

NC FILE

Ohio

**Public Utilities
Commission**

18
16-2149-ELCS

Case Number

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

Formal Complaint Form

Krist Bussart
Customer Name (Please Print)

3454 E. Broad St. Apt. H
Customer Address

Columbus oh 43213
City State Zip

Against

105-207-641-1-8 CY 01
Account Number

Customer Service Address (if different from above)

AEP
Utility Company Name

City State Zip

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

See ATTACHED documents.

2016 OCT 31 PM 4:01
PUCO

Krist Bussart
Signature

614-702-3966
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 Ar Date Processed 10/31/16

Krist Bussart
3454 E. Broad St., Apt. H
Columbus Ohio
43213

PUCO
Continental Plaza
180 E Broad St
Columbus, OH 43215

August 9, 2016

To whom it may concern:

I am writing in regards to a complaint against AEP of Ohio Inc., of which I have been a customer for about 10 years.

Just recently, about 2 years ago, we ran into a problem. This is history that has resulted in the current issue, so please bear with me. We were on PIPP payment system when my income stopped, we tried to get the PIPP re-evaluated for our new income level when we started getting the run around from county agencies, AEP, and the state office governing PIPP. First we got a 3 month delay to only be told that the AEP could not do the re-eval, County had to do it. Then county took six months of sending us to different people and waiting time before they said that the State had to do it. The state did not even respond after 9 months and too many to count attempts to call/write/e-mail them.

Now during this time AEP took us off the PIPP and then started charging us for almost twice what we had been using (I have included a copy of our current bill showing usage, note, we have NOT changed any of our energy usage in the past 5 years, we use the same or even a little less now.) Also during this time, we have been trying to work with AEP for a payment plan, but their idea of a payment plan is \$90 a month in addition to the current bill. Our income is below \$800 (both my wife and I are disabled and my disability through SSA is still pending.) We get no assistance on rent and only food stamps through the state run federally funded program. We have been making what payments we can (about \$40 a month, the same as our previous PIPP amount) while trying to get PIPP set back up (AEP is saying we do not qualify anymore.)

OK, now the main complaint that I am writing about is that just 2 days ago AEP come to the apartment and shut off the electric even though they have documentation showing I require a/c in the summer due to COPD. In addition, the Tech they sent out broke the lock into the buildings utility room to be able to shut off the electric without contacting the building owner. A copy of the police report number is also attached, which the landlord asked me to file for him along with documentation which my doctor sent along with the form needed to show medical need for electric service.)

As of this date the electric is back on. My complaint is it should never have been shut off in the first place, and maybe a little investigation may need to be done on the usage increase that they are claiming since we have not changed anything in 5 years time, we have the same equipment and use it exactly the same.

The resolution I would like to see, is for PIPP Plus to be reinstated on my account per regulations/law.

I thank you for your time and hope to hear from you soon in regards to this issue.

Yours sincerely,
Krist Bussart

**Attachment A: Ohio PIPP Plus information from website
https://development.ohio.gov/is/is_pipp.htm**

Attachment B: Further information about PIPP Plus.

Attachment C: Original Complaint to PUCO

Attachment D: PUCO response to original complaint.

Attachment E: Follow up e-mail to PUCO response (e-mail) to original Complaint (which was completely ignored.)

Attachment F: list of other complaints of a similar nature (not ALL complaint, just those similar to my complaint) to show that this is not an isolated incident.

ATTACHMENT A

From https://development.ohio.gov/is/is_pipp.htm

Percentage of Income Payment Plan Plus (PIPP)

The Percentage of Income Payment Plan Plus (PIPP Plus) is an extended payment arrangement that helps Ohioans maintain their natural gas and/or electric service. Regulated gas and electric companies accept payments based on a percentage of the customer's household income.

The program provides customers with a consistent payment amount year round and customers who pay on-time and in-full receive credit for the balance of their current bill as well as credit to reduce their outstanding balance. Over 24 months, a customer can eliminate their outstanding balance by paying on-time and in-full.

Who is eligible for PIPP Plus?

Ohioans with a household income at or below 150 percent of the federal poverty guideline that are a customer of a Public Utility Commission of Ohio-regulated gas or electric utility. For 2015-2016, the income levels are:

Size of Family	Poverty Guideline
1	\$17,655
2	\$23,895
3	\$30,135
4	\$36,375
5	\$42,615
6	\$48,855
7	\$55,095
8	\$61,335

For households with more than eight members, add \$6,240 for each individual.

How does it work?

Once you have completed the Energy Assistance Program application and are enrolled in the program, a PIPP Plus installment amount will be determined. If you heat your home with natural gas, your installment amount will be 6 percent of your monthly household income. Your payment to your electric company will also be 6 percent of your monthly gross household income. Both homeowners and renters are eligible for assistance.

If you heat your home with electricity, your PIPP Plus installment amount will be 10 percent of your monthly household income.

When you pay your installment on-time and in-full, you receive a credit for the balance of the current bill as well as a credit to any outstanding balance on your gas or electric account.

Each year, PIPP Plus customers must reverify their income. Customers must also be current on all PIPP Plus payments by their anniversary date, which is the date they initially enrolled in the program. Failure to reverify your income or failure to make up on missed payments can cause you to be removed from the program.

How do I apply?

To apply you will need to complete the Energy Assistance Program application.

Energy Assistance Programs Application

Aplicacion Combinada para Los Programas de Asistencia para Energia

Applications can also be found at your local community action agency, some local libraries, county departments of Job and Family Services, and Area Agencies on Aging offices.

A household applying for PIPP Plus will need to include proof of household income for the past 90 days, proof of citizenship, and current utility bills. Income information for everyone living in the household over 18 years old is required. If you have no income, you must document how you are paying for your essential living expenses.

Once you complete the application and sign it. Mail it to:

HEAP
P.O. Box 1240
Columbus, Ohio 43216

REMEMBER: Not signing your application will delay the process.

What do I need to include with my application?

How often can I apply for PIPP Plus?

How do you define household income?

What happens if I miss a payment?

Is there assistance available if I am threatened with disconnection from my utility service?

Who can I call with questions about applying for the PIPP Plus Program?

What if I don't qualify for PIPP Plus, are there other programs available?

What if I was on PIPP Plus but no longer qualify because of my income?

What if I am no longer a customer of my utility but still have an outstanding balance?

Attachment B

From <http://www.puco.ohio.gov/puco/index.cfm/be-informed/consumer-topics/percentage-of-income-payment-plan-plus-pipp-plus/>

Percentage of Income Payment Plan Plus (PIPP Plus)

PIPP Plus logo

The new and improved Percentage of Income Payment Plan, PIPP Plus, makes monthly payments more affordable on a year-round basis. And, when a PIPP Plus household pays the monthly PIPP Plus payment on-time and in-full, some of their old debt and the rest of that month's bill goes away in the form of a credit on their utility account.

Do all gas and electric companies in Ohio offer PIPP Plus?

No. Small gas companies are not required to offer PIPP Plus. Brainard Gas, Ohio Cumberland Gas, Orwell Natural Gas Company, Sheldon Gas Company and Waterville Gas and Oil Company continue to offer the original PIPP program to existing PIPP customers but are not enrolling new PIPP customers. Ohio Gas, Eastern Natural Gas, Pike Natural Gas, and Southeastern Natural Gas offer a slightly different version of PIPP Plus. Because Duke Energy Ohio is a combination gas and electric company, it also offers a slightly different version of PIPP Plus. If you are a customer of one of these companies, call your company to learn more.

How do I know if I am income eligible for PIPP Plus?

Households with a gross yearly household income at or below 150 percent of the federal poverty guidelines are eligible to participate in PIPP Plus.

How do I sign up for PIPP Plus?

Contact your local energy assistance program provider. You may also enroll in PIPP Plus by completing the Energy Assistance Program application and mailing it to the Ohio Department of Development. You must provide proof of your gross monthly household income for at least the last three months. To find your local energy assistance program provider or to obtain an application, please call (800) 282-0880 or visit ODSA's website.

Do I have to pay a deposit when I sign up for PIPP Plus?

No. There are no deposits for PIPP Plus households. If you paid a deposit in the past, that amount will be used to reduce any debt you owe the utility company.

What will my monthly payment be?

Natural gas: \$10 or 6 percent of your gross monthly household income each month, whichever is greater.

Electric: \$10 or 6 percent of your gross monthly household income each month, whichever is greater.

All-electric homes: \$10 or 10 percent of your gross monthly household income each month, whichever is greater.

Isn't this amount greater than the amount I used to pay under the old electric PIPP?

The year-round six percent payment is more than the three percent or five percent payment that you used to pay during the winter months. However, you now pay the PIPP Plus amount year-round instead of paying the actual monthly bill in the summer and the PIPP Plus amount in the winter. So, in most cases, over the course of a year, you will pay less with the new 6 percent payment.

When is my first PIPP Plus payment due?

Your first payment is due when you enroll in PIPP Plus. If you are unable to pay at enrollment, the installment can be added to your next monthly bill, but you will be billed for two payments. You will also lose the arrearage credit for the first month.

Do I have to make a monthly payment if I am a zero income customer?

Yes. You are required to pay a \$10 minimum monthly payment for both natural gas and electric. For electric, the \$10 payment may be waived for up to 180 days.

When do I pay the PIPP Plus amount and when do I pay the current amount due?

For both gas and electric, you pay your income-based PIPP Plus payment amount, or, if you are zero income, the minimum \$10 payment every month of the year.

What are the new benefits of paying my PIPP Plus amount on-time and in-full?

When PIPP Plus payments are made on-time and in-full, customers earn an incentive credit and an arrearage credit. Each time you pay your required monthly payment on-time and in-full, you no longer owe the rest of that month's billed amount. You also receive a 1/24 credit toward any old debt. If you make full, on-time payments for 24 straight months, all of your arrearages will be eliminated.

Are fees assessed for late payments?

No, but you will not receive the incentive or arrearage crediting benefits that come from paying your PIPP Plus payment amount on-time and in-full.

What must I do to remain on PIPP Plus?

Natural gas: Every 12 months you must provide proof that your gross monthly household income is at or below 150 percent of the federal poverty level to remain a PIPP Plus customer. At that time, you must also make up any PIPP Plus payments that you missed over the past 12 months. You will have one billing cycle to make up those payments, or you will be removed from PIPP Plus, and your entire bill balance will become due. At that time, your utility may offer you an extended payment plan to help you avoid disconnection.

Electric: To remain a PIPP Plus customer, you must provide proof of your gross monthly household income at least every 12 months. If you do not provide proof of income you will be removed from PIPP Plus, and your entire bill balance will become due. At that time, your utility may offer you an extended payment plan to help you avoid disconnection.

What is the difference between my PIPP Plus anniversary date and reverification date?

The anniversary date is the calendar date when your arrearage credits are calculated. Natural gas customers must be current on any missed PIPP Plus payments by this date. Your anniversary date is the same every year.

The reverification date is the actual date on which you complete documentation of your household income. Reverification must occur no more than 12 months from the previous reverification date. Since the customer is required to reverify any change in household size and income, the customer's

reverification date may change from year to year.

If I am dropped from PIPP Plus for failure to make up missed natural gas payments by the anniversary date or for failure to make electric payments, what must I do to be re-enrolled in the program?

You must make up all missed payments that you owed when you were dropped from PIPP Plus. In addition, you must pay your bills for current monthly service for those months that you were not enrolled in PIPP Plus.

Can I re-enroll in PIPP Plus if I am removed for failure to prove that I am income-eligible?

Yes. You may re-enroll as long as you still meet the income requirements. To do so, you must provide proof of income, and you must first pay all missed PIPP Plus payments. In addition, natural gas PIPP Plus customers are responsible for paying their actual bill amount for the months that they were not enrolled on PIPP Plus.

Can I remain on PIPP Plus if I am disconnected for non-payment?

Yes. You may remain on PIPP Plus as long as you still meet the income requirements. To do so, you must first pay all missed PIPP Plus payments.

What is my responsibility for reporting changes in my household income?

You must report any change in your household income to your local community action agency. If your household income has gone down, the amount you must pay each month will also go down. If your household income goes up, the amount that you must pay each month will also go up. If your household income goes up so much that you are no longer income-eligible, help is still available.

What are my options if I become income ineligible for PIPP Plus?

Natural gas: Customers who become income ineligible for PIPP Plus, but are current on their PIPP Plus payment, will be placed on Graduate PIPP Plus. This new program provides customers with a 12-month transition from PIPP Plus to full payments. Under Graduate PIPP Plus, customers pay an average of their most recent PIPP Plus amount and a budget billing amount calculated by their utility. Graduate PIPP Plus customers who make payments on-time and in-full will continue to receive credits toward their monthly bill balance and a 1/12 credit to their old debt. Some small gas companies are not required to offer Graduate PIPP Plus.

Electric: The electric transition and arrearage crediting program provides customers with a 12 month transition from PIPP Plus to full payments. Under the Electric Graduate PIPP Plus program, customers pay either an average of their most recent PIPP Plus amount and a budget billing amount calculated by their utility, or a regular budget payment or the cost of the electric service billed each month. Electric Graduate PIPP Plus customers who make payments on-time and in-full will continue to receive credits toward their monthly bill balance and a 1/12 credit to their old debt.

What if I no longer have natural gas service with the same company?

If your natural gas account is closed, and you still owe money to the natural gas company and need help paying off your debt, contact the company to set up payment arrangements.

What if I decide to stop participating in PIPP Plus even though I still qualify?

You may request to be taken off PIPP Plus at any time. Simply contact your utility company. At this time, you may be placed on Graduate PIPP Plus for 12 months. To participate, you must be current on all PIPP Plus payments. Some small gas companies are not required to offer Graduate PIPP Plus.

Can I participate in customer choice and PIPP Plus at the same time?

No. If you are participating in a customer choice program, and then become eligible for and participate in PIPP Plus, you will automatically be switched to the utility. If you were under a contract with a marketer, they may assess an early termination fee if you switch to PIPP Plus before your contract expires.

Attachment C

Krist Bussart
3454 E. Broad St., Apt. H
Columbus Ohio
43213

August 9, 2016

To whom it may concern:

I am writing in regards to a complaint against AEP of Ohio Inc., of which I have been a customer for about 10 years.

Just recently, about 2 years ago, we ran into a problem. This is history that has resulted in the current issue, so please bear with me. We were on PIPP payment system when my income stopped, we tried to get the PIPP re-evaluated for our new income level when we started getting the run around from county agencies, AEP, and the state office governing PIPP. First we got a 3 month delay to only be told that the AEP could not do the re-eval, County had to do it. Then county took six months of sending us to different people and waiting time before they said that the State had to do it. The state did not even respond after 9 months and too many to count attempts to call/write/e-mail them.

Now during this time AEP took us off the PIPP and then started charging us for almost twice what we had been using (I have included a copy of our current bill showing usage, note, we have NOT changed any of our energy usage in the past 5 years, we use the same or even a little less now.) Also during this time, we have been trying to work with AEP for a payment plan, but their idea of a payment plan is \$90 a month in addition to the current bill. Our income is below \$800 (both my wife and I are disabled and my disability through SSA is still pending.) We get no assistance on rent and only food stamps through the state run federally funded program. We have been making what payments we can (about \$40 a month, the same as our previous PIPP amount) while trying to get PIPP set back up (AEP is saying we do not qualify anymore.)

OK, now the main complaint that I am writing about is that just 2 days ago AEP come to the apartment and shut off the electric even though they have documentation showing I require a/c in the summer due to COPD. In addition, the Tech they sent out broke the lock into the buildings utility room to be able to shut off the electric without contacting the building owner. A copy of the police report number is also attached, which the landlord asked me to file for him along with documentation which my doctor sent along with the form needed to show medical need for electric service.)

As of this date the electric is back on. My complaint is it should never have been shut off in the first place, and maybe a little investigation may need to be done on the usage increase that they are claiming since we have not changed anything in 5 years time, we have the same equipment and use it exactly the same.

I thank you for your time and hope to hear from you soon in regards to this issue.

Yours sincerely,
Krist Bussart

Attachment D

Subject: Follow-up E-mail. Case: KBUS060316V1

From: <ContactThePUCO@puc.state.oh.us>

Date: 9/2/2016 3:12 PM

To: <wolfie0827@yahoo.com>

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Re: Krist Bussart

3454 E Broad St
Apt H
Columbus, OH 43213
(614) 702-3966

CASE ID: KBUS060316V1

Notes:

Dear Mr. Bussart:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) and allowing me to address your concerns regarding American Electric Power (AEP).

In your complaint, you were questioning the recent amount of usage measured and billed for by AEP. You noted that the most recent bills were much higher than bills had been during the earlier parts of the year. In addition, you stated that due to issues with your local Community Action Agency, you were unable to get reinstated on the Percentage of Income Payment Plan (PIPP Plus). You wanted to know what your options were going forward to maintain service.

AEP advised that your account was disconnected on August 8, and service was restored the following day with a medical certification provided by your doctor. This 30-day extension expires on September 9, and your account is eligible for two more medical certifications before August 9, 2017.

AEP advised that they have not received updated information regarding your eligibility for PIPP Plus from your local Community Action Agency. The PIPP default balance to get reinstated on PIPP Plus is currently \$1228.98. Your account is also eligible for payment plan options, such as the 1/6 or 1/9 payment plans. AEP stated that they have attempted to contact you regarding your account and payment plan options, but have not received a return call. The company asks that you contact them at 1(800) 277-2177 to review your account's options.

AEP advised that the recent increase in your usage is due to seasonal demands for utilizing the cooling systems in your apartment. While AEP was not able to provide usage history for the previous tenants, they said that the increased usage is in line with what previous account holders had used in your unit. You do have the option of having AEP test your meter for accuracy. If you would like to have this arranged, please contact AEP at the number above to request a meter test.

Should you have any additional utility-related questions, please do not hesitate to contact the PUCO Call Center at (800) 686-PUCO (7826) or visit our website at www.PUCO.ohio.gov.

Sincerely,

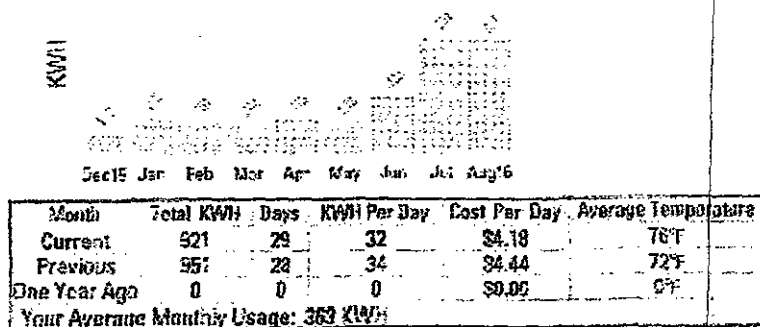
Daniel Harrington
Customer Service Investigator
Service Monitoring and Enforcement Department

ATTACHMENT E

Subject: Re: Follow-up E-mail. Case: KBUS060316V1
From: Krist Bussart <wolfie0827@yahoo.com>
Date: 9/3/2016 10:49 AM
To: ContactThePUCO@puc.state.oh.us

Ok, apparently my complaints (multiple) are being mis-understood, even though I included documentation verifying my complaints, So I will try this again but break it down into the individual parts with the pertinent information being shown at each step.

First, AEP is saying we used almost double the electric in July as we did in June, But we are not using anything in July and August that wasn't also being used in June. The "Seasonal" increase (ie. using the A/C started in May for our household, not July.) so the "seasonal increase" they are showing in July can't be accurate. (See the usage chart directly below.)



Second, "AEP advised that they have not received updated information regarding your eligibility for PIPP

Plus from your local Community Action Agency. The PIPP default balance to get reinstated on PIPP Plus is currently \$1228.98. Your account is also eligible for payment plan options, such as the 1/6 or 1/9 payment plans." From your response. Yet the website https://development.ohio.gov/is/is_pipp.htm states "When you pay your installment on-time and in-full, you receive a credit for the balance of the current bill as well as a credit to any outstanding balance on your gas or electric account." But instead we are being told we have to pay the balance to get on PIPP. And as for the payment planes we can not afford to pay \$100 a month which is why we are trying for PIPP. If we could afford to pay the \$1228.98 and the \$100 a month, we would not qualify for PIPP!

And finally in regards to not contacting them, we have and they keep saying the same things that I am filing this complaint on! So continued contacting them to hear the same thing 20 more times seems a waste of everyone involved time. If they would provide other options when contacting them other than those stated in your reply, then it would be worth contacting them again. But as it stands, they are violating the PIPP agreement with PUCO (See the above quote from the PIPP website.)

Attachment F

- [Consumer News](#)
- [Consumer Resources](#)
- [Write a review](#)
- [Search](#)
- [Log in](#)



American Electric Power

HomeOwners/Utilities
Last updated: 10/08/2016



Consumer Complaints and Reviews



chloe of Columbus, OH on Oct. 5, 2016
Satisfaction Rating

AEP shut off our power with no warning and nine days until our bill was due. When inquired about the situation I proceeded to get three different answers from three different people. The first insisted that I get an email, which I did not. The second insisted that there would "never be email notice" was a lengthy unclear description of how to find the information deep in my online account, not to mention a lack of patience and a strong attitude. The third insisted that we would have receive a notice by paper mail, something the other two representatives strongly denied. Even when discussing the situation of a family member with asthma on a poor air quality day, did nothing. I am so beyond frustrated with their lack of sympathy and lack of consistency with their info.

protecting people personal information instead of changing people that live out of state with big bills like myself.

Helpful? Yes/No



Karen of Charleston, WV on July 18, 2016
Satisfaction Rating

My daughter and I purchased a new double wide Mobile home. It was set up on June 8th and power inspection was done on June 11. AEP was supposed to install the new service between June 16th and June 30th. As of June 30th still no power. When we called they gave us another date for the week of July 4th. Still no power on July 11. AEP contacted me and said the work order was on the truck and if it wasn't installed on Monday July 11th that it would be done on Tuesday July 12th.

Today is July 18th and we still have no power service. My first house payment is due and I can't even move into my new home. This is causing so many hardships on myself and my family. I'm at the end of my rope and don't know what to do, or who I can contact for help. I filed a complaint with the public service commission last week and have found out nothing new. I don't think it is right that I have to make payments on a home I can't even live in. Anyone have any suggestions, that would be greatly appreciated.

Helpful? Yes/No

How do I know I can trust these reviews about American Electric Power?

- 601,489 reviews on ConsumerAffairs are verified.
- We require contact information to ensure our reviewers are real.
- We use intelligent software that helps us maintain the integrity of reviews.
- Our moderators read all reviews to verify quality and helpfulness.

For more information about reviews on ConsumerAffairs.com please visit our [FAQ](#).



Amanda of Martinsville, VA on July 11, 2016
Satisfaction Rating

I have been waiting a week to get my power turned on. Everything has been paid and they've contacted my landlord as evidence I live there. I saw a post about someone saying people are only upset because they can't pay. I think someone who can't pay the outrageous prices they ask is a reasonable complaint when they are the only place to get power where I live. They have taken my money and refuse to call me back. I have a small child and have to be out of the place I'm staying if I don't receive a call this week. I'll have no way to contact them because all my money went to the ridiculous deposit. Also I'm staying in a place with no power and out of the money I paid for the service. So to the person who

Helpful? Yes/No



Paul of Argilline, KY on Sept. 25, 2016
Satisfaction Rating

We moved here to Kentucky in 2015. We were required to pay 350 dollars for a deposit. Since living here every month we get threatening letters saying if we don't pay by a certain day they will cut us off. Each month we pay our bill. However looking over the last year and a half worth of bills we have had to pay 20 dollars here and 50 dollars there for "deposits". Was my first deposit that you negotiated with me prior to my move not good enough for you. Am I going to get all of these deposits back. Of course not. Because I was late one time and according to my contract if you aren't on time every time for 18 months you forfeit your deposit. You know this which is why you keep changing me a deposit. Well here's a kicker AEP. I'm moving. And I'm not paying my bill so take the last month's bill from all of those deposits you have charged me.

Helpful? Yes/No



DJ of Chicago, IL on Sept. 7, 2016
Satisfaction Rating

For the last few months I have been billed twice. The company and supervisors continue to tell me that it is my billing cycle. That they can bill me every 15 days. When I asked where I agreed they stated my terms and conditions. Well, I read through those and it does not state that they can bill me every 15 days. Two supervisors have called me a liar. They will not let me speak to someone in the executive office or corporate. One supervisor told me that I better just drop it or they will bill me even more. And what do you know, my light bill jumped up \$50 after complaining. They refuse to assist me. I just want someone with some authority to care and look over my account. This is atrocious.

Helpful? Yes/No



Jackie of Newland, NC on Aug. 28, 2016
Satisfaction Rating

I sent a letter from a collection company telling me that I owned this company over a thousand dollars. I had to google the name to see where it was located at. I live in North Carolina and have never lived anywhere close to this company. I didn't give my consent to this company to approve electric in my name or anyone else but I am stuck with a bill because no one would check the person ID that called pretending to be which I do have some clues to who it could be. I think this company needs to work on

posted about being unable to pay I paid my bill and they still are acting like this. They are abusing their power. They can set any amount and you have to pay it. They can turn the power on when they feel like it because we have no other option.

Helpful? Yes/No



April of Columbus, OH on July 7, 2016
Satisfaction Rating

I am submitting a subsequent complaint on AEP as this company is an absolute disgrace to consumers. I have attempted to dig out of a massive balance with this entity for the past few months and I am unemployed, receiving unemployment benefits. Last month, around June 2016, I paid over \$750 to reconnect my electric following shut off from an extremely rude employee that refused to allow time for me to run to Kroger to pay the amount as my son with asthma was in the throws of an attack. I am sick of this entity and its gauging of consumers.

Now, today July 7, 2016, an AEP service representative did knock on my door and offer opportunity to go pay \$897.48 to avoid disconnection. I would like to know what human being has that type of funds? I am on unemployment and actually qualify for PUPP in which I recertified for at the beginning of this year and AEP refuses to re-establish given there is a balance that there is no way anyone could ever pay, that is experiencing financial hardship. I am no longer on PUPP and pay as a regular consumer. Who has \$400/\$500/\$600/\$700/\$800/\$900 per month to fork out to AEP? The least this entity could do is allow arrangements and it does not!

Further, if you complain to the PUCO, this entity appears to begin to look forward to shutting you off and making your life hell. Moreover, at the time of recertification the amount to pay was \$755 and that amount I worked to pay, only to be told that "Oh no, the balance has changed its \$1300 plus. AEP is ridiculous and a monopoly entity deliberating taking advantage of consumers at not only at the poverty level but otherwise. In the community I reside, the electric bills for all residents is outrageous monthly anyhow. My aunt has a condo here she only visits 2 times per year and yet her bill is \$200/month. How is that?

The entire community located at Appleway East Condos needs evaluated. AEP appears to be billing at rates that are not consistent with actual usage of the consumers in these residences in the first place! AEP then has the audacity and gall to refuse arrangements and demand monies in astronomical amounts; knowing the consumer cannot pay. I am unemployed, I have no health insurance or any alternate income and the stipulations that AEP requires without any consideration for the consumer is plain evil. My bill is reflective of my efforts to pay my debt despite being on unemployment and caring for an ill child yet AEP could care less. I will be copying this complaint to all media outlets for the sake of public interest and awareness.

Helpful? Yes/No



Preston of Kingsport, TN on June 23, 2016
Satisfaction Rating

Asked several times for tree to be cut down. Previous person from AEP told me it needed to be cut down. A friend just informed me that she and husband were refused help for relief after paying \$500.

Helpful? Yes/No



Savannah of Athens, OH on June 18, 2016
Satisfaction Rating

I have read some of the complaints and acknowledgements on this site as my experience as a new resident would qualify me as someone whom is obviously completely non-biased and impartial towards Power services in a state that is clearly over 1190 miles from my hometown of Colorado. I established service with AEP on June 3, 2016. On Sunday night, I placed a check for my deposit into the mailbox of my residence for my initial deposit of \$82.00 and sent it off to AEP. After only living in this state for thirteen-days, my utilities were turned off without NOTICE.

When I called, the customer service I received was so poor. I was consistently told that "You didn't pay your deposit." I informed the customer service representative that I *in-fact*, I did pay my bill. The unfortunate advice here is, "the check is in the mail" and disgustingly, so many people use this line of reasoning as a bargaining chip. Then I asked myself, as a "College Professor" how much credibility do I have when my word is NO LONGER valid when I pay my bills, and I pay BILLS ON-TIME??!!

Secondly, I am at the mercy of a billion-dollar company that could obviously care less whether or not I have power. When millions of people are in need of power, one-household is insignificant. I have been treated just like my account number, a useless number or resident who -- on these still owes money to a large corporation, like many others "she is not going to pay us!" Unlike the previous post, I do pay my bills, I would NOT have arrived this far in my life if I hadn't. I imagine, per say, if any of AEP staff or workers were without power in the houses, they would feel differently. I have been told on numerous occasions that a technician "could, may, or possibly" arrive at my house to restore service within 1 to 3 business days. However, I was OBVIOUSLY not extended the same courtesy for my payment. AEP only counts the weekend as business days when charging clients for fees.

AEP has no communication system with their own contractors! UNACCEPTABLE! "Unfortunately, we have no way of tracking when the technician will arrive on-site." I have called AEP and it is NOW 52 HOURS that I have had NO utilities after living in this state for only TWO-WEEKS. I have been told, "I am sorry Ma'am but this our policy." -- UNACCEPTABLE!

I love when companies hide behind the word "Policy" - there is a reason for this! And, YES, there is that lacking policy?!? What does policy mean? A rule or measure in-place, thus, put into action by an

have had a history of late/nonpayment for this to happen. My family has had AEP (Appalachian Power) my whole life. We pay our bills on time or early every month, and we have never had a problem.

The only time that I ever experienced an issue was when the compressor went out in one of the HVAC units a couple of winters ago and ran on emergency heat for the entire winter. My power bill exploded through the roof, and I didn't notice because I was on the Average Monthly Payment plan. I could've complained, but was that AEP's fault? No, it was mine.

Secondly, realize that every time that you have to have a company call you for collections, power on/off a pole due to nonpayment, or provide any service, that takes away resources that could be used for system improvement, efficiency, and any other number of ways to make your electric service better, and less expensive.

Finally, this is a shout out to the Ohio peeps on this site. Your state CHOSE to deregulate. This was to increase competition and drive down prices, but guess what? It also allowed in companies that sell electric like used cars. Start at this rate and two years later the fine print catches up to you. I guess this is more my rant of saying that some (not all) people need to look at their contribution to the issue before ranting themselves about a company. Are there legitimate complaints? Sure there are sometimes as no one nor company is perfect, but most of these are seem to be related to personal rather than business reasons to me.

Helpful? Yes/No



Theresa of Hinton, WV on April 27, 2016
Satisfaction Rating

We moved from last address contacted AEP and let them know we were transferring electric. Gave them our new address. They continued to send bill to old address and finally they got it corrected and sent us a 1300.00 bill and termination notice. They wouldn't take payments, instead they disconnected it until we pay 1100.00. It wasn't our fault they sent bill to wrong address. We were expected to be understanding but they weren't when we ask to make payments.

Helpful? Yes/No



Lakisha of Springdale, AR on April 21, 2016
Satisfaction Rating

I received a light bill in the amount of \$392.50 which includes this month and next month's bill plus late fees. This bill has a disconnect notice with it. There are several things wrong with this bill. My bill is due on the April 30th. My disconnect notice is April 25 which was sent out on the 14th of April. My original bill was 161.96 plus late fees which brings it to 167.21. My disclaimer has nothing to do with fees, but it has everything to do with fees and another deposit. I've paid a deposit when I first moved

agent or person of authority. Thus, their company policy obviously speaks enough. The fact that I am writing this review (As I have adamantly protested writing any reviews ever until NOW!) I hope will reach others to share their experiences and to NOT have them discredited by others to reassign BLAME. Shame on those who do!! And yes, my second payment has cleared my checking account...

Helpful? Yes/No



Wayne of Forest, VA on June 13, 2016
Satisfaction Rating

I have had several encounters with AEP as our electrical provider, none of which are pleasant or helpful. Transformer explosion destroyed equipment in several houses in our previous neighborhood. AEP accepted no responsibility of assistance in replacing or helping with the problem. FAIL! On four separate occasions payments were misplaced and applied to another account, bill or auto-call advising of a cut-off date for non-payment of which checking with our online BB&T bank payment service, each time payments were made prior to due date for the amount requested. Two times they cut off the power, and one time I wrestled with them on the phone about the payment being made and "completed" by the bank on the 10th and the due date for cutoff was on the 15th but they still do not show the payment as of the 13th.

Even advising them that 2 older adults, two younger adults and 2 under age 3 babies reside in the large house and that cutting off the power in the hot weather is a health hazard. On one occasion they simply shut off the power, when a call could have alleviated the issue. All of which incurred a reconnection fee. I wonder if they are eager to charge and collect the reconnection fee? I called this last time and spoke with a CS agent and then her supervisor to which we decided on a additional day to see if the payment comes through. Still, no reprieve of a shutoff date. No admission of any error on their part or understanding about their bank situation. All it was, was an admission to pay earlier and allow 3 business days for a "free bank service" online pay to make it to AEP. All-in-all, the customer service and just basic power service is poor and cold, nothing like their advertisements hype their company to be. Looking for alternative electrical opportunities.

Helpful? Yes/No



Andrew of Seth, WV on May 28, 2016
Satisfaction Rating

I have read review after review on this site, and I have come to the conclusion that one thing is apparent. There are a great many people who have not paid their bills or have not paid them on time who want to complain. First off, if the power company (in this case AEP) requires a deposit or a considerably large deposit, this is not done for no reason. Someone would have to be a credit risk or

into my place several years ago. Two years later and now another one for 427.00. The bill says 305.00 but when I called the customer service representative said 427.00. I was not aware of their changing several deposits throughout the years of having lights on and never once turned off. There isn't any notion of this 427.00 unless they tacked it onto my bill without me noticing it.

My bill goes from 112.00 to 270 in a month's time and that's without the deposit. They base my electric on the previous year's bill which was someone else's bill. I'm a disabled mother of four children and can't afford to keep sending the CEO and their children on vacations. It's not right for the customers to pay another deposit because we are late on our bill when they charge us late fees and we have paid several deposits already.

The government needs to regulate this and put a stop to these financial institutions that get over on customers. I'm at a loss for words other than distressed. I can't pay my bills and I'm forced to bankrupt because of these overages. The customer service persons gasp and tell you that they can't put the supervisor on the phone and they will call back but they didn't. I'm sick and this is causing my health to decline because of stressing over big corporations taking from poor handicap people. This isn't right and someone needs to address this.

Helpful? Yes/No



Mike of Wrightsville, PA on March 16, 2016
Satisfaction Rating

AEP seems to feel that a couple of emails (which immediately went to spam) is all it takes to let you know that your contract is expiring. When you don't respond (and...how could you?) they feel it is fine to jack your rate up 40%. This is your reward for choosing them, never being late with a payment, and having good credit. Further, they will then do nothing to regain your trust or satisfaction, or retain you as a customer. There are dozens of other power companies out there. Don't use this one.

Helpful? Yes/No



Jeffrey of South Bend, IN on March 15, 2016
Satisfaction Rating

I've been trying to get my electric on for two weeks now. I have spent over \$10 for new leases and transportation. I just moved in and paid the deposit and sent in the wrong lease. My girlfriend left me and I sent in the lease with her name and mine instead of the new one. She has even told them she no longer lives there and they want to add her \$400 bill onto my account. We are not even married. I got that signed away and paid the deposit, now they are accusing me of fraud with the brand new lease that I sent in. They said I whined out a whole bunch of stuff and I didn't. So then because of my autism I had my sister call in and talk to them and they refused to talk to her. I don't know what they want

any more. My landlord is about to evict me because the power has been off for more than a week and repairs on my house have been delayed...

Helpful? Yes/No



Amanda of Butler, IN on Feb. 29, 2016
Satisfaction Rating

I would like to know how every month my bill is almost 70 dollars extra in charges at the bottom of the page. Charges such as PJM cost, energy efficiency program cost, cook nuclear plant life cycle cost, capacity settlement rider, State sales tax. I'm a single mom on a 13,000 a year income, no assistance and they get to charge me 70 dollars extra every month? Why?

Helpful? Yes/No



Kevin of Columbus, OH on Feb. 29, 2016
Satisfaction Rating

AEP is hogged! Charge outrageous prices. Even though you attempt to pay your bill, if you don't pay what they say they shut you off. My husband pays 360 a month on electric and yet still get disconnection notices. We both have explained to them I'm disabled and he's the only I working. All they say is they're sorry and it is what it is. Hell we've complained that our lines are messed up and needs repaired, but hope they don't wanna repair them.

Helpful? Yes/No



Chad of Delaware, OH on Jan. 23, 2016
Satisfaction Rating

HeHo. My name is Chad and my experience with AEP has not been good. AEP is not a fair and reasonable company. Their customer service is horrible! They are not nice at all. I don't even think they listen after they get account number. VERY LAZY! So I went the entire summer without electric because I have a bill that is \$2,000 and in order for them to turn it on there is a stupid and outrageous reconnection fee and a payment plan of \$200 per month plus they made me get on a budget of \$125. I said that I didn't want the payment arrangement and they told me I had to have it with the payment plan.

This is why I had no electricity all summer. Couldn't afford it with the other bills I have to pay. So November comes around and I was finally able to get it on with \$175 plus another \$154 deposit. My total bill per month is \$325 for the next nine months. (Nine months is the longest amount of time they

Here in Columbus Ohio my energy bill has increased way more than last year. I had enough and started looking for another supplier I came across, free energy for life dot org, and they were able to help me save. American Electric Power has high energy charges and we need a solution. They are not the only supplier out there. Thank god for deregulation of energy.

Helpful? Yes/No



Donald of Fairdale, WV on Jan. 10, 2016
Satisfaction Rating

My power bill doubled this month. I was told at the call center that this was normal and a actual reading and the bill from the previous year was double. I just don't see how considering the warm December and January till now warm.

Helpful? Yes/No



Jonnie of Bristol, TN on Jan. 8, 2016
Satisfaction Rating

They don't even deserve the required 1-star rating. I mailed all of my monthly payments from another state and when I realized AEP hadn't received checks, I immediately called and was told I needed to contact BillMatrix and pay using my debit card. I was assured my check wouldn't be used if or when it came through to AEP. Lo and behold, AEP cashed my check, causing 3 \$36 bounced check fees at my bank. AEP denied responsibility and said I would have to get a refund of the original \$120.91 from BillMatrix but BillMatrix has to get the refund OK'd by AEP.

By now, another electric bill is due and AEP will only authorize a partial refund (they kept the next month's balance). But I still felt somebody was responsible for the bounced check fees caused by the double-dip in my account. Of course, AEP said BillMatrix was responsible. I finally reached a manager at BillMatrix named Jim ** who was helpful and told me what I needed to do to be reimbursed. I followed his instructions exactly and was told yesterday BillMatrix has declined my request. No appeal, no speaking with Jim **, who was familiar with my case and told me what I needed to do. No more options. As a matter of fact, when Jim ** was contacted by another Mgr **, he stated he had no memory of my complaint so he couldn't help. I have to give up my \$100. That is a tough blow to my budget. Unprofessional, rude, condescending attitudes with both companies. No recourse that I can see. TIA SOL!

Helpful? Yes/No



Merry of Westerville, OH on Jan. 4, 2016

allow to pay off debt) That's the minimum amount they will accept in order to keep my electric on. They told me if I miss a payment they will turn it off and I will have to pay entire amount owed. Which is just over \$2,000. How and why do they let these bills get so high in the first place? It's ridiculous!

So if someone wants to steal your identity and use it for electric, they can rack it up to thousands and move on and the real person is stuck paying the amount that AEP let get that high in the first place! We should ALL get together and put a STOP to this nonsense! They are ripping people off left and right with their high rates and fees and unreasonable payment arrangements! I'd turn to another electric company and tell AEP where to go and pay them about ten bucks a month to pay off debt, but there isn't one for Delaware, Ohio, I don't think. Any suggestions?

Helpful? Yes/No



Teri of Canton, OH on Jan. 15, 2016
Satisfaction Rating

AEP had shut off my electricity due to nonpayment even though I had sent the check. They claimed they did not receive it. I have been with AEP close to 40 years and have never experienced the madness I did when this happened. The money was in the bank. They lost the check and yet refused to drop the reconnection fee and customer service reps were extremely unprofessional and lazy. If they would only take the time to read the notes on the account correctly then any ordinary individual should be able to resolve the problem effectively. I had phoned many times and all but one call was met with aggression and insulting remarks. The one good call resolved part of the problem only to have my next bill sent out with the same charges included.

Who is the manager of these individuals? That person should be fired along with any staff member who screams into the phone as the customer is attempting to explain the situation "STOP. STOP. STOP." And screaming, "we are having an adult conversation here." All along claiming that the customer is a liar, attempting to corner the customer with inaccurate readings of attempts to resolve the matter. I finally phoned the PUCO who put me in touch with the executive offices. I do not know if this is business as usual, but in my career, if these idiots worked for me they would all be fired and on the street immediately. I am not satisfied this issue has been resolved. If I am not seeing the credits on my next bill I will be contacting my state representatives and through them, recontacting PUCO and then putting legal pressure on the AEP company for damages.

Helpful? Yes/No



Joe of Columbus, OH on Jan. 14, 2016
Satisfaction Rating

Satisfaction Rating

This is the absolute worst company. Power goes out all the time even if there is not a weather event. Rates have skyrocketed over the last 10 years. There is no other alternative in this area so we are forced to pay whatever they charge! Customer service is rude and ineffective!! I am writing PUCO, but they are also worthless!

Helpful? Yes/No



Renee of Niles, MI on Dec. 30, 2015
Satisfaction Rating

My husband and I are small business owners. We are sometimes a few days late paying our AEP Michigan electric bill but never by much. Last month, November, it got very tight. We have to make payroll and employees depend on us. Our electric bill was late. We made a double payment two weeks later and have a zero balance. Our next bill reflected a \$557 bill PLUS a deposit charge of \$2109.43 broken down into three payments. So, our \$557 bill plus \$707! If someone is having a hard time paying a bill of \$557, why make their bill \$1260? What sense does that make? It's not right. I can understand a late fee but c'mon, \$2109?? It's not right.

Helpful? Yes/No



Betty of Meadowview, VA on Dec. 2, 2015
Satisfaction Rating

Just found out I now have to pay a required deposit of \$244.00 because of being late on my bill. I have not moved in 16 years, nor even though I have gotten plenty of termination notices in this 16 years of having Appalachian Power I have never had it turned off. I am on a limited income and it is hard to pay bills on time and now in their ultimate wisdom they are going to add an additional \$1.00 a month for me to pay. Something needs to be done.

Helpful? Yes/No



Janet of New Boston, TX on Dec. 1, 2015
Satisfaction Rating

I paid a \$164 deposit last week and was also turned over to direct collections. I faxed the documents they requested - lease, proof of ownership, ID and SS card. The direct collection agent told me yesterday that the hold was released and the service order was on the truck. Worst to move in today... NO ELECTRICITY!! So I called them again and was told that direct collections did not release the

hold because there is an outstanding balance owed by the previous tenant! And service will not be connected until it is paid. How can they legally do this and get away with it? I requested a refund of my deposit because I have a disabled daughter and can't stay with no electricity with her. But bill matrix says it will take 7-10 days if it's approved thru SWEPCON!

Helpful? Yes/No



Elise of Blacksburg, VA on Nov. 16, 2015

Satisfaction Rating

1st, they required a \$300 deposit. My average monthly bill is about \$40. When asked if there was another way around the deposit since I had just moved and quite literally could not afford it, they said that was the minimum fee and there was nothing else they could do. I had a medical emergency for a member of my family and was late on the payment. I paid the bill in the morning that I was paid and they turned off the power later that day. They then charged me a \$50 fee to restate the electricity. They had a deposit. They had my payment. They had a deposit that FAR exceeded the amount due on the bill. It would be nice to know what the purpose of the deposit is.

Also, I saw on their website that they would accept proof of making payments on utility bills for one year from a different company instead of a deposit. I asked them about this specifically and they told me no. I have only spoken to one person who was not incredibly rude in all of the conversations I have had with the company. They are the only electric company available for my address. I believe they behave however they wish because of this and it is not acceptable behavior. I don't understand how this is not in violation of monopoly laws.

Helpful? Yes/No



Robert of Columbus, OH on Nov. 12, 2015

Satisfaction Rating

My girlfriend set up electric in her name and I owed a previously unknown balance. Without sending notice by mail, they shut off our service. I have been trying two days to reach their "direct collections" department, which you can't speak with someone directly, you need to leave a voicemail. I have left multiple voice mails with all necessary information, even going a step beyond to inform her of my whole break and lunch schedule at work by voicemail (including that I am in eastern time since apparently that department is in Texas).

I have gotten one phone call returned to the correct number but she resumed my call outside of the hours I gave in the voicemail. I have left at least 5 voicemails requesting calls back but only getting one back is ridiculous. I have let representatives know that I was willing to take care of the balance but apparently only one person in the whole company can service me and she is either incompetent or

Helpful? Yes/No



Stephanie of Jay, OK on Oct. 16, 2015

Satisfaction Rating

I went to pay my bill through BillMatrix that they use. They took the 156.13. I was trying to pay then charged my card 2 more times for the same amount. It took me 8 hours and 2 days for my card company to fix it because BillMatrix tried denying it, but even their faces they sent to my card company showed that they triple charged me.

Helpful? Yes/No

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Company Name:

American Electric Power

Website:

<http://www.aep.com/>



**AMERICAN
ELECTRIC
POWER**

Overall Satisfaction Rating

Based on 31 ratings out of 143 reviews

- 5 stars13%
- 4 stars0%
- 3 stars0%

maturing, both of which are flaws of a poorly run business. Hopefully they call me back tomorrow if they feel like it.

Helpful? Yes/No



Felicia of Belpre, OH on Oct. 19, 2015

Satisfaction Rating

I have been a customer of AEP since 2007. I have moved a few times over the years, and have never had an issue with AEP. They have always been helpful... Until recently. My husband and I are in the process of moving. Our official move-in date was supposed to be 10/1/2015. We reserved a U-Haul, had family and friends lined up to help us as well as a babysitter.

I called AEP on Monday 10/12/2015 to inform them that we would be moving and needed to transfer our service from our current home to our new one. The man I spoke to on the phone said that they could not transfer our service until we paid our bill (9 days late). I informed him that I couldn't make the payment until Friday 10/16/2015. He said that was fine, and that after I paid the bill online to call back and they would do the transfer on Friday. I followed his instructions. Paid the bill online through Bill Matrix at 6:38 am on 10/16/2015. Called them right away hoping that they would be able to start electric service that day since a) that is what he told me they could do and b) I was calling first thing in the morning.

I was informed that they could not start our service at the new house without verifying my lease (this has NEVER happened before) because the old tenants let their electric get turned off for non payment of the bill!! They told me that they would start working on it right away, and that after the lease had been verified it would take 1-3 business days to turn our service on. Needless to say, we didn't move on 10/17 as planned because there would be no lights or heat at the new house. I had to call and cancel EVERYTHING including the u-haul.

I called them this evening 10/18/2015 to see if they had set a day to turn our service on, after my new landlord informed me that she had not been contacted by them... THEY HAVEN'T EVEN STARTED THE PROCESS OF VERIFYING OUR LEASE! So the earliest that our electric will be turned on is Tuesday 10/20/2015 and that is IF they do what they need to tomorrow. I am so glad we gave ourselves extra time to move or we would be staying in a hotel right now. Regardless I am losing money by paying rent on a place that I can't even live in. I also found out that they have been charging me a \$20 extra a month on my bill, as an extra deposit for the last 3 months, when I paid a deposit when I started my electric service, because I pay my bill late every month. Obviously not too late, because my electric service has NEVER been turned off.

I wish that there was another electric company in our area, because if there were I would change to another provider. I have never had such a hard time transferring services. Ever. I am absolutely disgusted from being treated this way. We are literally being punished because the prior tenants didn't pay their bill?? How is this even remotely fair??

- 2 stars13%
- 1 stars29%
- 94%

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Public Utilities Commission

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M. Beth Trombold
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October 14, 2016

Krist Bussart
3454 E. Broad St. Apt. H
Columbus, OH 43213

CASE ID: KBUS060316V1

Dear Mr. Bussart:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Enclosed is the necessary information for filing a formal complaint.

Please note that all filings must be made on 8-1/2 by 11 inch paper. You must provide one original and two copies of the complaint.

Should you have any additional utility-related questions, please do not hesitate to contact the PUCO Call Center at (800) 686-PUCO (7826) or visit our website at www.PUCO.ohio.gov.

Sincerely,

Daniel Harrington
Customer Service Investigator
Service Monitoring and Enforcement Department

Enclosure