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14-0883-EL-CSS

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# Public Utilities Commission

KSHE 032 048F  
Case Number

Public Utilities Commission of Ohio  
Attn: Docketing  
180 E. Broad St.  
Columbus, OH 43215

## Formal Complaint Form

Michael and Kaye Sherman  
Customer Name (Please Print)

6780 Ellen Drive  
Customer Address

Dayton Ohio 45417  
City State Zip

**Against**

3737420288  
Account Number

\_\_\_\_\_  
Customer Service Address (if different from above)

Dayton Power & Light Company  
Utility Company Name

\_\_\_\_\_  
City State Zip

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

( See Attached formal Complaint )

RECEIVED-DOCKETING DIV

2014 MAY 16 AM 11:16

PUCO

Michael Sherman  
Signature Kaye Sherman

937-367-9269 937-307-9081  
Customer Telephone Number

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 Am Date Processed 5/16/14

Michael Sherman and Kaye Sherman  
6780 Ellen Drive  
Dayton, Ohio 45417  
(937) 307-9269

Public Utilities Commission  
Docketing Division  
180 E. Broad St  
Columbus, Ohio 43215-3793

RE: Formal complaint against Dayton Power & Light Company, Account # 3737420288

Customer: Michael Sherman and Kaye Sherman  
Service address: 6780 Ellen Drive, Dayton, Ohio 45417  
Regarding Feb 4- March 4, 2014 Bill of \$1021.11

Formal Complaint: We would like to have the referenced bill adjusted due to amount overcharged for our electric bill. We have already filed a verbal complaint with the PUCO on 3/21/14 and spoke with them many times until finally getting a letter (attached) and then they did not address the complaint correctly. Our first call to the DP&L company about the bill was on 3/4/14 and was told that they had estimated the last four month bills (which I was not aware of) and said that it was estimated low. They said sorry but it was cold winter and I would have to pay it. I told them the amount of usage was incorrect and that we did not heat with electric and have never used that much. Our highest bill was in April 2013 using 2060 KWH and that was high due to home renovating and a lot of power tools used during 12 hour days. If you take bills for months of Nov, Dec, Jan, Feb and you add the overage they are trying to charge that would make our electric bill over \$300.00 a month and over 3000 KWH each month. We are the only two persons living in the home and we do not leave things running all the time.

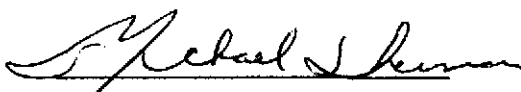
After my initial complaint, DPL replaced our meter 1 week later on 3/12/14 and I called then and asked to have the old meter produced for evidence of such usage and was only told that they replaced all the meters in the area.

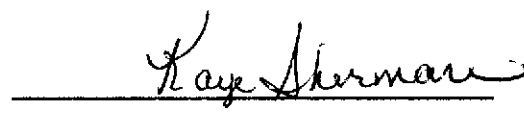
We want to have our DPL bill in question to be adjusted. I do understand that we might owe a small amount over the estimated bill but we were unfairly charged too much overage. I would like DPL to reduce our bill in question in the amount of approximately \$500.00. If we can not come to a suitable agreement, we are prepared to pursue this matter further in small claims court.

We have attached documentation showing our heat bills and copy showing all of our usage since 2012. I have also gathered my phone records of all the calls, have dates and names of who I talked to about this complaint and other items for this case which I can produce. I have requested DPL not to estimate my bill and I have been receiving recent bills that they have estimated and still getting overcharged.

We have requested readings and adjustments. This is an ongoing problem.

We are also requesting to rule that DP&L hold any collection activity on the amount in dispute until case is resolved.

  
Michael Sherman

  
Kaye Sherman



# Public Utilities Commission

John Kasich, Governor  
Todd A. Snitchler, Chairman

Commissioners  
Steven D. Lesser  
Asim Z. Haque  
Lynn Slaby  
M. Beth Trombold

April 10, 2014

Michael Sherman  
6780 Ellen Dr  
Dayton, OH 45417

CASE ID: KSHE0321148F

Dear Mr. Sherman:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) and allowing me to address your concerns regarding Dayton Power and Light Co (DP&L).

In your complaint, you dispute the previous estimated bills and do not understand why your meter was exchanged if there was no problem. *Incorrect*

DP&L records show your meter was exchanged as part of a project in Miamisburg to exchange all meters to electronic meters. All of the meters in Miamisburg are being exchanged to electronic meters, so the meter readings can be transmitted without entering the property.

The company confirmed your account was billed estimated Kilowatt hours (Kwh) for four months from November 2013 to February 2014, which totaled 3867 Kwh. This equates to 125 days at 30 ~~estimated daily Kwh usage, which is very low considering the timeframe and sub zero temperatures.~~ Please be advised DP&L read your meter on March 4, 2014 at 2426 Kwh which showed your actual usage to be 8148 Kwh. Enclosed is your usage history for review.

DP&L has set up a payment arrangement for the total balance of \$1170.21 that requires an initial payment of \$170.21 and the remainder of the balance paid at \$90.00 a month plus the current bill starting April 24, 2014. This equates to \$90 x10 payments plus the last \$100 due on Feb 15, 2015. If you would like to discuss this payment arrangement, you may contact customer service at 937-331-3900.

Should you have any additional utility-related questions, please do not hesitate to contact the PUCO Call Center at (800) 686-PUCO (7826) or visit our website at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

Sincerely,

Lawrence Hampton  
Customer Service Investigator  
Service Monitoring and Enforcement Department

DATE 1-18-2017

ALL DELIVERIES ARE MADE  
WITHIN THE STATE OF OHIO  
AND DELIVERED TO THE  
CUSTOMER'S LOCATION

**GERMANTOWN OIL CO., INC.**  
2822 DAYTON PIKE GERMANTOWN, OH 45327  
BUS. Ph 855-3641

Sold to GERMAN P.O. #  
Address 6780 Ellen Drive

City		State			
FLAMMABLE LIQUIDS	QUAN.	PRICE	AMOUNT		
UL GAS 1203					
K1-KERO 1223					
DYED LOW SULFUR 1993					
ULTRA LOW SULFUR 1993					
HEATING OIL 1993	100	380	00		
<input checked="" type="checkbox"/> THIS PRODUCT IS DYED DIESEL FUEL. NON-TAXABLE USE ONLY. PENALTY FOR TAXABLE USE OF DYES.					
<input type="checkbox"/> THIS DIESEL FUEL DOES NOT CONTAIN EVIDENCE OF DYES.					
STATE GASOLINE TAX					
FEDERAL GASOLINE TAX					
STATE SALES TAX					
Thank You!		TOTAL	27.55		
DELIVERED BY	TERMS: PAYMENT DUE WITHIN 10 DAYS		107.55		
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THIS IS YOUR INVOICE  
PAST DUE ACCOUNTS SUBJECT TO 2% NON-PAY ADVANCE FINES & AN ANNUAL PENALTY RATE OF 1%

153837 X CUSTOMER SIGNATURE

DATE 12/10/2015

301 9269

ALL DELIVERIES ARE MADE  
WITHIN THE STATE OF OHIO  
AND DELIVERED TO THE  
CUSTOMER'S LOCATION

**GERMANTOWN OIL CO., INC.**  
2822 DAYTON PIKE GERMANTOWN, OH 45327  
BUS. Ph 855-3641

Sold to Simon Kaye P.O. #  
Address 6780 Ellen Drive

City	State			
FLAMMABLE LIQUIDS	QUAN.	PRICE	AMOUNT	
UL GAS	1203			
K1-KERO	1223			
DYED LOW SULFUR 1993				
ULTRA LOW SULFUR 1993				
HEATING OIL 1993	100	364	30400	
<input checked="" type="checkbox"/> THIS PRODUCT IS DYED DIESEL FUEL. NON-TAXABLE USE ONLY. PENALTY FOR TAXABLE USE OF DYES.				
THIS DIESEL FUEL DOES NOT CONTAIN EVIDENCE OF DYES.				
STATE GASOLINE TAX				
FEDERAL GASOLINE TAX				
STATE SALES TAX				
Thank You!			TOTAL	26.39
				390.39
DELIVERED BY	TERMS: PAYMENT DUE WITHIN 10 DAYS			
<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>				

THIS IS YOUR INVOICE  
PAST DUE ACCOUNTS SUBJECT TO 2% NON-PAY ADVANCE FINES & AN ANNUAL PENALTY RATE OF 1%

153439 X CUSTOMER SIGNATURE

2

[illegible]

P.O. #

Shenxin 1391

978611005

State \_\_\_\_\_

<input checked="" type="checkbox"/>	THIS PRODUCT IS DYED DIESEL FUEL. NONTAXABLE USE ONLY.	<input type="checkbox"/>	THIS DIESEL FUEL DOES NOT CONTAIN EVIDENCE OF DYES.
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<b>DELIVERED BY:</b>	<b>Thank You!</b>	<b>TOTAL</b> ▲	476.51
<b>TERMS: PAYMENT DUE WITHIN 10 DAYS</b>		<input type="checkbox"/>	<input type="checkbox"/>

THIS IS YOUR INVOICE

1981-1982 ACCOUNTING PERIOD: 28, NOV - 1, FEBRUARY 1982

**150539**

X

**CUSTOMER SIGNATURE**

(Have more heat bill receipts)

**The Dayton Power and Light Company**

**MICHAEL SHERMAN**  
**6780 ELLEN DR DAYTON OHIO 45418**  
**3737420288**

**USAGE HISTORY**

<u>READ DATE</u>	<u># DAYS</u>	<u>ADJ</u> <u>REASON</u>	<u>READ</u> <u>SOURCE</u>	<u>METER</u> <u>READING</u>	<u>USAGE</u>
04/02/14	21		AA	1705	1,705
03/12/14			RA	0	
			NA	0	
	8		XA	3042	616
03/07/14			SA	2664	
03/04/14	28		AA	2426	8,148
02/04/14	32		AE	94278	990
01/03/14	31		AE	93288	959
12/03/13	31		AE	92329	959
11/02/13	31		AE	91370	959
10/02/13	28		AA	90411	866
09/04/13	33		AA	89545	1,101
08/02/13	31		AA	88444	1,172
07/02/13	29		AA	87272	904
06/03/13	32		AA	86368	917
05/02/13	30		AA	85451	1,363
04/02/13	28		AA	84088	2,060
03/05/13	29		AA	82028	766
02/04/13	24		AA	81262	584
01/11/13			RA	80678	
	8		DA	80678	0
01/03/13	27		AA	80678	29
12/07/12			RA	80649	
	4		DA	80649	21
12/03/12	31		AM	80628	0
11/02/12	31		AA	80628	0
10/02/12	27		AA	80628	1
09/05/12	34		AA	80627	0
08/02/12	30		AA	80627	6
7/3/2012	29		AA	80621	0
06/04/12	33		AA	80621	0
05/02/12	28		AA	80621	0
04/04/12	35		AA	80621	0
03/02/12			AA	80621	

**Read Source Code De**

AA - Scheduled Read -  
 AE - Scheduled Read -  
 AM - Scheduled Read -  
 NA - New/Change Mete  
 RA - Reconnect - Actua  
 SA - Service Order - Ac  
 XA - Change/Remove I

**Adjustment Reasons**