

FILE

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Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Tuesday, November 04, 2008 2:52 PM
To: Docketing
Subject: Docketing
Attachments: MDET0312084J 3762276.pdf

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 11/4/2008

Re: Mary Detcher
440 Todhunter Rd

Monroe, OH 45050

Docketing Case No.: 08-920-EL-SSO

Notes:

Please docket the attached in the case number above.

RECEIVED-DOCKETING DIV
2008 NOV -4 PM 3:08
PUCO

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 SM Date Processed NOV 04 2008

11/4/2008

Tara Jones,

9-17-2008

This letter went through the
war before it came back to me. I
put the incorrect No. for address
on letter. Sorry! Now I have no
electric been out for three days.
I have no water because of well
and so way to cook or eat. I
have always paid my bills never
been late. Duke - is terrible!
please read my enclosed letter
and respond.

Tracy Decker

2008 NOV -4 PM 3:08

RECEIVED NOV 17 2008

Thy word is a lamp unto my feet, and a light unto my path.

Psalms 119:105

August 27, 2008

Public Utilities Commission of Ohio
Attention:Docketing Department
180 E Broad Street
Columbus, Ohio 43215

RE: 300% gas hike and large increase on electric delivery

I am very upset over these increases, I am a widow and I may lose my service, as I am not going to be able to afford these charges. I work full time for a very fair wage, I am not old enough for Social Security and have problems with gas for my 20 year old car. When will it stop? You will be finding more people dead in their homes in the winter months from no heat. I set my thermostat on 55 degrees only in the winter, my family will not even come check on me during the winter because they say they freeze in my home. I depend on natural gas to heat the house and in the Monroe, Ohio area where I live it is a 400% price increase and now this week another article tells me they are increasing my electric

I just don't understand these charges, delivery charges, distribution charges rider charges, the gas and electric have been to my home when it was Cinn Gas and Electric. Duke has never done anything except come to my home and cut trees, made a mess of the trees in the front of my home and they expect me to want to pay them lots of money for the mess they made at my home. I have enclosed pictures of the trees in front of my home that Duke butchered and made a mess of. I have had to have a man come to my home and have the butchered trees removed. I am sure they don't want to receive a bill from me even though they had no permission to cut the trees. I can see if they are in the way of the lines, however these trees were way above the lines and now that they have cut them they will all have shoots come out of the trees and hit the lines. Why do they need chop up GODS trees in this way? They need to take a class on how to cut trees.

Duke does not have any service, I have enclosed a copy of my bill, as you can see my usage is very inexpensive, all these fees are terrible. If I got any service from Duke I might want to pay their bill, as yet I have never gotten a service. My hot water heater would not work, I called them because they say call to have it lit by them, they charge \$150.00 to come out to do that. I can hire a plumber and get the job done for less. I did it myself. I do not have anything good to ever say about Duke. That is why they add all these delivery charges to my bill because they cannot increase the usage, just over charge on the delivery and riders. They are a very dishonest company and I hope the Public Utilities Commission of Ohio does something about Duke.

Rockies Express is wanting to run a natural gas line behind my home in the field and I am told we cannot even get gas from that, they just want to mess up the property and ruin my well water with toxic pipe and natural gas in the ground. Life is not good here anymore. People will all

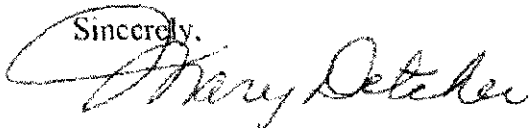
move out of the state of Ohio with these problems. The State of Ohio should stop all this over charging. Who do they have to answer to???? Don't we have anyone in the State Of Ohio that can control these Bib Business's charging consumers?

What about usual and customary charges. I need a job there if all the employees make a huge wage to work for the company, they all must make a fortune. It is a sin for them to over charge one person in a house that does not use much fuel to a family of 5 or 6. The delivery charges are the same. please help with this problem.

I have received an advertising for IGS Energy, I am by myself and would like for you to tell me if this company is any good, or if they only have natural gas or if they have electricity of what. Could someone with the Public Utilities Commission please let me know, I do not want to sign up with another company and jump out of the hot water into the frying pan. Please assist me in this dilemma I am having. Please let me know about IGS Energy. I hope this company can help me.

I appreciate your help in this matter, and please see the pictures I have enclosed about the terrible job Duke has done in my front yard. Don't they have to answer to anyone? Do they just get off the hook all the time?

Sincerely,



Mary Detcher
Upset Customer of Duke



Mary Detcher **
440 Todhunter Rd.
Monroe, OH 45050 **

Name /Service Address	For Inquiries Call	Account Number
Mary Detcher 440 Todhunter Rd Monroe OH 45050	Duke Energy 1-800-544-6900	8370-0873-20-2

Mail Payments To	Account Information
PO Box 9001076 Louisville KY 40290-1076	Payments after Jun 04 not included Last payment received May 14 Bill prepared on Jun 04, 2008 Next meter reading Jul 02, 2008

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Gas	000625971	May 02 Jun 03	32	4563	4566	3
Elec	093555199	May 02 Jun 03	32	52318	52941	623

Gas - Residential	
Usage -	3 CCF
Duke Energy - Rate RS	\$ 16.51
Current Gas Charges	\$ 16.51
Gas Cost Recovery \$1.15500000/CCF	

Electric - Residential	
Usage -	623 kWh
Duke Energy - Rate RS	\$ 71.11
Current Electric Charges	\$ 71.11

Outdoor Lighting (OL)	
Qty 1	Usage - 41 kWh
Duke Energy	
1 @ Rate OLOR	\$ 8.06
Current OL Charges	\$ 8.06

Taxes	
Taxes	\$ 0.12

Current Billing	
Am't Due - Previous Bill	\$ 153.11
Payment(s) Received	153.11
Balance Forward	0.00
Budget Billing Am't Due	151.00
Other Credits/Charges	1.99
Taxes	0.12
Current Amount Due	\$ 153.11

Account Balance	
Current Billing	\$ 153.11
Budget Billing Balance	27.36
Total Account Balance	\$ 125.75

Due Date	Amount Due	After Jun 26, 2008
Jun 26, 2008	\$ 153.11	\$ 155.38



visit us at www.duke-energy.com

Name	Service Address	Account Number
Mary Detcher	440 Todhunter Rd Monroe OH 45050	8370-0873-20-2

In a recent ruling by the PUCO, Rider RSC is now included in your generation charges and is avoidable when you are served by an electric supplier. For nonresidential customers only, Rider IMF can be waived by switching to an electric supplier and agreeing not to return to Duke service until after December 31, 2008. These changes do not affect the amount of your bill.

At Duke Energy, we care about your safety. In recognition of National Safety Month, we encourage you to review our electric and gas safety tips online at www.duke-energy.com.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$1.1550 per CCF, which includes a base GCR of \$1.1012 and Ohio excise tax of \$0.0538.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.81 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges			
Gas Meter - 000625971 CCF Usage - 3 May 02 - Jun 03 32 Days	Duke Energy Rate RS - Residential Service		
	Customer Charge	\$ 6.00	
	Gas Delivery Charge		
	3CCF @ \$ 0.18591000	0.56	
	Gas Delivery Riders	6.48	
	Gas Cost Recovery		
	3CCF @ \$ 1.15500000	3.47	\$ 16.51
Total Current Gas Charges			\$ 16.51
Electric Meter - 093555199 kWh Usage - 623 May 02 - Jun 03 32 Days	Duke Energy Rate RS - Residential Svc-Summer		
	Distribution-Customer Chg	\$ 4.50	
	Delivery Charges		
	Distribution-Energy Chg		
	623kWh @ \$ 0.01994900	12.43	
	Rider TCR	3.53	
	Delivery Riders	2.99	
	Total Delivery Charges	\$ 18.95	
	Generation Charges		
	Generation Energy Chg		
	623kWh @ \$ 0.04418000	27.52	
	Rider FPP	7.60	
	Rider AAC	4.16	
	Generation Riders	8.38	
	Total Generation Charges	\$ 47.66	71.11
Total Current Electric Charges			\$ 71.11
Outdoor Lighting (OL) Quantity - 1 Lumens - 9,500 Type - High Press Sodium kWh Usage - 41 May 02 - Jun 03 32 Days	Duke Energy Rate OLOR - Outdoor Lighting-Res		
	Delivery Charges		
	Distribution-Energy Chg	\$ 5.60	
	Rider TCR	0.11	
	Delivery Riders	0.28	
	Total Delivery Charges	\$ 5.99	
	Generation Charges		
	Generation Energy Chg	1.17	
	Rider FPP	0.49	
	Rider AAC	0.16	
	Generation Riders	0.25	
	Total Generation Charges	\$ 2.07	8.06
Total Current OL Charges			\$ 8.06

Duke seeks rate increase

**5.5 percent proposed
increase for delivery
service starting in 2009
would raise fixed charge.**

By Jessica Lander-Hefner
Staff Writer

Duke Energy Ohio announced it will seek approval for a 5.5 percent increase for electric delivery service from the Public Utilities Commission of Ohio. The new rate would go into effect in the second quarter of 2009.

The utility company said the increase will raise the monthly fixed delivery charge from \$4.50 to \$10.

However, with the end of a transition charge related to Ohio's electric customer choice legislation, Duke officials said the average bill for customers using 1,000 kilowatt-hours per month should fall by about \$1.71 per month.

The proposed increase will add an extra \$86 million annually to reimburse the \$235 million in reliability improvements Duke has made to the electric delivery system, according to a news release.

The company also wants to create a system of smaller annual increases to reimburse it for its upgrades, as well as Smart Grid technology, which will include automatic meter readings.

Officials from the Ohio Consumers' Counsel, a residential utilities consumer advocate, said they will carefully review the proposal.

"It is never good news when there is the possibility of a rate increase for residential consumers," the office said in a statement. "These are tough economic times for residents in Duke Energy's service area and across Ohio. With so many products and services going up in price, consumers are struggling to pay their current bills."

Duke Energy just increased its fixed natural gas distribution rate, charging customers \$15 through this summer, then increasing the fee to \$20.25 by October and \$25.33 in June 2009. Previously, customers paid a fixed charge of \$6 per month.