

**Subject: AEP Budget Billing and Average Monthly Billing Customers**

Trustees,

Recently we've rolled out new programs throughout Ohio and with the help of your residents we've identified mistakes in the Budget Billing / Average Monthly Billing on the AEP Ohio (Utility) side of the bill. We believe when the new supplier took over AEP Ohio did NOT reduce their budget amount by the Generation charges that are now budgeted with the supplier. Thus it appears the bill went up when indeed customers were being double billed for generation.

Over a month ago Trebel contacted the PUCO and filed an informal complaint on your behalf.

Last Friday we received the following message from the PUCO that the issue has been resolved. Please let your constituents know the billing issue should be resolved. Likewise continue direct anyone with an issue toward Trebel to assist.

PUCO "I did speak with AEP and they have identified the programming problem and the fixed was planned to be uploaded into AEP's system this afternoon. This means that bills going out next week should be adjusted to the new AMP budget billing for distribution only. AEP's customer service representative should also be advising customer that their next bills should show the more appropriate AMP amount."

Sincerely,

**Scott Belcastro**

**Principal**

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