

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

Formal Complaint Form

David Schultz
Customer Name (Please Print)

3860 Quail Hollow Dr.
Customer Address

Columbus OH 43228
City State Zip

Against

107-850-953-6-4
Account Number

American Electric Power
Utility Company Name

Customer Service Address (if different from above)

City State Zip

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

See attached

RECEIVED-DOCKETING DIV

2012 JUL -2 PM 2:22

PUCO

David J. Lee
Signature

614-279-6721
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 SM Date Processed JUL 02 2012

This complaint is being filed to recover damages incurred due to faulty power supplied to the aforementioned address. It is my contention that the faulty power was due to negligence in the maintenance of the equipment used by AEP to supply the power and not an act of God as they claim. I am asking for a total of \$1187.46 to replace/repair appliances damaged.

On 5/3/2012 at approximately 5:00 pm a technician from Time Warner Cable disconnected their cable resulting in an unbalanced current flow causing light bulbs to burn out and damage to appliances. All circuit breakers were immediately shut off and AEP called.

The AEP technician found a bad connection of the neutral wire inside the transformer and a temporary wire was run above ground. The cable ground which was attached to the same grounding rod as the electrical system was acting as the neutral due to its low resistance. Once the cable was disconnected there was no low resistance path and the voltage across the 2 phases became unequal causing the damage. The AEP technician claimed that the neutral wire was corroded due to dirt piling up in the transformer and holding moisture. He said it appeared to be an old ant hill but I was unable to find any evidence of ants. He also informed me that the transformer box was in such bad shape he would be placing an order to have it replaced.

I believe that routine maintenance would have prevented the claimed build up of dirt, if that was truly the cause, or the loose connection that caused the problems. Also, a properly applied anti-oxidant agent would keep the wire from corroding for many years. Even after repairing the wire there is dirt piled around three sides of the transformer box and pictures were supplied to AEP.

On 5/4/2012 I filed a claim with AEP (#101217534). On 5/7/2012 AEP informed me that the claim had been denied. At this time I informed them that I would be filing a complaint with the PUCO and/or filing a suit in small claims court. After receiving the official letter on 5/14/2012 I requested access to the supposed corroded cable and connector to have my expert take a look at it and service records for the last 5 years since the transformer in question has been worked on a number of times in the last 5 years. Sometime after these requests were made AEP completed work. It appears they did not replace the wire as the technician indicated rather they reconnected or spliced the old one as they reconnected the old wire and removed the temporary wire rather than bury it. If the wire were corroded as they claim you would not reconnect/splice a bad wire but replace it.

On 5/18/2012 I was informed by Angie Hall of AEP that they did not give equipment to customers. After pressing the issue further it was revealed to me that they no longer had the wire or connector in their possession. They disposed of any evidence even after being informed that I would be contesting their decision denying my experts access to perform an analysis of the wire and connector.

On 5/22/2012 I received a call from Dave Blackmore of AEP. I was also told by him that AEP only kept records for 2 years so that is what I would be getting. Again, after pressing the issue they admitted they have all service records for the transformer but PUCO only requires 2 years and that is what I would be getting. I was told maintaining a proper ground was my responsibility (it is and has been properly maintained) even though the ground wire does not prevent the problem which occurred since it is meant to neutralize a high voltage surge such as a lightning strike.

As of the filing of this complaint, 6/22/2012 not only have I been misled twice by employees of AEP as to access to equipment/records but I have also not received any service records for the transformer.

In summary, it is AEP's responsibility to perform due diligence in maintaining their equipment. The boxes are locked and no access is provided to the customer to inspect the equipment. Every time the transformer box is opened an inspection should be performed to make sure the equipment is clean and connections are proper. Given the number of times they have accessed the box in the last 5 years there is no way dirt should have built up inside the box as they claim to corrode a properly installed neutral wire. Even after the complaint they have not cleaned the area around the pad and box. As there is still dirt piled up against the box and there appears to be dirt coming from underneath the front of the box they continue to neglect the maintenance of this box. They have thrown away/destroyed any evidence that could be used to dispute their claim and refused access to any records with regards to the box. They have attempted to lead me astray with their answers to requests and not until pressing the issue did I get true answers.