

Formal Complaint Form

FILE

DONALD HOUSER
Customer Name (Please Print)

7680 SOUTH UNION ROAD
Customer Address

MIAMISBURG OHIO 45342
City State Zip

Against

8589136855
Account Number

SAME
Customer Service Address (if different from above)

AES OHIO
Utility Company Name

City State Zip

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

Mr. Houser believes he was overbilled excessively. He is the only person in the house. The previous bills prior to the \$500 bill were running \$60-\$75 mo. He uses the washer and dryer one time per week & uses no baking at the store but a microwave instead. He has a limited income and is shocked and dismayed. He believes there was a grave error in the billing.

Donald L. Houser
Signature

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 9/21/2022

937-537-7692
Customer Telephone Number

RECEIVED-DOCKETING
2022 SEP 21 PM 12:49
PUCO
Updated July, 2019
(614) 466-3016
www.PUCO.ohio.gov

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.



Public Utilities Commission

Mike DeWine, Governor
Jenifer French, Chair

Commissioners

M. Beth Trombold
Lawrence K. Friedeman
Dennis P. Deters
Daniel R. Conway

Case Detail

Case Number: 00752614	Owner: Carmelita Smith
Account Name: Donald Houser	Account in Question: Dayton Power & Light Company
Type:	Account Holder: Donald Houser
Status: Comment Added	Priority: Standard
Preferred Contact Method: No Preference	Service Type: Residential

CASE DATES:

Date Opened: 03-21-2022

Date Closed:

Case Age in Business Days: 6

Contact Information

Contact: Donald Houser	Preferred Contact Method: No Preference
Phone: 9378660028	Preferred Contact Time:
Mobile: 9378660028	Email: dlhouser@yahoo.com

Service Address Information

Service Account Number:	Service Address County: Montgomery
Service Address Street: 7680 South Union Road	Service Address State: Ohio
Service Address City: Miamisburg	Service Address Zip: 45432
Service Address Country: United States	Service Address Phone: 9378660028

Industry Information

AIQ Industry: Electric	Territory Account:
AIQ Sub-Industry: Electric Distribution Utility	General Code: Billing -- Electric
AIQ Sub-Sub-Industry:	Specific Code: Billing Inquiry
Non-Jurisdictional Case: <input type="checkbox"/>	

Additional Information

PUCO ID: 300379

Case Formal Complaint Specialist Approved:

Docketing Case Number:
Legacy Case ID:

Case Formal Complaint Supervisor Approved:

4

Transportation Information

Crossing ID:
Railroad:
Railroad Street Name:

Description Information

Description:

Resolution:

Case Comments

Created Date	Comment
3/21/2022 2:44:01 PM	<p>His last bill was almost \$500 bucks and for the last 6-7 months his bill was \$60-\$75 bucks. There was a re-read and AES states that the reading was good. He states that he couldn't use that much electric and that he's the only one there and only cooks in the microwave and washes maybe one time a week.</p> <p>I asked if he had a meter test and he stated no but wants it tested</p> <p>He has AEP Energy and they're charging him \$.0649 * 4148 kWh</p> <p>Adv AES cannot tell him how or where the electric was used, this happened to him last year this time as well.</p> <p>Gave name/case#/inv timeline</p>
3/21/2022 2:48:46 PM	<p>adv of the ptc and the rates is higher than AES adv he should call AEP Energy before making a switch to avoid the ETF.</p>
3/24/2022 9:33:24 AM	<p>Tried calling the customer, sounds like the line would be picked up then hung up. I will attempt to call again later.</p>
3/29/2022 3:30:38 PM	<p>Spk with Mr. Houser and explained the response from AES.</p> <p>He stated he doesn't believe what they are saying and there is no way he can use that much usage. I tried explaining the winter months and how the temperature can make the bill rise because the furnace has to go on more. He keeps stating it's only him. I advised his usage in the past winter months has always increased and last year it was more in March than this year, I explained the bill may be higher because the rate this year is higher.</p> <p>He still feels AES is wrong and wants a copy of their findings and an FC mailed to him.</p> <p>I advised him to allow 7-10 days to receive it.</p>

5

Good morning,

- Has the customer contacted your company regarding this issue? If so, what was informed?
- If actual meter readings are being obtained. If not, how is the customer's usage being estimated?
- If an actual verified meter reading has been obtained for this customer. If so, what was the reading?
- Please contact this customer to make arrangements to test the meter.

Please provide any additional information relevant to this case.

Sincerely,

Case Number: 00752614

6

11/10/20	28	81785	727
10/13/20	32	81058	863
09/11/20	30	80195	1,140
08/12/20	29	79055	1,332
07/14/20	33	77723	1,566
06/11/20	31	76157	1,135
05/11/20	28	75022	1,302
04/13/20	32	73720	1,847
03/12/20	30	71873	1,905
02/11/20	29	69968	1,871
01/13/20	34	68097	2,394
12/10/19	32	65703	2,059
11/08/19	28	63644	1,164
10/11/19	30	62480	1,119

Thank You,
Tawny
[signature_1266191652]
Customer Billing & Revenue Support - PUCO & Reliability
AES Ohio
937-331-3918 local | 800-253-5795 toll free
[cid:image002.png@01D83E16.565DF370]

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Tuesday, March 22, 2022 10:39 AM
To: AES Ohio CS PUCO / OCC <aesohiopuco@aes.com>
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00752614 [ref:_00Dt0GzXt._5008y3YYUD:ref]

[https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt]

Initial Submission of a Consumer Complaint
Please Respond Within 10 Business Days

CASE ID: 00752614
CUSTOMER: Donald Houser
ADDRESS: 7680 South Union Road, Miamisburg, Ohio 45342
SERVICE ADDRESS: 7680 South Union Road, Miamisburg, Ohio 45342
AIQ: Dayton Power & Light Company
ALTERNATIVE PHONE NUMBER:
NIQ: (937) 866-0028

Mr. Houser's meter tested OK on 03/22/22, and the technician spoke with Mr. Houser at the time of the appointment as well.

If actual meter readings are being obtained. If an actual verified meter reading has been obtained for this customer.

Yes, Mr. Houser's meter readings are actual.

If not, how is the customer's usage being estimated?

N/A

If so, what was the reading?

Date
Read
Usage
03/22/22
7507
289
Meter Test
03/14/22
7218
9
Recheck
03/14/22
7209
3,814
Monthly Billing
02/10/22
3395
4,148
Monthly Billing
01/12/22
99247
660
Monthly Billing

Please contact this customer to make arrangements to test the meter.

Mr. Houser's meter was tested on 03/22/22. The meter tested well within acceptable limits, and the readings are considered accurate. The meter test results are as follows:

TEST

ACCEPTIBLE LIMITS

ACTUAL RESULTS

Full Load

Between 98.0% - 102.0%

99.819%

Power Factor

Between 98.0% - 102.0%

99.720%

Light Load

Between 98.0% - 102.0%

99.101%

Please provide copies of the customer's billing and payment information for the past 6 months.

Please see attached.

Additional Note: Mr. Houser has stated that he heats with propane and does not use any space heaters. Still, his usage does tend to increase in the winter historically. Even so, Mr. Houser's consumption began to change as of last winter in ways that hadn't previously occurred in previous winter seasons. This is what led the AES Ohio PUCO Liaison to speculate that something may be occurring with Mr. Houser's furnace if the electric meter does end up testing OK. It may be that Mr. Houser is somehow, unintentionally, engaging his furnace's E-Heat (Emergency Heating) which is an electric "back-up" heating source within the furnace that begins to produce the heat when it is not able to generate enough heat through its primary source. E-Heat causes extremely high electric usage and often looks very similar to what is being seen below, but again this is just an experienced speculation based off the data.

Date	Days	Read	Usage
03/14/22	32	7209	3,814
02/10/22	29	3395	4,148
01/12/22	34	99247	660
12/09/21	30	98587	556
11/09/21	28	98031	681
10/12/21	29	97350	681
09/13/21	32	96669	1,115
08/12/21	30	95554	967
07/13/21	32	94587	1,150
06/11/21	31	93437	872
05/11/21	28	92565	806
04/13/21	33	91759	2,020
03/11/21	30	89739	4,116
02/09/21	28	85623	1,147
01/12/21	33	84476	1,334
12/10/20	30	83142	1,357