

NC

14-0883-EL-CSS

6



Public Utilities Commission

KSHE 032 048F
Case Number

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

Formal Complaint Form

Michael and Kaye Sherman
Customer Name (Please Print)

6780 Ellen Drive
Customer Address

Dayton OHIO 45417
City State Zip

Against

3737420288
Account Number

Customer Service Address (if different from above)

Dayton Power & Light Company
Utility Company Name

City State Zip

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

(See Attached formal Complaint)

RECEIVED-SOCKETING DIV

2014 MAY 16 AM 11:16

PUCO

Michael Sherman
Signature Kaye Sherman

937-307-9269 937-307-9081
Customer Telephone Number

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 Am Date Processed 5/16/14

Michael Sherman and Kaye Sherman
6780 Ellen Drive
Dayton, Ohio 45417
(937) 307-9269

Public Utilities Commission
Docketing Division
180 E. Broad St
Columbus, Ohio 43215-3793

RE: Formal complaint against Dayton Power & Light Company, Account # 3737420288

Customer: Michael Sherman and Kaye Sherman
Service address: 6780 Ellen Drive, Dayton, Ohio 45417
Regarding Feb 4- March 4, 2014 Bill of \$1021.11

Formal Complaint: We would like to have the referenced bill adjusted due to amount overcharged for our electric bill. We have already filed a verbal complaint with the PUCO on 3/21/14 and spoke with them many times until finally getting a letter (attached) and then they did not address the complaint correctly. Our first call to the DP&L company about the bill was on 3/4/14 and was told that they had estimated the last four month bills (which I was not aware of) and said that it was estimated low. They said sorry but it was cold winter and I would have to pay it. I told them the amount of usage was incorrect and that we did not heat with electric and have never used that much. Our highest bill was in April 2013 using 2060 KWH and that was high due to home renovating and a lot of power tools used during 12 hour days. If you take bills for months of Nov, Dec, Jan, Feb and you add the overage they are trying to charge that would make our electric bill over \$300.00 a month and over 3000 KWH each month. We are the only two persons living in the home and we do not leave things running all the time.

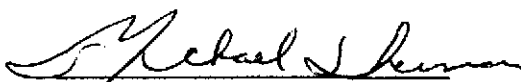
After my initial complaint, DPL replaced our meter 1 week later on 3/12/14 and I called then and asked to have the old meter produced for evidence of such usage and was only told that they replaced all the meters in the area.

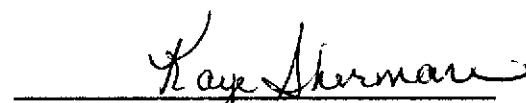
We want to have our DPL bill in question to be adjusted. I do understand that we might owe a small amount over the estimated bill but we were unfairly charged too much overage. I would like DPL to reduce our bill in question in the amount of approximately \$500.00. If we can not come to a suitable agreement, we are prepared to pursue this matter further in small claims court.

We have attached documentation showing our heat bills and copy showing all of our usage since 2012. I have also gathered my phone records of all the calls, have dates and names of who I talked to about this complaint and other items for this case which I can produce. I have requested DPL not to estimate my bill and I have been receiving recent bills that they have estimated and still getting overcharged.

We have requested readings and adjustments. This is an ongoing problem.

We are also requesting to rule that DP&L hold any collection activity on the amount in dispute until case is resolved.


Michael Sherman


Kaye Sherman



**Public Utilities
Commission**

John Kasich, Governor
Todd A. Snitchler, Chairman

Commissioners
Steven D. Lesser
Asim Z. Haque
Lynn Slaby
M. Beth Trombold

April 10, 2014

Michael Sherman
6780 Ellen Dr
Dayton, OH 45417

CASE ID: KSHE0321148F

Dear Mr. Sherman:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) and allowing me to address your concerns regarding Dayton Power and Light Co (DP&L).

In your complaint, you dispute the previous estimated bills and do not understand why your meter was exchanged if there was no problem. *Incorrect*

DP&L records show your meter was exchanged as part of a project in Miamisburg to exchange all meters to electronic meters. All of the meters in Miamisburg are being exchanged to electronic meters, so the meter readings can be transmitted without entering the property.

The company confirmed your account was billed estimated Kilowatt hours (Kwh) for four months from November 2013 to February 2014, which totaled 3867 Kwh. This equates to 125 days at 30 ~~estimated daily Kwh usage, which is very low considering the timeframe and sub zero temperatures.~~ Please be advised DP&L read your meter on March 4, 2014 at 2426 Kwh which showed your actual usage to be 8148 Kwh. Enclosed is your usage history for review.

DP&L has set up a payment arrangement for the total balance of \$1170.21 that requires an initial payment of \$170.21 and the remainder of the balance paid at \$90.00 a month plus the current bill starting April 24, 2014. This equates to \$90 x10 payments plus the last \$100 due on Feb 15, 2015. If you would like to discuss this payment arrangement, you may contact customer service at 937-331-3900.

Should you have any additional utility-related questions, please do not hesitate to contact the PUCO Call Center at (800) 686-PUCO (7826) or visit our website at www.PUCO.ohio.gov.

Sincerely,

Lawrence Hampton
Customer Service Investigator
Service Monitoring and Enforcement Department

DATE 1-18 2017

ALL ACCOUNTS SUBJECT TO 2% NON-PAYABLE USE ONLY PENALTY FOR TAXABLE USE OF DYES.

ALL ACCOUNTS SUBJECT TO 2% NON-PAYABLE USE ONLY PENALTY FOR TAXABLE USE OF DYES.

GERMANTOWN OIL CO., INC.
2822 DAYTON PIKE GERMANTOWN, OH 45327
BUS. Ph 855-3641

Sold to SPRINGER P.O. #
Address 1780 SPRINGER

FLAMMABLE LIQUIDS	QUAN.	PRICE	AMOUNT
UL GAS	1203		
K1-KERO	1223		
DYED LOW SULFUR 1993			
ULTRA LOW SULFUR 1993			
HEATING OIL 1993	26	3.50	380.00
<input checked="" type="checkbox"/> THIS PRODUCT IS DYED DIESEL FUEL. NON-TAXABLE USE ONLY. PENALTY FOR TAXABLE USE OF DYES.			
STATE GASOLINE TAX			
FEDERAL GASOLINE TAX			
STATE SALES TAX			27.55
Thank You! TOTAL			107.55
DELIVERED BY	TERMS: PAYMENT DUE WITHIN 10 DAYS		<input type="checkbox"/> MasterCard <input type="checkbox"/> VISA

THIS IS YOUR INVOICE

153837

X CUSTOMER SIGNATURE

DATE 12/10/2015

301 9269

ALL ACCOUNTS SUBJECT TO 2% NON-PAYABLE USE ONLY PENALTY FOR TAXABLE USE OF DYES.

GERMANTOWN OIL CO., INC.
2822 DAYTON PIKE GERMANTOWN, OH 45327
BUS. Ph 855-3641

Sold to SPRINGER P.O. #
Address 670 Ellen Drive

FLAMMABLE LIQUIDS	QUAN.	PRICE	AMOUNT
UL GAS	1203		
K1-KERO	1223		
DYED LOW SULFUR 1993			
ULTRA LOW SULFUR 1993			
HEATING OIL 1993	100	3.64	364.00
<input checked="" type="checkbox"/> THIS PRODUCT IS DYED DIESEL FUEL. NON-TAXABLE USE ONLY. PENALTY FOR TAXABLE USE OF DYES.			
STATE GASOLINE TAX			
FEDERAL GASOLINE TAX			
STATE SALES TAX			26.39
Thank You! TOTAL			390.39
DELIVERED BY	TERMS: PAYMENT DUE WITHIN 10 DAYS		<input type="checkbox"/> MasterCard <input type="checkbox"/> VISA

THIS IS YOUR INVOICE

153439

X CUSTOMER SIGNATURE

DATE 2/13 20 14

1771 03152# 1000
1771 03152# 3000
1771 03152# 4000
1771 03152# 5000
1771 03152# 6000
1771 03152# 7000
1771 03152# 8000
1771 03152# 9000

GERMANTOWN OIL CO., INC.
2822 DAYTON PIKE GERMANTOWN, OH 45327
BUS. Ph 855-3641

Sold to: Sheridan Kay P.O. # _____
Address: 6780 ELLIOTT DR
City: Dayton State: _____

FLAMMABLE LIQUIDS	QUAN.	PRICE	AMOUNT
UL GAS	1203		
K1-KERO	1223		
DYED LOW SULFUR 1993			
ULTRA LOW SULFUR 1993			
HEATING OIL 1993	100	4.00	400.00

THIS PRODUCT IS DYED DIESEL FUEL. NON-TAXABLE USE ONLY. PENALTY FOR NON-TAXABLE USE OF DYES.
 THIS DIESEL FUEL DOES NOT CONTAIN EVIDENCE OF DYES.

STATE GASOLINE TAX
FEDERAL GASOLINE TAX
STATE SALES TAX
Thank You

DELIVERED BY: Frank You TOTAL 426.51
TERMS: PAYMENT DUE WITHIN 10 DAYS



THIS IS YOUR INVOICE

POST YOUR ACCOUNTS SUBJECT TO PROMOTIONAL SERVICE WHICH IS AN ANNUAL PERCENTAGE RATE OF 24.9%

150539

X CUSTOMER SIGNATURE

(Have more heat bill receipts)

The Dayton Power and Light Company

MICHAEL SHERMAN
 6780 ELLEN DR DAYTON OHIO 45418
 3737420288

USAGE HISTORY

READ DATE	# DAYS	ADJ REASON	READ SOURCE	METER READING	USAGE
04/02/14	21		AA	1705	1,705
03/12/14			RA	0	
			NA	0	
	8		XA	3042	616
03/07/14			SA	2664	
03/04/14	28		AA	2426	8,148
02/04/14	32		AE	94278	990
01/03/14	31		AE	93288	959
12/03/13	31		AE	92329	959
11/02/13	31		AE	91370	959
10/02/13	28		AA	90411	866
09/04/13	33		AA	89545	1,101
08/02/13	31		AA	88444	1,172
07/02/13	29		AA	87272	904
06/03/13	32		AA	86368	917
05/02/13	30		AA	85451	1,363
04/02/13	28		AA	84088	2,060
03/05/13	29		AA	82028	766
02/04/13	24		AA	81262	584
01/11/13			RA	80678	
	8		DA	80678	0
01/03/13	27		AA	80678	29
12/07/12			RA	80649	
	4		DA	80649	21
12/03/12	31		AM	80628	0
11/02/12	31		AA	80628	0
10/02/12	27		AA	80628	1
09/05/12	34		AA	80627	0
08/02/12	30		AA	80627	6
7/3/2012	29		AA	80621	0
06/04/12	33		AA	80621	0
05/02/12	28		AA	80621	0
04/04/12	35		AA	80621	0
03/02/12			AA	80621	

Read Source Code De

AA - Scheduled Read -
 AE - Scheduled Read -
 AM - Scheduled Read -
 NA - New/Change Mete
 RA - Reconnect - Actua
 SA - Service Order - Ac
 XA - Change/Remove I

Adjustment Reasons