

NC: FILE

Original

14-1170-EL-CSS

9

Ohio

**Public Utilities
Commission**

Case Number

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

Formal Complaint Form

Jennifer Hines
Customer Name (Please Print)

513 E Paint St.
Customer Address

Washington OH 43160
City State Zip

Against

9546274665 5
Account Number

Customer Service Address (if different from above)

City State Zip

DP&L
Utility Company Name

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

RECEIVED-DOCKETING DIV

2014 JUL -1 AM 11:46

PUCO

Signature

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 SMM Date Processed 7-1-14

Dear Maiden or Sir

Name: Jennifer Hines

Address: 513 E. Paint Street Washington Court House, Ohio 43160

Telephone Number : Home 740-636-1373 Cell 740-572-1023

Account Number is 9540274665 5

Service address: Same as above

I am a customer of Dayton Power and Light and this is the company I am filing the complaint against.

On May 12nd I contacted DP&L concerning my then current bill. The current charges were \$2522.77, and I was concerned why the bill was so high. I spoke with a representative at DP&L and they explained that my bill had been estimated since my August read and the current bill reflected the must resent actual read. They said they could send out a representative the next day to check the meter. On May 13th a DP&L guy came out to my house and checked the meter. He told me he could not see anything wrong with the meter but he could go ahead and change the meter out to a digital meter. Explaining that Fayette County would be going to digital meters soon, that with a digital meter I would be able to read and understand the read more accurately and that with a digital meter there is no estimates as the meter can be read from a device. I asked if it would cost anything and was told no and he changed the meter right then. I contacted DP&L after he left and they told me as nothing was wrong with my meter I would need to pay the bill. I asked to speak to a supervisor and was told one would call me back after five. I had some things to do and did not want to speak to a supervisor while at my granddaughters ballgame, so I called DP&L back and asked to speak to a supervisor then. I was then told a supervisor would contact me back with 72 hours and one was not available to speak to me at that time. I told the representative I wanted to speak to a supervisor again and once again she told one was not available to talk to me and she hung up (this was around 4:30pm) At that time I contacted PUCO from the back of the bill and spoke to Lawrence. He advised me to call and let DP&L know I had spoke to PUCO and I had a few questions (such as how they billed, and even though the winter was colder the usage should have been higher but it should still be inline due to when estimating they should take last year's bill and current temperature to come up with an estimate, why there was so many estimates with the harsh winter and ask for a bill analysis.) I waited until Friday May 16th with no word from a supervisor at DP&L and called PUCO back at that time they opened a case and gave me a case number (Jhin051314QT). Over the weekend my mother was ill and was put into the hospital on Monday in ICU, and I am not sure when the Supervisor from DP&L called back and left a message on my home phone. On Wednesday 5-21 I called the number left for supervisor Joyce and spoke to her about my account. I explained to her the things I already knew and did not need them repeated to me, and she told me they were working on a resolution. In the weeks to follow I have tried to contact Joyce once again with no answer and have spoke to representatives at PUCO and one supervisor there.

So now through all this I still have no resolution to explain the very high DP&L bill I received in June for the May read. I know my meter was read in August with a read of 96228 and not read again until May with a read of 26512. Therefore, causing the high bill. I understand it was a very cold winter and my bill should have been higher than was billed in the colder months. I understand they can only have to read my meter once a year. The things I do not understand are why they estimated it so low, why the neighbors on both side of me had their meter read in February and mine was still estimated (even though my meter is about three feet from the alley), I do not know if the meter skipped

something when it went from 99999 to 00000, and I do not think anyone else can tell me this either. I also am confused why if this case was opened on May 13th why the meter was recycled on May 30th with no additional testing.

I am not saying that I do not owe some additional amount for the harsh winter but the extreme amount is not correct. I have lived at my current address for about ten or eleven years and have never used that much in electricity. I have a gas stove, dryer, hot water tank and heater. I have used electric heaters in a couple rooms of my house in the past as well as the period in question. I believe DP&L provided me with inadequate service and being that I have no other option for electric I must pay their consequences. I believe they should not have recycled the meter in question until there was a resolution for this.

I would like the Commission to review what is on file with the PUCO and DP&L and see if there is any way we can come to some kind of compromise for the June bill. I feel DP&L should take on some of the responsibility for their inadequate service they provided me. If this cannot be done I would like DP&L to explain to me how a household of one could use that much more electricity than others. I know you cannot compare other's bill but others had the same winter conditions as I did and their bills are no where this high.

I do apologize for the long winded complaint but I wanted to make sure I was able to explain what I already know but still have no answers. So any answers you may provide would be greatly appreciated. I have enclosed a copy of the two bills that was sent to me from DP&L with no explanation of what they are and an email between PUCO and DP&L, regarding the meter in question.

Thank you again for any help in the matter

A handwritten signature in black ink that reads "Jennifer Hines". The signature is written in a cursive, flowing style with a large initial "J".

Jennifer J Hines

From: DPL PUCO / OCC
To: PUCO ContactThePUCO
Subject: RE: Follow-up E-mail Case: JHIN051314QT
Received: 6/17/2014 3:10:51 PM
Message:

June 17, 2014

It was found that the meter was sent to recycling on May 30, 2014, and cannot be tested.

Thanks,

Jill Vice
Puco Department
Dayton Power and Light Company

Customer Service 937-331-3900

From: ContactThePUCO@puc.state.oh.us [mailto:ContactThePUCO@puc.state.oh.us]
Sent: Wednesday, June 11, 2014 7:58 AM
To: DPL Consumer Services
Subject: Follow-up E-mail. Case: JHIN051314QT

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Re: Jennifer Hines

513 E Paint St

Washington Court House, OH 43160
(740) 636-1373

CASE ID: JHIN051314QT

Notes:

Jill,

This customer may file a formal complaint.

Please have meter tested, if not already done so.

What is reason by month for estimations from Sept 2013 to May 2014?

From: Lawrence Hampton

Compliance Investigator
PUCO/SMED/IAD



The Dayton Power and Light Company

ACCOUNT NUMBER

9540274665 5

*Average
on
next page*

AMOUNT PAID

LATE PAYMENT

2,670.85

AMOUNT DUE

PROMPT PAYMENT

2,631.38

MAKE CHECKS PAYABLE TO DAYTON POWER AND LIGHT

JENNIFER HINES
513 E PAINT ST
WASH CH OH 43160

DUE DATE FOR PROMPT PAYMENT

JUL 02 2014



BALANCE FORWARD
2,562.86

PAGE 1 OF 2

0000095402746655702670850263138

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

NAME/SERVICE USED AT

JENNIFER HINES
513 E PAINT ST
WASH CH OH 43160

YOUR ACCOUNT
NUMBER

9540274665 5

EMERGENCY SERVICE

(877) 4OUTAGE
(877) 468-8243

PRESENT ENTIRE
BILL WHEN PAYING
IN PERSON

ACCOUNT INFORMATION

(800) 433-8500

NEXT METER READING DATE	THIS BILL MAILED	DUE DATE FOR PROMPT PAYMENT	LATE PAYMENT	PROMPT PAYMENT
JUL 07 2014	JUN 09 2014	JUL 02 2014	2,670.85	2,631.38

SERV	FROM	TO	DAYS	PRESENT	PREVIOUS	USAGE	AMOUNT
EL	MAY 06	MAY 13		26599	26512		METER CHANGED
EL	MAY 13	JUN 05	30	325	0	412	68.52

YOUR ACCOUNT BALANCE LAST MONTH	2,673.03
PAYMENT RECEIVED MAY 23	148.04CR
LATE PAYMENT CHARGED	37.87
AMOUNT PAID DUE	2,562.86
TOTAL AMOUNT BILLED FOR THIS MONTH	68.52
YOUR TOTAL ACCOUNT BALANCE	2,631.38

THANK YOU FOR YOUR PREVIOUS PAYMENT

PRICE-TO-COMPARE: IN ORDER FOR YOU TO SAVE MONEY, A NEW SUPPLIER MUST OFFER YOU A PRICE LOWER THAN DP&L'S PRICE OF \$42.27, OR 10.3 CENTS PER KWH, FOR THE SAME USAGE THAT APPEARS ON THIS BILL. YOU MAY CONTACT DP&L FOR A WRITTEN EXPLANATION OF THE PRICE-TO-COMPARE MESSAGE.



PM

THE DUE DATE INDICATED ABOVE APPLIES TO YOUR CURRENT BILL. YOUR PAST DUE CHARGES MAY RESULT IN A DEPOSIT BEING CHARGED (IF A DEPOSIT DOES NOT CURRENTLY EXIST) AND ARE SUBJECT TO COLLECTION ACTIVITY WHICH COULD RESULT IN DISCONNECTION OF SERVICE.

TO REPORT OR GET MORE INFORMATION ABOUT A POWER OUTAGE, CALL 877-4OUTAGE (877-468-8243) OR REPORT VIA WEB OR SMARTPHONE AT DPANDL.COM/REPORT. YOU'LL USE THE PHONE NUMBER ON YOUR ACCOUNT OR YOUR ACCOUNT NUMBER TO REPORT.

PAY YOUR BILL OVER THE PHONE OR INTERNET WITH SPEEDPAY. PAYMENTS CAN BE MADE FOR A SMALL FEE BY CREDIT CARD (VISA, MASTERCARD, OR DISCOVER) OR FREE OF CHARGE WHEN PAYING BY CHECKING OR SAVING WHEN CALLING SPEEDPAY AT 866-305-3095 (DP&L'S AUTHORIZED TELEPHONIC AGENT) OR BY VISITING OUR WEBSITE AT WWW.DPANDL.COM. PAYMENTS CAN BE MADE 7 DAYS A WEEK, 24 HOURS A DAY.

AN ANNUAL ADJUSTMENT TO THE TRANSMISSION COST RECOVERY RIDER-NON-BYPASSABLE AND A SEMIANNUAL ADJUSTMENT TO THE ECONOMIC DEVELOPMENT RIDER ARE INCLUDED IN YOUR BILL. SEVERAL ADJUSTMENTS FOR THE QUARTERLY TRUE-UP RIDERS ARE INCLUDED IN YOUR BILL. THESE RATES CHANGE QUARTERLY TO REFLECT CURRENT MARKET CONDITIONS.

THESE RIDERS INCLUDE THE RECONCILIATION RIDER NON-BYPASSABLE, FUEL RIDER, TRANSMISSION COST RECOVERY RIDER BYPASSABLE, PJM RPM RIDER, ALTERNATIVE ENERGY RIDER, AND THE COMPETITIVE BID TRUE-UP RIDER. THESE CHANGES ARE EFFECTIVE JUNE 1, 2014, AND THE NET EFFECT IS A \$13.86 INCREASE ON A RESIDENTIAL CUSTOMER USING 750 KWH PER MONTH.

THE FOLLOWING DETAIL IS REQUIRED BY OHIO REGULATION.

DP&L CHARGES: EL RATE 111 KWH 412
 CUSTOMER CHARGE
 DISTRIBUTION CHARGE
 TRANSMISSION CHARGE
 GENERATION CHARGE
 NONBYPASSABLE CHARGE
 TOTAL

* 2014

PREVIOUS 12 MONTHS		
4.25	MONTH	KWH
15.71	MAY	20561
6.97	APR	1148E
6.97	MAR	1819E
35.30	FEB	1979E
6.29	JAN	1898E
68.52	DEC	1240E
	NOV	738E
	OCT	403E
	SEP	498E
	AUG	519
	JUL	484
	JUN	379
	TOTAL	31666
	AVG	2639

2013





The Dayton Power and Light Company

ACCOUNT NUMBER

9540274665 5

Average on
Next Page

AMOUNT PAID

LATE PAYMENT

AMOUNT DUE

PROMPT PAYMENT

158.92

156.57

MAKE CHECKS PAYABLE TO DAYTON POWER AND LIGHT

*****AUTOCR**C006

JENNIFER HINES
513 E PAINT ST
WASH CH OH 43160

DUE DATE FOR PROMPT PAYMENT

JUL 01 2013



BALANCE FORWARD
99.28

PAGE 1 OF 2

0000095402746655300158920015657

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

NAME/SERVICE USED AT

JENNIFER HINES
513 E PAINT ST
WASH CH OH 43160

YOUR ACCOUNT
NUMBER

9540274665 5

EMERGENCY SERVICE

(877) 40UTAGE
(877) 468-8243

PRESENT ENTIRE
BILL WHEN PAYING
IN PERSON

ACCOUNT INFORMATION
(800) 433-8500

NEXT METER READING DATE	THIS BILL MAILED	DUE DATE FOR PROMPT PAYMENT	LATE PAYMENT	PROMPT PAYMENT
JUL 05 2013	JUN 07 2013	JUL 01 2013	158.92	156.57

SERV	FROM	TO	DAYS	PRESENT	PREVIOUS	USAGE	AMOUNT
EL	MAY 07	JUN 05	29	95225	94846	379	57.29

YOUR ACCOUNT BALANCE LAST MONTH	297.81
PAYMENT RECEIVED MAY 28	200.00CR
LATE PAYMENT CHARGED	1.47
AMOUNT PAST DUE	99.28
TOTAL AMOUNT BILLED FOR THIS MONTH	57.29
YOUR TOTAL ACCOUNT BALANCE	156.57

THANK YOU FOR YOUR PREVIOUS PAYMENT

PRICE-TO-COMPARE: IN ORDER FOR YOU TO SAVE MONEY, A NEW SUPPLIER MUST OFFER YOU A PRICE LOWER THAN DP&L'S PRICE OF \$36.37, OR 9.6 CENTS PER KWH, FOR THE SAME USAGE THAT APPEARS ON THIS BILL. YOU MAY CONTACT DP&L FOR A WRITTEN EXPLANATION OF THE PRICE-TO-COMPARE MESSAGE.



M

THE DUE DATE INDICATED ABOVE APPLIES TO YOUR CURRENT BILL. YOUR PAST DUE CHARGES MAY RESULT IN A DEPOSIT BEING CHARGED (IF A DEPOSIT DOES NOT CURRENTLY EXIST) AND ARE SUBJECT TO COLLECTION ACTIVITY WHICH COULD RESULT IN DISCONNECTION OF SERVICE.

TO REPORT OR GET MORE INFORMATION ABOUT A POWER OUTAGE, CALL 877-4OUTAGE (877-468-8243) OR REPORT VIA WEB OR SMARTPHONE AT DPANDL.COM/REPORT. YOU'LL USE THE PHONE NUMBER ON YOUR ACCOUNT OR YOUR ACCOUNT NUMBER TO REPORT. OUR RECORDS INDICATE YOUR PHONE NUMBER IS 740-636-1373. IF THIS IS NOT CORRECT, PLEASE CALL US AT 331-3900 OR 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 866-305-3095 OR ON OUR WEB SITE AT WWW.DPANDL.COM.

A CHANGE TO THE FUEL RIDER HAS BEEN INCLUDED IN THE GENERATION PORTION OF YOUR BILL. THIS RIDER RECOVERS FUEL AND FUEL-RELATED COSTS ASSOCIATED WITH GENERATING ELECTRICITY. THE CHARGE IS ASSESSED ON ALL KILOWATT-HOURS (KWH) YOU USE AND CHANGES SEASONALLY. THE CHANGE RESULTS IN A DECREASE OF \$0.35 PER MONTH FOR RESIDENTIAL CUSTOMERS USING 750 KWH.

THE FOLLOWING DETAIL IS REQUIRED BY OHIO REGULATION.

DP&L CHARGES: EL RATE 111 KWH 379

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

PREVIOUS 12 MONTHS *		
	MONTH	KWH
4.25	MAY	699
14.27	APR	1415
3.97	MAR	2042
32.40	FEB	1910
2.40	JAN	1723
57.29	DEC	1123
	NOV	1340
	OCT	358
	SEP	690
	AUG	826
	JUL	623
	JUN	399
	TOTAL	13148
	AVG	1096

2013

2012

