

FILE

Thomas & Susan Poulton
391 Copper Beech Ct Dayton, Ohio 45459

RECEIVED-DOCKETING DIV

2009 AUG -7 AM 11:34

PUCO

August 2, 2009

Edward N. Rizer
The Dayton Power and Light Company
PO Box 8825
Dayton, Ohio 45401

Re: PUCO Complaint
Case No. 09-566-EL-CSS

Mr. Rizer,

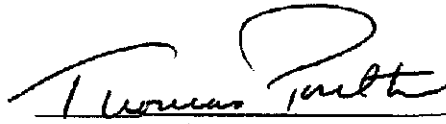
I am in receipt of the Answer of Dayton Power and Light Company to the above Complaint. Without getting into the merits of the Complaint, I am writing for two purposes.

First, I have enclosed a copy of a notice I received regarding my account, threatening disconnection. This is the third such threat of disconnection I've received since the time I began disputing the withholding of a deposit from my service payments. As you are likely aware, OAC 4901:1-10-19(C) states that a provider cannot disconnect service to a residential customer when the amount is subject to a bona fide dispute. Every time I call Customer Non-Service and attempt to explain this, I am told I have to pay or I will be disconnected. I would appreciate you advising your internal billing and collection group as to my rights and their inability to threaten or actually disconnect my service.

Second, I am willing to enter into mediation in hopes of an amicable resolution. One of the reasons I ended up filing a Complaint was the inability to get anyone of authority to discuss my account with me. Everyone I attempted to communicate with talked at me and told me there was nothing to discuss.

If you feel it appropriate, I will join in an entry to be filed with PUCO staying action on the Complaint to permit mediation.

Thank you for your consideration and prompt action to resolve this issue.


Thomas Poulton

cc: Docketing Dept, PUCO

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 8 Date Processed 8-7-09

391 COPPER-BEACH CT
DAYTON OH 45459

ACCOUNT NUMBER
3103675779 8



Amount Past Due	Amount Paid
\$103.71	_____

|||||
THOMAS M POULTON
391 COPPER-BEACH CT
DAYTON OH 45459

Due Date
08/10/2009

0000031036757798400103710010371

PLEASE RETURN THIS PORTION WHEN MAILING PAYMENT SO ADDRESS SHOWS THROUGH WINDOW.



The Dayton Power and Light Company

DISCONNECT NOTICE

07/27/2009

Working For You Today and Tomorrow

ACCOUNT: 3103675779 8
SERVICE ADDRESS: 391 COPPER-BEACH CT
DAYTON OH 45459

Dear Customer:

Our records indicate that your payment agreement is past due in the amount of \$103.71. Please pay this amount immediately to bring your payment agreement up to date. You will be eligible for disconnection after 08/10/2009. SEE ENCLOSED INSERT FOR PAYMENT PROCEDURES AND IMPORTANT TIMING RESTRICTIONS TO AVOID DISCONNECTION OF SERVICE. PLEASE GIVE THIS YOUR IMMEDIATE ATTENTION.

The minimum amount to avoid disconnect is \$103.71. This must be posted to your account by the date given above to avoid disconnection.

You may qualify for reduced payments if you are eligible for the Percentage of Income Payment Plan. Please see reverse side for more information.

If your service is disconnected, you will be required to pay all past due charges and a reconnect fee to have service reconnected.

PLEASE SEE REVERSE SIDE FOR OTHER IMPORTANT INFORMATION ABOUT PAYMENTS AND PAYMENT PROGRAMS YOU MAY BE ELIGIBLE TO RECEIVE.

If you are purchasing your electricity from another electric supplier, failure to pay those electric supplier charges could cause cancellation of your contract with your supplier, loss of those services, and a return to DP&L's standard offer.

The Dayton Power and Light Company
(937)331-3901