

FILE

Ohio

Public Utilities  
Commission

15-1638-EL-CSS  
~~15-1638-EL-CSS~~  
Case Number

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

Formal Complaint Form

Michael A. Dane  
Customer Name (Please Print)

1268 S. High St. #9  
Customer Address

Columbus, Ohio 43206  
City State Zip

Against

Please See Attached  
Account Number

AEP/OhioPower  
Utility Company Name

Customer Service Address (if different from above)  
Columbus, Ohio  
City State Zip

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

PLEASE  
SEE  
ATTACHED

RECEIVED-COLUMBUS, OH  
2016 AUG 23 PM 4:03  
PUCO

Mr. Michael A. Dane  
Signature

(614) 597-6638  
Customer Telephone Number

This is to certify that the images appearing are an  
accurate and complete reproduction of a case file  
document delivered in the regular course of business.  
Technician AW Date Processed 8/23/16

From : Mr. Michael A. Dane  
1268 South High Street #9  
Columbus, Ohio 43206  
Telephone : (614)597-6638  
Email : mdane203@gmail.com  
P.U.C.O. Case #15-1638-EL-CSS

August 19, 2016

To Whom It May Concern,

I am writing this inquiry in regards to the above P.U.C.O Case #15-1638-EL-CSS. There is several discrepancies regarding this so-called botched investigation/hearing. There were several instances in which employess' from AEP/OhioPower had informed me there was a account opened in My father's name approximately 5/2009 - 11/2009. When I asked who opened the account, because it wasn't my father because he was hospitalized after suffering a stroke. I also mentioned that there wasn't anybody else who had the information and the authority to open this said account. I asked several AEP/Ohio employees' to send me any and all copies of paperwork regarding this account. They assured me they would send me the information within 3-5 business days. Upon the hearing date of 12/02/2015 at P.U.C.O. hearing office, I was once again assured by AEP/ OhioPower employees' I would receive any and all documentation in regards to the account opened in 5/2015. I also stated during this hearing that I would write the letter stating that the issue had been resolved. What happened after this hearing is beyond all human comprehension. The employees' from AEP/OhioPower had informed me the paperwork was suppose to be in the mail to my residence. That was just another bogus statement AEP/OhioPower continued to tell to me. Then the P.U.C.O. office sent me a letter stating the issue had been resolved. I telephoned the P.U.C.O. office and informed the employee that the case was never resolved per the December 2, 2015 hearing. I informed the employee that AEP/OhioPower had never sent me the promised documentaion that had been promised to me on several occassions. I also informed them that I never filed the resolution letter I promised in the 12/02/2015 hearing. I have also filed a online complaint with P.U.C.O. When I called approximately 3-4 days later, the P.U.C.O employee told me filing complaints' online was worthless and he would send me the proper paperwork in the mail. That was never completed, which is no surprise, considering the facts I found during a little research of my own and discovered a little history between P.U.C.O. and AEP/OhioPower. I had to call P.U.C.O. to get the paperwork sent to me once again. And trust me when I say this. I have never been more disgusted and appalled then I have been going through this whole situation and seeing firsthand at what goes on in these cover-ups.

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Disgusted Beyond All Imagination,

*Mr. Michael A. Dane*  
Mr. Michael A. Dane