

THE PUBLIC UTILITIES COMMISSION OF OHIO

IN THE MATTER OF THE COMPLAINT OF
JENNIFER MILLS,

COMPLAINANT,

v.

CASE NO. 22-09-EL-CSS

REALGY LLC DBA REALGY ENERGY
SERVICES AND OHIO POWER COMPANY
DBA AEP OHIO,

RESPONDENTS.

ENTRY

Entered in the Journal on January 27, 2022

{¶ 1} 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. Additionally, pursuant to R.C. 4928.16, the Commission has jurisdiction under R.C. 4905.26, upon complaint of any person, regarding the provision by an electric services company subject to certification under R.C. 4928.08 of any service for which it is subject to certification.

{¶ 2} Realgy LLC dba Realgy Energy Services (Realgy) is an electric services company as defined in R.C. 4928.01 and is certified to provide competitive retail electric service under R.C. 4928.08. Further, Ohio Power Company dba AEP Ohio (AEP) is a public utility as defined in R.C. 4905.02. Accordingly, Realgy and AEP are subject to the jurisdiction of this Commission.

{¶ 3} On January 3, 2022, Jennifer Mills (Ms. Mills or Complainant) filed a complaint against AEP and Realgy, stating that in 2021 she was charged \$130.55 because her rates would be increasing. Complainant explains that she contacted Realgy to indicate her preference to return to AEP as her electric supplier. According to Ms. Mills, Realgy

agreed to her request and added that it would remove the \$130.55 charge from her bill. Ms. Mills contends that the charge was not removed and that her bill indicates that she is past due on making payment.

{¶ 4} Ohio Adm.Code 4901-9-01 requires that a utility must file an answer to a complaint within 20 days of being served with the complaint. The docket for this case does not indicate that Realgy was served with a copy of the complaint. Accordingly, the attorney examiner directs the Commission's Docketing Division to serve the complaint on Realgy, and that Realgy file an answer no later than February 16, 2022.

{¶ 5} It is, therefore,

{¶ 6} ORDERED, That Realgy be served with a copy of the complaint and this Entry. It is, further,

{¶ 7} ORDERED, That Realgy file an answer to the complaint no later than February 16, 2022. It is, further,

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

THE PUBLIC UTILITIES COMMISSION OF OHIO

/s/James M. Lynn

By: James M. Lynn
Attorney Examiner

SJP/hac

**This foregoing document was electronically filed with the Public Utilities
Commission of Ohio Docketing Information System on**

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in

Case No(s). 22-0009-EL-CSS

Summary: Attorney Examiner Entry ordering that Realgy be served with a copy of the complaint and this Entry and that Realgy file an answer to the complaint no later than February 16, 2022 electronically filed by Heather A. Chilcote on behalf of James M. Lynn, Attorney Examiner, Public Utilities Commission