

FILE FAX

Public Utilities Commission

02.03.27 p.m. 09-03-2017 214

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

Formal Complaint Form

17-1943-EL-CSS

Kenneth B. Logan  
Customer Name (Please Print)

2489 Edsel Ave  
Customer Address  
Columbus OHIO 43207  
City State Zip

Against

KLOGO 71717R9  
Account Number

AEP  
Utility Company Name

Customer Service Address (if different from above)  
Columbus OHIO 43215  
City State Zip

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

PLEASE SEE ATTACHED PAGES

2017 SEP -6 AM 11:58  
PUCO

Kenneth B. Logan  
Signature  
614-420-2306  
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 JE Date Processed SEP 06 2017

**September 5, 2017**

**Public Utilities Commission  
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180 East Broad Street  
Columbus, Ohio 43215**

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**Case ID KLOG071717R9**

**To complement the the original 15 pages citing numerous instances where AEP has repeatedly violated my legal rights and provisions according to ther laws and statutes that govern this utility in the state of Ohio, I am submitting this complaint , in the hopes that with your help and guidance, I will be able to get back on a regular and constance time frame where I can pay my bill to AEP in a timely and reasonable manner.**

**I have not been able to understand why AEP started this assualt on me, since the 4 years of payment history show that I have ALWAYS paid the amount due in a timely and forthwith concern. It was only after pleading with AEP to check my meter, that all these miss steps in the calculating of my monthely billing became a issue.**

**I know I must pay for my electrical usage. And I am ready to pay all accurate and reasonable calculations to fulfill my obligation to pay AEP what is owed them. This is the reason why I have started taking pictures of my meter, which when I had an attorney, suggested to him that I TAKE A PICTURE ON A SPECIFIC DATE and then FAX said document to AEP for review and consideration. this would help stop any further MISTAKES by having my meter USAGE misread or interpreted. If you would need any or all corespondence that I have gotten from AEP , which is around 60 pages , I will carry them to you office to belay high charges of shipment.**

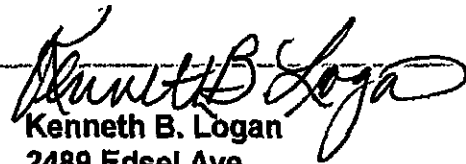
**One other issue I had with AEP is when I would get a Cut-Off notice, the person serving the notice would be from Zanesville. this would not be necessary other then to charge me more money.**

**PAGE 2**

**There is till the issue where AEP has not chosen to give me the \$60.00 dollar rebate. The over charging to address the shut off notice is well beyond acceptable measures to get me to pay my bill.**

**In light of these problems, I am more then willings to abide by any process where I can get back to paying my reasonable billing in a timely manner.**

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**Kenneth B. Logan  
2489 Edsel Ave.  
Columbus, Ohio 43207**