

NC

Ohio Public Utilities Commission

22-571-EL-055
Case Number

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

FILE

Formal Complaint Form

Judith Irvin
Customer Name (Please Print)

542 Shaftsbury Rd
Customer Address

Troy OH 45373
City State Zip

8331404544
Account Number

Against
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 AL Date Processed 6-7-22

AES
Utility Company Name

City State 2022 JUN -7 PM 1:16
Customer Service Address (if different from above)

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

I left on Dec 1, 2021. The furnace was set on 55°. The water heater was on low/vacation mode. The fridge was on vacation mode. No other appliances were on. No lights inside or outside. Nothing. The bill showed usage much greater than year before when I was gone.

I arrived home April 1, 2022 for the whole mo. of April til May 6. I used heat, a/c, washer, dryer, TV's, lights inside + out pool pump, stove, and all other appliances. The usage/bill was LESS than when all was off! The bills from Dec - Mar was Wrong!!!

Signature
939 313 3762
Customer Telephone Number

(over)

Upon the filing of a complaint by one hundred subscribers or five per cent of the subscribers to any telephone exchange, whichever number be smaller, or by the legislative authority of any municipal corporation served by such telephone company that any regulation, measurement, standard of service, or practice affecting or relating to any service furnished by the telephone company, or in connection with such service is, or will be, in any respect unreasonable, unjust, discriminatory, or preferential, or that any service is, or will be, inadequate or cannot be obtained, the commission shall fix a time for the hearing of such complaint.

The hearing provided for in the next preceding paragraph shall be held in the county wherein resides the majority of the signers of such complaint, or wherein is located such municipal corporation. Notice of the date, time of day, and location of the hearing shall be served upon the telephone company complained of, upon each municipal corporation served by the telephone company in the county or counties affected, and shall be published for not less than two consecutive weeks in a newspaper of general circulation in the county or counties affected.

Such hearing shall be held not less than fifteen nor more than thirty days after the second publication of such notice.

I know that something was corrupt
in the AES system during Dec-Mar
There is NO possible way the
usage/cost could be what I was
charged. I had an electrician and
an HVAC company check all our
wires & all were fine.