

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 March 23, 2022

I. SUMMARY

{¶ 1} The Commission dismisses the complaint at the request of the complainant.

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. 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.

{¶ 3} 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.

{¶ 4} 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.

{¶ 5} AEP filed an answer January 24, 2022. AEP admits that Complainant is a customer and that it billed Complainant \$130.55 on behalf of Realgy for “real time settlement.” AEP denies remaining allegations of Complainant and contends that Complainant has not stated reasonable grounds for complaint.

{¶ 6} 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 indicated that Realgy was not served with a copy of the complaint. In a January 27, 2022 Entry, the attorney examiner directed that Realgy be served with a copy of the complaint and file an answer not later than February 16, 2022.

{¶ 7} Realgy filed its answer on February 2, 2022, stating that it had contacted Complainant and that Complainant had agreed to file a letter withdrawing the complaint.

{¶ 8} On March 4, 2022, Ms. Mills filed a letter stating that she wished to withdraw the complaint.

{¶ 9} The Commission finds Complainant’s March 4, 2022 request to withdraw the complaint to be reasonable. According, this complaint shall be dismissed and the case closed of record.

{¶ 10} It is, therefore,

{¶ 11} ORDERED, That this complaint be dismissed at Complainant's request and closed of record. 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
Dennis Deters

JML/hac

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in

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

Summary: Entry dismissing the complaint at the request of the complainant.
electronically filed by Kelli C. King on behalf of The Public Utilities Commission of
Ohio