

**FILE**

08-920-EL-SSD

From: "webmaster@puc.state.oh.us"  
 To: "ContactThePUCO@puc.state.oh.us"  
 Subject: 40456  
 Sent: 10/8/2008 9:17:54 AM  
 Message:  
 WEB ID: 40456 AT:10-08-2008 at 09:17 AM

TYPE: complaint

NAME: Mr. William Briner

CONTACT SENDER ? Yes

MAILING ADDRESS:

- (NO CITY?) , Ohio (NO ZIP??)
- USA

PHONE INFORMATION:

- Home: (no home phone provided?)
- Alternative: (no alternative phone provided?)
- Fax: (no fax number provided?)

E-MAIL: naclek9@aol.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- (no utility company name provided?)
- (no account name provided?)
- (no service address provided?)
- (no service phone number provided?)
- (no account number provided?)

COMPLAINT DESCRIPTION:

My wife and I live in a retirement community in Cincinnati. It took Duke Energy 5 days to restore power after hurricane Ike. For PUCO grant 6% rate hike after such HORRIBLE service is seen as rewarding poor performance. In this time of financial crisis those of us on fixed incomes need lower rates NOT INCREASE RATES. Why not lower our rates instead??? I say this not in jest, but in all seriousness.

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 \_\_\_\_\_ Date Processed **OCT 22 2008**

RECEIVED-DOCKETING DIV  
 2008 OCT 22 PM 3:47  
 PUCO