

FILE

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 02, 2009 10:44 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/2/2009

Re: Noel

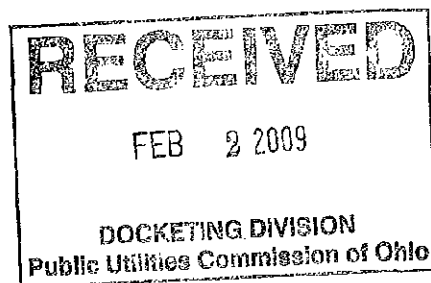
, 00000

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

Notes: COMMENT DESCRIPTION:

What happened to the money that government was going to issue the companies to help pay their expenses ? With all these different riders I feel we are being taken advantage of left and right. All of these different supply charges I'm sorry I just believe this is just another way for Duke etc. to make more money. You know they have us over a barrel because we need the electric and the gas and can't do without it so we are stuck with whatever you want to charge.

Please docket the attached in the case number above.



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Technician Am Date Processed 2/3/09

2/2/2009

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 02, 2009 12:11 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/2/2009

Re: Lisa Rafferty  
520 Anchor  
Apt C  
Cincinnati, OH 45255

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

Notes: COMPLAINT DESCRIPTION:

Complaint. I should not be having to pay more for gas and electric because mother nature had a fit in Sept of 2008 and knocked out power every where. I took a hit already, with groceries going bad and not having hot water to shower. The food bill was over 300.00, which is a month worth of eating that I had to spend again but on a very tight budget.

Please docket the attached in the case number above.

2/2/2009

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 02, 2009 2:21 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/2/2009

Re: Cacozza

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

Notes: COMPLAINT DESCRIPTION:

Regarding this article on 1/15: "It looks like Duke Energy customers will be footing the bill for the September 14th windstorm. 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".

HECK NO or we will switch to another utility provider out of state!!!!

Please docket the attached in the case number above.

2/2/2009

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 02, 2009 2:19 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/2/2009

Re: Cameron Connor  
1900 Link Side Dr  
# 8  
Cincinnati, OH 45245

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

Notes: COMPLAINT DESCRIPTION:

I don't understand why it is that the customers are footing the bill for the damages that were caused by wind this past fall. The power lines, phone lines, etc. that were damaged are property of those companies, not me. Therefore I guess my question is should I be billing Duke Energy for the damage that was caused to my roof by the wind? I highly doubt they would consider that fair, nor do I consider their tactics to make the public pay for damages that were not their fault to property that wasn't there's to begin with fair.

Please docket the attached in the case number above.

2/2/2009

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 02, 2009 2:17 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/2/2009

Re: Cyndie Lawrence  
1245 Meriweather Ave

Cincinnati, OH 45208

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

Notes: COMPLAINT DESCRIPTION:

" Duke Energy is permitted to charge it's customers, with interest, for doing their job after the windstorm on September 14th, 2008." Pay Duke monthly for doing their job then be expected to pay them again and with interest! No way! Let them collect from FEMA or other government monies set aside for emergencies and natural disasters. On second thought how about the top executives pitching in part of their salaries to pay the costs? I would be curious to know, if when they went to help the people affected by Katrina, they charged them and with interest?

Please docket the attached in the case number above.

2/2/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 02, 2009 2:15 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/2/2009

Re: Renee Partridge  
8401 Shuman Ln

Cincinnati, OH 45231

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

Notes: COMPLAINT DESCRIPTION:

I should not have to pay to cover the cost of the September 14th windstorm. You should have insurance that covers this type of thing. I have already had my bill increase every year with no recourse.

Please docket the attached in the case number above.

2/2/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 02, 2009 2:14 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/2/2009

Re: Brad Bresser  
111 Garfield Pl  
Apt 1103  
Cincinnati, OH 45202

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

Notes: COMPLAINT DESCRIPTION:

This is absurd and I as a Duke customer should not have to pay this as it is not part of my terms and conditions on my monthly bill. My monthly payment should go towards my electric bill only, not including any Duke crisis.

Please docket the attached in the case number above.

2/2/2009

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 02, 2009 2:23 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/2/2009

Re: Jeffrey Mccleese

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

Notes: COMPLAINT DESCRIPTION:

This should be Duke Energy's responsibility. I own a business and when something unfortunate takes place, I have to bear the burden of the expense. Duke should be held to the same standard. Besides this point, Duke's handling of the entire situation was far from satisfactory.

Please docket the attached in the case number above.

2/2/2009



**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 02, 2009 2:25 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/2/2009

Re: Robert Bibb  
973 Meadowland Dr

Cincinnati, OH 45255

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 for Duke to charge me for an act of god. This is the price of them doing business. My insurance did not cover my food lost as this was an act of god, so not only am I out the food, now I have to pay Duke. I was without power for 4 1/2 days. If they get a profit they do not share it with me, why should I have to pay extra for something I did not cause. This would be like my insurance rates going up just because my neighbor had an accident. Please deny this request.

Please docket the attached in the case number above.

2/2/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 02, 2009 2:27 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/2/2009

Re: Kristina Masterson  
3280 Lillwood Ln

Cincinnati, OH 45251

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

Notes: COMPLAINT DESCRIPTION:

I have just been notified that the customers will be the ones to be responsible for paying the loss of money that the Duke Energy has incurred during the September power outage. That is Outragious!... This was an act of God and the customers should not be penalized for this act. (Isn't there a bond, a grant, or an insurance policy that should cover this) I was without power for 6-days. I don't see anyone helping me pay my deductibles for my insurance claims, reimbursing me for my cost of a hotel stay, my cost of food, or the inconveniences that I incurred while keeping my family warm and safe (I have a young toddler who needs power 24/7) - maybe Duke would like to pay that for me since they feel it's okay for others to be unreasonable responsible for paying for others' losses....

Please docket the attached in the case number above.

2/2/2009

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 02, 2009 2:29 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/2/2009

Re: Customer Customer

Cincinnati, OH 45238

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

**Notes: COMPLAINT DESCRIPTION:**

I am sending a comment regarding this approval for Duke Energy to charge the customers for something that we had no control over. They are going to charge us another ungodly rate for something that was the act of God. We had no control over the wind storm in September. We didn't have power for a few days and we lost food and had to clean everything up around us. This is absolutely ridiculous, I understand they are a business, but they should have funds for cases like these, They should be able to get FEMA money for the wind storm and all the extra overtime that people had to work. So technically even though we didn't have power we are still paying for those days that we didn't have it and once again they are ripping us off. They do it every month and they wonder why people need help with paying their bill, WHY???? because their rates are ridiculous and now we are going to get charged another amount which will have interest added to it over the course of 3 years. Duke wonders why they have customers who call and complain, well this is a very logical reason. This is definitely something that they didn't even really think about before they made the decision. It wasn't our fault the mother nature decided to throw a wind storm on Ohio that day, but yet we have to be the ones that pay for not having service. Some people didn't have service for a week and they are still going to get charged a fee for something that wasn't their fault. We lost money too you know such food, couldn't go to work and the cost of fixing certain power lines ourselves since Duke wouldn't so what about that. We aren't getting paid for that and food alone is an expense that some people are also having trouble paying for. PUCO.....I can't believe that you would even approve something like this, what you on Duke's payroll? This just seems a little to dishonest for me. It is just unbelievable that as bad as the economy is right now and Duke wants to charge customers more money and they are going to wonder why people have a tough time paying their bill on time, some people have a hard time now paying their bill on time which means you don't pay your bill on time you will get a late fee, there is another charge, if this is the case then they need to give some people extensions on their bill if they call and ask for one, because that seems to be the only fair way to help the customers who have to pay extra. The prices of everything else around us have gone up

2/2/2009

from gas, to groceries, to daycare, but they are just another industry and don't care about anyone or their problems. Here is a question—are Duke employees going to have to pay this extra cost every month as well? I am normally not one to complain about a whole lot, but there just needs to be some justice in this matter, considering there are families all over this state that may only have one member of the family working and that causes a financial strain on everything else in your life when you get a another Energy Bill which is possibly \$50-\$100 more then it was the month before.

Please docket the attached in the case number above.

2/2/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 02, 2009 2:31 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/2/2009

Re: Jennifer George  
200 Compass Ct

New Richmond, OH 45157

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

Notes: COMPLAINT DESCRIPTION:

It was bad enough that my power was out for 72 hours during September's windstorm and we lost upwards of \$300 in groceries but I do not appreciate Duke Energy having me foot their \$31 million bill.

Please docket the attached in the case number above.

2/2/2009

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 02, 2009 2:49 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/2/2009

Re: Jeri Tolliver  
6752 Tarawa

Cincinnati, OH 45224

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

Notes: COMPLAINT DESCRIPTION:

Continue to pass the cost on to the consumer and of course the country stays where it is. Don't let this happen--Duke Energy needs oversight - don't let them make us pay for the wind storm.

Please docket the attached in the case number above.

2/2/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 02, 2009 2:52 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/2/2009

Re: Holly Williamson  
1030 Main Street State Rte  
# 28  
Milford, OH 45150

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

Notes: COMPLAINT DESCRIPTION:  
RIDICULOUS for customers to pay the bill on this last windstorm. You mean you would chance it to loose a huge amount of your customer base just for this? Not a sound business decision.

Please docket the attached in the case number above.

2/2/2009

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 02, 2009 3:01 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/2/2009

Re: Amy Gregg  
415 Probasco Ave  
# 16  
Cincinnati, OH 45220

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

Notes: COMPLAINT DESCRIPTION:

I have just found out that customers of Duke Energy are being charged for the money spent by Duke Energy during the Windstorm that Occurred in the fall of 2008. I find this quite an unfair charge for the many thousands of customers who were forced to be without power for upwards of a week. As this was an act of God and Duke Energy is a business they should solely bear the risk of such uncommon occurrences. Businesses make their money by betting against such occurrences but it is also their unfortune to take on the risk if such things occur.

Please docket the attached in the case number above.

2/2/2009



**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 02, 2009 4:56 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/2/2009

Re: Tim Gonnella  
4230 Boomer Rd

Cincinnati, OH 45247

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

Notes: COMPLAINT DESCRIPTION:

I do not feel it is my responsibility to pay for---even over time on a rider-an act of God that resulted in lost income for Duke Energy. Lost income is a risk ALL businesses take. I lost much myself INCLUDING 10 DAYS OF ELECTRICITY, LOST WAGES, THE DEDUCTIBLE FOR MY INSURANCE CLAIM...is Duke going to pay for that? These bailouts are becoming too cliché for comfort. We should not be held responsible as customers with little recourse and options.

Please docket the attached in the case number above.

2/2/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 02, 2009 4:54 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/2/2009

Re: Brian Hornsby  
2501 Salvatore Pl

Hamilton, OH 45013

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

Notes: COMPLAINT DESCRIPTION:

I disagree that the customers have to pay for the power outage for the September windstorm.

Please docket the attached in the case number above.

2/2/2009

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 02, 2009 4:51 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/2/2009

Re: Diana Pilkerton  
929 Bellwood Dr

Loveland, OH 45140

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

Notes: COMMENT DESCRIPTION:

I don't feel we ( the customers) should not have to pay for the cost of repairing damages from the storm in 2008. Why do the customers always have to pay for major Corporations to upgrade their equipment. What are people supposed to do when so many are losing their jobs and homes because of the economy. What about the elderly and people on fixed incomes who can just barely pay their other bills. Now you are telling them they have to pay for Duke Energy upgrading thier equipment, it's not fare to ask people to accept this and try to figure out how they are supposed to live on lower incomes, no jobs and an economy in recession. How can you people sleep at night knowing this is an unfair increase and causing people to worry how they will survive this new kick in the head. Why do we have to pay for damages due to an Act of God, when by law we are not responsible for an Act Of God. Most homeowners have insurance to take care of storm damages. We should also have the right to be involved in this decision without you just saying we have to PAY for it.

Please docket the attached in the case number above.

2/2/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 02, 2009 4:49 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/2/2009

Re: Lisa Mansoor  
4007 W 8th St  
Cincinnati, OH 45205

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

Notes: COMPLAINT DESCRIPTION:

Duke is planning to charge me as a consumer, extra charges with interest over a 3 year period to recover \$31 million in losses from the September storm. This is not acceptable and not my responsibility. I pay my bill, pay for services which INCLUDES maintaining service to my house. This is absolutely wrong, especially since Duke Energy is showing more profit than loss. The storm is their cost of doing business, not mine. PUCO needs to step in to this situation and stop Duke from wrongfully charging consumers for their expense - they make enough already. In this economy, we can't afford any more!

Please docket the attached in the case number above.

2/2/2009

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 02, 2009 4:47 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/2/2009

Re: Gary Holt  
3340 Shaker Rd

Franklin, OH 45005

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

Notes: COMMENT DESCRIPTION:

I would like to know why you would allow Duke energy to increase rates due to the wind storm. It is not the peoples fault they don't do their maintance proper. With as many jobs we have lost in this state this is stupid. If you looked at their history you will see they got the business'es back with energy before the public whats wrong with this picture let the business's pay their the one's that made out. Also why not check and see who Duke gives rebates (AKSTEEL)it's sure not the people but we pay the price. what about retired people they can't afford it.I ask this before will you all resign immediately your not fair

Please docket the attached in the case number above.

2/2/2009

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 02, 2009 4:45 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/2/2009

Re: David Gahus  
4500 Kathryn Ct

Batavia, OH 45103

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

Notes: COMPLAINT DESCRIPTION:

Fortunately, my house did not sustain any wind damage from the wind storm. I do NOT believe that it is fair that I will have to pay for the damage that the wind storm caused to the Tri-State area. Duke should have an insurance policy or understand that it is the price of doing business. When unforeseen things happen, Duke needs to be held accountable or plan better. It should not be at the expense of the general public when the power companies already make a seemingly drastic amount of money already.

Please docket the attached in the case number above.

2/2/2009

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 02, 2009 4:39 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/2/2009

Re: Sandra Wilson  
4952 Rivercrest

Harrison, OH 45030

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

Notes: COMPLAINT DESCRIPTION:

I think charging customers for the wind storm in September is unethical. Almost all customers of Duke were without power for 3 to 8 days, did we get a discount NO. Our homes were damaged, our food spoiled and we were without power for a long time. Is Duke going to reimburse us for the inconvenience and losses, NO. That storm was not the public's fault and why should we pay. It is Duke's job for those services. With today's economy, loss of jobs, you want to put an additional hardship on the residents. I am very upset by this, I live from pay to pay and these times are very difficult for me as well as many others.

Please docket the attached in the case number above.

2/2/2009