

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 June 25, 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), 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. 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} By Entry dated May 23, 2018, the attorney examiner scheduled a settlement conference in this matter on June 25, 2018, at 10:00 a.m.

{¶ 6} On June 22, 2018, Complainant requested that the settlement conference be rescheduled for the week of July 2, 2016.

{¶ 7} Upon review, the attorney examiner finds Complainant's request reasonable and reschedules the settlement conference to commence on July 5, 2018 at 10:00 a.m. in Conference Room 1247, at the offices of the Commission, 180 East Broad Street, 12th Floor, Columbus, Ohio 43215.

{¶ 8} It is, therefore,

{¶ 9} ORDERED, That a settlement conference be held in accordance to Paragraph 7. It is, further,

{¶ 10} 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

NJW/mef

This foregoing document was electronically filed with the Public Utilities

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

Summary: Attorney Examiner Entry rescheduling settlement conference for 7/5/18 at 10:00am. electronically filed by Ms. Mary E Fischer on behalf of Anna Sanyal, Attorney Examiner, Public Utilities Commission