

FILE

20-0010-EL-CSS

00563362

Ohio

**Public Utilities
Commission**

Case Number

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

Formal Complaint Form

Steven Teske

Customer Name (Please Print)

5018 Fishburg Rd

Customer Address

Dayton OH 45424

City State Zip

7261835236

Account Number

SAME

Customer Service Address (if different from above)

SAME

City State Zip

Dayton Power + Light

Utility Company Name

(DP+L)

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

(See Attached 4 Pages)

I am a customer of DP+L.

S. Teske 12-14-19

Signature

216 702-2212

Customer Telephone Number

2020 JAN -3 PM 1:31

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PUCO

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Technician AN Date Processed JAN 03 2020

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- Since July 2019, my DP+L electric bill has dramatically increased due to Kilowatt-Hr (KWH) overcharges because of an OLD FAULTY METER. I ESTIMATE OVERCHARGES OF 3512 KWH or Approx \$300.
- Compare the following historical usage chart: (KWH):

	<u>JULY</u>	<u>AUGUST</u>	<u>SEPT</u>	<u>Oct</u>
2018	321	289	326	303
2019	692	820	1680	1559
Difference = (OVERCHARGE)	371	531	1354	1256 = 3512 KWH

- See the dramatic increase in usage! For 2019, July/Aug/Sept are actual meter readings. Oct 2019 was an estimated reading by DP+L.
- My biggest consumption of electricity is my Heat Pump (heating and A/c) and my electric dryer. I have a gas stove and gas hot water tank.

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- I have not added any electric lights or appliances in the last 16 months. I regularly clean the air filter on my heat pump/furnace. In fact, in the summer of 2019, I installed a clothesline in my backyard. This allowed to "hang dry" my clothes in the summer + Fall of 2019. This reduced my usage of the electric clothes dryer.

* THEREFORE, MY 2019 USAGE SHOULD BE APPROXIMATELY THE SAME AS 2018 USAGE. I ESTIMATE OVERCHARGES OF 3512 KWH FOR July/August/Sept/Oct 2019. I ESTIMATE AN OVERCHARGE OF \$300.

- In my bill dated 11/12/2019, DP+L credited me \$159.33. THIS CREDIT IS INCORRECT. THIS CREDIT IS INADEQUATE. DP+L needs to provide me a total credit of \$300.
- On 11/08/19, DP+L installed a new meter. I understand that this new meter gives DP+L the ability to remotely read the meter. That's good. However, it is clear that

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the old meter was FAULTY. It is clear that the old meter was overcharging me since July 2019.

Regarding the meter replacement:

- Only my meter was replaced. I spoke w/ my neighbors, and their meters were not replaced. This is a very inefficient way to replace meters: to send a technician w/ a truck to a single house to replace only 1 meter. Typically, a utility company would not replace a single meter; typically they would replace a group of meters within a neighborhood based on a Maintenance Schedule.
- Furthermore, I have observed the DP+L technician "read" the old meter. He used a hand-held device to read the meter. In other words, there is NOT "Operator Error," because the DP+L technicians does not read the meter.

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SUMMARY

- I am an Engineer. I have worked on Industrial Projects for over 25 years.
- My electrical usage for July/Aug/Sept/Oct for 2018 should be comparable to July/Aug/Sept/Oct 2019.
- DP+L replaced the old meter on 11/08/19. It is very atypical for a utility company to replace only 1 meter in the neighborhood. — I believe that DP+L recognized the old meter was faulty.
- In my bill dated 11/12/19, DP+L provided me a credit of 159³³. I believe DP+L recognized the old meter was faulty.
- Based on my comparable historical usage July thru Oct 2018, DP+L overcharged me 3512 KWH for July thru Oct 2019. DP+L overcharged me approx \$300.
- Using Historical Usage data is a valid method. This comparison of 2018 vs. 2019 is shown ~~on~~ on Page 1.

CLOSING:

I appreciate your cooperation. Pls contact me if you need additional information.

STEVE JESKE

(216) 702-2212

sjeskeman@gmail.com

S. Jeske
12/31/19