

**THE PUBLIC UTILITIES COMMISSION OF OHIO**

**IN THE MATTER OF THE COMPLAINT OF  
JACQUELINE CROWDER,**

**COMPLAINANTS,**

**v.**

**CASE NO. 17-1379-EL-CSS**

**OHIO POWER COMPANY D/B/A AEP OHIO,**

**RESPONDENT.**

**ENTRY**

Entered in the Journal on July 13, 2017

{¶ 1} 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.

{¶ 2} Respondent, Ohio Power Company d/b/a AEP Ohio (AEP Ohio or Company), is a public utility as defined in R.C. 4905.02 and, as such, is subject to the jurisdiction of this Commission.

{¶ 3} On June 1, 2017, Jacqueline Crowder (Complainant) filed this complaint against AEP Ohio. In the complaint, Complainant alleges unjust treatment by AEP Ohio with regard to her eligibility for the Percentage of Income Payment Plan (PIPP) for electric service. Complainant states that she seeks to be placed back on PIPP and to maintain her electric service. In support of these requests, Complainant states that she cannot financially manage AEP Ohio's payment offers and that she and her family have medical issues that require electricity in their home.

{¶ 4} AEP Ohio filed its answer on June 21, 2017. In its answer, AEP Ohio admits some and denies other allegations in the complaint. In addition, AEP Ohio sets forth in the answer several affirmative defenses.

{¶ 5} At this time, the attorney examiner finds that this matter should be scheduled for a settlement conference. The purpose of the settlement conference will be to explore the parties' willingness to negotiate a resolution of this complaint in lieu of an evidentiary hearing. In accordance with Ohio Adm.Code 4901-1-26, any statement made in an attempt to settle this matter without the need for an evidentiary hearing will not generally be admissible to prove liability or invalidity of a claim. An attorney examiner from the Commission's legal department will facilitate the settlement process. However, nothing prohibits either party from initiating settlement negotiations prior to the scheduled settlement conference.

{¶ 6} Accordingly, a settlement conference shall be scheduled for August 23, 2017, at 10:00 a.m. in Conference Room 1246 at the offices of the Commission, 12th Floor, 180 East Broad Street, Columbus, Ohio 43215. If a settlement is not reached at the conference, the attorney examiner may conduct a discussion of procedural issues. Procedural issues for discussion may include discovery dates, possible stipulations of facts, and potential hearing dates.

{¶ 7} Pursuant to Ohio Adm.Code 4901-1-26(F), the representatives of the public utility shall investigate the issues raised in the complaint prior to the settlement conference, and all parties attending the conference shall be prepared to discuss settlement of the issues raised and shall have the requisite authority to settle those issues. In addition, parties attending the settlement conference should bring with them all documents relevant to this matter.

{¶ 8} As is the case in all Commission complaint proceedings, the Complainants have the burden of proving the allegations of the complaint. *Grossman v. Public. Util. Comm.*, 5 Ohio St. 2d 189, 214 N.E. 2d 666 (1966).

{¶ 9} It is, therefore,

{¶ 10} ORDERED, That a settlement conference be held on August 23, 2017, at 10:00 a.m. in Conference Room 1246 at the offices of the Commission, 12th Floor, 180 East Broad Street, Columbus, Ohio 43215. It is, further,

{¶ 11} ORDERED, That a copy of this Entry be served upon each party and interested person of record.

THE PUBLIC UTILITIES COMMISSION OF OHIO

/s/ Kerry K. Sheets

By: Kerry K. Sheets  
Attorney Examiner

sef/vrm

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

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**Case No(s). 17-1379-EL-CSS**

Summary: Attorney Examiner Entry scheduling a settlement conference on August 23, 2017, at 10:00 a.m.; electronically filed by Vesta R Miller on behalf of Kerry K. Sheets, Attorney Examiner, Public Utilities Commission of Ohio