

RECEIVED

untitled

Douglas & Sylvia Morrison  
440-31st St.  
Ashland, Ky. 41101  
606-324-0303

JUL 17 2015

PUBLIC SERVICE  
COMMISSION

RE: CASE NO. 2015-00136

Dear Mr. Derouen:

I have tried to complete to the best of my ability a response to AEP with 5 copies being sent to both your office and AEP. I'm not a professional anything. I'm just a housewife who has tried to answer questions asked though AEP has made it very difficult with their constant flip flops.

If there is anything else you need please feel free to contact me at the above phone number and/or address.

Sincerely,

*Douglas E. Morrison*  
*Sylvia M. Morrison*

Re: Case No. 2015-00136  
Complaint of Douglas and Sylvia Morrison  
440-31st St.  
Ashland, Ky. 41101

5 Copies of:

RESPONSE TO: FIRST REQUEST FOR INFORMATION TO DOUGLAS AND  
SYLVIA MORRISON

RESPONSE TO: ANSWER OF KENTUCKY POWER DATED 5/27/2015

RESPONSE TO: COMMISSION STAFF'S FIRST SET OF DATA REQUESTS  
5/27/2015

DOUGLAS AND SYLVIA MORRISON COMPLAINT 4/13/2015

5 ADDITIONAL PHOTOS MARKED PAGES 16-20 OF THE LAMP ON SHED  
BELIEVED FOR OVER  
20 YEARS TO BE PAID FOR TO AEP FOR MAINTENANCE

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JUL 17 2015  
PUBLIC SERVICE  
COMMISSION

### Notary Form

State of:   KY  

County of:   Boyd  

On   7, 14, 15  , before me,   Derrick Adkins    
(notary)

Personally appeared,   Sylvia Morrison    
(signers)

Personally known to me

OR

Proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and has hereby acknowledged to me that he/she/they have executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s) or the entity upon behalf of which the person(s) acted, executed the instrument.

**Witness my hand and official seal**

  Derrick Adkins  

Notary Signature



  Derrick Adkins  

Print Name

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JUL 17 2015

PUBLIC SERVICE  
COMMISSION

ResponseToAep5

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION  
Douglas and Sylvia Morrison Complainant vs. Kentucky Power Company Defendant  
CASE NO. 2015-00136  
RESPONSE SENT BY SYLVIA MORRISON

RESPONSE to:

FIRST REQUEST FOR INFORMATION TO DOUGLAS AND SYLVIA MORRISON

REQUEST No. 1

Because the light was put so high up & my & Doug's medical condition prevent us from going up over 2 or 3 steps on the ladder max the photos

have to be from about 5 ft. under. I've enclosed a photo of the bulb that I called my nephew here to unscrew so I could prove it's a high

pressure sodium bulb. He actually had to go past the safety point on the ladder to unscrew the bulb for a pic & to put it back in. The

writing on the bulb base is jfmanjjasond-1234567890-R. There is some wear over the numbers 34567. But I don't know if that means anything or

not. My son was able to zoom in on the light fixture with his iphone. The ones from underneath the sides was the closest I could get.

REQUEST No. 2

I didn't contact PSC between April of 1996 & March of 2015 about my bill because until March 2015 (current issue) AEP had both fixed the

shield & bulb at least once. Thus I had no reason to question the bill until I was informed in March 2015 that the non-metered light was the

street light across the alley from me on my neighbor's property. Not the one over my shed. The AEP worker then informed me AEP didn't

service security lights on private property. If that's true and I didn't get their help then the bulb over my shed is 21 yrs. old and still working.

REQUEST No. 3

(a,b,c,d) Since it was done for free as needed & no questions asked there wouldn't be any reason to make a record or take a picture of them

doing it. But since AEP pays their employees for doing this work they should have a record. If I or my mother had been responsible for the

shield & light & known it we would have paid someone to put it within reach of a normal ladder. We would have had it put some place like over the door of the shed. See picture on page 16 to notice how far the fixture is from the top of the ladder.

REQUEST No. 4

I can't provide proof of all the complaints because all the other houses on the corner of this street and alley are rentals. One just moved

in a house that was vacant for months, the other has been here less than 6 months & the other less than 2 yrs. There have been several families in each one of them and they all had electricity so AEP should know who and where they are. All I know was every time a

new renter complained I told them to call AEP and every one of them told me AEP had said they couldn't remove it. So we all assumed it was

the city's. Why would I or my mom want a light that prevented us from having any privacy on our front porch?

REQUEST No. 5

ResponseToAep5

I can't prove AEP installed it. My mother requested over the phone to AEP to insure the light over the shed would be maintained as long as

she paid for it since obviously a 74 yr. old woman couldn't take care of it.

REQUEST No. 6

I already sent a pic of both the dawn to dusk lamp across the alley & the one over my shed. The picture on Page 12 that is circled is over

my shed. The picture on page 15 that is circled is the street light AEP claims I wanted and have been paying for all these years.

RESPONSE to:

ANSWER OF KENTUCKY POWER COMPANY DATED MAY 27, 2015

PAGE 47 of 71

Response a) This never happened to either my mother or me. I know because I was responsible for taking care of her business & bills from

1994 on as I am for my own household. If I had wanted the street light across the alley for over 20 yrs. then why did I have it removed as

soon as I was informed that I had been the one being charged for it?

Response b) First off AEP never investigated the light over my shed nor even came into the back yard so how would they know what type of

lamp it is?

Concerning the picture on the document on Page 49 you can see the OPEN ORDER WITH OUTDOOR LIGHT looks exactly like the one over my shed as

well. The form they presented is only their standard form. Not a copy of anything they gave to me.

Response to Page 52. My mother did not live in her new home for a month without electricity. She moved in Nov. 23, 1994.

Response to Page 69. I wouldn't have a reason to clarify or question any bill or the light I was paying for before that date because AEP had

maintained the light over my shed as promised all the times I had called for help.

FIRST DEFENSE

If it wasn't deliberate fraud then why were we never told about the street lamp across the alley or asked if we wanted it? At minimum it is

negligence.

SECOND DEFENSE

I googled the KRS Statue 278.160. From the best I can read that has nothing to do with the current offense beyond stating that AEP can't do

what they did.

THIRD DEFENSE

Should not be applicable because statue of limitations usually doesn't apply until offense is known.

FOURTH DEFENSE

I'm not nor have I claimed a refund for any bills beyond my own. My mother is now deceased. So all I have asked for is the amount that was

ResponseToAep5

charged me for a light I never asked for.

FIFTH DEFENSE

a) It was established around Nov. 23, 1994 on this residence. The account was transferred from 3001 W. New Buckley Rd. It included both

metered and unmetered lighting from her home & over her garage there. That was why she was aware AEP would do it. I transferred my account

on the April 1st. from 320 Spring St. to here and closed out my account on Spring St. the same day.

e) No one ever came inside to look at the lamp over the shed or even near the shed. So how do they have proof it's a mercury vapor. It looks

identical to the one on the pole. Plus I'm enclosing a picture of the bulb which is obviously high pressure sodium. Not mercury vapor.

f) I'm not disputing when the pole was placed. Just when the light was added. It does not abut my property. It abuts the property at 448-31st

St. & the alley. AEP states the light is on the south side of the alley. The house I'm pointing to from it across the alley on page 15 is

mine. I live on the north side.

g) If the dawn to dusk lamp was installed April of 1992 on Pole No. 2184 then it proves neither I nor my mother requested it. If no one from AEP entered the yard then how do they know what type of light it is?

h) Obviously AEP didn't or the light would have been removed years ago. Instead of just immediately after we were made aware of it.

Neither I nor my mother were ever asked. I know because I took care of all her business. So are you saying it's just coincidence that 2

times on the same property, though different people, we just forgot AEP had asked?

i) That's never been disputed. The dispute is over whether we were charged for the dawn to dusk lamp on the street instead of our shed and whether the light over our shed was being maintained by AEP for over 20 yrs.

k) The pole on the left side of page 13 is number 2182. The rearmost one is in the alley between 30th & 31st St. and has nothing to do with

this dispute beyond the fact that the reason the lamp was moved from 2182 (not 2181) was because of the vines & weeds that grew between the

two causing a possibility of fire & making AEP come out several times a year to clear it. 2182 was where the light originally was. As you

can clearly see vines growing up the one in the alley used to carry across the lines to 2182 & down over that roof at 445-31st St. Several

times a year they had to come out & trim it. So about 10 yrs. ago they moved what I believed was a street light over to Pole No. 2184 from

2182.

m) I didn't say a light was attached on the leftmost pole on page 14. The light was attached on the right side of the alley. The pole on the

leftmost side is MY house's telephone pole. So by your own admission the pole with the light was NOT on my front porch or in my yard as your records state.

o) The pole light circled on page 15 is the one with the light NOT on my property or even close. It looks just like the one over my shed on page 12.

SEVENTH DEFENSE

9(a) My mother didn't live in her home for almost a month without electricity. By Dec. 1, 1994 everything she owned was moved from her

previous home & she had electricity.

9(c) I never said Mr. Brown stated it was on my neighbor's property. I stated it was on my neighbor's property when he finally pointed out

ResponseToAep5

which one he believed it to be. At first he didn't want to tell me where it was. He just kept saying the one on my shed wasn't AEP's. I told

him if that was the case then where was the one we had paid for, for over 20 years. He just kept saying it was a dawn to dusk lamp. So my

husband stood in the alley and refused to move until he told us which one we had been paying for.

9(e) Then why did I have it removed as soon as I discovered the deception.

11(b) I did have the address wrong as it's been awhile since we lived there. It's 3022 Roberts Dr. But both George C. & Thelma F. Morrison

has been dead since Jan. & June respectively in 1994. The estate is still in their name & bills are paid by Tony Morrison. their son because he uses the garage. No one currently lives in the home but the garage with the light overhead is used by Tony Morrison to repair his cars.

14(b) If no one has ever come into the yard to look at the bulb how can you know what kind it is?

18(b) If I hadn't asked Debbie to come down the alley she was going to leave without even looking at it. Even then she only came far enough

to see it was there.

19(a) Mercury Vapor Lamps aren't accepted into salvage yards because of the danger of mercury.

20(a) I transferred our account from 320 Spring St. in April of 1996, not Dec.

21(a) I was never asked if I wanted the light across the alley from me & was never led to believe the light was there because of me.

24(a) I never said Debbie said that. I said she claimed it was a mercury vapor lamp. Not that they had installed it. She denied that part. She never came close enough to look.

24(e) why would I want it removed immediately after all these years if I had known I was paying for it all this time? Common sense tells you

I had no reason to have it removed after all these years if I had wanted it in the first place.

28(c) No one has been close enough to look at the light over the shed to know what it is.

28(d) It does not abut my property. It abuts the property at 448-31st St.

29(a&b) Page 13 is of the pole located on the southwestern side of 31st St. Next to the house at 445-31st St. The leftmost pole is where the

AEP light was located when we moved here. Not when it was removed.

30(c) The picture on page 14 where I am standing is 2182. I'm pointing to Pole No. 2184 in it.

30(d) Again the pole does not abut my residence. It abuts the residence of 448-31st St.

30(e) That's what I keep telling you. The pole in my yard near my front porch as your records claim is not yours. Yours is across the alley from my house.

31(d) Contact Marion Russell City of Ashland Public Works Director at 606-327-2070. He stated that AEP often puts a light in for one person

then when a new person moves in they are never informed they are paying for a street dawn to dusk light. Mr. Russell stated that he gets

calls often about this same situation of AEP not telling the new residents that they are paying for a street light.

ResponseToAep5

RESPONSE to:

KPSC Case No. 2015-00136  
Commission Staff's First Set of Data Requests  
Dated May 27, 2015

Item No.1

I can't prove they don't keep it longer than 12 months. But I've never known a business that didn't keep records further back. They

evidently found them for 5 yrs instead of 12. I do find it odd that my budget amount stayed the same without the charge for my shed light.

It seems to me it should be a minimum of \$10. cheaper a month. Also the light was supposed to cost a flat \$8.75 a month plus taxes & fees.

Yet on different months there are different totals for the NMTR light. See NMTR AMT on BILL HEADER HISTORY.

ITEM No. 2

No dispute because I have no idea how they bill except what is set out in the monthly statement.

ITEM No. 3

If they have a billing history reflecting monthly charges then they should know what they've done wrong.

ITEM No. 4

If the dawn to dusk lamp was installed April 6, 1992 then why was my mother and I both told by AEP in Nov. 1994 (when she bought this house)

AEP had installed the light in the back yard over the shed. We were never informed of having or paying for any street light across the

street or alley from us. My mother passed away & I took over ownership of house April 1, 1996. The April 10, 1996 date was when they

claimed I had my account transferred from 320 Spring St. Ashland, Ky. to here. I've actually had an account with AEP since April 1989

ITEM No. 5

As stated before neither my mother (Leodia Easterling) nor I were ever asked if we'd like a dawn to dusk lamp across the street and later

alley. She moved here Nov. 1994 and we moved here April 1996.

As an added note here I contacted Marion Russell who is the Public Works Dept. Director for the city of Ashland at 606-327-2007. I wondered

if possibly AEP was double charging both me & the city for the same street light. Mr. Russell explained how difficult it would be for that

to happen. So I explained what had happened to me. He informed me that AEP does this all the time. They put in a dawn to dusk light for one

person. Then that person moves out and another person moves in and they just tack the bill for it on to the new bill unless someone



ResponseToAep5

complains.

As to section B I paid for what I believed I was getting and evidently I was not. I have never complained about the tariffed rate. I'm

complaining about paying for a service I never asked for nor wanted.

Page 1 of 2 showing a picture of the outdoor Light is exactly how the light on my shed looks. But I have never received nor even seen a NON

-METER OPEN SCREEN document. I have always paid my bill in person, later years through the phone or authorized payment centers which charged

a fee or the last couple of years through www.mycheckfree.com so I didn't have to pay the fee. I have never paid online or set anything up

by computer. So I never would have seen any form like this to begin with.

ITEM No. 6

why would we dispute the combo when we asked for the light over the shed? what we're disputing is asking for or even wanting the street

light across the alley from us that was originally catty cornered across the street from us. The light that we and former neighbors

complained about because you couldn't have any privacy in your own front yard. A light that was repeatedly requested to be taken down but

was told it could not be. we thought we were paying for the light over the shed. Not a street light that lights up 1/2 block.

ITEM No. 7

There have been plenty of times I have called AEP since moving in here though I haven't kept records of everytime my lights went out. Or

when the pole out back broke. Or when the transformers blew. Or all the various people besides myself that were told it couldn't be moved.

Like everyone else I assumed the company kept records. Even a customer of half that time would find more than two times to contact AEP in

their billing history.

ITEM No. 8

The reason I never disputed the bill for the street light was because I was led to believe I was paying for the light on the shed. Is AEP

trying to say that the bulb over my shed is 21 yrs. old and never gone out? It's been replaced either once or twice by AEP. I wouldn't even know where to get a light like that because I never had to. AEP replaced it. I know because we had to unlock the back gate to let them in. The bottom shield came off at least once & they either fixed or replaced it (I didn't stay out there with them). Also the street light was never in my front yard and/or by my porch. It was on a pole across the alley on the inside edge of 448-31st St. which is a rental property. Only one person besides myself and my mother have lived in this home since 1956 when the former owners bought it. The former owners are now deceased.

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Douglas and Sylvia Morrison  
(Your Full Name)  
COMPLAINANT

VS.

AEP Co. of Kentucky  
(Name of Utility)  
DEFENDANT

COMPLAINT

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

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

440 - 31<sup>ST</sup> 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 & 31<sup>ST</sup> ST. on 4/1/1996. I knew she had  
and basis for the complaint.)

a light meter her shed that was charged separate

Formal Complaint

Douglas & Sylvia Morrison vs. AEP of Ky

Page 2 of 2

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 440-3<sup>rd</sup> St. So she moved here in Oct. 1994. Then she moved into a nursing home we moved here 4/1/1996. Since we have moved here AEP (see pgs 3-

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 1, 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 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.

Doughin and Stephen Morrison 15 AEP at 44<sup>th</sup> St.  
has replaced the light over the shed trees  
and repaired the shield area.

When we had high winds at the end  
of March 2015 the fence on one side came  
off so I called AEP to fix it, Mon. 3/23/2015.  
Thurs. 3/26/2015 - The fence along AEP  
spans up & tells Doug, the light will not  
shed doesn't belong to AEP, So I (Supervisor)  
go out and tell the driver we'll be  
paying AEP for 2 yrs. between now & we  
put in the bid and were paying for the  
light on a neighbor's property across  
the alley. I told him that was full  
because we had been trying to get rid  
of that light ever since they transferred  
it from across the street because they  
couldn't have any pigeons and it  
shows in one lady's driveway. But AEP  
said they couldn't move it both to  
us & our neighbors. I ever told him AEP  
had replaced the light & repaired the shield  
before my shed.

He then said she wasn't getting in  
a cushion matel she only close the  
cushion board I had said was "bull".  
Then all his boss & she could call me.

My neighbor Mark Morrison showed up  
as the AEP driver asks Leavara and asked  
what was going on. I showed evidence  
and he told me that the guy was  
young. That AEP put out orders my  
neighbor-in-law Tom Morrison's garage

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 people 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 27 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

Douglas and Sylvia Morrison v REP of Ky. pg 5

on Tony Morrison's garage around 1993  
that you had to have a special license  
to buy them, so I decided to call  
Morrison's Electric to see if you still  
needed a license because I found out  
TH you did need in 1994 had no experience  
beyond domestic work.

The guy at Morrison's said I didn't  
need a license anymore but the only  
place that said them that he knew of  
locally was the state electric supply.  
He wanted to know when I would  
want a bill like what I showed  
the situation. He told me (Sylvia) to  
turn off the breaker switch to the  
shed and 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 - Deeds  
Jimmie Stovall, I saw the guys  
the light address the alley or the  
relationship was what we had  
been talking for that sometimes  
they have to get them across and  
alley or street because of limited  
space. Sylvia told her that  
light had really been there a year  
years. Unusually it was cutting  
down across the street but

because AEP had to come out several times a year to cut back the bushes. I had complained repeatedly about that light and wide walkway couldn't be made.

Debbie looked down the alley & saw the pole on the other end of it.

The house that was catty cornered across the street had a lot of dead bushes on it & said maybe the numbers on the poles were changed at some point.

I took her out back to show her the lights over the shed which she hadn't even asked to see before.

She left, she glanced at it then told me about the AEP worker who was probably just being nice to ask her the number.

AEP guy investigated the light on New Blarney Rd. He insisted it all her shed there at the other end of town, provided and installed a light bulb, turned & kept the shield on it all on company time just for the

Debbie said sometimes people will look these up at home takes an garage sale, put them up on

Neighbors and Sylvia Morrison is her of my page

Tell DEP to service them, I was getting  
ficked by raw, I told her, I called  
I manage my own 74 yr. old mother who  
doesn't even drive anymore through  
a junk yard of 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 had  
an account since 1989. That's all I did.  
was transfer it from 3rd young st.  
to 440-31st st. That I had never  
requested a street light and all

paid extra all these yrs. was because  
I was too busy by DEP that the  
light never was shed was their own  
on a separate unit. When DEP  
fixed the shed and changed the  
lights. The only thing the operator  
of DEP had asked was if I had  
any so they could call for address

could be let in safely. Again Debbie said  
maybe the DEP worker was just being  
rude & the operator had just misheard  
stop.

Again he says after 11.5 months  
it never happened. I didn't realize  
and definitely don't want to handle  
ever. I'm sorry but I left the  
should either give me what or



MURPHY took several photos years ago  
 (Doris + Sylvia Miller) were prominently  
 changed for a street light. Evidence  
 said they had been changed in  
 that they have the light removed.  
 commenting it didn't want to be  
 the third time I had her I didn't  
 want it & report had. She said she  
 get back in March Tues. at 11:00 AM  
 tried get rid of the light want away.  
 Tuesday March 3, 2015  
 snows and the light by the alley on  
 the neighbors property is still there  
 tried. Now it is on the street  
 light is still there.  
 Tuesday April 2, 2015 - DENISE  
 Murphy calls at 2:39 PM, but hangs  
 up. They calling back twice but no  
 answers. ~~\_\_\_\_\_~~ on March 30  
 my call up to make sure the picture  
 is right & discovered the picture  
 on the phone. I had her to not to change  
 the picture. I had her to not to change  
 it would be put on regular electrical  
 the house and it was decided that  
 street on 1992 before than opening  
 the light was installed over the  
 Division. The records are available  
 states new & old photos (no name used)  
 2015 (according to Call ID) and  
 Monday, March 30, 2015  
 we got out at 2:00 PM

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Unit. She never said who they were, that decided that. I asked Debbie when DEP 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 DEP. I told her again all I did was transfer my account, not start it. That when mom moved, in 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 Pines & Bush kept covering the one on the southwest corner. That over the yrs. I & other neighbors have complained to DEP but they refused to take it down. Debbie again asked, "so, you want it moved." I said I told you 3 times no, I didn't want it. Debbie said, "before then said she didn't know it was a bush job." I told her after 27 yrs. of paying for a street light we never asked for it. I didn't want to be charged again. I then said speaking of that

what about all the years they had  
 voluntarily changed as per. She said  
 she talked to her boss and they were  
 really sorry about the mistake/blunder  
 we had, but they could give us  
 credit to my money back because  
 their records didn't go back far enough  
 to where we didn't get paid at all  
 what company policy was out there.  
 So I asked her if that amount  
 to my money, again she says "who knows?  
 but they're pushing that can be done  
 about it. Again she says she wants to  
 make sure I would be satisfied with  
 I asked her how many times I had  
 to feel new I don't want it?  
 Debit their guys should have someone  
 come over right away & take it out.  
 That she has to go back & give a report  
 with PSC or their standards, etc.  
 the out address the alley  
 Next Nov 8 2015 - PSC called &  
 asked me what had happened & why  
 had been but I told the lady every  
 thing & she asked if I wanted to  
 file a complaint when I said I  
 would call them they came immediately  
 about us and I want to say I didn't  
 want to file but I gave us some kind  
 of a guarantee for some kind

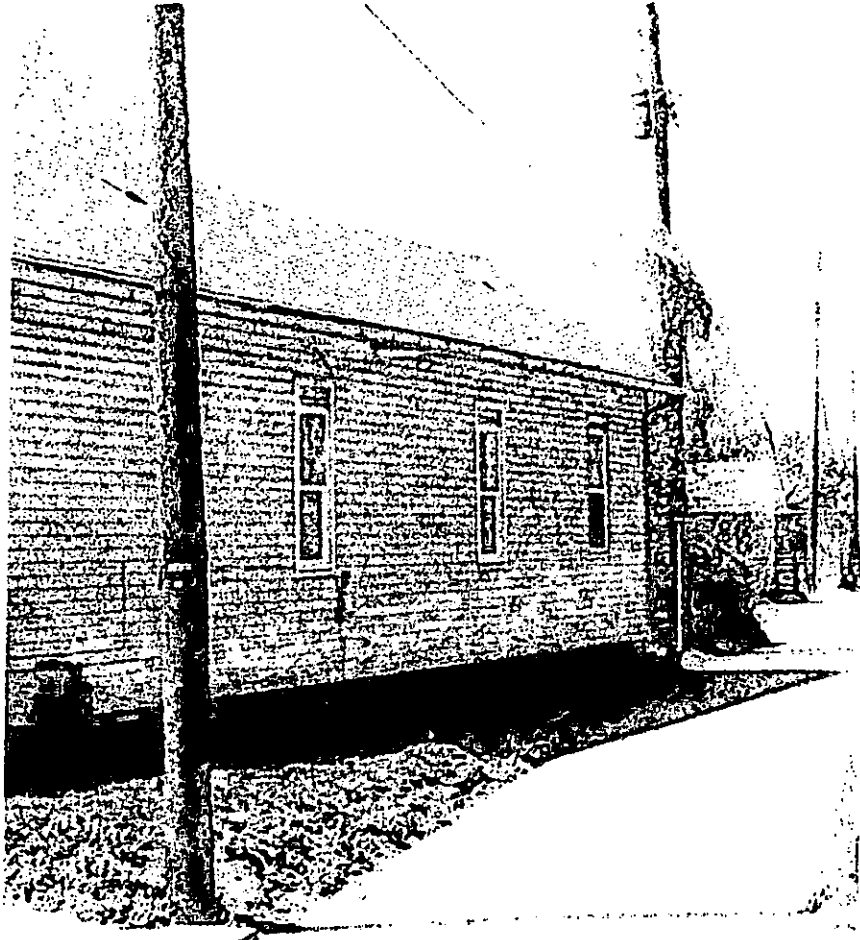
Case No. 2015-00130

Douglas and Sylvia Morrison to HEP of Ky. pg. 11

of credit co. Mrs. Murray Smith of  
pg. 2 sent me the complaint 4/11/2015.  
4/8/2015, I received their 4/11/2015.  
Filled them out, took pics & had them  
ready to send out April 13<sup>th</sup>, I've heard  
nothing else from AEF



This is the light AEP has  
d. me to believe I was  
aying \$10.14 for 19 yrs. yet.  
If you look at the light  
n the street they claim  
s mine it's identical in  
esign. But not on my  
wall or even on the edge.  
It's across the alley on  
ivate property.



The pole in front is number 462182. This is where the light was located when my mother & 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. AEP got tired of clearing the brush several times a year. I decided to move the light across the street. South west corner of alley of 31st St. for these poles





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 3<sup>rd</sup> St. and the alley. It's never been in my yard nor did I ever ask for it or want it. I got the shield knocking the shield down from the one over my shed did still be charged for it never knowing the truth

4/12/2015 7:08 PM



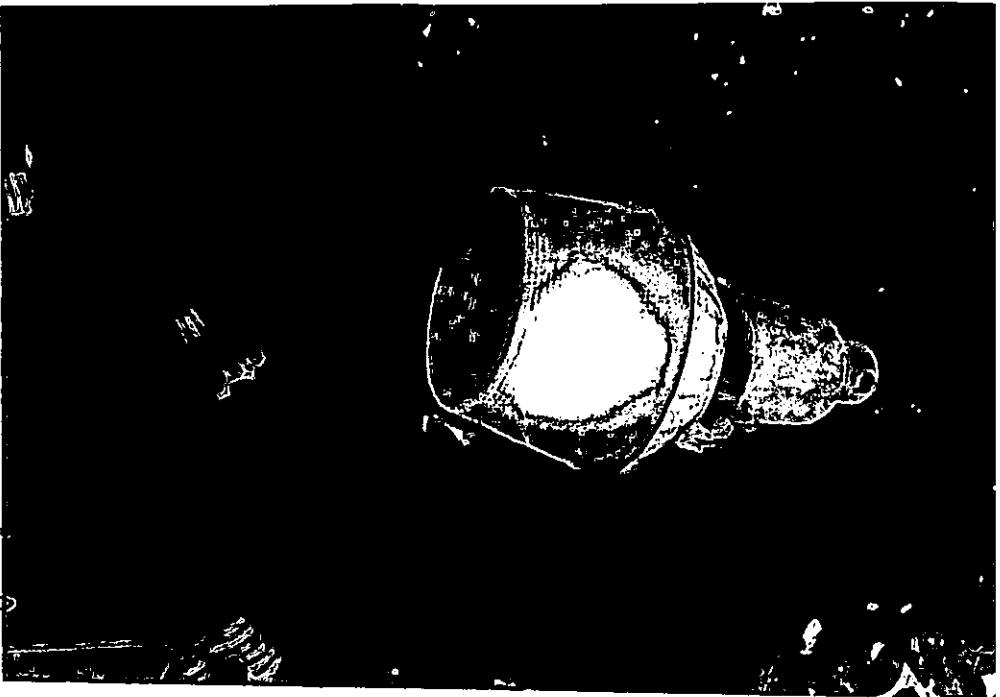
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Page 16. Notice how dark  
the light on my shield  
is from the top of the  
shield. If we had  
thought we were  
responsible for main-  
taining we would not  
said someone to put  
it within at least  
the reach of the  
shield.

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Light on top of steel.  
No one can reach the  
top without climbing on  
the rock, see page 16,  
so it's impossible  
to take a picture  
in top,

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looking AT left side  
underneath,

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Looking at right side  
underneath

around the base is  
written JF MARSSON  
834567890-R, IX year  
discover it's a high  
sodium pressure  
cell, Not a dangerous  
terribly vapor, this  
is the bulb in my lamp  
over the shed, so  
EP is wrong, salvage  
oids don't accept  
this type of lamps



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