

FILE**Hunter, Donielle**

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 23, 2009 8:35 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: Darlene Smith
2341 Nicholson

, 00000

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:
WHY SHOULD WE PAY IT IS NOT OUR FAULT SO SENSELESS

Please docket the attached in the case number above.

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1/23/2009

Hunter, Donielle

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Sent: Friday, January 23, 2009 8:35 AM
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Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: Darlene Smith
2341 Nicholson

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Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:
WHY SHOULD WE PAY IT IS NOT OUR FAULT SO SENSELESS

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us

Sent: Friday, January 23, 2009 8:38 AM

To: Docketing

Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: Keri Nicklen
1311 Grace
Apt 2
Cincinnati, OH 45208

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

There is no reason that the utility users of the Greater Cincinnati area should be held responsible for the power outages caused by Hurricane Ike passing through the region. I find it hard to believe that Duke Energy doesn't have a disaster recovery fund for situations such as these.

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 23, 2009 8:30 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: Angie Epure
3736 Ripplegrove

Cincinnati, OH 45251

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

I want to file a complaint based on the article that customers are going to foot the \$31M bill from the windstorm. Is this a joke? This storm should be paid for by Duke, this is the cost of doing business just as my homeowner's policy deductible that I had to pay from the storm....did I bill my bank to cover damage to my home...NO! This is completely ridiculous and this expense should not fall on customers. Duke makes billions of dollars every year, this money should reduce their profit margin that is way too high already.

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 23, 2009 8:16 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: Scott Arthur
1039 Starling Rd

Bethel, OH 45106

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

Why is Duke allowed to bill us for the windstorm damage in September? Don't they carry some type of insurance coverage? Didn't the storm cost residential customers enough in damage to their property and losses due to the electrical outage?

I'm sure that I'm not the only customer that feels this way. Can you please either reconsider the decision or explain it in greater detail.

Scott Arthur

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 23, 2009 8:14 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: Davis

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

I totally disagree that consumers, should have to pay for downtime, overtime, because we happened to have a blackout. I work in an industry where loss happens all the time, and we didnt pass the cost on to the consumer because insured had claims. i.e; total food spoilage, wind loss, total loss on roof, trees falling on cars & homes, etc.

Insurance industries have a reserve and i'm sure the Public Utitlies Companies do as well. USE YOUR RESERVE our gas and electric is HIGH ENOUGH !!!

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 23, 2009 8:12 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: Lori Norris
2241 Townhill

Cincinnati, OH 45238

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

I just read that Duke Energy is going to make their customers pay for the wind storm that happened in Cincinnati, Ohio in September. I don't think that is fair. Doesn't gas & electric cost enough these days? Besides...I did not loose my electric for a minute, why should I pay for something that didn't even pertain to me?????? I will refuse to pay it!!!!

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 23, 2009 8:07 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: Laura Bolender
817 Owls Nest

, 00000

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

It is an act of God that the windstorm happened. Their insurance should pay for their losses.....not the general public!!! The public is ALREADY taxed and tapped financially, and to put this on the public is ridiculous!! MAKE AN INSURANCE CLAIM DUKE - THAT IS WHAT MOST HOMEOWNERS HAD TO DO IF THEY HAD DAMAGE.....

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 23, 2009 8:05 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: Joan Smith
6273 Morrow Woodville

Morrow, OH 45152

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

Why should I pay for something twice? We were without power for 3 days (yeah, we were the lucky ones) and my bill did not go down on the following invoice. Now Duke wants to increase it because they want more money in their pocket? Not sure I understand why I pay for service, then when something happens I have to pay again.

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 23, 2009 8:01 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: Maurice Vassar
5062 Anderson

Cincinnati, OH 45227

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

Duke should not tax it's customers for a Wind Storm. This is part of the cost of doing business and should be absorbed by Duke.

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us

Sent: Friday, January 23, 2009 7:59 AM

To: Docketing

Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: Chris Tucker

, 00000

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: QUESTION DESCRIPTION:

Doesn't Duke Energy have disaster insurance for occurrences such as this????

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 23, 2009 7:57 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: Constance Reed
1096 Laurel

Cincinnati, OH 45246

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

Re: cost of repairs due to Cincinnati Ice Storm of last year. As a breast cancer patient on medical disability, I called Duke Energy immediately when my power went off. It was not until three days later that I heard the Duke Energy media spokesperson mention on the radio that supplemental workers would be coming up from the Carolinas. Our power went off on Sunday....and it was three days before any coherent, planned response was put out in the community. I lost all food in my freezer and refrigerator...several hundred dollars...and while on medical disability, some of this food had been given to me as well. My power was off for six days.....at no time did anyone from Duke contact me to check on my well-being....as a medical patient living alone. Currently, it is Thursday, Jan. 15, and my thermostat is on 60 degrees....up from the usual 58 degrees only because the outside temp is in single digits. That's how low I have to keep my thermostat in order to pay my Duke electric/gas bill.....and you want me to pay even more so Duke can recover their "costs for doing business." That decision is insane and inhumane. I would appreciate a better explanation that what was the general story put out in the newspapers. Thank you, Constance Reed

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 23, 2009 7:54 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: Charlie King
1983 Woodland

Fayetteville, OH 45118

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

NO MORE RIDERS..... THEY ARE IN BUSINESS TO TAKE CARE OF THEIR OWN BUSINESS..... NOT PUSH IT OFF ONTO THEIR CUSTOMERS WHO ARE ALREADY HAVING TOUGH TIMES PAYING TO KEEP THE LIGHTS ON FOR THEIR FAMILY. FAMILIES SUFFER MORE FROM COMPANIES LIKE THIS THAN ANYTHING. PARENTS ARE ALREADY AWAY FROM THEIR CHILDREN MORE THAN NEED BE TO WORK OVERTIME TO PAY FOR THE UTILITY BILLS. I DO NOT AGREE WITH THIS EXTRA RIDER ADDED ON TO THE OTHER MANY RIDERS WE ALREADY PAY FOR ON OUR ENERGY BILL.

UNLESS THE WAGES GO UP SOON THEN COMPANIES NEED TO TAKE CARE OF THEIR OWN BUSINESS THAT THEY DEVELOPED. THEY SHOULD HAVE AN INSURANCE POLICY FOR THIS TYPE OF THING RATHER THAN PUNISHING THE CUSTOMERS WITH NATURES OWN.

WE HAVE SUFFERED ENOUGH AND DO NOT NEED THIS AT THE LEAST.

THANK YOU FOR YOUR TIME. ANY QUESTIONS PLEASE CALL.

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 23, 2009 7:50 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: Jeff Oaks
5075 Village Dr

Cincinnati, OH 45244

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

My Duke Energy billed is out of control as is and now they are going to make us pay for the storm. That is great how they can just pass the cost on to their customers---garbage.

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 23, 2009 7:45 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: Kevin Young
2217 Madison Rd

Cincinnati, OH 45208

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

I am putting in a complaint due to the article on WCPO.com on how Duke Energy is going to have their customer's foot the bill for the wind storms that went through the greater Cincinnati area on September 14th, 2008.

Why would we have to pay for this? It is a natural disaster that the customer have no control over. If anything the government should come in and take this bill off our hands as a natural disaster. My last gas/electric bill through them was almost \$700 - I think they are making enough they can afford to pay for part of this themselves. Also we were without power for almost a week during that storm which was bad enough and now they are trying to make us foot the bill to repair the damages??

I think the government should come in and stop this - our economy is in bad enough shape as it is and we don't need to take the money from hard working people in the greater Cincinnati area to put in the pockets of Duke energy's CEO/President. Tell him to take a pay cut over the next 3 years to help with the bill.

I would love if you would contact me on this issue - and please keep me up to date on the current status of it. Call me anytime! 419-566-0694

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 23, 2009 7:43 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: Michael Harris
6953 Home City Ave

Cincinnati, OH 45233

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

Regarding the approval for Duke to recover costs from repairs due to the September 2008 windstorm. The approval is outrageous. We have allowed incredible profits relative to rates charged to create profits to share holders, and now they do not have to maintain their own equipment-we get to pay for their repairs. If we are now required to contribute by paying additional fees above what we already pay I believe we should have some say in how to avoid a similar disaster in the future. All utilities in Ohio should be converted to underground (at their expense), thereby preventing any similar cost/destruction of the equipment in the future due to wind/ice/car accidents/etc. Please let me know my options for other utility companies and if I have any right to opt out of paying expenses incurred. (that I believe should already have been covered by monies we have already payed-no one is paying for my repairs/upgrades to my home except me) Keeping equipment in order should be considered an every day aspect of running a business and losses should be expected and funds for replacements planned.

Thank you, Diana Harris

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 23, 2009 7:41 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: James Murphy
503 Commercial Dr

Fairfield, OH 45014

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMMENT DESCRIPTION:

Dear Sir/Madame, I think it is absolutely wrong to recoup the cost of the wind storm by increasing our rates. My business was without from Sunday until Thursday afternoon of that week. The loss of power for that length of time cost my business a bundle! Would you like to reimburse for lost revenue? You should pursue some assistance from the Feds. Everyone else is doing it these days.

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 23, 2009 7:38 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: Sherry Konrad
4273 Moore Marathon

Goshen, OH 45122

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

I feel that the windstorm we had on Sept. 14th 2008, was an act of God and should not be passed on to the consumer in the form of 31 million plus interest. Wher is there interest to cover it. When we have a problem we have to file with our insurance. I know that this is unfair and we should not have to absorb their costs. we cannot affford our bills now.I think there should be an alternative to this. what are they going to do when noone can afford it. our heat is down we sit at night with no lights and our bill is still high. My husband like so many others in ohio is laid off we cannot afford our bills guess i will not get my much needed heart and seizure meds. None can afford this!! I am just one person but HELP

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 23, 2009 7:36 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: Cynthia Spikes
6276 Collegevue Pl

Cincinnati, OH 45224

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

While I know someone has to absorb the cost of the expense incurred during the windstorm, but to defer the cost back to the consumer is terrible. It is already a challenge to pay the utility bills in order to keep my service on.

And to add to my concern of derring the cost back to the consumer, my service was only interrupted for a few hours.

Perhaps Duke Energy can find an alternate mean to recoup the monies lost during the windstorm.

Please reconsider this decision.

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 23, 2009 7:29 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: Victoria Rice
11649 Pippin

Cincinnati, OH 45231

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMMENT DESCRIPTION:

I am really upset to find out that Duke will be charging me as a customer for the cost of the wind storm in September of 2008. They are a business and this is an expense related to them running a business. It is not fair that I will be charged a rider along with interest for them to recover this money. It is hard enough to pay my bill as it is! I was without power during this time and I did not go to Duke to get my money back for food that had to be thrown away. How can a decision be made to allow them to charge the customers. This does not seem fair!! I am highly disappointed in this.

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 23, 2009 7:26 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: Larry Mcmillin
10780 Willfleet

Sharonville, OH 45241

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

I'm speechless about the abuse Duke's customers are taking for the cost of doing business in Cincinnati. A windstorm hit and all of a sudden their customers are paying for it. Isn't this the reason we pay them - for SERVICE? How about if they DIDN'T pay overtime and have others come in from out of state? If I'm paying for the repairs, I would have at least wanted to be notified how much I'm going to have to pay and get some say as to how the money would have been spent. How about if Duke reimburses for lost money from spoiled food, loss of work due to children not being able to attend school, or businesses closed because they didn't provide service. This is a clear case of abuse and Duke shouldn't be looking to the customers who didn't receive their service to resolve their lack of funds.

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 23, 2009 8:40 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: Tracy Brimmerle
8221 Springleaf Lk

Cincinnati, OH 45247

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

That is absolutely ridiculous they we, as customers, have to flip the bill for the wind storm. That is what insurance is for, such as our homeowners ins. that we needed to use to for damages sustained from the storm. Why should we have to pay for something we had no control over???? That is the price tag of Duke Energy- not ours!!!!

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 23, 2009 8:42 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: Albert Taylor
9105 Luther Ln

Cleves, OH 45002

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

It has come to my attention, that Duke Energy has been approved to collect cost for restoring power from the costumers. I believe that that is part of the cost of doing business. I don't have a choice in what energy company I chose. Also, how will the cost for repairing transmission lines be access. If I had known that I could be responsible for the cost, I could have had my own electrican repair the line, there again, I did not have that choice. Furthermore, this may have been a cost that could have been included in many insurance claims but were not because no one knew.

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 23, 2009 8:56 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: Anna Carter
12 Glenside

Amelia, OH 45102

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

I don't think it is fair that we have to pay for the damage from the wind storm. I did not even lose power (underground). As a home owner, I have to have insurance to pay for damages that might occur to my home. Doesn't Duke Energy have insurance (or should they) to cover them for such an event???

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 23, 2009 8:59 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: Sheila Mosier
635 Deerfield

Harrison, OH 45030

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM .

Notes: COMPLAINT DESCRIPTION:

I am appauled that Duke is trying to be reimbursed for services not rendered. In an economy like this how could you even consider such an action. I will be joining a class action law suit against Duke Energy should this be approved. Shame on you DUKE!!!!

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 23, 2009 9:12 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: William Macroberts
8270 Rollinghitch Ct

Maineville, OH 45039

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

I read an article on www.wcpo.com dated 01/15/09 which stated the following...

"The windstorm cost Duke Energy \$31 million.

Ohio Utility regulators have now approved Duke's request to collect the money with interest over time from its customers.

Duke will be allowed to create a bill rider to recover the costs over a three year period."

This is ridiculous, that we have to reimburse the Duke Energy. Why are we subsidizing the risk the company took by being the primary supplier in this region? I can not believe that the regulators would hold us "the consumer" responsible for the cost. This was an act of nature and either Duke's (risk) insurance company should pay or the company should eat the cost as a loss.

Is this what we can expect from the PUCO for future disasters? You are going to "bailout" the company when they don't maximize their profit? I thought your group was to protect us from gouging, not to help line the pockets of the company's CEO.

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 23, 2009 9:15 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: Michele Baker
6475 Sandric Ln

Middletown, OH 45044

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

I do not think it is fair that the customers of Duke Energy are going to have to "foot the bill" for the power outage that the windstorm back in Sept caused. Especially with interest?? It is not our fault that the windstorm occurred so we should not be penalized by having to pay Duke's bill. Isn't that the cost of doing business??? How about all the days we were without power? We also suffered a loss during those times and how were we compensated during that time? I did not see any kind of reduction in by bill from that time.

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 23, 2009 10:09 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: William Attwood
12137 Cedar Breaks Ln

Cincinnati, OH 45241

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

Surely Duke carry insurance for the type of problem, who is going to compensate me for the food I had to throw away. PUCO is about as useless as can be described in gentle manly terms. It is about time we had an elected board of experts not not a bunch of yes men.

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 23, 2009 10:06 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: Carrie Hatfield
1811 Louis

Goshen, OH 45122

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

My power was out for 7 days, to the hour. I find it completely unfair that i should have to pay Duke energy for restoring my power. This is thier job, they should be prepared financially for things such as this. Although this was unlikely, this is why people/companies have insurance. Perhaps the Federal government can bail them out of this large amount, since this is where most of my money is going these days.

Will the amount I owe for the power outage be prorated? Why should my portion be equal to someone who had power that day or the next. I suffered 7 days, missed hours of work because my kids were out of school, we needed food, and to commute someone for showers. Can I send them a bill? My power could have been turned on fairly quickly but since my road only services 20 people we were last on the list, I was understanding to this, but know to ask me to pay for an act of God! This is absurd and just an extension of large companies not owning up to thier operations mistakes. If I ran my small business like that I would be out of business and so should the big guys.

What can you do to minimize the impact of my already ridiculus Duke energy bill. MightI add this last bill is double compared to last year. Maybe they are already taking payment for the Wind Storm.

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 23, 2009 10:04 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: Kevin Young
2217 Madison Rd

Cincinnati, OH 45208

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

The rider to have the customers pay for costs of an Act of God in insurance terms should be illegal. Im sure just like any other business, Duke has insurance on their assets. The 31 million it cost to repair damage from the wind storm, should be completely covered under policy. If its isnt, then bad business planning is not the fault of the customer. This rider will end up being profit minus higher premiums if at all.

I want to be reimbursed for pain and suffering for not having power for 8 days. That request is just as ludicrous.

TR

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 23, 2009 10:02 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: Michelle Eakins
2557 Adams

Cincinnati, OH 45231

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

How in the world do they think we should be responsible for them not doing their job efficiently? This is not my responsibility to pay Duke Energy back for taking 2 to 7 days to restore power. They were the ones that were not prepared and this is not my responsibility. I pay enough to them and this is ridiculous to try and charge us more to fix their screw up.

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 23, 2009 10:00 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: Vincent Henley
3010 Eden
Apt 209
Cincinnati, OH 45219

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

I received an email stating that Duke Energy Customers are helping with the cost from the windstorm and I'm emailing my disapproval if this is true.

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 23, 2009 9:57 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: Rosa Goodrum
34 Glen Este Pl

Cincinnati, OH 45217

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

I have a real problem paying for Duke to recover the cost of the windstorm. Duke is a private company and just like any other should pay those, no one is paying the deductible on my insurance claim for the windstorm damage to my property. Why shouldn't Duke pay the cost of doing business. As it is I can barely pay my utility bills because of all the increases that PUCO allows Duke. What is an average consumer supposed to do? Soon very few of us will be able to afford power.

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 23, 2009 9:52 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: Patricia Schneider
10475 Current Ln

Cincinnati, OH 45251

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

I would like to know who is going to compensate me for the loss of food in my refrigerator and freezer because my electric was off for several days? I also lost two days of work due to the electric being off at my place of employment. I also had additional expense driving to find food to eat and gas for my auto. It is unreasonable to expect customers to have to bear the additional expense to compensate Duke Energy for their expense. Customers should get a credit on there bills for the inconvenience of lost service. I also had to replace my roof. No one compensated me for any of my losses.

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 23, 2009 9:50 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: John Wintersteen
1166 Joetta Dr

Cincinnati, OH 45230

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

It is absolutely ridiculous that you expect the customers of Duke Energy to foot the bill for the Sept. windstorm. That is the cost of doing business. PERIOD. Did I receive any money when my power was out for 9 days and our food went bad. NO. IT WAS AN ACT OF GOD!!! Yet you allow Duke to fleece their customer over AN ACT OF GOD. You have to be kidding me. Maybe if I had the choice of another electric company I could understand, since I would have to be mentally retarded to choose Duke Energy!

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 23, 2009 9:47 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: Gregory Rowe
1212 Carolina Ave

Cincinnati, OH 45237

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

This was an act of god and should by no means be the responsibility of the consumer. If i lease propety to tennants and i have to replace the roof, due to wind damage, i cannot pass the cost onto the tennants and discontinue there lease because they can't afford the added cost of the roof repairs. Our contract with duke should be based on usage of natural resources, not unrelated maintenance and repair cost.

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 23, 2009 9:45 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: Robert Rummel
769 Stablewatch Dr

, 00000

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

I do not agree that Duke should be able to do this Ohio Utility regulators have now approved Duke's request to collect the money with interest over time from its customers.

Duke will be allowed to create a bill rider to recover the costs over a three year period.

A similar bill to recover \$4.92 million in expenses passed earlier this month in Northern Kentucky.

The windstorm knocked out power to most of Duke's customers in Greater Cincinnati and Northern Kentucky.

Anyone who wants to file a complaint can do so by clicking [here](#).

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 23, 2009 11:23 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: Steve Drago
5629 Bluepine Dr

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

I'm sure you're receiving a lot of complaints from Duke customers that are getting screwed again. There is no way us consumers should have to pay for hurricane Ike's destruction. Is Duke's job to repair lines and get electric back to the customers as soon as possible? Now we have to pay extra for this. Give me a break. I would like someone to investigate Duke. Aren't they a monopoly and aren't monopolies illegal. There are no other energy companies that we can use so they are a monopoly. I want Cinergy back.

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 23, 2009 11:20 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: Nicholas Ellison
414 Franklin St

Middletown, OH

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

I feel that a company of this size stature and with the way the economy is running should take a loss like everyone else that is struggling to make it. According to the article located at :

<http://www.wcpo.com/news/local/story/Duke-Customers-Footing-Bill-For-Windstorm/33sw0Z1IDE-OjJBK8eCQSw.csp>

It looks like Duke Energy customers will be footing the bill for the September 14th windstorm.

The windstorm cost Duke Energy \$31 million.

Ohio Utility regulators have now approved Duke's request to collect the money with interest over time from its customers.

Duke will be allowed to create a bill rider to recover the costs over a three year period.

A similar bill to recover \$4.92 million in expenses passed earlier this month in Northern Kentucky.

The windstorm knocked out power to most of Duke's customers in Greater Cincinnati and Northern Kentucky.

I don't think we should have to pay for it. They should have had the resources to pay for their emergency when it happened. This is very wrong to impose this upon us there costs. I do not know of any other company that has done this charged its consumers for a catastrophe that has happened. I will be following up with my congressman about this.

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 23, 2009 11:18 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: Donald Robinson
2362 W Galbraith Rd
Cincinnati, OH 45239

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

A windstorm is an "act of God", and Duke Energy supposedly held by "stock owners", who get paid dividends for investing thier money in Duke Energy. The damage done by the windstorm is due to poor maintenance of poles, wires, etc, while the stockholders have been taking the proffits out of the company. *Any loss's I and others suffer, we have to absorb, so it seems like Duke Energy and their stockholders should absorb the loss incurred by the actions of "mother nature", or they should carry insurance coverage.* Since Duke Energy took over C.G. & E., my electric has been off more times than it ever has when C.G.&E. operated the Cin'ti area. Try driving around the Cincinnati area, and look at all the poles that are over loaded, bending like a "bow", poles leaning way over held up by the wires they support, insulation on wires hanging down in strips, this is caused by poor maintenance, Duke Energy should be replaceing poles instead of waiting for a windstorm to blow them down in order to charge the the property owners to replace them!

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 23, 2009 11:16 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: Dean Dobbins
4190 Glendale Milford Rd

Cincinnati, OH 45242

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

Customers paying for windstorm - Ohio approved Duke Energy to charge us a rider to cover the cost of the Sept. 08 Ike windstorm. That is totally bogus. They already charge us a rider for maintenance and upkeep, etc. They should use that instead of charging us. Customers money is tight and people are already choosing between food, medicine, and paying their bills. This just makes it worse and it needs to stop. I realize neither of us caused the damage but with the hikes that are continuously approved to charge us, they should be able to cover the cost. Their service stinks as it is. It is amazing at how easy we lose power.

Thank you!

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 23, 2009 11:09 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
 Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: Jason Welsh
 615 Deerfield Dr

Harrison, OH 45030

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

It looks like Duke Energy customers will be footing the bill for the September 14th windstorm. The windstorm cost Duke Energy \$31 million.

Ohio Utility regulators have now approved Duke's request to collect the money with interest over time from its customers.

Duke will be allowed to create a bill rider to recover the costs over a three year period. Here is the link for our from wcpo channel 9 news in cincinnati <http://www.wcpo.com/news/local/story/Duke-Customers-Footing-Bill-For-Windstorm/33sw0Z11DE-OjJBK8eCQSw.csp>

I feel that a company of this stature and size should be ready for a issue that happen back in september.

We as consumers should not have to flip the bill for an idiotic decsion fro duke energy and

A similar bill to recover \$4.92 million in expenses passed earlier this month in Northern Kentucky.

The windstorm knocked out power to most of Duke's customers in Greater Cincinnati and Northern Kentucky.

This outrageos. I feel that conmpany should this size shouls be ready for something like this, I will be contacting my state rep about this issue on this idiotic decision from duke energy and PUCO. Even worse they put this on people in the worst eccomy soince the great depression. I feel the goverement is giving this free money Duke can ask for it. Instead of the flipping the bill to there already cash strapped customers. We already pay way to much for eletric.

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 23, 2009 11:53 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: Diane Wagers
1306 Pershing Ave

Middletown, OH 45044

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

Please do NOT allow Duke to recoup the cost of the hurricane outage from us the customer. Many of us are unable to pay the HIGH bills as it is. I just paid a \$250 bill, and that's to keep my house at 62 degrees. If they add a rider onto my bill to pay for the outages I will be unable to make my other bills. It's ridiculous. Isn't there government aide to help? Other states get Federal Aide when hurricanes sweep thru. Why can't Ohio get some and let that pay Duke back? We lost alot of food due to the hurricane outage. Lost work time. No one paid us back.

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us

Sent: Friday, January 23, 2009 2:07 PM

To: Docketing

Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: Geraldine Chandler
2520 Harrison Ave
12

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

As this is an occurrence of nature and not any fault of the customer, this is an unfair and unjust RIDER increase. Now I understand that this occurrence does not happen often except in rare occurrences this is still not fair to all of your consumers. Why should the consumers pay for this? The current financial situation is bad enough then along comes Duke Energy who wants to increase the financial hardship. The reason is simple and Iâ?Tll tell you why, to pay for their short comings? This is starting to sound just like all the other corporations who want the consumer to pay for their losses without any regard for what it will do to the consumer. How is it fair to expect the consumer to pay extra money over the course of many years so Duke Energy can recoup any losses they may have occurred? I for one would revert to another source of power as soon as I could. This is where corporations have the consumer right where they want them; Stuck like Chuck!

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 23, 2009 2:10 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: Brian Seifert
6058 Delfair Ln

Milford, OH 45150

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:
Why did the electric price increase? If something go wrong Duke raises the rates.

Please docket the attached in the case number above.

1/23/2009

Hunter, Donelle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 23, 2009 2:22 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: Nathan Steinbach
6336 Thompson Rd

Cincinnati, OH 45247

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

How dare you charge us for the act of God in September 08. People who do not have insurance coverage have to pay out of pocket for some of their damages and now everyone has to pay. This is ridiculous. Our house did not receive damage, so why do I have to pay.

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 23, 2009 2:19 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: Denise Fuller
5114 Ebersole Ave

Cincinnati, OH 45227

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

On the windstorm Sunday our power was out for only one hour. I don't need any extra fees. I have a hard enough time paying my bill any way. I need a discount on my bill now. My Dec . bill is 380.00 which I don't know how I will pay.

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 23, 2009 2:17 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: Felicia Fath
5042 Revere Ct

Mason, OH 45040

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

Why in the world do we have to pay interest for recovering the money on the storm? You guys are rip offs. It is bad enough that we have to pay the cost for your bad lines that need updated. No one is paying interest to me for the damage done to my home !!!!

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 23, 2009 2:14 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: Mary Lunsford
1097 Shayler Rd
Apt 12
Batavia, OH 45103

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:
WE PAY DUKE ENERGY FOR OUR SERVICES. THIS INCLUDES POWER OUTTAGE SERVICES, GAS LEAKS, & STORMS. I AM SURE THIS IS COVERED BY INSURANCE. SO IN THIS CASE, I WANT PAIN AND SUFFERING FOR THE AMOUNT OF TIME THAT WAS SPENT WITHOUT POWER, AND MONEY FOR THE FOOD THAT WAS SPOILED WHILE DUKE ENERGY WAS TRYING TO GET POWER BACK TO MY LIVING PLACE.

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 23, 2009 2:12 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: Maria Williams
1850 Lincoln Ave
2
Cincinnati, OH 45212

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

I am lodging my complaint against PUCO's approval of Duke's plan to charge its customers for repairs from the 2008 windstorm. The storm was an act of god and not the fault or mistake of any of Duke's customers. As customers we all suffered while Duke repaired the system. We were personally without power for a week. Duke should carry some kind of insurance for these kinds of things.

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us

Sent: Friday, January 23, 2009 2:52 PM

To: Docketing

Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: Rose Shields
5834 Wayside
Cincinnati, OH 45230

Docketing Case No.:08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Please docket the attached in the case numbers above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 23, 2009 2:30 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: Scott Przygocki
6436 Winding Oaks Dr

Middletown, OH 45044

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

Whatever happened to businesses dealing with increases in costs or negative events through sound management rather than running to the government with their hand out? Why doesn't Duke carry insurance for catastrophes such as the wind damage? And why aren't they penalized for the moronic decision to send Cincinnati crews to Texas when Cincinnati was also in the line of the storm. I'm sure that not only added inefficiency to the process, but also cost. I would be interested to see how much of that will end up in management's pockets (whether directly or indirectly) in the form of their bonuses. Must be nice to be financially rewarded for getting someone else to pay for a job poorly done ...

Please docket the attached in the case number above.

1/23/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us

Sent: Friday, January 23, 2009 2:25 PM

To: Docketing

Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/23/2009

Re: E Stewart
1050 Walter Ave

Fairfield, OH 45014

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

I do not think you can justify the rate hike by Duke Energy to cover expenses as a result of Hurricane Ike on Sept. 14, 2008. The Ike costs Duke incurred should be standard costs of doing business, just like other businesses. How are Ike costs exceptions? Other businesses could choose to increase the prices on their goods/services to compensate increased costs, but they also bear risk of losing customers; Duke customers cannot--it is easier to buy a new car than to switch utility suppliers. Duke was forewarned but unprepared for Ike. Rumor has it that Duke was understaffed when Ike occurred. Why did Duke need 2 days to respond to the Ike emergency? Poor emergency planning, including sending Duke workers to out of state worksites when storms were expected in Ohio. Regarding Duke's Ike costs, there should be more transparency & accountability before arbitrarily redistributing these costs to customers. Where is an audit? Duke is a for-profit company, & the PUCO needs to examine & consider Duke's salary increases & bonuses in 08-09, shareholder dividends, & other financials. Shareholders should bear reduced dividend & share price too, instead of expecting the customer to bear the whole burden. There is no difference between the PUCO bailout of Ike expenses for Duke & congress' bailout of Wall Street hedge funds crooks who subsequently splurged at taxpayers' expense. I have already paid \$5000+ in storm costs, & I was not reimbursed, so I have no sympathy for Duke, & the PUCO shouldn't either. Especially at my expense.

Please docket the attached in the case number above.

1/23/2009