

**THE PUBLIC UTILITIES COMMISSION OF OHIO**

**IN THE MATTER OF MAMOUDOU  
DIALLO,**

**COMPLAINANT,**

**CASE NO. 21-258-EL-CSS**

**v.**

**OHIO POWER COMPANY DBA AEP OHIO**

**RESPONDENT.**

**ENTRY**

Entered in the Journal on July 28, 2021

**I. SUMMARY**

{¶ 1} The Commission grants the joint motion to dismiss the complaint with prejudice, as all issues in the complaint 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 or an electric services company 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) is a public utility as defined in R.C. 4905.02 and, as such, is subject to the jurisdiction of this Commission.

{¶ 4} On March 22, 2020, Mamoudou Diallo (Mr. Diallo or Complainant) filed a complaint against AEP, alleging billing errors. Complainant states that his initial dispute with AEP arose over billing to a duplex at 1287 E. 25th Street in Columbus (1287 E. 25th) and 1289 E. 25th Street (1289 E. 25th) in Columbus. Mr. Diallo adds that on December 26, 2019, there was a fire at 1289 E.25<sup>th</sup>, which was quickly extinguished; firefighters had shut off electric service. Complainant adds that, after electric service was turned back on, he

informed AEP of the fire, and AEP did not take any action. However, Mr. Diallo asserts, tenants subsequently contacted AEP about the fire, after which AEP shut off power. Complainant contacted AEP and learned that AEP's records incorrectly indicated that the fire had been at 1287 E. 25th, not 1289 E. 25th. Mr. Diallo states that AEP finally corrected its records, so that he is only responsible for power usage at 1289 E.25th from July 2020 to October 2020.

{¶ 5} Complainant further states that, in October 2020, he opened five accounts at 853 E. Hudson Street (Hudson) in Columbus. In November 2020, Mr. Diallo adds, while opening an account at 1646 Weber Road (Weber) in Columbus, AEP informed him that a security deposit was needed because he owed over \$670 for electric usage at 1289 E. 25th. Mr. Diallo contends that he contacted AEP and was told that the bill would be corrected so that he owed nothing, but he later received a bill indicating that he owed an additional \$700 for electric usage at Weber. Complainant asserts that AEP continues to bill him incorrectly and has transferred the amount allegedly in arrears to his present address on 5581 Whimpstone Court in Columbus (Whimpstone).

{¶ 6} On April 9, 2021, AEP filed its answer to the complaint. AEP admits that Complainant opened an account at 1289 E. 25th on June 18, 2020, and that it properly backbilled Complainant for service at that address from January 3, 2020 to June 18, 2020. AEP states that it continued to bill Complainant for service at 1289 E.25th until December 4, 2020, when Complainant requested a new account for service at that address. AEP explains that it transferred Mr. Diallo's unpaid balance of approximately \$742 for 1289 E.25th to his Weber account on December 9, 2020. AEP adds that, when Complainant terminated service at Weber on December 26, 2020, the unpaid balances from 1289 E.25th and from Weber were transferred to Whimpstone. AEP denies other allegations made by Complainant.

{¶ 7} By Entry issued April 23, 2021, a settlement conference was scheduled for May 6, 2021. Both parties participated in the conference.

{¶ 8} On June 24, 2021, the parties filed a joint motion to dismiss, indicating that the parties have entered into a settlement that resolves all issues raised in the complaint. The parties request that the complaint be dismissed with prejudice.

{¶ 9} The Commission finds reasonable the joint motion to dismiss the complaint with prejudice and grants the request.

### III. ORDER

{¶ 10} It is, therefore,

{¶ 11} ORDERED, That the 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.

COMMISSIONERS:

*Approving:*

Jenifer French, Chair  
M. Beth Trombold  
Lawrence K. Friedeman  
Daniel R. Conway  
Dennis P. Deters

JML/hac

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**Case No(s). 21-0258-EL-CSS**

Summary: Entry granting the joint motion to dismiss the complaint with prejudice, as all issues in the complaint have been resolved. electronically filed by Kelli C. King on behalf of The Public Utilities Commission of Ohio