

FILE

10-665-EL-CSS

May 12, 2010

To: Public Utilities Commission

From: Tim McLaughlin 1744 Collinspark Ct Cincinnati, OH 45230 513 265 9127

Acct # 2060-0548-23-0

Service Address: 6083 Salem Rd. Cincinnati, OH 45230

I am a customer of Duke Energy

Public Utility Company: Duke Energy

RECEIVED-DOCKETING DIV  
2010 MAY 17 PM 12:13  
PUCO

Please accept this as my formal complaint against Duke Energy.

With no notice my statement due for May 12, 2010 indicated an amount of \$3930.20.

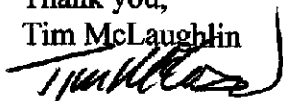
Needless to say I was in shock and thought it was a simple mistake. After calling Duke Energy I was told that this account was a master meter electric account. I asked them when this was the case and they told me it was on January 15, 2010. That information was correct as I contacted them to get a walk through with a representative. The tenants moved out on January 3, 2010 and the electric was turned off by the tenant as the bill was in their name. When I was informed by Duke that this account was always a master meter electric account I did not agree. The reason I did not agree is that if it was a master meter account the only person the account could be in is the owner. The owner has been myself for the past nine years. There has never been a problem nor did I know this was a master meter account until I had it changed on the 15<sup>th</sup> of January 2010. Duke was telling me that I was responsible for the electric for the past due to it was a master meter.

After further questions the last tenant was on a special program with Duke Energy and they were responsible for any amounts due when moving out. Well that never happened and they are telling me it is my responsibility to pay for them. I do not agree as I never knew that they were on a program as the invoice was in their name not mine. Again, if it was a master meter it would have never been in their name and I would have received the bills and I would have had the electric turned off for non payment. Instead they are put on a program and only a portion of the bill needed to be paid, while I have no idea, again as the account was in their name.

I then talked to Cindi Mack at your office and she investigated the charges and she said and I quote, "due to a technical mistake by Duke the meter was a master meter and I am responsible". I find it difficult after nine years that all of the sudden due to a terrible tenant that I am responsible for a technical error that I did not create? I am having trouble understanding this.

I would like the commission to look at this going back and see the past tenants that paid the bills and notice that if the account was a master meter it would have been in my name for the last nine years. I would also like the invoice for this account to be taken care of by Duke Energy.

Thank you,  
Tim McLaughlin



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 \_\_\_\_\_ Date Processed MAY 17 2010