

**THE PUBLIC UTILITIES COMMISSION OF OHIO**

**IN THE MATTER OF THE COMPLAINT OF  
JAMES SCHAEFFER,**

**CASE NO. 22-730-EL-CSS**

**COMPLAINANT,**

**v.**

**OHIO POWER COMPANY D/B/A AEP  
OHIO,**

**RESPONDENT.**

**ENTRY**

Entered in the Journal on February 8, 2023

**I. SUMMARY**

{¶ 1} The Commission finds that this case should be dismissed, with prejudice, as the involved parties have resolved all issues raised within the complaint.

**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.

{¶ 3} Respondent, Ohio Power Company, dba AEP Ohio (AEP Ohio) is a public utility as defined in R.C. 4905.02 and, as such, is subject to the jurisdiction of this Commission.

{¶ 4} On July 26, 2022, James Schaeffer (Complainant) filed a complaint against AEP Ohio, expressing his dissatisfaction with AEP Ohio's alleged practice of sending his bills electronically to his email address, rather than physically to his postal address. According to the complaint, this practice began occurring, without Complainant's prior consent, in March of 2022.

{¶ 5} On August 15, 2022, AEP Ohio filed its answer in which it admits some and denies others of the complaint's allegations and sets forth several affirmative defenses.

{¶ 6} On the morning of January 17, 2023, just before a scheduled settlement conference was to occur, Complainant contacted the attorney examiner to report that: (1) all issues giving rise to the complaint have been resolved between the involved parties and, consequently, Complainant does not wish to proceed further in prosecution of his complaint. Immediately thereafter, the attorney examiner contacted Respondent who confirmed that both parties consider the issues presented in this case as resolved.

{¶ 7} Under the circumstances presented, the Commission finds that this case should be dismissed, with prejudice, and closed of record.

### III. ORDER

{¶ 8} It is, therefore,

{¶ 9} ORDERED, That in accordance with the above findings, the complaint in this case be dismissed, with prejudice, and the case closed of record. It is, further,

{¶ 10} 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

DEF/dmh

**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). 22-0730-EL-CSS**

Summary: Entry that the Commission finds that this case should be dismissed, with prejudice, as the involved parties have resolved all issues raised within the complaint electronically filed by Ms. Donielle M. Hunter on behalf of Public Utilities Commission of Ohio