

Ohio

Public Utilities Commission

RECEIVED-DOCKETING DIV

00226021

Case Number

Public Utilities Commission of Ohio

Attn: Docketing

180 E. Broad St.

Columbus, OH 43215

2018 OCT 10 PM 4:11

FILE

Formal Complaint Form

PUCO 18-1539-EL-CSS

DEAN A. ROBINSON

Customer Name (Please Print)

64520 Hidden Acres Rd.

Customer Address

Cambridge

OH. 43725

City

State Zip

Against

#077-957-202-0-5 (AEP)

Account Number

Customer Service Address (if different from above)

AEP

Utility Company Name

City

State Zip

Please describe your complaint. (Attach additional sheets if necessary)

Power surge in our home 8-28-18 due to
Neutral Line Breakage. Ruined many items
and damaged some also, that were repaired.
AEP was notified, Tech came - fixed temporary. Was
told to call AEP for damage claim #. Did that -
was told to list all damaged items to turn in for
claims. #0712582401st
0759976992nd

Dean A. Robinson

Signature

740-439-3771

Customer Telephone Number

Later received letter
from AEP saying they were
not responsible due to equipment failure!

-not E Added-

CASE - 00226021
ID -

To - Puco of Ohio

10-5-18

From - Dean A. Robinson

64520 Hidden Acres Ln.

Cambridge, OH. 43725

740-439-3771

AEP - Acc. # 077-957-202-0-5

I am a customer of AEP.

Am filing claim against AEP
for their negligence for damage's
to our property (Household)

8-26-18 - Power Surge - 4PM

Many household items lost or damaged!
Called AEP to report elec. problem.

Tim was sent out, found problem.
Told us it was the line that had
broken - between pole and meter.

Said it was their problem - fix or
replace (was replaced) (week's later).

Was told to call AEP to get
claim # for our losses. We did.
1st claim # 071 258-240 (was lost)

2nd claim # 075-997-699

Told to list all items lost or
damaged!

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10-5-18

I asked employee (AEP) whose is responsible for line repair and damages to our appliances etc.

Replied AEP - Their self insured.
Call for claim #. Told to list all items - Damaged or destroyed.
Told to get all make's and model's #

I asked - Well how could this happen when line is inside conduit.
He said this happens more than you know!

Soon after Received letter from AEP denying any responsibility. After being told get list of all damaged items!

Now - please let this sink in.

AEP crew were doing the repair work when I got letter. I told them what was in the letter. They looked at me in disbelief, and saying this doesn't make sense as AEP has always been responsible in the past!?

AEP has replaced broken elec. line showing they were responsible. NOW who should we have to replace or repair (WE HAVE) damaged property at our expense?

10-5-18

Bear with me as I know I have repeated myself. I don't do this often or well.

My wife and I have always been insured before and after our marriage.

Cars, trucks, home and farm items, equipment etc. If something were to break on any of these items and cause an accident injuring someone or property I'm liable and insurance I carry for this reason!

Now, I want to know why a conglomerate as AEP is, can absolve itself from any monetary losses we have incurred! How the HELL can this be? Probably in excess of \$2,000.-

Thank you
for your time and patience

Dean A. Robinson