

35

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us  
Sent: Friday, January 16, 2009 11:39 AM  
To: Docketing  
Subject: Duke Energy

08-709-EL-AIR  
08-710-EL-ATA  
08-711-EL-AAM

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/16/2009

Re: Mary Dyer  
6760 Tylersville Rd

West Chester, OH 45069

Docketing Case No.: 08-709-EL-AIR

Notes: From: "webmaster@puc.state.oh.us"  
To: "ContactThePUCO@puc.state.oh.us"  
Subject: 42262  
Sent: 1/15/2009 10:40:24 AM  
Message:  
WEB ID: 42262 AT:01-15-2009 at 10:40 AM  
TYPE: complaint  
NAME: Mr. Mary Dyer  
CONTACT SENDER ? Yes  
MAILING ADDRESS:  
6760 Tylersville Road  
West Chester , Ohio 45069  
USA  
PHONE INFORMATION:  
Home: 513-779-1779  
Alternative: (no alternative phone provided?)  
Fax: (no fax number provided?)  
E-MAIL: sdyer@fuse.net  
INDUSTRY:Other  
ACCOUNT INFORMATION:  
Company: Duke Energy  
Name on account: Mary Dyer  
Service address: 6760 Tylersville Road  
(no service phone number provided?)  
(no account number provided?)  
COMPLAINT DESCRIPTION:

RECEIVED-DOCKETING DIV  
2009 JAN 16 PM 2:59  
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 JAN 16 2009

1/16/2009

Why do the customers have to flip the bill on something that God did? We had nothing to do with the wind storm. And for the disabled people who had to live with out electric for 7-10 days. How are we suppose to pay for it when you are on SSI or SS? I feel that since Duke energy is make us pay for it they should pay for all the food and meds that were lost since they took their time and getting things done.

Please docket the attached in the case number above.

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Friday, January 16, 2009 11:49 AM  
**To:** Docketing  
**Subject:** Duke Energy

08-709-EL-AIR  
08-710-EL-ATA  
08-711-EL-AAM

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/16/2009

Re: Gary Croley  
7684 Hunters Trl

West Chester, OH 45069

Docketing Case No.: 08-709-EL-AIR

Notes: From: "webmaster@puc.state.oh.us"  
To: "ContactThePUCO@puc.state.oh.us"  
Subject: 42265  
Sent: 1/15/2009 10:45:54 AM

Message:

WEB ID: 42265 AT:01-15-2009 at 10:45 AM

TYPE: complaint

NAME: Mr. Gary Croley

CONTACT SENDER ? Yes

MAILING ADDRESS:

7684 Hunters Trail

West Chester , Ohio 45069

USA

PHONE INFORMATION:

Home: 513 942-7684

Alternative: (no alternative phone provided?)

Fax: (no fax number provided?)

E-MAIL: (no e-mail address provided)

INDUSTRY:Gas

ACCOUNT INFORMATION:

Company: Duke Energy

Name on account: Gary Croley

Service address: 7684 Hunters Trail

Service phone: 513-942-7684

(no account number provided?)

COMPLAINT DESCRIPTION:

We should not have to pay for the windstorm of 2008

Please docket the attached in the case number above.

1/16/2009

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Friday, January 16, 2009 11:44 AM  
**To:** Docketing  
**Subject:** Duke Energy

08-709-EL-AIR  
08-710-EL-ATA  
08-711-EL-AAM

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/16/2009

Re: Angie Broughton  
7805 Gail Dr

Cincinnati, OH 45236

Docketing Case No.: 08-709-EL-AIR

Notes: From: "webmaster@puc.state.oh.us"  
To: "ContactThePUCO@puc.state.oh.us"  
Subject: 42263  
Sent: 1/15/2009 10:41:09 AM  
Message:  
WEB ID: 42263 AT:01-15-2009 at 10:41 AM  
TYPE: question  
NAME: Ms. Angie Broughton  
CONTACT SENDER ? Yes  
MAILING ADDRESS:  
7805 Gail Drive  
Cincinnati , Ohio 45236  
USA  
PHONE INFORMATION:  
Home: (513) 793-1926  
Alternative: (no alternative phone provided?)  
Fax: (no fax number provided?)  
E-MAIL: angiedpr@hotmail.com  
INDUSTRY:Electric  
ACCOUNT INFORMATION:  
Company: Duke Energy  
(no account name provided?)  
Service address: same as above  
Service phone: same as above  
(no account number provided?)  
QUESTION DESCRIPTION:

Luckily we never lost power during the wind storm of 2008, so will we be expected to also help defray costs accrued by Duke Energy and what are we going to be charged. With the economy the way it is, I can't believe we are going to again be asked to pay more money to a company I feel I pay alot to every month now.

Please docket the attached in the case number above.

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Friday, January 16, 2009 11:35 AM  
**To:** Docketing  
**Subject:** Duke Energy

08-709-EL-AIR  
08-710-EL-ATA  
08-711-EL-AAM

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/16/2009

Re: Orville Simpson Iii  
2061 St Jospeh Dr

Cincinnati, OH 45240

Docketing Case No.: 08-709-EL-AIR

Notes: From: "webmaster@puc.state.oh.us"  
To: "ContactThePUCO@puc.state.oh.us"  
Subject: 42261  
Sent: 1/15/2009 10:38:54 AM

Message:

WEB ID: 42261 AT:01-15-2009 at 10:38 AM

TYPE: complaint

NAME: Mrs. Kathy Simpson

CONTACT SENDER ? No

MAILING ADDRESS:

(NO CITY?) , (NO STATE??) (NO ZIP??)

(NO COUNTRY??)

PHONE INFORMATION:

Home: (no home phone provided?)

Alternative: (no alternative phone provided?)

Fax: (no fax number provided?)

E-MAIL: (no e-mail address provided)

INDUSTRY:Electric

ACCOUNT INFORMATION:

Company: Duke

Name on account: Orville Simpson III

Service address: 2061 St. Joseph Drive

Service phone: 513-732-2247

Account Number: 9240-0616-22-3

COMPLAINT DESCRIPTION:

"Ohio Utility regulators have now approved Duke's request to collect the money with interest over time

from its customers."

This is wrong. I was not even affected. I should not have to pay the bill for those that were. Duke should have insurance to cover these such circumstances ~ cost of doing business.

Please docket the attached in the case number above.

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Friday, January 16, 2009 11:32 AM  
**To:** Docketing  
**Subject:** Duke Energy

08-709-EL-AIR  
08-710-EL-ATA  
08-711-EL-AAM

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/16/2009

Re: Charles Cole  
249 Seton Ct

Batavia, OH 45103

Docketing Case No.: 08-709-EL-AIR

Notes: From: "webmaster@puc.state.oh.us"  
To: "ContactThePUCO@puc.state.oh.us"  
Subject: 42260  
Sent: 1/15/2009 10:38:39 AM  
Message:  
WEB ID: 42260 AT:01-15-2009 at 10:38 AM  
TYPE: complaint  
NAME: Mr. Charles Cole  
CONTACT SENDER ? Yes  
MAILING ADDRESS:  
249 seton ct  
Batavia , Ohio 45103  
USA  
PHONE INFORMATION:  
Home: 5133442816  
Alternative: (no alternative phone provided?)  
Fax: (no fax number provided?)  
E-MAIL: MALEAKH@gmail.com  
INDUSTRY:Electric  
ACCOUNT INFORMATION:  
Company: Duke Energy  
(no account name provided?)  
(no service address provided?)  
(no service phone number provided?)  
(no account number provided?)  
COMPLAINT DESCRIPTION:

Um thanks for selling out your voters and citizens to duke it was not the customer fault that the windstorm happen and power line's that where down where mostly on the pole unless otherwise coming into the house then it was the customers response to fix it anyway not duke wont have to foot the bill for there own line. serious when i get enouth money Ohio has just become a state to high to live in that dose not care about its citizens. thanks for anouther bill in the time of economic downfall pack one more bill on the little guy that is barely surviving as it is.

Please docket the attached in the case number above.

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Friday, January 16, 2009 11:30 AM  
**To:** Docketing  
**Subject:** Duke Energy

08-709-EL-AIR  
08-710-EL-ATA  
08-711-EL-AAM

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/16/2009

Re: Rae Weisenberger  
7228 Plainfield Rd

Cincinnati, OH 45210

Docketing Case No.: 08-709-EL-AIR

Notes: From: "webmaster@puc.state.oh.us"  
To: "ContactThePUCO@puc.state.oh.us"  
Subject: 42258

Sent: 1/15/2009 10:38:09 AM

Message:

WEB ID: 42258 AT:01-15-2009 at 10:37 AM

TYPE: complaint

NAME: Ms. Rae Weisenberger

CONTACT SENDER ? No

MAILING ADDRESS:

(NO CITY?), (NO STATE??) (NO ZIP??)

(NO COUNTRY??)

PHONE INFORMATION:

Home: (no home phone provided?)

Alternative: (no alternative phone provided?)

Fax: (no fax number provided?)

E-MAIL: (no e-mail address provided)

INDUSTRY:Electric

ACCOUNT INFORMATION:

Company: Duke Energy

Name on account: Rae Weisenberger

Service address: 7228 Plainfield Rd.

Service phone: 513-471-4010

(no account number provided?)

COMPLAINT DESCRIPTION:

I wish to file a complaint with regard to Duke charging its customers for their Sept windstorm losses.

We should not be required to pay for their losses; no one is paying to cover mine. Rates are already high enough and continue to go higher, if additional monies are tacked on, I will not be able to continue to pay my already overinflated bill. This request is ridiculous at best. It is a risk they take in maintaining their business, just like the risks every other business takes, especially under these volatile market conditions.

Please docket the attached in the case number above.

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Friday, January 16, 2009 11:27 AM  
**To:** Docketing  
**Subject:** Duke Energy

08-709-EL-AIR  
08-710-EL-ATA  
08-711-EL-AAM

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/16/2009

Re: Tracy Shuttleworth  
7230 Longwood Ct

Cincinnati, OH 45246

Docketing Case No.: 08-709-EL-AIR

Notes: From: "webmaster@puc.state.oh.us"  
To: "ContactThePUCO@puc.state.oh.us"  
Subject: 42257  
Sent: 1/15/2009 10:37:24 AM  
Message:  
WEB ID: 42257 AT:01-15-2009 at 10:37 AM  
TYPE: complaint  
NAME: Ms. Tracy Shuttleworth  
CONTACT SENDER ? Yes  
MAILING ADDRESS:  
7230 Longwood Ct.  
Cincinnati , Ohio 45246  
USA  
PHONE INFORMATION:  
Home: (513) 522-0384  
Alternative: (513) 602-1440  
Fax: (no fax number provided?)  
E-MAIL: teresa.shuttleworth@ge.com  
INDUSTRY:Electric  
ACCOUNT INFORMATION:  
Company: Duke Energy  
Name on account: Tracy Shuttleworth  
Service address: 7230 Longwood Ct.  
Service phone: (513) 522-0384  
(no account number provided?)  
COMPLAINT DESCRIPTION:

I do not see how it could be the responsibility of the consumer to have to repay Duke Energy for the 31 Million they say they are out due to the windstorms in September. I had insurance to cover my losses, and they should too. Why should I have to pay their loss when they didn't pay mine for loss of power.

Please docket the attached in the case number above.

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Friday, January 16, 2009 11:20 AM  
**To:** rebecca.hite@cchmc.org; Docketing  
**Subject:** Docket Case No. 08-709-EL-AIR

08-709-EL-AIR  
08-710-EL-ATA  
08-711-EL-AAM

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/16/2009

Re: Becky Hite  
10204 Season Dr

Cincinnati, OH 45251

Docketing Case No.: 08-709-EL-AIR

Notes: From: "webmaster@puc.state.oh.us"  
To: "ContactThePUCO@puc.state.oh.us"  
Subject: 42256  
Sent: 1/15/2009 10:36:54 AM  
Message:  
WEB ID: 42256 AT:01-15-2009 at 10:36 AM  
TYPE: complaint  
NAME: Ms. Becky Hite  
CONTACT SENDER ? Yes  
MAILING ADDRESS:  
10204 Season Drive  
Cincinnati , Ohio 45251  
USA  
PHONE INFORMATION:  
Home: (no home phone provided?)  
Alternative: (no alternative phone provided?)  
Fax: (no fax number provided?)  
E-MAIL: rebecca.hite@cchmc.org  
INDUSTRY:Electric  
ACCOUNT INFORMATION:  
Company: Duke  
Name on account: Becky Hite  
Service address: 10204 Season Drive  
Service phone: 513-674-0880  
(no account number provided?)  
COMPLAINT DESCRIPTION:

Duke is now able to collect payments for a wind storm that happened in Sept. I have had problems with my gas and electric before, and called to have the problem fixed from a rain storm. They never charged a "service" fee for that. I pay my bill for a reason. When I have difficulties I expect the problem to be fixed. If there is a water main break outside in front of my house from cold weather the city is not allowed to bill me for a problem that occurred with mother nature so why should it be any different for Duke to be able to charge for something that mother nature caused. I have already had to replace all the food in my house, plus buy out dinner ever night for my children because it took Duke 3 days to get any power back on. So this is a triple whammy on many families!

Please docket the attached in the case number above.

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Friday, January 16, 2009 11:18 AM  
**To:** Docketing  
**Subject:** Docket in Case No. 08-709-EL-AIR

08-709-EL-AIR  
08-710-EL-ATA  
08-711-EL-AAM

From: "webmaster@puc.state.oh.us"  
To: "ContactThePUCO@puc.state.oh.us"  
Subject: 42238  
Sent: 1/15/2009 8:21:08 AM

**Message:**

WEB ID: 42238 AT:01-15-2009 at 08:21 AM

TYPE: comment

NAME: Mrs. Jill Terry

CONTACT SENDER ? Yes

**MAILING ADDRESS:**

4705 Winsford Ct.

Middletown , Ohio 45044

USA

**PHONE INFORMATION:**

Home: (513) 727-8647

Alternative: (no alternative phone provided?)

Fax: (513) 881-8180

E-MAIL: jill\_dwayne@hotmail.com

INDUSTRY:Electric

**ACCOUNT INFORMATION:**

Company: Duke Energy Ohio

Name on account: Dwayne Terry

Service address: 4705 Winsford Ct.

Service phone: (513) 727-8647

(no account number provided?)

**COMMENT DESCRIPTION:**

Amazing. I just read the article in the Middletown Journal that the Public Utilities Commission in Ohio is allowing Duke Energy to pass along a SIGNIFICANT increase to customers due to the windstorm in September 2008. People went for days without power; their bills should have decreased significantly during that time, but they didn't. And now you want Duke to INCREASE our bill? In this economy? Plus interest? My bill this month was \$390.00. It was barely over \$200.00 in the previous winter months. Do you think people are really going to be able to pay these amounts? Maybe the PUCO has some open positions that I can apply for to help me supplement my income so I can pay my Duke bill.

Please docket the attached in the case number above.

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Friday, January 16, 2009 11:55 AM  
**To:** Docketing  
**Subject:** Duke Energy

08-709-EL-AIR  
08-710-EL-ATA  
08-711-EL-AAM

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/16/2009

Re: Gladys Booker  
5712 Davey Ave

Cincinnati, OH 45224

Docketing Case No.: 08-709-EL-AIR

Notes:

From: "webmaster@puc.state.oh.us"  
To: "ContactThePUCO@puc.state.oh.us"  
Subject: 42266  
Sent: 1/15/2009 10:46:24 AM

Message:

WEB ID: 42266 AT:01-15-2009 at 10:46 AM

TYPE: complaint

NAME: Ms.(no first name??) Booker

CONTACT SENDER ? Yes

MAILING ADDRESS:

5712 Davey Ave  
Cincinnati , Ohio 45224  
USA

PHONE INFORMATION:

Home: (no home phone provided?)

Alternative: (no alternative phone provided?)

Fax: (no fax number provided?)

E-MAIL: gbooker@hotmail.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

Company: Duke

Name on account: Gladys Booker

Service address: 5712 Davey Ave

Service phone: 513-729-4551

(no account number provided?)

COMPLAINT DESCRIPTION:

I do not understand how the city can approve for Duke to charge for the cost of the repairs for the wind

storm in Sept. It is an act of mother nature that no one can control. The water company does not charge me for a water main break in front of my house when the weather is too cold. I had to buy dinner out for my family every night, and replace all the groceries in my house because Duke was not able to get it turned back on quickly enough. So now I Im going to be charged for even more which in beyond infuriating.

Please docket the attached in the case number above.

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Friday, January 16, 2009 12:01 PM  
**To:** Docketing  
**Subject:** Duke Energy

08-709-EL-AIR  
08-710-EL-ATA  
08-711-EL-AAM

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/16/2009

Re: Jonathan Rycek  
4194 Oriole St

Cincinnati, OH 45236

Docketing Case No.: 08-709-EL-AIR

Notes: From: "webmaster@puc.state.oh.us"  
To: "ContactThePUCO@puc.state.oh.us"  
Subject: 42267  
Sent: 1/15/2009 10:47:24 AM  
Message:  
WEB ID: 42267 AT:01-15-2009 at 10:47 AM  
TYPE: complaint  
NAME: Ms. Jennifer Rycek  
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: jrycek@aol.com  
INDUSTRY:Electric  
ACCOUNT INFORMATION:  
Company: Duke Energy  
Name on account: Jonathan Rycek  
Service address: 4194 Oriole Street  
Service phone: 513-546-1034  
Account Number: unknown  
COMPLAINT DESCRIPTION:  
Why are consumers paying for damage done to power lines due to a windstorm. Consumers have

already seen a rate increase and now we must pay for storm damage. The pressure of the present economic situation, is far greater for the smaller individual than that of a huge corporation. I was without power for more than a week and to have to pay extra for that seems like a slap in the face!!!

Please docket the attached in the case number above.

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Friday, January 16, 2009 2:18 PM  
**To:** Docketing  
**Subject:** Duke Energy

08-709-EL-AIR  
08-710-EL-ATA  
08-711-EL-AAM

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/16/2009

Re: Abbie Brown

Docketing Case No.: 08-709-EL-AIR

Notes: From: "webmaster@puc.state.oh.us"  
To: "ContactThePUCO@puc.state.oh.us"  
Subject: 42293  
Sent: 1/15/2009 11:00:09 AM

Message:

WEB ID: 42293 AT:01-15-2009 at 11:00 AM

TYPE: complaint

NAME: Mrs. Abbie Brown

CONTACT SENDER ? No

MAILING ADDRESS:

(NO CITY?) , (NO STATE??) (NO ZIP??)

(NO COUNTRY??)

PHONE INFORMATION:

Home: (no home phone provided?)

Alternative: (no alternative phone provided?)

Fax: (no fax number provided?)

E-MAIL: (no e-mail address provided)

INDUSTRY:Gas

ACCOUNT INFORMATION:

Company: Duke Energy

(no account name provided?)

(no service address provided?)

(no service phone number provided?)

(no account number provided?)

COMPLAINT DESCRIPTION:

This is in regards to the rider that has been passed to allow Duke Energy the right to bill customers for the cost of the Wind Storm on Sept. 14. Customers could not control the amount of damage that was done during the wind storm and went weeks without electric service. There should be no additional charge when many have already had to pay out of pocket in order to live during the time with no power.

Duke prices are already too high customers should not have to pay for the duties and responsibilities that Duke (as a power company) are responsible for in the event of a catastrophic event - such as the wind storm in September.

Please docket the attached in the case number above.

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Friday, January 16, 2009 2:15 PM  
**To:** Docketing  
**Subject:** Duke Energy

08-709-EL-AIR  
08-710-EL-ATA  
08-711-EL-AAM

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/16/2009

Re: Richard Wilke  
3866 Taft Ave

Cincinnati, OH 45211

Docketing Case No.: 08-709-EL-AIR

Notes:

From: "webmaster@puc.state.oh.us"  
To: "ContactThePUCO@puc.state.oh.us"  
Subject: 42292  
Sent: 1/15/2009 10:58:54 AM

Message:

WEB ID: 42292 AT:01-15-2009 at 10:58 AM

TYPE: complaint

NAME: Mr. Richard Wilke  
CONTACT SENDER ? Yes

MAILING ADDRESS:

3866 Taft Ave  
Cincinnati , ohio 45211  
USA

PHONE INFORMATION:

Home: 513-661-8752  
Alternative: 513-703-5680  
Fax: 513-353-1430

E-MAIL: RWILKE1@FUSE.NET

INDUSTRY:Electric

ACCOUNT INFORMATION:

Company: Duke Energy  
Name on account: Richard J. Wilke Jr.  
Service address: 3866 Taft Ave  
Service phone: 513-661-8752  
Account Number: 9280-0515-21-3

COMPLAINT DESCRIPTION:

I understand that it was costly to repair the damage caused by the windstorm, but we as customers

should not have to pay for that. I believe we pay enough monthly for utilities that Duke should pay for repairs. I know my utility bills have more that doubled in the last few years and I know that I am not alone. What were Duke's profits over the last few years???? and what kind of bonus did the CEO's receive. There has to be another solutiong than soaking the customers!!! I know my income has not increased but expenses sure have. I believe that if we as consumers have to continue to pay/bail out companys we will all end up losing our homes because we can't afford to stay in them. It has to end somewhere and I believe this is the place to start.

Notes:

Please docket the attached in the case number above.

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Friday, January 16, 2009 2:12 PM  
**To:** Docketing  
**Subject:** Duke Energy

08-709-EL-AIR  
08-710-EL-ATA  
08-711-EL-AAM

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/16/2009

Re: Matthew Schulz

Docketing Case No.: 08-709-EL-AIR

Notes: From: "webmaster@puc.state.oh.us"  
To: "ContactThePUCO@puc.state.oh.us"  
Subject: 42241  
Sent: 1/15/2009 10:09:53 AM

Message:

WEB ID: 42241 AT:01-15-2009 at 10:09 AM

TYPE: complaint

NAME: Mr. Matthew Schulz

CONTACT SENDER ? Yes

MAILING ADDRESS:

Cincinnati , Ohio (NO ZIP??)

USA

PHONE INFORMATION:

Home: (no home phone provided?)

Alternative: (no alternative phone provided?)

Fax: (no fax number provided?)

E-MAIL: matthew\_m\_schulz@hotmail.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

Company: Duke Energy

(no account name provided?)

(no service address provided?)

(no service phone number provided?)

(no account number provided?)

COMPLAINT DESCRIPTION:

Why in the hell do the customers have to foot the bill for a natural wind storm? The company is supposed to protect itself from losses, not foot the bill to the consumer! This is just another case of lawmakers and big businesses fleecing of the american public. You should all be ashamed of yourselves! You are all a disgrace and should resign. The govonor willl be hearing about this and I'm sure you'll be

getting lots of complaints as I have posted this website on many discussion boards around the Cincinnati area! For shame.

Please docket the attached in the case number above.

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Friday, January 16, 2009 2:10 PM  
**To:** Docketing  
**Subject:** Duke Energy

D8-709-EL-AIR  
D8-710-EL-ATA  
D8-711-EL-AAA

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/16/2009

Re: Sue Raley

Docketing Case No.: 08-709-EL-AIR

Notes: From: "webmaster@puc.state.oh.us"  
To: "ContactThePUCO@puc.state.oh.us"  
Subject: 42291  
Sent: 1/15/2009 10:58:54 AM

Message:  
WEB ID: 42291 AT:01-15-2009 at 10:58 AM  
TYPE: complaint  
NAME: Mrs. Sue Raley  
CONTACT SENDER ? No  
MAILING ADDRESS:  
(NO CITY?) , (NO STATE??) (NO ZIP??)  
(NO COUNTRY??)  
PHONE INFORMATION:  
Home: (no home phone provided?)  
Alternative: (no alternative phone provided?)  
Fax: (no fax number provided?)  
E-MAIL: (no e-mail address provided)  
INDUSTRY:Electric  
ACCOUNT INFORMATION:  
Company: Duke Energy  
(no account name provided?)  
(no service address provided?)  
(no service phone number provided?)  
(no account number provided?)  
COMPLAINT DESCRIPTION:  
We had no control over the windstorm on September 14th. We should not have to pay to have our power restored. I DO NOT AGREE WITH ALLOWING DUKE ENERGY TO COLLECT MONEY FROM ITS CUSTOMERS TO PAY FOR THIS. OUR BILLS ARE HIGH ENOUGH.

Please docket the attached in the case number above.

1/16/2009

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Friday, January 16, 2009 2:03 PM  
**To:** Docketing  
**Subject:** Duke Energy

DP-709-EL-AIR  
DP-710-EL-ATA  
DP-711-EL-AAA

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/16/2009

Re: Sarah Todd

Docketing Case No.: 08-709-EL-AIR

Notes: From: "webmaster@puc.state.oh.us"  
To: "ContactThePUCO@puc.state.oh.us"  
Subject: 42290  
Sent: 1/15/2009 10:58:24 AM

Message:  
WEB ID: 42290 AT:01-15-2009 at 10:58 AM

TYPE: complaint  
NAME: Mrs. Sarah Todd  
CONTACT SENDER ? No  
MAILING ADDRESS:  
(NO CITY?) , (NO STATE??) (NO ZIP??)  
(NO COUNTRY??)  
PHONE INFORMATION:  
Home: (no home phone provided?)  
Alternative: (no alternative phone provided?)  
Fax: (no fax number provided?)  
E-MAIL: (no e-mail address provided)

INDUSTRY:Other  
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:  
The fact that we have to pay for the wind storm damage is outrageous. It was bad enough having to pay for damages to our property. I could understand if we caused the power outage but we didn't it was an act of nature.

Please docket the attached in the case number above.

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Friday, January 16, 2009 2:00 PM  
**To:** Docketing  
**Subject:** Duke Energy

08-709-EL-AIR  
08-710-EL-ATA  
08-711-EL-AAM

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/16/2009

Re: Kathy McDonough

Docketing Case No.: 08-709-EL-AIR

Notes: From: "webmaster@puc.state.oh.us"  
To: "ContactThePUCO@puc.state.oh.us"  
Subject: 42273  
Sent: 1/15/2009 10:50:39 AM

Message:

WEB ID: 42273 AT:01-15-2009 at 10:50 AM

TYPE: complaint

NAME: Ms. Kathy McDonough

CONTACT SENDER ? No

MAILING ADDRESS:

(NO CITY?) , (NO STATE??) (NO ZIP??)

(NO COUNTRY??)

PHONE INFORMATION:

Home: (no home phone provided?)

Alternative: (no alternative phone provided?)

Fax: (no fax number provided?)

E-MAIL: (no e-mail address provided)

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:

You're kidding, right? I was without power for a week, lost everything in my refridgerator and now I'm supposed to PAY for the wind storm???? Give me a break, I'm already being overcharged for service from Duke as it is!!!!

Please docket the attached in the case number above.

1/16/2009

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Friday, January 16, 2009 1:57 PM  
**To:** Docketing  
**Subject:** Duke Energy

D8-709-EL-AIR  
D8-710-EL-ATA  
D8-711-EL-AAM

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/16/2009

Re: James Gardner  
2776 Mahoning Ct

, OH 45233

Docketing Case No.: 08-709-EL-AIR

Notes: From: "webmaster@puc.state.oh.us"  
To: "ContactThePUCO@puc.state.oh.us"  
Subject: 42271  
Sent: 1/15/2009 10:48:54 AM  
Message:  
WEB ID: 42271 AT:01-15-2009 at 10:48 AM  
TYPE: complaint  
NAME: Mr. James Gardner  
CONTACT SENDER ? Yes  
MAILING ADDRESS:  
2776 Mahoning Ct.  
Cincinnati , Ohio 45233  
USA  
PHONE INFORMATION:  
Home: 513-94108474  
Alternative: (no alternative phone provided?)  
Fax: (no fax number provided?)  
E-MAIL: jtgardner5@roadrunner.com  
INDUSTRY:Electric  
ACCOUNT INFORMATION:  
Company: Duke Energy  
Name on account: James Gardner  
Service address: 2776 Mahoning Ct.  
Service phone: 513-941-8474  
(no account number provided?)  
COMPLAINT DESCRIPTION:

That is not right we should have to pay for what clearly what many consider "an act of God". Maybe if Duke was better prepared, it wouldn't have taken so long.

Please docket the attached in the case number above.

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Friday, January 16, 2009 1:50 PM  
**To:** Docketing  
**Subject:** Duke Energy

08-709-EL-AIR  
08-710-EL-ATA  
08-711-EL-AAM

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/16/2009

Re: Jeremy Ward  
1036 Anderson Hls

Cincinnati, OH 45230

Docketing Case No.: 08-709-EL-AIR

Notes: From: "webmaster@puc.state.oh.us"  
To: "ContactThePUCO@puc.state.oh.us"  
Subject: 42240  
Sent: 1/15/2009 10:09:23 AM  
Message:  
WEB ID: 42240 AT:01-15-2009 at 10:09 AM  
TYPE: complaint  
NAME: Mr. Jeremy Ward  
CONTACT SENDER ? Yes  
MAILING ADDRESS:  
1036 Anderson Hills Dr.  
Cincinnati , Ohio 45230  
USA  
PHONE INFORMATION:  
Home: 513-680-2998  
Alternative: (no alternative phone provided?)  
Fax: (no fax number provided?)  
E-MAIL: wardsac@gmail.com  
INDUSTRY:Electric  
ACCOUNT INFORMATION:  
Company: Duke Energy  
Name on account: Jeremy Ward  
Service address: 1036 Anderson Hills Drive, Cincinnati Ohio 45230  
Service phone: 513-680-2998  
(no account number provided?)  
COMPLAINT DESCRIPTION:

To whom it may concern:

I just read a news story stating that your organization approved a bill to allow Duke Energy to gouge it's customers for \$31 million dollars, plus interest, in compensation for losses from the September windstorm in Cincinnati and the surrounding areas.

To be blunt, are you out of your minds?

MANY MANY people around Cincinnati incurred hefty losses themselves either by food spoiling in the week(s) it took Duke to restore power, in having to pay for Gasoline to run generators, in tree removal before Duke would even consider repairing a power line, or in fees charged by Duke itself to reattach power lines that had come disconnected from a home!!

How in the world can you justify allowing one of the most profitable organizations in the area to gouge it's customers for \$31 million (PLUS INTEREST!!) because of a natural disaster that they had absolutely zero control over? Isn't this the risks of running a business? I simply cannot believe that the consumers, yet again, are the ones thrown under the bus.

Please replay with any explanation you can give, as I will be dying to hear it.

-Jeremy Ward

Please docket the attached in the case number above.

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Friday, January 16, 2009 1:48 PM  
**To:** Docketing  
**Subject:** Duke Energy

08-709-EL-AIR  
08-710-EL-ATA  
08-711-EL-AAM

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/16/2009

Re: Tom Knosp  
5593 Sunnywoods

Cincinnati, OH 45239

Docketing Case No.: 08-709-EL-AIR

Notes: From: "webmaster@puc.state.oh.us"  
To: "ContactThePUCO@puc.state.oh.us"  
Subject: 42269  
Sent: 1/15/2009 10:47:54 AM  
Message:  
WEB ID: 42269 AT:01-15-2009 at 10:47 AM  
TYPE: complaint  
NAME: Mr. Tom Knosp  
CONTACT SENDER ? Yes  
MAILING ADDRESS:  
5593 Sunnywoods  
5593 Sunnywoods  
Cincinnati , Ohio 45239  
USA  
PHONE INFORMATION:  
Home: 5137413210  
Alternative: 5137413210  
Fax: (no fax number provided?)  
E-MAIL: knospt@yahoo.com  
INDUSTRY:Electric  
ACCOUNT INFORMATION:  
Company: Duke  
Name on account: Tom Knosp  
Service address: 5593 Sunnywoods  
Service phone: 5137413210  
(no account number provided?)

1/16/2009

**COMPLAINT DESCRIPTION:**

The cost of the storm should not be passed on to the customers there should be an emergency fund set up for incidents like this since the weather can not be control by man only the clean can be controlled by man Duke wanted to be in the engeny business so the weather is part of it if they are allowed to recover the money this time what about next time and the the time after that Duke needs to accept the fact that the weather is in charge and stat setting up a fund to cover such acts of nature also what about the federal money from this storm

Please docket the attached in the case number above.