

FILE

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, February 04, 2009 8:57 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
 Investigation and Audit Division

Memorandum

Date: 2/4/2009

Re: Steve Dniel
 7844 Monterey Ave

Cincinnati, OH 45236

RECEIVED-DOCKETING DIV
 2009 FEB -4 PM 5:05
 PUCO

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

Notes: COMPLAINT DESCRIPTION:

I do not believe DUKE should be allowed to pass the cost on to the consumer do to the fact that they have refused to spend money on maintenace. I you do not change the oil on your car and the engine blows up d you think the manufacture should assume the liability. I do not believe so and I am going to ask Stan Chesley his oppinion on the subject and if the cosumers has the right to start a class action suit.

Please docket the attached in the case number above.

This is to certify that the images appearing are an
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 Technician Am Date Processed 2/5/09

2/4/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, February 04, 2009 8:55 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/4/2009

Re: James Collins
5001 Cooper Rd

Cincinnati, OH 45242

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

Notes: COMPLAINT DESCRIPTION:

I am writing to absolutely object to Duke Energy billing me for the windstorm damage! With interest no less!! How come none of these mega-corporations ever want to take a loss when something bad happens. They always have to find a way to make sure their pockets stay full, while the little guy suffers the consequences of everything!! I wish there was someone to stop these people from constantly pushing everything off to make sure their cozy little lives don't change! Somebody please protect the consumers from these mega giants!

Please docket the attached in the case number above.

2/4/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, February 04, 2009 9:28 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/4/2009

Re: Brown

, 00000

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

Notes: COMPLAINT DESCRIPTION:

I cannot believe Duke is going to be allowed to charge me for a service they are paid to provide. My family was without power for 6 days. We had to eat out every meal and lost everything in our fridges and freezers (we have 2).

If this is a way to force us to alternative fuels, so be it, but I am extremely disgusted that you would allow this to happen. I pay my monthly bill that has costs added on other than usage so this should be taken care of through Duke, not me - again!!!

Please docket the attached in the case number above.

2/4/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, February 04, 2009 10:33 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/4/2009

Re: Eric Davidson
6735 Towering Ridge Way

Cincinnati, OH 45247

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

Notes: COMPLAINT DESCRIPTION:

Allowing Duke Energy to pass on the cost of the clean up/repair from the Windstorm of 08 is insane! How is "an act of God" my responsibility? Why do I pay an additional "line maintenance" every month if I'm going to be forced to pay each time actual repairs have to be made? This doesn't make one bit of sense! If I have to pay for these additional costs, then when will Duke Energy be sending me a check to cover my 3 days without power, loss of food, cost of cleanup, takeout meals, work time lost, etc? Exactly! Tell me how this is fair, I have to pay for their loss yet they don't have to pay for any of mine!!

Please docket the attached in the case number above.

2/4/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, February 04, 2009 11:03 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/4/2009

Re: Carmen Willis
10305 Hawkhurst Dr

Cincinnati, OH 45231

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

Notes: COMPLAINT DESCRIPTION:

I would like to file a formal complaint about the blackout that happened in September that you are planning to charge customers for. We were out of town and came back to spoiled food, no lights, no air conditioner, etc... for 3 days.

As a customer, I don't understand how we could be charged for this - it's not right and it's not fair.

I hope you receive enough complaints to cancel this.

Signed Very Upset Customer

Please docket the attached in the case number above.

2/4/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, February 04, 2009 11:00 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/4/2009

Re: Jason Shorten
6637 Cassidy Ct

, 00000

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

Notes: COMPLAINT DESCRIPTION:

It is difficult for me to believe that Duke can simply increase rates to cover the severe windstorm in 2008. Insurance exists for a reason. If Duke is self insured, they need to invest a portion of their profits into protecting themselves for incidents like this. It makes good business sense for Duke to request permission to bill the customers, but as a monopoly we have no recourse if permission is granted. We expect the PUC to protect us in this case, and they did not and will not. I wonder if there is any other explanation other than an overly permissive government body spending other people's money. I can't prove corruption, but Alan R. Schriber, Ronda Hartman Fergus, Valerie A. Lemmie, Paul A. Centolella, and Cheryl Roberto have done the people of Cincinnati a disservice from unearned, unelected appointed positions. By the way, Duke Energy CEO Jim Rogers made \$12.9 million in 2006, and \$9.9 Million in 2007. Perhaps that money could have been better invested for a rainy, or windy, day.

Please docket the attached in the case number above.

2/4/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, February 04, 2009 10:57 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/4/2009

Re: Gina Burnett
34 Imbler Dr

Cincinnati, OH 45218

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

Notes: COMPLAINT DESCRIPTION:

I think it is absolutely ridiculous that we are going to have to pay Duke's bill!!! That windstorm was nothing less than the "cost of doing business" for Duke. We pay PLENTY to have service from Duke. I can promise you if there was any other provider available right now, I would switch in a minute. If a Time Warner cable truck wrecks on the way to a job, do they make that customer pay for the damages????? You should be ashamed of yourselves!

Please docket the attached in the case number above.

2/4/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, February 04, 2009 10:54 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/4/2009

Re: Emily Praeter
6519 Thistle Grv

Morrow, OH 45152

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

Notes: COMPLAINT DESCRIPTION:

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.

SERIOUSLY? I get to pay for an act of GOD?

Please tell me this is not so...

Please docket the attached in the case number above.

2/4/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, February 04, 2009 10:50 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/4/2009

Re: Joseph Servaites
7755 Wesselman Rd

, 00000

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

Notes: COMPLAINT DESCRIPTION:

To Whom It May Concern:

It has come to my attention that for some reason the "Ohio Utility Regulators" have approved Duke Energy's request to collect storm-related damages from it's own customers.

The logic of this bailout escapes me, and I fail to see how Duke should not be fully accountable for all expenses that they have encountered.

The estimated bailout of \$31 million dollars cannot be considered a hardship for Duke, which posted a gross profit of \$8.22 BILLION last year. Do they really expect us to believe that they cannot afford a bill that is less than one-half of one percent of their gross PROFIT?

It *is* however a hardship for Duke customers, who have experienced unprecedented cost increases, despite the fact that the cost of energy (natural gas, in particular) has plummeted. How can the regulators just stand by while Duke continues to fleece their customers?

Regards, Joe Servaites

Please docket the attached in the case number above.

2/4/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, February 04, 2009 10:48 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/4/2009

Re: Kristina Fiscus
2191 State Route 125
Lot 174
Amelia, OH 45102

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

Notes: COMPLAINT DESCRIPTION:

I think that it is completely ridiculous that duke customers are footing the bill for the sept wind storm. there are already riders on the bill that we are charged for and with the economy it is difficult to pay your bills already. now they want to add another rider. my power was out for a week and lost several hundred dollars in food. are they going to pay for that and my inconvenience? no!! i am opposed to this charge.

Please docket the attached in the case number above.

2/4/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, February 04, 2009 10:39 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/4/2009

Re: Jeff Schlensker
8137 Fox Knls

West Chester, OH 45069

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

Notes: COMPLAINT DESCRIPTION:

I do not think Duke should be able to charge me for the problems back in Sept concerning the windstorm. I was out of service for a week and did not charge them in the inconvenience we had.

Please docket the attached in the case number above.

2/4/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, February 04, 2009 12:45 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/4/2009

Re: Michael Clements
3628 Columbus Ave

Cincinnati, OH 45208

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

Notes: COMPLAINT DESCRIPTION:

Disapprove of Duke Energy passing cost of power outages onto Customers. We pay for a service that includes not only the actual energy, but the infrastructure that carries it. Whether it's a loss of \$5 or \$31,000,000, it is the company's responsibility to bear the cost, knowing that they make an investment in their infrastructure in order to make a profit from its customers. In a situation such as this where there is no alternative company to purchase electricity from, it is unfair to pass profit loss onto the consumer without their approval. We already lost a lot from the storm including our electric service, many people cannot afford to have Duke make us pay even more.

Please docket the attached in the case number above.

2/4/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, February 04, 2009 2:25 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/4/2009

Re: Sara Haws
6205 S Hillside Ave
Cincinnati, OH 45233

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

Notes: COMPLAINT DESCRIPTION:

Concerning September 14th's windstorm in the Greater Cincinnati Area:

Speaking for many, Duke Energy customers should not have to foot the bill for an act of god. It wouldn't have cost Duke Energy so much money, if the employees that are provided by Duke Energy and that are part of a service that we the people pay for, were not thousands of miles away dealing with another act of god. NO ENERGY WAS USED, THAT IS THE SERVICE THEY PROVIDE TO US. We also pay to have staff on hand to deal with technical problems, it is not our fault that they were not available. It is absolutely ridiculous to ask customers to front the costs of this event. Take your loss and move on... It's business... unfortunately it's a monopoly too.

Please docket the attached in the case number above.

2/4/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, February 04, 2009 2:21 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/4/2009

Re: Delois Newton-Stewart
2974 Westknolls Ln

Cincinnati, OH 45211

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

Notes: COMPLAINT DESCRIPTION:
WE ARE AGAINST DUKE CUSTOMERS FOOTING THE BILL FOR WINDSTORM.....

Please docket the attached in the case number above.

2/4/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, February 04, 2009 2:18 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/4/2009

Re: Dusty Semple
4305 Poole Rd

Cincinnati, OH 45251

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

Notes: COMPLAINT DESCRIPTION:

My complaint is the price increase for all Duke customers. We just received an increase in pricing, in these times it's so hard to just pay the minimal. We are barely making it now!!! I think it was great what Duke did to help others (in the Carolina's, etc.) to get their electric back on, but why do we pay for those charges? A poll wasn't taken to see if we would agree to a price increase if we helped other states. I understand it was costly, but we didn't have a say in who Duke helped and how much money it would cost. We should NOT eat that cost as we had no control over the decision making!!!! Look at the customers that this is effecting! If we can barely make the payments now, what are we going to do, let our electric shut off??

Thank you, Dusty Semple

Please docket the attached in the case number above.

2/4/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, February 04, 2009 2:16 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/4/2009

Re: Lorna Gentry
2526 Homestead Pl

Cincinnati, OH 45211

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 Duke Energy's attempt to recoup the costs of windstorm damage from its customers. Duke has a monopoly in this area, and has used it to its own economic advantage. Duke customers should be compensated by Duke Energy, not over-charged, for the lengthy loss of service following the Gustav-related windstorm. Duke's rates are ridiculously high, it abuses its authority by cutting down or grossly deforming customers' trees, and it cuts special rate deals with big businesses at the expense of private customers. Now, it wants customers to pay for its shoddy response to a windstorm. Please do your job and regulate Duke Energy.

Please docket the attached in the case number above.

2/4/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, February 04, 2009 2:15 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/4/2009

Re: Edward Yim
90 Painter Ct

Springboro, OH 45066

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

Notes: COMPLAINT DESCRIPTION:

I object to the plan to allow duke to recoup costs from customer from the windstorm. Please advise if a hearing can be set. A A

Please docket the attached in the case number above.

2/4/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, February 04, 2009 2:10 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/4/2009

Re: Ed Brooks
1731 Old State

Williamsburg, OH 45176

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

Notes: COMPLAINT DESCRIPTION:

I have a complaint concerning the fact that Duke Energy is attempting to charge their customers for their loss during the wind storm we all encountered back in the fall. What other company could charge for something that was not delivered. Many businesses lost money that week, but they are not demanding that consumers pay for non-delivered goods. Why should Duke? Over the next three years? How much money does their executives need? Our electric bill is high enough without any more "add-ons" from Duke. Thanks!

Please docket the attached in the case number above.

2/4/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, February 04, 2009 2:08 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/4/2009

Re: Matthew Helmes
4295 Skylark Dr

Cincinnati, OH 45238

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

Notes: COMPLAINT DESCRIPTION:

It is absolutely outrageous that Duke is allowed to recoup 31 million for the September 14, 2008, windstorms. Customers should not have to pay for overtime of Duke employees or damage to Duke property (ie: utility lines, poles, transformers...ect). I pay for electric... not their property.

Also, if Duke performed proper preventative maintenance of utility poles and lines (ie: trimming trees surrounding lines); the damage could have been significantly reduced.

Doesn't Duke energy have some type of insurance to cover loss? Or are they simply allowed to operate without it? I guess that the residents of Ohio are Duke's insurance policy.

This windstorm was an act of God... So why in God's name am I paying for it? Duke isn't going to pay for the damage to my house are they? No... my insurance will.

I know this complaint is not going to do any good... It is obvious that PUCO is "in bed with" Duke... (along with the federal and state regulators and lawmakers).

I hope there are great advances in solar and wind technology in the very near future. That way all Duke employees and their families starve...

Duke needs to accept the fact that there is a price of doing business. Tornadoes, floods, and storms are those costs for any electric company. I am sure Duke has had hardy profits over the last few years.

Where is all that money?

THIS IS SIMPLY GREED... one of the seven deadly sins! I hope they all choke on the money!

Please docket the attached in the case number above.

2/4/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, February 04, 2009 2:06 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/4/2009

Re: Robert Spratt
2876 Ratterman Ave

Cincinnati, OH 45211

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

Notes: COMPLAINT DESCRIPTION:

Aren't businesses forced to have there own insurance for things like the wind storm damage instead of charging their customers? My gas and electric bill is already over \$300 a month and I live by myself! I can't afford it to be even higher!!! Thank you in advance for any and all help or information.

Please docket the attached in the case number above.

2/4/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, February 04, 2009 1:55 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/4/2009

Re: Steve Coleman
10480 Deer Trail Dr

Harrison, OH 45030

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

Notes: COMPLAINT DESCRIPTION:

I am all for your request before the PUCO to receive compensation for repairing the damage that occurred during the wind storm of 2008. I appreciate the fine service I receive from Duke in Cincinnati. The wind storm was actually a boon for many entities that were about to replace old roofs. For instance, the church I attend needed a new roof, and after the wind storm damage our insurance is going to pony up a large portion of the re-roofing costs. Keep up the good work. Steve Coleman

Please docket the attached in the case number above.

2/4/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, February 04, 2009 1:52 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/4/2009

Re: Denise Honerlaw
11181 Maple St

Cincinnati, OH 45241

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

Notes: COMPLAINT DESCRIPTION:

I don't believe it is fair that your customers are going to be responsible for the cost of the windstorm damage. I personally think I pay my fair share now and I don't think I should have to decide whether or not I eat one month or have electric.

Please docket the attached in the case number above.

2/4/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, February 04, 2009 1:50 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/4/2009

Re: Dave Field

, 00000

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

Notes: COMPLAINT DESCRIPTION:

I strongly disagree with PUCO's decision to have Duke's customers foot the repair bill for the Sept 14 '08 windstorm damage.

This was an "act of God" which is not covered by insurance policies and the consumer usually has to suck it up when this happens and no one repays the consumer.... The consumer never gets a "bailout" why do corporations feel as though they are entitled to once again stick it to "Team Little Man"

Please docket the attached in the case number above.

2/4/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, February 04, 2009 3:44 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/4/2009

Re: Debbie Hauenstein
573 E Brooke Dr

, 00000

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

Notes: COMPLAINT DESCRIPTION:

I feel Duke is overcharging its customers in the Cincinnati Area. Now, I've just heard news that they will be making us pay for the 2008 windstorm damage. With the economy in the shape it is in right now, something needs to be done to stop the incessant raising of energy costs. Fight for the people, not the corporations. EVERYONE bore costs because of the windstorm damage. Consumers lost food and had to purchase gas for generators (if they were lucky enough to have one). Why are all the costs being passed to the consumer? Maybe Duke should have maintained some of their lines better....trees should have been trimmed back, etc. The most insulting part is that Duke is adding INTEREST on to the costs they are passing on for the windstorm damage. Consumers are already suffering from the economy. Where is OUR BAILOUT????

Please docket the attached in the case number above.

2/4/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, February 04, 2009 3:41 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/4/2009

Re: Terrell Magee
11621 Bank Rd

Cincinnati, OH 45251

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

Notes: COMPLAINT DESCRIPTION:

If Duke does not or cannot carry insurance to cover their business loss due to the wind storm of 9/14/2008, they should be required to take the loss as any other "for profit" corporation. I would think their poles, transformers, wire etc. would have been insured. If my company went to our customers and increased their charges to recover lost business they would switch to another provider. With Duke being a Monopoly, my options are to buy a generator or move to an area not "serviced" by Duke. If the house is sold before the "Penalty" is paid, does this "Penalty" stay with the house or the owner? It appears that investing in Duke stock is a no risk venture. PUCO will allow Duke to charge their customers to insure profits.

Please docket the attached in the case number above.

2/4/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, February 04, 2009 4:07 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/4/2009

Re: Dave Mulcahy

, 00000

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

Notes: COMPLAINT DESCRIPTION:

I would like to know how it is legal for Duke Energy to charge it's customers for gas/electricity during a period of time in which the product was not provided? How is that legally or morally justified? Whoever reads this and responds to me, before you call me I want you to imagine standing on the porch of a Duke energy customer who is without power and telling them that they are currently being charged for the gas/electricity that we are providing to you. And when they say what gas/electriciy, and gestures toward their cold dark house, what would you say then? What will you say to them to convince them that what you are doing is right? The customer has now alternative to go with another energy provider and can easily be ignored, but if you had to go from door to door what would you say that you actually believed yourself? Do not hide behind the excuse that you had to increase manpower to address the effects of the weather conditions (windstorm), those employees would have been paid even if this event hadn't occured and it's not the customers' responsibility to compensate for an irregular spike in company costs. So again i ask you to tell me the legal and moral justification of making the people pay for their own misfortune when it was Duke Energy who failed to successfully provide energy to the homes of thousands of families. Duke energy needs to reevaluate their business ethics, and please don't charge your customers while you do it.

Please docket the attached in the case number above.

2/4/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, February 04, 2009 4:05 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/4/2009

Re: Doug Heichelbech
7801 Bridgewater Ln

Hamilton, OH 45011

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

Notes: COMPLAINT DESCRIPTION:

I feel Duke is overcharging its customers in the Cincinnati Area. Now, I've just heard news that they will be making us pay for the 2008 windstorm damage. I was not even a Duke customer at the time of the windstorm so I do not feel I should have to foot the bill. I live in a 950 square foot apartment and I am already paying over \$150 a month and our thermostat is not set at over 68 degrees at any time. With the economy in the shape it is in right now, something needs to be done to stop the incessant raising of energy costs. Fight for the people, not the corporations. EVERYONE bore costs because of the windstorm damage. Consumers lost food and had to purchase gas for generators (if they were lucky enough to have one). Why are all the costs being passed to the consumer? Maybe Duke should have maintained some of their lines better....trees should have been trimmed back, etc. The most insulting part is that Duke is adding INTEREST on to the costs they are passing on for the windstorm damage. Consumers are already suffering from the economy.

Please docket the attached in the case number above.

2/4/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, February 04, 2009 4:03 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/4/2009

Re: Ruth Steele
4681 Largo Dr

Cincinnati, OH 45236

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

Notes: COMPLAINT DESCRIPTION:

I recently read in the newspaper that Duke Energy was granted the right to not only bill the consumers for damage repairs from the September 2008 windstorm, but to also delay the billing and charge interest. This is not right. Consumers can not continue to pay the high rates and have this type of charge added to it. As a struggling consumer, I can not see myself paying more than what I am paying now. I have attempted all of the "energy savers" that Duke recommends and still see my bill doubling in a 1 month period. I am not alone in my struggle to pay bills, the economy is difficult at best with no relief in sight. Please do something to help the consumer for a change instead of siding with the corporation.

Please docket the attached in the case number above.

2/4/2009