

NG

FILE

21-258-EL-CSS

Ohio

Public Utilities
Commission00663401
Case NumberPublic Utilities Commission of Ohio
Attn: Docketing
180 E. Broad St.
Columbus, OH 43215

Formal Complaint Form

MAMOUDDU DIALLO
Customer Name (Please Print)5581 Whimpstone CT
Customer AddressColumbus OH 43235
City State Zip104-538-431-4-5//102-296-482-1-6
Account Number

Against

AEP OHIO
Utility Company NameCustomer Service Address (if different from above)
PITTSBURGH PA 15250
City State Zip

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

- 1- AEP Charging me for utilities that I did use
- 2- AEP Bullying me for charges in my house rather than the apartment where service were rendered
- 3- AEP Confusing me to charge me more by adding up 4 apartments payments to one single place to justify the bullying
- 4- ~~even~~ even though I was paying for each unit separately

Signature

614-439-3617
Customer Telephone Number

This is to certify that the images appearing are an accurate and complete reproduction of the file document delivered in the regular course of business.

Technician MN Date Processed MAR 22 2021

Columbus, March 15, 2021

Public Utilities Commission

Formal Complaint

My complaint here is about billing from AEP and they tried their best to confuse anyone who is trying to help me in this situation or understand what's going on even though I had several conversations with them about it. This is a Con artist work at best.

I will be talking about 4 addresses for you to understand.

1. Original issue/dispute coming from 1289 E. 25th. Ave, Columbus, Ohio 43211. I had a tenant in this location until December 26, 2019. This is a Double (1287 & 1289) E. 25th. Ave, Columbus, Ohio 43211.

I had a fire at this place on December 26, 2019. Firefighter, Columbus City code, Gas company, television showed up and fire was extinguished very quickly. 2 dogs and 1 cat died and someone was taken to the emergency room for recovery. Firefighters told me that they did not identify any issues with my electrical or gas issues, but they shut everything down for now, but I need a professional to review it first. I got the reviewers then turned the gas and electric on. Tenants still officially live in the property, but they were not available. I called the electric company on January 2, 2020 to turn the electric on my name. I told them about the issue and they did not say anything. Everything was fine.

On January 16, 2020, the tenant called AEP and told them about the fire again, but this time, they shut the power off.

On January 20, 2020, I went to the place to check out after talking with several legal companies trying to sue me from the tenants and I found that there was no power and it was winter time. I called the EAP again and asked them why they shut the power off. They told me about the fire on December 26, 2019 and I told them that, this is a month ago and they did not show up, but all the other companies showed up and checked their equipment and I also called them on January 2, 2020 and they were able to put the electric on my name with no issue. I told them that, at this point, they are not preventing anything. A month later after the fire. They told me that this is their procedure then I asked them why when I called or the firefighters called them on December 26, 2019, they did not come over to check out. Finally, I asked them to come over and check the Unit. AEP guy showed up in the unit 1287 E. 25th Ave which is the other side of the double. I called them 3 days later and found out that the person I spoke with entered the information for that unit (1287unit). We made the correction (1289 entered) and AEP came back again and checked the place and found everything was good.

Tenants still have all belonging to this address and are going to the court. During this time, the covid19 was running everywhere and the court shut down eviction etc..... I called several times AEP to talk about the unit 1289 E. 25th Ave, but again, the aep agent entered the information in their systems at 1287 E. 25th Ave unit. Around June and July 2020, the tenant left the unit and I called aep to have the conversation and realized that, all along they were mixing between 1287 E. 25th Ave (electric in my name) and 1289 E. 25th. Ave everytime I called. I requested a supervisor and they reviewed my account and they apologized. They told me that, my account has been reset for that address to reflect only from July timeframe I'm responsible for the utility bill on that property (1289 E. 25th. Ave) from July to October 2020. Empty unit and repair mode.

In October, I opened 5 accounts (A, B, C, Front, RR1, RR2) at 853 E. Hudson St, Columbus, Ohio 43211. No issue at all with AEP

In November 2020, I opened an account on 1646 E. Weber Rd, Apt #C, Columbus, Ohio 43211. When I called aep, they told me that I needed to put a security deposit and I asked them why because I just opened 5 accounts on Hudson Street with no issue. She told me that I owed them more than \$670.00 for 1289 E. 25th Ave. I told her about my previous conversation with the supervisor and I told her that I'm no longer opening the account. I also requested to talk with a supervisor. Again, I was contacted by a supervisor from aep and she apologized again and told me not to worry about it, nothing(zero dollar) will be transferred to that account.

Soon, after I received my bill from 1646 E. Weber Rd, Apt#C, Columbus, Ohio, I started to see an additional \$700.00. I contacted AEP then, they denied anything related to my previous conversations.

Soon after, I gave tenant the 1646 Weber Rd, Apt#C, Columbus, Ohio, AEP transferred the amount from that location to my home address- 5581 Whimpstone Ct, Columbus, Ohio 43235.

Again, I contacted AEP to find a way to pay my utilisation from 1646 E. Weber Rd, Apt#C and 5581 Whimpstone Ct and they told me that they cannot separate the payment.

I wanted to pay for 1646 E. Weber Rd, Apt#C, 5581 Whimpstone Ct and 853 E. Hudson Street because I owed them for these addresses. I'm disputing 1289 E. 25th. Ave, Columbus, Ohio 43211.

I received several payments from EAP from different addresses since I initiated this case with PUCO. I was here all these times, but they never sent me this money back. Also, if I owed them, why are they sending card payment back.

Please see attachments and let me know if you need additional information.

Mamoudou Diallo - 614 439 3617





Non-Payment/Return Mail:
PO BOX 24401
CANTON, OH 44701-4401

Final amount due on or before January 13, 2021 **\$757.57**

Bill mailing date is Dec 28, 2020
Account #104-538-431-4-5

SERVICE ADDRESS: MAMOUDOU DIALLO, 1646 E WEBER RD APT C, COLUMBUS, OH 43211-1564

CY 17



007230 8162699 000 01 001



MAMOUDOU DIALLO
5581 WHIMPSTONE CT
COLUMBUS OH 43235-7390

00068862
MSP 108

Notes from AEP Ohio:

This is your final bill. Thank you for being an AEP Ohio Customer. If a refund is due to you, it will be mailed to the address listed on this bill and can take up to 45 days. It will arrive as either a prepaid Mastercard or a check. If you have changed your mailing address, please contact us.

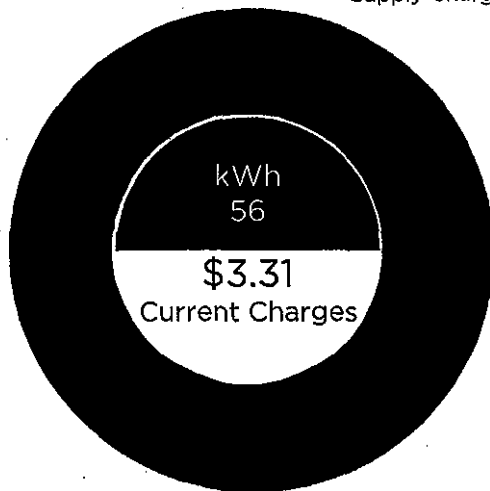
Usage History (kWh):

\$

Final bill summary:

Billing from 12/22/20 - 12/26/20 (5 days)

Supply Charge \$0.41



Delivery Charge \$2.90

Dec

'20

Methods of Payment



aepohio.com



PO Box 371496
Pittsburgh, PA 15250-7496



1-800-611-0964 (fee may apply)

Need to get in touch?

Customer Operations Center: 1-844-237-6446

Outages: AEPOhio.com/outages or 1-800-672-2231

Please tear on dotted line.

Turn over for important information!

Thank you for your prompt payment. Please include your account number on your check and return this stub with your payment.

MAMOUDOU DIALLO, 1646 E WEBER RD APT C, COLUMBUS, OH 43211-1564



Non-Payment/Return Mail:
PO BOX 24401
CANTON, OH 44701-4401

331 Account #104-538-431-4-5

MAMOUDOU DIALLO

Final amount due on or before January 13, 2021 **\$757.57**

Payment Amount \$

Make check payable and send to:
AMERICAN ELECTRIC POWER
PO BOX 371496
PITTSBURGH, PA 15250-7496



☐ The Neighbor to Neighbor program helps disadvantaged customers pay their electric bill. I want to help. My payment reflects my gift of \$

0000757570000757570100000000001045384314528121301017900006



Non-Payment/Return Mail:
PO BOX 24401
CANTON, OH 44701-4401

Amount due on or before February 17, 2021 **\$966.91**

Bill mailing date is Feb 1, 2021
Account #102-296-482-1-6

SERVICE ADDRESS: MAMOUDOU DIALLO, 5581 WHIMPSTONE CT, MCKITRCK EST, COLUMBUS, OH 43235-7390
2649-1 9909
101002649 02 AV 0.38

CY 02

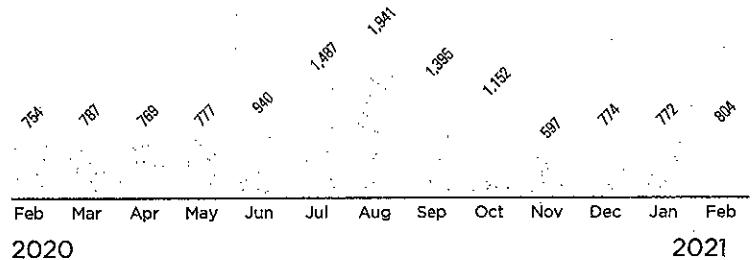


MAMOUDOU DIALLO
5581 WHIMPSTONE CT
COLUMBUS, OH 43235-7390

Notes from AEP Ohio:

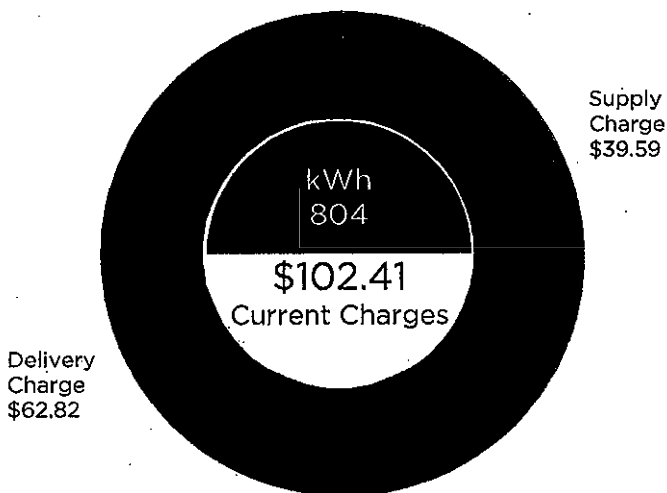
Your current amount due is \$966.91. If you were on the Average Monthly Payment (AMP) plan, your bill would have been \$124.00. Log in to www.aepohio.com or call us to learn more about these programs.

Usage History (kWh):



Current bill summary:

Billing from 01/01/21 - 02/01/21 (32 days)



Methods of Payment

- aepohio.com
- PO Box 371496
Pittsburgh, PA 15250-7496
- 1-800-611-0964 (fee may apply)

Need to get in touch?

Customer Operations Center: 1-844-237-6446
Outages: AEPOhio.com/outages or 1-800-672-2231

Please tear on dotted line.

Turn over for important information!

Thank you for your prompt payment. Please include your account number on your check and return this stub with your payment.

MAMOUDOU DIALLO, 5581 WHIMPSTONE CT, MCKITRCK EST, COLUMBUS, OH 43235-7390



Non-Payment/Return Mail:
PO BOX 24401
CANTON, OH 44701-4401

10241
Account #102-296-482-1-6
MAMOUDOU DIALLO

Amount due on or before February 17, 2021 **\$966.91**

Payment Amount \$

Make check payable and send to:
AMERICAN ELECTRIC POWER
PO BOX 371496
PITTSBURGH, PA 15250-7496



☐ The Neighbor to Neighbor program helps disadvantaged customers pay their electric bill. I want to help. My payment reflects my gift of \$_____

0000966910000966910100000000001022964821601021702002900008



Non-Payment/Return Mail:
PO BOX 24401
CANTON, OH 44701-4401

DISCONNECT NOTICE

Account #102-296-482-1-6

SERVICE ADDRESS: MAMOUDOU DIALLO, 5581 WHIMPSTONE CT, MCKITRCK EST, COLUMBUS, OH 43235-7390

CY 02



001629 8225823 000 02 001



MAMOUDOU DIALLO
5581 WHIMPSTONE CT
COLUMBUS OH 43235-7390

00049206
HSP 86

Notes from AEP Ohio:

Your total account balance includes a past due amount of **\$864.50**, which may include CRES provider charges. To avoid disconnection, payment of the past due amount must be received on or before **March 4, 2021**.

Need help paying your bill?

Call us at 1-844-237-6446 to learn about payment arrangements and other assistance programs.

Past Due Charges:

Due before March 4 \$864.50

TOTAL PAST DUE \$864.50

Methods of Payment



aepohio.com



PO Box 371496
Pittsburgh, PA 15250-7496



1-800-611-0964 (fee may apply)

If disconnection of service for nonpayment would be especially dangerous to the health of a household member, a medical certification program and forms are available from the Company.

Please see payment options on the last page of this notice.

Receipt of a new bill will NOT change the requirements of this notice.

Please tear on dotted line.

Turn over for important information!

Thank you for your prompt payment. Please include your account number on your check and return this stub with your payment.

MAMOUDOU DIALLO, 5581 WHIMPSTONE CT, MCKITRCK EST, COLUMBUS, OH 43235-7390



Non-Payment/Return Mail:
PO BOX 24401
CANTON, OH 44701-4401

10241
Account #102-296-482-1-6
MAMOUDOU DIALLO

Pay on or before March 4, 2021
to avoid disconnect

\$864.50

Payment Amount \$

Make check payable and send to:
AMERICAN ELECTRIC POWER
PO BOX 371496
PITTSBURGH, PA 15250-7496



0000864500000864500100000000001022964821601020102002900005



Non-Payment/Return Mail:
PO BOX 24401
CANTON, OH 44701-4401

Amount due on or before **\$329.23**
December 16, 2020

Bill mailing date is Nov 30, 2020
Account #102-296-482-1-6

SERVICE ADDRESS: MAMOUDOU DIALLO, 5581 WHIMPSTONE CT, MCKITRCK EST, COLUMBUS, OH 43235-7390
2797-1 8553
101002797 02 AV 0.38

CY 02

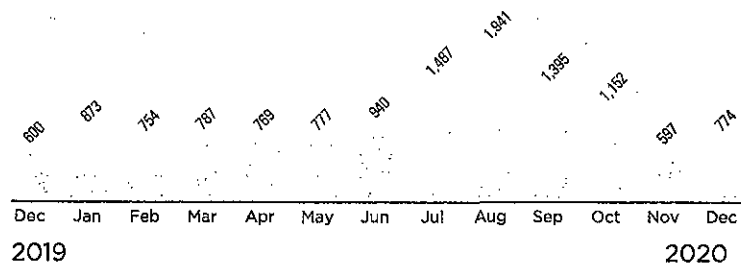


MAMOUDOU DIALLO
5581 WHIMPSTONE CT
COLUMBUS, OH 43235-7390

Notes from AEP Ohio:

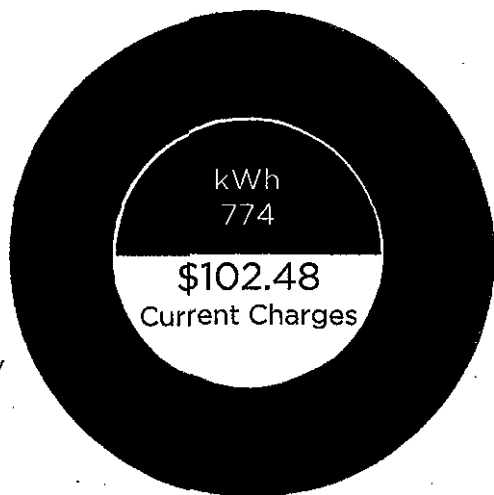
Your current amount due is \$329.23. If you were on the Average Monthly Payment (AMP) plan, your bill would have been \$123.00. Log in to www.aepohio.com or call us to learn more about these programs.

Usage History (kWh):



Current bill summary:

Billing from 10/29/20 - 11/30/20 (33 days)



Supply Charge
\$39.05

Delivery Charge
\$63.43

Methods of Payment

- aepohio.com
- PO Box 371496
Pittsburgh, PA 15250-7496
- 1-800-611-0964 (fee may apply)

Need to get in touch?

Customer Operations Center: 1-844-237-6446
Outages: AEPOhio.com/outages or 1-800-672-2231

Please tear on dotted line.

Turn over for important information!

Thank you for your prompt payment. Please include your account number on your check and return this stub with your payment.

MAMOUDOU DIALLO, 5581 WHIMPSTONE CT, MCKITRCK EST, COLUMBUS, OH 43235-7390



Non-Payment/Return Mail:
PO BOX 24401
CANTON, OH 44701-4401

10248
Account #102-296-482-1-6
MAMOUDOU DIALLO

Amount due on or before **\$329.23**
December 16, 2020

Payment Amount \$

Make check payable and send to:
AMERICAN ELECTRIC POWER
PO BOX 371496
PITTSBURGH, PA 15250-7496



☐ The Neighbor to Neighbor program helps disadvantaged customers pay their electric bill. I want to help. My payment reflects my gift of \$_____

0000329230000329230100000000001022964821630111612002900006



Non-Payment/Return Mail:
PO BOX 24401
CANTON, OH 44701-4401

Account #108-021-074-3-2

SERVICE ADDRESS: MAMOUDOU DIALLO, 853 E HUDSON ST APT B, COLUMBUS, OH 43211-1266

CY 09



000122 8212578 000 01 001



MAMOUDOU DIALLO
5581 WHIMPSTONE CT
COLUMBUS OH 43235-7390

00089151
MSP 140

Notes from AEP Ohio:

A final bill was recently issued for the account at the above service address. Our records indicate that the final balance remains unpaid as of **Jan 25, 2021**. Please make your payment immediately to clear the past due balance.

Current Billing Summary:

Rate Tariff: Regular Residential-013

Final account balance \$33.57

TOTAL DUE \$33.57

Your final account balance is due immediately.

Mailing date is January 25, 2021

Methods of Payment



aepohio.com



PO Box 371496
Pittsburgh, PA 15250-7496



1-800-611-0964 (fee may apply)

Need to get in touch?

Customer Operations Center: 1-888-710-4237

Outages: AEPOhio.com/outages or 1-800-672-2231

If payment has been made, please accept our thanks and disregard this notice.

Please tear on dotted line.

Turn over for important information!

Thank you for your prompt payment. Please include your account number on your check and return this stub with your payment.

MAMOUDOU DIALLO, 853 E HUDSON ST APT B, COLUMBUS, OH 43211-1266



Non-Payment/Return Mail:
PO BOX 24401
CANTON, OH 44701-4401

Account #108-021-074-3-2
MAMOUDOU DIALLO

Amount due immediately **\$33.57**

Payment Amount \$

Make check payable and send to:
AMERICAN ELECTRIC POWER
PO BOX 371496
PITTSBURGH, PA 15250-7496



0000033570000033570100000000001080210743225012501009900009



Non-Payment/Return Mail:
PO BOX 24401
CANTON, OH 44701-4401

Amount due on or before **\$23.78**
December 28, 2020

Bill mailing date is Dec 9, 2020
Account #105-911-074-4-5

SERVICE ADDRESS: MAMOUDOU DIALLO, 853 E HUDSON ST APT A, COLUMBUS, OH 43211-1266

CY 09

Notes from AEP Ohio:

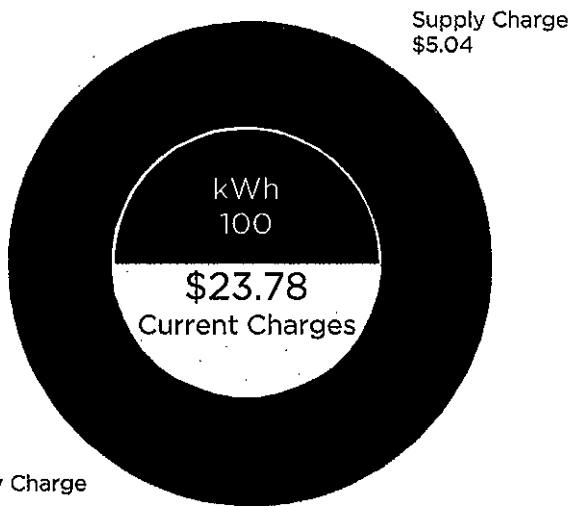
Make this bill the last one sent in the mail! Go paperless and get email alerts when your bill is ready. Sign up at AEPPaperless.com!



MAMOUDOU DIALLO
5581 WHIMPSTONE CT
COLUMBUS OH 43235-7390

Current bill summary:

Billing from 11/14/20 - 12/09/20 (26 days)



Usage History (kWh):

100

Dec
'20

Methods of Payment



aepohio.com



PO Box 371496
Pittsburgh, PA 15250-7496



1-800-611-0964 (fee may apply)

Need to get in touch?

Customer Operations Center: 1-844-237-6446

Outages: AEPOhio.com/outages or 1-800-672-2231

Please tear on dotted line.

Turn over for important information!

Thank you for your prompt payment. Please include your account number on your check and return this stub with your payment.

MAMOUDOU DIALLO, 853 E HUDSON ST APT A, COLUMBUS, OH 43211-1266



Non-Payment/Return Mail:
PO BOX 24401
CANTON, OH 44701-4401

2378
Account #105-911-074-4-5
MAMOUDOU DIALLO

Amount due on or before **\$23.78**
December 28, 2020

Payment Amount \$

Make check payable and send to:
AMERICAN ELECTRIC POWER
PO BOX 371496
PITTSBURGH, PA 15250-7496



☐ The Neighbor to Neighbor program helps disadvantaged customers pay their electric bill. I want to help. My payment reflects my gift of \$_____

0000023780000023780100000000001059110744509122812009900001



Non-Payment/Return Mail:
PO BOX 24401
CANTON, OH 44701-4401

Amount due on or before December 31, 2020 **\$48.62**

Bill mailing date is Dec 9, 2020
Account #107-421-072-6-0

SERVICE ADDRESS: MAMOUDOU DIALLO, 853 E HUDSON ST REAR, COLUMBUS, OH 43211-1268

CY 09



006706 8131413 000 02 001



MAMOUDOU DIALLO
5581 WHIMPSTONE CT
COLUMBUS OH 43235-7390

00041951
MSP 163

Notes from AEP Ohio:

Your bill this month includes a deposit receipt. Please review the line items and please don't hesitate to contact us with questions!

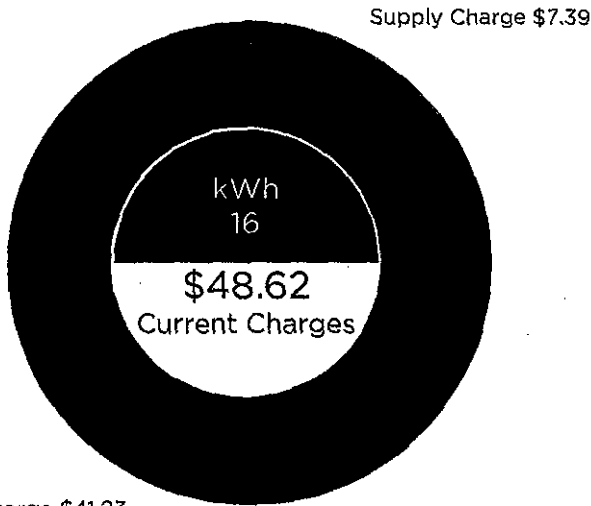
Usage History (kWh):

\$

Dec
'20

Current bill summary:

Billing from 11/12/20 - 12/09/20 (28 days)



Methods of Payment

- aepohio.com
- PO Box 371496
Pittsburgh, PA 15250-7496
- 1-800-611-0964 (fee may apply)

Need to get in touch?

Customer Operations Center: 1-888-710-4237
Outages: AEPOhio.com/outages or 1-800-672-2231

Please tear on dotted line.

Turn over for important information!

Thank you for your prompt payment. Please include your account number on your check and return this stub with your payment.

MAMOUDOU DIALLO, 853 E HUDSON ST REAR, COLUMBUS, OH 43211-1268



Non-Payment/Return Mail:
PO BOX 24401
CANTON, OH 44701-4401

Make check payable and send to:
AMERICAN ELECTRIC POWER
PO BOX 371496
PITTSBURGH, PA 15250-7496



4862
Account #107-421-072-6-0
MAMOUDOU DIALLO

Amount due on or before December 31, 2020 **\$48.62**

Payment Amount \$

Pay \$51.05 after 12/31/2020

☐ The Neighbor to Neighbor program helps disadvantaged customers pay their electric bill. I want to help. My payment reflects my gift of \$_____

0000048620000051050100000000001074210726009120201009900005



Non-Payment/Return Mail:
PO BOX 24401
CANTON, OH 44701-4401

Amount due on or before December 28, 2020 **\$19.04**

Bill mailing date is Dec 9, 2020
Account #108-021-074-3-2

SERVICE ADDRESS: MAMOUDOU DIALLO, 853 E HUDSON ST APT B, COLUMBUS, OH 43211-1266

CY 09

Notes from AEP Ohio:

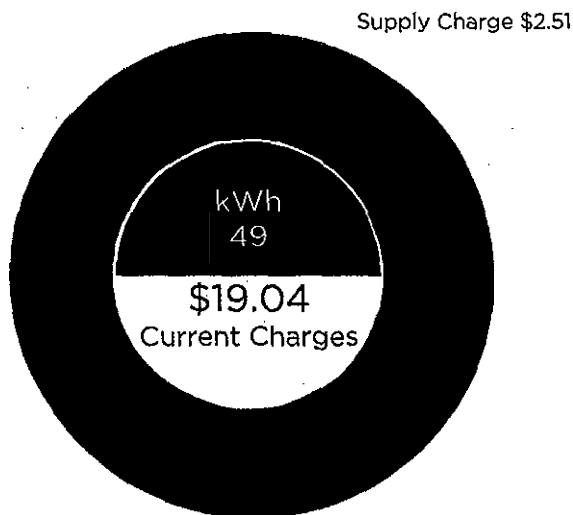
Make this bill the last one sent in the mail! Go paperless and get email alerts when your bill is ready. Sign up at AEPPaperless.com!

Usage History (kWh):

\$

Current bill summary:

Billing from 11/12/20 - 12/09/20 (28 days)



Dec
'20

Methods of Payment

- aepohio.com
- PO Box 371496
Pittsburgh, PA 15250-7496
- 1-800-611-0964 (fee may apply)

Need to get in touch?

Customer Operations Center: 1-844-237-6446
Outages: AEPOhio.com/outages or 1-800-672-2231

Please tear on dotted line.

Turn over for important information!

Thank you for your prompt payment. Please include your account number on your check and return this stub with your payment.

MAMOUDOU DIALLO, 853 E HUDSON ST APT B, COLUMBUS, OH 43211-1266



Non-Payment/Return Mail:
PO BOX 24401
CANTON, OH 44701-4401

1904
Account #108-021-074-3-2
MAMOUDOU DIALLO

Amount due on or before December 28, 2020 **\$19.04**

Payment Amount \$

Make check payable and send to:
AMERICAN ELECTRIC POWER
PO BOX 371496
PITTSBURGH, PA 15250-7496



☐ The Neighbor to Neighbor program helps disadvantaged customers pay their electric bill. I want to help. My payment reflects my gift of \$

0000019040000019040100000000001080210743209122812009900000



Non-Payment/Return Mail:
PO BOX 24401
CANTON, OH 44701-4401

Amount due on or before December 28, 2020 **\$22.97**

Bill mailing date is Dec 9, 2020
Account #101-221-074-4-3

SERVICE ADDRESS: MAMOUDOU DIALLO, 853 E HUDSON ST APT C, COLUMBUS, OH 43211-1266

CY 09

Notes from AEP Ohio:

Make this bill the last one sent in the mail! Go paperless and get email alerts when your bill is ready. Sign up at AEPPaperless.com!

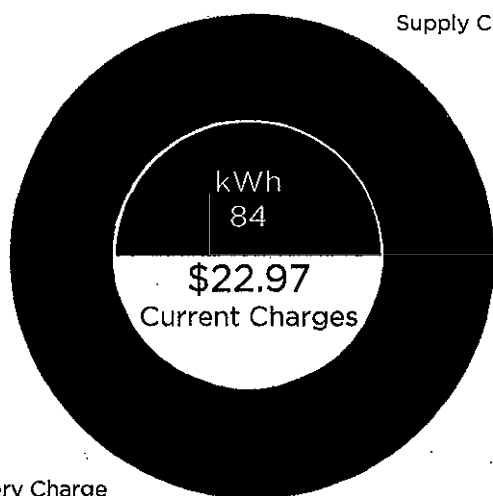
Usage History (kWh):

84

MAMOUDOU DIALLO
5581 WHIMPSTONE CT
COLUMBUS OH 43235-7390

Current bill summary:

Billing from 11/12/20 - 12/09/20 (28 days)



Dec
'20

Methods of Payment

- ☐ aepohio.com
- ☐ PO Box 371496
Pittsburgh, PA 15250-7496
- ☐ 1-800-611-0964 (fee may apply)

Need to get in touch?

Customer Operations Center: 1-844-237-6446
Outages: AEPOhio.com/outages or 1-800-672-2231

Delivery Charge
\$18.73

Turn over for important information!

Please tear on dotted line.

Thank you for your prompt payment. Please include your account number on your check and return this stub with your payment.

MAMOUDOU DIALLO, 853 E HUDSON ST APT C, COLUMBUS, OH 43211-1266

2297

Account #101-221-074-4-3
MAMOUDOU DIALLO

Amount due on or before December 28, 2020 **\$22.97**

Payment Amount \$

Make check payable and send to:
AMERICAN ELECTRIC POWER
PO BOX 371496
PITTSBURGH, PA 15250-7496



☐ The Neighbor to Neighbor program helps disadvantaged customers pay their electric bill. I want to help. My payment reflects my gift of \$

\$

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Non-Payment/Return Mail:
PO BOX 24401
CANTON, OH 44701-4401



Non-Payment/Return Mail:
PO BOX 24401
CANTON, OH 44701-4401

Final amount due on or before January 28, 2021 **\$2.25**

Bill mailing date is Jan 6, 2021
Account #107-421-072-6-0

SERVICE ADDRESS: MAMOUDOU DIALLO, 853 E HUDSON ST REAR, COLUMBUS, OH 43211-1268

CY 09



005166 8178686 000 01 001



MAMOUDOU DIALLO
5581 WHIMPSTONE CT
COLUMBUS OH 43235-7390

00062593
MSP 113

Notes from AEP Ohio:

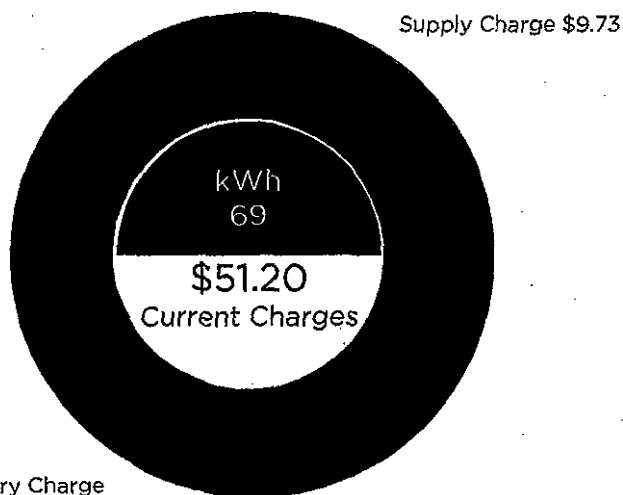
This is your final bill. Thank you for being an AEP Ohio Customer. If a refund is due to you, it will be mailed to the address listed on this bill and can take up to 45 days. It will arrive as either a prepaid Mastercard or a check. If you have changed your mailing address, please contact us.

Usage History (kWh):

Dec	Jan
'20	'21

Final bill summary:

Billing from 12/10/20 - 01/06/21 (28 days)



Methods of Payment

- aepohio.com
- PO Box 371496
Pittsburgh, PA 15250-7496
- 1-800-611-0964 (fee may apply)

Need to get in touch?

Customer Operations Center: 1-888-710-4237
Outages: AEPOhio.com/outages or 1-800-672-2231

Please tear on dotted line.

Turn over for important information!

Thank you for your prompt payment. Please include your account number on your check and return this stub with your payment.

MAMOUDOU DIALLO, 853 E HUDSON ST REAR, COLUMBUS, OH 43211-1268



Non-Payment/Return Mail:
PO BOX 24401
CANTON, OH 44701-4401

Make check payable and send to:
AMERICAN ELECTRIC POWER
PO BOX 371496
PITTSBURGH, PA 15250-7496



5120
Account #107-421-072-6-0
MAMOUDOU DIALLO

Final amount due on or before January 28, 2021 **\$2.25**

Payment Amount \$

☐ The Neighbor to Neighbor program helps disadvantaged customers pay their electric bill. I want to help. My payment reflects my gift of \$

0000002250000002250100000000001074210726006012801009900005



An AEP Company
PO Box 24401
Canton, OH 44701-4401



000991 7106843 000 01 001



MAMOUDOU DIALLO
5581 WHIMPSTONE CT
COLUMBUS OH 43235-7390

Service Address:
5581 Whimpstone Ct
McKittrick Est
Columbus, OH 43235-7390

February 23, 2021

Account Number: 102-296-482-1-6

Dear Mamoudou Diallo:

Your electric account is past due. Unless payment in the amount of \$864.50 or arrangements for payment is made before March 5, 2021 your service may be disconnected.

TO AVOID DISCONNECTION, you must do ONE of the following:

- ◆ Pay entire amount due
- ◆ Pay \$175 now and enter into payment agreement on the past due balance. This plan may be used only once during the winter season to avoid disconnection.
- ◆ Enter into an agreement requiring up to either six or nine equal monthly payments for arrears, plus your current bill or budget payment amount.
- ◆ Enter into an agreement requiring minimum monthly payments of one-third of your account balance.
- ◆ Enter into an agreement to make monthly payments based on a percentage of income (if the total household income is equal to or less than 150% of the Federal Poverty level).
- ◆ Agree to any other extended payment plan that is mutually acceptable to you and the company.

If disconnection of service for nonpayment would be especially dangerous to the health of a household member, a medical certification program and forms are available from the Company.

The amount due does not include charges for nontariffed products or services, but may include charges for competitive retail electric service. Failure to pay charges for other nontariffed products or services may result in loss of those products or services.

A smart meter is installed on your premise. **If service is to be disconnected due to non-payment, service will be remotely disconnected and no written notice will be left at your service address.** Daily disconnects for non-payment begin at 10 a.m.

If payment has been made, please accept our thanks and disregard this notice. Receipt of a new bill will NOT change the requirements of this notice.

If you have any questions about this disconnect notice please contact AEP Ohio at 1-844-237-6446.

AEP OHIO IS AVAILABLE 24 HOURS A DAY 7 DAYS A WEEK



An AEP Company
PO Box 24401
Canton, OH 44701-4401



000820 7130591 000 01 001



MAMOUDOU DIALLO
5581 WHIMPSTONE CT
COLUMBUS OH 43235-7390

Service Address:

5581 Whimpstone Ct
McKittrick Est
Columbus, OH 43235-7390

February 26, 2021

Account Number: 102-296-482-1-6

Dear Mamoudou Diallo:

Your electric account is past due. Unless payment in the amount of \$864.50 or arrangements for payment is made before March 5, 2021 your service may be disconnected.

TO AVOID DISCONNECTION, you must do ONE of the following:

- ◆ Pay entire amount due
- ◆ Pay \$175 now and enter into payment agreement on the past due balance. This plan may be used only once during the winter season to avoid disconnection.
- ◆ Enter into an agreement requiring up to either six or nine equal monthly payments for arrears, plus your current bill or budget payment amount.
- ◆ Enter into an agreement requiring minimum monthly payments of one-third of your account balance.
- ◆ Enter into an agreement to make monthly payments based on a percentage of income (if the total household income is equal to or less than 150% of the Federal Poverty level).
- ◆ Agree to any other extended payment plan that is mutually acceptable to you and the company.

If disconnection of service for nonpayment would be especially dangerous to the health of a household member, a medical certification program and forms are available from the Company.

The amount due does not include charges for nontariffed products or services, but may include charges for competitive retail electric service. Failure to pay charges for other nontariffed products or services may result in loss of those products or services.

A smart meter is installed on your premise. **If service is to be disconnected due to non-payment, service will be remotely disconnected and no written notice will be left at your service address.** Daily disconnects for non-payment begin at 10 a.m.

If payment has been made, please accept our thanks and disregard this notice. Receipt of a new bill will NOT change the requirements of this notice.

If you have any questions about this disconnect notice please contact AEP Ohio at 1-844-237-6446.

AEP OHIO IS AVAILABLE 24 HOURS A DAY 7 DAYS A WEEK



PO Box 6099
Jackson, MI 49204-6099

Mamoudou Diallo
5581 Whimpstone Ct
Columbus, OH 43235-7390

Dear Mamoudou Diallo,

Our client AMERICAN ELECTRIC POWER has referred your unpaid account to this agency for collection. Unless you notify this office within 30 days after receiving this notice that you dispute the validity of this debt or any portion thereof, this office will assume this debt is valid. If you notify this office in writing within 30 days from receiving this notice that you dispute the validity of this debt or any portion thereof, this office will obtain verification of the debt or obtain a copy of a judgment and mail you a copy of such judgment or verification. If you request of this office in writing within 30 days after receiving this notice, this office will provide you with the name and address of the original creditor, if different from the current creditor.

This communication is from a debt collector. This is an attempt to collect a debt, and any information obtained will be used for that purpose.

Sincerely,

L J Ross Associates, Inc.

ACCOUNT SUMMARY

Statement Date: March 8, 2021
Current Creditor: AMERICAN ELECTRIC POWER
LJR Account #: 23968595
Amount Due: \$125.36

L J ROSS ASSOCIATES, INC.



Telephone Hours:

Monday through Thursday 8am - 7pm
Friday 8 am - 4:30 pm
Telephone: 1-844-348-1739



Send Mail To:

L J Ross Associates, Inc.
PO Box 6099
Jackson, MI 49204-6099



Pay with a picture in seconds!
Search Papaya Pay in the App Store



Pay Online:

www.ljross.com

JRA/1782044192162

Detach Lower Portion and Return with Payment

2211/000002193/000000007

PO Box 6099
Jackson, MI 49204-6099

March 8, 2021

ADDRESSEE



Mamoudou Diallo
5581 Whimpstone Ct
Columbus, OH 43235-7390

IF PAYING BY CREDIT CARD, FILL OUT BELOW

<input type="checkbox"/> VISA <input type="checkbox"/> MasterCard <input type="checkbox"/> Discover		
CARD NUMBER		CC-ID#
SIGNATURE		EXP. DATE
ACCT NUMBER 23968595	AMOUNT DUE \$125.36	AMOUNT AUTHORIZED \$

MAIL ALL CORRESPONDENCE TO:



L J Ross Associates, Inc.
PO Box 6099
Jackson, MI 49204-6099
1-844-348-1739

Dear Mamoudou Diallo:

The above referenced creditor has placed your account with our office for collection.

Sincerely,





Convergent Outsourcing, Inc.

THIS IS AN ATTEMPT TO COLLECT A DEBT AND ANY INFORMATION OBTAINED WILL BE USED FOR THAT PURPOSE. THIS COMMUNICATION IS FROM A DEBT COLLECTOR.

Please send any correspondence to Convergent Outsourcing, Inc. at PO Box 9004 Renton, WA 98057.

NOTICE: PLEASE SEE REVERSE SIDE FOR IMPORTANT CONSUMER INFORMATION.

Questions about Convergent visit <http://convergenthelp.com/>

  	3 CONVENIENT WAYS TO PAY:	
	Pay Online: Pay your bill online with your credit/debit card or checking account at www.payconvergent.com	
	Pay by Phone: We offer check by phone, Western Union, and credit/debit card. 833-326-0333	
Pay by Mail: Send payments to Convergent Outsourcing, Inc., PO Box 9004, Renton, WA 98057-9004		

PLEASE DETACH THE BOTTOM PORTION WITH YOUR PAYMENT. BEFORE MAILING, PLEASE ENSURE RETURN ADDRESS APPEARS CORRECTLY THROUGH THE WINDOW OF THE REPLY ENVELOPE.

728314345
846ATERS001R1

Convergent Phone #: 833-326-0333

Date: 02/25/2021

Creditor: American Electric Power Service Corp

Client Account #: 1059110744

Convergent Account #: R-13830671

Total Amount Owed: \$ 39.53

Amount Enclosed: US _____

New Address:

Address: _____

City: _____ ST _____ Zip: _____

Daytime Phone: (____) _____ - _____

Evening Phone: (____) _____ - _____

Convergent Outsourcing, Inc.
PO Box 9004
Renton WA 98057-9004



Questions about Convergent visit <http://convergenthelp.com/>

030013830671000000395300000000



1452 W. Horizon Ridge, Ste. 543
Henderson, NV 89012-4480



6889:63776:1:2
67442

90021345

MAMOUDOU DIALLO
5581 WHIMPSTONE CT
COLUMBUS, OH 43235-7390

INITIAL CARD VALUE:

\$14.24

VALID THRU:

03/23

CARD NUMBER:

XXXX-XXXX-XXXX-6073

AEP ACCOUNT NUMBER:

1027975960

This is not a credit card. It's a prepaid Mastercard® that can be used everywhere Debit Mastercard is accepted.

This card does not have ATM access.

Sign the back of your card now.

Visit the website on the back of your card for real time balance, transaction history, and to sign up for on-demand text alerts.*

*Standard text message rates may apply.

Be sure to review the enclosed materials for privacy notice, card terms and list of fees.

To make purchases, you may select "Credit" or "Debit". If you select Credit, you will be prompted for your signature. If you select Debit, you will be prompted to enter your PIN.

Note The Debit "cash back" option is not available with this card.

Please note that the \$3 monthly fee does not apply during the first 6 months and is entirely refundable at any time within the valid through period.

This Card is issued by Sunrise Banks N.A., Member FDIC, pursuant to a license from Mastercard International Incorporated. Mastercard is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated. This card may be used everywhere Debit Mastercard is accepted. Registration, activation, acceptance, or use of this card constitutes acceptance of the terms and conditions stated in the Prepaid Card Agreement. Cards will not have cash access.

This card has been sent as a result of a credit balance or overpayment on your AEP account.

We offer more ways to access your payment.

For more information on these options visit login.northlane.com/AEPrefunds or call 800-522-7458.



Make Purchases

Purchase goods and services with your payment.



Bank Transfer

Go online to move your funds to your US bank account.



Paper Check

Go online to get your funds via paper check to deposit or cash at your bank.

-OR-

-OR-

1

2

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