

FILE

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PUCO

Kenneth Caldaro
Vicky Caldaro
1368 Huffman Ave
Dayton, OH 45403

The Public Utilities Commission of Ohio
180 East Broad Street
Columbus, OH 43215-3793

January 10, 2008

RE: Case No. 07-735-GA-CSS

To whom it may concern:

I am writing in response to a letter received by your department. I am extremely upset and unsatisfied with you department.

On June 22, 2007 I filed a formal complaint with department against Vectren Energy Delivery for unlaw practices/procedures by their employees.

I have received NO help in this matter. Their "response" to my complaint was strictly fiscal, and had NOTHING to do with my original complaint. I DID NOT dispute my bill. I was upset someone forced their way into MY residence, while I was NOT present, leaving my children at risk. (Please review my original complaint for further details, I do not feel that I have to reiterate.) I wanted this action on record for just how Vectren does business. When I called my local police department to file a complaint, they told me it was your jurisdiction. Once I filed my complaint, and Vectren replied with my billing history, and then the last paragraph of their reply they ADMITTED that they entered the property with the absence of a HOMEOWNER!

So, my confusion is why did I then receive calls for a "prehearing conference" when they admitted to their wrongdoing? When I explained, numerous amounts of times, my complaint to the caller, I was told they were disputing my bill. (Why is it about the money? My complaint has NOTHING to do with my outstanding bill.) So, they were confused also, and said we need "witnesses." So, we need to set up a "he said she said" meeting between my babysitter, and their technician.

I am not looking for any compensation in this matter. I want Vectren Energy Delivery of Ohio, Inc. to receive the proper disciplinary action for its actions. What they did was clearly unlawful, no one EVER has a right to enter a residence without permission by the homeowner.

As mentioned before, I feel very let down that this matter is not being handled, and that they will get away with it. I feel my next letter will be to a congressman or better. I am exhausted with dealing with the run around, and that "big business" feels they are above the law.

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.
Technician Date Processed 1/15/08

Thank you for your time in this matter.

Sincerely,

A handwritten signature in black ink, appearing to read 'Vicky Caldaro', with a long horizontal flourish extending to the right.

Vicky Caldaro