

FILE

2

Hunter, Donielle

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Wednesday, March 25, 2009 2:16 PM  
**To:** Docketing  
**Subject:** Docketing  
**Attachments:** 117651.html

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 3/25/2009

Re: Gregory Ross  
11896 Belgreen

Cincinnati, OH 45240

Docketing Case No.: 08-0709-EL-AIR Duke Energy

Notes:

Please docket the attached in the case number above. The customer verbally advised me every since Duke Energy took over from Cinergy they have received an increase in rates.

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.  
Technician SM Date Processed MAR 25 2009

3/25/2009

PUCO

RECEIVED-DOCKETING DIV  
2009 MAR 25 PM 2:24

From: "webmaster@puc.state.oh.us"  
To: "ContactThePUCO@puc.state.oh.us"  
Subject: 43750  
Sent: 2/23/2009 6:35:26 PM  
Message:  
WEB ID: 43750 AT:02-23-2009 at 06:35 PM

TYPE: complaint

NAME: Mr. Gregory Ross

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 11896 belgreen lane
- cincinnati , Ohio 45240
- USA

PHONE INFORMATION:

- Home: 513-674-9956
- Alternative: 513-344-6094
- Fax: *(no fax number provided?)*

E-MAIL: gkross@cincinnati.state.edu

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Duke Energy
- Name on account: Gregory Ross
- Service address: 11896 Belgreen Lane
- Service phone: 513-674-9956
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

My power was off for 5 days. I have a ARM and my payment on my house is 1820 a month plus we have three growing boy ages 15,12 and 11 eating us out of everything. I can afford to pay for the work Duke is responsible for. Since Duke took over they already gotten about 4 or 5 rate hikes; why can't they do the job they suppose to do!