier: 00040621097745793

Generation Service \$ 31.83
Transmission Service 6.92
Distribution Service 28.21
Customer Charge 4.52
Retail Stability Rider 2.55
Deferred Asset Phase-In Rider 1.38

Rebilled Charges

\$ 75.41

Tariff 014 - Residential Service 08/06/14

Service Delivery Identifier: 00040621097745793

Generation Service \$ 28.84

For Billing, Outage or Service Inquiries,
Call: 1-800-672-2231
Pay By Phone: 1-800-611-0964

AEP OHIO Messages

In Case No. 12-3254-EL-UNC, the PUCO approved adjustments to Ohio Power Company's Base Generation Rates effective with this bill. This change represents a phase-out of the base generation charge and phase-in of the generation capacity rider, resulting in a net decrease. In related Case Nos. 13-1892-EL-FAC and 14-1544-EL-FAC, an increase to Ohio Power Company's Auction Phase-In Rider is effective with this bill. This rider recovers costs related to fuel energy auctions. A residential customer using 1,000 kWh will see a combined impact of a \$5.60 increase per month.

Corrected Bill.

Register for online services at www.AEPOhio.com. Registration is **free and easy** and gives you the convenience of 24-hour access to your account. You can sign up for paperless billing, view your bill, check your usage, update your contact information, and much more.

Visit us at www.AEPOhio.com
Due date does Not Apply to the previous balance due
See other side for Important Information



Exhibit Aca)

Send inquiries To:
PO BOX 24401
CANTON, OH 44701-4401
R-10-39335572

Rate Tariff: Residential Service-014

Page 2 of 3

| Account Number | Total Amount Due | Due Date |
|-----------------|------------------|--------------|
| 107-880-181-4-0 | \$413.42 | Dec 4, 2014 |
| Meter Number | Cycle-Route | Bill Date |
| 39335572 | 05-45 | Nov 18, 2014 |

Service Address:
BRANDON HEIPP
1214 LAKE SHORE DR APT A
COLUMBUS, OH 43204-4876

Tariff 014 - Residential Service 08/06/14

| | |
|-------------------------------|-----------------|
| Transmission Service | 6.27 |
| Distribution Service | 27.02 |
| Customer Charge | 4.52 |
| Retail Stability Rider | 2.32 |
| Deferred Asset Phase-In Rider | 1.25 |
| Rebilled Charges | \$ 70.22 |

Tariff 014 - Residential Service 09/04/14

Service Delivery Identifier: 00040621097745793

| | |
|-------------------------------|-----------------|
| Generation Service | \$ 28.92 |
| Transmission Service | 8.18 |
| Distribution Service | 27.21 |
| Customer Charge | 4.52 |
| Retail Stability Rider | 2.32 |
| Deferred Asset Phase-In Rider | 1.25 |
| Rebilled Charges | \$ 72.40 |

Tariff 014 - Residential Service 10/03/14

Service Delivery Identifier: 00040621097745793

| | |
|-------------------------------|-----------------|
| Generation Service | \$ 32.23 |
| Transmission Service | 8.18 |
| Distribution Service | 27.30 |
| Customer Charge | 4.52 |
| Retail Stability Rider | 2.32 |
| Deferred Asset Phase-In Rider | 1.25 |
| Rebilled Charges | \$ 75.80 |

Tariff 014 - Residential Service 10/31/14

Service Delivery Identifier: 00040621097745793

| | |
|-------------------------------|-----------------|
| Generation Service | \$ 35.44 |
| Transmission Service | 7.88 |
| Distribution Service | 26.46 |
| Customer Charge | 4.52 |
| Retail Stability Rider | 2.23 |
| Deferred Asset Phase-In Rider | 1.22 |
| Rebilled Charges | \$ 77.75 |

Total Amount Due \$413.42

Due Date Dec 4

Price-to-Compare: For tariff 013, in order to save you money a new supplier must offer you a price lower than 9.7 cents per KWH for the same usage that appears on this bill. You may contact AEP at the phone number shown on this bill to receive additional information, including a written explanation, about this Price-to-Compare.

For tariff 014, in order to save you money a new supplier must offer you a price lower than 10.3 cents per KWH for the same usage that appears on this bill. You may contact AEP at the phone number shown on this bill to receive additional information, including a written explanation, about this Price-to-Compare.

| Meter | Service Period | | Meter Reading Detail | | | |
|------------|----------------|-------|-----------------------|----------|---------|----------|
| Number | From | To | Previous | Code | Current | Code |
| 39335572 | 05/01 | 05/05 | 57701 | Estimate | 57768 | Estimate |
| Multiplier | 1.0000 | | Metered Usage 67 KWH | | | |
| 39335572 | 05/05 | 06/05 | 57768 | Estimate | 58293 | Estimate |
| Multiplier | 1.0000 | | Metered Usage 525 KWH | | | |
| 39335572 | 06/05 | 07/07 | 58293 | Estimate | 58773 | Estimate |
| Multiplier | 1.0000 | | Metered Usage 480 KWH | | | |
| 39335572 | 07/07 | 08/06 | 58773 | Estimate | 59208 | Estimate |
| Multiplier | 1.0000 | | Metered Usage 435 KWH | | | |

Exhibit A (3)

Send Inquiries To:
PO BOX 24401
CANTON, OH 44701-4401
R-10-39335572

Rate Tariff: Residential Service-014

Page 3 of 3

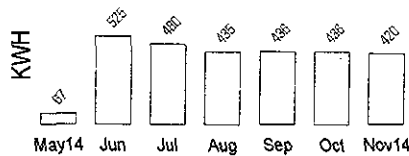
| Account Number | Total Amount Due | Due Date |
|-----------------|------------------|--------------|
| 107-880-181-4-0 | \$413.42 | Dec 4, 2014 |
| Meter Number | Cycle-Route | Bill Date |
| 39335572 | 05-45 | Nov 18, 2014 |

Service Address:
BRANDON HEIPP
1214 LAKE SHORE DR APT A
COLUMBUS, OH 43204-4876

| Meter | | Service Period | | Meter Reading Detail | | | |
|--|-------|-----------------------|----------|----------------------|---------|----------|--|
| Number | From | To | Previous | Code | Current | Code | |
| 39335572 | 08/06 | 09/04 | 59208 | Estimate | 59644 | Estimate | |
| Multiplier 1.0000 | | Metered Usage 436 KWH | | | | | |
| 39335572 | 09/04 | 10/03 | 59644 | Estimate | 60080 | Estimate | |
| Multiplier 1.0000 | | Metered Usage 436 KWH | | | | | |
| 39335572 | 10/03 | 10/31 | 60080 | Estimate | 60500 | Estimate | |
| Multiplier 1.0000 | | Metered Usage 420 KWH | | | | | |
| Next scheduled read date should be between Dec 3 and Dec 8 | | | | | | | |

13 Month Usage History

Total KWH for Past 12 Months is 2,379



| Month | Total KWH | Days | KWH Per Day | Cost Per Day | Average Temperature |
|-------------------------------------|-----------|------|-------------|--------------|---------------------|
| Current | 420 | 28 | 15 | \$2.78 | 53°F |
| Previous | 436 | 29 | 15 | \$2.61 | 66°F |
| One Year Ago | 0 | 0 | 0 | \$0.00 | 0°F |
| Your Average Monthly Usage: 397 KWH | | | | | |

Additional Messages

SCAM ALERT: Telephone scammers are calling customers claiming to represent AEP Ohio or AEP. The caller tells customers that power will be shut off unless a money pac, green dot or vanilla reload card is purchased to cover the amount the caller says is due on the account. We will never ask you to buy a money card for payment. If you have any questions about your account, please call us.

Recycle your refrigerator this fall! While you are gobbling up turkey this Thanksgiving, your old refrigerator or freezer will be gobbling up energy. Which is why you should recycle it. You'll save up to \$150 in future energy costs and keep harmful materials out of landfills. You'll also pick up a \$50 rebate and we'll pick up your appliance for free. That's a pretty tasty offer. For a FREE pickup, call 877.545.4112 or visit AEPOhio.com/WasteLess.



Send Inquiries To:
PO BOX 24401
CANTON, OH 44701-4401
R-10-635019404

BRANDON HEIPP
1214 LAKE SHORE DR APT A
COLUMBUS, OH 43204-4876

Exhibit B

Account Number
107-880-181-4-0
CY 05
4736

| | |
|------------------|-----------------|
| \$460.78 | \$ |
| Total Amount Due | Amount Enclosed |
| Due Date Feb 24 | |

☐ The Neighbor to Neighbor program helps disadvantaged customers pay their electric bill. I want to help. My payment reflects my gift of \$

Make Check Payable and Send To:
AMERICAN ELECTRIC POWER
PO BOX 24417
CANTON OH 44701-4417



000046078000046078010000000001078801814006022402005900009

Please tear on dotted line

Return top portion with your payment

Service Address:
BRANDON HEIPP
1214 LAKE SHORE DR APT A
COLUMBUS, OH 43204-4876

Rate Tariff: Residential Service-014

Page 1 of 2

| Account Number | Total Amount Due | Due Date |
|-----------------|------------------|--------------|
| 107-880-181-4-0 | \$460.78 | Feb 24, 2015 |
| Meter Number | Cycle-Route | Bill Date |
| 635019404 | 05-45 | Feb 6, 2015 |

Previous Charges:

Total Amount Due At Last Billing \$ 464.51
Payment 01/13/15 - Thank You -51.09
Previous Balance Due \$ 413.42

Current AEP Ohio Charges:

Tariff 014 - Residential Service 02/06/15

Service Delivery Identifier: 00040621097745793

Generation Service \$ 18.83
Transmission Service 2.19
Distribution Service 15.70
Customer Charge 8.40
Retail Stability Rider 1.27
Deferred Asset Phase-In Rider .97

Current Electric Charges Due \$ 47.36

Total Amount Due

\$460.78

Due Date Feb 24

Price-to-Compare: For tariff 014, in order to save you money a new supplier must offer you a price lower than 8.8 cents per KWH for the same usage that appears on this bill. You may contact AEP at the phone number shown on this bill to receive additional information, including a written explanation, about this Price-to-Compare.

| Meter | Service Period | | Meter Reading Detail | | | |
|---|----------------|-------|-----------------------|--------|---------|--------|
| Number | From | To | Previous | Code | Current | Code |
| 635019404 | 01/08 | 02/06 | 1157 | Actual | 1396 | Actual |
| Multiplier 1.0000 | | | Metered Usage 239 KWH | | | |
| Next scheduled read date should be between Mar 5 and Mar 10 | | | | | | |

For Billing, Outage or Service Inquiries,
Call: 1-800-672-2231
Pay By Phone: 1-800-611-0964

AEP OHIO Messages

The Public Utilities Commission of Ohio in case number 14-1094-EL-RDR on January 28, 2015, approved an adjustment to Ohio Power Company's transmission service rates effective with this bill. A residential customer using 1,000 kWh of electricity will see a decrease of \$9.61 per month.

Scam Alert: Telephone scammers are calling customers claiming to represent AEP or AEP Ohio. The caller threatens to cut off electricity service if money is not paid immediately by credit card or some other means. We don't call to ask for personal information, banking information, or credit/debit card payments. If you have questions about your account call us at 1-800-672-2231.

Make your life easier. You can write one check for multiple electric accounts!

13 Month Usage History

Total KWH for Past 12 Months is 3,319

Visit us at www.AEPOhio.com
Due date does Not Apply to the previous balance due
See other side for Important Information

