

**BEFORE  
THE PUBLIC UTILITIES COMMISSION OF OHIO**

Eagle Hardwoods, Inc.,	)	
	)	
Complainant,	)	
	)	
v.	)	Case No. 14-1956-EL-CSS
	)	
Ohio Power Company,	)	
	)	
Respondent.	)	

**REVISED TESTIMONY**

**OF**

**DAVID E. HECK**

**ON BEHALF OF OHIO POWER COMPANY d/b/a AEP OHIO**

Filed July 12, 2017

1    **Q.     WHAT IS YOUR NAME AND BUSINESS ADDRESS?**

2    A.     My name is David E. Heck and my business address is 203 Mill Ave. SE, New  
3    Philadelphia, Ohio 44663.

4    **Q.     BY WHOM ARE YOU EMPLOYED AND IN WHAT CAPACITY?**

5    A.     I am employed by Ohio Power Company (“AEP Ohio” or the “Company”) as a Customer  
6    Services Account Representative Senior.

7    **Q.     WHAT ARE YOUR RESPONSIBILITIES AS A CUSTOMER SERVICE**  
8    **ACCOUNT REPRESENTATIVE SENIOR?**

9    A.     I am responsible for investigating and responding to customer questions and concerns  
10    regarding their electric distribution service within my assigned area. This includes meter or  
11    metering issues, billing issues, questions regarding rates, and other miscellaneous customer  
12    related services.

13   **Q.     WHAT IS YOUR EDUCATIONAL AND PROFESSIONAL BACKGROUND?**

14   A.     I graduated from Ashland College in 1979 with a Bachelor of Science Degree in  
15   Comprehensive Business Education. I joined AEP Ohio in November 1980 and have held  
16   various positions until I was named to my current position in 1989.

17   **Q.     HAVE YOU PREVIOUSLY SUBMITTED TESTIMONY IN ANY REGULATORY**  
18   **PROCEEDING?**

19   A.     No.

20   **Q.     WHAT IS THE PURPOSE OF YOUR TESTIMONY?**

21   A.     The purpose of my testimony is to provide an account of the conversations between Eagle  
22   Hardwoods, Inc. and me relevant to the complaint filed in this case regarding the electric utility  
23   facilities on the property addressed 103 N. Street, Stone Creek, Ohio 43840 (the “Site”)

1    **Q.     DID YOU READ THE COMPLAINT FILED IN THIS CASE?**

2    A.     Yes.

3    **Q.     RELEVANT TO THIS COMPLAINT, DO YOU REMEMBER HOW EAGLE**  
4    **HARDWOODS, INC. WAS FIRST PUT INTO CONTACT WITH YOU REGARDING**  
5    **THESE FACILITIES ON THE SITE?**

6    A.     Over 6 years ago, Mr. Wiggins of Eagle Hardwoods, Inc. called me on my direct line to  
7    set-up a meeting between Eagle Hardwoods, Inc. and me at the Site.

8    **Q.     HOW DID MR. WIGGINS HAVE YOUR DIRECT PHONE NUMBER?**

9    A.     Mr. Wiggins had my direct phone number because Mr. Wiggins and I had previously  
10   discussed an issue at a different location.

11   **Q.     WHAT RESULTED FROM THIS CONVERSATION WITH MR. WIGGINS?**

12   A.     It was decided that on around July or August of 2011, I would meet with Eagle  
13   Hardwoods, Inc. at the Site to address the concerns of Mr. Wiggin's business partner, Mr.  
14   Furbay.

15   **Q.     WHO IS MR. FURBAY?**

16   A.     To my knowledge, he was the president of Eagle Hardwoods, Inc.

17   **Q.     ON WHOSE BEHALF WAS MR. FURBAY SPEAKING?**

18   A.     He was speaking on behalf of Eagle Hardwoods, Inc. because the account at issue was  
19   under that name and he was a representative of that company.

20   **Q.     WHERE DID THIS MEETING IN 2011 TAKE PLACE?**

21   A.     At the Site, addressed 103 N. St., Stone Creek, Ohio 43840.

22   **Q.     WAS ANYONE ELSE IN ATTENDANCE AT THE MEETING THAT YOU**  
23   **REMEMBER?**

1 A. Yes. To the best of my knowledge, Mr. Furbay was in attendance, his electrician, Roy  
2 Schilling, and his business partner at Eagle Hardwoods, Inc., Loy Wiggins. From the AEP office  
3 in New Philadelphia, Ohio, in attendance was J.D. Davis, Distribution Scheduler, and from our  
4 Canton office, Spanish McGee, Distribution Technician Sr.

5 **Q. WAS ROY SCHILLING AN EAGLE HARDWOODS, INC. EMPLOYEE?**

6 A. To my knowledge, no. It is my understanding that he was an independent contractor  
7 engaged by Eagle Hardwoods, Inc. to provide a cost estimate for work Eagle Hardwoods was  
8 considering conducting on their customer-owned electric facilities.

9 **Q. IS THAT WHAT WAS DISCUSSED DURING THE 2011 MEETING?**

10 A. Yes, in part. In addition, Mr. Furbay explained that he was concerned with the amount  
11 charged on his bill. He told me business operations at the Site had decreased significantly. We  
12 also discussed a few hypotheticals.

13 **Q. WERE THERE ANY SERVICE-RELATED ISSUES AT THIS SITE?**

14 A. Eagle Hardwoods did not convey any service-related issues to me at this meeting other  
15 than they wanted to decrease their bill.

16 **Q. WHAT WAS YOUR RESPONSE TO EAGLE HARDWOODS WANTING TO**  
17 **DECREASE THEIR BILL?**

18 A. I explained to Mr. Furbay that AEP Ohio was charging Eagle Hardwoods, Inc. the right  
19 amount because their usage dictated that they were charged under the provisions of the GS-2  
20 Tariff.

21 **Q. DID YOU EXPLAIN THE PROVISIONS OF THE GS-2 TARIFF UNDER**  
22 **WHICH EAGLE HARDWOODS, INC. WAS BEING CHARGED TO MR. FURBAY?**

1 A. Yes, I explained the meter voltage adjustment provision and the minimum demand  
2 provision. Company witness David Weiss speaks in detail about these tariff provisions in his  
3 filed testimony.

4 **Q. WHAT DID YOU SAY TO EAGLE HARDWOODS REGARDING THE**  
5 **MINIMUM DEMAND PROVISION?**

6 A. I told Eagle Hardwoods that, in some months, their bill demand was greater than their  
7 meter demand because Eagle Hardwoods, Inc. had used a certain threshold amount of electricity  
8 over the past 11 months, and that therefore Eagle Hardwoods, Inc. would be charged a certain  
9 minimum amount per month pursuant to the GS-2 tariff until enough time passed where Eagle  
10 Hardwoods, Inc. was not using that threshold amount, at which point Eagle Hardwoods, Inc.  
11 would be charged their actual monthly usage under the tariff. As I stated, company witness  
12 David Weiss talks in detail about this provision of the tariff in his filed testimony.

13 **Q. HOW DID MR. FURBAY RESPOND TO THIS?**

14 A. He was very frustrated. He was having difficulty accepting the fact that AEP Ohio had to  
15 follow the tariff.

16 **Q. HOW DID YOU EXPLAIN THE METER VOLTAGE ADJUSTMENT**  
17 **PROVISION?**

18 A. I first explained to Eagle Hardwoods, Inc. the service equipment set-up and how that set-  
19 up affected their electric utility bill. With that background established, I then explained the meter  
20 voltage adjustment provision.

21 **Q. CAN YOU DESCRIBE THE SET-UP OF THE UTILITY SERVICE EQUIPMENT**  
22 **AT THIS SITE?**

1 A. Yes, part of the utility service equipment is owned by AEP Ohio and part of the utility  
2 service equipment is owned by the customer. AEP Ohio owns the following portion of that  
3 equipment: the overhead primary distribution lines, including the primary metering setting, that  
4 feed into a ground mounted transformer setting, which is essentially three gated transformers on  
5 the ground; from that gated transformer setting to the customer's building, AEP Ohio also owns  
6 the overhead service drop to the customer's switch on the customer's building. The customer  
7 owns the rest of the equipment from the point of attachment at the before-mentioned switch,  
8 including the switch itself.

9 **Q. DO YOU RECALL WHAT KIND OF ELECTRIC-USING EQUIPMENT OR**  
10 **MACHINERY EAGLE HARDWOODS HAD AT THE SITE, IF ANY?**

11 A. Yes, I believe that Eagle Hardwoods had electric-using equipment at the Site. Eagle  
12 Hardwoods had some security lighting and some machinery was still on Site. I believe he also  
13 kept classic cars at this location for some time; hence, in part, the security lighting.

14 **Q. DO YOU SEE THE EFFECT OF THAT ELECTRIC-USING EQUIPMENT IN**  
15 **EAGLE HARDWOODS' BILLS AND USAGE?**

16 A. Yes. Because of the described set-up, where the transformer is after the primary meter  
17 setting, it is my belief you will see a small baseline of metered KWH and kW from the  
18 transformer. That small baseline is why Eagle Hardwoods received a 2% discount each month  
19 pursuant to the tariff's meter voltage adjustment provision. I discuss this in further detail below.  
20 Based on my evaluation of Eagle Hardwoods' billing and usage, it appears that the transformer's  
21 small baseline usage was 4.8 kW and 2400 KWH per month.

22 Furthermore, if you review Eagle Hardwoods' bills and usage, you can see fluctuating  
23 metered demand around and after our 2011 meeting, including spikes up to 84 and 81.6 metered

1 kW in July and September of 2011, respectively. In October of 2013, you can see a spike in  
2 metered kW to 28.8 kW. Throughout the time period in question, Eagle Hardwoods' metered kW  
3 is fluctuating. Please see company witness David Weiss' testimony for more information on the  
4 meter voltage adjustment provision. Please see DEH-1 for a spreadsheet of Eagle Hardwoods'  
5 billing and electric use.

6 **Q. WAS THE SERVICE EQUIPMENT AT EAGLE HARDWOODS, INC.**  
7 **WORKING ADEQUATELY?**

8 A. Yes, the service equipment was working adequately because Eagle Hardwoods, Inc. was  
9 receiving power.

10 **Q. HOW WOULD THIS EQUIPMENT SET-UP AFFECT EAGLE HARDWOOD'S**  
11 **ELECTRIC UTILITY BILL?**

12 A. As I mentioned, since the primary metering setting is located before the transformer, a  
13 minimal amount of energy is spent a month by the transformers because these transformers  
14 spend energy by staying connected and by being available to service the property with electric.

15 **Q. HOW DOES THIS AFFECT EAGLE HARDWOOD'S BILLING?**

16 A. As I mentioned, pursuant to the tariff, AEP Ohio applies the meter voltage adjustment  
17 provision, which I explained to Eagle Hardwoods, Inc. at the 2011 meeting. I explained that  
18 every month AEP Ohio credits Eagle Hardwoods' account 2%, thereby discounting their KWH  
19 and metered kW usage by 2% every bill. Company witness David Weiss speaks in detail about  
20 the meter voltage adjustment provision in his filed testimony.

21 **Q. YOU PREVIOUSLY MENTIONED THAT YOU DISCUSSED HYPOTHETICALS**  
22 **WITH EAGLE HARDWOODS' REPRESENTATIVE, MR. FURBAY – WHAT WERE**  
23 **THOSE HYPOTHETICALS?**

1 A. To the best of my knowledge, we discussed two hypotheticals: disconnecting service and  
2 updating the service equipment.

3 **Q. WHY DID YOU DISCUSS THESE HYPOTHETICALS?**

4 A. Because Eagle Hardwoods, Inc. had not decided what action they wanted to take  
5 regarding the facilities, if any. I therefore explained a few hypotheticals to them so that they  
6 understood the short-term and long-term possibilities of each hypothetical, and so that they had a  
7 well-informed knowledge base from which to act.

8 **Q. WHAT WAS DISCUSSED REGARDING THE HYPOTHETICAL IN WHICH**  
9 **SERVICE IS DISCONNECTED?**

10 A. I told Eagle Hardwoods, Inc. that AEP Ohio could discontinue service on their account,  
11 but it was explained that if the account was finaled and no customer reestablished service, AEP  
12 Ohio would then likely schedule to remove the unused facilities. For clarity, in the hypothetical  
13 we discussed, Eagle Hardwoods, Inc. was ceasing electric service for the foreseeable future and  
14 no electric service was reestablished for a long period of time. AEP Ohio would review to see if  
15 facilities warrant removal.

16 **Q. WHY WOULD AEP OHIO LIKELY HAVE SCHEDULED TO REMOVE THE**  
17 **UNUSED FACILITIES IN THIS HYPOTHETICAL?**

18 A. It is not a typical practice of AEP Ohio to remove facilities. However, we do consider  
19 removing facilities if the age and nature of the set-up is not current with AEP Ohio Distribution  
20 Standards. If such circumstances exist, we would then consult a supervising engineer for  
21 approval and recommendations. We never got to this point because Eagle Hardwoods did not  
22 order a discontinuation of service until late 2014.



1 **Q. WAS ANYTHING ELSE DISCUSSED REGARDING THE HYPOTHETICAL IN**  
2 **WHICH SERVICE IS DISCONNECTED?**

3 A. Yes, I discussed the potential advantages and disadvantages of this hypothetical with  
4 Eagle Hardwoods, Inc.

5 **Q. WHAT DID YOU TELL EAGLE HARDWOODS, INC. THE ADVANTAGE OF**  
6 **DISCONNECTING SERVICE IN THIS HYPOTHETICAL WOULD BE?**

7 A. I explained that the advantage of disconnecting service in this hypothetical is that Eagle  
8 Hardwoods, Inc. would no longer have an electric bill.

9 **Q. WHAT DID YOU TELL EAGLE HARDWOODS, INC. THE DISADVANTAGE**  
10 **OF DISCONNECTING SERVICE IN THIS HYPOTHETICAL WOULD BE?**

11 A. Part of my job is to explain all of the potential disadvantages of an option a customer is  
12 considering. So I explained that the disadvantage of this hypothetical is the potential cost of  
13 installing new electric utility service equipment as a new customer if Eagle Hardwoods, Inc.  
14 changed their mind with regard to using the Site and wanted to use the facilities in a few years. If  
15 Eagle Hardwoods, Inc. was going to disconnect service and if, as in the hypothetical, no  
16 customer reestablished service, AEP Ohio would, based on my experience, likely remove the  
17 facilities since the facilities did not meet the current AEP Ohio Distribution Standards.

18 In such a case, a new customer would have to pay to install new AEP Ohio facilities  
19 pursuant to the line extension provision tariff (company witness David Weiss speaks about this  
20 provision in detail in his filed testimony); provided, the engineering supervisor approved the  
21 removal and the facilities were actually previously removed. Furthermore, for the customer  
22 equipment to work beneficially with new AEP Ohio facilities, electric equipment owned by the

1 customer would have to be updated. Eagle Hardwoods' customer side equipment would also  
2 have to pass an inspection.

3 **Q. WHAT WAS EAGLE HARDWOODS' REACTION TO THESE**  
4 **EXPLANATIONS?**

5 A. Mr. Furbay asked me what it would cost to install new AEP Ohio facilities. I stated that I  
6 did not know, and, to the best of my recollection, I may have given a ballpark estimate \$20,000-  
7 \$25,000. I was clear, however, that I did not know how much it would cost.

8 **Q. YOU MENTIONED A SECOND HYPOTHETICAL—WHAT WAS THE OTHER**  
9 **HYPOTHETICAL DISCUSSED AT THE 2011 MEETING?**

10 A. The next hypothetical we discussed was updating the service equipment. We therefore  
11 discussed AEP Ohio rebuilding the existing line and the ground mounted transformers, and  
12 installing new overhead transformers and service drop, at no marginal cost to Eagle Hardwoods,  
13 Inc. This was approved by AEP Ohio engineering management.

14 If Eagle Hardwoods, Inc. ended up exercising this hypothetical in the real world, I  
15 explained, Eagle Hardwoods, Inc. would have to install a new building disconnect, CT cabinet  
16 and meter base at their cost. Those items would have been at Eagle Hardwoods' cost because  
17 they would have been upgrading their equipment.

18 As I said previously, Eagle Hardwoods would have to pay to update the customer owned  
19 equipment so that it could run properly with the new AEP Ohio facilities and Eagle Hardwoods  
20 would have to meet inspection. Mr. Schilling, the electrician in attendance with Eagle  
21 Hardwoods, Inc., was to provide an estimate as to how much this option would cost Eagle  
22 Hardwoods, after which Eagle Hardwoods was to contact AEP Ohio as to what action, if any,

1 they wanted to exercise. Company witness David Weiss speaks about some aspects of this  
2 hypothetical in his filed testimony.

3 **Q. WHAT WAS DISCUSSED AFTER EAGLE HARDWOODS, INC. HEARD**  
4 **THESE HYPOTHETICALS?**

5 A. Mr. Furbay said that before making a decision, he wanted to further consult his  
6 electrician, Mr. Schilling, and he wanted to have Mr. Schilling obtain an estimate to complete the  
7 work involved in these hypotheticals; specifically the hypothetical involving updating the service  
8 equipment. Mr. Furbay also wanted to consult his business partners and potentially others.  
9 Company witness J.D. Davis discusses this in his filed testimony.

10 **Q. HYPOTHETICALLY, COULD YOU HAVE PERSONALLY DISCONNECTED**  
11 **SERVICE FOR EAGLE HARDWOODS, INC. AT THIS LOCATION?**

12 A. No, it is not within my job duties to personally disconnect service. For AEP Ohio to  
13 disconnect electric service we have to receive an order. A customer may place an order by  
14 calling the 1-800 number available online and on every bill; this is the number for the Customer  
15 Solutions Service Center. We cannot disconnect solely on the basis of an alleged oral demand,  
16 which did not occur in this case.

17 Here, AEP Ohio did not receive an order from Eagle Hardwoods, Inc. until September of  
18 2014 when a representative of Eagle Hardwoods, Inc. called the 1-800 number, the Customer  
19 Solutions Service Center, as is company procedure. As stated, no oral demand to disconnect  
20 service occurred, either, whether during the 2011 meeting or after. Company witnesses J.D.  
21 Davis and David Weiss also discuss the importance of placing orders in their filed testimonies.

22 **Q. AT THE END OF THE OF 2011 MEETING, WHAT HAD EAGLE**  
23 **HARDWOODS, INC. DECIDED?**

1 A. They had not decided anything. It was understood that Mr. Furbay was to consult with his  
2 electrician, his business partners and potentially others before making a decision. After making a  
3 decision, Mr. Furbay was supposed to contact me.

4 **Q. WHEN DID YOU NEXT HEAR FROM EAGLE HARDWOODS, INC. OR MR.**  
5 **FURBAY?**

6 A. I did not hear back from Eagle Hardwoods, Inc. or Mr. Furbay regarding this issue after  
7 our meeting in around July or August of 2011 until we spoke on around August of 2014. One of  
8 AEP Ohio's meter readers, who happened to have a sister that worked at Eagle Hardwoods, Inc.,  
9 asked me to call the customer. According to our meter reader, his sister had said Eagle  
10 Hardwoods had lost my phone number and did not know how to reach me.

11 **Q. WHAT DID YOU DO IN RESPONSE TO THIS REQUEST?**

12 A. I called Mr. Furbay in what would have been around August of 2014.

13 **Q. WHAT WAS DISCUSSED IN THAT PHONE CALL?**

14 A. Mr. Furbay wanted to know how to get service disconnected, and he wanted  
15 reimbursement for bills paid since 2010.

16 **Q. WHAT WAS YOUR RESPONSE TO MR. FURBAY REGARDING HIS**  
17 **INTEREST IN GETTING SERVICE DISCONNECTED?**

18 A. I told him to call the Customer Solution Center number (the 1-800 number) in order stop  
19 service on his account, and I gave him that number. I also informed him that he could find the  
20 appropriate number on the AEP website or on any bill he had received from AEP Ohio.

21 **Q. WHAT WAS YOUR RESPONSE TO MR. FURBAY'S DESIRE FOR**  
22 **REIMBURSEMENT?**

1 A. I explained to him that AEP Ohio would not reimburse him for any past bills paid since  
2 the bills were for services used, that he was charged pursuant to the applicable tariff, and that he  
3 had never requested to discontinue service at the Site.

4 **Q. WERE THERE ANY OTHER COMMUNICATIONS WITH EAGLE**  
5 **HARDWOODS, INC. OR MR. FURBAY?**

6 A. Yes, Eagle Hardwoods, Inc. filed an informal complaint with the Public Utilities  
7 Commission in September of 2014, which prompted another conversation.

8 **Q. IN GENERAL WHAT WAS THE INFORMAL COMPLAINT ABOUT?**

9 A. Mr. Furbay wanted to know how to get service disconnected, he wanted reimbursement  
10 for bills paid since 2010, and he claimed to have made over three dozen phone calls to me since  
11 2010 and that I was unresponsive to those calls.

12 **Q. WHAT DID YOU DO IN RESPONSE TO THE INFORMAL COMPLAINT?**

13 A. I called Mr. Furbay and we discussed the informal complaint.

14 **Q. AND WHAT WAS DISCUSSED ON THIS PHONE CALL?**

15 A. We discussed the entire complaint. I again told him to call the Customer Solution Center  
16 number (the 1-800 number) in order to stop service on his account, and I gave him that number. I  
17 again informed him that he could find the appropriate number on the AEP website or on any bill  
18 he had received from AEP Ohio. On this phone call, I also again explained to him that AEP  
19 Ohio would not reimburse him for any past bills paid since the bills were for service used, that he  
20 was charged pursuant to the applicable tariff, and that he had never requested to discontinue  
21 service at the Site.

1 **Q. YOU SAID THAT YOU DISCUSSED THE ENTIRE COMPLAINT—WHAT WAS**  
2 **YOUR RESPONSE TO MR. FURBAY’S CLAIM THAT HE TRIED TO CALL YOU**  
3 **THREE DOZEN TIMES SINCE 2010?**

4 A. I told Mr. Furbay that I had not received any calls or messages from him or Eagle  
5 Hardwoods, Inc. When I spoke to Mr. Furbay about this, he stated that what he had said about  
6 calling me three dozen times was an exaggeration and that he had only tried to call me three or  
7 four times. I had never received any of these calls, though, nor had I received any messages.

8 **Q. DID EAGLE HARDWOODS, INC. EVER DISCONNECT SERVICE?**

9 A. It is my understanding that service was disconnected in September of 2014, shortly after  
10 my conversation with Mr. Furbay concerning Eagle Hardwood’s informal complaint. Company  
11 witness David Weiss speaks about the company phone records and the customer’s electric utility  
12 use in detail in his filed testimony. Company witness J.D. Davis discusses the disconnection of  
13 electric service at the customer’s request by placing an order. Please see DEH-2 for company  
14 records of customer Eagle Hardwoods at this Site. Account numbers are redacted, attorney-client  
15 privilege is redacted, as well as a note taken after the 2014 disconnect that relates to another  
16 customer.

17 **Q. DID EAGLE HARDWOODS, INC. EVER RECONNECT SERVICE AFTER**  
18 **THAT?**

19 A. It is my understanding that Loy Wiggins reconnected service in January of 2015 under a  
20 different business name. The configuration of the electric service from AEP Ohio at this location  
21 has not changed since our 2011 meeting.

22 **Q. WAS THE SERVICE EQUIPMENT REMOVED BETWEEN THE TIME OF**  
23 **DISCONNECTION AND THE INITIATION OF SERVICE BY THE NEW CUSTOMER?**

1 A. No.

2 **Q. HOW COULD MR. FURBAY OR EAGLE HARDWOODS, INC. HAVE**  
3 **CONTACTED YOU DURING THE RELEVANT TIME PERIOD?**

4 A. They could have called any of our toll free 800 numbers located on any AEP Ohio bill or  
5 on the website, and our call centers would have transferred them to my office phone on request.  
6 If I was not available to take the call, they would have been able to leave a message on my  
7 voicemail. Also, I had given Mr. Wiggins and Mr. Schilling my direct contact information,  
8 including my direct phone number. Company witness David Weiss discusses relevant phone  
9 records in his filed testimony.

10 **Q. DO YOU KNOW WHETHER MR. WIGGINS STILL HAD YOUR DIRECT**  
11 **CONTACT INFORMATION IN 2014?**

12 A. Mr. Wiggins did because when I spoke to him in, to the best of my recollection, what  
13 would have been September of 2014, Mr. Wiggins told me that he had my direct contact  
14 information, including my direct phone number.

15 **Q. TO YOUR KNOWLEDGE, DID MR. FURBAY OR EAGLE HARDWOODS, INC.,**  
16 **CONTACT AEP OHIO BETWEEN YOUR MEETING IN 2011 AND HIS INFORMAL**  
17 **COMPLAINT IN 2014 TO REQUEST SERVICE BE STOPPED?**

18 A. To the best of my knowledge, neither Mr. Furbay nor anyone on behalf of Eagle  
19 Hardwoods, Inc. contacted AEP Ohio between our meeting in 2011 and our phone call in around  
20 September of 2014 to request that service be stopped. It is my understanding that Eagle  
21 Hardwoods requested that service be stopped after we spoke on the phone in September of  
22 2014. Please see company witness David Weiss' filed testimony for further information on  
23 Eagle Hardwoods' account and company records. Please also see DEH-2.

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

2    A.     Yes.



The following was derived from AEP Ohio business records. This document is materially the same as DBW-3, an exhibit to Company witness David Weiss's testimony.

Account: Eagle Hardwoods Inc

Service Addr:

103 North St, Stone Creek, OH 43840-9001

Mail Addr:

PO BOX 96, STONE CREEK , OH 43840-0096

Meter Read Dt	Bill Amount	Tariff Code	Metered kWh	Billed kWh	Metered kW	Billed kW
9/19/2014	\$169.72	840	3,600	3,528	7.2	7.1
8/18/2014	\$202.90	840	4,800	4,704	8.4	8.2
7/21/2014	\$179.19	840	3,600	3,528	9.6	9.4
6/19/2014	\$149.50	840	2,400	2,352	9	8.8
5/22/2014	\$177.67	840	3,600	3,528	9.6	9.4
4/23/2014	\$189.60	840	4,800	4,704	7.2	7.1
3/21/2014	\$152.51	840	3,600	3,528	7.2	7.1
2/21/2014	\$144.16	840	3,600	3,528	6	5.9
1/23/2014	\$197.09	840	4,800	4,704	10.8	10.6
12/19/2013	\$169.37	840	4,800	4,704	7.2	7.1
11/18/2013	\$196.94	840	3,600	3,528	16.8	16.5
10/18/2013	\$334.52	840	7,200	7,056	28.8	28.2
9/19/2013	\$164.06	840	3,600	3,528	10.8	10.6
8/20/2013	\$135.55	840	2,400	2,352	10	9.8
7/24/2013	\$163.81	840	3,600	3,528	10.8	10.6
6/20/2013	\$137.11	840	3,600	3,528	6	5.9
5/21/2013	\$137.11	840	3,600	3,528	6	5.9
4/23/2013	\$160.89	840	4,800	4,704	6	5.9
3/21/2013	\$127.69	840	2,400	2,352	8.4	8.2
2/20/2013	\$157.41	840	3,600	3,528	9.6	9.4
1/22/2013	\$161.21	840	4,800	4,704	6	5.9
12/19/2012	\$139.43	878	3,600	3,528	8.4	8.2
11/16/2012	\$172.78	878	4,800	4,704	10.8	10.6
10/18/2012	\$354.40	215	2,400	2,352	15.6	15.3
9/19/2012	\$421.30	215	3,600	3,528	10.8	10.6
8/20/2012	\$402.88	215	3,600	3,528	13.2	12.9
7/23/2012	\$386.73	215	3,600	3,528	10.8	10.6
6/21/2012	\$456.82	215	4,800	4,704	7.2	7.1
5/21/2012	\$347.92	215	3,600	3,528	4.8	5
4/20/2012	\$253.80	215	2,400	2,352	4.8	5
3/22/2012	\$347.31	215	3,600	3,528	6	5.9
2/21/2012	\$400.77	215	3,600	3,528	8.4	8.2
1/23/2012	\$428.53	215	4,800	4,704	6	5.9
12/20/2011	\$377.91	215	3,600	3,528	10.8	10.6
11/17/2011	\$354.58	215	3,600	3,528	6	5.9
10/19/2011	\$372.61	215	3,600	3,528	15.6	15.3
9/20/2011	\$1,433.82	215	7,200	7,056	81.6	120.7
8/19/2011	\$873.46	215	3,600	3,528	9.6	120.7
7/21/2011	\$1,321.77	215	6,000	5,880	84	127.7

6/21/2011	\$988.16	215	6,000	5,880	14.4	127.7
5/20/2011	\$988.16	215	6,000	5,880	13.2	127.7
4/21/2011	\$1,174.50	215	8,400	8,232	26.4	127.7
3/23/2011	\$1,565.60	215	9,600	9,408	82.8	133.3
2/21/2011	\$1,196.76	215	8,400	8,232	18	133.3
1/24/2011	\$1,660.87	215	10,800	10,584	93.6	133.3
12/20/2010	\$966.38	215	6,000	5,880	37.2	133.3
11/18/2010	\$3,772.04	215	32,400	31,752	307.2	301.1
10/19/2010	\$2,932.78	215	21,600	21,168	285.6	279.9
9/20/2010	\$4,589.92	215	44,400	43,512	298.8	292.8
8/19/2010	\$4,033.69	215	37,200	36,456	319.2	312.8
7/21/2010	\$4,591.33	215	37,200	36,456	319.2	312.8
6/21/2010	\$5,153.43	215	40,800	39,984	316.8	310.5
5/20/2010	\$5,498.69	215	49,200	48,216	318	311.6
4/21/2010	\$5,029.97	215	42,000	41,160	328.8	322.2
3/22/2010	\$5,130.37	215	44,400	43,512	328.8	322.2
2/19/2010	\$1,769.62	215	14,400	14,112	111.6	132.6
1/21/2010	\$4,855.02	215	40,800	39,984	327.6	321
12/18/2009	\$3,125.25	215	16,800	16,464	321.6	315.2
11/17/2009	\$1,547.70	215	8,400	8,232	105.6	132.6
10/20/2009	\$1,009.43	215	7,200	7,056	16.8	132.6
9/18/2009	\$1,083.10	215	8,400	8,232	32.4	132.6
8/19/2009	\$1,066.91	215	7,200	7,056	43.2	132.6
7/21/2009	\$2,351.24	215	12,000	11,760	284.4	278.7
6/22/2009	\$4,849.82	215	34,800	34,104	327.6	321
5/20/2009	\$5,907.48	215	51,600	50,568	327.6	321
4/21/2009	\$5,460.78	215	45,600	44,688	327.6	321
3/20/2009	\$4,686.33	215	44,400	43,512	312	305.8
2/20/2009	\$4,315.72	215	38,400	37,632	324	317.5
1/21/2009	\$3,934.52	215	32,400	31,752	308.4	302.2
12/18/2008	\$3,713.94	215	30,000	29,400	303.6	297.5
11/19/2008	\$5,256.91	215	55,200	54,096	316.8	310.5

NOTE MCSNO1 07 09230

NOTE SELECT

02/09/17 08:41:30

Y EAGLE HARDWOODS INC

09/26/14 11/17/06 [REDACTED] FINAL

103 NORTH ST

STONE CREE 221 840 GS2 SEC-O LC&amp;15 02R

## LINE

NO	DATE	PRTY	USER	CONV	NUM	DESCRIPTION
1	02/02/17	1	HELDREM	NOTE	305	[REDACTED]
2	01/19/15	1	PRUETTC	NOTE	299	REQ NEW DEPOSIT [REDACTED] ORDER 07
3	09/25/14	1	SIGMANA	NOTE	305	CLOSE REQ BY JENNY KING [OFC MANAGER]
4	01/22/13	1	MACRO8	NOTE	305	CHANGE TARIFF DUE TO EXPIRED TARIFF
5	09/25/12	1	BROWNM	NOTE	305	FAXED USAGE HISTORY TO 330-339-9834
6	08/19/08	1	MCSB2615	NOTE	240	1ST - DEFERRED DEPOSIT STMT MSG
7	11/14/06	1	CLARKCT	NOTE	305	OPEN REQ BY BRENDA GIBSON, EXECT OFF MGR,
8	08/23/05	1	MANSFIS	NOTE	205	THIS IS SHUT DOWN..UP FOR AUCTION..REASON FO
9	07/22/05	1	ADAMSS	NOTE	205	072105 NR05 WEEDS & HIGH BRUSH & BROKEN F10

LINE NO \_\_\_\_ ACTION M ADD NOTE NUMBER \_\_\_\_

NEXT \_\_\_\_ DATA \_\_\_\_\_ 1 OF 1  
12-CANCEL

The following is a true and accurate copy of AEP Ohio company records captured by David E. Heck. The only changes or additions to this record are this text, the "DEH-2" labels, page number labels, and redactions as explained in David Heck's filed testimony.

NOTE MCSNO2 07 09230

NOTE DETAIL

02/09/17 08:40:28

Y EAGLE HARDWOODS INC

09/26/14 11/17/06

FINAL

103 NORTH ST

STONE CREE 221 840 GS2 SEC-O LC&amp;15 02R

NUM FREE FORMAT

305 CLOSE\_REQ\_BY\_JENNY\_KING\_[OFC\_MANAGER]\_\_\_\_\_

	DATE	TIME	USER ID	CONV
PRIORITY NUMBER 1	CREATED 09/25/14	10:55:18	SIGMANA	NOTE
EXPIRATION DATE _____	LAST UPDATED 09/25/14	10:55:18	SIGMANA	

+3514 WARNING: PERMANENT NOTE NO EXPIRATION DATE

NEXT \_\_\_\_\_ DATA \_\_\_\_\_

03-END 06-RETURN 10-SCREEN 2 11-DELETE 12-CANCEL

NOTE MCSNO2 07 09230  
Y EAGLE HARDWOODS INC  
103 NORTH ST

NOTE DETAIL

02/09/17 08:39:54

09/26/14 11/17/06

FINAL

STONE CREE 221 840 GS2 SEC-O LC&amp;15 02R

NUM FREE FORMAT

305 CHANGE\_TARIFF\_DUE\_TO\_EXPIRED\_TARIFF\_\_\_\_\_

	DATE	TIME	USER ID	CONV
PRIORITY NUMBER 1	CREATED 01/22/13	13:40:09	MACRO8	NOTE
EXPIRATION DATE _____	LAST UPDATED 01/22/13	13:40:09	MACRO8	

+3514 WARNING: PERMANENT NOTE NO EXPIRATION DATE

NEXT \_\_\_\_\_ DATA \_\_\_\_\_

03-END

06-RETURN

10-SCREEN 2

11-DELETE

12-CANCEL

NOTE MCSNO2 07 09230  
Y EAGLE HARDWOODS INC  
103 NORTH ST

NOTE DETAIL

02/09/17 08:40:44

DEH-2  
Page 4 of 5

09/26/14 11/17/06 [REDACTED] FINAL

STONE CREE 221 840 GS2 SEC-O LC&15 02R

NUM FREE FORMAT

305 FAXED\_USAGE\_HISTORY\_TO\_330-339-9834\_\_\_\_\_

	DATE	TIME	USER ID	CONV
PRIORITY NUMBER 1	CREATED 09/25/12	12:55:52	BROWNMM	NOTE
EXPIRATION DATE _____	LAST UPDATED 09/25/12	12:55:52	BROWNMM	

+3514 WARNING: PERMANENT NOTE NO EXPIRATION DATE

NEXT \_\_\_\_\_ DATA \_\_\_\_\_

---

03-END            06-RETURN            10-SCREEN 2    11-DELETE            12-CANCEL

NOTE MCSNO2 07 09230

NOTE DETAIL

02/09/17 08:41:20

Y EAGLE HARDWOODS INC

09/26/14 11/17/06 [REDACTED] FINAL

103 NORTH ST

STONE CREE 221 840 GS2 SEC-O LC&amp;15 02R

NUM FREE FORMAT

305 OPEN\_REQ\_BY\_BRENDA\_GIBSON,\_EXECT\_OFF\_MGR,\_\_\_\_\_

	DATE	TIME	USER ID	CONV
PRIORITY NUMBER 1	CREATED 11/14/06	09:21:14	CLARKCT	NOTE
EXPIRATION DATE _____	LAST UPDATED 11/14/06	09:21:14	CLARKCT	

+3514 WARNING: PERMANENT NOTE NO EXPIRATION DATE

NEXT \_\_\_\_\_ DATA \_\_\_\_\_

03-END

06-RETURN

10-SCREEN 2

11-DELETE

12-CANCEL

**CERTIFICATE OF SERVICE**

I hereby certify that a true and accurate copy of the foregoing was served upon the following by email and regular mail this 12<sup>th</sup> day of July, 2017.

David Schaffner  
Schaffner Law Offices, Co., L.P.A.  
132 Fair Avenue N.W.  
New, Philadelphia, Ohio 44663  
schaffner@schafferlaw.co

/s/ Michael J. Benza  
Michael J. Benza (0093473)



**This foregoing document was electronically filed with the Public Utilities**

**Commission of Ohio Docketing Information System on**

**7/12/2017 4:43:05 PM**

**in**

**Case No(s). 14-1956-EL-CSS**

Summary: Testimony - Revised Testimony of David E. Heck on Behalf of Ohio Power Company electronically filed by Michael J Benza on behalf of Ohio Power Company