

Vera Hodson
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12/29/15

My husband and I live in a mobile home that we own at York Manor in New Paris in Preble County. Because we own our home, it is almost impossible to move. There are 23 lots in the park, but only 13 are occupied.

Monthly, we get an envelope stuck in the door with an amount written on the outside of the envelope. We don't have any rates information, we never know how many gallons or kilowatts we use or what the cost really is. We pay the amount on the envelope. Barbara Duffield, the daughter of the park owners, prepares the bills. Randy Duffield, husband of the manager, reads the electric and water meters. DP&L and New Paris Water Department only read the master meters at the office.

It is the same way with our electric. We have no idea what the KWH are, we just get an envelope in the door with individual utility amounts and a total. Then we return the envelope with the money in it when we pay our lot rent. That's the system. When we question the amounts, the utility company gets the blame, but since we don't have our own account there isn't anyone to talk with.

In fact when we have an electrical outage, we can't call DP&L because we are not their customers. Now I just call the Sheriffs office.

In 2014, I used the rate DP and L gave me to read the electric meter and I always got less than we were actually billed. A friend of the park owners, Bill and Betty York, saw me reading meters so Barbara Duffield, the park manager, changed the days she reads the meters in order to make it hard to compare the usage. I understand from talking to the office that the park receives a lower commercial electric rate for their bill.

We believe that we are paying for a leaky water system. Everytime we see digging, we know that the water bills will go up.

This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

1/21/2016 5:08:09 PM

in

Case No(s). 15-1594-AU-COI

Summary: Comments Comments by concerned consumer, Vera Hodson electronically filed by Mr. Michael R. Smalz on behalf of Ms. Vera Hodson