

**BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO**

In the Matter of the Complaint of Robert)	
Scarfpin,)	
)	
Complainant,)	
)	Case No. 13-0150-EL-CSS
v.)	
)	
Ohio Power Company,)	
)	
Respondent.)	

TESTIMONY

OF

MICHELE JEUNELOT

ON BEHALF OF OHIO POWER COMPAY d/b/a AEP OHIO

Filed June 18, 2013

1 **BACKGROUND INFORMATION**

2 **Q. Please state your name and business address.**

3 A. My name is Michele Jeunelot, and my business address is 850 Tech Center Drive,
4 Gahanna, OH 43230.

5 **Q. By whom are you employed and what is your position?**

6 A. I am employed by American Electric Power Service Corporation (“AEPSC”) as
7 Manager of Regulatory Operations for Ohio Power Company (the “Company” or
8 “AEP Ohio”).

9 **Q. What is your professional and educational background?**

10 A. I earned a bachelor’s degree in Electrical Engineering from Wright State University
11 and a master’s degree in Business Administration from Capital University.

12 I have ten years of electric utility experience, focusing primarily on distribution
13 operations. In 2000, I joined Columbus Southern Power, an operating unit of
14 American Electric Power, as a Quality of Service Engineer supporting the Columbus
15 area. In 2002, I became a Project Design Engineer, before joining the Distribution
16 Support Group in 2006 as a Budget & Performance Analyst. In 2009, I joined the
17 Business Support Group as a Business Operations Support Analyst before being
18 named to my current position as AEP Ohio Regulatory Manager of Operations.

19 **PURPOSE OF TESTIMONY**

20 **Q. What is the purpose of your testimony in this proceeding?**

21 A. The purpose of my testimony is to respond to the allegations contained in the
22 Complaint filed with the Public Utilities Commission of Ohio by Complainant
23 Robert Scarfpin on January 9, 2013. In my role as AEP Ohio Regulatory Manager

1 of Operations, I am responsible for investigating customer complaints, and I have
2 personal knowledge of the facts giving rise to the Complaint in this case and of the
3 Company's response to and investigation of Mr. Scarfpin's allegations.
4 Through my testimony, I will demonstrate that AEP Ohio, met its obligations to
5 provide safe, reasonable and adequate electric service to Mr. Scarfpin, keep accurate
6 records, and to otherwise act in accordance with Ohio law and AEP Ohio's tariffs at
7 all times.

8 **EXHIBITS**

9 **Q. Are you sponsoring any exhibits?**

10 A. No.

11 **FACTS ADDRESSING COMPLAINANT'S ALLEGATIONS**

12 **Q: Please briefly describe Mr. Scarfpin's complaint with the Company.**

13 A: In his complaint, Mr. Scarfpin expresses his general concern about the riders
14 appearing on his electric bill.

15 **Q. Can you describe what a Rider is?**

16 A: Yes. A rider is a temporary charge to recover specified and allowable costs as
17 approved by the Commission.

18 **Q: Can you give me an example of a Rider that would appear on Mr. Scarfpin's**
19 **electric bill?**

20 A: Yes, the Retail Stability Rider is an example of a rider that would appear on Mr.
21 Scarfpin's electric bill. This rider was approved by the Commission as part of
22 AEP Ohio's most recent electric security plan in Case Nos. 11-346-EL-SSO, et al.

23 **Q: Can the Company implement riders without Commission approval?**

1 A: No. The Company's riders must be approved by the Commission.

2 **Q: Are these riders approved in secret?**

3 A. No. The Company's riders are generally approved as part of a larger case, which
4 is normally publically noticed and allows an opportunity for customer comments
5 and feedback. Most times public hearings are held for customers to attend and
6 voice their opinion on the new rates.

7 **Q: Where could a customer find additional information about the Company's**
8 **approved riders?**

9 A: Additional information about the Company's approved riders can be found in the
10 Company's Tariffs.

11 **Q: In your opinion has AEP Ohio violated any rules in charging Mr. Scarfpin**
12 **these riders?**

13 A. Absolutely not.

14 **Q. Does this conclude your pre-filed direct testimony?**

15 A. Yes.

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Summary: Testimony of Michele Jeulenot electronically filed by Mr. Yazen Alami on behalf of Ohio Power Company