

FILE NC

Case No. 20.1135-EL-CSS

Ohio

Public Utilities  
Commission

00602141  
Case Number

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

Formal Complaint Form

Sherelle A. Dolaney

Customer Name (Please Print)

3901 Newton Abbey Lane

Customer Address

Groveport

City

Ohio 43125

State Zip

Against

1101226

Account Number

Customer Service Address (if different from above)

American Power & Light, LLC

Utility Company Name

City

State Zip

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

American Power & Light is charging more than what AEP would charge.

\*Please see attached or additional information.

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 DR

Date Processed 6/8/20

Signature

614-779-8432

Customer Telephone Number

PUCO  
2020 JUN -8 AM 11:18

*Complaint Description Continued.*

May 30, 2020

Case Number: 00602141

My name is Sherelle A. Dulaney (the customer) billed by the American Light & Power (sub metering company) for electric to my unit at 3901 Newton Abbey Lane Groveport, Ohio 43125 account number 1101226. I have resided in the unit since September of 2019 and my lease does not terminate until October 2020. American Light & Power is currently charging more than what American Electric and Power would charge for my unit.

I have contacted the rental office for my unit to have maintenance exam my appliances to ensure they were working properly. Maintenance instructed me to reach out to American Light & Power to have the meter for my unit examined for any issues.

When I contacted American Light & Power concerning the unusually high bills, the representative and manager were unconcerned about the issue and very rude. They stated that they were not going to exam the meter, could not explain when my bill was paid in full as to why it was still over \$200.00 when I was not using the air conditioning unit, heat, or any other unnecessary appliances. *Please see attached for bills.*

I submitted a complaint to PUCO with a copy of my bills to prove that the kWh charged by American Power & Light was higher than what American Light and Power would have charged if they were providing the billing.

I am asking to be refunded for the over charges and that American Light & Power charge according to American Electric and Power. I am asking for assistance to be provided during this time and/or my services to continue with no interruption until a decision is made upon the matter.

Sherelle A. Dulaney

Mailing Address: 2935 East Main Street Unit 91230  
Columbus, Ohio 43209

Phone: 614-779-8432

Email: sherelle.dulaney@gmail.com



Account Number: 1101226  
Statement Date: 09/27/2019

**ELECTRIC BILL**  
Hours: Mon-Fri 8:30am-4:30pm  
Phone: (888) 850-0098  
Emergencies: (877) 349-5441

Service Address: 3901 NEWTON ABBEY LN  
Service Period: 09/14/19 - 09/23/19  
Average Temp:

#### Electric Usage Summary

Meter #:	Prev Read	Current
74007097	37189 (EST)	37448 (ACT)
<b>Your Usage:</b>		
259 kWh (10 days)		
25.90 kWh/Day		
\$7.85/Day		
<b>Community Avg Usage:</b>		
666		
<b>Next Read Date:</b>		
10/22/2019		
<b>Default Utility Price:</b>		
0.15147		

#### Electric Usage History (kWh)

Mar  
259

**Total Amount Due by 10/15/2019 \$78.45**

Previous Balance	\$0.00
Payments & Credits	\$0.00
<b>BALANCE FORWARD</b>	<b>\$0.00</b>
Electric Generation, Transmission and Distribution	\$39.23
Account Setup Fee	\$30.00
Common Kwh	\$9.22
<b>TOTAL NEW CHARGES</b>	<b>\$78.45</b>
<b>TOTAL AMOUNT DUE</b>	<b>\$78.45</b>
After 10/15/2019 pay \$82.37	

#### Important Messages

**Pay Your Bill Online!** Pay your bill, view your statements and more at [www.electricapl.com](http://www.electricapl.com).

Please detach and return this stub with your payment



P.O. Box 182937  
Columbus, OH 43218-2937  
[www.electricapl.com](http://www.electricapl.com)

Account Number: 1101226

**Total Amount Due by 10/15/2019 \$78.45**

After 10/15/2019 pay \$82.37

**Amount Enclosed:**

**Billed To:**

Sherelle Dulaney  
3901 NEWTON ABBEY LN  
GROVEPORT, OH 43125

**Make Check or Money Order Payable To:**

American Power and Light, LLC.  
P.O. Box 182937  
Columbus, OH 43218-2937

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Account Number: 1101226  
Statement Date: 10/22/2019

**ELECTRIC BILL**

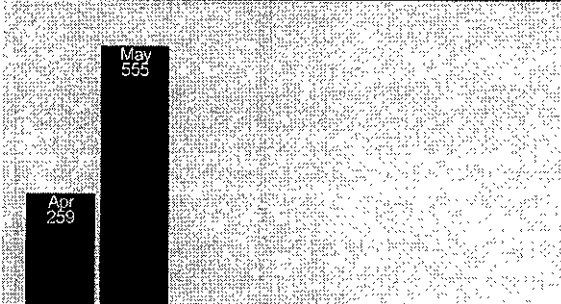
Hours: Mon-Fri 8:30am-4:30pm  
Phone: (888) 850-0098  
Emergencies: (877) 349-5441

Service Address: 3901 NEWTON ABBEY LN  
Service Period: 09/23/19 - 10/22/19  
Average Temp: 60° F

**Electric Usage Summary**

Meter #:	Prev Read	Current
74007097	37189 (EST)	37448 (ACT)
<b>Your Usage:</b>		
555 kWh (30 days)		
18.50 kWh/Day		
\$2.90//Day		
<b>Community Avg Usage:</b>		
607		
<b>Next Read Date:</b>		
11/20/2019		
<b>Default Utility Price:</b>		
0.12631		

**Electric Usage History (kWh)**



**Total Amount Due  
by 11/10/2019**

**\$165.40**

Previous Balance	\$78.45
Payments & Credits	\$0.00
<b>BALANCE FORWARD</b>	<b>\$78.45</b>
Electric Generation, Transmission and Distribution	\$70.10
Common Kwh	\$12.93
Late Fee	\$3.92
<b>TOTAL NEW CHARGES</b>	<b>\$86.95</b>
<b>TOTAL AMOUNT DUE</b>	<b>\$165.40</b>
After 11/10/2019 pay \$173.67	

**Important Messages**

Oops! Did you forget your payment? Your account is past due, please remit your payment immediately to avoid interruption of service. A late fee is applied to all past due accounts. If your payment has already been mailed, please disregard this notice. The bill due date is for new charges only.

**PAST DUE AMOUNT: \$78.45**

**Pay Your Bill Online!** Pay your bill, view your statements and more at [www.electricapl.com](http://www.electricapl.com).

Please detach and return this stub with your payment



P.O. Box 182937  
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[www.electricapl.com](http://www.electricapl.com)

Account Number: 1101226

**Total Amount Due  
by 11/10/2019** **\$165.40**

After 11/10/2019 pay \$173.67

**Amount Enclosed:**

**Billed To:**

Sherelle Dulaney  
3901 NEWTON ABBEY LN  
GROVEPORT, OH 43125

**Make Check or Money Order Payable To:**

American Power and Light, LLC.  
P.O. Box 182937  
Columbus, OH 43218-2937

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Account Number: 1101226  
Statement Date: 11/24/2019

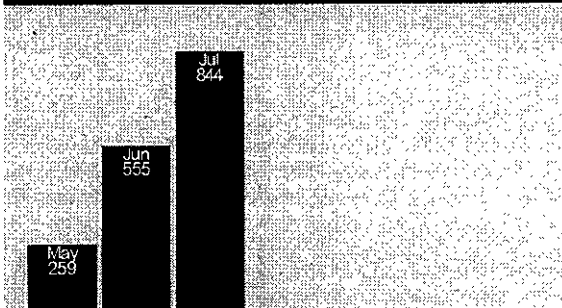
**ELECTRIC BILL**  
Hours: Mon-Fri 8:30am-4:30pm  
Phone: (888) 850-0098  
Emergencies: (877) 349-5441

**Service Address:** 3901 NEWTON ABBEY LN  
**Service Period:** 10/22/19 - 11/20/19  
**Average Temp:** 42° F

#### Electric Usage Summary

Meter #:	Prev Read	Current
74007097	38003 (ACT)	38847 (ACT)
<b>Your Usage:</b> 844 kWh (30 days) 28.13 kWh/Day \$3.89/Day		
<b>Community Avg Usage:</b> 840		
<b>Next Read Date:</b> 12/23/2019		
<b>Default Utility Price:</b> 0.11873		

#### Electric Usage History (kWh)



**Total Amount Due by 12/12/2019** **\$203.58**

Previous Balance	\$165.40
Payments & Credits	\$78.45
<b>BALANCE FORWARD</b>	<b>\$86.95</b>
Electric Generation, Transmission and Distribution	\$100.21
Common Kwh	\$12.07
Late Fee	\$4.35
<b>TOTAL NEW CHARGES</b>	<b>\$116.63</b>
<b>TOTAL AMOUNT DUE</b>	<b>\$203.58</b>
After 12/12/2019 pay \$213.76	

#### Important Messages

**PAST DUE AMOUNT: \$86.95**

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[www.electricapl.com](http://www.electricapl.com)

Account Number: 1101226

**Total Amount Due by 12/12/2019** **\$203.58**

After 12/12/2019 pay \$213.76

**Amount Enclosed:**

**Billed To:**

Sherelle Dulaney  
3901 NEWTON ABBEY LN  
GROVEPORT, OH 43125

**Make Check or Money Order Payable To:**

American Power and Light, LLC.  
P.O. Box 182937  
Columbus, OH 43218-2937

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Account Number: 1101226  
Statement Date: 12/23/2019

# ELECTRIC BILL

Hours: Mon-Fri 8:30am-4:30pm  
Phone: (888) 850-0098  
Emergencies: (877) 349-5441

Service Address: 3901 NEWTON ABBEY LN  
Service Period: 11/20/19 - 12/23/19  
Average Temp: 35° F

## Electric Usage Summary

Meter #:	Prev Read	Current
74007097	38847 (ACT)	40262 (ACT)

Your Usage: 1415 kWh (33 days)  
42.88 kWh/Day  
\$5.41/Day

Community Avg Usage: 1296

Next Read Date: 01/24/2020

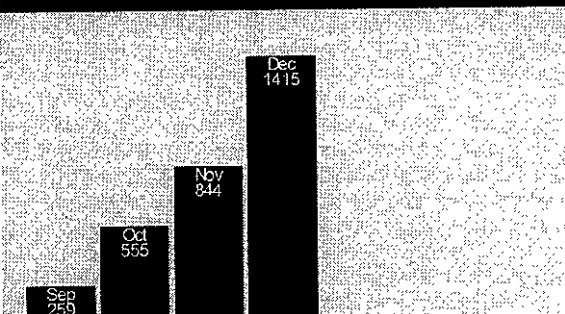
Default Utility Price: 0.11289

## Total Amount Due by 01/10/2020

**\$295.19**

Previous Balance	\$203.58
Payments & Credits	\$86.95
<b>BALANCE FORWARD</b>	<b>\$116.63</b>
Electric Generation, Transmission and Distribution	\$159.75
Common Kwh	\$12.98
Late Fee	\$5.83
<b>TOTAL NEW CHARGES</b>	<b>\$178.56</b>
<b>TOTAL AMOUNT DUE</b>	<b>\$295.19</b>
After 01/10/2020 pay \$309.95	

## Electric Usage History (kWh)



## Important Messages

**PAST DUE AMOUNT: \$116.63**

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Account Number: 1101226

**Total Amount Due by 01/10/2020** **\$295.19**

After 01/10/2020 pay \$309.95

**Amount Enclosed:**

**Billed To:**

Sherelle Dulaney  
3901 NEWTON ABBEY LN  
GROVEPORT, OH 43125

**Make Check or Money Order Payable To:**

American Power and Light, LLC.  
P.O. Box 645877  
Pittsburgh, PA 15264-5254

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Account Number: 1101226

Statement Date: 01/28/2020

ELECTRIC BILL

Hours: Mon-Fri 8:30am-4:30pm

Phone: (888) 850-0098

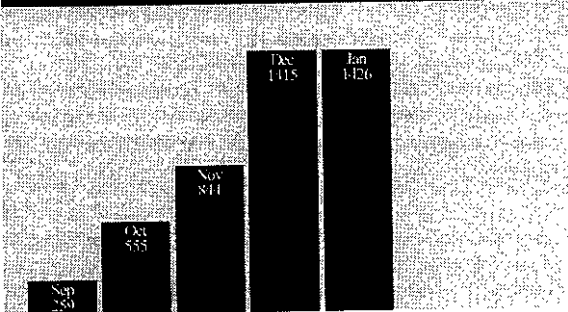
Emergencies: (877) 349-5441

Service Address: 3901 NEWTON ABBEY LN  
Service Period: 12/23/19 - 01/24/20  
Average Temp: 37° F

Electric Usage Summary

Meter #:	Prev Read	Current
74007097	40262 (ACT)	41688 (ACT)
Your Usage:	1426 kWh (33 days) 43.21 kWh/Day \$5.74/Day	
Community Avg Usage:	1240	
Next Read Date:	02/24/2020	
Default Utility Price:	0.11765	

Electric Usage History (kWh)



Total Amount Due  
by 02/15/2020

\$368.01

Previous Balance	\$295.19
Payments & Credits	\$116.63
<b>BALANCE FORWARD</b>	<b>\$178.56</b>
Electric Generation, Transmission and Distribution	\$167.77
Common Kwh	\$12.75
Late Fee	\$8.93
<b>TOTAL NEW CHARGES</b>	<b>\$189.45</b>
<b>TOTAL AMOUNT DUE</b>	<b>\$368.01</b>
After 02/15/2020 pay \$386.41	

Important Messages

**PAST DUE AMOUNT: \$178.56**

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[www.electricapl.com](http://www.electricapl.com)

Account Number: 1101226

Total Amount Due  
by 02/15/2020

\$368.01

After 02/15/2020 pay \$386.41

Amount Enclosed:

Billed To:

Sherelle Dulaney  
3901 NEWTON ABBEY LN  
GROVEPORT, OH 43125

Make Check or Money Order Payable To:

American Power and Light, LLC.  
P.O. Box 645877  
Pittsburgh, PA 15264-5254

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Account Number: 1101226  
Statement Date: 02/13/2020

**ELECTRIC BILL**

Hours: Mon-Fri 8:30am-4:30pm  
Phone: (888) 850-0098  
Emergencies: (877) 349-5441

Service Address: 3901 NEWTON ABBEY LN  
Average Temp: 35° F

**Electric Usage Summary**

Next Read Date: NA  
Default Utility Price:

**Total Amount Due by 02/13/2020 \$421.01**

Previous Balance	\$368.01
Payments & Credits	\$0.00
<b>BALANCE FORWARD</b>	<b>\$368.01</b>
Disconnect Fee	\$53.00
<b>TOTAL NEW CHARGES</b>	<b>\$53.00</b>
<b>TOTAL AMOUNT DUE</b>	<b>\$421.01</b>

After 02/13/2020 pay \$442.06

**Important Messages**

**PAST DUE AMOUNT: \$501.66**

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[www.electricapl.com](http://www.electricapl.com)

Account Number: 1101226

**Total Amount Due by 02/13/2020 \$421.01**

After 02/13/2020 pay \$442.06

**Amount Enclosed:**

**Billed To:**

Sherelle Dulaney  
3901 NEWTON ABBEY LN  
GROVEPORT, OH 43125

**Make Check or Money Order Payable To:**

American Power and Light, LLC.  
P.O. Box 645877  
Pittsburgh, PA 15264-5254

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Account Number: 1101226  
Statement Date: 02/26/2020

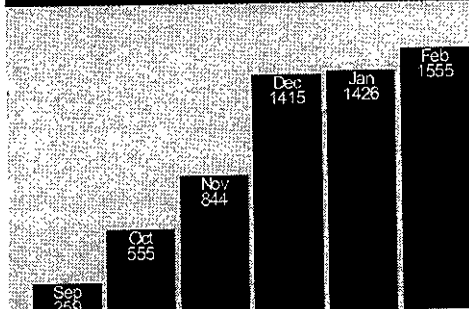
ELECTRIC BILL  
Hours: Mon-Fri 8:30am-4:30pm  
Phone: (888) 850-0098  
Emergencies: (877) 349-5441

Service Address: 3901 NEWTON ABBEY LN  
Service Period: 01/24/20 - 02/24/20  
Average Temp: 32° F

#### Electric Usage Summary

Meter #:	Prev Read	Current
74007097	41688 (ACT)	43243 (ACT)
<b>Your Usage:</b> 1555 kWh (31 days) 50.16 kWh/Day \$6.50/Day		
<b>Community Avg Usage:</b> 1317		
<b>Next Read Date:</b> 03/24/2020		
<b>Default Utility Price:</b> 0.11503		

#### Electric Usage History (kWh)



#### Total Amount Due by 03/15/2020

**\$201.48**

Previous Balance	\$421.01
Payments & Credits	\$421.01
<b>BALANCE FORWARD</b>	<b>\$0.00</b>
Electric Generation, Transmission and Distribution	\$178.89
Common Kwh	\$12.09
Late Fee	\$10.50
<b>TOTAL NEW CHARGES</b>	<b>\$201.48</b>
<b>TOTAL AMOUNT DUE</b>	<b>\$201.48</b>
After 03/15/2020 pay \$211.55	

#### Important Messages

**Pay Your Bill Online!** Pay your bill, view your statements and more at [www.electrictapl.com](http://www.electrictapl.com).

Please detach and return this stub with your payment



P.O. Box 645877  
Pittsburgh, PA 15264-5254  
[www.electrictapl.com](http://www.electrictapl.com)

Account Number: 1101226

**Total Amount Due** **\$201.48**  
by 03/15/2020

After 03/15/2020 pay \$211.55

**Amount Enclosed:**

**Billed To:**

Sherelle Dulaney  
3901 NEWTON ABBEY LN  
GROVEPORT, OH 43125

**Make Check or Money Order Payable To:**

American Power and Light, LLC.  
P.O. Box 645877  
Pittsburgh, PA 15264-5254

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Account Number: 1101226  
Statement Date: 03/25/2020

# ELECTRIC BILL

Hours: Mon-Fri 8:30am-4:30pm  
Phone: (888) 850-0098  
Emergencies: (877) 349-5441

Service Address: 3901 NEWTON ABBEY LN  
Service Period: 02/24/20 - 03/24/20  
Average Temp: 41° F

## Electric Usage Summary

Meter #:	Prev Read	Current
74007097	43243 (ACT)	44431 (ACT)

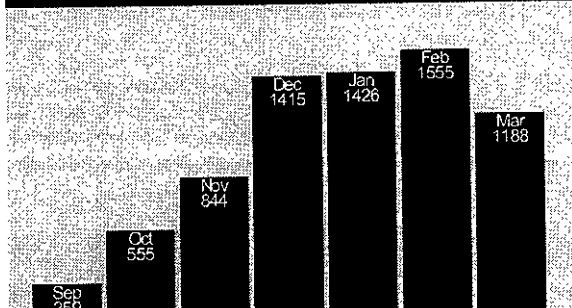
Your Usage: 1188 kWh (29 days)  
40.97 kWh/Day  
\$5.61/Day

Community Avg Usage: 1027

Next Read Date: 04/23/2020

Default Utility Price: 0.11767

## Electric Usage History (kWh)



Total Amount Due  
by 04/12/2020

**\$364.11**

Previous Balance	\$201.48
Payments & Credits	\$0.00
<b>BALANCE FORWARD</b>	<b>\$201.48</b>
Electric Generation, Transmission and Distribution	\$139.80
Common kwh	\$12.76
Late Fee	\$10.07
<b>TOTAL NEW CHARGES</b>	<b>\$162.63</b>
<b>TOTAL AMOUNT DUE</b>	<b>\$364.11</b>
After 04/12/2020 pay \$382.32	

## Important Messages

**PAST DUE AMOUNT: \$201.48**

**Pay Your Bill Online!** Pay your bill, view your statements and more at [www.electricapl.com](http://www.electricapl.com).

Please detach and return this stub with your payment



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Pittsburgh, PA 15264-5254  
[www.electricapl.com](http://www.electricapl.com)

Account Number: 1101226

Total Amount Due  
by 04/12/2020

**\$364.11**

After 04/12/2020 pay \$382.32

**Amount Enclosed:**

Billed To:

Sherelle Dulaney  
3901 NEWTON ABBEY LN  
GROVEPORT, OH 43125

Make Check or Money Order Payable To:

American Power and Light, LLC.  
P.O. Box 645877  
Pittsburgh, PA 15264-5254

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Account Number: 1101226  
Statement Date: 04/24/2020

# ELECTRIC BILL

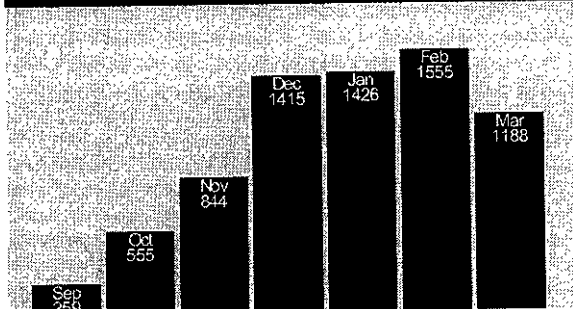
Hours: Mon-Fri 8:30am-4:30pm  
Phone: (888) 850-0098  
Emergencies: (877) 349-5441

Service Address: 3901 NEWTON ABBEY LN  
Service Period: 03/24/20 - 04/23/20  
Average Temp: 48° F

## Electric Usage Summary

Meter #:	Prev Read	Current
74007097	44431 (ACT)	45326 (ACT)
<b>Your Usage:</b> 895 kWh (31 days) 28.87 kWh/Day \$4.44/Day		
<b>Community Avg Usage:</b> 844		
<b>Next Read Date:</b> 05/26/2020		
<b>Default Utility Price:</b> 0.12128		

## Electric Usage History (kWh)



Total Amount Due  
by 05/12/2020

**\$501.66**

Previous Balance	\$364.11
Payments & Credits	\$0.00
<b>BALANCE FORWARD</b>	<b>\$364.11</b>
Electric Generation, Transmission and Distribution	\$108.55
Common Kwh	\$10.79
Late Fee	\$18.21
<b>TOTAL NEW CHARGES</b>	<b>\$137.55</b>
<b>TOTAL AMOUNT DUE</b>	<b>\$501.66</b>
After 05/12/2020 pay \$526.74	

## Important Messages

**PAST DUE AMOUNT: \$364.11**

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Pittsburgh, PA 15264-5254  
[www.electricapl.com](http://www.electricapl.com)

Account Number: 1101226

Total Amount Due  
by 05/12/2020

**\$501.66**

After 05/12/2020 pay \$526.74

**Amount Enclosed:**

**Billed To:**

Sherelle Dulaney  
3901 NEWTON ABBEY LN  
GROVEPORT, OH 43125

**Make Check or Money Order Payable To:**

American Power and Light, LLC.  
P.O. Box 645877  
Pittsburgh, PA 15264-5254

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