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Ohio

**Public Utilities
Commission**

18-0379-EL-CSS

00181067
Case Number

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

FILE

Formal Complaint Form

Paula Smotherman
Customer Name (Please Print)

4921 Pepperwood Drive
Customer Address

Dayton OH 45424
City State Zip

Against

2020612665
Account Number

Customer Service Address (if different from above)

Dayton Power & Light
Utility Company Name

City State Zip

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

Brief Statement:

I am a customer of Dayton Power & Light, and I am filing a formal complaint against that company, because they have been billing me for an amount already paid, for the past seven months. Repeated phone calls speaking to account representatives have resulted in no changes to the bill.

A more in-depth background appears on the two pages following.

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2018 MAR -1 PM 12:24

PUCO

Paula M. Smotherman
Signature

937-236-2251
Customer Telephone Number

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Background:

In February 2017 I received an electric statement where the supplier charges were not included in the amount to be paid. I attempted to contact the supplier for three days, receiving a message "Technical difficulties – call back later". I then called DP&L and was told this does happen, and I would be double billed the following month.

On July 11, 2017 I received a collections letter from AEP. After speaking to an account representative, we determined it was for the February 2017 billing, which I had never received. The amount of the missed bill was \$22.06. I sent a check to AEP Energy and they received it July 17, 2017.

On my next electric statement, due August 7, 2017 the charge of \$22.06 finally showed up on my bill. I called both AEP and DP&L and was assured by both account representatives that all was taken care of. I paid the amount due, minus the \$22.06 previously paid. The \$22.06 charge was still on the bill due September 7, 2017. I paid the amount due, minus the \$22.06 previously paid, thinking that surely by the following month the problem would have resolved itself.

The charge appeared again on the bill due October 7, 2017. I held a conference call with representatives of both AEP and DP&L on the phone, and was assured the problem would be corrected. I paid the amount due, minus the \$22.06 previously paid.

On the bill due November 7, 2017, the credit for \$22.06 showed up for the February 2017 usage, but DP&L still showed that amount past due. I called DP&L again, and was again assured the problem would be corrected. I paid the amount due minus the \$22.06.

The statement due December 7, 2017 came and not only was the \$22.06 still past due, but now a late charge of \$0.31 had been added. I again spoke with both AEP and DP&L, and was again assured the problem was corrected. I paid the amount due, minus the \$22.06 previously paid and the \$0.31 late charge.

Just before Christmas I received the bill due January 5, 2018. Yes, the \$22.06 past due amount (\$22.37 with the previous late fee) was still on the bill, and another \$0.11 late fee had been added, bringing the total to \$22.48. Determined NOT to let it ruin my holiday, I waited until after Christmas before calling AEP, who told me my balance with them was \$0. I called DP&L, but they were closed, so I called the Dayton/Montgomery County Ombudsman, who told me to contact the Public Utilities Commission of Ohio. I called and spoke to Mr. Steve Watson.

I filed an informal complaint with Mr. Watson on December 29, 2017. He told me AEP had to respond within three days, and that DP&L had to respond within ten days. On January 2, 2018, I received a call from Ms. Jennifer Jeffers, representing AEP. Ms. Jeffers asked me to email her all the information I had pertaining to the problem, which I did. The following day, Ms. Jeffers called and left a voice mail, apologizing for the problem, which she acknowledged was originally a bookkeeping error made by AEP. She told me a \$60 credit had been applied to my account, by way of apology for all the trouble, and assured me the problem was finally taken care of. I paid the statement due January 5, 2018, minus the \$22.06 plus late fees. DP&L has never called me.



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The statement due February 6, 2018 arrived and the \$60 credit from AEP appeared on the statement. After subtracting the supplier charges for the month DP&L then applied the remainder to their delivery charges for the current month, but still showed the \$22.06 past due, plus late fees. I spoke to Mr. Watson, who advised me to file a formal complaint. I sent DP&L a check for \$0.84, which was the balance due minus the previously paid \$22.06 plus late fees.

I have since received an electric statement due March 7, 2018 and the past due amount plus late fees is still on the statement. I tried one final time to speak to someone from DP&L, attempting to do so in person, rather than over the phone since that doesn't seem to work. I went to DP&L's corporate office, but there was no one there who could assist me. I was advised to go to the service center, which I did. The security guards there denied me entrance, stating the only way to contact anyone is either via the website or the phone, that they are hired to protect the employees from potential irate customers. I wish to state for the record that I have not once been rude or discourteous to any of the account representatives I've spoken with at either AEP Energy or DP&L to try to resolve this issue, nor was I rude to the security guards. I am now following Mr. Watson's advice to file a formal complaint.

I would like the Commission to resolve the billing problem DP&L has. I would like a formal apology from DP&L for their intransigence in resolving their problem, their refusal to contact me after I initiated an informal complaint, and for the anxiety the situation has caused me. Each month I have come to dread opening the electric statement, because of this ongoing problem. I have been a DP&L customer since 2003, and have never once been late. I do not want my electricity turned off, or my credit rating adversely affected by this problem.

Thank you.