

THE PUBLIC UTILITIES COMMISSION OF OHIO

HELENA EDISON,

COMPLAINANT,

CASE NO. 18-622-EL-CSS

VS

**OHIO POWER COMPANY D/B/A AEP
OHIO.**

RESPONDENT.

ENTRY

Entered in the Journal on April 16, 2018

{¶ 1} Ohio Power Company d/b/a AEP Ohio (AEP Ohio) is a public utility, pursuant to R.C. 4905.02, and is, therefore, subject to the jurisdiction of this Commission.

{¶ 2} Pursuant to R.C. 4905.26, the Commission has authority to consider written complaints filed against a public utility by any person or corporation regarding any rate, service, regulation, or practice relating to any service furnished by the public utility that is in any respect unjust, unreasonable, insufficient, or unjustly discriminatory.

{¶ 3} On April 11, 2018, Ms. Helena Edison (Complainant) filed this complaint against AEP Ohio. Complainant alleges that she has been mistakenly billed a total of \$1,022.20 for her February 22, 2018 bill and her accurate bill amount is \$286.24. Complainant alleges that AEP Ohio admitted that they made errors regarding estimating her winter electric usage, but have still urged her to pay the \$1,022.20 amount. Complainant alleges that though she tried to informally resolve this dispute, no resolution was reached. Lastly, Complainant included a disconnect notice from AEP Ohio with her complaint. The notice indicates that AEP Ohio may disconnect her electric service on or after April 19, 2018 if she does not pay a past due amount of \$341.08.

{¶ 4} Ohio Adm.Code 4901-9-01(E) provides that, if a person filing a complaint against a public utility is facing termination of service by the public utility, the person may

request that the Commission provide assistance to prevent the termination of service during the pendency of the complaint. This section also provides that the person must explain why he or she believes that service is about to be terminated and why the person believes that the service should not be terminated.

{¶ 5} Based on Complainant's allegations that she was mistakenly billed by AEP Ohio and that efforts to resolve the matter have been inconclusive, the attorney examiner directs AEP Ohio to maintain the provision of service to Complainant's residence during the pendency of this proceeding or until such time as the Commission orders otherwise. However, the attorney examiner notes that Ohio Adm.Code 4901-9-01(E) also requires the Complainant to agree to pay during the pendency of the proceeding all amounts to the utility that are not in dispute.

{¶ 6} R.C. 4905.56 provides that no officer, agent, or employee in an official capacity of a public utility shall willfully fail to comply with any lawful order or directive of the Commission with respect to any public utility. Each day's continuance of such failure is a separate offense.

{¶ 7} It is, therefore,

{¶ 8} ORDERED, That AEP Ohio maintain provision of service to Complainant's residence during the pendency of this proceeding or until such time as the Commission orders otherwise. It is, further,

{¶ 9} ORDERED, That a copy of this Entry be served upon all parties of record.

THE PUBLIC UTILITIES COMMISSION OF OHIO

s/ Anna Sanyal

By: Anna Sanyal
Attorney Examiner

JRJ/mef

This foregoing document was electronically filed with the Public Utilities

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Case No(s). 18-0622-EL-CSS

Summary: Attorney Examiner Entry ordering AEP Ohio to maintain service to complainant's property. electronically filed by Ms. Mary E Fischer on behalf of Anna Sanyal, Attorney Examiner, Public Utilities Commission