

THE PUBLIC UTILITIES COMMISSION OF OHIO

**IN THE MATTER OF THE COMPLAINT OF
HELENA EDISON,**

COMPLAINANT,

CASE NO. 18-622-EL-CSS

v.

OHIO POWER COMPANY DBA AEP OHIO,

RESPONDENT.

ENTRY

Entered in the Journal on October 3, 2018

I. SUMMARY

{¶ 1} The Commission grants Ohio Power Company's motion to dismiss the complaint with prejudice, as this matter has been settled.

II. DISCUSSION

{¶ 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} Ohio Power Company (AEP Ohio), is a public utility as defined in R.C. 4905.02. As such, AEP Ohio is subject to the Commission's jurisdiction.

{¶ 4} On April 11, 2018, Ms. Helena Edison (Complainant) filed this complaint against AEP Ohio. Complainant alleges that she was 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. Lastly, Complainant alleges that though she tried to informally resolve this dispute, no resolution was reached.

{¶ 5} On May 2, 2018, AEP Ohio filed an answer. In the answer, AEP Ohio asserts that Complainant has failed to state reasonable grounds upon which relief may be granted pursuant to R.C. 4905.26.

{¶ 6} By Entry dated May 23, 2018, the attorney examiner scheduled a settlement conference to explore the parties' willingness to negotiate a resolution for June 25, 2018. Due to a scheduling conflict, the settlement conference was rescheduled for July 5, 2018. A settlement was tentatively reached at that time.

{¶ 7} On July 12, 2018, AEP Ohio filed a motion to dismiss with prejudice. In the motion, AEP Ohio advises the Commission that the parties have resolved all issues raised in the complaint through settlement. However, AEP Ohio did not include a statement or other document with its motion indicating that Complainant had 20 days to file a written response agreeing or disagreeing with AEP Ohio, as required by Ohio Adm.Code 4901-9-01(F).

{¶ 8} On August 22, 2018, the attorney examiner, via an Entry, afforded Complainant an additional 20 days to file a written response agreeing or disagreeing with AEP Ohio. Complainant did not file a response.

{¶ 9} Upon review of AEP Ohio's motion to dismiss, the Commission grants AEP Ohio's motion to dismiss and finds that the complaint should be dismissed with prejudice.

III. ORDER

{¶ 10} It is, therefore,

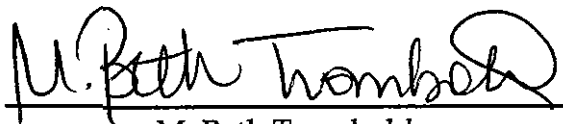
{¶ 11} ORDERED, That the complaint be dismissed with prejudice. It is, further,

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

THE PUBLIC UTILITIES COMMISSION OF OHIO



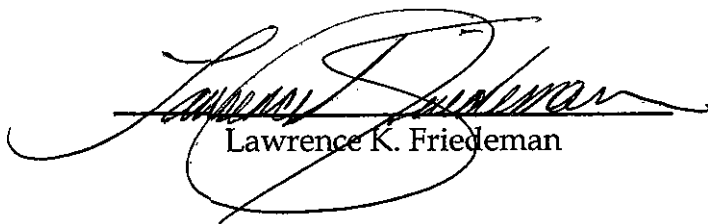
Asim Z. Haque, Chairman



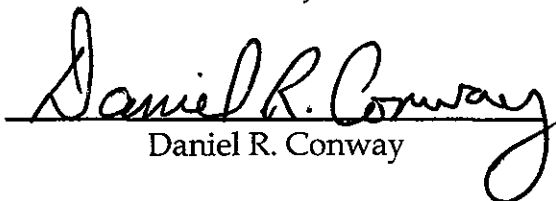
M. Beth Trombold



Thomas W. Johnson



Lawrence K. Friedeman

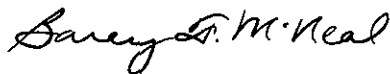


Daniel R. Conway

AS/TMS/mef

Entered in the Journal

OCT 03 2018



Barcy F. McNeal
Secretary