

FILE

IAD _____

FORMAL COMPLAINT FORM:

Albert Long

(YOUR NAME)

AGAINST

Cinergy CG&E

(THE COMPANY)

05-147-GA-CSS

PUCO

2005 FEB - 1 PM 12:55

RECEIVED-DOCKETING DIV

MY COMPLAINT IS:

Cinergy has unjustly and unreasonably rebilled my prior account. Cinergy has incorrectly on several occasions, pursuant to their own practices, misread my electric and gas meters causing a huge influx in my bill amounts. Cinergy gave me a refund on a bill statement prepared 10/29/2004 of \$232.07 and stated on the bill, "This bill reflects canceled & rebilled electric charges for prior months." Consequently, on another bill prepared on 11/18/2004 billed me \$617.58. The initial gas meter reading and the majority of readings done over the year and half I was their customer were estimates and when Cinergy actually had a reader come out, the person smelled of alcohol and would read the electric meter expressing to me it was the gas meter, which is not possible, because my gas meter has always been locked inside a neighbors fenced in yard. Cinergy has also failed to apply a deposit I made when I filed bankruptcy in 2002. Overall, to justify inaccurate estimates for the beginning and final usage amounts for both my gas and electric meter, Cinergy has unjustly tacked on outrageous amounts. I would like the Commission to order the balance amount due Cinergy from my account at zero and reasonable expenses be awarded me for my time and trouble.

I began service with Cinergy at the 10118 Arborwood Dr., Cincinnati, OH 45251 on June 13, 2003. At which time Cinergy estimated the gas meter reading at 7349. The electric meter reading for this date was allegedly read by Cinergy to be 58456. The final reading for the gas has been estimated at 8112 on October 13, 2004 and Cinergy's final reading for the electric was allegedly at 68100, also on October 13, 2004. I am convinced that in January and February of 2004 there was a pattern of extremely outrageous meter reading errors made by Cinergy, which establishes the existence of malfeasance on their part. I have attempted to mitigate this issue with Cinergy for months, to no avail. I need relief.

NOTE: ADDITIONAL INFORMATION MAY BE ATTACHED

Albert Long
SIGNATURE
7024 Cloverbrook Ave,
STREET ADDRESS
Cincinnati, OH 45231
CITY, STATE, & ZIP
(513) 931-6718 or (513) 276-1898
TELEPHONE NUMBER

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