

(NC) **Ohio**

**Public Utilities  
Commission**

14-1090-EL-CSS

Case Number

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

(2)

FILE

**Formal Complaint Form**

Jeffrey M Gardner  
Customer Name (Please Print)

679 Vernon Rd  
Customer Address

Bexley OH 43209  
City State Zip

**Against**

106-839-711-2-0  
Account Number

Customer Service Address (if different from above)

AEP Ohio / American Electric  
Utility Company Name Power

City State Zip

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

See attached sheet

Case ID:

JGAR0507144M

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2014 JUN 13 PM 1:44

PUCO

Jeffrey M Gardner  
Signature

614-235-9619  
Customer Telephone Number

My complaint is that while doing exterior work on power lines adjacent to our property, an AEP employee pulled the wire connected to our home in such a way that it resulted in pulling the Porcelain Wire Holder loose from our house, to where it is now dangerously close to falling off the house. I am alleging that this occurred when they replaced the pole that carries electrical wires to our house and both of our neighbors. I believe AEP is at fault because the last time I had checked that Porcelain Wire Holder, prior to June 2012, it was perfectly attached to our home. The Porcelain Wire Holder was originally placed there in 1997 by an electric contractor who upgraded the service in our residence when we added on to the back of our house. The contractor is very reputable and did an outstanding job attaching the Porcelain Wire Holder in a standard fashion for our type of construction.

In June 2012 when AEP arrived to work behind our house, they did not indicate that we should inspect our Porcelain Wire Holder on the house and ensure it would be up to the stress it might encounter when they replaced the pole. And I should mention that they did not indicate at that time or any other time that the pole that brought electricity to our house would be replaced during their work on the lines. The only thing they indicated is that they needed somewhere to lay down a pole they were going to use in the area and would be willing to repair any damage to our yard caused by placing the pole there. This is another story altogether, where I had to contact AEP several times to have the yard repaired where the pole was placed. In any case, they did their work during the day when no one was at home.

Although I had several encounters with AEP to fix our yard that summer and fall, I did not know that the Porcelain Wire Holder was an issue until the next summer, August of 2013, when I had an occasion to do some upkeep on that side of the house and noticed that the Porcelain Wire Holder was pulled loose. I knew at that point that there had been no major storms that could have blown the line hard enough to result in the Porcelain Wire Holder being pulled like that. For this reason, I concluded that AEP had caused the damage the previous summer when they replaced the pole that holds up our line.

I did not witness the damage being done by AEP, but I think the crew that worked on replacing that pole did witness the damage to our knob when the pole was placed and the wires were tugged. I believe that the only way to determine what the crew on this job experienced would be to have them each interviewed by a 3<sup>rd</sup> disinterested party, and that is what I would like the PUCO to do. If possible, I would think a lie detector should be used. And assuming it is determined that AEP was at fault, I would like AEP to fix the connection of the electric line to our house.