

Ohio

Public Utilities Commission

RECEIVED-DOCKETING DIV

2018 FEB 28 PM 2:06

00183747
Case NumberPublic Utilities Commission of Ohio
Attn: Docketing
180 E. Broad St.
Columbus, OH 43215

FILE

Formal Complaint Form

18-0373-EL-CSS

Margaret A. Wilson
Customer Name (Please Print)2466 Rugby Road
Customer AddressDayton Ohio 45406
City State Zip

Against

63-400392450-2392585-4
Account NumberVectren
Utility Company Name

Customer Service Address (if different from above)

City State Zip

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

- (A) Vectren Truck, was always in my driveway & in front of my home. I got top up heat cut off. High tech! Everyone can get your phone just ride or walk by.
- (B) May be a no man can look in my account number. Sending my newer furnace, its too much! House always cold.

Signature

Customer Telephone Number

Sworn to, before me this 26th day of February 2018 by
Margaret A. Wilson

Richard J. Blum

RICHARD J. BLUM, Notary Public
In and for the State of Ohio

My Commission Expires July 7, 2019

This is to certify that the images appearing are accurate and complete reproduction of a case file document delivered in the regular course of business.

Updated January 16, 2018
(614) 466-3016
www.PUCO.ohio.gov180 East Broad Street
Columbus, Ohio 43215-3793Technician AW Date Processed 2/28/18

Case: 00183747

P.U.C.D.

Re: It's a conspiracy, the odds are against me!

A. When I received the P.U.C.D. Mail
Saturday. Sunday No heat for around
1 1/2 hours. They want me to get
pneumonia. Always a problem with
Vectors

B. 2-22-2018. A Vector Truck. The
interior light on. Lights up. It,
was after dark around 9:00 P.M. Heat went off.
The good neighbors told me to
always look out, especially after dark.

Boxed In.



Attn: *to the employees*

Vectren: 1-800-227-1376 | Ohio Relay Service: 711 | Call Before You Dig: 811 or 1-800-362-2764
Visit www.vectren.com for questions, energy tips, account information and more.



Billing Date: Dec 19, 2017

Date Due: Jan 5, 2018

Budget Bill

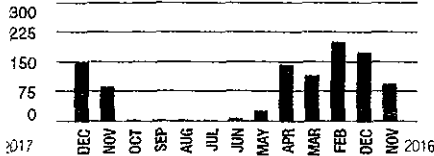
Amount Due: \$0.00

Amount Due After Jan 5, 2018 \$0.00

Energy Tip: If you are leaving for the holidays, turn your water heater to the vacation setting or to the lowest setting available so you are not paying to heat water you won't be using for several days. You can also lower your furnace thermostat. However, do not lower below 50 degrees for risk of frozen pipes.

Looking for a gift for that hard to buy for friend or relative? Give the Gift of Energy! Through Vectren's Gift of Energy program, you can make a payment toward the energy bill of a friend, loved one or neighbor. To give the Gift of Energy, complete and return the online form located at www.vectren.com or call 1-800-227-1376.

Gas Usage Comparison



Average Temperature for this Billing Period

Current 36° Previous 45° Last Year 48°
Next Scheduled Read Date 01/19/18

Your Account Information

Account Number:
03-400392450-2392585 4

Service Address:
MARGARET A. WILSON
2466 RUGBY RD
DAYTON, OH 45406

Previous Budget Amount \$123.61CR
Payment(s) Received \$120.00
Balance Carried Forward \$243.61CR
Vectren Delivery and Supply Charges \$100.95
Third Party Products and Services \$7.50
Charges This Period \$108.45

Budget Bill Amount Due: \$0.00

Actual Account Balance \$187.67CR

If you cancel Budget Bill, this is the amount that would be credited to your account

Detailed Account Activity

Natural Gas Service

Meter Number	Service Period From To	Number of Days	Meter Readings Beginning Ending	CCF Used	Multiplier	Gas Rate
D3055381	11/15/17 12/15/17	30	1785A 1938A	153	1.000000	Res 311

Energy Delivery Detail

Distribution and Service Charges \$32.90
(Includes a Monthly Charge of \$18.37)

Total Vectren Energy Delivery Charges \$32.90

Gas Supplier Detail

Account Number: 4003924502392585
Standard Choice Offer -
DTE ENERGY SUPPLY
(866) 807-2209
0.41471 per CCF \$63.45

Sales Tax \$4.60

Total Gas Supplier Charges \$68.05

Total Current Energy Delivery and Gas Supplier Charges \$100.95

Month/Yr	CCF's	Month/Yr	CCF's	Month/Yr	CCF's	Month/Yr	CCF's
DEC 17	153.000	SEP 17	6.000	JUN 17	9.000	MAR 17	116.000
NOV 17	88.000	AUG 17	5.000	MAY 17	28.000	FEB 17	202.000
OCT 17	5.000	JUL 17	6.000	APR 17	144.000	DEC 16	176.000
Total CCF: 938				Monthly Avg: 78.167			

What's Next?

all I want is heat

not tempered with the

high tech. all one needs

is your phone, address

on the outside. They drive

by & got your so-called Private Line.

Enough is

Enough Lord

help.

MDH MECHANICAL

130 Vernon Place
Carlisle, OH 45005

937-266-6614
937-654-9534

INVOICE

SOLD TO: MARGARET WILSON
2466 RUGBY ROAD
DAYTON OHIO 45406

DATE 10-18-2012

SHIPPED TO:
MARGARET WILSON
2466 RUGBY ROAD
DAYTON OHIO 45406

QUANTITY	DESCRIPTION	UNIT PRICE	AMOUNT
	INSTALL 80, 000 BTU UPFLOW TEMPSTAR FURNACE		\$1,600.00
	INSTALL NEW THERMOSTAT WITH 5 YR MANUFACTURER WARRANTY		
	REMOVE ALL OLD EQUIPMENT		
	PAID IN FULL 10-15-2012		
	* HOME OWNER MUST REGISTER FURNACE IN ORDER TO GET THE 10 YEAR WARRANTY		
		SUBTOTAL	1,600.00
		TAX	

MAKE ALL CHECKS PAYABLE TO:
Mike Howell

PAY THIS
AMOUNT

THANK YOU FOR YOUR BUSINESS!

Invoice

Any Season, Any Time.

McAfee Comfort Club

Dear Member,

It's now time to schedule your heating check-up.

Please contact our office at 438-1976, or visit us
online to request an appointment.

www.mcair.com

*Re: McAfee are Experts at
what they do.*

*M. J. Wilson is a Member
they check my furnace
every year.*

2-15-2018

MONEY ORDER RECEIPT - NON NEGOTIABLE

Paying your bills should be fast and easy! With Western Union Pa you can pay thousands of billers, including utility, credit card and auto companies. To learn more, visit billpay.wu.com today.

AGT 468348 LOC 000000 DT 010218 \$150.00 1HUNDRED50DOLLARS AND NO CENTS

Payable to:
RETAIN THIS MONEY ORDER RECEIPT. IT MUST BE INCLUDED WITH ALL REFUND REQUESTS. BE SURE TO READ IMPORTANT INFORMATION BELOW AND ON BACK. For your own records, it is recommended that you make a photocopy of the completed Money Order before providing it to the receiver.
PURCHASE AGREEMENT: You the purchaser agree that Western Union Financial Services Inc. (WUFSI) need not stop payment on, or replace, or refund a lost or stolen WUFSI Money Order unless (1) you fill in the face of the Money Order at the time of purchase, and (2) you report the loss or theft to Western Union Financial Services Inc. in writing immediately, and (3) You provide WUFSI with this original Money Order receipt issued by Western Union Financial Services Inc., Englewood, Colorado. For customer service, call 1-800-999-9880.

* 1 7 6 9 1 8 6 1 8 3 9 *



Paying for heat!

*I have to wear socks, &
a sweater. Freedom*

*Is not free, you have
to fight for it!*

Is this America?

*It looks like this Vector Truck
stay down the street. (Street)
Mr. J. Wilson*