

BEFORE THE PUBLIC UTILITIES COMMISSION OF OHIO

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In the Matter of	:	
Jasper Ross,	:	
	:	
Complainant,	:	
	:	
vs.	:	Case No. 12-3342-EL-CSS
	:	
Ohio Power Company,	:	
	:	
Respondent.	:	

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PROCEEDINGS

before Mr. Kerry Sheets, Hearing Examiner, at the  
Public Utilities Commission of Ohio, 180 East Broad  
Street, Room 11-C, Columbus, Ohio, called at 10:00  
a.m. on Thursday, May 9, 2013.

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ARMSTRONG & OKEY, INC.  
222 East Town Street, 2nd Floor  
Columbus, Ohio 43215  
(614) 224-9481 - (800) 223-9481  
Fax - (614) 224-5724

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1 APPEARANCES:

2 Mr. Jasper Ross  
3 General Delivery  
4 Lima, Ohio 45802-9999

5 On behalf of the Complainant, Pro Se.

6 AEP Service Corporation  
7 By Mr. Yazen Alami  
8 Mr. Steven T. Nourse  
9 1 Riverside Plaza  
10 Columbus, Ohio 43215

11 On behalf of the Company.

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INDEX

- - -

WITNESSES	PAGE
JASPER ROSS	
Direct Testimony by Mr. Ross	6
Cross-Examination by Mr. Alami	26
Redirect Testimony by Mr. Ross	38
Recross-Examination by Mr. Alami	42
MICHELE JEUNELOT	
Direct Examination by Mr. Alami	45
Cross-Examination by Mr. Ross	54

- - -

COMPANY EXHIBIT	IDFD	ADMTD
1 - Testimony of Michele Jeunelot	46	66

- - -

COMPLAINANT'S EXHIBITS	IDFD	ADMTD
1 - Business Cards	65	66
2 - Address Book	65	66

- - -

1 Thursday Morning Session,  
2 May 9, 2013.

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4 HEARING EXAMINER SHEETS: The Public  
5 Utilities Commission of Ohio has set for hearing at  
6 this time and place Case No. 12-3342-EL-CSS, being In  
7 the Matter of Jasper Ross versus AEP-Ohio, aka Ohio  
8 Power Company.

9 My name is Kerry Sheets, I'm an attorney  
10 examiner for the Commission and I've been assigned to  
11 hear this case.

12 May I now have the appearances of the  
13 parties, please, starting with Mr. Ross. Please give  
14 your name and address.

15 MR. ROSS: Sir?

16 HEARING EXAMINER SHEETS: Name and  
17 address.

18 MR. ROSS: My name is Jasper Ross. The  
19 address in question was 717-1/2 East Vine Street,  
20 Lima, Ohio, 45804, and upon failure to receive  
21 electricity at that address --

22 HEARING EXAMINER SHEETS: Is that your  
23 mailing address?

24 MR. ROSS: My mailing address is Jasper  
25 Ross, General Delivery, Lima, Ohio, 45802-9999.

1 That's my mailing address.

2 HEARING EXAMINER SHEETS: Thank you.

3 The company?

4 MR. ALAMI: Thank you, your Honor. On  
5 behalf of the Ohio Power Company, Steven T. Nourse,  
6 Yazen Alami, 1 Riverside Plaza, Columbus, Ohio,  
7 43215.

8 HEARING EXAMINER SHEETS: At this point  
9 let's go off the record.

10 (Discussion off the record.)

11 (Witness sworn.)

12 HEARING EXAMINER SHEETS: Be seated. Why  
13 don't you go ahead and state your complaint, we're  
14 back on the record at this point. And I want you to  
15 be concise, focus on the complaint, okay?

16 MR. ROSS: Yes, sir.

17 HEARING EXAMINER SHEETS: Go ahead, and  
18 please speak up because the acoustics in the room  
19 aren't the best.

20 MR. ROSS: Yes, sir.

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JASPER ROSS

being first duly sworn, as prescribed by law, was  
examined and testified as follows:

DIRECT TESTIMONY

MR. ROSS: Now comes Jasper Ross, filed  
this formal complaint against AEP-Ohio, American  
Electric Power, P.O. Box 2440, Canton, Ohio. That's  
the only address I had on the bills I received. It  
said Canton, Ohio. Most of the bills come that way.

Jasper Ross states that he resided at  
1126 South Central Avenue, Lima, Ohio, 45804,  
beginning his second stay on or about June the 1st,  
2004.

Jasper Ross states that he placed an  
order for electric power at said address. AEP-Ohio  
researched Jasper Ross' past payments and discovered  
that a remaining overdue payment of \$34. Jasper Ross  
states that he paid the \$34 and on -- and a  
\$50 deposit. Then service was rendered.

Jasper Ross states that he paid AEP-Ohio  
\$27 a month until March of 2005. Beginning  
April 2005, AEP-Ohio disconnected service and mailed  
two outstanding bills as following: \$738 and \$535,  
or about, on both bills.

Jasper Ross states that he had a

1 conference by telephone with AEP-Ohio in May, or  
2 about, 2011, and the two outstanding bills listed  
3 above were resolved off his AEP-Ohio electric  
4 payments records, meaning that the two bills that I  
5 received back in 2005 at 1126 South Central, those  
6 two bills were resolved off of me at about May or  
7 June of 2011.

8 And upon settling said payment records,  
9 AEP gave an order to place Jasper Ross' electric  
10 power service at 717-1/2 East Vine Street, Lima,  
11 Ohio, 45804.

12 Jasper Ross states that he waited for  
13 said order to be carried out until about July the  
14 15th of 2011. Said order was disregarded. Jasper  
15 Ross states that he was forced to move. Now Jasper  
16 Ross resides at 716-1/2 South Elizabeth, Lima Ohio,  
17 45804, and asks this Public Utilities Commission  
18 Commission to place AEP on order to honor the  
19 May 2011 conference by phone, by telephone, and place  
20 my electric service at 716-1/2 South Elizabeth  
21 Street, Lima, Ohio, 45804.

22 Now comes Jasper Ross, states that  
23 AEP-Ohio has conflicting records as -- see  
24 attachments. I did send the attachments in. I don't  
25 know, they should be here. I sent the attachments in

1 here. They may be on the back of here.

2 AEP-Ohio also stated that no security  
3 deposit was required.

4 Let me see if I can find my attachments.

5 Here's one bill right here. See this  
6 bill right here has a number, account number said  
7 072795896-30.

8 HEARING EXAMINER SHEETS: What are you  
9 reading from, Mr. Ross?

10 MR. ROSS: I'm reading from a bill that  
11 was sent to me about my argument after the 2011 phone  
12 conference.

13 HEARING EXAMINER SHEETS: Now, that was  
14 attached to your testimony?

15 MR. ROSS: Yes, sir, this is an  
16 attachment.

17 HEARING EXAMINER SHEETS: You just  
18 finished reading your testimony?

19 MR. ROSS: Yes, sir, right here. I said  
20 "see attachment," and this is part of the attachment.  
21 See, the pages are numbered page 4 of 7. This is  
22 supposed to be a seven-page complaint. And here's a  
23 bill right here, states right here, this is at 1126  
24 South Central.

25 Now, according to the history of Jasper

1 Ross, I only had one electricity account with  
2 American Electric Power.

3 HEARING EXAMINER SHEETS: Excuse me,  
4 that's a separate bill?

5 MR. ROSS: Yes, sir, this is conflicting  
6 records. It's got 071156-68.

7 HEARING EXAMINER SHEETS: And what page,  
8 page 7?

9 MR. ROSS: This is page 5 of 7. Now, I  
10 did reside --

11 HEARING EXAMINER SHEETS: That's attached  
12 to your complaint?

13 MR. ROSS: Yes. I did reside at 1126  
14 South Central and that's the first resident that I  
15 ever had AEP account, electricity account. Now, the  
16 reason -- now, at 1126 South Central, I reacquired  
17 that house in June of 2004, and in June of 2004,  
18 that's where the -- it states in the complaint  
19 there -- let me back up here a minute.

20 Back in 1999, somehow I got evicted at  
21 1126 South Central. Now, the landlord, Mr. Leonard  
22 Bodey and I, we don't know how I got evicted, but  
23 after that eviction, I called American Electric Power  
24 and I explained to them that I was evicted at 1126  
25 South Central and I asked them what was the remaining

1 bill. And they said I had a remaining bill of \$34.

2 Now, at that time that I was evicted, the  
3 house, everything in the house used electricity  
4 except my hot water heater. And furnace. Now, I had  
5 a ceiling fan, I had central air and heat, I had  
6 light bulbs in every room. I had electric stove, I  
7 had electric washer and television set and everything  
8 using electricity.

9 Now, I stayed at the house over a period  
10 of two years from 1997 till -- over until 1999. Now,  
11 when I was evicted, all of a sudden, my remaining  
12 bill was only \$34.

13 Now, when I reacquired the house in 2004,  
14 I called American Electric Power about the house, and  
15 American Electric Power researched the bill, as  
16 stated in my complaint, and they found out yes,  
17 Mr. Ross, you do owe \$34. I said now how can I get  
18 my electricity turned back on? They said that I had  
19 to pay the \$34 plus a \$50 deposit.

20 Now, I did pay that. Let me go over here  
21 and read this to you. This is for the bill, it was  
22 Metcalf. The place on Metcalf in Lima, Ohio, went  
23 out of business.

24 HEARING EXAMINER SHEETS: Excuse me,  
25 Mr. Ross, what are you reading from now?

1 MR. ROSS: I'm reading from a note that I  
2 got. This is a bill center payment at Meat City in  
3 Lima, Ohio. It's like its own -- you can go over  
4 there and pay your utility bills.

5 HEARING EXAMINER SHEETS: What does it  
6 have to do with this?

7 MR. ROSS: That's the records. That's  
8 the place that I paid the \$34 and the \$50 deposit to  
9 have the electricity turned back on in 2004, about  
10 June of 2004.

11 Now, when I moved back into the house,  
12 there was nothing in the house. There was nothing in  
13 the house. There was no light bulbs, nothing. So,  
14 but at that time in that neighborhood, a lot of  
15 houses was catching on fire.

16 Now, I had electricity service turned on.  
17 They did turn it on. I did pay the \$34 and the  
18 \$50 deposit. And the electricity was turned on. But  
19 I chose not to consume any electricity because in  
20 that neighborhood at that time, a lot of houses just  
21 catching on fire.

22 The man, he remodeled the house right  
23 across the street from me, I helped him keep the  
24 place clean, and when I came home, boom, the whole  
25 house burned to a match box. So I let the

1 electricity stay on for a whole month before I  
2 started using electricity.

3 And then at that time I was real, real  
4 sick from a hard head trauma, and I had taken some  
5 poison somehow and I put my electricity on the bill.  
6 But when I moved in, like I said, I started out with  
7 a light bulb in the kitchen, and this is in the  
8 summertime, a light bulb in the bath room, and a  
9 light bulb in the bedroom.

10 And I cooked on two electric skillets,  
11 and I finally got a TV about a month -- because  
12 during the month of June -- I didn't use electricity  
13 until about the middle of July, about the first of  
14 July when I really started consuming electricity.

15 Okay, and then I finally got a boombox,  
16 and that was all summer, and into late August I  
17 finally got a refrigerator, okay? But I did put my  
18 electricity on PIPP. But the only thing that was  
19 consuming electricity in the house is what I  
20 described. But each month from July over until March  
21 of 2005, I paid American Electric Power \$27 a month  
22 no matter what.

23 And then in March of 2005, American  
24 Electric Power turned the electricity off and sent me  
25 those two big bills. Now, when you go over -- I let

1     that sit because I couldn't get nobody who  
2     understand. One day somebody did come out but I  
3     didn't have my glasses on and I asked them are you  
4     people from American Electric Power? What is going  
5     on?

6                 And a bunch of people was in the  
7     neighborhood hollering. I said what is going on?  
8     And they jumped in their truck and they left. And I  
9     don't know for sure if they was from electric --  
10    American Electric Power or what. I asked them and  
11    they wouldn't give me a straight answer.

12                I said I ain't even drawing electricity.  
13    I said we do have a space heater, and they tried to  
14    blame it on the space heater. But it was a brand new  
15    space heater. And space heaters don't consume that  
16    much electricity.

17                Plus during that winter of 2004-2005, I  
18    stayed warm in one of those small bedrooms about this  
19    size over here. And the people that was supposed  
20    to -- they just took off.

21                So that said it until this conference by  
22    phone in 2011. And I was on the phone for four days  
23    with American Electric Power. I started off with  
24    Anita I think. No, with a Michele I think. And then  
25    I was sent over to Anita or Akita or something. And

1 then I was turned over to a Helen.

2 And Helen and I went over the whole  
3 history of me the first day, and then the second day  
4 we went over the landlord's, and I mailed her, I  
5 faxed her a lease for 717-1/2 East Vine Street, Lima,  
6 Ohio, 45804.

7 The third day we went through, she said  
8 she had to talk to OCS, and they couldn't find no  
9 electricity used at 1126 South Central Avenue, Lima,  
10 Ohio, 45804. They said there was hardly no  
11 electricity used, PIPP or no PIPP, there was hardly  
12 no electricity used. And it did show that Mr. Ross  
13 paid \$27 from July 2004 over until June of 2005.

14 And then on the fourth day, Helen came  
15 back on the phone and she said Mr. Ross, this is this  
16 decision that I went to the Board with. Since they  
17 cannot find electricity used, your electricity will  
18 be turned on at 716-1/2 South Elizabeth Street, Lima,  
19 Ohio, 45804, within three business days.

20 I said, ma'am, now you're saying that the  
21 bills, these two bills right here, the bill of  
22 \$735 and the bill of \$535? Yes, those bills are  
23 resolved off you, Mr. Ross. I said it was off me?  
24 She said yes, Mr. Ross, they are resolved off you.  
25 Your service shall be turned on.

1                   And I said now, ma'am, Helen, this is the  
2 problem, I said now, I understand service will be  
3 turned on, but can I get the order number?

4                   This is the last thing I said to her, can  
5 I get the order number, please? And she said,  
6 Mr. Ross, I cannot give you the order number. But  
7 your electricity shall be turned on within three  
8 business days. And I said thank you, ma'am, for your  
9 time. I said I know it's been a long four-day  
10 conference.

11                  Not that the conference lasted eight  
12 hours every day, you know, a 20-minute conversation  
13 one day, you got to hold on the phone, she got to  
14 research this and you got to hold some more, next day  
15 may be 45 minutes conference, then you got to come  
16 back. So that type of day. Each conference lasted  
17 about I'd say 45 minutes to an hour 15 minutes each  
18 day, I put the four days together.

19                  And I waited for the electricity to be  
20 turned on -- I got to back up. I waited for the  
21 electricity to be turned on at 717-1/2 East Vine  
22 Street. That's where the conference was at. That's  
23 when everything that was supposed to be at 1126 South  
24 Central was resolved off me. It was resolved off me.

25                  Okay, that turn-on order was given at

1 717-1/2 East Vine Street, Lima, Ohio, 45804. But --  
 2 and then I waited the three days and no electricity  
 3 was turned on. But during that three-day period, a  
 4 letter did come and state that your electricity shall  
 5 be turned on within the three days at 717-1/2 East  
 6 Vine Street, Lima, Ohio, 45804, and also in the  
 7 letter it stated that they wanted some additional  
 8 information within nine days from me.

9 But they never turned the electricity on.  
 10 And then I started calling American Electric Power  
 11 about it and people just turned into scrambled eggs  
 12 on me. And then I called again and people start  
 13 slamming the phone down on me.

14 Okay, now at 717-1/2 -- at 716-1/2 South  
 15 Elizabeth Street, I moved there back in October of  
 16 2012. Now, I told AEP now since that order was given  
 17 to turn the electricity on at 717-1/2 East Vine  
 18 Street, Lima, Ohio, 45804, how come that order cannot  
 19 be carried over?

20 Now, Helen also stated that no deposit  
 21 was required back in that four-day conference in  
 22 about June or May of 2011. There was no -- I asked  
 23 her specifically would there be any deposit required?  
 24 She said no.

25 And there was no deposit required, the

1 bills that was supposed to be 1126 South Central were  
2 resolved off me, and that order could be carried  
3 anywhere that I moved. And then I got an apartment  
4 over there at 716-1/2 South Elizabeth Street and they  
5 started sending me this stuff back on me.

6 See this stuff back here, look here,  
7 talking about this is dated October the 25th, 2012,  
8 and this is --

9 HEARING EXAMINER SHEETS: What are you  
10 reading from, Mr. Ross?

11 MR. ROSS: I'm reading from Attachment  
12 No. 3 at page 6 of 7.

13 HEARING EXAMINER SHEETS: That's an  
14 attachment to your complaint?

15 MR. ROSS: Yes, sir. It says right here  
16 disputed bill account number 0711566843. It looks  
17 like that because it's kind of old right here but  
18 this is what they sent here:

19 Dear Jasper Ross, we have concluded the  
20 review regarding the disputed account due at the  
21 above address, which is 1126 South Central Avenue,  
22 Lima, Ohio, 45804. They even left the zip code off.

23 However, the investigation did not  
24 support your claim that you did not incur this debt.  
25 The debt will remain on your account and AEP requests

1 payment be made in full on or before the scheduled  
2 due date.

3 If we do not receive payment or suitable  
4 arrangements are not made, your account will be  
5 subject to disconnection for nonpayment. To  
6 establish payment arrangements please contact AEP at:  
7 1-888-832-6279. Thank you for your immediate  
8 attention regarding this matter.

9 Now, that's that record.

10 Now here's another record, this is  
11 Attachment No. 4, which is page 7 of 7. Now, like I  
12 stated earlier, I have only had one account with  
13 American Electric Power, which started at 1126 South  
14 Central back in 1997.

15 Now, this account right here is dated  
16 November the 28th, 2012, account number it states  
17 right here 0727958968-8. It says right here: Dear  
18 Jasper Ross, notice from, number one, American  
19 Electric Power recently received a request to  
20 initiate electric service in your name at 716-1/2  
21 South Elizabeth Street, Lima, Ohio. In order for us  
22 to provide this service, the following actions must  
23 be taken or information must be provided.

24 Obligation No. 1: Required deposit \$95.  
25 Now, Helen stated at the conference, in our four-day

1 phone conference in about June of 2011, no deposit  
2 was required. Everything was resolved off me. But  
3 the service was never rendered at 717-1/2 East Vine  
4 Street, Lima, Ohio, 45804.

5 Now, if the requirements have not been  
6 met by December 7, 2012, AEP will cancel your request  
7 for service without further notice. If a payment is  
8 required, please include the account number shown  
9 above on your payment and mail to the following  
10 address: AEP, P.O. Box 24417, Canton, Ohio, 44710 --  
11 417.

12 For other payment options, please contact  
13 our Customer Solution Center at 1-800-672-2231, or  
14 visit our website AEPOhio.com. If a deposit is being  
15 requested and you prefer not to pay a cash deposit,  
16 you may be able to use a guarantor. A guarantor must  
17 be an AEP company within the same company and have an  
18 acceptable credit. Please disregard this notice if  
19 payment has been made.

20 Notice: The federal equal credit  
21 opportunity --

22 HEARING EXAMINER SHEETS: Mr. Ross, I  
23 think we have the gist of it.

24 MR. ROSS: Okay, then. Now, see that's  
25 conflicting records because Jasper Ross ain't never

1 had but one account with American Electric Power.  
 2 What Jasper Ross is this? I have reason to believe  
 3 that I am the first Jasper Ross because it does say  
 4 1126 South Central which is the first place I ever  
 5 requested service for in that city. And I have no  
 6 other service place.

7 And also, see, it's been a problem with  
 8 AEP over the years because if I may add this, your  
 9 Honor, my wife's name is Orlena Fay Williams. Now in  
 10 2008, we was living at -- see, this is going to be  
 11 our second stay at that address at 717-1/2 East Vine  
 12 Street, Lima, Ohio. I first moved there back in  
 13 October of 2006 I moved there, and at that time I put  
 14 the electricity in my wife's name, which is Orlena  
 15 Fay, O-r-l-e-n-a, F-a-y, Williams, W-i-l-l-i-a-m-s.  
 16 I had the electricity in her name. But I paid the  
 17 electricity.

18 Now, as we continued to stay there for  
 19 2006, 2007, and probably over to 2008, we started  
 20 getting all type of erratic bills. I'm just going to  
 21 demonstrate: Let's say this bill here, here's a bill  
 22 here for \$90, all right? Here's a bill here for  
 23 \$342. What? A little one-bedroom apartment? Here's  
 24 a bill here for zero dollars? What, zero dollars  
 25 this month? Here's a bill here for \$3,892. What?

1                   And then I called American Electric Power  
2                   in regard to those erratic bills and I talked to a  
3                   nice man. I don't have his name. And another thing  
4                   I talked to him, and I said sir, do you understand  
5                   these erratic bills? I'm going to read all this to  
6                   you, and I read all that to him.

7                   He said Mr. Ross, you do have some type  
8                   of erratic problem. This is what I'm going to do for  
9                   you. I understand the electric is in your wife's  
10                  name, right? I say yes, sir.

11                  And I understand that you are the one  
12                  who's paying the bills. Yes, it is. Because he says  
13                  I notice here why are you paying the \$89. I said  
14                  that's what I have to do about every 45 days we get a  
15                  notice in the mail and unless 89 is paid within the  
16                  next 72 hours, your electricity will be turned off.  
17                  I said what?

18                  So I go and grab \$89 and run to the  
19                  nearest payment center and pay \$89. And that went on  
20                  at least about three or four times.

21                  And then he said Mr. Ross, what I'm going  
22                  to do, I'm going to send you some official forms to  
23                  fill out, and my wife and I we filled out those  
24                  forms. And I went and made copies of our IDs and our  
25                  IDs have this address on it, 717-1/2 East Vine

1 Street.

2 I'm telling you, I made a copy of our IDs  
3 with the form for the complaint that I made from the  
4 man after I showed him the erratic bills from my  
5 wife. And we mailed our IDs in with the complaint, a  
6 copy of our IDs with the complaint and a copy of our  
7 Social Security number.

8 Now, AEP did admit that they did receive  
9 the paperwork.

10 HEARING EXAMINER SHEETS: Mr. Ross, what  
11 is that you're holding?

12 MR. ROSS: This is my State ID.

13 HEARING EXAMINER SHEETS: And you say it  
14 has an address?

15 MR. ROSS: Right, the 717-1/2 East Vine  
16 Street on it.

17 HEARING EXAMINER SHEETS: Proceed.

18 MR. ROSS: We mailed a copy of our IDs in  
19 with the complaint. Now, AEP did admit that they did  
20 receive our complaint: Yes, Mr. Ross we do have a  
21 complaint. Yes, Mr. Ross, we do have your picture  
22 and your wife picture. And we do have your address  
23 717-1/2 East Vine Street. It's going to take us some  
24 time.

25 I waited 30 days and I waited a little

1 while longer and then I called American Electric  
2 Power in regards to that complaint and my wife's  
3 bills. And they said Mr. Ross, we did receive it but  
4 now we can't find it. I said what? We can't find  
5 it. I said there's a funny thing about this, we  
6 can't find ours either.

7 Now, that's my testimony, and I know that  
8 I had a four-day conference and all this stuff that  
9 was supposed to be from 1126 South Central was  
10 resolved off me in that conference about June of  
11 2011. And somehow this mess has been -- this erratic  
12 billing, it's not mine. I know it's not mine because  
13 basically I live by myself in the first place. My  
14 wife don't be with me all the time.

15 And basically I'm an outdoors working  
16 person. I had to retire from being an electronic  
17 engineer due to head injuries. I had a blockage in  
18 my head, it started like that all by itself and it's  
19 all caved in and crushed over here from my doctor  
20 said I had a No. 10 trauma. That's all he can say.  
21 It's all mashed in. Something hit me and knocked me  
22 off my bicycle back in 2003, and then I had several  
23 hits before that and after that.

24 You know, somebody hit me in the back of  
25 the head one night, I didn't even see nobody. And

1 one day somebody threw a bottle and it exploded back  
2 here. And somebody hit me in my lower back and it  
3 bled all down here. And somehow ate some poison I  
4 think and caused the block. So I had to retire from  
5 being an electronic engineer. But I'm still an  
6 electronic engineer though.

7 But this stuff is resolved off me. This  
8 was resolved off. And I talked to those people. I  
9 talked to Michele, and I think her name was Akita.  
10 Because I said wait a minute, you sound like Time  
11 Warner Cable. With Akita, Anita. And then my final  
12 person that closed it with me was a woman, her name  
13 was called Helen.

14 And the thing about, see, there's  
15 something wrong also because the conference was held  
16 at this location right here, sir. This is the  
17 address to the Lima Allen County Community Affairs  
18 Building. It's like a social service building. And  
19 what they have, they have some phone booth areas back  
20 there for people that need to work on their  
21 electricity and their gas and phone and cable.

22 They have a little public phone booth  
23 area. And then every time you use the public phone  
24 booth, you have to sign a sign-in sheet, you know,  
25 what are you here for, because it's a school also.

1 It's a combined school, like what do they call that  
2 before you go to first grade? Kindergarten and all  
3 that preschool stuff. Little school also.

4 You have to sign a sign-in sheet: My  
5 name is Jasper Ross. I want to use the phone to call  
6 American Electric Power. Sign right here: Jasper  
7 Ross.

8 HEARING EXAMINER SHEETS: Okay, Mr. Ross.

9 MR. ROSS: And then I put phone, I want  
10 to use the phone, and they say who are you calling,  
11 AEP.

12 HEARING EXAMINER SHEETS: I think --  
13 Mr. Ross, I think we get the idea. I want to be more  
14 concise in your testimony. Are you concluded about  
15 giving the testimony now? Are you about --

16 MR. ROSS: Yes, sir. I want to say right  
17 here this is proven if they would release the sign-in  
18 sheets. They can release the sign-in sheets. They  
19 did release me some sign-in sheets but they issued me  
20 some sign-in sheets, see, that show what day I did  
21 talk to them. I know it was in June of 2011 when I  
22 had the conference with American Electric Power.

23 And that concludes my testimony.

24 HEARING EXAMINER SHEETS: Does that  
25 conclude your testimony?

1 MR. ROSS: Yes, sir.

2 HEARING EXAMINER SHEETS: Thank you,  
3 Mr. Ross.

4 Do you have any questions?

5 MR. ALAMI: Just a few, thank you, your  
6 Honor.

7 - - -

8 CROSS-EXAMINATION

9 By Mr. Alami:

10 Q. Good morning, Mr. Ross.

11 A. Good morning.

12 Q. Just so we get it clear for the record,  
13 you're -- the relief that you're requesting in this  
14 complaint is to have service connected at 716-1/2  
15 South Elizabeth Street; is that correct?

16 A. That was the intent. And whatever relief  
17 will come with that.

18 Q. But it's for service connected at that  
19 address?

20 A. Yes, sir. That was the intent, yes, sir.

21 Q. Let's just walk through briefly your  
22 account history with AEP. You first had electric  
23 service you said at 1126 South Central Avenue?

24 A. That's the only account I ever had with  
25 AEP.

1 Q. Okay. And you received service at that  
2 address from June 2004 till about March-April 2005;  
3 is that correct?

4 A. Yes, sir.

5 Q. And the next address in which you sought  
6 to connect service at is 717-1/2 East Vine Street; is  
7 that correct?

8 A. Right. This is the -- right.

9 Q. Okay.

10 A. That was in my name only, in my account  
11 name.

12 HEARING EXAMINER SHEETS: Let him go to  
13 another question.

14 A. Yes, sir.

15 Q. Let me back up. Let's talk about the  
16 1126 South Central Avenue.

17 A. Yes, sir.

18 Q. You received electric service at that  
19 address for June 2004 through about March 2005; is  
20 that correct?

21 A. Yes, sir.

22 Q. And are you disputing that you received  
23 electric service at that address?

24 A. No. They don't say that -- these bills  
25 right here -- wait, I got --

1 HEARING EXAMINER SHEETS: Your answer is  
2 "no," correct? You're not disputing that you  
3 received electric service?

4 THE WITNESS: No, I'm not disputing that.

5 HEARING EXAMINER SHEETS: Let's move on  
6 to another question.

7 Q. Earlier in your testimony here you stated  
8 that you paid your bills about \$27 a month. Did you  
9 pay every month?

10 A. Yes, sir, I paid from July over until  
11 March of 2005.

12 Q. And are you disputing that there was an  
13 out due balance of \$537.43 --

14 A. Yes, sir, I'm disputing that, because  
15 that was my second stay at 1126 South Central. Our  
16 first stay there from 1997 until 1999 and somehow I  
17 got evicted. And then I called American Electric  
18 Power and asked them what was the remaining bill  
19 after the eviction, and American Electric Power said  
20 it was \$34.

21 Now, I reacquired the house in 2004, in  
22 June of 2004. I called them, American Electric  
23 Power, about my past bill. After they researched it  
24 they found out that I still owed them the \$34. And I  
25 asked American Electric Power what can I do to have

1 electricity turned back on at 1126 South Central.  
 2 They told me that I would have to pay \$34 that I owed  
 3 them and \$50 deposit, which I did. And American  
 4 Electric Power resumed service to me.

5 Q. I'm sorry, are you finished?

6 A. Yes, I'm finished.

7 Q. So now we start your second stay at 1126  
 8 South Central Avenue; is that correct?

9 A. Yes, sir.

10 Q. And that second stay is the time period  
 11 of June 2004 to about March 2005; is that correct?

12 A. Yes, sir.

13 Q. And that time period you don't dispute  
 14 that you received electric service at that address.

15 A. No, I don't dispute it, because I did  
 16 pay. American Electric Power researched and they  
 17 said Mr. Ross, you did pay us \$27 a month. But at  
 18 that time --

19 HEARING EXAMINER SHEETS: The answer to  
 20 question is "no," you're not disputing.

21 THE WITNESS: No, sir.

22 HEARING EXAMINER SHEETS: We've got to  
 23 let him continue with his questioning.

24 Q. And you allege that there was a  
 25 conference with AEP representatives at which the

1       \$537 past due balance at the South Central address  
2       was resolved off your bill; is that correct?

3             A.    Yes, sir. That was resolved though in  
4       the end of June 2011 conference, phone conference.

5             Q.    And can you just walk me through, why did  
6       you request that that 537 amount be resolved off your  
7       bill?

8             A.    Because there's no way I acquired it.  
9       See, when I moved back to the house, the house was  
10      empty, and I started off with zero again. Now, when  
11      I left the house, I had everything in the house and  
12      everything was full-blown electricity, and when I was  
13      evicted, I don't know what happened, somehow I got  
14      evicted in 1999.

15            But what happened is that at the time  
16      that I was evicted, everything in the house used  
17      electricity. Everything. Except the hot water  
18      heater.

19            Now, when I moved back to the house in  
20      2004, there was nothing in the house. Not a stove,  
21      refrigerator, washer/dryer, no ceiling fans, no air  
22      conditioning, no nothing. And how could I stay in  
23      the house over two years and have a \$34 balance when  
24      I get illegal evicted and move back to the house in  
25      2004 and acquire a \$734 bill and \$535 bill in six

1 months?

2 Q. Well --

3 A. And then see, OCS, and they -- after they  
4 did the investigation, they said there was no  
5 electricity used. Because even when I was living  
6 there, I came home one day --

7 HEARING EXAMINER SHEETS: Okay, let's go  
8 on to another question.

9 A. They said it's -- okay.

10 Q. Well, just to clarify, your second stay  
11 at 1126 South Central was for almost about a year  
12 from July -- June 2004 to about March 2005; is that  
13 correct?

14 A. Yes. I stayed there until -- yeah, I  
15 stayed there.

16 Q. So it was longer than six months.

17 A. Well, yeah, like I say, I had the  
18 electricity turned on in June but I let it just stay  
19 off. But I did not consume no electricity until  
20 July. Due to fires in the area. So because the  
21 house has been dormant empty for a long time. It had  
22 been empty for a long time but I knew it was still a  
23 good house and the wiring was done prior to I moved  
24 in and I knew the landlord personally. And I just  
25 stayed the electricity off because it was during the

1 summer months.

2 But I didn't really have a refrigerator  
3 to consume electricity until late August. And only  
4 thing I used in the house was three light bulbs and  
5 about a 19-inch color TV because I was starting back  
6 over.

7 So they all saying --

8 HEARING EXAMINER SHEETS: Mr. Ross, we  
9 have to let him ask the questions. Most of these  
10 questions can be answered "yes" or "no."

11 THE WITNESS: Yes, sir.

12 Q. Mr. Ross, do you have any documentation  
13 that you received from AEP reflecting the fact that  
14 the 537 was resolved off your bill as you claim?

15 A. I have a police report that followed.  
16 Someone broke in and stole my whole office. I did  
17 file a police report about my remaining papers that I  
18 had locked somewhere else just put in storage, they  
19 were stolen too. That was this police report right  
20 here, if I may get that, sir.

21 I have that information with me when I  
22 came back to Columbus. Here's -- you want to see  
23 this? If you want to call the Columbus Police  
24 Department, someone broke in my locker where I was  
25 staying at and they stole my remaining documents.

1 This is the police report right here I filed with the  
2 City of Columbus.

3 HEARING EXAMINER SHEETS: Okay now  
4 let's -- Mr. Ross, let's see if we can summarize your  
5 answer. You said you had documents and in the police  
6 report but that police report was stolen; is that  
7 correct?

8 THE WITNESS: Yes, sir, when I was here  
9 back in -- yeah, that's been stolen recently. That's  
10 been stolen since I returned back to Columbus.

11 HEARING EXAMINER SHEETS: Let's go on to  
12 another question.

13 Q. (By Mr. Alami) But you don't have any  
14 documents with you here today or attached to your --

15 A. No; everything's been stolen. I reported  
16 everything to the Columbus Police Department.

17 Q. And when in the conference you allegedly  
18 had with AEP representatives, did they state why they  
19 were resolving the 537 --

20 A. Because they said after they did the  
21 research, like I said, only this -- the third day  
22 Helen said that she got to talk to an OCS or  
23 something about if you own a PIPP and all that stuff  
24 and whoever consume electricity they will know who  
25 consumed electricity.

1                   And she came back and told me that during  
2                   that period of time they concluded that there was  
3                   little or no electricity used at 1126 South Central  
4                   during the time of from June of 2005 -- I mean, from  
5                   June of 2004 until March of 2005, and how did I get  
6                   two great big bills? It doesn't add up.

7                   These bills are conflicting, see. This  
8                   bill right hear says this account number right  
9                   here --

10                  HEARING EXAMINER SHEETS: Okay, Mr. Ross.

11                  A. You got conflicting records and I don't  
12                  know.

13                  HEARING EXAMINER SHEETS: I think we've  
14                  provided an answer.

15                  Q. And this conference that you're saying  
16                  that you had ended around May 2011.

17                  A. Yeah, at least June or May of 2011.

18                  Q. Okay.

19                  A. If this company right here, if this  
20                  social service, I don't know why they do them like  
21                  this. If this place right here will release -- it's  
22                  called the Lima Allen County Counseling Community  
23                  Affairs. If they would release those sign-in  
24                  records, it will prove the exact days that I had that  
25                  conference with American Electric Power.

1           For some reason they will not release  
2       those records. They did -- I did fill out a form for  
3       records release but they gave me some recent sign-in  
4       records. I said I appreciate these records but I  
5       asked for these records. The ones that I sign in in  
6       2011 around June or May.

7           I covered May, June, and July because  
8       that's got to be in June, if I think about it.  
9       Because I waited for a month to get the electricity  
10      turned on at 717-1/2 East Vine Street and then I  
11      waited until after the 4th of July and they didn't  
12      turn it on and me and my wife had to move on.

13           Q.     So service was never connected at 717-1/2  
14      East Vine.

15           A.     Right, not after the conference when they  
16      promised me it was going to be turned on in 2011.

17           Q.     And now you are seeking to connect  
18      service at 716-1/2 South Elizabeth Street.

19           A.     That was the intention. But if we  
20      resolve it, I'll hold it open until I find a place to  
21      stay again. Because without electricity I can't  
22      really hold on to nothing. And whatever settlement  
23      that you're going to offer me -- because this is not  
24      my fault.

25           I don't know what this is. This paper

1 right here said I was going to a settlement  
2 conference right here, I thought it was over with.  
3 Says right here, let's see right here.

4 Q. So --

5 A. Right here, sir, if you don't mind. It  
6 says on February 4, 2013, AEP asked --

7 HEARING EXAMINER SHEETS: Let him go on  
8 to another question. Let's hear the question. You  
9 can answer "yes" or "no."

10 THE WITNESS: Okay, yes, sir.

11 Q. So when you were starting to connect  
12 service at 717-1/2 East Vine and you said you waited  
13 for about a month; is that correct?

14 A. Yes, sir. I waited till the remainder of  
15 June and until after over the 4th of July of that  
16 year. So it was probably about a month or 45 days.  
17 At least 45 days. You can ask the old landlord, it  
18 was over 45 days.

19 HEARING EXAMINER SHEETS: Okay, now.

20 A. Yes, sir, I did wait, but they never  
21 turned it on. They started hanging the phone up on  
22 me.

23 Q. So did you call anybody back at --

24 A. Yes, sir, I called AEP, and they wasn't  
25 making any sense. And I kept calling them and then

1 the employees just started just slamming the phone on  
2 me.

3 I said what is this about? I said wait a  
4 minute, sir, let me read this letter to you. You  
5 don't need to read no letter to me. I said sir, let  
6 me read the letter. You don't need to read the  
7 letter to me.

8 HEARING EXAMINER SHEETS: Mr. Ross,  
9 Mr. Ross, just answer "yes" or "no" to his questions.

10 A. Okay, yes, that's what they did.

11 Q. But attached to your complaint you have  
12 as attachment 1 a request to initiate service at  
13 716-1/2 South Elizabeth Street; is that correct?

14 A. Right. Because the order was given at  
15 717-1/2 East Vine Street but the order was never  
16 carried out so I figured the order still stands.  
17 Yes, sir. I did.

18 HEARING EXAMINER SHEETS: Mr. Ross, the  
19 answer to that question is "yes," correct?

20 THE WITNESS: Yes, sir.

21 HEARING EXAMINER SHEETS: That's all we  
22 need at this point.

23 Q. But service was not connected at 716-1/2  
24 South Elizabeth Street.

25 A. No, sir.

1 MR. ALAMI: That's all the questions I  
2 have.

3 HEARING EXAMINER SHEETS: Okay, now I'm  
4 going to give you a brief period to respond, but you  
5 have to direct your response to his questions that he  
6 just asked you.

7 MR. ROSS: Yes, sir.

8 HEARING EXAMINER SHEETS: You can't go  
9 off in another direction, we have to -- you want to  
10 say something else, this would be a redirect  
11 examination for you. So go ahead, do you have  
12 anything based on what he asked you, you want to  
13 state anything? And I want you to be brief and  
14 concise.

15 - - -

16 REDIRECT TESTIMONY

17 MR. ROSS: Well, sir, can you explain why  
18 American Electric Power --

19 HEARING EXAMINER SHEETS: You can't  
20 question him now. This your response.

21 MR. ROSS: I really just in closing type  
22 response?

23 HEARING EXAMINER SHEETS: No, this is  
24 like redirect examination based on -- he just  
25 cross-examined you, okay? Now based on what he just

1       said, do you have anything to respond to what he just  
2       said?

3               MR. ROSS:  The only thing I can respond  
4       to is that somehow the order was not carried out and  
5       I was depending on the order.  And this matter was  
6       resolved off me as stated, and the records show that  
7       they got conflicting records.  And that's about the  
8       end of that I can -- that's the conclusion, sir.  
9       That's my conclusion.

10              I have records here, conflicting records,  
11       I have a police report here saying that even since  
12       I've been in Lima -- I mean back to Columbus, my  
13       records been stolen.

14              HEARING EXAMINER SHEETS:  And you just  
15       held up a card?

16              MR. ROSS:  Yes, sir, I went to the police  
17       station and I filed.  I was staying right here,  
18       here's -- what happened is that, if I may conclude  
19       this right here --

20              HEARING EXAMINER SHEETS:  Mr. Ross, we're  
21       drifting off from what he just said.  Your response  
22       has to be focused on what he just said.

23              MR. ROSS:  Okay, this is what I'm doing  
24       because he asked me about records.  Yes.  This is how  
25       my records got stolen.  I was staying at the Faith

1 Mission on 6th Street downtown Columbus. For some  
2 reason I got upstairs to get in my bunk and this old  
3 black man, he was about five-seven or so and he has  
4 another couple men with him. One is a tall guy --

5 HEARING EXAMINER SHEETS: Mr. Ross.

6 MR. ROSS: I'm getting to the records,  
7 the reason why I don't have the records, sir.

8 HEARING EXAMINER SHEETS: They were  
9 stolen; is that correct?

10 MR. ROSS: Yes, sir. But I'll show you  
11 how they got stolen.

12 HEARING EXAMINER SHEETS: No, we don't  
13 need the particulars, but they were stolen.

14 MR. ROSS: Yes, sir.

15 HEARING EXAMINER SHEETS: Now, is there  
16 anything else you want to say?

17 MR. ROSS: That's the only thing I have  
18 to show that he's trying to go to that I don't have  
19 records. But I got proof that my records were  
20 stolen.

21 HEARING EXAMINER SHEETS: You say  
22 "proof," you're holding up cards that are from the  
23 Police Department?

24 MR. ROSS: Yes. This is an official  
25 police report. I went to the Police Department and

1 filed it.

2 HEARING EXAMINER SHEETS: You're saying  
3 that you filed a police report.

4 MR. ROSS: Yes, sir.

5 HEARING EXAMINER SHEETS: But you don't  
6 have the police report itself.

7 MR. ROSS: No, sir.

8 HEARING EXAMINER SHEETS: You said that  
9 was also stolen.

10 MR. ROSS: Not the Columbus police  
11 report. The Columbus police report, I never went  
12 down and pulled it. She said I can call them and  
13 they can send it to me if I want to use the website  
14 and whatever.

15 HEARING EXAMINER SHEETS: This is the  
16 Lima police report?

17 MR. ROSS: This is the Columbus police  
18 report. Now, the Lima police report was stolen out  
19 my locker. That's what I'm getting to. Yes, sir,  
20 the Lima police report.

21 HEARING EXAMINER SHEETS: You're holding  
22 a card now that says you have a report number with  
23 the Columbus Police Department.

24 MR. ROSS: Yes, sir.

25 HEARING EXAMINER SHEETS: But you do not

1 have that report with you today.

2 MR. ROSS: No, sir.

3 HEARING EXAMINER SHEETS: Okay. Now, is  
4 there anything else to add to that? We've sorted out  
5 the police reports and they've been stolen. Is there  
6 anything else you want to add?

7 MR. ROSS: I want to add that it appears  
8 to me there's a big cover up or something that's  
9 bothering me. Okay, sir, I close. I have nothing  
10 else. That's the only avenue that I see that he was  
11 talking about and that's the only way that closed  
12 that avenue and I have nothing else, no other reason  
13 to offer.

14 HEARING EXAMINER SHEETS: Do you have  
15 anything on recross?

16 MR. ALAMI: Just briefly, your Honor.

17 - - -

18 RECROSS-EXAMINATION

19 By Mr. Alami:

20 Q. In the police reports, Mr. Ross, that you  
21 filed, did you specifically allege in those reports  
22 that the information that you received from AEP  
23 indicating that the 537, 535 was resolved off your  
24 bill that was stolen?

25 A. Yes, sir. I told them all federal and

1 legal documents were stolen.

2 Q. Including --

3 A. Including AEP and everything. The reason  
4 why I'm here is to get my records straight and  
5 everything was stolen.

6 Q. But you don't have a copy of any of those  
7 police reports.

8 A. The police report from Lima was in my  
9 documentation when I came to Columbus. Which all  
10 that documentation was stolen out of my locker at  
11 this place right here, at Faith Mission.

12 Now, this is the police report that I  
13 have that I filed with Columbus to say that the  
14 records that I brought from Lima, police reports from  
15 Lima, all the records about AEP, all the records  
16 about this Commission, everything, business cards,  
17 police records, everything was in my -- I had one of  
18 those clear folders, multi-folder, the black top on  
19 it, it was all stolen.

20 And this is not the first time things  
21 have been stolen from me. I'm here on my driving  
22 records too. I'm here on my Social Security records,  
23 they were all stolen. Everything was in that  
24 multi-folder was stolen.

25 Q. Right, but aside --

1           A.    Yes, AEP. I did speak to them that AEP  
2 records were stolen. And they said they included all  
3 of that.

4           Q.    Aside from the cards from the police  
5 departments that you brought here today and are  
6 holding up, currently you don't have any copies of  
7 those police reports.

8           A.    No, sir. But this is the police report  
9 number right here. She said just reference this  
10 number if you actually need the report. So if I  
11 called the Columbus Police Department and give them  
12 this number right here that she wrote, her name is  
13 on --

14           HEARING EXAMINER SHEETS: The answer to  
15 the question was "no."

16           THE WITNESS: Yes, sir, this number is as  
17 good as the report.

18           HEARING EXAMINER SHEETS: You don't have  
19 the report with you.

20           THE WITNESS: No, sir. All I have to do  
21 is --

22           HEARING EXAMINER SHEETS: You do not have  
23 the report.

24           THE WITNESS: I never have it physically  
25 with me.

1 HEARING EXAMINER SHEETS: That's the  
2 answer to the question.

3 THE WITNESS: I never got one.

4 MR. ALAMI: Thank you, Mr. Ross.

5 That's all the questions.

6 HEARING EXAMINER SHEETS: You're excused.

7 We'll proceed with the company's side of  
8 the case.

9 MR. ALAMI: Thank you, your Honor. The  
10 company calls Michele Jeunelot.

11 (Witness sworn.)

12 - - -

13 MICHELE JUENELOT

14 being first duly sworn, as prescribed by law, was  
15 examined and testified as follows:

16 DIRECT EXAMINATION

17 By Mr. Alami:

18 Q. Ms. Jeunelot, can you state your name and  
19 business address and what you do for the company?

20 A. Sure. My name is Michele Jeunelot. I  
21 work currently at 850 Tech Center, Gahanna, Ohio,  
22 43230. My current role with AEP-Ohio is Manager of  
23 Regulatory Operations.

24 Q. And did you cause to be filed in this  
25 case testimony consisting of approximately 15, 14

1 pages with three exhibits? Excuse me, four exhibits?

2 A. That is correct.

3 MR. ALAMI: I'd like to mark for  
4 identification the testimony of Michele Jeunelot  
5 filed in this case on May 3, as AEP Exhibit No. 1 for  
6 purposes of identification.

7 HEARING EXAMINER SHEETS: AEP Exhibit 1  
8 is so marked.

9 (EXHIBIT MARKED FOR IDENTIFICATION.)

10 MR. ALAMI: Thank you.

11 Q. And, Ms. Jeunelot, you said your  
12 professional responsibilities with the company and I  
13 guess I should just ask you to state them. What do  
14 your responsibilities include?

15 A. As manager of regulatory operations for  
16 AEP-Ohio, I have responsibilities to ensure  
17 compliance with all Ohio Administrative Code rules,  
18 AEP-Ohio's terms and conditions of service, as well  
19 as oversight over all PUCO complaints both formal and  
20 informal.

21 Q. Are you familiar with the complaint that  
22 we're here regarding today, the complaint filed by  
23 Mr. Ross?

24 A. Yes, I am.

25 Q. And is it -- can you just briefly

1 describe your understanding of the complaint as to  
2 what Mr. Ross is seeking?

3 A. Absolutely. Mr. Ross had service with  
4 AEP-Ohio from June of 2004 till about March or April  
5 of 2005. And during that time started as a PIPP  
6 customer about a month after starting service. And  
7 it appears that through the course of using service  
8 accumulated a final bill of a \$537.43.

9 Q. And is this service, electric service  
10 received at 1126 South Central Ave.?

11 A. That's correct.

12 Q. And it's for those time periods that you  
13 just referenced there?

14 A. Yes.

15 Q. Looking at Exhibit 1 attached to your  
16 testimony, MJ Exhibit 1, now, that's a payment  
17 history for Mr. Ross at the 1126 South Central  
18 address for those time periods; is that correct?

19 A. That is correct.

20 Q. And there is a row there titled  
21 "Payment," and does that indicate, the blanks there  
22 in some of those dates, does that indicate a payment  
23 not being made?

24 A. Let me clarify; yes and no on that one.  
25 So wherever you see a payment made, that is when

1 Mr. Ross made a payment. At times you will see a  
2 line where it shows charges as well for the electric  
3 service due. And since Mr. Ross was a PIPP customer,  
4 it would show the PIPP amount due for service at that  
5 address. So you should see corresponding payments  
6 with each one of those lines shown after at a later  
7 date for those.

8 Q. So in instances where you don't see a  
9 corresponding payment, what does that mean?

10 A. That means that bill was not paid.

11 Q. And as a result of the payments not being  
12 paid, over a period of time the amount in dispute  
13 here accrued; is that correct?

14 A. That is correct.

15 Q. Now, did Mr. Ross seek to reconnect  
16 electric service at any other address after the 1126  
17 South Central Avenue address?

18 A. Yes. Our records show there are two  
19 addresses that Mr. Ross sought service on, which  
20 includes the 717-1/2 East Vine Street address, as  
21 well as the 716-1/2 South Elizabeth Street address.

22 Q. And when any customer seeks to initiate  
23 service, that initiate service request is assigned an  
24 account number; is that correct?

25 A. That's correct.

1 Q. And it might not necessarily be the same  
2 account number that the customer had previously.

3 A. Yes; an account number is assigned for  
4 each service location that a customer seeks that.

5 Q. Ms. Jeunelot, does the company have any  
6 record of the conference that Mr. Ross is alleging  
7 took place including on or around May or June 2011?

8 A. We do not have records in that timeframe  
9 speaking with Mr. Ross, but we do have records  
10 speaking with Mr. Ross on various occasions regarding  
11 starting a service request.

12 Q. But of the particular conference that  
13 Mr. Ross is alleging here, there's no records; is  
14 that correct?

15 A. That is correct.

16 Q. And would there have been a record, would  
17 the company have a record if it had resolved, as  
18 Mr. Ross is alleging, the past due amount off of his  
19 bill?

20 A. Yes. For amounts as large as 500-some  
21 dollars, the company would make a permanent record on  
22 an account. Our call center does not have the  
23 authority to dissolve or resolve \$537 off a  
24 customer's account, so that sort of item would be  
25 sent over to a Direct Collections group to -- any

1       note that they make on the customer's account  
2       regarding -- is made a permanent record on that  
3       customer's account and would show on a customer's  
4       record going forward. Instead of typical just  
5       conversations on a customer's account, like a call  
6       center conversation.

7               Q.     So in the event the 537 was resolved off  
8       the Mr. Ross' account, that would have shown up as a  
9       permanent record under his name so as to any time a  
10      request to initiate service in his name is received,  
11      the customer service representative looking at  
12      Mr. Ross' name would see that permanent record.

13             A.     It's a permanent record put on Mr. Ross'  
14      account for that 1126 South Central Avenue showing  
15      that amount would have been cleared off.

16             Q.     And, in fact, Exhibit 2 and Exhibit 3  
17      attached to your testimony are notices that the  
18      company sent in response to a request to initiate  
19      service; is that correct?

20             A.     That's correct.

21             Q.     And they're responses that the company  
22      sent to Mr. Ross for Exhibit 2, his request to  
23      initiate service at 717-1/2 East Vine Street; is that  
24      correct?

25             A.     That's correct.

1           Q.    And that notice there, Exhibit 2, you  
2           don't have to read it, but it's indicating that the  
3           past due amount is a result of service received at  
4           1126 South Central; is that correct?

5           A.    Yes.

6           Q.    Now, Ms. Jeunelot, in your role as  
7           manager of -- regulatory manager of operations, are  
8           you familiar with the company's obligations and the  
9           rules promulgated with this Commission or the  
10          tariffs?

11          A.    Yes, I am. That is part of my daily job.

12          Q.    What do the tariffs say that the company  
13          has that have been approved by the Commission with  
14          respect to past due amounts and how those are  
15          resolved or settled for a customer?

16          A.    Customers who have past due amounts for  
17          service and have either moved to a different  
18          location, we are allowed to take those final bill  
19          amounts and put them into new accounts as long as  
20          they are like service. Which would be a residential  
21          past due amounts to residential; commercial past due  
22          to commercial. But we cannot take a commercial past  
23          due amount and put it to a residential bill and  
24          vise-versa.

25          Q.    So in this instance here, in this

1 complaint when Mr. Ross sought to initiate service at  
2 the 716-1/2 South Elizabeth residence, the company  
3 was acting in accordance with the rules and the  
4 tariffs approved by the Commission when it  
5 transferred the past due amount it has for Mr. Ross  
6 to the new address and required that it be paid  
7 before service was initiated?

8 A. That is correct. Yes.

9 Q. And in your opinion, Ms. Jeunelot, did  
10 the company violate any rule or -- Commission rule or  
11 any provision of its tariff in this instance?

12 A. No.

13 Q. What options has the company given  
14 Mr. Ross to resolve the complaint or initiate service  
15 which is the relief that he's requesting?

16 A. The customers have the opportunity to use  
17 what's called the winter reconnect order between  
18 November 15th and April 15th of each year where  
19 they can start service for \$175 irregardless of past  
20 due debt or whatnot and we will take that past due  
21 debt and spread it into payment arrangements going  
22 forward.

23 Mr. Ross was offered the winter reconnect  
24 order during several times of starting service in  
25 order to take that past due debt and be able to get

1 immediate service for just \$175 and spread over any  
2 past payments up to nine months going forward of  
3 billing.

4 As well as because Mr. Ross' past due  
5 debt was PIPP, we have offered to drop the security  
6 deposit on his account as well.

7 Q. If Mr. Ross -- the allegation that  
8 Mr. Ross states in his complaint that the 537 was  
9 resolved off of his bill, when he went to initiate  
10 service at a new address, would the company have sent  
11 the notices that are attached to your testimony here?

12 I'm sorry, that was a bad question on my  
13 part.

14 If the company had resolved the 537 off  
15 of Mr. Ross' account, would it have sent the notices  
16 that are attached to your exhibit here indicating  
17 that there was still an amount past due?

18 A. No. These notices were to investigate  
19 the debt that was tied to the account. If that debt  
20 had been cleared, these notices would not have been  
21 sent. The service would have been initiated.

22 MR. ALAMI: That's all the questions I  
23 have. Thank you.

24 HEARING EXAMINER SHEETS: Mr. Ross --  
25 let's go off the record here briefly.

1 (Discussion off the record.)

2 HEARING EXAMINER SHEETS: Do you have any  
3 questions?

4 MR. ROSS: Yes, I do have questions.

5 HEARING EXAMINER SHEETS: I want you to  
6 be focused on her testimony then.

7 MR. ROSS: Okay.

8 - - -

9 CROSS-EXAMINATION

10 By Mr. Ross:

11 Q. Could you state your name again, ma'am?

12 A. Sure, my first name is Michele, last name  
13 Jeunelot.

14 Q. Michele Jeunelot, okay.

15 A. Yes.

16 HEARING EXAMINER SHEETS: You want to  
17 state for the record what you're looking at?

18 MR. ROSS: I'm looking at the payment  
19 history right here.

20 HEARING EXAMINER SHEETS: So that is  
21 marked as?

22 MR. ROSS: It says MJ Exhibit 1.

23 HEARING EXAMINER SHEETS: MJ Exhibit 1.

24 Q. (By Mr. Ross) Now, what department did  
25 you say you work in, ma'am?

1           A.    I work in Regulatory.

2           Q.    Regulatory.  So, ma'am, are you familiar  
3 with Direct Collections?

4           A.    I know generally a little bit about their  
5 department but I've never been employed through  
6 Direct Collections or have day-to-day communications  
7 with them, no.

8           MR. ROSS:  I object to that man's  
9 conversation because AEP should have a representative  
10 here from Direct Collections for me to question.  But  
11 I'll continue on.  This is improper questioning.

12           HEARING EXAMINER SHEETS:  Your questions  
13 are for this witness.

14           MR. ROSS:  But this is improper  
15 questioning.  Is anyone here from Direct Collections?

16           HEARING EXAMINER SHEETS:  No, your --

17           MR. ROSS:  So AEP has a problem.

18           HEARING EXAMINER SHEETS:  This is the  
19 witness.

20           MR. ROSS:  Yes, sir.

21           Q.    (By Mr. Ross) Now, according to this  
22 Exhibit No. 1 right here, ma'am, it says right here  
23 if we start here, go down to the bottom, it says  
24 6/1/2004, right?

25           A.    Yes.

1           Q.    That's the first date. And over here  
2           where it says electric service, it says -- what does  
3           it say? Is it blank? The first two?

4           A.    That's right, the --

5           Q.    I see a blank right there, a blank. One  
6           says 6/1/2004, that's blank. 6/1/2004 is that blank?  
7           The payment for the electric.

8           A.    The amount for what would be due from  
9           your metered electric service under the electric  
10          column for 6/1/04 is blank.

11          Q.    Right. Now, go over to where it says --  
12          let's continue up here. This is going to take me  
13          some time, this is the first time I've seen this.

14                Then it says right here 6/21 -- then it  
15          says 6/11/2004 there. What does it say under  
16          Electric right there?

17          A.    \$1.27.

18          Q.    What's the \$1.27 for?

19          A.    The column under Electric would show  
20          amounts due associated with meter reading.

21          Q.    So on that day I only owed -- if I had  
22          electricity that day, I only owed \$1.27?

23          A.    That's correct.

24          Q.    So that shows that's about a half a month  
25          if you start at 6/1, and if you go over to 6/11

1 that's just about a half a month electricity use,  
2 ain't it?

3 A. Roughly, yes.

4 Q. Yes, okay. Now, if you go to 6/21/2004,  
5 it shows a blank there, doesn't it?

6 A. Under Electric Service it does show  
7 blank.

8 Q. That's what I mean, shows nobody used  
9 electricity that month, does it? There ain't no cost  
10 there.

11 A. That shows that that meter was not read  
12 on that date.

13 Q. That's what I'm saying. I stated in my  
14 testimony -- did you hear me state in my testimony  
15 about me leaving electricity off?

16 HEARING EXAMINER SHEETS: Mr. Ross, we're  
17 questioning her on that. Your cross-examination is  
18 based on this.

19 MR. ROSS: Yes, sir.

20 Q. Now, so then we go from zero money for a  
21 whole month, which electricity was off, and then in  
22 June -- 7/14/2004 what does it say there for the  
23 electricity?

24 A. \$25.47.

25 Q. OCS stated no electricity use. Then we

1 go to 8/2004, 8/12/2004, I notice over here that if  
2 you go to Payment, how come on 8/12/2004 they show  
3 there was no payment?

4 A. For 8/12/2004 it shows an amount due for  
5 a meter read of \$27.39.

6 Q. Did AEP receive a payment?

7 A. On the following line on 9/2/2004 AEP  
8 does show a payment --

9 Q. Right. A payment for what month? I  
10 mean, that's what -- tell me what 9 is, September?

11 A. That is correct.

12 Q. Okay. So then you go to 9/13/2004 AEP  
13 sent out two bills that month? They got one on 9/2  
14 and one on 9/13?

15 A. 9/2 is not a bill. It reflects the date  
16 of a payment made, and then 9/13 would be the date of  
17 the next bill. We generally read approximately 30  
18 days apart from each other, give some, take some. So  
19 there's generally a bill --

20 Q. Now, ma'am, this really, this looks like  
21 it doesn't make any sense to me. Now, it says right  
22 here -- now, do you have my actual PIPP agreement?  
23 You do admit -- I do admit that I put my PIPP on --  
24 put my electricity onto PIPP. Do you actually have  
25 my PIPP agreement?

1 A. I do not.

2 Q. You do not?

3 A. I do not have your PIPP agreement.

4 Q. AEP can't prove I was even on a PIPP.

5 Now, a PIPP agreement was as following but I don't  
6 have to tell you that because AEP don't have no  
7 records.

8 Okay, that's enough of that because this  
9 really is some erratic stuff.

10 Now, go over where it says Deposit, go  
11 back to 6/1/2004. See 6/1/2004 down at the bottom?

12 A. Yes, I do, sir.

13 Q. Who made \$174 deposit?

14 A. On 6/1/2004 that shows a deposit  
15 requirement of \$174, but does not show an associated  
16 payment of \$174.

17 Q. But AEP told me I just pay \$50 deposit  
18 plus my whole balance and that's what I did.

19 HEARING EXAMINER SHEETS: Mr. Ross, you  
20 can't testify now. Just ask your questions.

21 MR. ROSS: Yes, sir.

22 Q. Let's go to your next page since that  
23 page doesn't make any sense to me. Plus now look  
24 here, it says right here we're looking at MJ  
25 Exhibit 2.

1 HEARING EXAMINER SHEETS: What are you  
2 reading from now?

3 MR. ROSS: I'm reading this  
4 February 27th letter right here.

5 HEARING EXAMINER SHEETS: And that is  
6 marked?

7 MR. ROSS: That's page 2 of 2, this  
8 right here what Mister just gave me.

9 HEARING EXAMINER SHEETS: MJ Exhibit 2?

10 MR. ROSS: Right, MJ Exhibit 2.

11 Q. (By Mr. Ross) It says February 27, 2012.  
12 Now, look at that account number, ma'am. Let me ask  
13 you this question before I receive it. How many  
14 account numbers has Jasper Ross had with AEP?

15 A. I don't know right offhand.

16 Q. AEP don't know how many account numbers I  
17 had. AEP has conflicting records.

18 MR. ALAMI: Is there a question?

19 HEARING EXAMINER SHEETS: Mr. Ross, you  
20 can't testify.

21 MR. ROSS: But I'm looking at her  
22 exhibits.

23 HEARING EXAMINER SHEETS: Her answer was  
24 she doesn't know. You have to ask her another  
25 question.

1 MR. ROSS: Yes, sir.

2 Q. (By Mr. Ross) So AEP states that this  
3 account number is Jasper Ross account number on this  
4 page on exhibit MJ Exhibit 2, see it says right here  
5 0711566843, 1126 South Central Avenue. They say  
6 that's the account number, right?

7 A. That account number was the account  
8 number that was associated with the dispute at --

9 Q. But that's the 1126 South Central --

10 MR. ALAMI: Your Honor, can we have the  
11 witness finish her testimony --

12 MR. ROSS: She answered the question.

13 Q. (By Mr. Ross) Answer the question please;  
14 is that Jasper Ross' account number?

15 A. That is the account number associated  
16 with the disputed amount --

17 Q. So is that my account number? Is that  
18 Jasper Ross' account number?

19 A. At the 1126 South Central Avenue --

20 Q. Now, all right, now go to Exhibit MJ  
21 Exhibit 3, page 3.

22 MR. ALAMI: Your Honor, at this point --

23 MR. ROSS: Objection. I'm questioning  
24 her.

25 HEARING EXAMINER SHEETS: MJ Exhibit 3

1 page 3. Is that what you just said?

2 MR. ROSS: Yes, sir.

3 HEARING EXAMINER SHEETS: I've got to  
4 caution you, Mr. Ross, you cannot testify at this  
5 point. You have to ask questions.

6 MR. ROSS: Yes, sir.

7 HEARING EXAMINER SHEETS: And she'll give  
8 a "yes" or "no" answer and then we move on to another  
9 question.

10 Let's proceed.

11 Q. (By Mr. Ross) Ma'am, we're looking at MJ  
12 Exhibit 3, page 3.

13 A. Yes.

14 Q. Go down to where it says -- is that  
15 Jasper Ross account number?

16 A. For the 716-1/2 South --

17 Q. Right. Is that number says 017-156-68?  
18 Can Jasper Ross -- now, is that Jasper Ross account  
19 number?

20 A. For service being started at 716-1/2 --

21 Q. So AEP is saying -- is AEP saying that  
22 Jasper Ross has two account numbers at the same  
23 address? Look at it. It says 1126 South Central.  
24 And AEP don't know how many accounts Jasper Ross  
25 have, do they? You already said that.

1 MR. ALAMI: Is there a question?

2 Q. Yes. Does Jasper Ross have more than two  
3 account numbers with AEP?

4 MR. ALAMI: Objection, asked and  
5 answered.

6 MR. ROSS: Objection overruled.

7 HEARING EXAMINER SHEETS: Hold on.

8 MR. ROSS: She got to answer the  
9 question.

10 HEARING EXAMINER SHEETS: Mr. Ross, hold  
11 on.

12 MR. ALAMI: I believe this questioning  
13 with respect to how many account numbers Mr. Ross has  
14 with the company has been asked several times, has  
15 been answered by this witness on two occasions, and  
16 she's also indicated she doesn't know --

17 MR. ROSS: That proves AEP has  
18 conflicting records.

19 HEARING EXAMINER SHEETS: Mr. Ross,  
20 Mr. Ross, we have to go with her answer, she doesn't  
21 know.

22 MR. ROSS: So AEP don't know if she don't  
23 know what department she is from. Okay. I believe  
24 the Court has heard what they need to hear from this  
25 witness. This witness doesn't have knowledge of how

1 many accounts Mr. Ross has. This witness doesn't --

2 HEARING EXAMINER SHEETS: Do you have any  
3 more questions for this witness?

4 MR. ROSS: No, I'm closing. This witness  
5 has conflicted records, as stated in my complaint,  
6 sir.

7 HEARING EXAMINER SHEETS: Mr. Ross, do  
8 you have any more questions?

9 MR. ROSS: No, sir. She may step down.

10 HEARING EXAMINER SHEETS: Do you have any  
11 on redirect?

12 MR. ALAMI: No, your Honor.

13 HEARING EXAMINER SHEETS: You're excused.  
14 Do you have any more witnesses to call?

15 MR. ALAMI: No, your Honor. At this  
16 time, however, the company would remove -- it has a  
17 pending motion to dismiss Mr. Ross' complaint and I  
18 believe that the Court has yet to rule on it, your  
19 Honor has yet to rule on it. At this time the  
20 company would bring that to your Honor's attention.

21 HEARING EXAMINER SHEETS: I'll take your  
22 motion under advisement at this time, and the  
23 Commission will very likely rule on it in the near  
24 future.

25 Let's go off the record here.

1 (Discussion off the record.)

2 HEARING EXAMINER SHEETS: Let's go back  
3 on the record.

4 During the recess we made copies of  
5 documents that the complainant referred to in his  
6 testimony, and the copies are going to be marked  
7 complainant's Exhibit 1, which are three cards that  
8 he referred to, three business cards, and then  
9 there's Complainant's Exhibit 2, his personal address  
10 book with addresses in it that he referred to during  
11 his testimony.

12 (EXHIBITS MARKED FOR IDENTIFICATION.)

13 HEARING EXAMINER SHEETS: These will be  
14 introduced solely to clarify what you were talking  
15 about, Mr. Ross.

16 MR. ROSS: Yes, sir.

17 HEARING EXAMINER SHEETS: Did you want to  
18 add anything?

19 MR. ALAMI: No, thanks, your Honor.

20 HEARING EXAMINER SHEETS: Well, that  
21 said, I will admit the Company's Exhibit 1 with  
22 attachments, MJ Exhibit 1, 2, and 3, and  
23 Complainant's Exhibits 1 and 2.

24 MR. ALAMI: Yes, your Honor, just to  
25 clarify, the company moves for admission of AEP

1 Exhibit 1 which has been marked as AEP Exhibit 1  
2 which includes 14 pages of testimony and MJ Exhibits  
3 1, 2, 3, and 4.

4 HEARING EXAMINER SHEETS: And 4, excuse  
5 me. I left out 4, you're correct.

6 (EXHIBITS ADMITTED INTO EVIDENCE.)

7 MR. ALAMI: Thank you, your Honor.

8 HEARING EXAMINER SHEETS: With that said,  
9 I'll consider this case submitted on the record. I  
10 thank you all for coming.

11 (Hearing adjourned at 11:32 a.m.)

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CERTIFICATE

I do hereby certify that the foregoing is a true and correct transcript of the proceedings taken by me in this matter on Thursday, May 9, 2013, and carefully compared with my original stenographic notes.

---

Julieanna Hennebert, Registered Professional Reporter and RMR and Notary Public in and for the State of Ohio.

My commission expires February 19, 2018.

(72303-jul)

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Summary: Transcript in the matter of Jasper Ross v Ohio Power Company hearing held on 05/09/13 electronically filed by Mrs. Jennifer Duffer on behalf of Armstrong & Okey, Inc. and Hennebert, Julieanna Mrs.