



# Public Utilities Commission

21.0630.ELC

Case Number

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

FILE

## Formal Complaint Form

William N Miller and Keith A Burrows  
Customer Name (Please Print)

1701 Burroughs Drive  
Customer Address

Dayton  
City

OH 45406  
State Zip

**Against**

6843720374  
Account Number

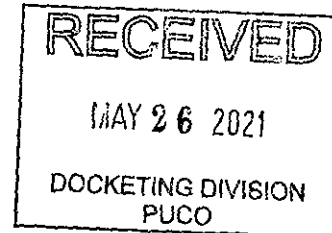
Customer Service Address (if different from above)

AES Ohio (formerly DP&L)  
Utility Company Name

City State Zip

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

This is to certify that the images appearing are as  
accurate and complete reproduction of a case file  
document delivered in the regular course of business.  
Technician SL Date Processed 5.26.21



Signature

937-723-9087  
Customer Telephone Number

I previously filed an informal complaint with the PUCO resulting from a determination from AES Ohio, requesting a refund for emergency work performed as a direct result of shoddy service by AES/DP&L. That request for refund of \$585 was declined by AES in a letter that contained inaccuracies/misinformation. The informal complaint to the PUCO was reviewed and, as noted in Shawn Thompson's voicemail message on May 20, 2021 at 8:36 AM, the PUCO simply reviewed the same correspondence submitted by AES Ohio, but, as prescribed by the complaint process, is incapable of overturning the utility. Shawn indicated that the only recourse to ensure that the consumer's voice is heard fully and completely was to file a formal complaint against said utility.

Please find the history of events leading to the issue in question as well as the corrections for the inaccuracies in the AES refund request response letter of April 28, 2021 herein:

Re: the history of events - On April 1, 2021 at approximately 8:30 AM, I glanced out the second storey window which overlooks the brick wall where the power line runs downward to the meter only to see that the service line from the pole located adjacent to our driveway (between the driveways of 1701 and 1709 Burroughs Drive) on the ground in our backyard and lying across the cedar fence surrounding our backyard. I immediately called the AES Ohio emergency telephone number and described what I saw. The (female) representative asked for details, which I provided.

The night of March 31, 2021 and through the early morning, the Dayton region experienced a wind event, which, deductively, caused the power line to pull back and forth with sufficient force to pull the line and clevis from the wooden soffit under the eave of our home. I expressed considerable concern over the line on the ground and, wanting to mitigate injury or worse by anyone or anything that would touch the downed line, wanted immediate service to be dispatched. The representative noted the time (9:00 AM) and indicated that there were few service calls on the schedule, saying that someone would be at our home by early to mid afternoon to restore the line to our home.

I placed signage in the driveway and on the cedar fence to warn anyone that might be in the vicinity of the downed line to mitigate our liability as homeowners.

At 2:30 PM, I called AES and asked the status of the service call. I was given completely different information from a male representative, noting that the previous representative was inaccurate to have given me a specific timeframe, even for a downed line emergency. The representative told me that the earliest that anyone from AES would arrive would be Monday, April 5. I indicated that the risk was too great. He noted that I had no recourse.

I made the decision to call my electrician, and, upon hearing the circumstances, we were immediately scheduled to have the line re-attached to our home. Our electrician arrived at 4:00 PM on April 1. He completed the re-attachment within 2 hours and billed us \$585.00, which I paid.

When he completed the work, he noted that the aluminum clevis that the AES (DP&L at the time) contractor used to re-attach the service after a region-wide wind storm and fallen tree onto the power line between the pole and our home was not only inadequate for the weight of the lines but was

attached to our home against code (i.e., attached to the wooden soffit under the eave versus the brick wall where the line was previously attached).

On Monday, April 5, I received a call from a supervisor at AES, giving me an update on the service call that I requested. I asked her when AES planned to send a crew, but she could provide me with no further updates. Only then did I tell her that I had our electrician handle the emergency as AES Ohio seemed not to prioritize downed power lines.

I further asked the supervisor what process I needed to follow to submit the paid invoice for reimbursement and was directed to the Claims Department. I left a message (twice) but was never contacted. I called again and spoke to the Customer Service Department and was directed to the website to complete and submit the form for review.

I completed and submitted the form on April 12, only to receive the response from AES Ohio on April 28, denying culpability. At that time, I submitted the informal complaint to the PUCO.

Re: the April 28, 2021 AES Ohio response – Paragraph 1 – “As you stated, a tree limb broke and fell on your service wire causing tension to the wire.” – incorrect: The damage from the previous wind storm (2018 or 2019) caused a large branch from a neighbor’s tree (I have no large trees on my property) to fall on the line and pull it from the brick wall. The causation from the April 1 incident was 1) wind and 2) an inadequately small and light aluminum clevis that a DP&L contractor used to attach to the wooden soffit versus replacing it on the brick wall. Paragraph 2 – “AES Ohio does not install this piece of equipment....” False. I have lived in our home for nearly 30 years and have NEVER hired an electrician to replace a clevis. ONLY the DP&L contractor re-attached the line and poorly performed the service using inadequate equipment to support the weight of the line.

Please note that in the April 28 AES letter, a notation is made that AES maintains that the homeowner is responsible for tree limbs from the pole to our home. I have previously called DP&L and been present during the review of the 200-year old oak trees on our neighbor’s property, and DP&L cleared the condition of the lines.

**Desired resolution: Refund customer \$585.00**