

**BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO**

| | | |
|-----------------------------------|---|-------------------------|
| In the Matter of the Complaint of |) | |
| Kenneth B. Logan, |) | |
| |) | |
| Complainant, |) | |
| |) | Case No. 17-1943-EL-CSS |
| v. |) | |
| |) | |
| Ohio Power Company, |) | |
| |) | |
| Respondent. |) | |

**SUPPLEMENTAL TESTIMONY OF
DWIGHT C. SNOWDEN
ON BEHALF OF
OHIO POWER COMPANY**

1 **Q. PLEASE STATE YOUR NAME AND BUSINESS ADDRESS.**

2 A. My name is Dwight C. Snowden. My business address is 1 Riverside Plaza, Columbus,
3 Ohio.

4 **Q. ARE YOU THE SAME DWIGHT C. SNOWDEN WHO PREVIOUSLY FILED**
5 **TESTIMONY IN THIS CASE?**

6 A. Yes. I provided direct testimony that was filed June 21, 2018.

7 **Q. WHAT IS THE PURPOSE OF YOUR SUPPLEMENTAL TESTIMONY IN THIS**
8 **PROCEEDING?**

9 A. The purpose of my supplemental testimony is to update the billing and credit history of
10 Complainant Kenneth Logan's account.

11 **Q. IN YOUR DIRECT TESTIMONY, YOU EXPLAIN THE BILLING AND CREDIT**
12 **HISTORY OF MR. LOGAN'S ACCOUNT THROUGH HIS JUNE 2018 BILL.**
13 **WILL YOU PLEASE EXPLAIN THE ACCOUNT'S BILLING AND CREDIT**
14 **HISTORY FROM JUNE 21, 2018 TO THE PRESENT?**

15 A. Exhibit DCS-S1 provides an updated, current account billing and payment history for Mr.
16 Logan's account from January 2016 to the present. As it reflects, Mr. Logan made no
17 payments on his account from May 10, 2018 to July 18, 2018. He has since made
18 \$100.00 payments on July 18, August 16, September 4, and September 18, 2018. The
19 September 18, 2018 payment is pending and has not posted as of the date of this
20 testimony. Mr. Logan's July and September 2018 bills were based on actual meter
21 readings; his August 2018 bill was based on an estimated meter reading.

1 **Q. YOU PREVIOUSLY TESTIFIED THAT THIS ACCOUNT HAS AN EXTENDED**
2 **PAYMENT AGREEMENT. IS THE EXTENDED PAYMENT AGREEMENT**
3 **STILL IN PLACE?**

4 A. Yes, it is; however, Mr. Logan has not made payments as agreed to under the extended
5 payment agreement since the extended payment agreement began in January 2018.

6 **Q. WHAT WOULD THE STATUS OF THIS ACCOUNT BE IF THERE WERE NO**
7 **EXTENDED PAYMENT AGREEMENT?**

8 A. If there were no extended payment agreement, assuming the payment history on the
9 account since January 2018 was the same, there would be a past due balance on the
10 account of \$368.27 and current charges of \$128.50.

11 **Q. IS THIS ACCOUNT IN GOOD STANDING WITH THE COMPANY?**

12 A. No. Unfortunately, the customer has not paid the monthly amount as prescribed by the
13 extended payment agreement as presented on the September 2018 billing statement. As
14 of September 19, 2018, the amount due on Mr. Logan's account is \$442.35 (assuming
15 Mr. Logan's September 18, 2018 payment posts). This includes 90-days arrears of
16 \$29.47, 60-day arrears of \$98.48, 30-days arrears of \$158.69, and current charges of
17 \$155.71 that are due on October 1, 2018. The total account balance is \$ 496.77.
18 In reviewing Mr. Logan's payment history for his electric service account, 21 of the past
19 24 bill periods have not been paid by the due date of the rendered bill. A monthly bill is
20 considered paid on time when the total amount due is paid by the due date as established
21 for the account at billing. Mr. Logan has also failed to make full payment of the total
22 amount due in 21 of the past 24 bills.

23 **Q. DOES THIS CONCLUDE YOUR TESTIMONY?**

24 A. Yes, it does.

CERTIFICATE OF SERVICE

In accordance with Rule 4901-1-05, Ohio Administrative Code, the PUCO's e-filing system will electronically serve notice of the filing of this document upon parties of record who have registered for electronic filing notifications. In addition, I hereby certify that the foregoing was served by e-mail to the following counsel of record on this 19th day of September, 2018

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Counsel for Complainant
Kenneth B. Logan

/s/ Christen M. Blend

Christen M. Blend

Account Billing & Payment History

Name: **Logan Kenneth**
Address: **2489 Edsel Ave**
City, State **Columbus, OH**
Account Number: **109-434-012-0**
Start Date: **12/22/2001**

| Date | Read Code | Not Read Code | AEP Charges | Provider Charges | Payment Plan - Past Due Amount | Payment Plan - Current Amount Due | Payment Plan - Total Due | Other Charges | Deposit Billed | Payment | Total Due | Description |
|-----------|-----------|--------------------------|-------------|------------------|--------------------------------|-----------------------------------|--------------------------|---------------|----------------|-------------|-------------|------------------------------|
| 1/11/2016 | Actual | | \$ 80.17 | | | | | | | | \$ 56.65 | |
| 1/20/2016 | | | | | | | | | | \$ (75.00) | \$ (18.35) | |
| 2/8/2016 | Estimated | Due to Gate Lock Frozen | \$ 65.88 | | | | | | | | \$ 47.53 | |
| 2/22/2016 | | | | | | | | | | \$ (70.00) | \$ (22.47) | |
| 3/8/2016 | Actual | | \$ 180.51 | | | | | | | | \$ 158.04 | |
| 3/14/2016 | | | \$ (180.51) | | | | | | | | \$ (22.47) | Credit Adjustment |
| 3/14/2016 | Estimated | | \$ 62.55 | | | | | | | | \$ 40.08 | Rebill for March bill period |
| 3/21/2016 | | | | | | | | | | \$ (70.08) | \$ (30.00) | |
| 4/7/2016 | Actual | | \$ 202.89 | | | | | | | | \$ 172.89 | |
| 4/14/2016 | | | \$ (202.89) | | | | | | | | \$ (30.00) | Credit Adjustment |
| 4/14/2016 | Estimated | (Not noted with reason) | \$ 168.47 | | | | | | | | \$ 138.47 | Rebill for April bill period |
| 5/9/2016 | | | \$ (168.47) | | | | | | | | \$ (30.00) | |
| 5/9/2016 | Estimated | | \$ 79.58 | | | | | | | | \$ 49.58 | Rebill for April bill period |
| 5/9/2016 | Actual | | \$ 152.38 | | | | | | | | \$ 201.96 | |
| 5/10/2016 | | | | | | | | | | | \$ 201.96 | Switch to choice provider |
| 5/31/2016 | | | | | | | | | | \$ (100.00) | \$ 101.96 | |
| 6/1/2016 | | | \$ (152.38) | | | | | | | | \$ (50.42) | Credit Adjustment |
| 6/1/2016 | | | \$ 152.38 | | | | | | | | \$ 101.96 | Rebill for May bill period |
| 6/9/2016 | Estimated | Due to Refusal of Access | \$ 62.52 | \$ 42.58 | | | | | | | \$ 207.06 | |
| 7/1/2016 | | | | | | | | | | \$ (70.00) | \$ 137.06 | |
| 7/11/2016 | | | \$ (152.38) | | | | | | | | \$ (15.32) | Credit Adjustment |
| 7/11/2016 | | | \$ (62.52) | | | | | | | | \$ (77.84) | Credit Adjustment |
| 7/11/2016 | | | | \$ (42.58) | | | | | | | \$ (120.42) | Credit Adjustment |
| 7/11/2016 | Estimated | | \$ 56.83 | | | | | | | | \$ (63.59) | |
| 7/11/2016 | Estimated | | \$ 47.85 | | | | | | | | \$ (15.74) | |
| 7/14/2016 | Actual | | \$ 50.22 | \$ 62.16 | | | | | | | \$ 96.64 | |
| 8/18/2016 | Estimated | (Not noted with reason) | \$ 51.55 | \$ 33.05 | | | | | | | \$ 181.24 | |
| 9/7/2016 | | | | | | | | | | \$ (151.24) | \$ 30.00 | |

Account Billing & Payment History

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| Date | Read Code | Not Read Code | AEP Charges | Provider Charges | Payment Plan - Past Due Amount | Payment Plan - Current Amount Due | Payment Plan - Total Due | Other Charges | Deposit Billed | Payment | Total Due | Description |
|------------|-----------|-------------------------|-------------|------------------|--------------------------------|-----------------------------------|--------------------------|---------------|----------------|-------------|-----------|------------------------------|
| 9/9/2016 | Estimated | Due to Unsafe Condition | \$ 78.23 | \$ 55.84 | | | | | | | \$ 164.07 | |
| 10/10/2016 | Estimated | | \$ 60.53 | \$ 40.51 | | | | | | | \$ 265.11 | |
| 11/7/2016 | Actual | | \$ 62.15 | \$ 41.91 | | | | | \$ 20.00 | | \$ 389.17 | |
| 11/8/2016 | | | | | | | | \$ 16.00 | | | \$ 405.17 | Trip Charge |
| 11/11/2016 | | | | | | | | | | \$ (164.07) | \$ 241.10 | |
| 11/14/2016 | | | | | | | | \$ 16.00 | | | \$ 257.10 | Trip Charge |
| 12/5/2016 | | | | | | | | | | \$ (70.00) | \$ 187.10 | |
| 12/8/2016 | Actual | | \$ 169.84 | \$ 133.33 | | | | | \$ 20.00 | | \$ 510.27 | |
| 12/28/2016 | | | \$ (169.84) | | | | | | | | \$ 340.43 | Credit Adjustment |
| 12/28/2016 | | | | \$ (133.33) | | | | | | | \$ 207.10 | Credit Adjustment |
| 12/28/2016 | Estimated | | \$ 48.02 | | | | | | | | \$ 255.12 | Rebill |
| 1/3/2017 | | | | \$ (41.91) | | | | | | | \$ 213.21 | Credit Adjustment |
| 1/3/2017 | | | \$ (62.15) | | | | | | | | \$ 151.06 | Credit Adjustment |
| 1/3/2017 | | | | \$ 29.73 | | | | | | | \$ 180.79 | Rebill |
| 1/5/2017 | Actual | | \$ 62.15 | \$ 41.91 | | | | | | | \$ 284.85 | Rebill |
| 1/12/2017 | Actual | | \$ 47.60 | \$ 31.49 | | | | | \$ 19.00 | | \$ 382.94 | |
| 1/20/2017 | | | | | | | | \$ 16.00 | | | \$ 398.94 | Trip Charge |
| 1/23/2017 | | | | | | | | | | \$ (124.75) | \$ 274.19 | |
| 2/9/2017 | Actual | | \$ 40.94 | \$ 25.49 | | | | | | | \$ 340.62 | |
| 2/21/2017 | | | | | | | | | | \$ (93.00) | \$ 247.62 | |
| 3/13/2017 | Actual | | \$ 42.15 | \$ 28.65 | | | | | | | \$ 318.42 | |
| 3/16/2017 | | | | | | | | \$ 16.00 | | | \$ 334.42 | Trip Charge |
| 3/20/2017 | | | | | | | | | | \$ (90.00) | \$ 244.42 | |
| 4/10/2017 | Actual | | \$ 43.49 | \$ 29.42 | | | | | | | \$ 317.33 | |
| 4/19/2017 | | | | | | | | | | \$ (90.00) | \$ 227.33 | |
| 5/8/2017 | Actual | | \$ 44.91 | \$ 31.60 | | | | | | | \$ 303.84 | |
| 5/12/2017 | | | | | | | | | | \$ (90.00) | \$ 213.84 | |
| 5/30/2017 | | | | | | | | \$ (36.27) | | | \$ 177.57 | FAC Credit Refund -- Applied |
| 6/8/2017 | Actual | | \$ 52.67 | \$ 40.40 | | | | | | | \$ 270.64 | |
| 6/9/2017 | | | | | | | | \$ 16.00 | | | \$ 286.64 | Trip Charge |
| 6/12/2017 | | | | | | | | | | \$ (137.00) | \$ 149.64 | |

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|------------|-----------|-----------------------------------|-------------|------------------|--------------------------------|-----------------------------------|--------------------------|---------------|----------------|-------------|-----------|--|
| 7/13/2017 | Estimated | Due to route not being completed | \$ 52.71 | \$ 40.46 | | | | | | | \$ 242.81 | |
| 7/14/2017 | | | | | | | | | | \$ (70.00) | \$ 172.81 | |
| 8/14/2017 | Estimated | Due to Door/Gate Locked | \$ 63.24 | \$ 54.46 | | | | | | | \$ 290.51 | |
| 8/18/2017 | | | | | | | | | | \$ (90.00) | \$ 200.51 | |
| 9/14/2017 | Actual | | \$ 92.24 | \$ 76.28 | | | | | | | \$ 369.03 | |
| 9/18/2017 | | | | | | | | | | \$ (90.00) | \$ 279.03 | |
| 10/16/2017 | Actual | | \$ 70.84 | \$ 58.92 | | | | | | | \$ 408.79 | |
| 10/30/2017 | | | | | | | | | | \$ (90.00) | \$ 318.79 | |
| 11/13/2017 | Actual | | \$ 39.40 | \$ 27.84 | | | | | | | \$ 386.03 | |
| 11/20/2017 | | | | | | | | | | \$ (90.00) | \$ 296.03 | |
| 12/14/2017 | Actual | | \$ 62.17 | \$ 60.93 | | | | | | | \$ 419.13 | |
| 12/18/2017 | | | | | | | | \$ (16.00) | | | \$ 403.13 | Cancel trip charge |
| 12/18/2017 | | | | | | | | \$ (16.00) | | | \$ 387.13 | Cancel trip charge |
| 12/18/2017 | | | | | | | | | \$ (60.61) | | \$ 326.52 | Apply Deposit and Interest |
| 12/19/2017 | | | | | | | | | | | \$ 326.52 | Set up extended payment agreement -- 12-month: No initial payment; 12 monthly payments of 27.21 plus current charges (AEP Ohio and Provider) |
| 12/26/2017 | | | | | | | | | | \$ (90.00) | \$ 236.52 | |
| 1/8/2018 | | | | | | | | | | \$ (100.00) | \$ 136.52 | |
| 1/18/2018 | Estimated | Due to Weather | \$ 70.38 | \$ 69.44 | \$ (190.00) | \$ 194.24 | \$ 4.24 | | | | \$ 276.34 | |
| 2.5/2018 | | | | | | | | | | \$ (4.24) | \$ 272.10 | |
| 2/15/2018 | Actual | | \$ 39.56 | \$ 33.13 | \$ (0.00) | \$ 99.90 | \$ 99.90 | | | | \$ 344.79 | |
| 3/13/2018 | | | | | | | | | | \$ (100.00) | \$ 244.79 | |
| 3/26/2018 | Estimated | Due to being read from a distance | \$ 51.18 | \$ 47.15 | \$ (0.10) | \$ 125.54 | \$ 125.44 | | | | \$ 343.12 | |

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Case No(s). 17-1943-EL-CSS

Summary: Testimony Supplemental Testimony of Dwight C. Snowden on Behalf of Ohio Power Company electronically filed by Ms. Christen M. Blend on behalf of Ohio Power Company