

10919-EL-053

June 29, 2010

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PUCO

Public Utilities Commission of Ohio (PUCO)  
180 East Broad Street  
Columbus, Ohio 43215-3793  
(614) 466-3016  
www.PUCO.ohio.gov

ATTENTION: Mr. Jim Ripke  
Service Monitoring and Enforcement Department

Mr. Jim Ripke,

It has been brought to my attention that I have the right to file a formal complaint against Duke Energy in accordance with Ohio Revised Code Section 4905:25. Please note that I have taken all the appropriate steps to try to resolve my complaint informally with Duke Energy leading to inadequate results.

I strongly feel Duke Energy has violated the law; failed to follow its rules and regulations on file with the Commission; and that a rule, rate, charge, service and/or practice by Duke Energy is unjust and unreasonable. I am confident that I have more than enough information and documentation included to prove my case.

Attached to this letter, you will find my formal complaint against Duke Energy. I have provided an original copy, as well as 10 copies. Please let me know if you would like additional copies. If you have any questions, concerns, and/or need more information, please feel free to contact me at your convenience.

I look forward in hearing from you soon, as well as resolving my case with Duke Energy.



Sincerely,  
Michael K. Smith  
Case ID: MSMI0427102B

Enclosure

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 JUL 01 2010

Michael K. Smith 1989 Bethel Hygiene Rd.  
Bethel, Ohio 45106

513-734-4619

Case ID: MSMI0427102B

**Case ID:**  
MSMI0427102B

**Michael K. Smith**  
1989 Bethel Hygiene Rd.  
Bethel, Ohio 45106

513-734-4619

**Duke Energy Customer Account Number:** 0210-0123-20-0

# FORMAL COMPLAINT

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Bethel, Ohio 45106

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**Public Utilities  
Commission**

Ted Strickland, Governor  
Alan R. Schriber, Chairman

**Commissioners**

Valene A. Lammie  
Paul A. Cerniglia  
Cheryl Roberto  
Steven D. Lesser

June 3, 2010

Mr. Michael K. Smith  
Bethel, OH 45106

CASE ID: MSMI0427102B

Dear Mr. Smith:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO).  
Enclosed is the necessary information for filing a formal complaint.

Please note that all filings must be made on 8-1/2 by 11 inch paper. You must  
provide one original and 10 copies of the complaint.

If you have any questions about this or any other regulated utility-related matter,  
please contact the PUCO Consumer Hotline at 1-800-686-PUCO (7826). For more  
information regarding the PUCO, visit us on the web at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

Sincerely,

Jim Ripke  
Service Monitoring and Enforcement Department

Enclosure

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Columbus, Ohio 43215-3793

(614) 466-3016  
[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

Case ID: MSMI0427102B

Michael K. Smith 1989 Bethel Hygiene Rd.  
Bethel, Ohio 45106

513-734-4619

# FORMAL COMPLAINT FORM

**Michael K. Smith**

AGAINST

**Duke Energy Company**

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**MY COMPLAINT IS:**

First, I want to begin by stating my personal information. My name is Michael K. Smith and I am a residential customer of Duke Energy. I live at 1989 Bethel Hygiene Road, Bethel, Ohio 45106. My home phone number 513-734-4619. I have resided at this current address for over 33 years. My Duke Energy service account number is #0210-0123-20-0.

My complaint is as follows ... I do not agree with Duke Energy's attempt to do a billing adjustment for so called "unmetered usage" for my electric service account #0210-0123-20-0.

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NOTE: ADDITIONAL INFORMATION IS ATTACHED



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SIGNATURE

1989 Bethel Hygiene Road

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STREET ADDRESS

Bethel, Ohio 45106

---

CITY, STATE, ZIP

513-734-4619

---

TELEPHONE NUMBER

Michael K. Smith 1989 Bethel Hygiene Rd.  
Bethel, Ohio 45106

Case ID: MSMI0427102B

513-734-4619

Per the letter, dated April 22, 2010 / received April 26, 2010, I do not agree with Duke Energy's right to re-bill due to the fact that Duke Energy is the one at fault. They failed to follow no less than five (5) different sections of the Ohio Revised Code, as well as, violated The Ohio Administrative Code for a total of 145+ violations between the dates of September 15, 2009 and May 21, 2010. I will list each of these sections in the following paragraphs. The compiled list are violations of the law, the rules, or a combination of both.

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#### SECTIONS VIOLATED (SECTION 1)

##### **OHIO ADMINISTRATIVE CODE — 4901:1-10-23 Billing adjustments. Section (A)**

(A) When an electric utility has undercharged any nonresidential customer as the result of a meter or metering inaccuracy, billing problem, or other continuing problem under the electric utility's control, unless the customer and the electric utility agree otherwise, the maximum portion of the undercharge that may be billed to the customer in any billing month, based upon the appropriate rates, shall be determined by dividing the amount of the undercharge by the number of months of undercharged service. **Each electric utility shall state the total amount to be collected in the first bill under this rule.** This rule shall not affect the electric utility's recovery of regular monthly charges.

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#### DISPUTE / VIOLATION

Duke Energy did not state the total amount to be collected in the first bill I received. My first bill received was on May 22, 2010. This bill was for April/May 2010 (*see copy of bill on page 19*).

---

##### **OHIO REVISED CODE — 4933.28 Correcting residential utility billings. Section (D)**

(D) A gas, natural gas, or electric light company may not collect any amount otherwise permitted to be collected under this section unless the company, in the first bill the purpose of which is to collect the amount for unmetered gas or electric service, states the entire amount that it seeks to collect.

## COMPLAINT / DISPUTE / STATEMENT OF RELIEF

---

### DISPUTE / VIOLATION

Bill details must be stated on the first bill received (*see copy of bill on page 19*).

Bills for February/March 2010, and March/April 2010, were on hold and not mailed to me. I called Duke Energy about not receiving the bills and they replied that my account/bills were on hold for reviewing purposes. Duke Energy never told me how long my account/bills would be on hold. They said to just wait until I receive my next bill to resume payment and see charge information explaining the details.

On March 26, 2010 I received a "Billing Adjustment for Unmetered Usage" letter from Duke Energy stating my total charges, but no bill/explanation was included (*see letter on page 11*). First bill mailed to me for service was for April/May 2010, which did not include explanation of charges. However, the bill did include the overall total amount due. Therefore, I am disputing that Duke Energy may not collect any amount otherwise permitted to be collected unless the company, lists in the first bill the purpose of which is to collect the amount for unmetered electric service, states the entire amount that it seeks to collect. Duke Energy failed to comply to these specific rules.

---

### SECTIONS VIOLATED (SECTION 2)

#### OHIO ADMINISTRATIVE CODE — 4901:1-13-04 Metering. Section (G)(2)

(G) Meter reading.

(2) If a gas or natural gas company fails to read a residential or small commercial customer's meter for any reason for any twelve-month period and the company has underestimated the customer's usage, the company may only bill the customer for the difference between the estimated usage and the actual usage under the terms of section 4933.28 of the Revised Code based upon the appropriate rates in effect at the time the gas or natural gas was used. If the company fails to read a residential or small commercial customer's meter for any twelve-month period and the company has overestimated the customer's usage, the company shall credit such customer for the overestimated usage at the appropriate rate(s) in effect at the time the gas or natural gas was used.

Michael K. Smith 1989 Bethel Hygiene Rd.  
Bethel, Ohio 45106

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**DISPUTE / VIOLATION**

Refers to gas, but should also apply to electric because it is under the same company, Duke Energy. My meter was physically read every month and was not being estimated. I personally talked to the Monthly Reader Meter, Rodney Ogeltree, and he confirmed he was reporting the defective meter each month to his employer, Duke Energy.

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**SECTIONS VIOLATED (SECTION 3)**

**OHIO ADMINISTRATIVE CODE — 4901:1-10-05 Metering. Section (B)**  
**Violated 138 Times (138 days).**

(B) A customer's electric usage shall be metered by commercially acceptable measuring devices that comply with "American National Standards Institute" (ANSI) standards. Meter accuracy shall comply with the 2001 ANSI C12.1 standards. No metering device shall be placed in service or knowingly allowed to remain in service if it does not comply with these standards.

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**DISPUTE / VIOLATION**

No metering device is allowed to remain in service if it does not comply with the standards. My meter running backwards in August/September 2009 shows that it was a defective meter, but Duke Energy covered it up by changing the readings on my bills. These bills include September/October, October/November 2009, November/December 2009, December 2009/January 2010, and January/February 2010. Once again, the Monthly Meter Reader confirmed that he knew about the defective meter and it running backwards. He said he was aware from the beginning. He stated (again) that he was reporting the problem and the number readings to Duke Energy each month. Duke Energy intentionally left a defective electric meter in service and attempted to cover it up. Somebody at Duke Energy was not entering new readings to replace the old readings. They did this task so the meter did not look like it was running backwards. Therefore, resulting in covering up the mistake(s) made by Duke Energy during the particular months noted.

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## COMPLAINT / DISPUTE / STATEMENT OF RELIEF

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### SECTIONS VIOLATED (SECTION 4)

**OHIO ADMINISTRATIVE CODE — 4901:1-10-22 Electric utility customer billing and payments. Section (B), Paragraph 8 (a) (b)**  
**Violated 5 Times (Monthly Bills Violated: September/October 2009, October/November 2009, November/December 2009, December 2009/January 2010, January/February 2010). (See bills on pages 31-35).**

(B) Customer bills issued by or for the electric utility shall be accurate, shall be rendered at monthly intervals, and shall contain clear and understandable form and language. Each bill shall state at least the following information:

- (8) The billing determinants applicable:
- (a) Beginning meter reading(s)
  - (b) Ending meter reading(s).

---

### DISPUTE / VIOLATION

My Duke Energy bills were not accurate. My beginning and ending meter reading(s) were not indicated on my monthly bills as reported by my Meter Reader.

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### SECTIONS VIOLATED (SECTION 5)

**OHIO REVISED CODE — 4933.28 Correcting residential utility billings. Section (B)**

(B) No company shall recover any interest charge, service charge, or fee, whether or not a percentage is utilized for its computation, for billings made pursuant to this section.

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### DISPUTE / VIOLATION

Duke Energy is charging a late fee on the amount I am currently disputing. They are charging a disputed amount of \$.015 per month of the total disputed amount of \$1,583.42. A late fee was on my April/May 2010 and May/June 2010 bills. Duke Energy is aware of my dispute and is still charging me late fees. Duke Energy's Supervisor (Sarah) was informed on May 28, 2010 that the charges were going to be in dispute with the Public Utilities Commission of Ohio (PUCO).

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Michael K. Smith 1989 Bethel Hygiene Rd.  
Bethel, Ohio 45106

Case ID: MSMI0427102B

513-734-4619

**STATEMENT OF RELIEF —****WHAT I WOULD LIKE THE COMMISSION TO DO ABOUT MY COMPLAINT**

What I would like is for the Commission to rule in my favor versus the favor of Duke Energy. I have come to the conclusion that with all the collected information I have compiled into this document, I feel there is more than enough reason to prevent Duke Energy from collecting any or part of the disputed amount totalling \$1,583.42. Duke Energy has violated the Ohio Administrative Code and has failed to follow no less than 5 Sections of the Ohio Revised Code. I have concrete evidence stating/showing the correct laws/rules that are put into place to protect service users like myself. Duke Energy has covered up their mistake(s) and should be reprimanded accordingly. I also leave it up to the Commission if any fines or penalties should be levied against Duke Energy (under Section 4901-1-10-30, *see paragraph below*) for the countless errors made during the time period from September 15, 2009 and the present time.

**OHIO ADMINISTRATIVE CODE — 4901:1-10-30****Failures to comply with the rules or commission orders.**

(A) Any electric utility or CRES provider that fails to comply with the rules and standards in this chapter, or with any commission order, direction, or requirement promulgated thereunder, may be subject to any and all remedies available under the law, including but not limited to the following:

- (1) Forfeiture to the state of not more than ten thousand dollars for each such failure, with each day's continuance of the violation being a separate offense.
- (2) Corrective action to effectuate compliance.
- (3) Restitution or damages to the customer/consumer.

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As you can see, I have done a lot of research referring to Meters and Meter Readings. During my search, I have read, and confirmed with several people, that the older wheel type meters always run fast. My meter was over 33 years old. I also want to point out that my neighbor's meter was running fast and was replaced by Duke Energy within two months time. If you need to check records, here is his information: James Hamblin, 1985 Bethel Hygiene Road, Bethel, Ohio 45106, 513-734-4372. Since Duke Energy failed to replace the old defective meter in September 2009 and delayed installing a new, more reliable, digital meter, I have noticed a major change with the new meter versus the old meter. The new meter is showing an average

## COMPLAINT / DISPUTE / STATEMENT OF RELIEF

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38% less kwh usage for the months of February/March 2010, March/April 2010, April/May 2010, and May/June 2010. I want Duke Energy to do a review of the past usage from August 2009 back to September 2008. With this conclusion, I want a 38% refund over this particular time period due to Duke Energy overcharging my usage by 38% with the defective meter in place. This dollar figure amount would be close to \$965.00. The reason I am asking Duke Energy to do a review of the past usage all the way back to September 2008 is because that if Duke Energy had replaced the defective meter when they were supposed to, I would have noticed the 38% overcharge/drop in kwh usage. It is my right, as an Utility User, to have them re-evaluate up to the past year of usage (see page 12). I feel that due to Duke Energy's mistake by not replacing the defective meter, I should be allowed to go back a year from when the meter should have been replaced.

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### QUICK SUMMARY —

#### WHAT FINAL RESULTS I WOULD LIKE AS THE OUTCOME OF MY COMPLAINT

- 1. Pay \$0 for the mistakes/errors that Duke Energy should be held accountable for. Therefore, I am not accountable for any past charges between September 2009 to February 2010.**
  - 2. Duke Energy should receive any fines or penalties for failing to comply with the rules or commission orders by the Public Utilities Commission of Ohio (PUCO).**
  - 3. Restitution or damages be paid to the customer/consumer (ME). This will involve Duke Energy to do a review of the past usage from August 2009 back to September 2008. I want a 38% refund over this particular time period due to Duke Energy overcharging my usage by 38% with the defective meter in place. This dollar amount would be close to \$965.00.**
- 

Michael K. Smith 1989 Bethel Hygiene Rd.  
Bethel, Ohio 45106

Case ID: MSMI0427102B

513-734-4619

**COMPLAINT / DISPUTE / STATEMENT OF RELIEF**  
**Letter from Duke Energy Stating Billing Adjustments for Unmetered Usage**



DUKE ENERGY CORPORATION  
P. O. Box 840  
Cincinnati, OH 45201

April 22, 2010

Michael K Smith  
1989 Bethel-Hygiene Rd  
Bethel, OH 45106

Subject: Billing Adjustment for Unmetered Usage for Account Number 02100123 20

Dear Mr. Smith:

It has been determined that electric meter 37119652 at 1989 Bethel-Hygiene Rd was not registering properly for the time period of 7/16/09 to 2/02/10. As a result of this finding, the meter was replaced on 2/02/10. Although metering equipment may occasionally malfunction, use of the service often continues without interruption and without proper meter registration.

When this circumstance occurs, Ohio law states that the company can re-bill residential accounts for that portion electric usage that did not register for up to one year immediately prior to the date the defective meter was removed. Therefore, in accordance with Ohio law, in order to bill for the unmetered usage, we have recalculated and re-billed your account for the time period of 7/16/09 to 2/02/10.

The method of determining the actual usage during this time period was based on a review of your usage patterns before and/or after installation of the new meter. Additionally, the appropriate rate in effect during the malfunction period was used to calculate the dollar amount owed. Any payments made to this account during the noted time period have been credited as well.

A billing adjustment of \$1583.42 for the unmetered usage will be reflected on your next billing statement.


We realize that unexpected bills can be difficult to manage. After you have received your bill, please feel free to call our Customer Service Department at 1-800-544-6900 if you have any questions concerning the adjustment. You may request a payment agreement of up to 12 months if needed.

At Duke Energy, we value you as a customer and appreciate the opportunity to serve you.

Sincerely,

J.R. Rainear  
Customer Service Department

COMPLAINT / DISPUTE / STATEMENT OF RELIEF  
Energy Usage And Cost Details From 9/17/2008 to 6/17/10


**Online Services**
Contact Us Welcome, cms1973! (Log Out)

[Add an Account](#)

Account Number  
0210-0123-20-0
Address  
1989 BETHEL-HYGIENE RD, BETHEL, OH 45106

[Online Services Home](#)

**Current Bill**  
Pay Bill  
View Bill  
**Billing & Payment**  
Payment Activity  
Billing & Payment Options  
Bill Inserts  
Billing FAQs  
Energy Usage & Cost Details  
Compare Bills  
**Paperless Billing & Online Payment**  
Sign up for Paperless Billing & Online Payment  
**Energy Savings**  
Home Energy Center  
Energy Saving Tools  
Learn about Energy  
**Moving**  
Start Service  
Stop Service  
**Meter Reading**  
Submit Meter Reading  
How to Read Your Meter  
Previous Meter Readings  
Future Meter Reading Schedule  
Send Us Meter Access Instructions

Account Summary
Basic Summary
Usage Detail
Cost Detail

**Energy Usage & Cost Details**  
A history of your bills for the selected account is given in the table below. More data is available. Simply choose another view by clicking on one of the tabs.

Print
Export this view

Account: 02100123200

12

Bill Date	Electric Usage (kWh)	Electric Charges	Other Charges	Total Charges	Actions
	GRAPH	GRAPH	GRAPH	GRAPH	
6/17/2010	749	\$103.90	\$1,607.17	\$1,711.07	<a href="#">Analyze</a> <a href="#">View</a>
5/18/2010	594	\$83.64	\$2,202.82	\$2,286.46	<a href="#">Analyze</a> <a href="#">View</a>
4/26/2010	1,312	\$164.51	\$2,005.76	\$2,170.27	<a href="#">Analyze</a> <a href="#">View</a>
3/23/2010	2,282	\$251.30	\$171.04	\$422.34	<a href="#">Analyze</a> <a href="#">View</a>
8/20/2009	37	\$10.01	\$120.03	\$130.04	<a href="#">Analyze</a> <a href="#">View</a>
7/17/2009	1,555	\$196.17	\$0.40	\$196.57	<a href="#">Analyze</a> <a href="#">View</a>
6/17/2009	1,483	\$166.63	\$0.00	\$166.63	<a href="#">Analyze</a> <a href="#">View</a>
5/18/2009	969	\$105.47	\$0.00	\$105.47	<a href="#">Analyze</a> <a href="#">View</a>
4/17/2009	2,504	\$210.57	\$0.00	\$210.57	<a href="#">Analyze</a> <a href="#">View</a>
3/18/2009	3,011	\$266.18	\$0.00	\$266.18	<a href="#">Analyze</a> <a href="#">View</a>
2/17/2009	3,997	\$339.26	\$0.00	\$339.26	<a href="#">Analyze</a> <a href="#">View</a>
1/19/2009	3,935	\$347.60	\$0.00	\$347.60	<a href="#">Analyze</a> <a href="#">View</a>
12/16/2008	3,580	\$329.16	\$0.00	\$329.16	<a href="#">Analyze</a> <a href="#">View</a>
11/13/2008	1,649	\$173.19	\$0.00	\$173.19	<a href="#">Analyze</a> <a href="#">View</a>
10/14/2008	701	\$86.18	\$0.00	\$86.18	<a href="#">Analyze</a> <a href="#">View</a>
9/17/2008	1,640	\$188.77	\$0.00	\$188.77	<a href="#">View</a>

View Page

Charges from September 2008 to August 2009 were overcharged by 38%. This is due to the old meter running fast as compared to current new meter readings from March 2010 to June 2010. New meter is running 38% less than the old meter.

\$2,539.62  
x 38%  
\$965.05

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Bethel, Ohio 45106

Case ID: MSMI0427102B

513-734-4619

# FACTS / PROOF ABOUT COMPLAINT FILED

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## FACTS / PROOF ABOUT COMPLAINT FILED

### Section 1 — Charges Not On 1st Bill Mailed

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## SECTIONS VIOLATED (SECTION 1)

### OHIO ADMINISTRATIVE CODE — 4901:1-10-23 Billing adjustments. Section (A)

(A) When an electric utility has undercharged any nonresidential customer as the result of a meter or metering inaccuracy, billing problem, or other continuing problem under the electric utility's control, unless the customer and the electric utility agree otherwise, the maximum portion of the undercharge that may be billed to the customer in any billing month, based upon the appropriate rates, shall be determined by dividing the amount of the undercharge by the number of months of undercharged service. **Each electric utility shall state the total amount to be collected in the first bill under this rule.** This rule shall not affect the electric utility's recovery of regular monthly charges.

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## DISPUTE / VIOLATION

Duke Energy did not state the total amount to be collected in the first bill I received. My first bill received was on May 22, 2010. This bill was for April/May 2010 (*see copy of bill on page 19*).

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## FACTS / PROOF ABOUT COMPLAINT FILED

### Section 1 — Charges Not On 1st Bill Mailed

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#### **OHIO REVISED CODE — 4933.28 Correcting residential utility billings. Section (D)**

(D) A gas, natural gas, or electric light company may not collect any amount otherwise permitted to be collected under this section unless the company, in the first bill the purpose of which is to collect the amount for unmetered gas or electric service, states the entire amount that it seeks to collect.

---

#### **DISPUTE / VIOLATION**

Bill details must be stated on the first bill received (*see copy of bill on page 19*).

Bills for February/March 2010, and March/April 2010, were on hold and not mailed to me. I called Duke Energy about not receiving the bills and they replied that my account was on hold for reviewing purposes. They said to just wait until I receive my next bill to resume payment and see charge information.

On March 26, 2010 I received a letter from Duke Energy stating my total charges, but no bill/ explanation was included (*see letter on page 11*). First bill mailed to me for service was for April/May 2010, which did not include explanation of charges. However, the bill did include the overall total amount due. Therefore, I am disputing that Duke Energy may not collect any amount otherwise permitted to be collected unless the company, lists in the first bill the purpose of which is to collect the amount for unmetered electric service, states the entire amount that it seeks to collect. Duke Energy failed to comply to these specific rules.

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#### **EXPLANATION**

##### **Section 1 — Charges Not On 1st Bill Mailed**

Once my electric bills resumed, the first bill I received from Duke Energy was on May 22, 2010. This specific bill had services from April/May 2010 and included a "Disconnection Notice" from Duke Energy. Along with the "Disconnection Notice," there was also a "Late Payment" charge included on this bill. The "Late Payment" charge was for the amount of \$32.55 indicating that it was for the past due amount totalling \$2,170.27. I was never billed for this amount. This total amount appeared on my first bill I received on May 22, 2010 as past due. There was no explanation about any billing adjustments, no breakdown explanation explaining the amount of usage charged, and no explanation about what the usage charges were based on. As I stated before, this was the first bill I have received since February 2010. Duke Energy was aware that I was not receiving my bills because I had called them when I did not receive my bill for February/March

Michael K. Smith 1989 Bethel Hygiene Rd.  
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2010. They replied that my account/bills were on hold for reviewing purposes. Duke Energy never told me how long my account/bills would be on hold. They said to just wait until I receive my next bill to resume payment and see charge information explaining the details.

I called Duke Energy on April 1, 2010, April 13, 2010, and on April 20, 2010. Each time I called, I was told by the Duke Energy Operator(s) to just wait until I receive my next bill. The Operator(s) explained that my bills would once again resume once the “hold” was lifted from my account. At that time, then I can make my payment, but not until these few things have to happen first by Duke Energy.

I received a “Billing Adjustment for Unmetered Usage” letter from Duke Energy on April 26, 2010 (see page 11). This letter was dated April 22, 2010. After reading the letter, I already knew that I was going to dispute the charge because I did not agree with the time period that Duke Energy was suggesting that my meter was not registering properly. As the law/rule/code states, I knew that Duke Energy had to explain everything in full detail on my next billing statement. Of course, at this point, I didn’t know when the “hold” was going to be lifted from my account nor did I know when I was going to receive my next billing statement once the account resumes back to normal. I assumed that the “Billing Adjustment for Unmetered Usage” would be explained in the April/May 2010 bill which would be my next billing cycle. I want to point out that as of April 20, 2010, my account/bills were still on “hold” per my phone conversation with the Duke Energy Operator. Therefore, I knew my March/April 2010 bill was still on “hold” as well. I am very aware of my monthly bills and I keep close track on when my bills are received, due, and paid. I have been talking with the my Meter Reader about this ongoing issue. My monthly Meter Reader can confirm this statement to be accurate. I normally receive my Duke Energy bill 4-5 days after my meter is read by the Meter Reader. My meter is read almost always around the 16th of every month. My meter was read April 16, 2010 by the meter reader. I received the “Billing Adjustment for Unmetered Usage” letter 10 days after my meter was read. I contacted the Public Utilities Commission of Ohio (PUCO) on April 27, 2010 because I wanted to find out how I go about disputing the charges. I also wanted to find out more information about the laws that Duke Energy was referring to in their letter. I talked with PUCO’s Maurice and he assigned a number to my case, but he said I had to wait to file a dispute until after I have receive my billing statement from Duke Energy. He also said that I had to talk with a Duke Energy Supervisor first before I could dispute anything as well. On April 29, 2010, PUCO’s Mr. Jim Ripke emailed me the rules and code sections that the utility company must follow. I was still waiting to receive my first Duke Energy bill, so I had plenty of time to read and review these specific rules and codes that were brought to my attention.

I called Duke Energy on Friday May 21, 2010 to ask about my April/May 2010 bill. I can only see a brief summary on my Duke Energy Online Account located at [www.dukeenergy.com](http://www.dukeenergy.com) (see sample on page 16). I have limited amount of information that I can view online because I am not enrolled in Duke Energy’s “Paperless Billing & Online Payment.” While reviewing the information,



## FACTS / PROOF ABOUT COMPLAINT FILED

### Section 1 — Charges Not On 1st Bill Mailed

I noticed the numbers did not add up on my May 2010 bill. Therefore, I knew there had to be a late charge included on my account. Duke Energy Operator Gladys confirmed there was a late charge added to my April/May 2010 bill. I told Gladys that I had not received my April/May 2010 bill yet and was only viewing what little information I could see on my Online Duke Energy Account (see pages 16 and 17 to see examples of what little information I can view online due to the fact that I am not enrolled in "Paperless Billing & Online Payment"). Gladys stated that because my meter was just read on Monday, May 17, 2010, I would receive my April/May 2010 bill within a couple of days. I also explained to Gladys the entire situation and the fact that I have never received ANY bills since February 2010. Of course, this included the March/April 2010 bill, so how can I have a late charge when I have never received the bill to begin with? She proceeded to explain that the billing adjustments were made on my March/April 2010 bill that I should have already received in the mail. I informed her that Duke Energy had never mailed me the March/April 2010 bill and explained to her that I was told, by another Duke Energy Operator, that my account has been on "hold" for reviewing purposes since March 2010. Gladys said that the March/April 2010 bill was sent, but must have been lost in the mail. She blamed the United States Post Office on losing my March/April 2010 bill. I asked her to send me a copy of my March/April 2010 bill so I could see how Duke Energy was doing the billing adjustment on my account (see page 21 for the requested copy of the March/April 2010 bill).

I received my normal May 2010 bill on Saturday, May 22, 2010.

I was well aware that I had to contact a Duke Energy Supervisor before I could file a dispute with the Public Utilities Commission of Ohio (PUCO). On Monday morning, May 24, 2010, (9:36 a.m. to be exact), I called and talked with a Duke Energy Supervisor named Sandi. She knew nothing

about what law the Duke Energy letter referred to and that she would email the person who did the review. Sandi told me that I did not need to talk with this specific person and that she would handle everything. She knew nothing about any of the things I was disputing and that she would get back to me on this subject. Later that same day on Monday afternoon, May 24, 2010, I received the requested copy of my March/April 2010, after I had already called Duke Energy to talk with a supervisor.

On Friday, May 28, 2010, Duke Energy Supervisor Sandi left me a voice message stating that she could resend me the Duke Energy letter dated April 22, 2010 if I did not receive it. She left this message at 10:55 a.m. with no other information other than to call her back if I did want the letter resent. I had the letter. It was the March/April 2010 bill that I did not have at the time that I spoke to her on the phone. The code states the adjusted charges are supposed to be on the first bill sent to the customer. The first

<b>Account Summary</b>	
02100123200	
<b>Account status as of 7/9/2010</b>	
Last Payment Received	\$670.49
5/26/2010 - Thank you!	
<b>Amount Due</b>	<b>\$1,711.07</b>
<input type="button" value="Pay"/>	
<b>Bill Summary ending 6/17/2010</b>	<input type="button" value="View"/>
Previous Balance	\$1,583.42
New Charges	\$127.65
<b>Last bill amount due 7/9/2010</b>	<b>\$1,711.07</b>

Sample of what little I can see when viewing my online account.

Michael K. Smith 1989 Bethel Hygiene Rd.  
Bethel, Ohio 45106

Case ID: MSMI0427102B

FACTS / PROOF ABOUT COMPLAINT FILED  
Section 1 — Charges Not On 1st Bill Mailed

**Selected Bill:** 5/18/2010 **Service Address:** 1989 BETHEL-HYGIENE RD, BETHEL, OH 45106 **Compare with:** ☒ Last month ☐ Last year

**Summary** **Electric Details**

**Account: 02100123200**

	Selected bill: 5/18/2010	Last month: 4/26/2010	Impact
<b>Total Electric:</b>	\$83.64	\$164.51	↓ \$80.87
<b>Total for this Service Address:</b>	\$83.64	\$164.51	↓ \$80.87
<b>Past Due:</b>	\$2,202.82	\$2,005.76	↑ \$197.06
<b>Total Bill:</b>	<b>\$2,286.46</b>	<b>\$2,170.27</b>	<b>↑ \$116.19</b>

Samples of what little I can see when viewing my online account.

**Selected Bill:** 6/17/2010 **Service Address:** 1989 BETHEL-HYGIENE RD, BETHEL, OH 45106 **Compare with:** ☒ Last month ☐ Last year

**Summary** **Electric Details**

**Account: 02100123200**

	Selected bill: 6/17/2010	Last month: 5/18/2010	Impact
<b>Total Electric:</b>	\$103.90	\$83.64	↑ \$20.26
<b>Total for this Service Address:</b>	\$103.90	\$83.64	↑ \$20.26
<b>ELECTRIC LATE PAYMENT</b>	\$23.75	-	↑ \$23.75
<b>Past Due:</b>	\$1,583.42	\$2,202.82	↓ \$619.40
<b>Total Bill:</b>	<b>\$1,711.07</b>	<b>\$2,286.46</b>	<b>↓ \$575.39</b>

**Duke Energy Online Services**

**View Your Bill Online**

To view your bill online you must be enrolled in **Paperless Billing & Online Payment**. Please select "Sign up" below to view your bill online and receive all of the benefits of Paperless Billing & Online Payment.

**Get these benefits when you enroll:**

- Check your inbox, not your mailbox. Receive a monthly e-mail when your bill is ready to view and pay online.
- Save money, time and effort by viewing and paying your bills online.
- Once you enroll, set up recurring payments or make a same day payment.
- No more writing checks, buying stamps or filing paper bills.

Learn more about Paperless Billing & Online Payment.

What I see when I try to view more detailed information about my monthly bill(s),

## FACTS / PROOF ABOUT COMPLAINT FILED

### Section 1 — Charges Not On 1st Bill Mailed

bill sent to me was for the April/May 2010 bill, not the March/April 2010 bill. Duke Energy says they sent the March/April 2010 bill, but I find it very odd to be the only bill I have never received in over 33 years of residing at this address. Plus, I received the "Billing Adjustment for Unmetered Usage" letter and every other offer, incentive and/or ad that Duke Energy has mailed out to its current customers. Another good example, is the fact that Duke Energy could send me a copy of the March/April 2010 bill within 2 days is proof to me that Duke Energy never sent the March/April 2010 bill stating the adjustment charges as they are claiming they did.

I also want to point out that the March/April 2010 bill listed a recovery amount, but no explanation of how it was determined. The "Billing Adjustment for Unmetered Usage" letter stated that the meter was not registering properly starting with the June/July 2009 bill. I will later show that Duke Energy showed me the meter actually failed between August 14, 2009 and September 15, 2009 (see pages 29-30).

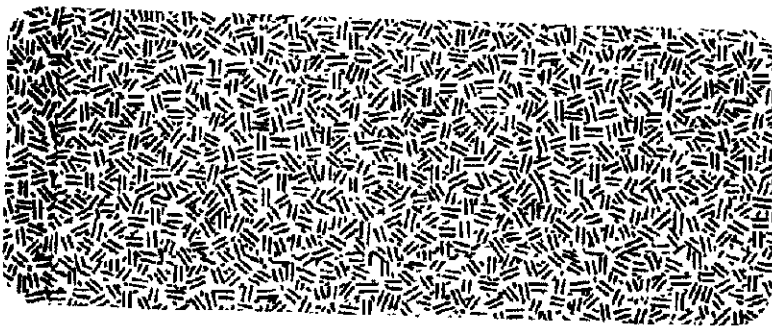
I spoke with Jeana Deletra from the Ohio Consumers Counsel (OCC). She said it appeared that the charges from Duke Energy are based on 17,300 kwh of unmetered usage. I went over my bills for the past 3 years and I have never had usage over 13,503 kwh from the months between September to February. None of the information explained to me by Jeana Deletra was included on the first bill I received.



P.O. Box 840  
Cincinnati, OH 45201-0840

Save energy. Save money.

[www.duke-energy.com](http://www.duke-energy.com)



*Apr / May Bill*

*Rec. May 22, 2010*

PRESORTED  
FIRST CLASS  
MAIL  
U.S. POSTAGE  
PAID  
DUKE ENERGY

Envelope for April/May 2010 Bill Received on May 22, 2010. This is the first bill I received.

Michael K. Smith 1989 Bethel Hygiene Rd.  
Bethel, Ohio 45106

Case ID: MSMI0427102B

513-734-4619

FACTS / PROOF ABOUT COMPLAINT FILED  
Section 1 — Charges Not On 1st Bill Mailed

DISCONNECT NOTICE

PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT

Page 1 of 2

Name /Service Address	For Inquiries Call	Account Number
Michael K Smith 1989 Bethel-Hygiene Rd Bethel OH 45106	Duke Energy 513-651-5100 1-800-648-7777	0210-0123-20-0

Mail Payments To	Account Information
PO Box 9001084 Louisville KY 40290-1084	Payments after May 18 not included Bill prepared on May 18, 2010 Next meter reading Jun 16, 2010

If your service is disconnected for non payment, in addition to a reconnection charge, you will be required to pay a deposit in the amount of \$120.00 before service is restored.

IMPORTANT: Your service may be disconnected if your past due amount of \$422.34 is not paid before 06/11/2010. A reconnection charge will be required. In addition, a service deposit may be required; if so, payment arrangements may be available. For questions, please call the number shown above.

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Elec	108019117	Apr 16 May 17	31	5876	6470	594

Electric - Residential	Current Billing
Usage - 594 kWh	Amt Due - Previous Bill \$ 2,170.27
Duke Energy - Rate RS \$ 83.64	Late Payment Charge(s) 32.55
Current Electric Charges \$ 83.64	Balance Forward 2,202.82
	Current Electric Charges 83.64
	Current Amount Due \$ 2,286.46

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 9.61 cents per kWh. Your Price to Compare may be different based on your usage. Visit [www.duke-energy.com](http://www.duke-energy.com) to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

2286.46  
-32.55  
-1583.42  
-----  
670.49

DISCONNECT NOTICE

Due Date	Amount Due	After Jun 9, 2010
Jun 9, 2010	\$ 2,286.46	\$ 2,320.76

 **DukeEnergy.**

4097-01-00-000 1064 0001-0006128

visit us at [www.duke-energy.com](http://www.duke-energy.com)

April/May 2010 Bill Received on May 22, 2010. This is the first bill I received.

Case ID: MSMI0427102B

Michael K. Smith 1989 Bethel Hygiene Rd.  
Bethel, Ohio 45106

513-734-4619

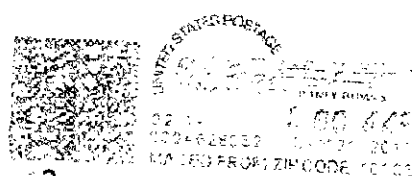
FACTS / PROOF ABOUT COMPLAINT FILED

Section 1 — Charges Not On 1st Bill Mailed



1000 East Main St.  
Plainfield, IN 46168

*Mar/Apr Bill.*



*REC. May 24, 2010  
Copy of Apr. Bill Not Received.  
In Apr because was not sent in Apr.*

4510639441 R003



Envelope for March/April 2010 Bill Received on May 24, 2010.

This was the copy that I requested due to not receiving the bill in the first place.

Michael K. Smith 1989 Bethel Hygiene Rd.  
Bethel, Ohio 45106

Case ID: MSMI0427102B

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## FACTS / PROOF ABOUT COMPLAINT FILED

## Section 1 — Charges Not On 1st Bill Mailed

Account Number 0210-0123-20-0 30 11

For less detailed billing information on  
your monthly bill, check box on right☐

Due Date	Amount Due
May 18, 2010	\$ 2,170.27

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
HeatShare Contribution Amount Enclosed  
(for Customer Assistance)

Michael K Smith  
1989 Bethel Hygiene Rd  
Bethel OH 45106-9441

PO Box 9001076  
Louisville KY 40290-1076

400 00002170272 02100123200 051820100 00002202824

Page 1 of 2

Name/Service Address	For Inquiries Call	Account Number
Michael K Smith 1989 Bethel-Hygiene Rd Bethel OH 45106	Duke Energy 513-421-9500 1-800-544-6900	0210-0123-20-0

Mailing Payments To	Account Information
PO Box 9001076 Louisville KY 40290-1076	Payments after Apr 26 not included Bill prepared on Apr 26, 2010 Next meter reading May 17, 2010

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Elec	108019117	Mar 17 Apr 16	30	4564	5876	1,312

Electric - Residential	Current Billing
Usage - 1,312 kWh	Amt Due - Previous Bill \$ 422.34
Duke Energy - Rate RS \$ 164.51	Balance Forward 422.34
Current Electric Charges \$ 164.51	Current Electric Charges 164.51
	Revenue Collections Chg 1,583.42
	Current Amount Due \$ 2,170.27

The PUCO approved an adjustment to Rider SRT (part of the Delivery Riders) and Rider FPP effective April 1, 2010. A typical residential customer using 1,000 kWh per month will see an increase of approximately \$0.49 or 0.4%.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 9.61 cents per kWh. Your Price to Compare may be different based on your usage. Visit [www.duke-energy.com](http://www.duke-energy.com) to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Due Date	Amount Due	Alt
May 18, 2010	\$ 2,170.27	May 18, 2010 \$ 2,202.82

March/April 2010 Bill Received on May 24, 2010.

This was the copy that I requested due to not receiving the bill in the first place.

Case ID: MSMI0427102B

Michael K. Smith 1989 Bethel Hygiene Rd.  
Bethel, Ohio 45106

513-734-4619

# FACTS / PROOF ABOUT COMPLAINT FILED

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## FACTS / PROOF ABOUT COMPLAINT FILED

Section 2 — Meter Was Read Each Month — Not Considered An Unread Meter

Section 3 — Defective Meter

Section 4 — Correct Meter Readings Not Reported On Bill As Reported By Meter Reader

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## SECTIONS VIOLATED (SECTION 2)

**OHIO ADMINISTRATIVE CODE — 4901:1-13-04 Metering. Section (G)(2)**

(G) Meter reading.

(2) If a gas or natural gas company fails to read a residential or small commercial customer's meter for any reason for any twelve-month period and the company has underestimated the customer's usage, the company may only bill the customer for the difference between the estimated usage and the actual usage under the terms of section 4933.28 of the Revised Code based upon the appropriate rates in effect at the time the gas or natural gas was used. If the company fails to read a residential or small commercial customer's meter for any twelve-month period and the company has overestimated the customer's usage, the company shall credit such customer for the overestimated usage at the appropriate rate(s) in effect at the time the gas or natural gas was used.

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Bethel, Ohio 45106

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**DISPUTE / VIOLATION**

Refers to gas, but should also apply to electric because it is the same company, Duke Energy. My meter was physically read every month and was not being estimated. I personally talked to the Monthly Reader Meter and he confirmed each month that he was reporting the defective meter to his employer, Duke Energy.

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**SECTIONS VIOLATED (SECTION 3)**

**OHIO ADMINISTRATIVE CODE — 4901:1-10-05 Metering. Section (B)**  
**Violated 138 Times (138 days).**

(B) A customer's electric usage shall be metered by commercially acceptable measuring devices that comply with "American National Standards Institute" (ANSI) standards. Meter accuracy shall comply with the 2001 ANSI C12.1 standards. No metering device shall be placed in service or knowingly allowed to remain in service if it does not comply with these standards.

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**DISPUTE / VIOLATION**

No metering device is allowed to remain in service if it does not comply with the standards. My meter running backwards in September 2009 shows that it was a defective meter, but Duke Energy covered it up by changing the readings on the bills. These bills include September/October 2009, October/November 2009, November/December 2009, December 2009/January 2010 and January/February 2010. Once again, the Monthly Meter Reader confirmed that he knew about the defective meter and it running backwards. He said he was aware from the beginning. He stated (again) that he was reporting the problem and the numbers to Duke Energy each month. Duke Energy intentionally left a defective electric meter in service and attempted to cover it up. Somebody at Duke Energy not entering new readings to replace the old readings. They did this so the meter did not look like it was running backwards. Therefore, resulting in covering up the mistake(s) made by Duke Energy during those particular months noted.

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## **FACTS / PROOF ABOUT COMPLAINT FILED**

**Section 2 — Monthly Reading, Section 3 — Defective Meter, Section 4 — Readings Not Reported**

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### **SECTIONS VIOLATED (SECTION 4)**

**OHIO ADMINISTRATIVE CODE — 4901:1-10-22 Electric utility customer billing and payments. Section (B), Paragraph 8 (a) (b)**  
**Violated 5 Times (Monthly Bills Violated: September/October 2009, October/November 2009, November/December 2009, December 2009/January 2010, January/February 2010). (See bills on pages 31-35).**

(B) Customer bills issued by or for the electric utility shall be accurate, shall be rendered at monthly intervals, and shall contain clear and understandable form and language. Each bill shall state at least the following information:

- (8) The billing determinants applicable:
  - (a) Beginning meter reading(s)
  - (b) Ending meter reading(s).

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### **DISPUTE / VIOLATION**

My Duke Energy bills were not accurate. My beginning and ending meter reading(s) were not indicated on my monthly bills as reported by my Meter Reader.

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### **EXPLANATION**

**Section 2 — Meter Was Read Each Month — Not Considered An Unread Meter**  
**Section 3 — Defective Meter**  
**Section 4 — Correct Meter Readings Not Reported On Bill As Reported By Meter Reader**

Listed above are 3 more examples of why I am disputing Duke Energy's charges. Duke Energy failed to follow these codes and should not be able to get away with it. My meter was being read each month and was not being estimated during this time period. My Meter Reader was doing his job correctly each month by reporting the numbers he read and reporting the meter as defective. He reported this information to his Supervisor. My Meter Reader confirmed that he followed these "meter reader" rules every month during the time period that I am disputing. He is a very valuable witness to my case. Each month, Duke Energy failed to replace the defective meter knowing there was a problem all along. They left the defective meter in service from September 15, 2009 until February 2, 2010. The proven facts are that Duke Energy violated the "Ohio Administrative Code — 4901:1-10-05 Metering, Section (B)" 138 times—a violation for

**Michael K. Smith 1989 Bethel Hygiene Rd.  
Bethel, Ohio 45106**

**Case ID: MSMI0427102B**

**513-734-4619**

each day they left the defective meter in place—totaling 138 days. Duke Energy also violated the “Ohio Administrative Code — 4901:1-10-22 Electric Utility Customer Billing and Payments, Section (B), Paragraph 8 (a) (b)” 5 times—a violation for each month during this time period. The 5 months include September/October 2009, October/November 2009, November/December 2009, December 2009/January 2010 and January/February 2010. Duke Energy did not accurately state the readings on my monthly bills that my Meter Reader was reporting to them during this time period. Duke Energy should not be allowed to do a billing adjustment on my account for the reasons I have brought to attention. They failed to follow the correct laws/rules that are designed specifically so these mishaps/mistakes do not occur. The laws/rules are put in place to protect customers like myself. I would bet that most of Duke Energy’s everyday customers are not even aware that there are laws/rules of this matter. I admit, that I didn’t know this important and valuable information until I started investigating my case. If fact, Duke Energy’s own Supervisors, Sandi and Sarah, did not even know of such laws/rules. Now, that is pretty bad!

When I received the “Billing Adjustment for Unmetered Usage” letter, I knew that the dollar amount and the time period of the billing adjustments were both in error. I will explain. In February 2009, I was laid off my job after 42 years of employment. One of the first things I did was compile a budget to figure out my current expenses. Analyzing my past electric usage, I came to the conclusion that my average electric bill was around \$210.00 a month. Duke Energy’s “billing adjustment” is for an average of around \$287.00 a month for the 5 1/2 months that Duke Energy failed to replace the defective meter. The amount that Duke Energy is claiming is very unfair and unacceptable. As I mentioned earlier in this complaint, Jeana Deletra, from the Ohio Consumers Counsel (OCC), reported that Duke Energy’s usage estimate was too high. She said it appeared that the charges from Duke Energy are based on 17,300 kwh of unmetered usage. I went over my bills for the past 3 years and I have never had usage over 13,503 kwh from the months between September to February. None of the information explained to me by Jeana Deletra was included on the first bill I received.

On May 28, 2010 at 11:16 a.m., I spoke a second time with Duke Energy Supervisor Sarah. I asked her if I could see the same information that Duke Energy sent to Jeana Deletra, from the Ohio Consumers Counsel (OCC). Duke Energy Supervisor Sarah said she could not supply me any records without a court order. She proceeded to tell me that my only other options were to either pay the amount noted on the bill or to dispute it. I immediately informed her that I would be disputing the amount.

On June 2, 2010, I had a follow-up call with Jeana Deletra. She informed me that she had been corresponding with Erin Lariccia at Duke Energy. Jeana Deletra explained to Erin Lariccia my current situation and why I thought the billing adjustment amount and time period was incorrect. Duke Energy came back and offered a 20% reduction off the overall billing adjustment total. However, they mentioned nothing about adjusting the incorrect time period. I had already paid \$130.00 for my July/August 2009 bill which should have been taken off the overall amount due

## FACTS / PROOF ABOUT COMPLAINT FILED

### Section 2 — Monthly Reading, Section 3 — Defective Meter, Section 4 — Readings Not Reported

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because they were not crediting that amount to my account as already paid. Basically, Duke Energy was trying to get me to pay twice for something that was already paid months ago. When you break down the numbers, Duke Energy's "20% reduction" offer was not really what they were stating it to be. This is just another example/mistake that Duke Energy was hoping I would not notice. Jeana Deletra also pointed out that the usage amount did not match the spread sheet, both provided to her by Duke Energy. Her exact words were, "This just does not look right." I was unable to see the Duke Energy information that Jeana Deletra was referring to because I was not able to retrieve the documents from Duke Energy without a court order in place.

During our extensive phone conversation, Jeana Deletra also mentioned that Duke Energy claimed they had no records of me calling and reporting the defective meter. I disagree for the following reason...Duke Energy told me by the numbers listed on my August/September 2009 bill that my meter had ran backwards by 901 kwh from my previous July/August 2009 bill. Meters can not run backwards, therefore my meter was obviously defective. This is common sense. Duke Energy was already aware there was a problem because my bill notified me that something was wrong. The writing was listed in black and white on their mailed bill. Duke Energy was the one who made me aware of the defective meter. There is no way a meter can show it is running backwards and Duke Energy still meet the requirements as listed in Section (B) of the Ohio Administrative Code — 4901:1-10-05 Metering. My July/August 2009 bill showed a reading of 85293 and usage of 1037 kwh. I believe my July/August 2009 bill was correct (part of the time period I am disputing). My August/September 2009 bill had a reading of 84392; an amount of minus 901 kwh from my previous bill. Duke Energy had completed an adjustment on my July/August 2009 bill and made up numbers to hide the fact that the meter ran backwards, therefore making it a defective meter. A person in Duke Energy's billing office had to make up the numbers and re-enter new numbers in the system. A computer program could not generate this sort of task. At that time, the meter was defective and should have been replaced by Duke Energy. Instead, they left the defective meter in place and continued to do so for 5 more months. During the 5 month time period, Duke Energy did not put the actual meter readings, as reported by my Meter Reader, into their software data system. When they finally replaced the defective meter on February 2, 2010, the final meter reading was 84378 kwh.

I also want to bring attention to the fact that Duke Energy was not putting the recorded meter readings on my monthly billing statements. Ohio Administrative Code — 4901:1-10-22 Electric Utility Customer Billing and Payments, Section (B), Paragraph 8 (a) (b) states this is required by the rule/law/code set in place to protect the customers. By not completing and following this action, Duke Energy was continuing to cover up the defective meter running backwards. Duke Energy violated this action at least 5 times on my account alone. My meter reader's equipment was not showing minus readings, but in turn was showing plus readings of 99997 or 8 readings per month. Since Duke Energy would not allow me to get any records without a court order, I could only provide copies of my monthly bills. You will notice on each bill where I wrote down the reading each month when I received the bill. Again, these readings were physically recorded

Michael K. Smith 1989 Bethel Hygiene Rd.  
Bethel, Ohio 45106

Case ID: MSMI0427102B

513-734-4619

each month by a Duke Energy Employee (my Meter Reader) and was being reported as defective, not once, but 5 times. In my defense, Duke Energy should not be allowed to defend themselves by say that their computer software program covered up this particular problem. A computer software program can only use the numbers/data that are entered by a person. Or in my particular case, not entered in the computer software system. I know for a fact, there were numbers to be entered, so they can not claim anything other than the facts. Duke Energy should not be aloud to state that they were not aware of this ongoing issue. When you look at my January 18, 2010/February 2, 2010 and February 2, 2010/February 16, 2010 bill, Duke energy did not list the correct meter reading (see page 35). The readings for this entire bill list the same meter reading. On February 2, 2010, the old defective meter was uninstalled and a brand new meter was installed. Why does the new meter have the same reading as the previous defective meter? Plain and simple, Duke energy was not following the law/rule/code. The new meter should have had a starting meter read as "0", not the same reading as the old defective meter. As you can see by this example, I have solid proof that Duke Energy was not entering the new readings for my bills.

# FACTS / PROOF ABOUT COMPLAINT FILED

Section 2 — Monthly Reading, Section 3 — Defective Meter, Section 4 — Readings Not Reported

PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Michael K Smith 1989 Bethel-Hygiene Rd Bethel OH 45106	Duke Energy 513-421-9500 1-800-544-6900	0210-0123-20-0

Mail Payments To	Account Information
PO Box 9001076 Louisville KY 40290-1076	Payments after Aug 20 not included Last payment received Jul 29 Bill prepared on Aug 20, 2009 Next meter reading Sep 15, 2009

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Meter Reading Present	Usage
Elec	037119852	Jul 16	Aug 14	29	84256	85293	1,037

Electric - Residential	
Usage - 1,037 kWh	
Duke Energy - Rate RS	\$ 130.04
<b>Current Electric Charges</b>	<b>\$ 130.04</b>


Current Billing	
Amt Due - Previous Bill	\$ 196.57
Payment(s) Received	196.57
<b>Balance Forward</b>	<b>0.00</b>
Current Electric Charges	130.04
<b>Current Amount Due</b>	<b>\$ 130.04</b>

Thinking about making your home more energy efficient? How about valuable tips-and possibly a little cash-to get you started? Sign up today for our e-mail updates and you'll be automatically entered into our sweepstakes with a chance to win a \$5,000 Visa gift card. [www.duke-energy.com/sweepstakes](http://www.duke-energy.com/sweepstakes)

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 8.81 cents per kWh. Your Price to Compare may be different based on your usage. Visit [www.duke-energy.com](http://www.duke-energy.com) to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

*Paid 8-29*

Due Date	Amount Due	After Sep 11, 2009
Sep 11, 2009	\$ 130.04	\$ 131.99

 visit us at [www.duke-energy.com](http://www.duke-energy.com)

July/August 2009 Bill. This bill is correct.

Michael K. Smith 1989 Bethel Hygiene Rd.  
Bethel, Ohio 45106

Case ID: MSMI0427102B

513-734-4619



Account Number 0210-0123-20-0 30 11

For less detailed billing information on  
your monthly bill, check box on right
☐

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
HeatShare Contribution Amount Enclosed  
(for Customer Assistance)

Amount Due
\$ 0.00



00007264 CGE1 ZA 08259 - ZIPCODE 11 YYYNNN 102

Michael K Smith  
1989 Bethel Hygiene Rd  
Bethel OH 45106-9441PO Box 9001076  
Louisville KY 40290-1076

400 00000102628 02100123200 100820099 00000102628

PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Michael K Smith 1989 Bethel-Hygiene Rd Bethel OH 45106	Duke Energy 513-421-9500 1-800-544-6900	0210-0123-20-0

Mail Payments To	Account Information
PO Box 9001076 Louisville KY 40290-1076	Payments after Sep 16 not included Last payment received Sep 01 Bill prepared on Sep 16, 2009 Next meter reading Oct 14, 2009

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Elec	037119652	Aug 14 Sep 15	32	84293	84392	99

Electric - Residential
Usage - 99 kWh
Duke Energy - Rate RS \$ 17.41
<b>Current Electric Charges \$ 17.41</b>

Current Billing
Amt Due - Previous Bill \$ 130.04
Payment(s) Received 130.04cr
Canceled Charges:
Electric Charges 130.04cr
Prior Month(s) Charges:
Electric Charges 10.01
<b>Balance Forward 120.03cr</b>
Current Electric Charges 17.41
<b>Current Amount Due \$ 102.62cr</b>

This bill reflects canceled and rebilled electric charges for prior months.

Nothing to pay . . . the amount indicated is a credit, not an amount to be paid. We will apply this credit to your next bill.


PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 8.61 cents per kWh. Your Price to Compare may be different based on your usage. Visit [www.duke-energy.com](http://www.duke-energy.com) to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

August/September 2009 Bill — Page 1

# FACTS / PROOF ABOUT COMPLAINT FILED

Section 2 — Monthly Reading, Section 3 — Defective Meter, Section 4 — Readings Not Reported

Page 2 of 2



Name	Service Address	Account Number
Michael K Smith	1989 Bethel-Hygiene Rd Bethel OH 45106	0210-0123-20-0

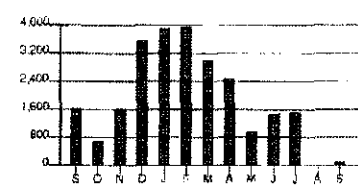
Explanation of Current Charges		
<b>Electric Meter</b> - 037119652 <b>kWh Usage</b> - 99 <b>Aug 14 - Sep 15</b> <b>32 Days</b>	<b>Duke Energy</b> <b>Rate RS - Residential Svc-Summer</b> <b>Distribution-Customer Chg</b> \$ 5.50 <b>Delivery Charges</b> Distribution-Energy Chg 99kWh @ \$ 0.02212600 2.19 Delivery Riders 1.13 <b>Total Delivery Charges</b> \$ 3.32 <b>Generation Charges</b> Generation Energy Chg 99kWh @ \$ 0.04023800 3.98 Rider FPP 3.34 Rider AAC 0.65 Rider TCR 0.82 <b>Total Generation Charges</b> \$ 8.59 <b>Total Current Electric Charges</b> \$ 17.41	

Explanation of Prior Month(s) Charges		
<b>Electric Meter</b> - 037119652 <b>Multipliers</b> - 1 <b>kWh Pres Read</b> - 84293 <b>kWh Prev Read</b> - 84256 <b>kWh Usage</b> - 37 <b>Jul 16 - Aug 14</b> <b>29 Days</b>	<b>Duke Energy</b> <b>Rate RS - Residential Svc-Summer</b> <b>Distribution-Customer Chg</b> \$ 5.50 <b>Delivery Charges</b> Distribution-Energy Chg 37kWh @ \$ 0.02212600 0.82 Delivery Riders 0.48 <b>Total Delivery Charges</b> \$ 1.30 <b>Generation Charges</b> Generation Energy Chg 37kWh @ \$ 0.04023800 1.49 Rider FPP 1.25 Rider AAC 0.24 Rider TCR 0.23 <b>Total Generation Charges</b> \$ 3.21 <b>Total Prior Electric Charges</b> \$ 10.01	

kWh Electric Usage



Calculations based on most recent 12 month history

Any prior months adjusted usage on this bill, will display in your historical usage graph and chart on your next bill

Total Usage 29,483  
Average Usage 1,957

	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
Electric	1,540	701	1,649	3,560	3,695	3,697	3,011	2,504	969	1,483	1,555	0	99

August/September2009 Bill — Page 2 — Showing the made-up numbers.

Michael K. Smith 1989 Bethel Hygiene Rd.  
Bethel, Ohio 45106

Case ID: MSMI0427102B

513-734-4619



Account Number 0210-0123-20-0 30 11

For less detailed billing information on  
your monthly bill, check box on right
☐

 \$ \_\_\_\_\_ \$ \_\_\_\_\_  
 HeatShare Contribution Amount Enclosed  
 (for Customer Assistance)

Amount Due

\$ 0.00



00008464 CGE1 ZA 09289 ZIPCODE 11 YYYNNN 102

 Michael K Smith  
 1989 Bethel Hygiene Rd  
 Bethel OH 45106-9441

 PO Box 9001076  
 Louisville KY 40290-1076

400 00000097039 02100123200 110620098 00000097039

PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT.

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Michael K Smith 1989 Bethel-Hygiene Rd Bethel OH 45106	Duke Energy 513-421-9500 1-800-544-6900	0210-0123-20-0

Mail Payments To	Account Information
PO Box 9001076 Louisville KY 40290-1076	Payments after Oct 15 not included Bill prepared on Oct 15, 2009 Next meter reading Nov 12, 2009

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Meter Reading Present	Usage
Elec	037119652	Sep 15 Oct 14	29	84392	84392	0

Electric - Residential	Current Billing
Usage - 0 kWh	Amt Due - Previous Bill \$ 102.62cr
Duke Energy - Rate RS \$ 5.59	Balance Forward 102.62cr
Current Electric Charges \$ 5.59	Current Electric Charges 5.59
	Current Amount Due \$ 97.03cr

Nothing to pay . . . the amount indicated is a credit, not an amount to be paid. We will apply this credit to your next bill.

The PUCO approved an adjustment to Rider TCR, SRT and Rider FPP effective September 30, 2009. A typical residential customer using 1,000 kWh per month will see an increase of approximately \$4.42 or 3.5%.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 9.02 cents per kWh. Your Price to Compare may be different based on your usage. Visit [www.duke-energy.com](http://www.duke-energy.com) to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

September/October 2009 Bill

Case ID: MSMI0427102B

 Michael K. Smith 1989 Bethel Hygiene Rd.  
 Bethel, Ohio 45106

513-734-4619



# FACTS / PROOF ABOUT COMPLAINT FILED

## Section 2 — Monthly Reading, Section 3 — Defective Meter, Section 4 — Readings Not Reported

<b>Amount Due</b>	
<b>\$ 0.00</b>	

Account Number 0210-0123-20-0      30 11

For less detailed billing information on your monthly bill, check box on right ☐

\$ \_\_\_\_\_  
HeatShare Contribution  
(for Customer Assistance)

\$ \_\_\_\_\_  
Amount Enclosed

00008796 GGE1 ZA 09315 - ZIP CODE 09 YYYNN 10x  
**Michael K Smith**  
 1989 Bethel Hygiene Rd  
 Bethel OH 45106-9441

PO Box 9001076  
 Louisville KY 40290-1076

400 00000091448 02100123200 120720090 00000091448

† PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT †      Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Michael K Smith 1989 Bethel Hygiene Rd Bethel OH 45106	Duke Energy 513-421-9500 1-800-644-6900	0210-0123-20-0

Mail Payments To	Account Information
PO Box 9001076 Louisville KY 40290-1076	Payments after Nov 13 not included      Bill prepared on Nov 13, 2009 Next meter reading Dec 15, 2009

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Elec	037119652	Oct 14	Nov 12	29	84392	84392	0

**84387**

Electric - Residential		Current Billing	
Usage - 0 kWh		Amt Due - Previous Bill	\$ 97.03cr
Duke Energy - Rate RS	\$ 5.59	<b>Balance Forward</b>	<b>97.03cr</b>
<b>Current Electric Charges</b>	<b>\$ 5.59</b>	Current Electric Charges	5.59
		<b>Current Amount Due</b>	<b>\$ 97.44cr</b>

Nothing to pay . . . the amount indicated is a credit, not an amount to be paid. We will apply this credit to your next bill.

**HEATSHARE** - Help those less fortunate stay warm this winter season by contributing to Duke Energy's HeatShare program. See this month's bill insert for more information on how you can help, or visit us online at [www.duke-energy.com](http://www.duke-energy.com).

**PRICE TO COMPARE**: In order for an average residential customer to save money, an electric supplier must offer a price lower than 9.02 cents per kWh. Your Price to Compare may be different based on your usage. Visit [www.duke-energy.com](http://www.duke-energy.com) to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

<b>Amount Due</b>
<b>\$ 0.00</b>

**Duke Energy**

visit us at [www.duke-energy.com](http://www.duke-energy.com)

October/November 2009 Bill

Michael K. Smith 1989 Bethel Hygiene Rd.  
 Bethel, Ohio 45106

Case ID: MSMI0427102B

513-734-4619

## Section 2 — Monthly Reading, Section 3 — Defective Meter, Section 4 — Readings Not Reported



Account Number 0210-0123-20-0 30 11

For less detailed billing information on  
your monthly bill, check box on right
☐

 \$ \_\_\_\_\_ \$ \_\_\_\_\_  
 HeatShare Contribution Amount Enclosed  
 (for Customer Assistance)

Amount Due

\$ 0.00



0006236 CGE 1 ZA 09352 ZIPCODE 13 YNNNN 1oz

 Michael K Smith  
 1989 Bethel Hygiene Rd  
 Bethel OH 45106-9441

 PO Box 9001076  
 Louisville KY 40290-1076

400 00000085855 02100123200 011120105 00000085855

PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT

Page 1 of 2

Name/Service Address	For inquiries Call	Account Number
Michael K Smith 1989 Bethel Hygiene Rd Bethel OH 45106	Duke Energy 513-421-9500 1-800-544-6900	0210-0123-20-0

Mail Payments To	Account Information
PO Box 9001076 Louisville KY 40290-1076	Payments after Dec 18 not included Bill prepared on Dec 18, 2009 Next meter reading Jan 18, 2010

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Elec	037119652	Nov 12	Dec 15	33	84392	84392	0

Electric - Residential	Current Billing
Usage - 0 kWh	Amt Due - Previous Bill \$ 91.44cr
Duke Energy - Rate RS \$ 5.59	Balance Forward 91.44cr
Current Electric Charges \$ 5.59	Current Electric Charges 5.59
	Current Amount Due \$ 85.85cr

Nothing to pay . . . the amount indicated is a credit, not an amount to be paid. We will apply this credit to your next bill.

Eliminate the seasonal ups and downs that affect your bill and enjoy the benefits of knowing the monthly total in advance. Sign up for Budget Billing at [www.duke-energy.com](http://www.duke-energy.com), select Billing & Payment. You may also enroll by calling 1-866-236-3749.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 9.02 cents per kWh. Your Price to Compare may be different based on your usage. Visit [www.duke-energy.com](http://www.duke-energy.com) to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

November/December 2009 Bill

Case ID: MSMI0427102B

 Michael K. Smith 1989 Bethel Hygiene Rd.  
 Bethel, Ohio 45106

513-734-4619

## Section 2 — Monthly Reading, Section 3 — Defective Meter, Section 4 — Readings Not Reported





Account Number 0210-0123-20-0 30 11

For less detailed billing information on  
your monthly bill, check box on right
 \$ \_\_\_\_\_ \$ \_\_\_\_\_  
 HeatShare Contribution Amount Enclosed  
 (for Customer Assistance)

 0004126 01AV0335 11A110 601042 45106-944189 401-900009412 4  

 Michael K Smith  
 1989 Bethel Hygiene Rd  
 Bethel OH 45106-9441

 PO Box 9001076  
 Louisville KY 40290-1076

 Amount Due  
 \$ 0.00

#422.34

400 00000074675 02100123200 031620104 00000074675

PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Michael K Smith 1989 Bethel-Hygiene Rd Bethel OH 45106	Duke Energy 513-421-9500 1-800-544-6900	0210-0123-20-0

Mail Payments To	Account Information
PO Box 9001076 Louisville KY 40290-1076	Payments after Feb 22 not included Bill prepared on Feb 22, 2010 Next meter reading Mar 17, 2010

Meter	Number	Reading From	Reading To	Days	Meter Reading Previous	Meter Reading Present	Usage
Elec	037119652	Jan 18	Feb 02	15	84392 E	84392	0
Elec	108019117*	Feb 02	Feb 16	14	84392	84392 E	0

\* New Meter

84378

Electric - Residential	Current Billing
Usage - 0 kWh	Amt Due - Previous Bill \$ 80.26cr
Duke Energy - Rate RS \$ 5.59	Balance Forward 80.26cr
Current Electric Charges \$ 5.59	Current Electric Charges 5.59
	Current Amount Due \$ 74.67cr

 Nothing to pay . . . the amount indicated is a credit, not an amount to be paid. We will apply this credit  
 to your next bill.

Urgent Message - The electric charges on this bill have been estimated because of weather conditions.

 PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier  
 must offer a price lower than 9.36 cents per kWh. Your Price to Compare may be different based on  
 your usage. Visit [www.duke-energy.com](http://www.duke-energy.com) to calculate your individual Price to Compare or contact Duke  
 Energy for a written explanation.

 January 18, 2010 / February 2, 2010 Bill — February 2, 2010 / February 16, 2010 Bill  
 This is the last bill I received until my April/May 2010 bill arrived on May 22, 2010.

# FACTS / PROOF ABOUT COMPLAINT FILED

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## FACTS / PROOF ABOUT COMPLAINT FILED

### Section 5 — Late Charges

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## SECTIONS VIOLATED (SECTION 5)

### OHIO REVISED CODE — 4933.28 Correcting residential utility billings. Section (B)

(B) No company shall recover any interest charge, service charge, or fee, whether or not a percentage is utilized for its computation, for billings made pursuant to this section.

---

## DISPUTE / VIOLATION

Duke Energy is charging a late fee on the amount I am currently disputing. They are charging a disputed amount of \$.015 per month of the total disputed amount of \$1,583.42. A late fee was on my May 2010 and June 2010 bills. Duke Energy is aware of my dispute and is still charging me late fees. Duke Energy's Supervisor (Sarah) was informed on May 28, 2010 that the charges were going to be in dispute with the Public Utilities Commission of Ohio (PUCO).

---

## EXPLANATION

### Section 5 — Late Charges

I called Duke Energy on April 1, 2010, April 13, 2010, and on April 20, 2010. Each time I called, I was told by the Duke Energy Operator(s) to just wait until I receive my next bill. The Operator(s)

Michael K. Smith 1989 Bethel Hygiene Rd.  
Bethel, Ohio 45106

513-734-4619

Case ID: MSMI0427102B

explained that my bills would once again resume once the "hold" was lifted from my account. At that time, then I can make my payment, but not until these few things have to happen first by Duke Energy. They also stated that once I receive my first bill, then I can make my payment for January/February 2010, February/March 2010, and March/April 2010. Duke Energy did not send me a bill until April/May 2010 which had a late charge already included in the total. Most of the total amount for my May 2010 bill consisted of the recovery charge amount where I was given no explanation or details pertaining to the unmetered charges that are now included on my account. Duke Energy is charging a disputed amount of \$.015 per month of the total disputed amount of \$1,583.42. This particular action is unfair because the bills had not been sent. Duke Energy's Supervisor (Sarah) was informed on May 28, 2010 that the charges were going to be in dispute with the Public Utilities Commission of Ohio (PUCO). On June 2, 2010, Ohio Consumers Counsel (OCC) Jeana Deletra, informed Erin Lariccia at Duke Energy that these charges were being disputed. They are aware of my dispute and still charging me late fees. A late fee was already included on my April/May 2010 bill. Duke Energy did remove the late charge on the April/May 2010 bill. However, it appears they have added another late charge fee to my May/June 2010 bill. The late charge fee is strictly on the recovery charge amount (see page 38).

The rule/law/code states that "no company shall recover any interest charge, service charge, or fee, whether or not a percentage is utilized for its computation, for billings made pursuant to this section." As you can see by my evidence, Duke Energy failed to follow the rule/law/code and should be penalized due to their actions. They are still trying to collect late charges when the rule/law/code states that they are not allowed to do so. I strongly feel this is another reason why I should not have to pay Duke Energy anything.

# FACTS / PROOF ABOUT COMPLAINT FILED

## Section 5 — Late Charges

Page 1 of 2

<b>Name / Service Address</b>		<b>For Inquiries Call</b>		<b>Account Number</b>	
Michael K Smith 1989 Bethel Hygiene Rd Bethel OH 45106		Duke Energy 513-421-9500 1-800-544-6900		0210-0123-20-0	

<b>Mail Payments To</b>		<b>Account Information</b>	
PO Box 9001076 Louisville KY 40290-1076		Payments after Jun 17 not included Last payment received May 25 Bill prepared on Jun 17, 2010 Next meter reading Jul 16, 2010	

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Elec	108019117	May 17	Jun 16	30	6470	7219	749

<b>Electric - Residential</b>		<b>Current Billing</b>	
Usage -	749 kWh		\$ 2,286.46
Duke Energy - Rate RS	\$ 103.90		32.55
Current Electric Charges	\$ 103.90		670.49
			23.75
			1,607.17
			103.90
			\$ 1,711.07

**DISCONNECT NOTICE** PLEASE RETURN THE METER TO US WITH YOUR PAYMENT

Page 1 of 2

<b>Name / Service Address</b>		<b>For Inquiries Call</b>		<b>Account Number</b>	
Michael K Smith 1989 Bethel Hygiene Rd Bethel OH 45106		Duke Energy 513-651-5100 1-800-648-7777		0210-0123-20-0	

<b>Mail Payments To</b>		<b>Account Information</b>	
PO Box 9001084 Louisville KY 40290-1084		Payments after May 18 not included Bill prepared on May 18, 2010 Next meter reading Jun 16, 2010	

If your service is disconnected for non payment, in addition to a reconnection charge, you will be required to pay a deposit in the amount of \$120.00 before service is restored.

**IMPORTANT:** Your service may be disconnected if your past due amount of \$422.34 is not paid before 06/11/2010. A reconnection charge will be required. In addition, a service deposit may be required; if so, payment arrangements may be available. For questions, please call the number shown above.

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Elec	108019117	Apr 16	May 17	31	5876	6470	594

<b>Electric - Residential</b>		<b>Current Billing</b>	
Usage -	594 kWh		\$ 2,170.27
Duke Energy - Rate RS	\$ 83.64		32.55
Current Electric Charges	\$ 83.64		2,202.82
			83.64
			\$ 2,286.46

**PRICE TO COMPARE:** In order for an average residential customer to save money, an electric supplier must offer a price lower than 9.61 cents per kWh. Your Price to Compare may be different based on your usage. Visit [www.duke-energy.com](http://www.duke-energy.com) to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

May/June 2010 Bill With Late Charge Included.

April/May 2010 Bill With Late Charge Included.

Michael K. Smith 1989 Bethel Hygiene Rd.  
Bethel, Ohio 45106

Case ID: MSMI0427102B

513-734-4619

THANK YOU

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To Whom It May Concern,

I would like to take this opportunity to Thank You for taking the time to read over and review my formal complaint against Duke Energy.

I strongly feel Duke Energy has violated the law; failed to follow its rules and regulations on file with the Commission; and that a rule, rate, charge, service and/or practice by Duke Energy is unjust and unreasonable. I am confident that I have more than enough information and documentation included to prove my case.

Please let me know if you have any questions, concerns, and/or need more information. Feel free to contact me at your convenience.

Thanks again! I look forward in hearing from you soon, as well as resolving my case with Duke Energy.

Sincerely,  
Michael K. Smith  
Case ID: MSMI0427102B

Case ID: MSMI0427102B

Michael K. Smith 1989 Bethel Hygiene Rd.  
Bethel, Ohio 45106

513-734-4619



MY CONTACT INFORMATION

---

**Case ID:** MSMI0427102B

**Michael K. Smith**  
1989 Bethel Hygiene Rd.  
Bethel, Ohio 45106

513-734-4619

**Duke Energy Customer Account Number:** 0210-0123-20-0

OTHER CONTACT INFORMATION

---

**Public Utilities Commission of Ohio (PUCO):**  
Service Monitoring and Enforcement Department  
Mr. Jim Ripke, 800-686-7826

**Ohio Consumers Counsel (OCC):**  
Jeana Deletra, 877-742-5622  
OCC Ref: 150274376

**Duke Energy Corporation**  
P.O. Box 840  
Cincinnati, Ohio 45201

**My Duke Energy Meter Reader:**  
Rodney Ogletree, 800-544-6900

**My Duke Energy Meter Reader's Supervisor:**  
Kim Parnell, 800-544-6900

**Duke Energy:**  
Erin Lariccial, 800-544-6900

**Duke Energy Operator:**  
Gladys, 800-544-6900

**Duke Energy Supervisors:**  
Sandi and Sarah, 800-544-6900