

**THE PUBLIC UTILITIES COMMISSION OF OHIO**

**IN THE MATTER OF THE COMPLAINT OF  
HELENA EDISON,**

**COMPLAINANT,**

**CASE NO. 18-622-EL-CSS**

**v.**

**OHIO POWER COMPANY DBA AEP OHIO,**

**RESPONDENT.**

**ENTRY**

Entered in the Journal on May 23, 2018

{¶ 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 (AEP Ohio or Company), is a public utility as defined in R.C. 4905.02. As such, AEP Ohio is subject to the Commission's jurisdiction.

{¶ 3} On April 11, 2018, Ms. Helena Edison (Complainant) filed this complaint against AEP Ohio. Complainant alleges that she has been mistakenly billed a total of \$1,022.20 for her February 22, 2018 bill and her accurate bill amount is \$286.24. Complainant alleges that AEP Ohio admitted that they made errors regarding estimating her winter electric usage, but have still urged her to pay the \$1,022.20 amount. Lastly, Complainant alleges that though she tried to informally resolve this dispute, no resolution was reached.

{¶ 4} On May 2, 2018, AEP Ohio filed an answer. In the answer, AEP Ohio asserts that Complainant has failed to state reasonable grounds upon which relief may be granted pursuant to R.C. 4905.26.

{¶ 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 the complaint. As stated in Ohio Adm.Code 4901-1-26, any statement made in an attempt to settle this matter without the need for an evidentiary hearing is generally inadmissible 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 June 25, 2018, at 10:00 a.m. in Conference Room 1246 at the offices of the Commission, 180 East Broad Street, 12th Floor, Columbus, Ohio 43215. If a settlement is not reached at the conference, the attorney examiner may conduct a discussion of procedural issues including discovery deadlines, possible stipulations of fact, 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. 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, the parties shall bring with them relevant documents that are necessary to cultivate an understanding of the issues raised in the complaint and to facilitate settlement negotiations.

{¶ 8} As is the case in all Commission complaint proceedings, the complainant has the burden of proving the allegations of the complaint. *Grossman v. Pub. 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 in accordance to Paragraph 6. 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/ Anna Sanyal

By: Anna Sanyal  
Attorney Examiner

JRJ/mef

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

**Commission of Ohio Docketing Information System on**

**5/23/2018 12:35:06 PM**

**in**

**Case No(s). 18-0622-EL-CSS**

Summary: Attorney Examiner Entry scheduling a settlement conference for 6/25/18 at 10:00am. electronically filed by Ms. Mary E Fischer on behalf of Anna Sanyal, Attorney Examiner, Public Utilities Commission