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FILE

September 30, 2008

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OCT 16 2008

PUBLIC UTILITIES COMMISSION OF OHIO

To: PUBLIC UTILITIES COMMISSION OF OHIO
180 E. BROAD STREET #9
COLUMBUS, OH 43215

08-1094-EL-SSO

From: Bernard R. & Joy C. Kokenge
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PUCO

2008 OCT 17 AM 10:58

RECEIVED-POCKETING DIV

To Whom It May Concern:

We, the undersigned, are writing this letter to say that we do not want PUCO to grant permission to The Dayton Power & Light Company (DP&L) to grant a rate increase. This past September our family went through such a crisis with the remnants of "Ike". We are going into detail as to what our families experienced and we know that we are not the only ones who experienced problems.

Our daughter: She and her husband, three children and three pets live in German Township outside of Germantown, OH. The children are homeschooled and needless to say their schooling stopped for over 8 days since much of their schooling is done with the computer. With homeschooling you are on a schedule and you must maintain that schedule.

Their story is as follows:

- Sunday, Sept. 14** the winds began and their power and telephone systems all went OUT at 3:00 PM.
- Monday, Sept 15** the Power went on at ~5:00 PM
- Tuesday, Sept 16** the telephone was on at 12:00 noon and the Power went OFF at 1:00PM And STAYED OFF until.....
- Monday, Sept 22** when the power went on at ~5:00PM
- Told by DP&L that the fuse had blown at the corner of Moyer Road and Browns Run Road
- Tuesday, Sept 23** the power went OFF again at ~12:00 noon and came back ON at 7PM

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Technician _____ Date Processed OCT 17 2008

Told by DP&L that the fuse had blown again at Moyer and Browns Run Road because of tree branches touching wires between their house and their neighbors property. Asplundh was told to trim the tree branches. They were trimmed and they were left with debris. There has been no POWER problem since.

SO why did it take DP&L over 8 days to figure out what to do. They corrected the problem initially, but it didn't last. Just a simple fuse! Our daughter's family was left in the dark. They had no water, no phone, no power and could not use the bathroom or do laundry. They had just been to the grocery on Saturday, Sept. 13 and needless to say they lost a lot of food.

They have been experiencing "brown outs" for about nine months now and they cannot get any explanation from DP&L as to why.

Sister & Family: She is married and lives with her husband and her parents live with them also.

Her story is as follows:

Sunday, Sept. 14 they lost POWER. It went off at ~6:00PM and did not come on again until Sept. 23. They live in West Carrollton, OH. Their power was **OUT** for 8 days. She is the care giver for her parents who live with her and are in their 90's. Try dealing with this situation when they both have bad eye sight (one legally blind), her father has a prosthesis, both parents are diabetics who need to see for insulin injections 4 x's daily, and are both with walkers. Try drawing insulin with a flashlight and getting the right amount. Also, they were making trips to the bathroom in the dark during the night. Plus, with NO power they did not have ice, which was needed to keep their insulin refrigerated. They had NO power, NO phone and NO TV and this posed serious risks to her parents lives. As a result of this situation it has caused her father anxiety problems. They were doing fine until this situation with DP&L not being responsive occurred. Their neighbors had power but they did not. They have an all electric home, NO hot water. The outage was reported numerous times. They even tried a special way to contact DP&L through the former Mayor of West Carrollton. Just because you are a care giver of the elderly or whatever your status was, it did not matter to DP&L. Individual needs and social conscience was NOT a priority..

We are asking that PUCO pay heed to the situations that have taken place in OHIO from the remnants of "Ike". If DP&L would have had a better maintenance program in place it might not have caused the disruption in power to so many and could have resulted in less time to get back in service. You can just drive down about any street or road and see that trees are still touching power lines. Who knows what their plans are for addressing this situation. Does DPL&L have an effective line maintenance program plan? In addition OVERALL communication from DP&L is extremely poor. You call in and cannot speak to a live person nor obtain any feedback.

Will DP&L be able to better handle the next storm and power outage when it happens? We don't want to have this happen again. This recent experience points to the vulnerability of our community and nation should our electrical power infrastructure come under attack. Will we be READY?

We would appreciate any input you could give us on this situation with DP&L.

We can be reached at 937-886-9909 anytime, day or night. Or you can write us at the above address.

Thank you for your attention and we will look forward to hearing from you.

Sincerely,

Bernard R. Kokenge

Joy C. Kokenge

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CC to: Davton Power & Light