

FILE

Ohio

**Public Utilities
Commission**

2020 AUG -5 PM 2:05

005 800 78

Case Number

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

PUCO

Formal Complaint Form

20-1354-GA-CSS

CRAIG BEBINGER
Customer Name (Please Print)

368 COLUMBIAN AVE.
Customer Address

COLUMBUS OH 43221
City State Zip

Against

176349020010006
Account Number

Customer Service Address (if different from above)

AEP ENERGY
Utility Company Name

City State Zip

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

AEP Energy has no connection to AEP Ohio. They are using that name to deceive customers. They told me when I signed with AEP Energy that my Gas & Electric rates would be fixed. They did not show me a contract. I complained to the P.U.C.O. about this in Feb. 2020. AEP ENERGY responded by telling Samantha Boerstler at the P.U.C.O. that they would cancel my contract. Unbeknownst to Samantha or myself, they only cancelled the electric. It makes no sense that they would assume I would want to keep the gas contract. They were supposed to cancel both utilities on 3/17/20. I demand they refund all gas costs from 3/17/20 to the present.

Craig J. Behinger
Signature

614-680-0564
Customer Telephone Number

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Technician A Date Processed 8/5/20