

09-0031-EL-CSS<sup>7</sup>

JDR412260877

Case Number

RECEIVED-DOCKETING DIV

2009 JAN 14 PM 12:35

Public Utilities Commission of Ohio  
Attn: Docketing  
180 E. Broad St.  
Columbus, OH 43215The Public Utilities  
Commission of OhioPUCO  
Formal Complaint FormJAMES DRURY

Customer Name

6275 Hendrickson Rd

Customer Address

Middletown

City

OH

State

43044

Zip

Against

5050-2226-01-8

Account Number

Customer Service Address (if different from above)

City

State

Zip

DUKE ENERGY

Utility Company Name

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

I dispute the fact that my meter was malfunctioning in July + August, 2008.

I agree that an adjustment needs to be added for meter electric usage from Sept 3, 2008 to Oct. 22, 2008.

I have made a payment of \$400 for past revenue collection charges.

I dispute the amt of \$911.44 + the dates July + Aug. We were on vacation part of those months & rarely used our A/C this past summer. We were billed reasonable usage with our cut back on usage. Please reconsider our

Amount.

Copies of July - Oct. bills are attached. I feel we were discriminated with false estimates of usage for July + August 2008.

James A. Drury  
Signature

513-424-6854

Customer Telephone Number

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.  
JAN 14 2009  
Technician SK Date Processed

PAID CURRENT Charges of \$257.23  
PAID \$400.00 Revenue Collection Charge.

Name /Service Address	For Inquiries Call	Account Number
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James Drury  
6275 Hendrickson Rd  
Middletown OH 45044

Duke Energy

1-800-544-6900

5050-2226-01-8

(12-4-1-7)

Mail Payments To	Account Information
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PO Box 9001076  
Louisville KY 40290-1076

Payments after Jan 08 not included  
Last payment received Dec 30

Bill prepared on Jan 08, 2009  
Next meter reading Feb 05, 2009

Meter	Number	Reading From	Date To	Days	Meter Reading Previous	Present	Usage
Elec	106900010	Dec 04	Jan 07	34	2916	5628	2,712

Electric - Residential	
Usage -	2,313 kWh
Duke Energy - Rate RS	\$ 221.33
Usage -	399 kWh
Duke Energy - Rate RS	35.90
Current Electric Charges	\$ 257.23
Old Rate Effective Dec 04 To Jan 02	
New Rate Effective Jan 02 To Jan 07	

Current Billing	
Amt Due - Previous Bill	\$ 1,122.72
Payment(s) Received	228.44cr
Balance Forward	894.28
Current Electric Charges	257.23
Cancer Rev Collection Chg	911.44cr
Revenue Collections Chg	879.66
Current Amount Due	\$ 1,119.73

The Public Utilities Commission of Ohio approved Duke's Electric Security Plan, which results in an increase in the base price of generation of approximately 2% in 2009 and 2010. However, due to adjustments to Riders SAW (formerly Rider DSM) SRT, and USR (all part of the "Distribution Riders"), Rider TCR and Rider FPP, a typical residential customer using 1,000 kWh per month will see a decrease of approximately \$4.58 or 3.8% per month in the 1st quarter beginning January 1, 2009.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 7.97 cents per kWh. Your Price to Compare may be different based on your usage. Visit [www.duke-energy.com](http://www.duke-energy.com) to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Printed on recyclable paper.

Due Date	Amount Due	After Jan 30, 2009
Jan 30, 2009	\$ 1,119.73	\$ 1,136.53



visit us at [www.duke-energy.com](http://www.duke-energy.com)

<b>PATRICIA E. DRURY</b> <b>JAMES DRURY</b> 6275 HENDRICKSON RD. 513-424-6854 MIDDLETOWN, OH 45044		13-31/420 7021746891 DATE <u>1-12-09</u>	1669
PAY TO THE ORDER OF <u>Duke Energy</u>		<u>\$657.23</u>	
<u>Six hundred fifty seven &amp; 23/100</u>		DOLLARS	
FIFTH THIRD BANK 5050-2226-01-8 MEMO <u>Current + 400.00</u>		<u>Patricia Drury</u>	
00420003141		1669	

Name /Service Address	For Inquiries Call	Account Number
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James Drury  
6275 Hendrickson Rd  
Middletown OH 45044

Duke Energy

1-800-544-6900

5050-2226-01-8

(10-31-12-4)

Mail Payments To	Account Information
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PO Box 9001076  
Louisville KY 40290-1076

Payments after Dec 10 not included

Bill prepared on Dec 10, 2008  
Next meter reading Jan 07, 2009

Meter	Number	Reading From	Date To	Days	Meter Reading Previous	Present	Usage
Elec	106900010	Oct 31	Dec 04	34	591	2916	2,325

Electric - Residential		Current Billing	
Usage -	2,325 kWh	Amt Due - Previous Bill	\$ 17.16
Duke Energy - Rate RS	\$ 228.44	Balance Forward	17.16
Current Electric Charges	\$ 228.44	Current Electric Charges	228.44
		Reverses Collections Chg	911.34
		Current Amount Due	\$ 1,122.72

The Public Utility Commission of Ohio approved an adjustment to Rider AAC effective December 1, 2008. A typical residential customer using 1,000 kWh per month will see an increase of approximately \$0.66 or 0.5%.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 7.83 cents per kWh. Your Price to Compare may be different based on your usage. Visit [www.duke-energy.com](http://www.duke-energy.com) to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Printed on recyclable paper.

Due Date	Amount Due	After Jan 2, 2009
Jan 2, 2009	\$ 1,122.72	\$ 1,139.56



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visit us at [www.duke-energy.com](http://www.duke-energy.com)

PAID CURRENT CHGS OF \$ 228.44

**Duke Energy**

10-22 -- 10-31

Account Number 5050-2226-01-8

20 04

2008

Amount Due

\$ 0.00

For less detailed billing information on  
your monthly bill, check box on rightHeatShare Contribution  
(for Customer Assistance)

Amount Enclosed



00003687 CGE1 ZA 08308 - ZIPCODE 04 YYYNN 1oz

James Drury  
6275 Hendrickson Rd  
Middletown OH 45044-8810PO Box 9001076  
Louisville KY 40290-1076

400 00000017167 50502226018 112520082 00000017167

1 PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT. 1

Page 1 of 2

Name /Service Address	For Inquiries Call	Account Number
James Drury 6275 Hendrickson Rd Middletown OH 45044	Duke Energy 1-800-544-6900	5050-2226-01-8

Mail Payments To	Account Information
PO Box 9001076 Louisville KY 40290-1076	Payments after Nov 03 not included Bill prepared on Nov 03, 2008 Next meter reading Dec 04, 2008

Meter	Number	Reading Date		Days	Meter Reading		Usage
		From	To		Previous	Present	
Elec	068404394	Oct 02	Oct 22	20	84193	84253	60
Elec	106900010*	Oct 22	Oct 31	9	00000	591	591

New Meter

Oct 2-22  
meter was  
mal functioning

Electric - Residential		
Usage -	651 kWh	
Duke Energy - Rate RS		\$ 80.36
Current Electric Charges		\$ 80.36

Current Billing	
Amt Due - Previous Bill	\$ 97.52cr
Balance Forward	97.52cr
Current Electric Charges	80.36
Current Amount Due	\$ 17.16cr

Nothing to pay . . . the amount indicated is a credit, not an amount to be paid. We will apply this credit to your next bill.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 7.76 cents per kWh. Your Price to Compare may be different based on your usage. Visit [www.duke-energy.com](http://www.duke-energy.com) to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Printed on recyclable paper.

Amount Due

\$ 0.00

**Duke Energy**visit us at [www.duke-energy.com](http://www.duke-energy.com)

**Duke Energy.**

9-3-10-2

Account Number 5050-2226-01-8

20 04

For less detailed billing information on your monthly bill, check box on right



2008

HeatShare Contribution  
(for Customer Assistance)

Amount Due

\$ 0.00

Amount Enclosed



00003215 CGE1 ZA 08277 - ZIPCODE 02 YVNYNN 10z

James Drury  
6275 Hendrickson Rd  
Middletown OH 45044-8810

PO Box 9001076  
Louisville KY 40290-1076

400 00000097527 50502226018 102720083 00000097527

PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT.

Page 1 of 3

Name / Service Address	For Inquiries Call	Account Number
James Drury 6275 Hendrickson Rd Middletown OH 45044	Duke Energy 1-800-544-6900	5050-2226-01-8

Mail Payments To	Account Information
PO Box 9001076 Louisville KY 40290-1076	Payments after Oct 03 not included Last payment received Sep 19 Bill prepared on Oct 03, 2008 Next meter reading Oct 31, 2008

Meter	Number	Reading Date	Days	Meter Reading	Usage
		From To		Previous Present	
Elec	068404394	Sep 03 Oct 02	29	84113 E 84193	80

**ERROR**  
**meter was**  
**malfunctioning**  
**HERE**

Electric - Residential	
Usage -	80 kWh
Duke Energy - Rate RS	\$ 13.89
Current Electric Charges	\$ 13.89

Current Billing	
Amt Due - Previous Bill	\$ 125.36
Payment(s) Received	125.36cr
Canceled Charges:	
Electric Charges	125.36cr
Prior Month(s) Charges:	
Electric Charges	13.95
Balance Forward	111.41cr
Current Electric Charges	13.89
Current Amount Due	\$ 97.52cr

This bill reflects canceled and rebilled electric charges for prior months.

The Public Utility Commission of Ohio approved adjustments to Rider SRT and Rider FPP effective September 29, 2008. A typical residential customer using 1,000 kWh per month will see an increase of approximately \$10.09 or 9.1%.

Nothing to pay . . . the amount indicated is a credit, not an amount to be paid. We will apply this credit to your next bill.

Sincere thanks during the storm outage. Hurricane Ike caused the largest number of outages in the area's history. For those of you who experienced power outages, thank you for your patience as we worked to restore your service.

Printed on recyclable paper.

Amount Due

\$ 0.00

**Duke Energy.**

visit us at [www.duke-energy.com](http://www.duke-energy.com)

Name / Service Address	For Inquiries Call	Account Number
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JAMES DRURY  
6275 Hendrickson Rd  
Middletown OH 45044

Duke Energy

1-800-544-8900

5050-2226-01-8

Pd. 9-16-08

Mail Payments To	Account Information
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PO Box 9001076  
Louisville KY 40290-1076

Payments after Sep 08 not included  
Last payment received Aug 13

Bill prepared on Sep 08, 2008  
Next meter reading Oct 02, 2008

Meter	Number	Reading Date	From	To	Days	Meter Reading	Usage
						Previous	Present
Elec	068404194		Aug 04	Sep 03	30	84025	85144 E
							1,119

Electric - Residential		
Usage -	1,119 kWh	
Duke Energy - Rate RS		\$ 125.36
Current Electric Charges		\$ 125.36

Current Billing	
Amt Due - Previous Bill	\$ 142.03
Payment(s) Received	142.03cr
Balance Forward	0.00
Current Electric Charges	125.36
Current Amount Due	\$ 125.36

Know your bill amount in advance! Our BUDGET BILLING program can help you manage your energy bills by eliminating the highs and lows. Budget Billing provides you with a fixed monthly amount based on your annual average. Sign up online at [www.duke-energy.com](http://www.duke-energy.com).

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.75 cents per kWh. Your Price to Compare may be different based on your usage. Visit [www.duke-energy.com](http://www.duke-energy.com) to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Printed on recyclable paper.

NO AC

Due Date	Amount Due	After
Sep 30, 2008	\$ 125.36	Sep 30, 2006
		\$ 127.24

visit us at [www.duke-energy.com](http://www.duke-energy.com)

8-4-9-3

Correct  
reading  
due to

7-3-8-4

Name / Service Address	For Inquiries Call	Account Number
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James Drury  
6275 Hendrickson Rd  
Middletown OH 45044

Duke Energy 1-800-544-6900 5050-2226-01-8

Mail Payments To	Account Information
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PO Box 9001076  
Louisville KY 40290-1076

Payments after Aug 05 not included  
Last payment received Jul 16

Bill prepared on Aug 05, 2008  
Next meter reading Sep 03, 2008

Meter Number	From	To	Days	Meter Reading Previous	Meter Reading Present	Usage
Elec 068404394	Jul 03	Aug 04	32	82769	84025	1,256

Electric - Residential	
Usage -	1,256 kWh
Duke Energy - Rate RS	\$ 142.03
<b>Current Electric Charges</b>	<b>\$ 142.03</b>

Current Billing	
Amt Due - Previous Bill	\$ 267.46
Payment(s) Received	267.46cr
<b>Balance Forward</b>	<b>0.00</b>
Current Electric Charges	142.03
<b>Current Amount Due</b>	<b>\$ 142.03</b>

Duke Energy and People Working Cooperatively (PWC) provide eligible customers with free home weatherization to reduce energy usage and lower energy bills. To see if you qualify, call PWC at 512-351-7921.

**PRICE TO COMPARE:** In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.75 cents per kWh. Your Price to Compare may be different based on your usage. Visit [www.duke-energy.com](http://www.duke-energy.com) to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Correct reading due to

PD 8-9-08  
142.03  
CASH 8-15-08  
→ NO A/C

Due Date	Amount Due	After Aug 27, 2008
Aug 27, 2008	\$ 142.03	\$ 144.16



visit us at [www.duke-energy.com](http://www.duke-energy.com)