

FILE

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BEFORE THE PUBLIC UTILITIES COMMISSION
OF OHIO

Cynthia Conner
Complainant

vs

Case #: 21-0022-EL-CSS

AEP Ohio

Respondant/Respondent

ANSWER OF COMPLAINANT - Cynthia Conner

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Complainant never request AEP Ohio to disconnect a service she has, has for many years. Complainant bill payment on August 20th 2020 is current and she is still residing at 2255 West Broad St, Columbus, Ohio 43223 and the account number is 104-154-962-2-2.

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The same day August 20th 2020 several hours after AEP Ohio wrongfully disconnect, disconnect my current service causing me pain and discomfort. AEP Ohio reconnect my service.

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AEP Ohio false billing is wrong and cruel, it cause me pain and it is a malicious act. AEP Ohio Prevent me from continuous refrigerating my medicine that is very important to my Health.

There is no way I will request that my account be close where I live and pay my electric bill every month. AEP Ohio wrongful acts is putting my life in danger.

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AFFIRMATIVE DEFENSE

- ① AEP Ohio did not provide reasonable and Adequate Service to Complainant.

AEP Ohio false billing cause discomfort and Pain on complainant in keep her health situation. Harassing Complainant with Continuous Disconnect notices. It took my Doctors three different times to Prevent AEP Ohio from disconnecting my electric service.

Wherefore the Complainant respectfully request that the Public Utility Commission of Ohio dismiss AEP Ohio defenses with Prejudice and grant Complainant all and other necessary and proper relief.

Cynthia Conner
Cynthia Conner Complainant

CERTIFICATE OF SERVICE

The Complainant certifies that a True and accurate Copy of the foregoing was Served upon AEP Ohio by regular U.S. mail on February 1st 2021.

AEP Ohio

1 Riverside Plaza, 29th Floor Col, Ohio 43215

Cynthia Conner
Cynthia Conner Complainant

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