

(NC)  
FILE

18-0583-EL-CSS

2047 WOLVERHAMPTON RD  
Customer Address

00206415  
Case Number

**Ohio**

**Public Utilities  
Commission**

Powell OH 43065  
City State Zip  
107-276-482-0-5  
Account Number

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

**Formal Complaint Form**

Customer Service Address (if different from above)

J DAN SHERWIN  
Customer Name (Please Print)

City State Zip

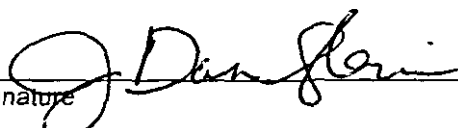
**Against**

AEP OHIO  
Utility Company Name

2018 JUN 13 AM 9:02  
PUCO

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

SEE ATTACHED LETTER.

  
Signature  
614-653-9069  
Customer Telephone Number

J Dan Sherwin  
2047 Wolverhampton Rd  
Powell, OH 43065

June 6, 2018

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

Subject: Rebilling and Installation of Smart Meter at 2047 Wolverhampton

To Whom it May Concern:

On April 10, 2018 I received a utility bill from AEP in the amount of \$860.15. This was surprising to me as my previous bill was \$90.40. Additionally, my electric bill had been consistently around \$100 since I had moved into the property in or around July of 2017. With that in mind, I read the bill closer and realized I had been rebilled for the months of January, February and March for usage in the amounts of 2720 kWh, 2635 kWh, and 2466 kWh respectively. This was certainly a surprise to me as my previous usage since moving in had never exceeded 600 kWh. This equated to an average increase of over 550% from when I was rebilled in early 2018 as compared to the latter part of 2017.

With that, it is important to understand that I was not living at my home for the last week of February and most of March as I was traveling out of state during that time. I was in Cleveland February 25 thru March 2<sup>nd</sup> and was in South Carolina from March 5<sup>th</sup> thru March 29<sup>th</sup>. During that time there was no one else living at my house as I was a single person living alone. The only device I had on the whole time I was gone was a lamp with a 60 watt bulb in the front bedroom. All other lights as well as the Air Handler fan was off. Obviously I have no means to provide my own usage data to counter that of AEPs, but what I can say is that with my 15 years of experience as an electrical engineer in the construction industry, I would deem it nearly impossible that my whole house electrical usage during the month of March could be anywhere close to 2466 kWh when I was only there and using utility for 4 out the 30 days.

While I was out of state in South Carolina I was notified that a new meter was to be installed on my house. I came home to find out a new meter was indeed installed on my house. After I received the bill for \$860.15 I asked my next door neighbor if they had also had new meters installed and if they saw any changes in their bill. They stated that their March bill was and 100% increase from previous bills. It just seems odd that the installation of new meters would garner such steep increases in electrical charges. *Providing a new meter does not cause residents to change their usage habits which would be the only acceptable reason for a bill to have such a significant increase.*

It also seemed odd that during the month of April when 1) I was home for the entire month and 2) the new meter was installed and operational, my usage was 1581 kWh which was still 3 times more than my average usage during 2017. But even more curious, it was 35% less than my March usage when once again, I wasn't even there!

With above facts and circumstances in mind, my recommendation to for resolution is the following:

- 1) Remove from my account the rebilled amounts for months of January, February, and March of 2018.

My second recommendation took me more time to think about as at first I was just going to ask that AEP inspect, test, and recalibrate the new 'smart' meter attached to my home. But I'm not sure how this could ever be acceptable. It would be like asking the New England Patriots to measure and inflate their own footballs after deflating them. How can I be absolutely confident as a consumer that 1) the meters are correctly calibrated from the start 2) their calibrations will never be adjusted. I hate to be a conspiracy theorist but there is literally no transparency as to what kind of software is running through these new meters and what types of controls AEP has on the inputs and outputs. It's literally what we would call in my industry a "black box". And we as consumers and you as regulators are just supposed to trust what data it pumps out? Well, I suppose maybe we would if there was never any reason to believe anything other than it was a digitized version of its old analogue counterpart. However the "output data" that I have observed on my bill as well as that of my neighbors seems to say otherwise and certainly has brought me to question the integrity of the software operating within this "black box" hanging on my house.

With that said my second recommendation for resolution is:

- 2) Remove the "smart" meter from my home and replace with the old analog version that was there before. I ask this for two reasons: 1) I don't believe I was ever formally given the option to keep my old meter and I didn't know I had the option until reading an article about it in Business First magazine AND 2) I don't believe I will ever regain my consumer confidence in the "black box" that is now attached to my home.

Thank you for your consideration in this matter. I look forward to hearing back shortly and to a swift and agreeable resolution.

Best Regards,

A handwritten signature in black ink, appearing to read 'Dan Sherwin', with a stylized flourish at the end.

Dan Sherwin