

FILE

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The Public Utilities  
Commission of Ohio

07-195-EL-CSS  
Case Number

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

## Formal Complaint Form

2/21/07

MARK G. SIEGEL  
Customer Name

9500 HOLLY HILL  
Customer Address

CINCINNATI OHIO 45243  
City State Zip

Against

2880-0802-22-02  
Account Number

-SAME-  
Customer Service Address (if different from above)

DUKE ENERGY  
Utility Company Name

City State Zip

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

SEE ATTACHMENT

I hereby certify that the images appearing are an  
exact and complete reproduction of a case file  
as delivered in the regular course of business.  
Technician KW Date Processed 2-21-07

RECEIVED-DOCKETING DIV  
2007 FEB 26 PM 4:42  
PUCO

RL D S  
Signature

513-831-2037  
Customer Telephone Number

2/21/07

Complaint against Duke Energy  
I, Mark Siegel, am a customer of the power utility, Duke Energy.

Mark Siegel  
9500 Holly Hill  
Cincinnati, Ohio 45243

Account # 2880-0802-22-02  
Service address as above.

On 2-13-07 at 4PM, a power outage occurred at the service address listed above. Power was not returned until 1AM on 2-17-07. This resulted in a complete loss of electrical service for a period of 79 hours.

During this period of electrical outage, nighttime low temperatures near zero were recorded. Average daily temperatures were 25 degrees. The temperature in the house was 36 degrees.

Repairs were made to all neighborhood homes, except this service address, on 2-16-07. After power was returned to the neighborhood, this service address was still without power.

Attempts were made to get the repair crew to fix this sole home outage while they were in the area. Approximately 21 phone calls were made to Duke Energy informing them of the problem with this service address. This is a single unit house, which is entirely electric. There is no auxiliary heat supply or any source of power or heat other than electric.

Despite the numerous calls, Duke responded that:

- 1.) There is no way to contact a dispatcher other than via computer e-mail.
- 2.) There is no way to expedite repairs as all customers are treated equally.
- 3.) Multiple repair crews had been added to the repair system. No additional crews would be coming.
- 4.) Duke Energy did not have the capability to contact any dispatcher through the telephone or direct communication to inform them of a problem or update on the repair status.

Duke Energy was called and asked to explain the liability of the company for failing to repair the electrical outage in a timely manner. Duke Energy was also asked to explain why they had ignored multiple requests for a directed repair while crews were in the area. The response was that they had no responsibility for timely repairs and there is no liability.

Payment is requested for damages sustained and equipment purchased during this unreasonable and excessive outage of power to the above service address.

This would include:

- 1.) Loss of food
- 2.) Expenses for batteries, candles, blankets, portable light sources.
- 3.) Travel and expenses to shower/wash and bath at outside sources.
- 4.) Unspecified damages for physical duress.

Please note the callous and cavalier attitude of Duke Power and their representatives was apparent during each call. The responses to the calls consisted of conciliatory notations of the additional people added to the repair system. However, the repair still took almost 4 days during some of the coldest weather in the city. It is clear that whatever repair actions occurred were inadequate. The repair system used by Duke is neither acceptable nor capable of repairing electrical power during storm outages.

Mark Siegel