

FILE

10



The Public Utilities
Commission of Ohio

11-1071-EL-CSS
Case Number

Public Utilities Commission of Ohio
Attn: Docketing
180 E. Broad St.
Columbus, OH 43215

Formal Complaint Form

JERRY BLOUNT

Customer Name

6087 Montgomery Rd. #4
Customer Address

CINCINNATI OHIO 45213
City State Zip

Against

4240-3648-03-0
Account Number

Customer Service Address (if different from above)

DUKE ENERGY

Utility Company Name

City State Zip

Please describe your complaint. (Attach additional sheets if necessary)

PUCO

2011 FEB 28 PM 3:11

RECEIVED-DOCKETING DIV

Signature

513-252-5224

Customer Telephone Number

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 JD Date Processed 2-28-11



Duke Energy Corporation
139 East Fourth Street
Cincinnati, OH 45202

June 18, 2009

Jerry Blount
6087 Montgomery
Apt 4, 3FL
Cincinnati Oh 45237

Subject: Billing For **6087 Montgomery Rd, Apt 4, 3FL**, Account Number **30602238-03**

Dear Mr Blount:

Enclosed you will find copies of the electric billing information that was previously sent to you. Initially your account was debited \$2,560.93 for unbilled electric usage on meter 63744530 for the period August 20, 2007 through Feb 26, 2009. You called to inquire about adjustment and I explained that you had only been billed for gas since the account was put in your name on August 20, 2007. I did consider some of the information you gave me about calling to have electric restored in February 2008 and made an additional adjustment. Your account was credited \$593.10 for the period of December 27, 2007 through February 26, 2008.

Our goal is to supply reliable, quality service and accurate billing to all of our valued customers. If you have any questions or concerns, please do not hesitate to contact me at 513-287-3225, Monday through Friday, between the hours of 8:00am and 3:30pm. Should you receive my voice mail, please leave a message and I will be sure to return your call.

At Duke Energy, we appreciate your business and the opportunity to serve you.

Sincerely,

Phillip Malone
Power Delivery - Central Operations

Enclosures

To: The Public Utilities Commission of Ohio

Case #: JBLO06190925

Customer Name: Jerry Blount

Address: 6087 Montgomery Rd, Apt #4, Cincinnati OH 45213

Utility Company: Duke Energy

Account #: 4240-3648-03-0

Complaint:

In July 2007 I moved into the apartment at the address above. I contacted Duke Energy to have the utilities turned on in my name. After providing all of the appropriate information I began receiving the utility bills which I paid each month. Approximately, October 2007 I returned home from vacation and discovered that my electricity had been disconnected. I believe it had been off for several days as all of the food in the refrigerator was spoiled. I contacted Duke Energy the day I returned to find out why the electricity had been turned off to which they responded that the electricity should not have been disconnected, because they were not my energy provider. I asked the customer service rep. if they were not, then who was? However, she sent someone out that same night to reconnect my electricity.

I checked with DJ of Mutual Realtors, manager of the apartment, and discovered that Duke Energy was the providers of electric and gas to the apartment. I contacted Duke and explained that they sent bills of gas only. I continued to pay my utility bills monthly and then in February 2008 I returned home from work to discover that again my power had been disconnected. I contacted Duke Energy once again and once again they sent someone out to reconnect the power. The Duke Energy customer service rep. stated that she saw no reason why I should have been disconnected.

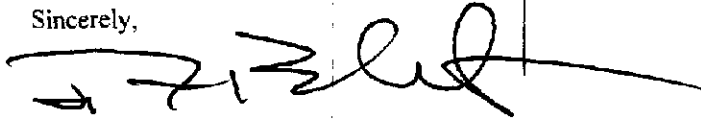
I continued to pay my utility bills monthly and then again, approximately seven months later in September 2008, I returned home from work to discover my power had again been disconnected. I contacted Duke Energy again and again they reconnected my power. I told them that it must be a problem with their meters or something. Each time I contacted them they reconnected my power however they never gave any indication as to why my power continued to be disconnected.

Then in April 2009 I received a bill in the amount of \$2140.41 for the period Feb 26 to Mar 27. I was shocked to see a bill that large as I had been paying my bills on a monthly basis as required. The bill showed an amount due from the previous bill and balance forward of \$2586.02, current gas and electric charges of \$147.49 and a credit adjustment of \$593.10. I had no idea where the amount due came from because the bill I received prior to that was for \$25.09 for period Jan 28 to Feb 26. I never received a bill that provided any detail about the ~\$2500 charges. I did receive the May billing statement which indicated on the graph chart that I used 46,330 kWh in the March 2009 and 647 kWh in April of 2009 for a total of 46,977kWh. I contacted Duke Energy an explanation and requested detail for that bill because there was no way that could have used that much energy, but they only provided copies of the same bills of March 2009- April 2009, I had received for \$25.09 and \$2140.41 --no detail. Then I contacted Duke Energy again and spoke to Phillip Malone who provided a printout of some electric usage. I was told these charges dated back two years.

With the response and resolution I got from Duke Energy, which was basically a printout of electric usage and being told I owed the bill in full with no reason as to how this happened. I then contacted the Public Utilities Commission of Ohio and filed an informal complaint. I talked to Stephen Watson who intervened on my behalf and talked to Alicia at Duke Energy. After speaking to Alicia, Stephen told me that Duke Energy could only bill me for electric usage retroactive 18 months. As a result my account was credited an additional \$363 on the Jun 2009 bill for the period Dec 27, '07 to Feb 26, '08. I then talked to Alicia who told me I could pay in installments of \$200/month for the next nine months in addition to my regular monthly usage.

Through all of this, in my conversations with Phillip and Alicia I discovered through Karen Brunsman, the manager of the building for RBDB Investment, that the building was wired incorrectly. Once the building was correctly rewired Duke Energy billed me for electric usage for the past two years and therefore they sent me this bill for over \$2000. I have forward you a copy of an email that Dan Buchanan, co-owner of the property at 6087 Montgomery Rd. sent his attorney stating the fact that the building was re-wired netting in the bill coming to me. I do not believe that the bill for \$2140.41 is my responsibility, I believe that it should fall on Duke energy and the owner of the property who did not do their part in making sure the everything was in proper working order prior to passing the building inspection and renting out to the resident.

Sincerely,

A handwritten signature in black ink, appearing to read "Jerry Blount", with a long horizontal line extending to the right.

Jerry Blount



[No Subject]

Tuesday, December 7, 2010 10:24 AM

From: "dan buchanan" <danbuchanandc@yahoo.com>

To: "Raymond W. Lembke" <rlembke@fuse.net>

Hi Ray:

An employee of mine may be calling you about a Duke Energy bill issue, his name is Jerry Bloundt. Jerry lives in the apt. bld. on Montgomery Rd, which RBDB used to own prior Rick's bankruptcy.

It is my understanding that the building was re-wired, approximately a year ago, and now Duke has sent Jerry a \$2000.00 bill, and my understanding is that the bill is due to the re-wiring?

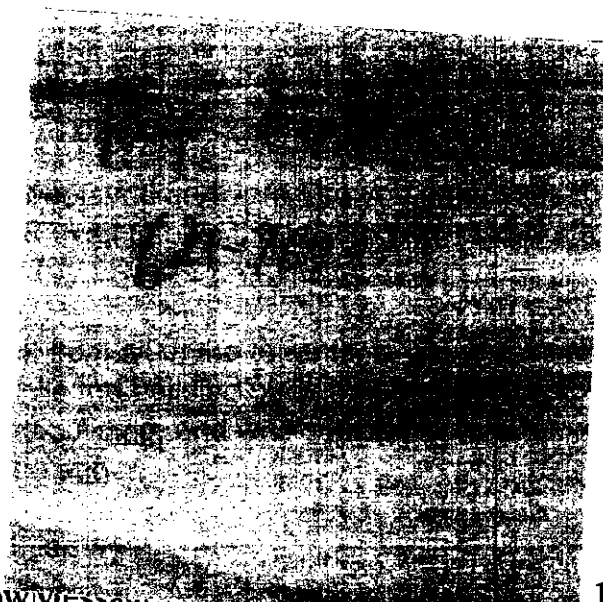
Jerry has told me he has paid all of his bills, and I told him that his cashed checks will be helpful in this.

I am willing to pay for the initial meeting between you and Jerry, so you can asses this, as he has been a good employee and being RBDB used to own the building, I would like to see this work out for him.

As you know, I continue to collect rent check from all of the tenants, to pay the mortgage and other operating expenses of the building, while the building goes thru the bankruptcy process. Karen Brunsman still manages the building, and was somewhat familiar with the Duke issues, and re-wiring, from a year or so ago.

Let me know if you will meet with Jerry on this.

Dan Buchanan DC





Account Number 4240-3648-03-0

10 19

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

Due Date	Amount Due
Feb 24, 2009	\$ 52.45

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



00015208 GGE1 ZA 09034 - ZIPCODE 19 YYYNNN 1oz

Jerry Blount
6087 Montgomery Rd Apt 4
Cincinnati OH 45213-1632

PO Box 9001078
Louisville KY 40290-1076

400 00000052450 42403648030 022420097 00000053244

↑ PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT. ↑

Page 1 of 2

Name/Service Address	For Inquiries Call	Account Number
Jerry Blount 6087 Montgomery Rd Apt: 4 FL: 3F Cincinnati OH 45213	Duke Energy 513-421-9500	4240-3648-03-0

Mail Payments To	Account Information
PO Box 9001078 Louisville KY 40290-1076	Payments after Feb 02 not included Bill prepared on Feb 02, 2009 Next meter reading Feb 26, 2009

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Gas	000294908	Dec 29 Jan 28	30	4082	4085 E	3

Gas - Residential	
Usage -	3 CCF
Duke Energy - Rate RS	\$ 25.97
Current Gas Charges	\$ 25.97
Gas Cost Recovery \$0.97360000/CCF	

Current Billing	
Amt Due - Previous Bill	\$ 26.09
Late Payment Charge(s)	0.39
Balance Forward	25.97
Current Gas Charges	25.97
Current Amount Due	\$ 52.45

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

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.9736 per CCF, which includes a base GCR of \$0.9282 and Ohio excise tax of \$0.0454.

Printed on recyclable paper.

Due Date	Amount Due	After Feb 24, 2009
Feb 24, 2009	\$ 52.45	\$ 53.24

visit us at www.duke-energy.com

Account Number 4240-3648-03-0

10 19

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

☐

Due Date	Amount Due
Mar 23, 2009	\$ 25.09

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



00015322 CGE1 ZA 09059 - ZIPCODE 15 YNNNN 1ox

Jerry Blount
6087 Montgomery Rd Apt 4
Cincinnati OH 45213-1632

PO Box 9001076
Louisville KY 40290-1076

400 00000025097 42403648030 032320090 00000025470

† PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT. †

Page 1 of 2

Name /Service Address	For Inquiries Call	Account Number
Jerry Blount 6087 Montgomery Rd Apt: 4 FL: 3F Cincinnati OH 45213	Duke Energy 513-421-9500	4240-3648-03-0

Mail Payments To	Account Information
PO Box 9001076 Louisville KY 40290-1076	Payments after Feb 27 not included Last payment received Feb 09 Bill prepared on Feb 27, 2009 Next meter reading Mar 27, 2009

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Gas	000294908	Jan 28 Feb 26	29	4085 E	4085	0

Gas - Residential	Current Billing
Usage - 0 CCF	Amt Due - Previous Bill \$ 52.45
Duke Energy - Rate RS \$ 22.60	Payment(s) Received 50.00cr
Current Gas Charges \$ 22.60	Late Payment Charge(s) 0.04
	Balance Forward 2.49
	Current Gas Charges 22.60
	Current Amount Due \$ 25.09

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.9914 per CCF, which includes a base GCR of \$0.9452 and Ohio excise tax of \$0.0462.

Printed on recyclable paper.

Due Date	Amount Due	After
Mar 23, 2009	\$ 25.09	Mar 23, 2009
		\$ 25.47

Account Number 4240-3648-03-0

10 19

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

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Due Date	Amount Due
Apr 21, 2009	\$ 2,140.41

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



00015117 CGE1 ZA 09090 - ZIPCODE 17 YYYNN 1oz

Jerry Blount
Apt 4 FL 3F
6087 Montgomery Rd
Cincinnati OH 45213-1632

PO Box 9001076
Louisville KY 40290-1076

400 00002140411 42403648030 042120090 00002172526

PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT.

Page 1 of 2

Name/Service Address	For Inquiries Call	Account Number
Jerry Blount 6087 Montgomery Rd Apt: 4 FL: 3F Cincinnati OH 45213	Duke Energy 513-421-9500	4240-3648-03-0

Mail Payments To	Account Information
PO Box 9001076 Louisville KY 40290-1076	Payments after Mar 30 not included Bill prepared on Mar 30, 2009 Next meter reading Apr 28, 2009

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Gas	000294908	Feb 26 Mar 27	29	4085	4086	1
Elec	063744530	Feb 26 Mar 27	29	94339	95436	1,097

Gas - Residential	
Usage -	1 CCF
Duke Energy - Rate RS	\$ 23.56
Current Gas Charges	\$ 23.56
Gas Cost Recovery \$0.80340000/CCF	

Current Billing	
Amt Due - Previous Bill	\$ 2,586.02
Balance Forward	2,586.02
Current Gas Charges	23.56
Current Electric Charges	123.93
Adjustment	593.10cr
Current Amount Due	\$ 2,140.41

Electric - Residential	
Usage -	1,097 kWh
Duke Energy - Rate RS	\$ 123.93
Current Electric Charges	\$ 123.93

The due date for any new charges on this bill will be reflected on your next scheduled bill. Any previous charges are due on the date shown on your prior bill.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.8034 per CCF, which includes a base GCR of \$0.7659 and Ohio excise tax of \$0.0375.

Customers who heat their home electrically may be able to reduce their heating costs with our Optional Residential Heating Rate. Call for details.

Printed on recyclable paper.

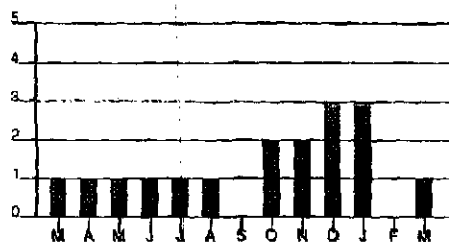
Due Date	Amount Due	After Apr 21, 2009
Apr 21, 2009	\$ 2,140.41	\$ 2,172.52

Name	Service Address	Account Number
Jerry Blount	6087 Montgomery Rd Apt: 4 FL: 3F Cincinnati OH 45213	4240-3648-03-0

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 7.97 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges		
Gas		
Meter -	000294908	Duke Energy
CCF Usage -	1	Rate RS - Residential Service
Feb 26 - Mar 27		
29 Days		Fixed Delivery Service Charge \$ 20.25
		Usage-Based Charge
		1 CCF @ \$ 0.10704400 0.11
		Gas Delivery Riders 2.40
		Gas Cost Recovery
		1 CCF @ \$ 0.00340000 0.00
		\$ 23.56
		Total Current Gas Charges \$ 23.56
Electric		
Meter -	063744530	Duke Energy
kWh Usage -	1,097	Rate RS - Residential Svc-Winter
Feb 26 - Mar 27		
29 Days		Distribution-Customer Chg \$ 4.50
		Delivery Charges
		Distribution-Energy Chg
		1,097kWh @ \$ 0.01994900 21.88
		Delivery Riders 12.74
		Total Delivery Charges \$ 34.62
		Generation Charges
		Generation Energy Chg
		1,000 kWh @ \$ 0.04023800 40.24
		97kWh @ \$ 0.00891500 0.86
		Rider FPP 29.27
		Rider AAC 7.61
		Rider TCR 6.83
		Total Generation Charges \$ 84.81
		123.93
		Total Current Electric Charges \$ 123.93

CCF Gas Usage



Calculations based on most recent 12 month history
 Total Usage 16
 Average Usage 1

	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
Gas	1	1	1	1	1	1	0	2	2	3	3	0	1

Printed on recyclable paper.

REMINDER NOTICE

Account Number 4240-3648-03-0

10 19

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

☐

Due Date	Amount Due
May 21, 2009	\$ 2,239.67

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



00016850 CGE1 ZA 09120 - ZIPCODE 18 YYYNNN 1oz

Jerry Blount
Apt 4 FL 3F
6087 Montgomery Rd
Cincinnati OH 45213-1632

PO Box 9001076
Louisville KY 40290-1076

400 00002239671 42403648030 052120096 00002273276

REMINDER NOTICE

PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT.

Page 1 of 2

Name/Service Address	For inquiries Call	Account Number
Jerry Blount 6087 Montgomery Rd Apt: 4 FL: 3F Cincinnati OH 45213	Duke Energy 513-421-9500	4240-3648-03-0

Mail Payments To	Account Information
PO Box 9001076 Louisville KY 40290-1076	Payments after Apr 29 not included Last payment received Apr 14 Bill prepared on Apr 29, 2008 Next meter reading May 28, 2009

REMINDER - Did you overlook paying last month's bill? Unless you paid your bill recently, please give this your prompt attention.

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Gas	000294908	Mar 27 Apr 28	32	4086	4088	2
Elec	063744530	Mar 27 Apr 28	32	95436	96083	647

Gas - Residential	
Usage -	2 CCF
Duke Energy - Rate RS	\$ 24.18
Current Gas Charges	\$ 24.18
Gas Cost Recovery \$0.64470000/CCF	

Current Billing	
Amt Due - Previous Bill	\$ 2,140.41
Payment(s) Received	28.56
Late Payment Charge(s)	31.68
Balance Forward	2,143.53
Current Gas Charges	24.18
Current Electric Charges	71.96
Current Amount Due	\$ 2,239.67

Electric - Residential	
Usage -	647 kWh
Duke Energy - Rate RS	\$ 71.96
Current Electric Charges	\$ 71.96

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.6447 per CCF, which includes a base GCR of \$0.6146 and Ohio excise tax of \$0.0301.

REMINDER NOTICE

Due Date	Amount Due	After
May 21, 2009	\$ 2,239.67	May 21, 2009
		\$ 2,273.27

Printed on recyclable paper.