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FILE

09-1081-FL-CSS

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The Public Utilities Commission of Ohio

Case Number

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

Formal Complaint Form

Michael Todd Dawson
Customer Name

PO Box 32281
Customer Address

Cincinnati OH 45232
City State Zip

Against

84802206070
Account Number

284 McGregor Avenue 1st Floor
Customer Service Address (if different from above)

Duke Energy
Utility Company Name

Cincinnati OH 45219
City State Zip

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

See Attached (513) 766 3722

PUCO

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Technician DMM Date Processed 11/09/09

Michael Todd Dawson

513-766-3722

November 1, 2009

The purpose of this letter is to formally request (for a second time) in writing the documentation from the investigation that was completed on the property I own, located at 284 McGregor and 2305 Maplewood Avenues, Cincinnati, Ohio 45219. The investigation of the master meter was performed by Sam Trammel on Wednesday, May 13, 2009, and I requested the report from the investigation on May 21, 2009, and the customer service representative and her supervisor refused to provide me any information regarding the investigation report in writing. I tried to get the re-inspection set up on May 18 & 19 2009, but no one knew how to get the inspection scheduled or what department to contact. They didn't even know how to get me in contact with Mr. Trammel.

When I spoke to the customer service representative (05/21/09), I was told they don't write special letters, however they read to me the issues that needed to be resolved per the investigation, but they could not print what they were reading from nor would they provide a letter of explanation. However, the supervisor provided me with the new account numbers (#84802206070 and #21700013453) that were set up as a result of the investigation and promptly informed me that I will owe over a thousand dollars for past charges due to the two basement lights not being connected to the master electric meter and the gas charges for having one heat run into the basement off the first floor furnace. Both basements are not accessed by the tenants and no one utilizes the lights and if they are utilized it would be for less than a 15 minute period and that would not be every month.

Further the supervisor told me to get an attorney to subpoena the records if I desired a written explanation of the investigation results and the only information I would receive is a bill for the charges. It is absolutely reprehensible and inconceivable that a public utility (monopoly) would treat a customer this way and request I get a lawyer to request a basic explanation of a billing situation and investigation. If a bank, court, or any other company would not disclose the source or purpose of a bill it would not be able to remain in business and it would not be tolerated by the state or federal government. I didn't know I would have to reference the Freedom of Information Act (FIA) to get the results of the investigation. I thought that was reserved for important matters regarding presidential documents, closed trials, ALCU cases and more serious matters.

This building was wired by a professional electrician and inspected by IBI, Duke Energy (Cinergy at the time), and Cincinnati Building and Inspection Department; however no one identified that the circuits were not placed on the proper meter, and Duke had the first and second floor electric meters crossed and has been mischarging the customer because Duke set the meters up and mislabeled them. However, Duke has made no refund or accepted any culpability for its error nor has it made any adjustments to rectify this situation. I corrected the lights and had the circuits placed on the master meter on May 18, 2009.

I didn't receive any bills for the charges and in approximately August 2009 charges from the account created were transferred to my current account for another location (account number 8480-2206-07-0) without my knowledge and I was threatened with disconnection and forced to pay on disputed charges. If this was a credit card dispute, I wouldn't have to make payments until the dispute is investigated and the investigation is complete which would be fair. However, nothing in this process is fair or even reasonable.

At this point my request is simply the following based on the FIA:

1. Provide for me in writing the results of the investigation and provide the specific code violation per what organization

Michael Todd Dawson

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2. provide an explanation of what Duke will do to correct the billing error that I am now responsible for at 284 McGregor Avenue First Floor (2 bedroom), which was billed for 284 McGregor Avenue Second Floor (3 bedroom) electric charges (Duke's Error)
3. Explain how regarding the heat vent coming of the first floor into the basement, the mysterious code (which no one can and/or refuse to provide) supersedes the local Cincinnati Building Department's code for heating and air.
4. Explain how if all the organizations in place for inspection (IBI, Duke Energy (Cinergy at the time), and Cincinnati Building and Inspection Department) and proper metering of the unit when the renovations and new service was installed didn't verify that the lines were metered correctly. How are they not responsible for their mistake and can pass this to me when I paid for the inspection and that is one of the main reasons for the inspection besides ensuring safety?
5. Can an estimate be created for the service two light bulbs and one heat vent which should not be any where close to \$2000. Heat during the year runs for approximately 5 months out of a year and the light is in the basement which is not used by any of the tenants only for owner access.
6. Provide an explanation of what happens with the money that was already paid for these charges that are being placed on my account (e.g. if they are charging for paid bills who gets the resulting credit for the money paid)
7. If payment has to be made allow for reasonable payment arrangements, because Duke has created a hardship for us by placing the charges on a current account and demanding both the payment for current charges and over \$200 monthly additional. I don't have \$200 extra monthly to pay them but they are threatening to disconnect my service and destroy my credit.

Thanks, for your anticipated cooperation.

Sincerely,

M. Todd Dawson
PO Box 32281
Cincinnati, Ohio 45232
(513)766-3722