

Ohio

Public Utilities Commission

00797671

Case Number

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

Formal Complaint Form

FILE

23-598-EL-CSS

NC

Benjamin Florkey
Customer Name (Please Print)

130 South Wolf Creek Street
Customer Address

Brookville Ohio
City State

6114886829
Account Number

Customer Service Address (if different from above)

Against

AES Ohio
Utility Company Name

City State Zip

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

AES Ohio did not read our meter between 2/25/22 and 10/28/22. For the billing cycles between these dates the usage was estimated. When the reading was taken on 10/28/22 the meter indicated significantly more usage than had been estimated. AES Ohio chose to bill the entire amount of the discrepancy in a single month's bill cycle at the rates that was in effect that particular month. Throughout multiple correspondences attempting to resolve the issue AES, while in some regards accommodating, was generally dismissive of my requests. They would deny and misrepresent their responsibilities and customer rights that are outlined in Ohio Administrative Code Rule 4901:1-10-05. Ultimately, a complete resolution was not attained between myself and AES Ohio.

- The resolution I would like to see from the Formal Complaint Process with The Ohio Public Utilities Commission is two fold.
1. I would like to have the billed amount adjusted such that I the customer am not being unduly penalized because of the ambiguity of the situation that is a direct result of AES Ohio's failure to adhere to the requirements of OAC 4901:1-10-05.
 2. I would not want AES Ohio to treat other customers they way they treated me while trying to resolve the issue. Be this through the requirement of additional training, and / or punitive measures, I would want the Ohio Public Utilities Commission to hold AES Ohio accountable to not deny, ignore, or dis-sway customers on matters outlined in the Ohio Administrative Code.

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.

Benjamin Florkey
Signature

419-439-5351
Customer Telephone Number

Technician *EC* Date Processed *5/26/2023*

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2023 MAY 26 PM 3:29