

NC  
**Ohio**

**Public Utilities  
Commission**

**FILE** 22-0830-EL-CSS  
00760995  
Case Number

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

**Formal Complaint Form**

DRAKE DAUM  
Customer Name (Please Print)

P.O. Box 125  
Customer Address

**Against**

ALPHA OHIO 45301  
City State Zip

1950890657  
Account Number

2257 WALNUT COURT  
Customer Service Address (if different from above)

AES OHIO  
Utility Company Name

XENIA OHIO 45385  
City State Zip

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

BEAVERCREEK TOWNSHIP  
GREENE COUNTY

**RECEIVED**

SEP 02 2022

**DOCKETING DIVISION**  
Public Utilities Commission of Ohio

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 EC Date Processed 9/2/2022

Drake Daum  
Signature

937-623-0505  
Customer Telephone Number

- Voice Only; NO TEXTING, Please
- If no answer, please leave a message and your direct-dial number / extension.
- I often don't answer numbers I don't recognize.

**SUBJECT: AES Ohio Smart Meter Opt Out Fees Are Atrocious and Punitive**

**CASE ID NUMBER: 00760995**

AES Ohio wants to install continuously transmitting RF electric Smart Meters on private homes in the Dayton, Ohio area. I am a residential customer of AES Ohio Power Company.

These "AMI" meters operate like a cell phone and transmit your electrical usage every minute of the day, which is a total invasion of privacy and personal security.

AES will know when you sleep, when you're on vacation, when you're cooking or doing laundry, and can potentially charge different rates for different times of day.

All AES needs to know is my TOTAL Kwh usage in any 30 day period ... they don't need to know my minute-by-minute usage.

If you don't want a continuously transmitting electric meter on your house, AES will charge you a one-time OPT OUT fee of \$98.89 to retain your current meter.

**This is a charge for DOING NOTHING.** The customer is charged this \$98.89 fee for AES to **NOT** install a smart meter. AES incurs no parts or labor expenses, and still charges \$98.89.

If a homeowner opts out of the transmitting RF Smart Meter, his bill will be charged an **ADDITIONAL \$36.47 MONTHLY FEE** for a meter reader to come to the house and physically read the meter.

The AES meter readers are already doing exactly this without any additional charge to customers' bills today. A meter reader has come to my house every month for the past 31 years and there was never a separate "meter reading" fee on my electric bill.

**Why are they charging an additional monthly fee for a service that is ALREADY built-in to everyone's current bill?**

Today, if a meter reader doesn't come to read a homeowner's meter, the AES bill is estimated, and the usage billed is based on the company estimate versus an in-person meter reading. There is no separate meter reading charge whether the bill is based on an actual meter reading or an estimated meter reading.

After the smart meter rollout, if a homeowner has opted out, and the meter reader **DOES NOT** come to the home to physically read the meter on any given month, the bill will be estimated and the homeowner **WILL STILL BE CHARGED** the extra \$36.47 monthly fee for a meter reading THAT DID NOT HAPPEN.

In other words, AES will charge the homeowner the \$36.47 monthly fee **even if a real person DOES NOT** come to physically read the meter.

However, if an AMI meter is installed and a meter reader no longer has to come to the house to physically read the meter anymore, the homeowner's monthly bill **DOES NOT GO DOWN** \$36.47. AES is not paying a meter reader and still charging the AMI customer the same.

For some unknown reason, the Ohio Public Utilities Commission (<https://puco.ohio.gov/>) has already given the power companies permission to charge customers these exorbitant fees.

See Paragraph (J), ADVANCED METER OPT-OUT SERVICE and sub paragraphs <https://codes.ohio.gov/ohio-administrative-code/rule-4901:1-10-05>.

I opted out of the smart meter on 27 May 2022 via a phone call to AES. As of 30 August 2022, I still have never received any written confirmation of this action, despite asking AES Customer Service for that correspondence on TEN different occasions (May 27<sup>th</sup>, June 16<sup>th</sup>, June 23<sup>rd</sup>, July 5<sup>th</sup>, July 20<sup>th</sup>, July 26<sup>th</sup>, July 27<sup>th</sup>, July 28<sup>th</sup>, Aug 16<sup>th</sup>, and Aug 24<sup>th</sup>). Each time the AES representative has promised me that letter, yet it still has not arrived after 95 days.

On my 31 May 2022 bill, I was charged the \$98.89 opt-out fee.

On each of my subsequent monthly bills, I've been charged the \$36.47 meter reading fee.

I have previously written the following letters stating my opposition to smart meters and that I expressly forbid the installation of a smart meter on my personal residence.

**I wrote certified letters to DPL (4 Mar 2013):**

TO: Mr. Phil Herrington, President and CEO  
Dayton Power and Light Company  
P.O Box 1247  
Dayton, Ohio 45401-1247

**And to AES (4 Oct 2021) and PUCO (4 Oct 2021):**

TO: Ms. Kristina Lund, President and CEO US Utilities  
AES Ohio  
PO Box 1247  
Dayton, OH 45401-1247

CC: Ms. Kathy Storm, Vice President, US Smart Grid and Sr. Director, AES Ohio T&D  
Operations  
AES Ohio  
PO Box 1247  
Dayton, OH 45401-1247

**On 4 October 2021, I submitted my AES Ohio letter to PUCO at this web address**  
<https://puco.ohio.gov/wps/portal/gov/puco/help-center/contact-us>

**All my letters were totally ignored.**

How can AES be allowed to charge these atrocious fees for either NOT doing something, or for continuing to provide a service that they're **ALREADY DOING** today at no additional charge (and have been doing for the past 31 years)?

30 August 2022

It's obvious that AES is **PURPOSELY PUNISHING** customers who opt out of smart meters by adding on these unwarranted fees ... and the Ohio PUCO is **ALLOWING** them to do it.

I find it rather disturbing and curious that the Smart Meter installations, these extra Opt-Out fees, and the OVER 150% electric rate increase (4.1¢ to 10.9¢ per Kwh ...for a 1-year period) have all come simultaneously.

- I would like the Ohio PUCO to rescind the approval for AES to charge the one-time AMI Opt-Out charge of \$98.89.
- I would like the Ohio PUCO to rescind the approval for AES to charge the additional monthly Meter-Reading fee of \$36.47 for customers who opt out of the AMI Smart Meters.
- I would like the Ohio PUCO to compel AES to REFUND every customer's Opt-Out fee (\$98.89) and the recurring Meter-Reading fees (\$36.47) assessed as a result of opting out of AMI Smart Meters.

Thanks for addressing this important matter and deleting / refunding these Opt-Out fees.

Cheers,  
Drake Daum

  
30 AUGUST 2022

**BILLING & MAILING ADDRESS:**

P.O. Box 125  
Alpha, Ohio 45301  
937-623-0505

- **Voice Only; NO TEXTING, Please**
- **If no answer, please leave a message and your direct-dial number / extension.**
- **I often don't answer numbers I don't recognize.**

**SERVICE ADDRESS (Please DO NOT send mail to this address):**

2257 Walnut Court  
Xenia, Ohio 45385-9568  
(Beavercreek Township, Greene County)

**AES Ohio Account Number: 1950890657**