

BEFORE

THE PUBLIC UTILITIES COMMISSION OF OHIO

In the Matter of the Complaint of Daniel	)	
George,	)	
	)	
Complainant,	)	
	)	
v.	)	Case No. 14-305-EL-CSS
	)	
Ohio Power Company,	)	
	)	
Respondent.	)	

ENTRY ON REHEARING

The Commission finds:

- (1) On February 25, 2014, Daniel George (Complainant) filed a complaint against Ohio Power Company (AEP-Ohio) to seek compensation for his household items that were damaged by an electrical surge.
- (2) AEP-Ohio filed an answer to the complaint on March 18, 2014. Concurrently, AEP-Ohio filed a motion to dismiss.
- (3) On May 22, 2014, the parties convened for a settlement conference but were unable to resolve the dispute. A hearing took place on June 27, 2014.
- (4) On October 22, 2014, the Commission issued an Opinion and Order, finding that the Complainant did not sustain the burden of proof.
- (5) On November 13, 2014, the Complainant filed a pleading contesting the Commission's decision. The pleading shall be construed as an application for rehearing.

The Complainant seeks to be compensated for the loss of electrical fixtures, appliances, and devices that were damaged as a result of a power surge. The Complainant states that he understands the law that is applicable to the case and that AEP-Ohio did not violate any law. However, the Complainant argues that the law is not a good standard for the treatment of a

loyal, paying customer. The Complainant regards AEP-Ohio as a reputable, trustworthy company that has given him a sense of security. He suggests that it is unbefitting of a company like AEP-Ohio not to compensate a customer for damages caused by its equipment.

- (6) As in prior electrical surge cases, the Commission applied in this case the criteria set forth in *In re Complaint of Edward J. Santos v. Dayton Power and Light Company*, Case No. 03-1965-EL-CSS (*Santos*): a) whether the cause of the problem was in the control of the company, b) whether the company failed to comply with any statutory or regulatory requirements regarding the operation of its system that could have caused the outage or surge, c) whether the company's actions or inactions constituted unreasonable service, and d) whether the company acted reasonably in correcting the problem. The Complainant's pleading does not address these criteria, it does not challenge the application of the criteria to the facts of the case, and it does not introduce new facts or arguments that would cause the Commission to reconsider its Opinion and Order. Moreover, the Complainant admits that AEP-Ohio has violated no law.

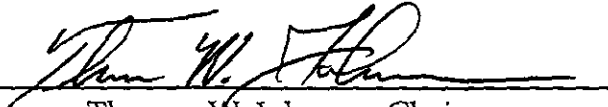
In essence, the Complainant pleads for compensation as a goodwill gesture to a loyal customer. The Commission encourages electric service companies to provide some measure of goodwill or compensation in a case like this where a customer's property is damaged as the result of a power surge from the company's equipment. However, the Commission, bound by *Santos*, finds no lawful basis on these facts to find in favor of the Complainant. Consequently, the application for rehearing must be denied.


It is, therefore,

ORDERED, That the Application for Rehearing filed by the Complainant be denied.  
It is, further,

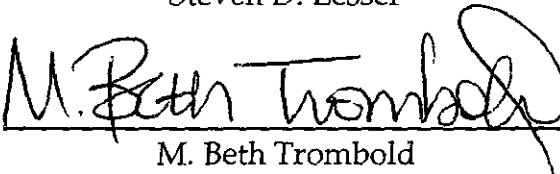
ORDERED, That a copy of the Entry on Rehearing be served upon all parties and interested persons of record.

THE PUBLIC UTILITIES COMMISSION OF OHIO

  
Thomas W. Johnson, Chairman

  
Steven D. Lesser

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Lynn Slaby


  
M. Beth Trombold

\_\_\_\_\_  
Asim Z. Haque

LDJ/vrm

Entered in the Journal

**DEC 03 2014**

  
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Barcy F. McNeal  
Secretary

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