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COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

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PUBLIC SERVICE
COMMISSION

In the matter of:

Douglas and Sylvia Morrison)
(Your Full Name))

COMPLAINANT)

VS.)

AEP Co. of Kentucky)
(Name of Utility))

DEFENDANT)

Case No. 2015-00136

COMPLAINT

The complaint of Douglas and Sylvia Morrison respectfully shows:
(Your Full Name)

(a) Douglas and Sylvia Morrison
(Your Full Name)

440 - 31ST ST. Ashland, Ky. 41101
(Your Address)

desmmorrison@gmail.com
(Your Email Address)

(b) AEP Kentucky Power
(Name of Utility)

P.O. Box 24401 CANTON, Ohio 44701-4401
(Address of Utility)

(c) That: I TRANSFERRED MY ELECTRIC ACCOUNT FROM
(Describe here, attaching additional sheets if necessary,

320 Spring St. Ashland, Ky. to my mom's home
the specific act, fully and clearly, or facts that are the reason
at 440-31ST ST. on 4/1/1996. I knew she had
and basis for the complaint.)

a light over her shed that was charged separate

Formal Complaint

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because she only agreed to buy the home in this area of town if AEP would transfer the light over her garage on 2001 W. New Buckley Rd to 440-31st St. So she moved here in Oct. 1994. When she moved into a nursing home we moved here.

4/1/1996. Since we have moved here AEP (see pgs 3-15)

Wherefore, complainant asks Since my mother has passed away
(Specifically state the relief desired.)

I don't want anything from the fraud they committed on her. But since April 2, 2015 marked exactly 19 yrs, AEP has fraudently charged me. I believe AEP should either reimburse or credit me for \$10.14 a month for 19 yrs, which comes to \$2,311.92

Dated at Ashland, Kentucky, this 13 day
(Your City)

of April, 20 15
(Month)

Sylvia Morrison, Douglas E. Morrison
(Your Signature*)

(Name and address of attorney, if any)

April 13, 2015
Date

*Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the commission.

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has replaced the light over the shed twice
and repaired the shield once.

When we had high winds at the end
of March 2015 the hinge on one side came
off so I called AEP to fix it, Mon. 3/23/2015.

Thurs. 3/26/2015 - The driver from AEP
shows up & tells Doug the light over our
shed doesn't belong to AEP. So I (Sylvia)
go out and tell the driver we've been
paying AEP for 21 yrs. between mom & me
for it. He said we were paying for the
light on a neighbor's property across
the alley. I told him that was bull,
because we had been trying to get rid
of that light ever since they transferred
it from across the street because you
couldn't have any privacy and it
shone in one lady's bedroom. But AEP
said they couldn't move it, both to
us & our neighbors. I even told him AEP
had replaced the light & repaired the shield
before on our shed.

The driver said he wasn't getting in
a cussing match (the only close to
cussing word I had said was "bull").
He'd call his boss & she could call me.

My nephew Mark Morrison showed up
as the AEP driver was leaving and asked
what was going on. I (Sylvia) explained
and he told me that the guy was
lying. That AEP put one order my
brother-in-law Tony Morrison's garage

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at 3200 Roberts Dr. That Tony had wanted the light on the side of the garage where it's darkest but AEP told them it had to be underneath the roof where the 2 sides meet. That's where the one over my shed is.

A lady at AEP calls & tells me they don't put lights over sheds or any other private property. She's sorry I misunderstood but the best they could do is take it out but it would take a few days.

So I hung up and called PSC. A couple of hours later I get a call from a Debbie at AEP. She told me the same thing & said maybe the AEP drivers were just trying to be nice. I told her I didn't pay \$10. a month for 21 yrs. for some guy to be nice. Debbie said the records clearly showed a pole with a light in my yard. I told her they (AEP) installed a pole in my yard a few months back but it didn't have a light on it. The only light in my yard was on my front porch. Debbie said she was busy Friday so she'd come by Monday March 30, 2015

Friday March 27, 2015 - I was talking to my nephew about the light over the shed. Mark told me it was called a High Pressure Sodium bulb. That at the time AEP put it

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at Tony Morrison's garage around 1993 that you had to have a special license to buy them. So I decided to call Mueller's Electric to see if you still needed a license because I knew my 74 yr. old mother in 1994 had no experience beyond domestic work.

The guy at Mueller's said I didn't need a license anymore but the only place that sold them that he knew of locally was the state electric supply. He wanted to know why I would want a bulb like that so I explained the situation. He told me (Sylvia) to turn off the breaker switch to the shed. If the light went out over the shed then the light was on my main circuit so I was being double billed. I shut off the breaker switch & the light went out.

Monday March 30, 2015 - Debbie from AEP shows up. Now she claims the light across the alley or the neighbor's yard was what we had been paying for. That sometimes they have to set them across an alley or street because of limited space. I (Sylvia) told her that that light had only been there a few years. Originally it was catty cornered across the street. But

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because DEP had to come out several times a year to cut back the brush from the abandoned (at that time) house they had moved it across the alley. I told her that I and neighbors had complained repeatedly about that light and were told it couldn't be moved.

Debbie looked down the alley & saw the pole on the other end of the house that was catty cornered across the street had a lot of dead brush on it & said maybe the numbers on the poles were changed at some point.

I took her out back to show her the light over the shed which she hadn't even asked to see before she left. She glanced at it then told me again the DEP worker was probably just being nice. So I asked if she wanted me to believe some DEP guy uninstalled her light on New Buckley Rd, re-installed it on her shed here at the other end of town, provided and installed a 4PS bulb twice & fixed the shield once all on company time just to be nice.

Debbie said sometimes people will pick these up at junk yards or garage sales, put them up and

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tell DEP to service them. I was getting ficked by now. I told her, I couldn't imagine my then 74 yr. old mother, who doesn't even drive rummaging through a junk yard or garage sale looking for a street light for her shed. Debbie then says; "who knows?"

Debbie says DEP records show we we started an electric account 4/1/96. I told her that was wrong. I've had an account since 1989. That all I did was transfer it from 320 Spring St. to 440-31st St. That I had never requested a street light and only paid extra all these yrs. was because I was led to believe by DEP that the light over my shed was their's and on a separate unit. When DEP fixed the shield and changed the lights the only thing the operator at DEP had asked was if I had dogs so they could call in advance to be let in safely. Again Debbie said maybe the DEP worker was just being nice & the operator had just misunderstood.

Again Debbie asked if I wanted it moved. I told her I didn't order it and definitely don't want & hadn't ever wanted it. But I felt DEP should either give me credit or

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money back for all those years, we (Paul & Sylvia Morrison) were fraudulently charged for a street light. Debbie said only her boss could do that. But she'd have the light removed immediately if I didn't want it. For the third time I told her I didn't want it & never had. She said she'd get back in touch Tues. or Wed. but she'd get rid of the light right away.

Tuesday March 3, 2015 No one shows up & the light on the alley on the neighbor's property is still there.

Wed. April 1, 2015 - The street light is still there.

Thursday April 2, 2015 - Debbie finally calls at 2:39 pm. But hangs up. I try calling back twice but no answers. I ~~go through~~ go through my caller ID to make sure the number is right & discover Debbie had called on Wed. though I told her to not to because we both had as. apps.

Anyway Debbie calls back at 3:09 (according to Caller ID) and states her & her boss (no name) went through the records and discovered the light was installed over the shed in 1992 before Mom bought the house and it was decided that it would be put on regular electrical

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Unit. She never said who they were, that decided that. I asked Debbie when AEP carried mom's separate light bill from the garage on New Buckley Rd, if they didn't transfer the light. She said she didn't know anything about that one. But she said mom requested the street light in '94. Then in '96 I started an account with AEP. I told her again all I did was transfer my account, not start it. That when mom moved, the light was across the alley & street on the south west corner. Then a few years back they moved it to the pole on the south east corner because vines & brush kept covering the one on the southwest corner. That over the yrs. I & other neighbors have complained to AEP but they refused to take it down. Debbie again asked: "so you want it moved?". I said, "I told you 3 times Monday I didn't want it & never had." Debbie then said she didn't know it was a brush job. I told her after 27 yrs. of paying for a street light we never asked for I didn't want to be charged again. I then said speaking of that

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what about all the years they had fraudently charged us for. She said she talked to her boss and they were really sorry about the misunderstanding we had. But they couldn't give us credit or any money back because their records don't go back far enough to prove we didn't sign for it or even what company policy was back then. So I asked her if that amounted to fraud. Again she says, "who knows?" but there's nothing that can be done about it. Again she says she wants to make sure I want the light removed. I asked her how many times I had to tell her I don't want it?

Debbie then says she'll have someone come over right away & take it out. That she has to go back & file a report with PSC of their findings. At 6 pm, an DEP truck comes & takes the light across the alley.

Wed April 8, 2015 - PSC called & asked me what had happened & if DEP had been out. I told the lady every thing & she asked if I wanted to file a complaint when I said it wasn't fair they could fraudently charge us for a light we didn't want for 21 yrs and they didn't even have to give us some kind

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of credit. So Ms. Givney Smith of PBC sent me the complaint forms on 4/8/2015, I received them 4/11/2015. Filled them out, took pics & had them ready to send out April 13th, I've heard nothing else from AEP



This is the light AEP has led me to believe I was paying \$10.14 for 19 yrs. for. If you look at the light on the street they claim is mine, it's identical in design. But not on my yard or even on the edge it's across the alley on private property.

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The pole in front is number 462182. This is where the light was located when my mother & then I first moved here. The brush covering the pole behind the house used to run from that pole to the house & over to the pole in the front. DEP got tired of clearing the brush several times a year & decided to move the light across the street, south west corner of alley & 31st St. for these poles



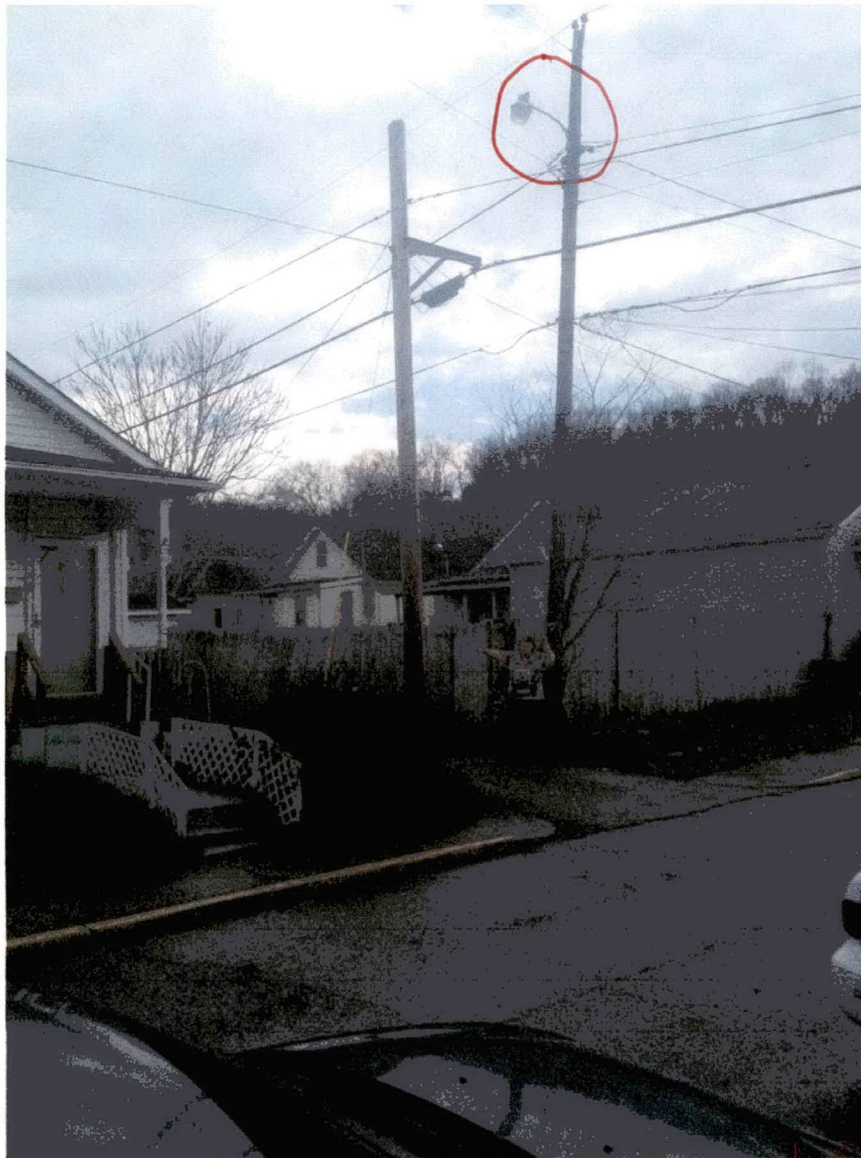
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I'm standing in front of pole #62182 pointing towards my house & pole #62184 where A&S moved the street light. The pole in my yard is #731021. It was just put in a few years ago & has no light on it. I'm standing on the south west corner. The light was on the south east corner & my home is on the northeast corner. Technically all 4 poles are only several inches from the sidewalk on the main street (31st st). No reason to think I was being charged for any of them.

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Picture of street light. GEP said I was paying for. Besides looking identical to the one over my shed you can clearly see it's across the alley from my home on private property on the east side of 31st St. and the alley. It's never been in my yard. Nor did I ever ask for it, or want it, let not for the wild knocking the shield down from the one over my shed I'd still be charged for it never knowing the truth