

FILE

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Tuesday, January 27, 2009 10:42 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: Kenneth Dillard  
701 Signal HI

Milford, OH 45150

PUCO

RECEIVED-DOCKETING DIV  
2009 JAN 27 PM 4:55

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

Notes: COMPLAINT DESCRIPTION:

I fundamentally disagree with Duke charging me over 3 years to repair their aging infrastructure. I would like to know what the criteria was for allowing this to pass and who was in charge of the decision. What can be done to repeal this and what is the process?

Please docket the attached in the case number above.

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 TM Date Processed 1/28/2009

1/27/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Tuesday, January 27, 2009 10:36 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: Eric Krauss  
8078 Red MI

West Chester, OH 45069

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

Notes: COMPLAINT DESCRIPTION:

Duke should have had insurance for this kind of disaster just like I have for the damages to my property sustained from the same windstorm! If I don't have insurance then I'm stuck with the bill and can't complain. As usual I have no recourse as I have no alternative to whom I get my power from. So I get the shaft once again. Otherwise I would switch providers and let Duke suck it up themselves. Give me a choice of who I can get power from!

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Tuesday, January 27, 2009 10:33 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: Laura Neumann  
2501 Bracebridge

Cincinnati, OH 45218

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

Notes: COMPLAINT DESCRIPTION:

I'm outraged that Duke is allowed to charge customers for providing a required service! There was no option but to fix the down power lines, trim trees and help their customers. How is it that Duke can charge people for that? When my cable goes out, the cable company comes out to fix it, free of cost. At the time of the wind storm, I had NO damage. I required NO service from Duke and yet they are going to charge me, plus interest, for the services I didn't even need or use??? This is ridiculous!

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Tuesday, January 27, 2009 10:31 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: Chad Bailey

Springboro, OH 45066

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

Notes: COMPLAINT DESCRIPTION:

I do not believe it is fair to force customers to foot the bill for these storms "Duke will be allowed to create a bill rider to recover the costs over a three year period."

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Tuesday, January 27, 2009 10:27 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: Paul Webb  
17377 US Route 68

Mount Orab, OH 45154

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

Notes: COMPLAINT DESCRIPTION:

this not fair to people who had no damage in the storm . duke already charges way too much but we have no alternative.

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Tuesday, January 27, 2009 10:23 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: Ellen Mccauley  
3610 Darwin  
Fl 2  
Cincinnati, OH 45211

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

Notes: COMPLAINT DESCRIPTION:

This is unfair! We pay enough for our utilities, what gives them to charge us for an act of God?? Not everyone can afford renters insurance. What am I supposed to do? I am a single mother of 2 and we make it barely as it is. Please don't let them get away with this!! Thank you

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Tuesday, January 27, 2009 10:20 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: Sandra Howard  
2740 Faber

Cincinnati, OH 45211

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

Notes: COMPLAINT DESCRIPTION:

Why should we the customers have to foot the bill for a natural disaster? Some people are barely paying their monthly bill This is very unfair and will cause significant hardships for many.

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Tuesday, January 27, 2009 10:18 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: Ashley Knue  
4061 Homelawn Ave

Cincinnati, OH 45211

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

Notes: COMPLAINT DESCRIPTION:

I do not think this is the right way to deal with a disaster that was made by God, not the Duke customers.  
I also never lost power so I think that this is wrong.

Please docket the attached in the case number above.

1/27/2009



**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Tuesday, January 27, 2009 10:16 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: Bonnie McLaughlin  
8500 Needlewood

Cincinnati, OH 45236

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

Notes: COMPLAINT DESCRIPTION:

I was without power for 10 hours. There were no lines down in this neighborhood. Duke expects me to pay for an act of God. I do not think so.

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Tuesday, January 27, 2009 10:14 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: Jason Michael

, 00000

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

Notes: COMPLAINT DESCRIPTION:

How does Duke have their customers pay extra for a natural disaster when our power was out for an entire week?

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Tuesday, January 27, 2009 10:12 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: John Kappler  
2169 Bolser Dr

Cincinnati, OH 45215

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

Notes: COMPLAINT DESCRIPTION:

It is OUTRAGEOUS that Duke is being allowed to bill it's customers for a wind storm (Sept. '08) that we had no control over. With the financial hardships that are occurring at this time, how do you/they expect homeowners to afford this new charge. Our electric bill right now is so expensive that we can just barely afford paying it on time.

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Tuesday, January 27, 2009 10:07 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: Patricia Richardson  
2785 Queen City  
# 8  
Cincinnati, OH 45238

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

Notes: COMPLAINT DESCRIPTION:

Part of running a business is to expect ups and downs. It's very unfair to expect the consumers of the county to pick up the tab for something they had no control over. Duke needs to let this go and move along with their business. Did consumers even have a say in this???

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Tuesday, January 27, 2009 10:03 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: Marcellina Robson  
3374 Nandale Dr

Cincinnati, OH 45239

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 for Duke Energy to charge it's customers additional due to the wind storm. No one had power for most of the time, and home owners had to turn to their home insurance for the Wind Storm. Business insurance should cover this for Duke, not the customer who is paying a fortune to use the services to begin with.

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Tuesday, January 27, 2009 9:02 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: Michelle Lloyd  
6739 Northhampton

Fairfield, OH 45011

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

Notes: COMPLAINT DESCRIPTION:

This is really not fair. Don't you have insurance to cover these types of expenses? Why can't you get the government to fund for this natural disaster. Large utilities with the economy the way it is can really put people under. I know that this month alone my bill was \$100.00 more than budgeted for. We have to cut back on things or not pay other bills just to keep the electric on. Something just isn't right here.

I look forward to a response.

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Tuesday, January 27, 2009 8:52 AM  
**To:** Docketing  
**Subject:** Docketing

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: Michael Feldman  
1881 Doral

Fairfield, OH 45014

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

Please docket the notes below in case numbers above:

Notes:

From: "webmaster@puc.state.oh.us"  
To: "ContactThePUCO@puc.state.oh.us"  
Subject: 43039  
Sent: 1/26/2009 11:01:19 AM  
Message:  
WEB ID: 43039 AT:01-26-2009 at 11:01 AM  
TYPE: complaint  
NAME: Mr. Michael Feldman  
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: Michael J Feldman  
Service address: 1881 Doral Drive, 45014  
Service phone: 513-939-1656

1/27/2009

Account Number: 6740-0618-22-1

**COMPLAINT DESCRIPTION:**

I recently read that Duke Energy has asked for and received permission to collect (with interest) from people who receive power from them. While I understand that the cost to the company is high. If I have not been late in paying them, why should they be allowed to charge me interest on something THEY are late in calculating? I searched several local news services and there was NO advanced notice to allow the public to comment on this request.



**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Tuesday, January 27, 2009 8:43 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: Michael Perschke  
5161 Southview Dr

Fairfield, OH 45014

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

Notes: COMPLAINT DESCRIPTION:

Why should I have to pay for 31 million dollars in losses? I had no damage from the storm but was without power for several days. You want me to pay for a natural disaster?? That is what I pay you for every month. Reliable servicem not service and then a bill when something out of my control goes 'wrong... And then have the gull to charge interest?????

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Tuesday, January 27, 2009 8:42 AM  
**To:** Docketing  
**Subject:** Docketing

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: Anthony Peter

, 00000

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

Please place the notes below in the case numbers above:

Notes:

From: "webmaster@puc.state.oh.us"  
To: "ContactThePUCO@puc.state.oh.us"  
Subject: 43026  
Sent: 1/25/2009 6:32:21 PM  
Message:  
WEB ID: 43026 AT:01-25-2009 at 06:32 PM  
TYPE: complaint  
NAME: Mr. Anthony Peter  
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: Lisa A. Peter  
Service address: SAA  
Service phone: 513-892-1696

1/27/2009

(no account number provided?)

**COMPLAINT DESCRIPTION:**

I am very disappointed that Duke is trying (and will probably succeed) to raise our rates to help them offset the expenses they incurred in the 9-14-08 Wind storm. My wife, 2.5 year old daughter and I lived in a camper from Sun 9-14 through Sat 9-20 until our power came back on Sat afternoon around 2:30 PM. That was a very stressful week for us and we did our best to continue going to work, eating, sleeping, etc. WE even had to shower each morning w/ cold water. And getting groceries and gas was quite a chore. We do feel Duke did a decent job handling all of the outages they were faced with, but it isn't like we didn't have extra expenses and obstacles we had to overcome. I will be very displeased if their request to assess our utilities in order to recoup their expenses goes through.

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Tuesday, January 27, 2009 8:36 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: Randy Steiner  
10196 West

Harrison, OH 45030

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

Notes: COMPLAINT DESCRIPTION:

Duke has been approved to collect another \$31 million from their customers from a local windstorm we had. I pay for a service that is their responsibility to maintain. I pay every month on time, even though I think that they currently over charge their consumers. Should their prices increase anymore it will only put forth additional damages into the family that are fitting the bill. The days I was without power was an inconvenience to me as a customer, and they didn't offer anything for my inconvenience. I do not believe that we should pay for their service, and the maintenance on the service they provide us with. I don't pay for Bigg's, or Krogers to repair their facilities that I buy grocery's from. Why would I pay to replace anything Duke is responsible for maintaining.

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Tuesday, January 27, 2009 8:27 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: Kimberly Shew  
8429 Curzon

Cincinnati, OH 45216

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

Notes: COMPLAINT DESCRIPTION:

When we had the big windstorm last year, my power only went out for a couple of hours. Why do I have to help repay the millions of dollars back to Duke when they should have emergency funds in place. Believe me - I pay PLENTY for their services already.

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Tuesday, January 27, 2009 8:17 AM  
**To:** Docketing  
**Subject:** Docketing

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: Heather Harris  
211 Biddle

Harrison, OH 45030

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

Please file the notes below in the case numbers above.

Notes:

From: "webmaster@puc.state.oh.us"  
To: "ContactThePUCO@puc.state.oh.us"  
Subject: 43055  
Sent: 1/26/2009 2:08:38 PM  
Message:  
WEB ID: 43055 AT:01-26-2009 at 02:08 PM  
TYPE: complaint  
NAME: Ms.(no first name??) Harris  
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: Heather Harris  
Service address: 211 Biddle Ave Harrison, OH 45030  
Service phone: 513-367-2731

1/27/2009

(no account number provided?)

**COMPLAINT DESCRIPTION:**

I'm writing to complain about Duke Energy being allowed to pass their losses from the Sept 2008 storms on to their customers. We work hard to pay our rising bills every month, we should not be held liable to Duke's losses that they were completely unprepared for. They should have to carry sufficient insurance like the rest of us, in case of loss. We have no choice but to use Duke, as they are the only company serving our community. It is extremely unfair that I have no choice but to be completely taken advantage of.

1/27/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us

**Sent:** Tuesday, January 27, 2009 8:16 AM

**To:** Docketing

**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: Donna Fye  
1868 Eight Mile

Cincinnati, OH 45255

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

Notes: COMPLAINT DESCRIPTION:

Why should I have to pay for this company's expense? If I was a small business who had to purchase new vehicles due to a storm incident, I certainly would not be able to pass this expense on to my customers and expect to keep my customers. If my dining establishment burnt down, I certainly couldn't charge customers for meals they never received. Energy bills are too high as it is, and with the recession, consumers can't afford to take on this extra charge. This is Duke's responsibility, not the consumers.

Please docket the attached in the case number above.

1/27/2009



**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Tuesday, January 27, 2009 8:14 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: Andrew Roetting

Cincinnati, OH 45242

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

Notes: COMPLAINT DESCRIPTION:

May I suggest that I am very unhappy of this decision from PUCO and Duke . What about my lost wages and spoiled food. What about the the expense of removing a downed tree. I would have thought this was a business loss. It's a shame you have PUCO as you're insurance company. There is not any avenues of compensation that I can use on you, but tell the world about you and PUCO. HAVE A NICE DAY. BUT IF YOU DON'T, I'LL PROBABLY PAY FOR THAT TOO!

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Tuesday, January 27, 2009 10:54 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: Sheila Field  
70 Apple Ln

Cincinnati, OH 45255

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

Notes: COMPLAINT DESCRIPTION:

I have no doubts that Duke energy is far from one of the businesses in financial trouble. Although a force of mother nature may have caused less revenue for the millionaires, I am sure that they will have the luxury of continuing their way of life.

Meanwhile, those of us who live on a budget will now be forced to find new ways to make those paychecks go farther. Especially those who have lost jobs or have spouses who lost jobs. Aren't losses part of the risk that you take when deciding to own a business?

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Tuesday, January 27, 2009 10:55 AM  
**To:** Docketing  
**Subject:** Docketing

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: Unknown Unknown

, 00000

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

Please docket the comments below in the case numbers above.

Notes:

From: "webmaster@puc.state.oh.us"  
To: "ContactThePUCO@puc.state.oh.us"  
Subject: 43088

Sent: 1/26/2009 11:46:09 PM

Message:

WEB ID: 43088 AT:01-26-2009 at 11:45 PM

TYPE: complaint

NAME: Mr.(no first name??) just a customer for 40 years

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: n/a

Service address: West side of Hamilton

Service phone: n/a

Account Number: n/a

COMPLAINT DESCRIPTION:

I'm soory but I do not feel that Duke Customers should have to pay for the storm we had in September 2008!! We pay enough for utilities, the storm damage is your problem!

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Tuesday, January 27, 2009 10:58 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: Jennifer Delaney  
6293 Branch Hill Miamiville Rd

Loveland, OH 45140

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

**Notes: COMPLAINT DESCRIPTION:**

I am writing to complain about the approval of Ohio Utility regulators to allow Duke 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.

My power was out of 6 days during September. And this power outage cost my family quite a bit of money. Our family is a family of 5, with three children under the age of four. In addition to the inconvenience of no power, we also lost two freezers of food, had to pay to remove trees, replace a weather head and wires to our house, and feed our family for six days. Our family rarely eats out (which is why we had two freezers of food), so I also had to pay to feed my family during this time. Also, we utilized others homes for showers and basic needs such as laundry.

I think it is a disgrace with increased power costs, that now Duke is coming back to the consumers asking for more money for a natural disaster. Don't the utility companies keep a fund for emergencies such as this? Or wasn't there FEMA money available? We as consumers continue to get stuck with bills that are not our responsibility and I believe that this matter requires additional consideration before allowing Duke to charge us with interest.

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Tuesday, January 27, 2009 11:03 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: Regina Russell  
6715 Kennedy Ave

Cincinnati, OH 45213

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

Notes: COMPLAINT DESCRIPTION:

I cant beleive that the duke customer will be charged for the cost that was cause by an act of nature. this is ridiculus and makes me sad to say i even live in cincinnati and have to have duke for my gas & electric company. What is this world coming to where big business such as duke is passing the buck to its customers. We didnt ask for a wind storm and to have a successful business you dont go around and start charging your customers when you are losing money.

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Tuesday, January 27, 2009 11:07 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: Michael Risner  
812 Brookwood Dr

Trenton, OH 45067

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

Notes: COMPLAINT DESCRIPTION:

I do not believe that it is right for Duke-Energy to be able to pass on there costs for the September storm damage. IF there equipment was up todote most of the damage and outages would not have accured. Pretty much what my insurance company told me when I lost most of my roof. It was due to be replaced. If Duke's product and lines where up todote a lot of the failures would not have happened. And going down and having to work on repairs is the cost of doing business.

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Tuesday, January 27, 2009 11:10 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: Chad Dillhoff  
2642 Allaire Ave

, 00000

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

Notes: COMPLAINT DESCRIPTION:

I fail to see how the cost of the Cincinnati windstorm is to be passed along to the consumer, let alone collecting it from us with interest. Companies are now profiting from natural disasters? Should have Duke not be required to insure their infrastructure? I've been nothing but disappointed with Duke Energy since they took over as our service provider but this takes it to a whole other level. This seems like complete antitrust behavior.

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Tuesday, January 27, 2009 11:12 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: Elise Carpenter  
798 Bramblewood

Loveland, OH 45140

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

**Notes: COMPLAINT DESCRIPTION:**

Issue is question is below. The reason Duke Energy lost so much money, is because they weren't prepared for a major disaster. Their customers have no other gas and electric company to chose from, and now because of poor planning, insight, forecasting, etc. citizens will foot the bill. This is inherently hypocritical. Not only were the customers the ones who suffered without power, but now they are the ones who will pay the bill?!?! Although, this was an act of God, it is the responsibility of the Provider to assume any monetary loss, ie. Fiscal Responsibility. Holding citizens responsible is unreasonable, Duke Energy must be held accountable, and given they are the only provider in the area, they should have been better prepared for an outage this large. Must of the cost associated with this situation, was because of hired out man-power, because they were inadequately staffed, as well as, having no plans in place for such an emergency. It took them six days to power my home, and yet now I will be forced to pay even more over 3 years because their upper management levels were not responsible enough to have emergency plans in place.

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.

OCC information packaged.

Please docket the attached in the case number above.

1/27/2009



**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Tuesday, January 27, 2009 11:15 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: Laura Gupton  
562 Clairmont Woods Dr

Cincinnati, OH 45244

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

Notes: COMPLAINT DESCRIPTION:

It's a joke, that you guys have agreed that the customers should have to recover the cost that Duke Energy incurred, plus interest!!! Its one thing to make their consumers pay for the cost, but how in the hell are the consumers liable for interest???? Can someone please explain that to me??? Last time I checked the stock market went down the shitter anyway. Interest..... what a joke.

OCC information packaged.  
Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Tuesday, January 27, 2009 11:18 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: Craig Miller  
3328 Sandy Ln

Blanchester, OH 45107

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

Notes: COMPLAINT DESCRIPTION:

You have got to be kidding me??? We were without electric 5 days, lost everything in our freezer and fridge and had to replace a few hundred dollars worth of groceries...and you have decided that on top of that, we need to help you out by giving you more of our money. As if times are bad enough on us hard working American's....now you are going to make us pay for an act of God (Mother Nature)..what's the matter? Are you all not rich enough???

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Tuesday, January 27, 2009 11:20 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: Amy Andres  
3648 Twinview Dr

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

Notes: COMPLAINT DESCRIPTION:

You are going to allow Duke to add a fuel rider to my bill for 3 years of more to cover their loss from the windstorm? That is crap! It is wrong, it is legal stealing. Duke is not the only company that lost money due to the storm but we can't charge our costumers for our lost, how can you allow this? Incorporated in the monthly charge is the cost of the service and all that goes along with getting the power too us; billing, customer service, lines, line care, etc.. They should just have to make less of a profit this year. You really should be ashamed of yourselves.

OCC information packaged.  
Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Tuesday, January 27, 2009 11:22 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: James Trusty  
2148 Feldman

Cincinnati, OH 45212

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

Notes: COMPLAINT DESCRIPTION:

you have got to be kidding me, as much money they we spend on utilities, and not to mention the fact that they had sent most of their crews out of town causing a delay in the response time. If this goes through I believe that it will lead to a lot of people searching for other ways to retain service.

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Tuesday, January 27, 2009 2:10 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: Joyce Lieske  
2875B State Route 132

New Richmond, OH 45157

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

Notes: COMPLAINT DESCRIPTION:

It is the responsibility of Duke Energy to budget for situation of this sort. As a company of their size they are aware that things like wind storms and ice storms can put their equipment out of operation. It is their responsibility to have the ability to repair the equipment in a timely manner and to have the resources to cover the additional man power and financial set back when this happens.

They raised their rates when the oil prices went up last year but we are still waiting for the reductions now that the prices are lower. You can't keep taking our money and giving nothing back.

OCC information packaged.

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Tuesday, January 27, 2009 2:13 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: Diane Brunkel  
7821 Plainfield

Cincinnati, OH 45236

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

Notes: COMPLAINT DESCRIPTION:

I really disagree with this. It is not our falt. I don't think we should be penalized for the wearther. Our electric did not go out at all for the windstorm. Why then should I have to pay.

OCC information packaged.  
Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Tuesday, January 27, 2009 2:12 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: Kathy Bushle

, 00000

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

Notes: COMPLAINT DESCRIPTION:

I am writing about the customer paying for the windstorm in Cincinnati. We did not loose power why should we pay. This is not right. Plus interest. Your saying we have no say in this. You just order us to pay. Why is Duke not responsible? We are all struggling now to pay our bills with our economy. How did you come to this conclusion? Your not even saying the public splits the cost with Duke you are saying we pay it all plus interest. This makes no sense. What about their insurance? Why are they not responsible?

OCC information packaged.  
Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Tuesday, January 27, 2009 2:13 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: Diane Brunkel  
7821 Plainfield

Cincinnati, OH 45236

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

Notes: COMPLAINT DESCRIPTION:

I really disagree with this. It is not our falt. I don't think we should be penalized for the wearther. Our electric did not go out at all for the windstorm. Why then should I have to pay.

OCC information packaged.  
Please docket the attached in the case number above.

1/27/2009



**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Tuesday, January 27, 2009 2:18 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: Shannon Martin  
3815 Millsbrae

Cincinnati, OH 45209

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

Notes: COMPLAINT DESCRIPTION:

I am writing to issue a formal complaint about the bill rider that Duke will be issuing to its customers to defray the cost that they 'incurred' during the power outage in September. This is absolutely ludicrous. I was without power for nearly a week...and now, somehow...I have to offset their cost. This is why they have insurance. This cost should not be dumped on the back of their customers. It is ridiculous and I am shocked that you approved their request. As if the average, working class family doesn't have enough to worry about. I wonder if Duke executives got a bonus this year...they could forgo their bonuses and use that moeny to help offset the expenses they 'incurred' from the storm.

OCC information packaged.  
Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Tuesday, January 27, 2009 2:20 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: Micharel Martin  
3815 Millsbrae  
Cincinnati, OH 45209

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

Notes: COMPLAINT DESCRIPTION:

My friend's house was damaged in the wind storm on September 14th, 2008 and he needed his roof repaired so he called his insurance company who paid for the necessary repairs. You see insurance is something that people and business' take on as an expense in order to cover the uninspected. Why is Duke being rewarded for not having such safeguards in place, and the consumer being punished at a time when the consumers are already cash strapped in this economy? This decision to put the burden on the customer is reprehensible and I have already noted a reminder on my out look calendar for the next election cycle!

To: docketing@puc.state.oh.us  
CC:  
BCC:  
Subject: Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: Shannon Martin  
3815 Millsbrae

Cincinnati, OH 45209

1/27/2009

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

Notes: COMPLAINT DESCRIPTION:

I am writing to issue a formal complaint about the bill rider that Duke will be issuing to its customers to defray the cost that they 'incurred' during the power outage in September. This is absolutely ludicrous. I was without power for nearly a week...and now, somehow...I have to offset their cost. This is why they have insurance. This cost should not be dumped on the back of their customers. It is ridiculous and I am shocked that you approved their request. As if the average, working class family doesn't have enough to worry about. I wonder if Duke executives got a bonus this year...they could forgo their bonuses and use that moeny to help offset the expenses they 'incurred' from the storm.

OCC information packaged.

Please docket the attached in the case number above.

Please docket the attached in the case number above.

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Tuesday, January 27, 2009 2:27 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: Daniel Perschke  
5954 Mill Crest Ct

, OH 45011

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

Notes: COMPLAINT DESCRIPTION:

This complaint is in regards to Duke Energy gaining approval to charge back customers for the costs associated with the fall 2008 wind storm of \$31m plus interest over a 3 year period.

While I understand that this was an unprecedented event for the region, I am not in agreement that these costs should be passed on to customers. Nor should customers be forced to pay interest on these recoveries. We have not incurred a debt to Duke. Part of the service agreement is that Duke will maintain the grid up to our homes, and we will maintain beyond that.

Surely, Duke would carry insurance policies that would cover these types of events. If not, it is an oversight on their part and not a customer liability. Individuals were able to be reimbursed by their homeowners policies for damage, and the same standard should be applied to Duke. Customers are not guarantors of cost recovery nor should stand in the place of insurance.

Additionally, these types of events are risks of doing business. Inevitably, some profit margin built in to the service customers pay should be used to safeguard against these types of events, so in effect, customers have already paid for these costs.

I ask the regulatory commission to reverse their decision and force Duke to pursue other avenues of cost recovery. This is not a cost that should be born by customers.

I look forward to hearing from you soon.

OCC information packaged.

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Tuesday, January 27, 2009 2:25 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: Bonnie Cronin  
1681 Ashbrook Dr

Cincinnati, OH 45238

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

Notes: QUESTION DESCRIPTION:

I never lost power in the September 2008 windstorm so why am i going to be charged for services that i never received plus interest for services i never received?

Why is it that the consumers are once again responsible to reimburse a company for their business loses?

I do not see anyone reimbursing me for my business expenses and/or losses.

Duke is in the business of providing electric and gas to consumers and should be responsible for the costs associated with their business. Seems to me to be yet another "fleecing" of the American Consumer for the benefit of big business.

OCC information packaged.

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Tuesday, January 27, 2009 2:32 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: Peggy Preston  
8254 Lyness Dr

Cincinnati, OH 45239

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

Notes: COMPLAINT DESCRIPTION:

Why should we have to pay for something that we didn't cause or have any control over. Duke is already SEVERELY RAPING us on our monthly bill. We never had this happen to use when we were still CG&E. There's no other energy company to give them any competition so they get away with screwing us any chance that they can. It really SUCKS!!!!

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Tuesday, January 27, 2009 2:29 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: Patsy Cornett  
2314 Morton Ave

Norwood, OH 45212

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

Notes: COMPLAINT DESCRIPTION:

this is crazy that duke feel that folks over 70yrs old can afford to pick up the cost for the windstorms fees. they should be required to use their insurance coverage just as well as we did. we lost electric for 7long and a do mean long days. god bless american and never allow a co. do get over on the little folks.

OCC information packaged.  
Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Tuesday, January 27, 2009 2:34 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: Donald Kasson

Cincinnati, OH 45242

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

Notes: COMPLAINT DESCRIPTION:

As in any industry, cost of providing infrastructure is inherent in the cost of doing business. The cost of a replacement oven in a bakery is not prorated per donut or customer! Dukes service charge has already increased beyond reason. We should not be charged for Dukes lack of foresight in preparing for events such as the windstorm.

Please docket the attached in the case number above.

1/27/2009



**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us

**Sent:** Tuesday, January 27, 2009 2:38 PM

**To:** Docketing

**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: Larry Moreno  
11697 Raphael Pl

Cincinnati, OH 45240

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

Notes: COMPLAINT DESCRIPTION:

My utility bill is high enough, i should not have to pay more for something that was not my fault. This is their business and they should be responsible for their problems. ITS the cost of doing business. They already have gotten a price hike from the PUCO.

OCC information packaged.

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Tuesday, January 27, 2009 2:42 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: Clint Grizovic  
7 Cemetery Rd

Milford, OH 45150

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

Notes: COMPLAINT DESCRIPTION:

I'm writing to complain about Duke Energy wanting customers to pay 31 million over a 3 year period for windstorm costs from September 14th, 2008. Its not our fault that it happened. They should cover the cost. If I see an increase in my bill. I will find an alternative to electric and gas.

OCC information packaged.  
Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Tuesday, January 27, 2009 2:39 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: Charles Lakes  
955 Millers Run

Fairfield, OH 45011

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

Notes: COMPLAINT DESCRIPTION:

I am was very upset to hear that customers will be footing the bill for damages from a natural disaster. We were without power for days and now we have to pay additional charges for repairs? Shouldn't the "service provider" be responsible for the upkeep of their equipment and service? It makes no sense to ask consumers-many of of whom are already struggling financially-to take on the burden of these costs instead of Duke Energy. Duke Energy provides a service-they should be responsible for the upkeep of their equipment. I don't expect my local car wash to charge when their equipment needs repairs and I am shocked that Duke Energy does. I hope that you will reconsider this ruling and ask Duke Energy to be responsible for it's own failures. Thank you, Christina Lakes

OCC information packaged.  
Please docket the attached in the case number above.

1/27/2009

**Alvin Jackson M.D.**  
**Board Member and Director of**  
**Ohio Department of Health**  
**246N. High St**  
**Columbus, Ohio 43215**

**Lorry Yale Wagner**  
**Board Member and**  
**Public Member**  
**34560 Sherbrooke Park**  
**Solon, Ohio 44139**

**Christopher Korleski**  
**Board Member and Director of**  
**Ohio Department of Environmental**  
**Protection Agency**  
**50 West Town St., Suite 700**  
**Columbus, Ohio 43215**

**COLBERT, PAUL**  
**ATTORNEY AT LAW**  
**139 EAST FOURTH STREET**  
**2500 ATRIUM II BLDG.**  
**CINCINNATI, OH 45201-0960**

**Lee Fisher**  
**Board Member and Director of**  
**Ohio Department of Development**  
**77 South High Street**  
**Columbus, Ohio 43215**

**Robert Boggs**  
**Board Member and Director of**  
**Ohio Department of Agriculture**  
**8995 E. Main St.**  
**Reynoldsburg, Oh 43068-3399**

**Sean Login**  
**Board Member and Director of**  
**Ohio Department of Natural Resources**  
**2045 Morse Rd. Building H-1**  
**Columbus, Ohio 43229-6693**

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Tuesday, January 27, 2009 3:53 PM  
**To:** Docketing  
**Subject:** Docketing  
**Attachments:** 112993.html

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/27/2009

Re: David Lambert  
6492 Springhouse Ave  
Loveland, OH 45140

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

Please docket the attached e-mail in the case numbers above.

1/27/2009

From: "webmaster@puc.state.oh.us"  
To: "ContactThePUCO@puc.state.oh.us"  
Subject: 42492  
Sent: 1/15/2009 2:42:29 PM  
Message:  
WEB ID: 42492 AT:01-15-2009 at 02:42 PM

TYPE: complaint

NAME: Mr. David Lambert

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 6492 Springhouse AVE
- Loveland , Ohio 45140
- USA

PHONE INFORMATION:

- Home: 5137223308
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: DlamBERT@cinci.rr.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Duke
- Name on account: David Lambert
- Service address: 6492 Springhouse AVE
- Service phone: 5137223308
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

I would like to say this is not right I can barely pay my bills as it is i am filing a complaint with every state repersintive i can think of iv already filled one out for the congressman for the following reson. internet link is <http://www.wcpo.com/news/local/story/Duke-Customers-Footing-Bill-For-Windstorm/33sw0Z11DE-OjJBK8eCQSw.cspX>

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.