

THE PUBLIC UTILITIES COMMISSION OF OHIO

**IN THE MATTER OF THE COMPLAINT OF
JUSTIN PALM,**

COMPLAINANT,

v.

CASE NO. 18-1563-EL-CSS

**OHIO POWER COMPANY DBA AEP
OHIO,**

RESPONDENT.

ENTRY

Entered in the Journal on February 20, 2019

I. SUMMARY

{¶ 1} The Commission grants the joint motion to dismiss the complaint with prejudice, as the parties indicate that all issues in the matter have been resolved.

II. DISCUSSION

{¶ 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} Ohio Power Company dba AEP Ohio (AEP or Respondent) is a public utility as defined in R.C. 4905.02, and, as such, is subject to the jurisdiction of this Commission.

{¶ 4} On October 18, 2018, Justin Palm (Mr. Palm or Complainant) filed a complaint against AEP, alleging inaccurately high bills during the winter months of 2014 and 2015. Because of these bills, Mr. Palm ceased using his electric heaters and entered into discussions with Respondent to replace the current meter. He added that AEP replaced the meter on May 8, 2015, after which his electric consumption was significantly lower, particularly during the winter months of 2016. Mr. Palm requested that AEP remove the debts that he

accrued as a result of failing to pay his allegedly high electric bills issued during winter months of 2014 and 2015.

{¶ 5} On November 6, 2018, AEP filed its answer. AEP asserted that Complainant's bills during the winter of 2014 and 2015 were based on actual readings. While Respondent admitted to installing a new meter at Complainant's residence on May 8, 2015, AEP contends that the installation was not done at Complainant's request. AEP admitted that it initiated collections activities because of past due balances but denied any other allegations of Complainant.

{¶ 6} On November 16, 2018, an Entry was issued scheduling a December 5, 2018, settlement conference.

{¶ 7} A settlement conference was conducted on December 5, 2018, and the parties continued settlement discussions afterwards.

{¶ 8} The parties filed a joint motion to dismiss with prejudice on December 13, 2018, in which they state that the complaint has been fully resolved. The parties request that the case be dismissed with prejudice.

{¶ 9} The Commission finds that the parties' joint motion to dismiss the complaint with prejudice is reasonable and should be granted.

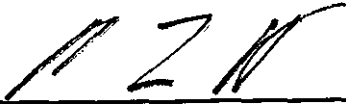
III. ORDER

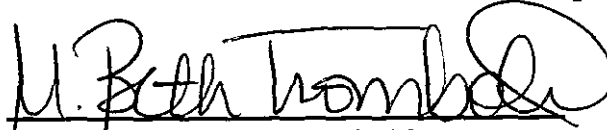
{¶ 10} It is, therefore,

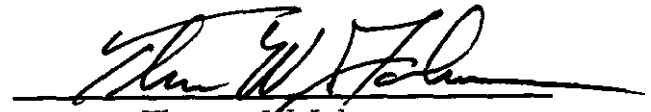
{¶ 11} ORDERED, That the parties' joint motion to dismiss the complaint with prejudice be granted. It is, further,

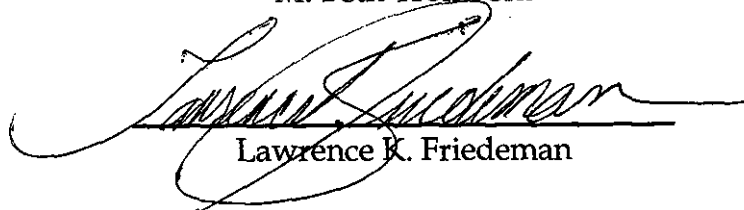
{¶ 12} ORDERED, That a copy of this Entry be served upon all parties of record.

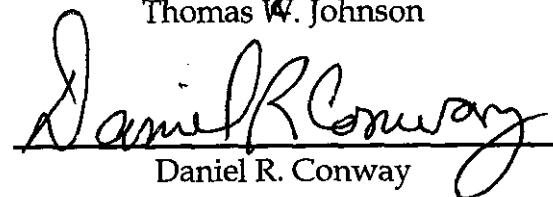
THE PUBLIC UTILITIES COMMISSION OF OHIO


Asim Z. Haque, Chairman


M. Beth Trombold


Thomas W. Johnson

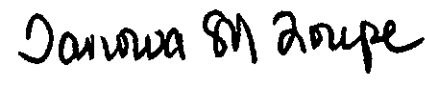

Lawrence K. Friedeman


Daniel R. Conway

JML/hac

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FEB 20 2019


Tanowa M. Troupe

Tanowa M. Troupe
Secretary