

FILE

19-1983-EL-CSS

Ohio

Commission of Ohio

**Public Utilities
Commission**

Case Number

Public Utilities

Attn: Docketing
180 E. Broad St.
Columbus, OH 43215

Formal Complaint Form

Heather Lewis
Customer Name (Please Print)

426 Wesley St
Customer Address

Dartmouth Ohio 45403
City State Zip

Against

Account Number

Customer Service Address (if different from above)

Dartmouth Power & Light
Utility Company Name

Cincinnati Ohio 45274-0598
City State Zip

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

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 Bmm Date Processed 10/28/19

PUCO

2019 OCT 28 PM 1:44

RECEIVED-DOCKETING DIV

Heather Lewis
Signature

(537) 510-0334
Customer Telephone Number

10/3/2019

Complaint
File 10/3

Public Utilities Commission
c/o Alfred Thompson
www.PUCO.Ohio.gov

2019 OCT 28 PM 1:44
PUCO

RECEIVED-BOOKING 11

Im sending you this letter because im having problems and keep getting the run around. I have contacted the PUCO twice and havent heard back from them. I contacted them on 8/02 case # 00530544 is the number they gave me and after not hearing anything i contacted them again on 8/12 and was given case # 00531782 I still havent heard anything. I was contacted by Dp&L requesting papers that i ran around and finally got to them after several attempts which was all for no reason.

My Daughter asked me to contact you Heather Lewis she is trying to have service turned on at 426 Wesley Street dayton Ohio 45403 , she was givin a account number of 9442716572 for DP& L and 034018312182505315 for vectren on 7/30/2019 . On 7/30/2019 we went to Miami Valley Action Partnership to get on pip we took all the papers needed and was told her pip amount would be 46.00 per month we were seen by Melissa ,We were told she had to pay 633.00 in pip defaults first and we explained that she wasnt on pip because the last address 43 N Garland Ave Dayton Ohio 45403 Acc # 5200525207 she went to MVCAP to re-verifty her pip for 2018 she had moved to 43 N.Garland Ave she was told that she had to pay her pip default before they would turn on the service and put her on pip ,this was 12/6/2017 she was reverifty for 2018 for a year her pip was going to be 67.00 per month but she had a default she was seen by Rhonda M . Rhonda then told her that they had the funds so they were going to pay her default and after that make sure she made her payment on time every month they would be 67.00 and she didnt have to pay anything o her default that they were going to take care of it.

The account# was 5200525207 for dp& L and 034018312182325434 for Vectren DP& L then showe up at 43 N.Garland Ave around 01/2018 at 43 N.Garland Ave and turned service on. In Feb 2018 she got a bill from DP&L that was high and the wasnt any 67.00 pip payment on it so she contacted them and told them she was on pip and should only be paying 67.00 they informed her she wasnt on pip and she explained that she was supposed to be . She tried to contact MVCAP to see why her bill didnt show the pip payment and couldnt get a hold of anyone and when she got her next bill there still wasnt a pip amount on it after calling dp& L she was told she wasnt on pip she explained everything and was told that DP&L didnt get the payment from MVCAP on time it was 3 days late so she was never put on pip because of that she now owed 459.17 in stead of 134.00. DP& L cam out and shut off the service. She explained she had the paper work showing her pip payments of 67.00. It didnt matter they didnt get the 751.00 on time so she was never put on pip. On her DP&L it even stated that if she was eligible she could get reduced payment by percent of income. On 02/02/2018 she got a bill for 536.06 with a past due showing 459.17 and a payment of 751.56 that was paid on 12/17/2017 this left her balance 536.00 again stateing reduced payment can be made if she was eligible for percent

of income . That was when she found out MVCAP did pay her 751.56 of her bill. She never had service in her name again because of the run around .

On 7/30/2019 she had a appointment at MVCAP to have service turned on at 426 wesley st dayton ohio 45403 We took everything in and she was told that her pip payment would be 46.00 per month by Melissa M after she called dp&l she told us that she had to pay a pip default of 633.00 in full before service could be turned on . We explained she was never on pip at 43 N.Garalnd ave because they didnt receive the 751.56 default on time so she was never on pip. Another Lady at MVCAP butted in and said they wouldnt pay 751.56 on her dp& L bill and that wasnt true and your DP& L bill had to be payed off before you could get on pip I told her I knowed that wasnt true. She said the default had to be paid 633.00 Again we told her that she wasnt on pip . We then showed her when they paid the 751.56 in 2017 and we were not on pip after that . She said they would talk to a supervisor and get back to us. How can we be made to pay 633.00pip default when they wouldnt put her on pip. DP& L cant explain it either .

We never were called back made several other appointments with MVCAP She was never able to pay pip payments or get back on pip so how can they now want 633.00 in pip default we showed proof of the 751.56 payment and proof she wasnt on pip yet they want 633.00 in pip defaults. All we want is the service turned o n at 426 wesley st and to be able to pay the monthly pip amount they said it would be 46.00 . We are not asking for them to pay anything we just dont have 633.00 to pay past due pip defaults . If she was put on pip in 12/2018 she wouldnt be in this situation.

Since then i was contacted by DP& L and they needed a copy of her lease and proof the man who lived there and a had service was not living there anymore all sent to cathy after haveing them notizered three times now. I thought I was doing all this because of wanting service in my daughter name so she didnt have to rely on anyone else. I have been dealing with that since July 2019 and was told today it was all taken care of and to call customer service to get service on 10/03/2019 only to call and be told that she had to pay 633.00 default first again. Mean while we re paying rent on a place she cant stay because theres no power . Paying and trying to find someone to transport my grand kids to school , There have been several attempted break in since no one there. I feel this is not my fault yet I keep jumping through hoops trying to get it straightened out and still im right back where i started. I still have not been contacted puco and see no help in sight. Please help me by letting me know what to do Im On a fixed income and dont have 633.00 nor do i feel i owe it.

Thank You

Heather Lewis 937-270-6664 937-510-0334 email lewislisa 2311@gmail.com

10/23/2019

Public Utilities Commission

I'm wanting to file a formal complaint ,We filed a informal complaint 8/2/2019 had no success so I would like to initiate a formal complaint. Im trying to have service turned on at my new addresss 426 Wesley St Dayton Ohio 45403 I was giving a new account number of 9442716572 from Dayton Power & Light P.O. Box 740598 Cincinnati Ohio 45274-0598. As of today my service has not been turned on because DP&L requesting i pay \$ 633.00 they say is my pipp default.

On 12/06/2017 I went to CAP of the Greater Dayton Area because it was time for me to re-verified my income for 2018, I had moved from smithville rd and needed service transfered to my new address 43 N .Garland ave Dayton Ohio 45403 my acc # was 5200525207 I was seen by Rhonda M She informed me that i had defaulted on my pipp and needed over \$ 700.00 to pay my default and my pipp payment would be \$67.00 each month after that. I told her that i didnt have that kind of money she left the room and came back and said that they were going to go a head a pay my default in full because they had the funds and from now on make sure i payed my monthly pipp on time every month of 67.00 . I asked did i need to pay anything to have the service turned on she said no but make sure i paid \$ 67.00 each month starting when i got my first bill which should be around 30 days from then. The next day DP&L came out and turned on my service at 43 N.Garland Ave. 02/09/2018 I Got a DP&L bill for \$ 536.06 It showed a 751.56 payment made 12/20/2017 leaving a balance and 459.17 past due and the new months service on it total 536.06 The bill didnt say anything about a 67.00 pipp amount I then contacted DP& L and explained i was on pipp and that i was supposed to pay 67.00 they said they didnt know anything about that i would have to contact CAP. I tryed to contact CAP several times and never got through to them . On 02/20/2018 I Got a disconnection letter from DP&L for 459.17 my service would be didconnected after 02/20/2018 It stated on the notice I may qualify for reduced payments or percentage of income payment plan. I again contacted DP&L and told them I was In CAP 12/06/2017 and was giving a pipp payment of 67.00 They said I wasnt on pipp and I needed to contact CAP. I tryed several times to contact CAP never could get through to anyone Around 02/21/2018 my service was shut off on Garland Ave I contacted DP&L and again told them my pipp was supposed to be 67.00 and i couldnt get a hold of anyone at cap , DP& L told me that I wasnt never put on pipp because they reciviced the check from CAP 3 days late so that is why I wasnt on pipp on 12/20/2017 \$ 751.56 was paid but because it was three days late I never was put on pipp. She never had service turned back on.

On 7/30/2019 She made a appointment at MVCAP to have service turned on at 426 wesley st Dayton Ohio ,We took all the paper work needed in and was seen by Melissa M she told us that the pipp payment would be \$46.00 per month and she needed to pay a pipp default of 633.00

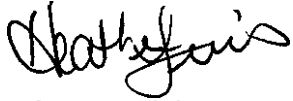
in full before the service would be turned on. We explained that she was never put on pipp in 2018 because they didnt get the payment on time so why would she owe a pipp default. Another lady was listening in and butted in and said that they wouldnt pay 751.56 on her bill so that wasnt true and she had to pay off her DP&L bill before she could get on pipp . I told her I knew that wasnt true . She told us again that she had to pay 633.00 pipp default before service could be turned on .We then showed her the bill that showed they payed 751.67 in 2017 which was her pipp default then and she was never put back on pipp so how would she owe a 633.00 pipp default now. After she called DP& L they didnt have the answer either she told us she would talk to a supervisor and get back to us. We were not asking them to pay anything on her bill if she was put on pipp in 12/2017 we wouldnt be having to pay a 633.00 pipp default. Why would they turn the service on 12/07/2017 if she wasnt going to be put on pipp and because they didnt get the 751.56 in timre DP&L says that it was 3 days late thats why she wasnt on pipp but they turned the service on 12/07 /2017 the day after her appointment.We went to MVCAP on two other appointments because we were never called back, still trying to get the service turned on and we are still told 633.00 pipp default has to be paid in full . DP&L still saying the payment was 3 days late . Even though the last time service was turned on in her name they collected a 751.56 pipp default then and she ony had service approx 35 days before they came out and turned her back off and wouldnt take 67.00 pipp payments . Since then after contacting puco DP&L contacted her and stated they needed a copy of her lease and proof that the man living there prior to her was not living there all this was sent to cathy I had three different statements notized before I finally got them the right one , then was informed they needed a copy of her lease , I thought that they were having me jump through hoops because puco had contacted them and they informed us they had everything and to contact customer service to have service turned on. I contacted customer service and was told I had to Pay \$ 633.00 in pipp default first before they would turn service on. It was then That DP&L told me that because I didnt 5:00 and some Cents back when they got the 751.56 payment that was the reason i wasnt on pipp I told them that I was told it was because it was three days late was the reason , I said wouldnt they think if all i had to pay was a little over five dollars back i n 2017 to be placed on pipp iwould have paid it. I was never told that. Again they couldnt tell me why they wanted me to pay 633.00 in pipp default when i wasnt on pipp.

I have been dealing with this since July 2019 and back in 2017 I havent been able to have service since then. Every time I'm told something different DP&L Never said If I paid 5 SOMETHING MORE I would be placed on pipp it was always because the 751.56 was three days late. I dont think it fair that I have to pay a 633.00 pipp default hen i was never put back on pipp I called and called to straighten this out only to be given the run around . Im on a fixed income and its the reason i need to be on pipp to begain with. Mean while I am paying rent on a place i cant stay because theres no power ,paying and trying to find someone to transport my grand kids to school. There have been several attempted break ins since there is no one there . I have jump through hoops trying to get papers notized and sent to DP&L been to MVCAPS several

times and find out im right back where I started they still want 633.00 pipp default. Yet they still cant explain why. Please let me know if you can help. Im on a fixed income and dont have 633.00 nor do i feel i owe this .

Thank You

Heather Lewis 937-510-0334 or email lewislisa2311@gmail.com

A handwritten signature in black ink, appearing to read 'Heather Lewis', written in a cursive style.

If you need them I have copys of DP& L bills and papers from MVCAPS stateing what my pipp payments wil be.