

**Ohio****Public Utilities  
Commission**

GHAL083112XI

Case Number

Public Utilities Commission of Ohio

Attn: Docketing

180 E. Broad St.

Columbus, OH 43215

**Formal Complaint Form**Gina L. Hall  
Customer Name (Please Print)1116 Captain's Bridge  
Customer AddressCenterville OH 45458  
City State Zip8026474365 9  
Account Number**Against**

Customer Service Address (if different from above)

City State Zip

The Dayton Power and Light  
Utility Company Name Company

Please describe your complaint. (Attach additional sheets if necessary)

I am a customer of DP&L.  
 Timeframe of Complaint: Sept. 2011 to Present.  
 Complaint:

I have been overcharged on my DP&L Bill. I am strictly all electric, not gas and electric. The EL Rate was incorrect and was 111, should have been 141. I have been overcharged and would like a refund for the difference.

Signature

Customer Telephone Number

The rate has been incorrect, however DP&L refuses to refund me any overcharges. I also have been receiving monthly disconnect notices. The Average disconnect Amount monthly has been over \$300.00 for the past 4 months. I have ALSO lost money in overdraft fees as my bank has had to force through payments because of the high payments to DP&L.

Updated September 10, 2012

(614) 466-3016

www.puc.ohio.gov

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I also, I have received another disconnect notice for the amount of \$187.89 due by 9/27/12. I just paid them \$153.99 on 9/12/12.

Attached are the copies of the DP&L bill, and you can see the incorrect EL rate.

Thank you for your help and understanding,

A handwritten signature in black ink, appearing to read "Gina L. Hall". The signature is fluid and cursive, with a large, stylized "G" and "H".

Gina L. Hall



\$316.98 IS PAST DUE AND IS SUBJECT TO COLLECTION ACTIVITY AND COULD RESULT IN DISCONNECTION OF SERVICE. PLEASE PAY IMMEDIATELY.

THE PROMPT PAYMENT AMOUNT INCLUDES YOUR CURRENT PAY AGREEMENT. PLEASE PAY \$338.93 BY THE DUE DATE.

TO REPORT OR GET MORE INFORMATION ABOUT A POWER OUTAGE, CALL TOLL FREE 1-877-4OUTAGE (1-877-468-8243). IN CASE OF A POWER OUTAGE, IT IS IMPORTANT THAT WE HAVE YOUR CORRECT PHONE NUMBER. OUR RECORDS INDICATE YOUR PHONE NUMBER IS 937-626-0191. IF THIS IS NOT CORRECT, PLEASE CALL US AT 331-3900 OR 1-800-433-8500.

PAY YOUR BILL OVER THE PHONE OR INTERNET WITH SPEEDPAY. FOR A SMALL FEE, PAID TO SPEEDPAY, OF \$2.95 FOR CREDIT OR DEBIT CARD OR ACH/ELECTRONIC CHECK YOU CAN MAKE A PAYMENT BY CALLING 1-866-305-3095 OR ON OUR WEB SITE AT WWW.DPANDL.COM.

THE FOLLOWING DETAIL IS REQUIRED BY OHIO REGULATION.

DP&L CHARGES: EL RATE 111 KWH 1,302

CUSTOMER CHARGE  
DISTRIBUTION CHARGE  
TRANSMISSION RELATED CHARGES  
GENERATION CHARGE  
GENERATION RIDER  
TOTAL

PREVIOUS 12 MONTHS

	MONTH	KWH
4.25	JUL	1093
49.57	JUN	880
10.74	MAY	954
104.32	APR	1181
7.61	MAR	1642
176.49	FEB	1912
	JAN	2099
	DEC	1348
	NOV	1228
	TOTAL	12337
	AVG	1371

*hantpmp*

*El rate should be 141 for all electric*

111001000000



*M*