

NC FILE  
**Ohio**  
FILE

**Public Utilities  
Commission**

22-1082-EL-C SS 00777330 (informal)  
Case Number

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

**Formal Complaint Form**

Michael Quintard Jackson  
Customer Name (Please Print)

4185 Rohr Road  
Customer Address

Groveport, Ohio 43125-1453  
City State Zip

**Against**

102-773-023-3-6  
Account Number

American Electric Power  
Utility Company Name

Customer Service Address (if different from above)

City State Zip

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

Please see attached

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Michael Quintard Jackson  
Signature

(614) 316-0553  
Customer Telephone Number

Technician Dut Date Processed 11-22-22

.11/01/2022

To whom it may concern,

My name is Mike Jackson, and I live at 4185 Rohr Road in Groveport, Ohio 43125. My wife and I have lived here for 26 years and raised 3 of our 5 kids here.

I wish to relate a recent situation in regard to a billing from my electric provider American Electric Power (Account # 102-773-023-3-6) that I take exception to, and has not been resolved as of this date. I will mention for the sake of reference that in July 19, 2021, the billing charge from AEP was for 1,495 kWh and amounted to \$242.95.

In October of 2021, two individuals moved in with us for different reasons. One has lung cancer and was dealing with a bedbug infestation in his trailer. The other was a woman seeking to divorce her narcissistic husband who poses a physical danger to her. This lady had a refrigerator, a freezer, and a large stand alone AC unit in our home. Our central AC unit has not been working all year.

While living with us, our electric bill from January to July averaged \$214 with June being the highest at \$358.10. The average usage was around 1,256 kWh. Both individuals moved out in late June of 2022.

Around July 18, 2022, I requested AEP to come out and disconnect the power lines so I could have the meter box replaced because of corrosion. When they came to reconnect the power, they said they were replacing the meters due to damage from the summer heat. I deeply regret not looking at the old and new meters at that time to note the readings because of what followed!

The very next bill I received from AEP was for \$922.99! I know this charge included a fee for reconnection of \$160. This still left the charge at \$762.99 for a usage amount of 3,873 kWh which amounts to roughly three times the average. And this, I repeat, was nearly a month after the two people moved out! Whether there is any connection or not, our daughter in law who lives in Ashville, knows two other people who received bills in the \$900 range around the same time.

The only explanation that makes sense is that the meter that was put in replacing the old meter when the power was reconnected, was not a new meter, and already had a reading on it, higher than the original meter. When I called AEP to complain about the bill, they said I could have the meter tested so I said go ahead, but I figured that it would pass, and it did.

AEP repeatedly told me that the rates went up, but even so, it does not explain my real contention which is the usage! A reading of 3,873 kWh makes no sense and I contend could not be possible. Just as a comparison, the next bill which was due October 10, 2022 was back to the normal range of \$236.53 for 1,144 kWh, and confirms my assertion.

So I am asking that this issue be reviewed with all this in view and with common sense. I would request reimbursement of all charges over the average charge and perhaps a few dollars to cover expenses to contest this situation.

Thank you

A handwritten signature in black ink, appearing to read "Michael Jackson", with a long, sweeping horizontal line extending to the right.