

THE PUBLIC UTILITIES COMMISSION OF OHIO

DONNA HERRING,

COMPLAINANT,

CASE NO. 18-1247-EL-CSS

VS

OHIO POWER COMPANY D/B/A AEP OHIO.

RESPONDENT.

ENTRY

Entered in the Journal on August 7, 2018

{¶ 1} Ohio Power Company d/b/a AEP Ohio (AEP Ohio) is a public utility, pursuant to R.C. 4905.02, and is, therefore, subject to the jurisdiction of this Commission.

{¶ 2} 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.

{¶ 3} On July 31, 2018, Ms. Donna Herring (Complainant) filed this complaint against AEP Ohio. Complainant requests that the Commission prevent the termination of her service, which is scheduled to occur on August 9, 2018, until September 20, 2018. She also states that she is seeking a payment plan for her current balance of \$1,100 because she requires more time to pay this amount.

{¶ 4} Ohio Adm.Code 4901-9-01(E) provides that, if a person filing a complaint against a public utility is facing termination of service by the public utility, the person may request that the Commission provide assistance to prevent the termination of service during the pendency of the complaint. This section also provides that the person must explain why he or she believes that service is about to be terminated and why the person believes that the service should not be terminated.

{¶ 5} Upon review of the complaint, the attorney examiner finds sufficient basis for Complainant's request and directs AEP Ohio to maintain the provision of service to Complainant's residence during the pendency of this proceeding or until such time as the Commission orders otherwise. However, the attorney examiner notes that Ohio Adm.Code 4901-9-01(E) also requires the Complainant to agree to pay during the pendency of the proceeding all amounts to the utility that are not in dispute.

{¶ 6} R.C. 4905.56 provides that no officer, agent, or employee in an official capacity of a public utility shall willfully fail to comply with any lawful order or directive of the Commission with respect to any public utility. Each day's continuance of such failure is a separate offense.

{¶ 7} It is, therefore,

{¶ 8} ORDERED, That AEP Ohio maintain provision of service to Complainant's residence during the pendency of this proceeding or until such time as the Commission orders otherwise. It is, further,

{¶ 9} ORDERED, That a copy of this Entry be served upon all parties of record.

THE PUBLIC UTILITIES COMMISSION OF OHIO

/s/Anna Sanyal

By: Anna Sanyal
Attorney Examiner

JRJ/mef

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Case No(s). 18-1247-EL-CSS

Summary: Attorney Examiner Entry ordering AEP Ohio to maintain provision of service to complainant electronically filed by Ms. Mary E Fischer on behalf of Anna Sanyal, Attorney Examiner, Public Utilities Commission