NC

21-0924-EL-CSS

00706172
Case Number

Ohio | Public Utilities Commission

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

FILE

Formal Complaint Form

Frederick & Danielle Sallee
Customer Name (Please Print)

2576 St. Rt. 245 W.
Customer Address

West Liberty OH 43357
City State Zip

Against

7537698108
Account Number

401 S. Troy Rd.
Customer Service Address (if different from above)

AES Ohio (formally DP&L)
Utility Company Name

Bellefontaine OH 43311
City State Zip

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

Written Complaint and additional documents are attached.

2021 SEP -9 PM 3:19
PUCO

Frederick Danielle Sallee
Signature

937-935-8069
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 SR Date Processed 9.9.21

To whom it may concern, 9/5/2021

This is our formal written complaint statement against AES (formally DP&L).

Frederick B & Danielle M Sallee
2576 ST RT 245 W.
West Liberty, OH 43357
Ted c. 937-935-8069 Danielle c. 937-844-7420
AES Account# 7537698108

We were a customer of AES at our previous resident; we are not currently a customer of AES.

We closed on our previous home (401 S. Troy St. Bellefontaine, Ohio 43311) on 5/26/21 at 11:00am. Danielle called AES at 1:09pm (call record included) and the call lasted three minutes. I spoke with a woman who verified my identity and account information. I stated that we had sold our home and would like to cancel service at that address. She said this is no problem as the new owners had already called about transferring service to their name. I was not told of any other actions that would be required on our part to close the account.

We then received a bill from AES on 7/27/21 for $81.60. Billing period showed 5/5/21 – 7/20/21. No contact had been made between AES or us after the 5/26/21 call until this bill was received.

On 7/28/21 Frederick (Ted) called AES and first spoke with Susan. She confirmed that Danielle and the new home owners had both called to transfer service. She explained that there was a pre-scheduled time with the new owners to gain physical access to the meter, but when AES showed up access was not given. Therefore, it is AES's policy to leave the Work Order open until physical access of the meter is given. Susan stated that she was not able to help further in this matter and Frederick (Ted) asked to speak with a supervisor. A supervisor was unavailable at the time and she put in for a call back.

Michelle, a supervisor from AES Indiana called and left a voicemail. Frederick (Ted) then called AES Indiana and first spoke with Sparkle, whom forwarded to him to Allen. Allen was able to determine that Michelle was the supervisor who called and she would call back.

Michelle did call Frederick and stated the same information as Susan. She confirmed that Danielle and the new owners did call to transfer service, but access to the meter was not given at the pre-scheduled time by the new owners, therefore AES would not transfer the account until physical access of the meter was given. Please note we are being charged for a service we did not receive, at a home we no longer had access to. Also, add that we asked for assistance in resolving this matter through them contacting new owners (which they refused) or relaying their number to us (they refused due to privacy concerns).

AES never reached out to us to state that they needed access to the meter to transfer service. Not on the original call on 5/26/21 to cancel service or any time after that.

Complaint was filed with PUCO on 7/29/21.

Included in this complaint is an email from Michael Coady of PUCO that stated AES responded to our complaint. AES stated that neither Frederick or Danielle contacted AES until July 28th with regards to cancellation of service. This is a false statement, Susan and Michelle had both confirmed that Danielle had called AES on 5/26/21 to cancel service. Danielle's cell phone call log is attached for evidence. Not only was AES contacted, but all other utilities for our previous residence were contacted at the same time. A review of the calls made to and from AES will verify information provided.

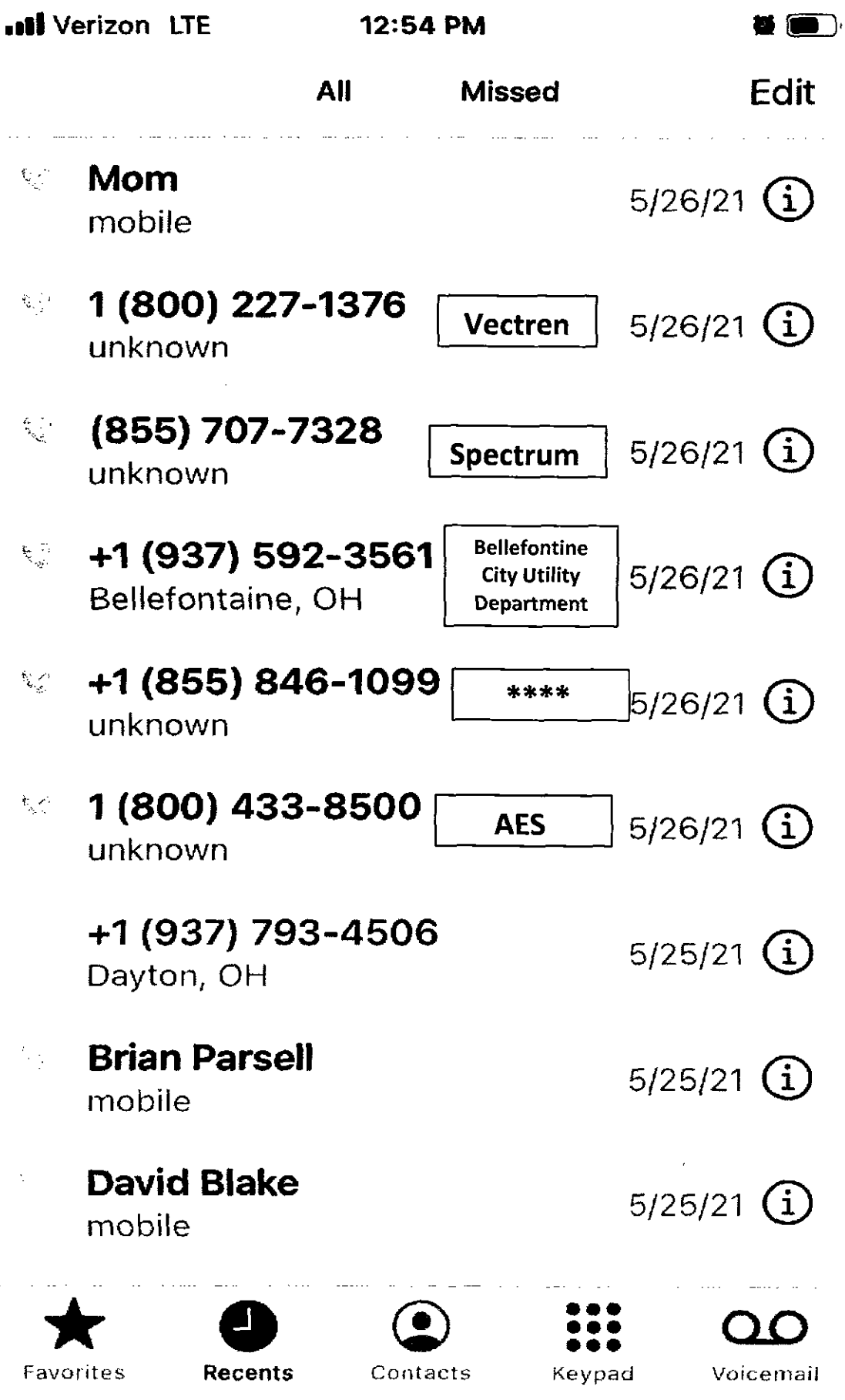
AES also states in this email that the meter was not capable of being read remotely. We have had a privacy fence around our back yard for approximately 15 years. AES had only had access inside the fence (where the meter is located) one time at their request to install a new meter. For 15 years our meter has been read by a hand held device eliminating the need for physical access to the meter.

Our request for resolution at this time is:

1. This will not be reported to the credit bureau as a late payment.
2. We would like AES to write off our portion of this bill. From the beginning we were willing to resolve this issue and we were flat out refused assistance.
3. From the calls to AES they stated that it is their policy that they must physically see the meter to close an account (please note a digital meter). They also stated that was our responsibly to know this. We called AES on 5/26/21, the expert on their policies, and at no point did they inform us of this policy. We have since looked at their website and we do not see where they have a policy stating this. If this is their policy, we want to ensure that all customers are aware of this so this same situation does not occur to another customer or a common sense policy change.
4. We would like an apology from AES for the time and trouble it has caused us, and the total disregard for customer service and the lies.

Thank you for your assistance in this matter.

Sincerely,
Ted & Danielle Sallee


Verizon LTE
12:54 PM
All
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mobile
5/26/21
1 (800) 227-1376
unknown
Vectren
5/26/21
(855) 707-7328
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Spectrum
5/26/21
+1 (937) 592-3561
Bellefontaine, OH
Bellefontine City Utility Department
5/26/21
+1 (855) 846-1099
unknown
****
5/26/21
1 (800) 433-8500
unknown
AES
5/26/21
+1 (937) 793-4506
Dayton, OH
5/25/21
Brian Parsell
mobile
5/25/21
David Blake
mobile
5/25/21
Favorites
Recents
Contacts
Keypad
Voicemail

Verizon LTE 5:42 PM

Recents

Call to AES on 5/26/2021

1 (800) 433-8500

unknown

message call Teams pay

May 26, 2021

1:09 PM **Outgoing Call**
3 minutes

Share Contact

Create New Contact

Add to Existing Contact

Add to Emergency Contacts

Favorites **Recents** Contacts Keypad Voicemail

Email response from AES to PUCO. The Sallee's notes are in the yellow highlight

Sincerely
Ted and Danielle Sallee

On Wed, Aug 25, 2021 at 11:45 AM PUCO Consumer Call Center <contactthepuco@puc.state.oh.us> wrote:

Ohio | Public Utilities Commission

Case Number: 00706172

Dear Frederick Sallee:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) and allowing me to address your concerns regarding AES Ohio (AES).

In your complaint, you stated that you had sold your home on Troy Road on May 26, 2021 and contacted AES to end service in your name at the address. You stated that AES confirmed that both your wife and the new owners called to establish service. The technician was unable to gain access to the meter to obtain a final reading. As a result, you were billed for service until July 21, 2021. You stated that AES has refused to reach out to the new homeowner on your behalf to adjust both bills. You also stated that AES had been reading your meter using a handheld device and that you did not understand why that device could not have been used.

AES responded that company records show that neither you nor Mrs. Sallee contacted the company until July 28, 2021. AES stated that only the new account holder contacted the company to start service on May 26, 2021. AES attempted to get a meter reading on May 26, 2021 but the gate was locked making the meter inaccessible for the technician to access the meter for a reading. AES advised that the new party called the company again on July 19, 2021 to check on the account and was advised that the company needed access to the meter. The second attempt was scheduled for July 20, 2021 and was successful. This closed your account and began the new party's account. AES advised that pro-rating or reimbursement would be a civil matter between the new and previous parties. AES did attempt to obtain the meter reading as the new party had requested. Finally, AES explained that the meter at the address was not capable of being read remotely.

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,

Michael Coady
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Lead Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

False, Mrs. Sallee called on 5/26/21 to cancel service in our name. Call log included.

AES stated to us that they had a pre-scheduled time with the new owners to read the meter. This can not be verified by us (the Sallee's), but AES never notified us (the Sallee's) that physical access to the meter was required to close the account.

The meter has been read remotely for approximately 15 years. Our privacy fence was installed about 15 years ago, the meter is located inside the fence. AES has only requested access to the fence on one occasion, when they requested to install a new meter. All other readings have been made without physical access to the meter.

---------- Original Message ----------
From: AES Ohio CS PUCO / OCC [aesohiopuco@aes.com]
Sent: 8/18/2021 1:58 PM
To: contactthepuco@puco.ohio.gov; aesohiopuco@aes.com
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00706172 [ref:_00D40GrXt_5000o0Y58V.ref]

August 18, 2021

Good Afternoon Mike,

Thank you for your follow up inquiry regarding Mr. Sallee's complaint

When an account open or close order is placed with AES OHIO, it is the customer's responsibility to ensure AES OHIO meter readers/technicians have access to the metering equipment on their property to ensure we are able to bill them accurately. When the access is not granted it is the customers responsibility to follow up with AES Ohio for a second attempt. When access was not granted on 05/26/21 there was nothing that prompted an agent to follow up on the account and/or estimate the billing. AES Ohio customer service was not made aware the access was not granted until the new party called in on 07/19/21 for a second attempt

Mr. Sallee never contacted AES Ohio to terminate service at the address in question, when it is the customer's responsibility to do so

They are correct. Mr. Sallee did not contact AES to terminate service to the 401 S. Troy St Address. Mrs. Sallee did, on 5/26/21 at 1:09 pm- call log included in documentation. It was confirmed by both Susan and Michelle that Mrs. Sallee did call to terminate service at 401 S. Troy St.

Thank You,

Matt

Matt Pichler

Customer Billing & Revenue Support PUCO & Reliability
AES Ohio

937-331-3918 local | 800-253-5795 toll free

aes Ohio

---------- Original Message ----------
From: AES Ohio CS PUCO / OCC [aesohiopuco@aes.com]
Sent: 8/9/2021 3:26 PM
To: contactthepuco@puco.ohio.gov; aesohiopuco@aes.com
Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00706172 [ref:_00DtOGzXt._500t0oYSBY:ref]

August 9, 2021

Good Afternoon Mike,

Thank you for the inquiry regarding Mr.Sallee. An investigation into the complaint was conducted by AES Ohio, and our results are as follows:

**Please note, service was in the name of Danielle M. Sallee, and Fredrick Sallee is authorized as spouse on the account.

Can you confirm when this customer called to have his account for service at this address terminated?

The Sallees did not call AES Ohio about their service until 07/28/21 – after the services were terminated from their name

This is a false statement. Mrs. Sallee called on 5/26/21 at 1:09 pm- call log included in documentation. It was confirmed by both Susan and Michelle that Mrs. Sallee did call to terminate service at 401 S. Troy St.

Prior to May 26, 2021, when was the last date when an actual reading was taken at the address?

05/05/21

Please explain why this customer's service did not end on May 26,2021.

Mr. Sallee was upset that the account did not close until 07/20/21 when the property sold on 05/26/21.

Timeline:

This is a false statement. Mrs. Sallee called on 5/26/21 at 1:09 pm- call log included in documentation. It was confirmed by both Susan and Michelle that Mrs. Sallee did call to terminate service at 401 S. Troy St.

1. Only the new party had called AES Ohio and requested service on 05/26/21 for 05/26/21
2. AES Ohio attempted to get a meter reading on 05/26/21. The gate was locked making the meter inaccessible for the technician to access the meter for a reading.
3. The new party called AES Ohio on 07/19/21 to check on the account/billing and was advised of the above. The second attempt was scheduled for 07/20/21, which was successful – closing/finalizing Ms. Sallee's account & starting the new party's.
4. The first contact from the Sallee's wasn't until 07/28/21. Mr. Sallee was upset that they were billed to 07/20/21 & didn't think that it was his or Ms. Sallee's responsibility to of requested or ensure that their account closed. The Customer Service Representative input a supervisor callback.
5. Also on 07/28/21, the supervisor first left a voicemail for Mr. Sallee and then did a second attempted at request later that day where she got to speak with Mr. Sallee. It was reviewed how the Sallees did not call to request their service to end, along with no access being provided for a read to transfer by the new party, the charges will stand as-is

Again, false statement.

1. Although a successful reading would have ended service in Ms. Sallee's name, AES Ohio never recommends relying on the new party to handle the previous party's affairs with is as an exact example of why
2. Any sort of pro-rating or reimbursement would be a civil matter between the new & previous parties as AES Ohio did attempt to obtain the meter reading as the new party had requested.

We didn't relay on the new party to transfer service. We called AES after we closed on the 401 S. Troy St home on 5/26/21 at 1:09pm. We also called all other utilities applicable to the home on 401 S. Troy St, which can be verified by the included in the call log. We did not relay on the new party to transfer service for any of the utilities for 401 S. Troy St.
When the call was placed with AES on 5/26/21, AES stated that the new owners had already called to transfer service and this was no problem. They never stated any other actions on our part were required to transfer service.

Please provide this customer's current mailing address if you have it.

Danielle M. Sallee

2576 State Route 245 W

West Liberty, OH 43357

Thank You,

Tawny

[redacted]

Tawny Jewett-Huff

Customer Billing & Revenue Support - PUCO & Reliability
AES Ohio

937-331-3918 local | 800-253-5795 toll free

aes Ohio