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PUCO

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Cincinnati, Ohio 45201-0980
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Tamara R. Reid McIntosh, Esq.
Regulatory Legal Liaison
Business Standards & Integration

VIA OVERNIGHT MAIL

FILE

February 28, 2008

Ms. Renee J. Jenkins
Docketing Department
Public Utilities Commission of Ohio
180 East Broad Street, 13th Floor
Columbus, Ohio 43215

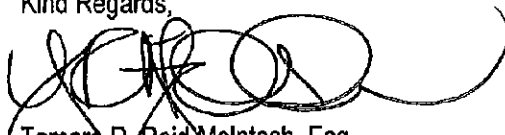
Re: Case No. 07-1042-AU-ORD: *In the Matter of the Amendment of Certain Rules to Revise Language Requirements on Utility Bills and Other Documents*

Dear Renee:

Duke Energy Ohio has amended its disconnection notices and bill backer information to comply with the language approved by the Commission in its Finding and Order in Case No. 07-1042-AU-ORD, *In the Matter of the Amendment of Certain Rules to Revise Language Requirements on Utility Bills and Other Documents*. Duke Energy Ohio is still exhausting stock of two of its notices, which are utilized in the field. Duke Energy Ohio will supplement this filing with those notices within the next 15 to 30 days.

Should you have any questions, please contact me at 513-419-1856 or Paul Colbert at 614-221-7551.

Kind Regards,



Tamara R. Reid McIntosh, Esq.
Regulatory Legal Liaison

cc: Mike Gribler, General Manager, State Regulatory Affairs, DE-Ohio
Retha Hunsicker, Director, Enterprise Customer Service, DE-Ohio
Paul Colbert, Associate General Counsel, Ohio Regulatory, DE-Ohio
Elizabeth Watts, Assistant General Counsel, Ohio Regulatory, DE-Ohio
Don Storck, Director, Rates Services, DE-Ohio
Jeri Bruns, Supervisor, Central Operations, DE-Ohio,

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Technician AMN Date Processed 2/29/08



FINAL DISCONNECTION NOTICE

Our representative was here on _____ at _____ as a follow-up to our recent notice about your overdue utility and/or Security Deposit bill.

To maintain your gas and/or electric service(s), please pay the amount noted on the last bill you received (see "IMPORTANT" message box in the body of the bill), or make satisfactory payment arrangements within ten calendar days from the date indicated above. The required payment amount will increase after the billing date; however, the termination date will not be affected by receipt of any subsequent bill.

Please note: If payment is made directly to our Company representative, while he or she is at your premise, a charge of \$15.00 may be required.

AVOIDING DISCONNECTION

To avoid disconnection it will be necessary to satisfy one or more of the following options:

- Pay the entire past-due balance.
- Pay the past-due amount of any extended payment plan.
- Pay any past-due Security Deposit. See "Important" message box on your last bill to determine if a security deposit will be requested.
- Pay the required amount to set-up an extended payment plan (applicable to qualified customer only).

SPECIAL WINTER PROVISION

During the time period of October 15, 2007 through April 15, 2008, residential customers can avoid disconnection or have gas and/or electric service(s) restored, on a one-time basis, by paying \$175.00 and enrolling in an extended payment plan. If your gas and/or electric service(s) has been disconnected, a reconnection charge must be paid in addition to the \$175.00. Reconnection charge, Gas \$17.00; Electric \$25.00; Both Services \$38.00.

Please note: Funds from the Emergency Home Energy Assistance Program (EHEAP) or other emergency energy assistance programs can be applied toward the \$175.00 payment.

PAYMENT OPTIONS

Payments can be made by any of the following methods:

- Pay over the phone by electronic check or credit card (VISA & MasterCard).
Please call 1-877-596-5068.
- Pay at a Pay Station. Visit www.duke-energy.com or contact our Credit Department to locate a Pay Station near you.

ENERGY ASSISTANCE

Residential customers may qualify for energy assistance from one of the following organizations:

Energy Assistance Program (EAP)

Contact local Community Action Agency or
the Ohio Department of Development at
1-800-282-0880

Emergency Home Energy Assistance Program (EHEAP)

Contact local Community Action Agency

**United Way & Community Chest
Information and Referral Service**
Call 211 or 513-721-7900

**HeatShare - Administered by
The Salvation Army**
Consult your telephone directory

CONTACT INFORMATION

If you have any questions about your bill, or this disconnect notice, please contact our Credit Department at 513-651-5100 or 1-800-648-7777. Our representatives are available 7:00 a.m. to 7:00 p.m. Monday through Friday and Saturday 8:00 a.m. to 1:00 p.m.

If your complaint is not resolved after you have called Duke Energy Ohio, or for general utility information, residential and business consumers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free), from 8:00 a.m. to 5:00 p.m. weekdays, or at www.PUCO.ohio.gov.

Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.pickocc.org.



NOTICE OF DISCONNECTION

We regret that it has been necessary to disconnect your gas and/or electric service(s), due to an unpaid balance.

RESTORING SERVICE

To restore your gas and/or electric service(s) you will be required to satisfy all of the following:

- Pay the entire past-due balance or the past-due amount of any extended payment plan
- Pay a reconnection charge, Gas \$17.00; Electric \$25.00; Both Services \$38.00
- Pay a security deposit (if applicable). Please refer to the "Important" message box on your last utility bill to determine if a security deposit will be needed to restore service.
- Provide current credit information

NOTE: If you are unable to satisfy each of these requirements, you may be eligible for other arrangements. Contact our Credit Department at the telephone number below to discuss your account.

SPECIAL WINTER PROVISION

During the time period of October 15, 2007 through April 15, 2008, residential customers can avoid disconnection or have gas and/or electric service(s) restored, on a one-time basis, by paying \$175.00 and enrolling in an extended payment plan. If your gas and/or electric service(s) has been disconnected, a reconnection charge must be paid in addition to the \$175.00.

*If you choose to pay the \$175.00 Special Winter Provision the remaining balance of your bill will be placed on a 6 month payment plan. For the next 6 months you will pay 1/6th of the remaining balance plus current utility charges.

Please note: Funds from the Emergency Home Energy Assistance Program (EHEAP) or other emergency energy assistance programs can be applied toward the \$175.00 payment.

PAYMENT OPTIONS

Payments can be made by any of the following methods:

- Pay over the phone by electronic check or credit card (VISA & MasterCard).
Please call 1-877-596-5068.
- Pay at a Pay Station. Visit www.duke-energy.com or contact our Credit Department to locate a Pay Station near you.

ENERGY ASSISTANCE

Residential customers may qualify for energy assistance from one of the following organizations:

Energy Assistance Program (EAP)

Contact local Community Action Agency or
the Ohio Department of Development at
1-800-282-0880

Emergency Home Energy Assistance Program (EHEAP)

Contact local Community Action Agency

United Way & Community Chest Information and Referral Service

Call 211 or 513-721-7900

HeatShare - Administered by The Salvation Army

Consult your telephone directory

CONTACT INFORMATION

If you have any questions about your bill, or this disconnect notice, please contact our Credit Department at 513-651-5100 or 1-800-648-7777. Our representatives are available 7:00 a.m. to 7:00 p.m. Monday through Friday and Saturday 8:00 a.m. to 1:00 p.m.

If your complaint is not resolved after you have called Duke Energy Ohio, or for general utility information, residential and business consumers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free), from 8:00 a.m. to 5:00 p.m. weekdays, or at www.PUCO.ohio.gov.

Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.pickocc.org.

RESTORING SERVICE

If your service has been disconnected you will be required to satisfy all of the following in order to restore service(s):

- Pay the entire past-due balance or the past-due amount of any extended payment plan
- Pay a reconnection charge, Gas \$17.00; Electric \$25.00; Both Services \$38.00
- Pay a security deposit (if applicable) see "Important" message box on the bill to determine if a deposit will be requested
- Provide current credit information

DISPUTED BILLS

If you dispute the reason for disconnection please contact the Credit Department at the telephone number listed below.

CONTACT INFORMATION

Credit Department

Available 7:00 a.m. – 7:00 p.m. Monday – Friday
and 8:00 a.m. to 1:00 p.m. Saturday,
Telephone Numbers: 513-651-5100 or 1-800-648-7777

If you are dissatisfied with the resolution of your inquiry, a customer liaison will review your situation and attempt to reach an agreeable resolution.

If your complaint is not resolved after you have called Duke Energy Ohio, or for general utility information, residential and business consumers may call the Public Utilities Commission of Ohio at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free), from 8:00 a.m. to 5:00 p.m., weekdays, or visit www.PUCO.ohio.gov.

Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m., weekdays, or visit www.ohiooc.org.

M-8668-R55

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DISCONNECTION NOTICE

According to our records your account is past due. To maintain your gas and/or electric service(s), please pay the amount noted on the enclosed bill (see "IMPORTANT" message box in the body of the bill for the amount to pay and the date payment needs to be made to avoid disconnection.)

Or contact us before the date noted in the message box in the body of the bill to determine if you are eligible for other payment options.

Please note: The required payment amount, currently noted on your bill, will increase after your monthly billing date; however, the disconnection date will not change as a result of any new billing. This notice will not be canceled by the receipt of a new bill, as the due date shown on the new bill applies to the newest charges and does not apply to the amount shown as the previous balance.

AVOIDING DISCONNECTION

To avoid disconnection it will be necessary to satisfy one or more of the following options by the date noted above:

- Pay the amount noted on your enclosed bill (see "IMPORTANT" message box in the body of the bill).
- Pay the entire past-due bill.
- Pay the past-due amount of any payment plan.
- Pay any past-due Security Deposit.
- Pay the required amount to set-up a payment plan (applicable to qualified customers only).

To learn more about how to maintain your gas and/or electric service(s), please review the additional information in this notice and/or contact our Credit Department at 513-651-5100 or 1-800-648-7777.

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Need:

Cycle:

By:

For Date:

EXTENDED PAYMENT PLANS

Residential customers may qualify for one of the following Extended Payment Plans:

- \$ Percentage of Income Payment Plan (PIPP)
- \$ Arrears Crediting Program
- \$ One-Third Plan
- \$ One-Sixth Plan
- \$ Separation of Service

MEDICAL EMERGENCY

If disconnection of your residential gas and/or electric service(s) would be especially dangerous to the health of a person who lives in your household, you may be able to postpone disconnection with a Medical Certification.

A Medical Certification will prevent disconnection of service for 30 days or restore service if the Medical Certification form is received within 21 days from the date of disconnection and you enter into an Extended Payment Plan. You may apply for a Medical Certification by:

- \$ Having a medical doctor call our Credit Department.
- \$ Sending a completed Medical Certification form, which can be obtained at the local Customer Service office.

PAYMENT OPTIONS

Payments can be made by any of the following methods:

- \$ Pay by phone with electronic check or credit card (VISA & MasterCard). Please call 1-877-596-5068.
- \$ Pay at one of our Pay Stations. Please contact our Credit Department to locate a Pay Station near you, or visit our website at www.duke-energy.com

Please note: If payment is made directly to our Company representative, while he or she is at your premise, a charge of \$15.00 will be required.

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ENERGY ASSISTANCE

Residential customers may qualify for energy assistance from one of the following organizations:

Energy Assistance Program (EAP)
Contact local Community Action Agency (consult your telephone directory) or the Ohio Department of Development (ODOD):
1-800-282-0880
TDD/TTY: 1-800-686-1557

Emergency Home Energy Assistance Program (EHEAP)
Contact local Community Action Agency (consult your telephone directory)

United Way & Community Chest Information and Referral Service
Call 211 or 513-721-7900

HeatShare, administered by The Salvation Army
Consult your telephone directory

SPECIAL WINTER RECONNECTION PROVISION

During the time period of October 15, 2007 through April 15, 2008, residential customers can avoid disconnection or have gas and/or electric service(s) restored, on a one-time basis, by paying \$175.00 and enrolling in an Extended Payment Plan. If your gas and/or electric service(s) has been disconnected, a reconnection charge must be paid in addition to the \$175.00.

Please note: Funds from the Emergency Home Energy Assistance Program (EHEAP) or other emergency energy assistance programs can be applied toward the \$175.00 payment.

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Need:

Cycle:

By:

For Date:

Bill Payment Made Easy

e-Bill - View and pay your bill for free at www.duke-energy.com.

BillPayer 2000® - Automatically pay from your checking account for 30¢/transaction; enroll at 1-800-991-7771.

Speedpay® - Pay by phone at 1-877-596-5068 with credit card or check; a convenience fee will be charged.

PAYMENT OF BILLS

In order to avoid paying a late charge, please mail your payment to Duke Energy several days before the due date. Or, if you prefer, you may pay by phone through Speedpay, pay online with e-Bill, or pay automatically through BillPayer 2000. Payments can also be made at a Duke Energy office or Pay Agent location. For more information about our bill payment options, please visit us at www.duke-energy.com or call 1-800-544-6900.

Disconnection of your utility service(s) will not result from failure to pay any non-tariffed or non-regulated products or services.

Under state law, the amount you are being billed for gas includes: (1) 4.89% State Excise Tax, (2) natural gas distribution taxes that have been in effect since 2001 and are currently at \$.01593 for the first 1,000 CCF, \$.00877 for the next 19,000 CCF and \$.00411 for all additional CCF and, (3) Assessments to assist in the support of the operations of the PUCO and the Office of the Consumers' Counsel that have been in effect since 1912 and 1977 respectively.

Under state law, the amount you are being billed for electric includes: (1) kilowatt-hour taxes that have been in effect since 2001 and are currently at \$.00465 for the first 2,000 kWh, \$.00419 for the next 13,000 kWh and \$.00363 for all additional kWh and, (2) Assessments to assist in the support of the PUCO and the Office of the Consumers' Counsel that have been in effect since 1912 and 1977 respectively.

EXPLANATION OF BILL LANGUAGE

(The following terms will not appear on every bill.)

CCF	Gas usage, measured in hundreds of cubic feet.	Gas Delivery Riders	Charges to recover various costs associated with Duke Energy's gas operations and to fund Ohio energy-related programs.
CR	Credited amount.	Generation Charges	Charges associated with the production of electricity.
Current Charges (Gas and Electric)	Total of all charges based on usage during the current billing period for gas and electric services.	Generation Riders (Electric)	Charges to recover certain costs related to the production of electricity.
Customer Charge	The fixed monthly basic distribution charge to partially cover costs for billing, meter reading, service line maintenance, and equipment.	Kilowatt-hour (kWh)	The unit of measure for the electricity you use. For example, you use one kWh of electricity to light a 100 watt light bulb for 10 hours.
Delivery Charges (Electric & Gas)	Charges for the operating expenses of delivering energy.	Late Payment Charge	A 1.5% late charge is added to the overdue amount of the regulated portion of your bill if you do not pay by the bill due date.
Delivery Riders (Electric)	Charges to recover various costs associated with Duke Energy's electric distribution operations.	Meter Multiplier	A factor that the meter reading usage is multiplied by in order to obtain the correct energy usage.
Distribution Charge	Charge for the use of local wires, transformers, substations, and other equipment used to deliver electricity to your home/business.	Rate	Code that identifies the gas delivery or electric distribution billing tariff used to calculate the bill.
Estimated (E) and Actual Readings	An actual reading is a reading we take from your meter. On the months we are unable to read your meter, we calculate your bill based on your past usage. Adjustments may be needed later, when we take an actual meter reading. If you would like to read your own meter to avoid estimated bills, please call us.	Rider AAC	Charges to recover changes in environmental compliance, homeland security and tax costs.
Gas Cost Information	The GAS COST RECOVERY (GCR) rate is the cost (per 100 cubic feet) of gas we purchase from our suppliers. This rate varies periodically as gas prices to us increase or decrease. Duke Energy makes no profit on this charge since it is based on the actual costs we pay our suppliers for the gas we purchase and resell. The GCR rate is approved by the Public Utilities Commission of Ohio.	Rider FPP	Charges to recover the cost of fuel and purchased power.
		Rider TCR	Charges to recover transmission costs assessed by the regional transmission organization.
		Supplier Charges	Charges from a Gas and/or Electric Supplier other than Duke Energy.
		Usage	Amount of energy used during the billing period.

BILLING OR SERVICE INQUIRES OR COMPLAINTS

If you have a question or complaint about your bill or service, call us at (513) 421-9500, or from a toll area call 1-800-544-6900. Persons who have a hearing impairment may call our TDD/TTY toll free number, 1-800-752-3254. You may also write to our Customer Services Department at P.O. Box 960, Mail Drop 309C, Cincinnati, 45201. In addition, you may contact us by fax at (513) 287-2376, or by e-mail at www.duke-energy.com.

If your complaint is not resolved after you have called Duke Energy Ohio, or for general utility information, residential and business consumers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free), from 8:00 a.m. to 5:00 p.m. weekdays, or at www.puco.ohio.gov.

Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.pickccc.org.

To obtain information about competitive gas offers, visit www.puco.ohio.gov or call 1-800-299-7271.

BUSINESS HOURS

OFFICE HOURS:

Cincinnati - 8:00 a.m. - 5:00 p.m. Monday - Friday
Newport - 8:00 a.m. - 5:00 p.m. Monday - Friday

SERVICE EMERGENCY NUMBERS

Gas Trouble - (513) 651-4466 OR 1-800-634-4300
Electric Trouble - (513) 651-4182 OR 1-800-543-5599



DISCONNECTION OF SERVICE(S)

We regret that it was necessary to disconnect your utility service(s) because of the nonpayment of your account.

To restore service you will need to:

1. Pay the entire past-due amount, or if you are in default on an extended payment plan, pay the amount of the default.
2. Pay the appropriate reconnection charges, Gas \$17.00, Electric \$25.00, Both Services \$38.00.
3. Pay a security deposit (if applicable). Please refer to the "Important" message box on your last utility bill to determine if a security deposit will be needed to restore service.

NOTE: Service will be restored as soon as possible, but it may be up to 24 hours after payment is made.

Payment Options

1. Other payment plans may be available, contact Customer Services at the number listed below.
2. To pay your bill by VISA, MasterCard, debit card or check, please call 1-877-596-5068.
3. You may also pay at a pay station. Please call Customer Service for a pay station near you, or visit our website at www.duke-energy.com.

To Obtain Assistance In Restoring Your Service(s) Contact:

EHEAP - Community Action Agency - consult your telephone directory

HEATSHARE - Salvation Army - Call 211 for assistance

Or contact our customer service department at the telephone number below.

Note: These assistance programs are seasonal and subject to eligibility requirements and availability

Customer Service Telephone Number

513-651-5100 or 1-800-648-7777

If your complaint is not resolved after you have called Duke Energy Ohio, or for general utility information, residential and business consumers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free), from 8:00 a.m. to 5:00 p.m. weekdays, or at www.PUCO.ohio.gov.

Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.pickocc.org.