

From : Mr. Michael A. Dane

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2018 MAY -7 AM 11: 59

PUCO

April 20, 2018

Case : 16-1971-EL-CSS

To Whom It may Concern,

Enclosed you will find a copy of the letter I sent to Miss Christen M. Blend, Counsel For Respondent Ohio Power Company. In this letter it was presented that the terms for dismissal of this complaint had not been met by AEP/Ohio Power. Not to mention, Ohio P.U.C.O. had not followed proper procedure in this matter. As you will read, or I should say, if P.U.C.O. representatives actually do their job as they should, the enclosed letter will prove beyond any shadow of a doubt that both parties have failed miserably to fulfill their job duties, not to mention their inability to fulfill their obligations that they presented in our initial hearing. Now whoever reads this, they should actually do their job and realize that I have come across information showing some discrepancies amongst some varying different account numbers on AEP/Ohio Power Company accounts. Now, seeing how some people have seriously dropped the ball when it comes to actually fulfilling their job duties and responsibilities, in the initial hearing, AEP/Ohio Power Company representatives stated they would provide to me the requested information and account history. Now, seeing how it was requested that the hearing be recorded, and it was never recorded definitely shows signs of a collusion for a cover-up between two of the involved parties. I have tried on several occasions to try to get the account history from AEP/Ohio Power Company on these accounts. There were several attempts via telephone, but it seems the employees' I spoke with suddenly got very offensive and crude toward me. I tried to get the information via email. When I provided the account numbers' in question, all emails after this point was met with no responses. There is some other issues that need to be addressed. These issues actually have to do with the practices of attempting to sweep things under the rug amongst employees' at P.U.C.O. There where numerous inquiries' made on P.U.C.O.'s website by myself. I have the reference numbers' provided to me from website. These inquiries' have never even been addressed by anybody at P.U.C.O. This also wrecks of people trying to cover up for each other and not doing their jobs correctly. Now I'm pretty sure some administrators' within P.U.C.O. that would like to be informed of their employees' not fulfilling their job duties correctly. This issue has been going on long enough due to the questionable behaviors being committed by AEP/Ohio Power Company and Ohio P.U.C.O. employees.

From A Very Disgusted Individual,

Mr. Michael A. Dane

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Technician MM Date Processed 05/07/18

From : Mr. Michael A. Dane

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January 31, 2018

Case No. : 16-1971-EL-CSS

To Whom It May Concern,

I am writing to you in regards to your recent mailing to myself, or what I call your latest attempt to cover up your misrepresentation of account fraud. Kind of hard to attempt to say this issue has been dismissed, especially considering there are some agreement issues' from the hearing that has never been fulfilled that AEP/Ohio Power itself agreed they would fulfill, then upon those terms being fulfilled, I would submit the appropriate documentation to the P.U.C.O. office that ~~the case was resolved~~. Now, seeing how AEP/Ohio Power has failed miserably to fulfill their own terms & conditions, kind of hard to say this case has been resolved. Another mitigating factor to prove that this case has never been resolved, is the fact I have never submitted any documentation stating that AEP/Ohio Power has never fulfilled the terms & conditions they presented in the initial hearing. Another issue you might want to take under consideration, can you explain to me why I recieved a phone call from your offices' asking me what it would take to settle this issue. Some other issues' you might need to address is why I have some documents' with different AEP/Ohio Power account numbers' on them. I have made several phone calls' to your customer service office to get account any and all account history for these accounts'. But, these calls have been met with severely disrespectful employees', I have even attempted to get the account history via emails' only to have been met with no results. Now you need to do your job and provide the appropriate information that your fellow employees' have said they would provide. Another issue you might want to look into is the fact that there were statements' submitted via P.U.C.O.'s website prior to your so-called August 16, 2017 date. Thus, nullifying this case been dismissed, along with your inability to provide the documents' the previous AEP/Ohio Power representatives' failed to submit. This case is definitely far from being resolved.

From A individual not to be misunderstood,

Mr. Michael A. Dane