

FILE

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Case No. : 16-1971-EL-CSS

P.U.C.O.

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RECEIVED-BOOKETING DIV

To Who It May Concern,

I am writing to you in regards to Case No. 16-1971-EL-CSS. It is just so dumbfounding at how you think people are so unaware at the way you are attempting to try to cover up this quagmire that both AEP/Ohio and the Ohio P.U.C.O. have allowed to continue without meeting the guidelines agreed upon by the AEP/Ohio representatives, P.U.C.O. officers', and myself. Another issue that the appropriate P.U.C.O. officials need to address is the issue that there has been online complaints' continue to go unaddressed. I have made 2 online complaints' that have never been addressed. Then there is even P.U.C.O. employees' have told people that there seems to be problems' when people try to file complaints' online. So there seems to be some internal quagmires' that needs to be addressed by the management at Ohio's P.U.C.O. as well, especially when P.U.C.O. employees' are telling people that trying to utilize the online procedures' has been somewhat problematic at best. There seems to be another issue that AEP/Ohio has trying to avoid as well. I have some paperwork that has more than one AEP/Ohio account number on them. There has been attempts made to AEP/Ohio trying to find out who and when these accounts were opened at my address. Now, maybe you can figure out by now, I am not a individual that will not be brushed so easily under the carpet. Especially considering how I did some investigating and discovered there was a issue between P.U.C.O. & AEP/Ohio that was brought before a judge, that the judge ruled against AEP/Ohio & P.U.C.O.

Not so easily ignored,

Mr. Michael A. Dane

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