

FILL

NC

FILE **Ohio**

**Public Utilities
Commission**

14-1673-EL-CSS

SLON07214BI
Case Number

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

Formal Complaint Form

Stacy Longstreath
Customer Name (Please Print)

237 Ryburn Ave, Apt. B
Customer Address

Dayton OH 45405
City State Zip

Against

0642281071-4
Account Number

64 Miller Ave
Customer Service Address (if different from above)

Dayton Power and light
Utility Company Name

Dayton OH 45417
City State Zip

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

Dayton Power and light has charged me over \$100 to get my electric turn back on and I don't understand I have enclosed a formal complaint letter and copies of my dayton power and light bills.

Stacy Longstreath
Signature

(937) 418-9212
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 for Date Processed 9/2/14

RECEIVED-DOCKETING DIV.
2014 SEP 24 PM 4:23
PUCO
Updated August 7, 2014
(614) 466-3016
www.PUCO.ohio.gov

Stacy Longstreath
237 ryburn ave. apt. b
Dayton, Ohio 45405
September 12, 2014

John Kasich
Governor
Public utilities commission
180 east Broad St.
Columbus, Ohio 43215

RE: case ID: SLON07214BI

To whom it may concern,

I am writing this formal complaint on Dayton power and light. When I moved out of 4541 Blueberry ave. Dayton, Ohio 45406. I was told that I had to pay February and March bills in full which was \$88.00. I did pay the \$88.00 and Dayton power and light transferred it to 64 Miller ave. Dayton, Ohio 45417 on March 12, 2014 and they turned it off at 4541 Blueberry ave. that following Monday which would have been March 17, 2014. My P.I.P. should have transferred to 64 Miller ave. Dayton, Ohio 45417 but it didn't so on May 29, 2014 Dayton power and light came out and turned the power off at 64 Miller ave. Dayton, Ohio 45417. I called them and I talked to two different people and their names are Erenstine and Carolyn they told me it was 706 to get turned back on. Then on June 3, 2014 I talked to 5 people their names are Paul, Alyse, Andrew, Krysta, and Nick. I did pay \$240 and \$226 which equals \$466 the confirmation numbers are 772655 and 7724738. I only had a balance of \$240. I finally was able to borrow that from a friend, so I called back on July 14 and 17, 2014 I talked to four people their names are Susan, Jennifer, Krysta, and Eve. Again they told me that I had to pay \$706 more on top of the \$466 that I just paid and I was about to go pay the \$240 balance of the first \$796 that they told me back in May. I asked them why I had to pay \$706 in July when my balance was \$240. Dayton power and light said that since July's bill has already been billed and sent out I have to pay for electric even though it was not on and has been off over a month. I had to go stay at other people's houses because the electric was off. I did ask Dayton power and light if community action partnership could help me and they said maybe. I did get into scope around the 21st of July. On July 21, 2014 the lady from scope called Dayton power and light and talked to Jennifer. At that point I found out that Dayton power and light was charging me \$762.00 to get turned back on and scope could not help me because there are theft charges on my account. But I don't have a P.I.P. default. I also got told that theft charges are at two different addresses and I didn't do this. I haven't been at either address since the electric got turned off. The only bill I should owe is the \$278.47 and that is for my other account for 3043 Idlewild Blvd. apt. 1 d Dayton, Ohio 45414 and that has nothing to do with this account. I have made copies of the Dayton power and light for to you to look at I'm not understanding this at all. Please help I need my power back on my roommate is moving soon and turning the power off.

Thank you,

Stacy longstreath



Development Services Agency

Mailing Date: Aug 24, 2014

Stacy Longstreath
64 Miller Ave
Dayton, OH 45417

Please refer to the following number when
making inquiries:

Client No: 00901933

Dear Stacy Longstreath:

Your PIPP Plus reverification for the following utility was rejected or is pending. The reasons for this are detailed below. You may contact your local HEAP agency or the HEAP toll free number at 1-800-282-0880 to discuss what you MAY need to do in order to have your enrollment accepted. Hearing impaired applicants should call 1-800-686-1557.

Action:	Reverification Application
Utility:	Dayton Power and Light Company
Payment:	\$74.00
Status:	Rejected
Status Reason:	Not Applicable

You have the right to appeal the above PIPP Plus determination, in writing within 30 days of this notice if you believe it to be inaccurate. Your appeal must contain your name, address, social security number, telephone number, reason for appeal, and supporting information with your signature. Please forward your appeal to the address below.

If you move after submitting your application, are physically unable to reverify at your local HEAP provider, or you have any questions, please call the HEAP toll-free number (1-800-282-0880). Hearing impaired applicants should call 1-800-686-1557.

Sincerely,
Office of Community Services

Website: energyhelp.ohio.gov



**Development
Services Agency**

John R. Kasich, Governor

David Goodman, Director

Stacy Longstreath
4541 Blueberry Ave
Dayton, Ohio 45406

Please refer to the
following number
when making
inquiries:

Client No: 00901933

Dear Stacy Longstreath:

Enclosed please find your household's application for the Home Energy Assistance Programs. Please complete and sign the application and return it with the required documentation in the envelope provided. Applications are processed in the order they are received. **Remember, failure to provide the necessary documentation will delay the processing of your application (please see the application instructions for a list of acceptable documentation).**

Documents required to complete your application:

- **Citizenship or alien status documentation for the primary applicant.**
- **Copies of all energy bills (examples include: gas, electric, fuel oil, propane, etc.). In most cases benefits will be provided in the form of a credit directly to your energy bill. Because of this, it is very important to provide copies of your energy bills with the correct and current account information.**
- **Documentation of income for all household members. For a complete list of included sources of income and exclusions from income, please visit energyhelp.ohio.gov or call the toll-free number below.**

Please write the Name and Client Number located at the top of this letter in the space provided on the application. **If that person is no longer in the household, please provide the head of household's name and address (Client Number is not needed in this case).** Detach the information page and keep it for your records.

If you move after submitting your application or you have any questions, please call the HEAP toll-free number (1-800-282-0880). Hearing impaired applicants should call 1-800-686-1557.

Sincerely,
Office of Community Assistance

Website: energyhelp.ohio.gov

NAME/SERVICE USED AT

STACY L LONGSTREATH
4541 BLUEBERRY AVE
DAYTON OH 45406

YOUR ACCOUNT
NUMBER

5619124553 1

EMERGENCY SERVICE

(877) 40UTAGE

(877) 468-8243

PRESENT ENTIRE
BILL WHEN PAYING
IN PERSON

ACCOUNT INFORMATION

(937) 331-3900

NEXT METER READING DATE	THIS BILL MAILED	DUE DATE FOR PROMPT PAYMENT	LATE PAYMENT	PROMPT PAYMENT
FINAL	MAR 18 2014	APR 02 2014	2,215.38	2,215.38

SERV EL	SERVICE PERIOD		DAYS	METER READINGS		USAGE	AMOUNT
	FROM	TO		PRESENT	PREVIOUS		
			7	4928	4726	202	28.35

YOUR ACCOUNT BALANCE LAST MONTH	2,425.75
PAYMENT RECEIVED MAR 14	68.00
ON-TIME PAYMENT BALANCE REDUCTION	170.72
BALANCE FORWARD	2,187.03
TOTAL AMOUNT BILLED FOR THIS MONTH	28.35
YOUR TOTAL ACCOUNT BALANCE	2,215.38

PIPP PLUS PAYMENT DUE THIS MONTH

THANK YOU FOR YOUR PREVIOUS PAYMENT

IF YOU PAY YOUR PIPP PLUS PAYMENT ON-TIME AND IN FULL, YOU WILL RECEIVE AN ON-TIME PAYMENT BALANCE REDUCTION OF APPROXIMATELY \$28.35 APPLIED TO YOUR ACCOUNT BALANCE.

I Paid
March P.I.P
Before I moved
to 64 Miller Ave.
So I don't understand

AMOUNT PAID

LATE PAYMENT

AMOUNT DUE

PROMPT PAYMENT

419.98

413.77

MAKE CHECKS PAYABLE TO DAYTON POWER AND LIGHT

000009375 1 AV 0.381 P02 000035 LTR

STACY L LONGSTREATH
64 MILLER AVE
DAYTON OH 45417

DUE DATE FOR PROMPT PAYMENT

MAY 22 2014



BALANCE FORWARD

198.91

PAGE 1 OF 2

0000006422810714700419980041377

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

NAME/SERVICE USED AT

STACY L LONGSTREATH
64 MILLER AVE
DAYTON OH 45417YOUR ACCOUNT
NUMBER

0642281071 4

PRESENT ENTIRE
BILL WHEN PAYING
IN PERSON

EMERGENCY SERVICE

(877) 40UTAGE
(877) 468-8243

ACCOUNT INFORMATION

(937) 331-3900

NEXT METER READING DATE	THIS BILL MAILED	DUE DATE FOR PROMPT PAYMENT	LATE PAYMENT	PROMPT PAYMENT
MAY 30 2014	MAY 02 2014	MAY 22 2014	419.98	413.77

SERV EL	SERVICE PERIOD		DAYS	METER READINGS		USAGE	AMOUNT
	FROM	TO		PRESENT	PREVIOUS		
	MAR 31	APR 30	30	78532	76662	1,870	214.8

YOUR ACCOUNT BALANCE LAST MONTH	195.97
LATE PAYMENT CHARGED	2.94
AMOUNT PAST DUE	198.91
TOTAL AMOUNT BILLED FOR THIS MONTH	214.86
YOUR TOTAL ACCOUNT BALANCE	413.77

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 \$117.97, OR 6.3 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.

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.

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05022014-CD058-F1501I-BILL-NONBAR

AMOUNT PAID

LATE PAYMENT

AMOUNT DUE

PROMPT PAYMENT

3,558.80

3,510.49

MAKE CHECKS PAYABLE TO DAYTON POWER AND LIGHT

000010966 1 AV 0.381 P02 000040 LTR

STACY L LONGSTREATH
64 MILLER AVE
DAYTON OH 45417

DUE DATE FOR PROMPT PAYMENT

AUG 25 2014

BALANCE FORWARD
2,640.44

PAGE 1 OF 2

0000006422810714103558800351049

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

NAME/SERVICE USED AT

STACY L LONGSTREATH
64 MILLER AVE
DAYTON OH 45417YOUR ACCOUNT
NUMBER

0642281071 4

PRESENT ENTIRE
BILL WHEN PAYING
IN PERSON

EMERGENCY SERVICE

(877) 40UTAGE

(877) 468-8243

ACCOUNT INFORMATION

(937) 331-3900

NEXT METER READING DATE	THIS BILL MAILED	DUE DATE FOR PROMPT PAYMENT	LATE PAYMENT	PROMPT PAYMENT
AUG 29 2014	AUG 04 2014	AUG 25 2014	3,558.80	3,510.49

SERV	FROM	TO	DAYS	METER READINGS PRESENT PREVIOUS	USAGE	AMOUNT
EST EL	JUN 30	JUL 31	31	82859 81550	1,309	200.00

INVESTIGATION CHARGE

250.00

MISC LABOR CHARGE-EL

40.00

TRANSFER FROM 4541 BLUEBERRY AVE 3223 2323 278.47
 TRANSFER FROM 3043 IDLEWILDE BLVD 4 TO 278.47

YOUR ACCOUNT BALANCE LAST MONTH	2,601.42
LATE PAYMENT CHARGED	39.02
AMOUNT PAST DUE	2,640.44
TOTAL AMOUNT BILLED FOR THIS MONTH	870.05
YOUR TOTAL ACCOUNT BALANCE	3,510.49

Don't understand why I
 owe \$101.56 for 4541 Blueberry
 Dayton, OH 45406

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08022014-CD058-F15011-BILL-NONBAR

8053

0642281071 4

AMOUNT PAID

LATE PAYMENT

AMOUNT DUE

PROMPT PAYMENT

3,506.88

3,506.88

MAKE CHECKS PAYABLE TO DAYTON POWER AND LIGHT

000017079 1 AV 0.381 P02 000063 LTR

STACY L LONGSTREATH
64 MILLER AVE
DAYTON OH 45417

FINAL BILL

DUE DATE FOR PROMPT PAYMENT

AUG 25 2014

BALANCE FORWARD
3,020.47

PAGE 1 OF 2

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

NAME/SERVICE USED AT

STACY L LONGSTREATH
64 MILLER AVE
DAYTON OH 45417YOUR ACCOUNT
NUMBER

0642281071 4

EMERGENCY SERVICE

(877) 40UTAGE
(877) 468-8243PRESENT ENTIRE
BILL WHEN PAYING
IN PERSON

ACCOUNT INFORMATION

(937) 331-3900

NEXT METER	THIS BILL	DUE DATE FOR	LATE PAYMENT	PROMPT PAYMENT
READING DATE	MAILED	PROMPT PAYMENT		
FINAL	AUG 07 2014	AUG 25 2014	3,506.88	3,506.88

SERV	SERVICE PERIOD			DAYS	METER READINGS		USAGE	AMOUNT
	FROM	TO	PRESENT		PREVIOUS			
EL	JUN 30	JUL 23	23	82859	81550	1,309	196.4	

INVESTIGATION CHARGE	250.00
MISC LABOR CHARGE-EL	40.00

YOUR ACCOUNT BALANCE LAST MONTH	3,220.49
BILLING CREDIT	200.02C
BALANCE FORWARD	3,020.47
TOTAL AMOUNT BILLED FOR THIS MONTH	486.41
YOUR TOTAL ACCOUNT BALANCE	3,506.88

PIPP PLUS PAYMENT DUE THIS MONTH 0.00

IF YOU PAY YOUR PIPP PLUS PAYMENT ON-TIME AND IN FULL, YOU WILL RECEIVE AN ON-TIME PAYMENT BALANCE REDUCTION OF APPROXIMATELY \$281.71 APPLIED TO YOUR ACCOUNT BALANCE.

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08072014-CD058-F1501I-BILL-NONBAR

8053