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Ohio

**Public Utilities
Commission**

John Kasich, Governor
Todd A. Snitchler, Chairman

Commissioners
Cheryl Roberto
Steven D. Lesser
Andre T. Porter
Lynn Slaby

FILE

(NC)

December 06, 2012

Jasper Ross
General Delivery
Lima, OH 45802-9999

12-3342-ELCSS

CASE ID: JROS111612WE

Dear Mr Ross:

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 10 copies of the complaint.

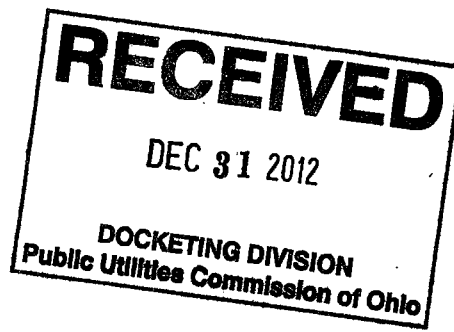
If you have any questions about this or any other regulated utility-related matter, please contact the PUCO Consumer Hotline at 1-800-686-PUCO (7826). For more information regarding the PUCO, visit us on the web at www.PUCO.ohio.gov.

Sincerely,

Elizabeth L Blackmer

Elizabeth Blackmer
Public Utilities Administrator
Service Monitoring and Enforcement Department

Enclosure



mm

Case Number

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

Formal Complaint Form

Jasper Ross
Customer Name (Please Print)716 1/2 South Elizabeth
Customer AddressLima, Ohio 45804
City State Zip

Against

Account Number

Customer Service Address (if different from above)

American Electric Power
Utility Company NameLima, AEP-Ohio Ohio
City State Zip

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

Now comes Jasper Ross, files this formal complaint, against AEP-Ohio (American Electric Power P.O. Box 24401 Canton, OH 44701-4401). Jasper Ross, states that he resided at 1126 South Central Ave. Lima, Ohio 45804 beginning his second stay, on or about June 1st, 2004. Jasper Ross state that he placed, an order for electric power, at said address. AEP-Ohio researched Jasper Ross pass payments, and discovered that a remaining over due payment of \$34.00 dollars. Jasper Ross, state that he paid the \$34.00 dollars and a \$50.00 dollars depoist, then service was rendered. Jasper Ross, states that he paid AEP-Ohio \$27.00 dollars a month until March 2005.

Beginning April 2005 AEP-Ohio disconnected service, and mailed two outstanding bills, as following, \$732.00 dollars and \$535.00 dollars or about.

Jasper Ross states that he had a conference by telephone with AEP-Ohio in May 2011 or about and two outstanding bills listed, above were resolve off his AEP-Ohio, electric payment records. And upon settle said payment record, AEP-Ohio gave an order to place Jasper Ross electric power service. At 717 1/2 East Vine street

Lima, Ohio 45804. Jasper states that he waited for said order to be carry out, until about July 15th, 2011 said order was disregarded. Jasper Ross states that he was force to move. Now Jasper Ross resides, at 716 1/2 South Elizabeth, and ask this Public Utilites Commission to place AEP-Ohio under order to honor the May 2011 conference by telephone, and place my electric service, at 716 1/2 South Elizabeth Street Lima, Ohio 45804.

Now comes Jasper Ross, states that AEP-Ohio has conflicting records. see Attachments. AEP-Ohio also stated that No security deposit was required.



Public Utilities Commission

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Case Number

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

Formal Complaint Form

Jasper Ross
Customer Name (Please Print)

716 1/2 South Elizabeth
Customer Address

Lima Ohio 45804
City State Zip

Against

See Record
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: CASE ID: JROS111612WE

Jasper Ross
Signature

Customer Telephone Number

will call in new number
thank you. (Phone)

Jasper Ross



American Electric Power

PO Box 24401
Canton, OH 44701-4401

390-2



JASPER ROSS
716 1/2 S ELIZABETH ST
LIMA, OH 45804-1218

ms Pidmote AEP

PUC Mariner Taff

PUC

Mike J Ross 41612 WE

Beth 12-06-12

LACC # marva

October 4, 2012

Account Number: 072-795-896-30

Dear Jasper Ross:

~~072-795-896-30~~

072-795-896-30

NOTICE FORM NO. 1
(Requests for New Service)

American Electric Power recently received a request to initiate electric service in your name at 716 1/2 S Elizabeth St, Lima, OH. In order for us to provide this service, the following action(s) must be taken or information must be provided:

☒ **Obligation 1: Required Deposit**

\$95.00

If the requirements have not been met by October 13, 2012, AEP will cancel your request for service without further notice. If a payment is required, please include the account number shown above on your payment and mail to the following address: AEP, PO Box 24401, Canton, OH 44701-4401. For other payment options, please contact our Customer Solutions Center at 1-800-672-2231 or visit our website at www.aepohio.com. If a deposit is being requested and you prefer not to pay a cash deposit, you may be able to use a guarantor. The guarantor must be an AEP customer within the same company and have acceptable credit.

Please disregard this notice if payment has been made.

NOTICE: The Federal Equal Credit Opportunity Act prohibits creditors from discriminating against credit applications on the basis of race, color, religion, national origin, sex, marital status, age (provided the applicant has a capacity to enter into a binding contract) or because the applicant has in good faith exercised any right under the Consumer Credit Protection Act. The federal agency that administers compliance with this law concerning the Company is the Federal Trade Commission, Equal Credit Opportunity, Washington, D.C. 20580.

Ohio laws against discrimination require that all creditors make credit available to all credit worthy customers, and that credit reporting agencies maintain separate credit histories on each individual upon request. The Ohio Civil Rights Commission, 200 Parsons Avenue, Columbus, Ohio 43266, phone (614)466-5928, administers compliance with this law.

If you have any questions regarding your request, you may contact AEP at 1-800-672-2231. You may also contact the Public Utilities Commission at 1-800-686-7826 or the Office of Consumers' Counsel at 1-800-282-9448.

AEP OHIO IS AVAILABLE 24 HOURS A DAY 7 DAYS A WEEK



A unit of American Electric Power

PO Box 24401
Canton, OH 44701-4401

5680-1
990005680 01 AT 0.374



JASPER ROSS
716 1/2 S ELIZABETH ST
LIMA, OH 45804-1218

October 5, 2012

RE: Disputed Bill Account Number: 071-156-68
Address: 1126 S. CENTRAL AVE, LIMA OH

071-156-68

Dear Jasper Ross:

We have concluded the review regarding the disputed amount due at the above address. However, the investigation did not support your claim that you did not incur this debt.

The debt will remain on your account, and AEP requests that payment be made in full on or before the scheduled due date. If we do not receive payment, or suitable arrangements are not made, your account will be subject to disconnection for non-payment.

To establish payment arrangements please contact AEP at 1-888-832-6279.

Thank you for your immediate attention regarding this matter.

AEP OHIO IS AVAILABLE 24 HOURS A DAY 7 DAYS A WEEK



A unit of American Electric Power

PO Box 24401
Canton, OH 44701-4401

4084-1

990004084 01 AT 0.374



JASPER ROSS
716 1/2 S ELIZABETH ST
LIMA, OH 45804-1218

October 25, 2012

RE: Disputed Bill Account Number: 0711506843

Address: 1126 S CENTRAL AVE, LIMA OH

0711506843

Dear Jasper Ross:

We have concluded the review regarding the disputed amount due at the above address. However, the investigation did not support your claim that you did not incur this debt.

The debt will remain on your account, and AEP requests that payment be made in full on or before the scheduled due date. If we do not receive payment, or suitable arrangements are not made, your account will be subject to disconnection for non-payment.

To establish payment arrangements please contact AEP at 1-888-832-6279.

Thank you for your immediate attention regarding this matter.

AEP OHIO IS AVAILABLE 24 HOURS A DAY



A unit of American Electric Power

PO Box 24401
Canton, OH 44701-4401

3335-1
990003335 01 AT 0 374



JASPER ROSS
JASPER ROSS
GENERAL DELIVERY
LIMA, OH 45802-9999

Service Address:
716 1/2 S Elizabeth St
Lima, OH 45804-1218

November 28, 2012

Account Number: 072-795-896-8-8

Dear Jasper Ross:

072-795-896-8-8

NOTICE FORM NO. 1
(Requests for New Service)

American Electric Power recently received a request to initiate electric service in your name at 716 1/2 S Elizabeth St, Lima, OH. In order for us to provide this service, the following action(s) must be taken or information must be provided:

✓ **Obligation 1: Required Deposit**

\$95.00

If the requirements have not been met by December 7, 2012, AEP will cancel your request for service without further notice. If a payment is required, please include the account number shown above on your payment and mail to the following address: **AEP, PO Box 24417, Canton, OH 44701-4417**. For other payment options, please contact our Customer Solutions Center at 1-800-672-2231 or visit our website at www.aepohio.com. If a deposit is being requested and you prefer not to pay a cash deposit, you may be able to use a guarantor. The guarantor must be an AEP customer within the same company and have acceptable credit.

Please disregard this notice if payment has been made.

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AEP OHIO IS AVAILABLE 24 HOURS A DAY 7 DAYS A WEEK