

BEFORE  
THE PUBLIC UTILITIES COMMISSION OF OHIO

**Sherry Wiley**  
**5370 Aster Park Drive**  
**Hamilton, OH 45011**

**Complainant,**

**V.**

**Duke Energy Ohio, Inc.**

**Respondent.**

**Case No. 10-2463-EL-CSS**

DIRECT TESTIMONY OF  
CYNTHIA MARIE GIVENS  
ON BEHALF OF  
DUKE ENERGY OHIO, INC.

May 4, 2011

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### **ATTACHMENTS/EXHIBITS:**

CMG-A Duke Energy bill for Account #5840-2090-14-4, due date 5/14/10  
CMG-B Duke Energy bill for Account #5840-2090-14-4, due date 6/14/10  
CMG-C Duke Energy bill for Account #5840-2090-14-4, due date 7/14/10  
CMG-D Duke Energy bill for Account #5840-2090-14-4, due date 8/13/10  
CMG-E Duke Energy bill for Account #5840-2090-14-4, due date 9/13/10  
CMG-F Duke Energy bill for Account #5840-2090-14-4, due date 10/13/10  
CMG-G Duke Energy bill for Account #5840-2090-14-4, due date 11/11/10  
CMG-H Duke Energy bill for Account #5840-2090-14-4, due date 12/10/10  
CMG-I Duke Energy bill for Account #5840-2090-14-4, due date 1/12/11  
CMG-J Duke Energy bill for Account #5840-2090-14-4, due date 2/17/11  
CMG-K Duke Energy bill for Account #5840-2090-14-4, due date 3/16/11  
CMG-L Duke Energy bill for Account #5840-2090-14-4, due date 4/14/11  
CMG-M Duke Energy bill for Account #5840-2090-14-4, due date 5/16/11  
CMG-N Duke Energy Credit Activity History for Account #5840-2090-14-4

## **I. INTRODUCTION**

1   **Q.   PLEASE STATE YOUR NAME AND BUSINESS ADDRESS.**

2   A.   My name is Cindy M. Givens, and my business address is 139 East Fourth Street,  
3       Cincinnati, Ohio 45202.

4   **Q.   BY WHOM ARE YOU EMPLOYED AND IN WHAT CAPACITY?**

5   A.   I am employed by Duke Energy Shared Services, Inc., as Customer Relations  
6       Supervisor.

7   **Q.   PLEASE DESCRIBE YOUR EDUCATIONAL AND PROFESSIONAL**  
8       **BACKGROUND.**

9   A.   I have been employed by Duke Energy Corporation, its predecessor, Cinergy  
10       Corp., and the Cincinnati Gas & Electric Company (CG&E) in various positions  
11       since 1978. I graduated from Western Hills High School in May 1978. Prior to  
12       1984, I worked for the CG&E and held various positions in the Nuclear Systems  
13       and General Engineering Department. In 1984, I was promoted to the Customer  
14       Relations Department and held several positions with increasing responsibility  
15       until June 1, 2002, when I was promoted to Customer Relations Coordinator. On  
16       October 1, 2007, I was promoted to my Customer Relations Supervisor. As of  
17       October 1, 2010, I became responsible for the Fuel Fund and Low Income  
18       Agency relationship for all 5 states in which the regulated utility companies  
19       affiliated with Duke Energy Corporation operate.

20       I have extensive training regarding credit and collection procedures. This  
21       training is typically done on an annual basis and includes the following topics:

- 22       • Rates and billing issues and disputes

**CYNTHIA M. GIVENS DIRECT**

- Service Orders
- Energy usage and energy audits
- Power quality issues
- Consumer education
- Customer contracts issues

**Q. PLEASE DESCRIBE YOUR RESPONSIBILITIES AS CUSTOMER RELATIONS SUPERVISOR.**

**A.** My extensive background in customer service and with a wide variety of customers provides me with great flexibility and knowledge to handle a wide range of issues, such as, rates, metering, billing and power quality. As a Customer Relations Supervisor, I manage a team that is responsible for all customer service inquiries for the three Midwest states in which Duke Energy Corporation's subsidiary utilities operate. The types of inquiries include: service requests, complaints, general questions, and billing disputes. Under my direction, my staff researches and attempts to resolve any issues escalated from various sources, including the utility commissions, customer advocacy groups and other sources.

I work with state utilities commissions as a liaison for their specific customer requests. I have a working knowledge of all existing Duke Energy Ohio, Inc's ("DE-Ohio") tariffs, programs and policies and communicate this information to customers on a frequent basis. I also interact with gas and electric operating departments, meter reading and various other departments on a daily basis, for many reasons, including responding to and attempting to resolve

**CYNTHIA M. GIVENS DIRECT**

1 customer inquiries or concerns. I have a working knowledge of current  
2 federal/state regulations for Ohio, Kentucky and Indiana.

3 In addition to my day-to-day responsibilities, I also attend annual  
4 conferences, such as the EEI Low-Income Best Practices Workshop. I have  
5 participated in seminars, such as the Ohio Department of Development HEAP  
6 Regional Training and presented Duke Energy's Energy Assistance Guidelines in  
7 various forums. I also work extensively with local community and social service  
8 agencies and provide presentations on credit/billing and customer service topics  
9 as appropriate.

10 I serve as a subject matter expert on committees and teams involving  
11 billing, credit and collection and field operations issues within Duke Energy  
12 Corporation. I also serve as DE-Ohio's liaison with various regulatory,  
13 governmental and customer advocacy groups. In addition, I exchange  
14 information with counterparts in other companies and utilities, and participate in  
15 identified benchmarking opportunities.

16 **Q. HAVE YOU PREVIOUSLY TESTIFIED BEFORE THIS COMMISSION?**

17 A. Yes. I have testified in other formal complaints before the Public Utilities  
18 Commission of Ohio and also appeared on behalf of DE-Ohio at prehearing  
19 settlement conferences.

20 **II. PURPOSE OF TESTIMONY**

21 **Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY IN THIS**  
22 **PROCEEDING?**

1 A. The purpose of my testimony is to respond to the allegations contained in the  
2 original and amended complaints filed by Ms. Sherry Wiley, the customer of  
3 record, and to provide accurate information regarding Ms. Wiley's allegations,  
4 including but not limited to, billing, payments and account history for Ms.  
5 Wiley's gas and electric account at 5370 Aster Park Drive, Apt. 909, Hamilton,  
6 OH 45011, Account #5840-2090-14-4 (the "Aster Park Account").

7 **III. DISCUSSION**

8 **Q. ARE YOU FAMILIAR WITH THE COMPLAINT FILED BY MS.**  
9 **WILEY?**

10 A. Yes.

11 **Q. PLEASE BRIEFLY SUMMARIZE YOUR UNDERSTANDING OF MS.**  
12 **WILEY'S COMPLAINT.**

13 A. Ms. Wiley's original complaint filed on November 1, 2010, related to Ms.  
14 Wiley's claim that DE-Ohio had wrongfully disconnected her gas and electric  
15 account on October 19, 2010. According to the Complaint, Ms. Wiley claims that  
16 she had contacted DE-Ohio on or about September 13 or 14, 2010, and entered  
17 into a payment plan with DE-Ohio pursuant to which she allegedly had until  
18 Thanksgiving to pay her outstanding balance then due and owing to DE-Ohio on  
19 the Aster Park Account. Ms. Wiley further claimed in her original Complaint that  
20 DE-Ohio had deleted notes and references to her payment plan in DE-Ohio's  
21 computer system, misapplied a credit from the Ohio Department of Development  
22 and also forced her to enter into a new payment plan in October 2010 in order to  
23 reconnect her utility services.

1 **Q. ARE YOU AWARE THAT MS. WILEY FILED AN AMENDED**  
2 **COMPLAINT IN THIS CASE?**

3 **A.** Yes.

4 **Q. PLEASE BRIEFLY SUMMARIZE YOUR UNDERSTANDING OF MS.**  
5 **WILEY'S AMENDED COMPLAINT.**

6 **A.** The first part of the Amended Complaint filed by Ms. Wiley contains the same  
7 allegations as the original Complaint. Ms. Wiley then added allegations whereby  
8 Ms. Wiley now claims that the gas and electric bills for the Aster Park Account  
9 were incorrect and that DE-Ohio had overbilled her or otherwise not charged her  
10 for the correct usage at her residence. Ms. Wiley also now claims that DE-Ohio  
11 failed to comply with another payment plan which allegedly was established by  
12 Ms. Wiley in late March 2011 or had otherwise charged her more than the  
13 company originally indicated would be charged for her to avoid disconnection of  
14 her services at that time.

15 **Q. ARE YOU FAMILIAR WITH MS. WILEY'S ASTER PARK ACCOUNT**  
16 **WITH DE-OHIO?**

17 **A.** Yes.

18 **Q. PLEASE EXPLAIN HOW YOU ARE FAMILIAR WITH THE ASTER**  
19 **PARK ACCOUNT.**

20 **A.** I have personally researched DE-Ohio's records for Ms. Wiley's Aster Park  
21 Account on more than one occasion, including when she filed the original  
22 Complaint, leading up to the settlement conference in February 2011 and again in  
23 preparation of my testimony for the hearing in these proceedings. DE-Ohio keeps

1 and maintains customer account information in a comprehensive computer  
2 database called the Customer Management System (CMS). CMS is used by all  
3 call center, receivables and customer service personnel, and is used to keep track  
4 of service requests, customer calls, inquiries, turn on and disconnect orders,  
5 billing, account status and histories. CMS has been the single customer  
6 management system used by DE-Ohio and its predecessor, CG&E, since 1993.  
7 There is a record for every account at every address for the history of the account.  
8 The most recent two years of information is immediately accessible in the system.  
9 Account histories and customer bills beyond two years are archived and  
10 accessible through data inquiries.

11 When a customer calls in regarding their account, a notation is made in the  
12 account describing the inquiry. If service is requested, such as a turn on, repair  
13 request or meter test, a notation is made of the request. The dates of the service  
14 request are noted in the record and any special instructions are noted.

15 **Q. PLEASE EXPLAIN THE BILLING HISTORY OF MS. WILEY'S ASTER**  
16 **PARK ACCOUNT APRIL 2010.**

17 **A.** Ms. Wiley has received both natural gas and electric services at the Aster Park  
18 Account since she first established those services with DE-Ohio on April 3, 2010.  
19 At that time DE-Ohio had requested a deposit of \$140 from Ms. Wiley. Ms.  
20 Wiley could not pay the deposit at once so DE-Ohio agreed to accept the deposit  
21 over time and entered into a payment arrangement with Ms. Wiley relating to the  
22 deposit. That payment arrangement was documented as Agreement #3059252.  
23 Attachment CMG-A consists of a true and accurate copy of the monthly bill for

1 Ms. Wiley's Aster Park Account, which was generated by DE-Ohio on April 22,  
2 2010, with a due date of May 14, 2010. As you can see, Agreement #3059252 is  
3 referenced on CMG-A.

4 Ms. Wiley did not make any payments to DE-Ohio in response to CMG-  
5 A. Accordingly, when DE-Ohio generated her next monthly bill on May 21,  
6 2010, Ms. Wiley owed a past due balance, late charges, charges for current gas  
7 and electric services, and the balance of the deposit under Agreement #3059252.  
8 Attachment CMG-B consists of a true and accurate copy of the monthly bill for  
9 Ms. Wiley's Aster Park Account, which was generated by DE-Ohio on May 21,  
10 2010, with a due date of June 14, 2010.

11 Although the balance due on that bill was \$320.97, Ms. Wiley only paid  
12 \$150 to DE-Ohio before DE-Ohio generated the next monthly bills. Attachment  
13 CMG-C consists of a true and accurate copy of the monthly bill for Ms. Wiley's  
14 Aster Park Account, which was generated by DE-Ohio on June 22, 2010, with a  
15 due date of July 14, 2010. This bill references that single payment of \$150 made  
16 by Ms. Wiley. Similarly, Attachment CMG-D consists of a true and accurate  
17 copy of the monthly bill for Ms. Wiley's Aster Park Account, which was  
18 generated by DE-Ohio on July 22, 2010, with a due date of August 13, 2010.

19 DE-Ohio did not receive another payment or credit on the Aster Park  
20 Account after it sent the bill in July with a due date of August 13, 2010, to Ms.  
21 Wiley. By that time Ms. Wiley had applied for and been approved for a HEAP  
22 (Home Energy Assistance Program) credit in the amount of \$271. That is not a  
23 payment but is simply a credit which appears once a customer is approved by the

1 HEAP program. That credit appeared on Ms. Wiley's Aster Park Account before  
2 DE-Ohio generated the next bill on August 20, 2010, a true and accurate copy of  
3 which is attached hereto as CMG-E, with a due date of September 13, 2010. As I  
4 will explain later, the timing and application of this credit on Ms. Wiley's Aster  
5 Park Account is an important fact as it completely refutes Ms. Wiley's story about  
6 events which allegedly happened several weeks later in September. That bill also  
7 contained a "Reminder Notice" because Ms. Wiley had not made any payment in  
8 response to DE-Ohio's prior bills.

9 Ms. Wiley's failure to pay her gas and electric bills continued into the next  
10 month. On September 21, 2010, DE-Ohio sent another monthly bill to Ms. Wiley  
11 with a due date of October 13, 2010. That bill, a true and accurate copy of which  
12 is attached hereto as CMG-F, contained a "Disconnect Notice" required by DE-  
13 Ohio's tariff on file with the PUCO in light of Ms. Wiley's continued failure to  
14 pay her utility bills. As set forth on that bill, the total owed by Ms. Wiley was up  
15 to \$615.40, and Ms. Wiley was required to pay \$287.79 to DE-Ohio by October  
16 15, 2010, to avoid disconnection of her gas and electric services.

17 Ms. Wiley did not pay the required amount by the deadline, nor did she  
18 contact DE-Ohio to enter into a payment arrangement. Accordingly, DE-Ohio  
19 properly disconnected Ms. Wiley's utility services on October 19, 2010, for  
20 nonpayment after it had provided Ms. Wiley with the required 14- and 10-day  
21 notices in advance. By that time DE-Ohio was ready to send another monthly bill  
22 to Ms. Wiley. Attachment CMG-G consists of a true and accurate copy of the  
23 monthly bill for Ms. Wiley's Aster Park Account, which was generated by DE-

1 Ohio on October 20, 2010, with a due date of November 11, 2010. As reflected  
2 on CMG-G, that bill contained the final charges for Ms. Wiley's electric account  
3 which had been disconnected. The bill also contained another "Disconnect  
4 Notice" per DE-Ohio's tariff on file with the PUCO. Essentially DE-Ohio's  
5 billing system had generated the new bill on the standard date (along with  
6 thousands of bills for other customers) and included a reference to the possibility  
7 that Ms. Wiley's Aster Park Account may already have been disconnected for  
8 nonpayment of the required amount of \$478.50, which is precisely what had  
9 happened the prior day.

10 **Q. DIDN'T MS. WILEY CONTACT DE-OHIO ABOUT HER**  
11 **DISCONNECTED ACCOUNT?**

12 A. Yes, DE-Ohio's account notes for the Aster Park Account reflect that Ms. Wiley  
13 contacted DE-Ohio on October 20, 2010, concerning her disconnected account.  
14 Those notes reflect that the DE-Ohio customer service representative explained  
15 Ms. Wiley's options to have her services reconnected: pay the disconnection  
16 amount, invoke the Winter Rule or provide an appropriate medical certification.  
17 Ms. Wiley did not take any action at that time in order to reconnect her services.

18 **Q. PLEASE EXPLAIN WHAT YOU MEAN BY THE WINTER RULE AND**  
19 **HOW DE-OHIO FOLLOWS AND APPLIES THAT RULE, INCLUDING**  
20 **HOW IT DID SO WITH RESPECT TO MS. WILEY.**

21 A. Yes, the Winter Rule is enacted by the PUCO to assist customers to maintain their  
22 services for heating purposes. The PUCO enacted the Winter Rule for the Winter  
23 2010/2011 season on October 18, 2010. The formal case name in which the Entry

1 setting forth the Winter Rule was enacted is *In the Matter of the Investigation into*  
2 *Long-Term Solutions Governing the Disconnection of Gas and Electric Services*  
3 *in Winter Emergencies*, Case No. 10-1336-GE-UNC.

4 Customers may invoke the Winter Rule only one time each winter season.  
5 If a customer desires to invoke their rights under the Winter Rule, the customer  
6 must advise DE-Ohio of that decision, as not all customers make that choice and  
7 some prefer to pay the amount due to avoid disconnection or to reconnect their  
8 services. Sometimes customers even may want to wait until later in the season  
9 because they know that they invoke the Winter Rule only once each winter  
10 season. Again, DE-Ohio does not know why customers act in certain manners,  
11 and each customer may have its own reasons. Assuming the customer invokes the  
12 Winter Rule and owes more than \$175 to DE-Ohio, as was the case with Ms.  
13 Wiley, two things must happen: first, the customer must pay \$175 down toward  
14 the payment plan; second, the customer must enter into a payment plan to pay off  
15 the balance over 6 months and remain current on all subsequent monthly utility  
16 charges. Once a customer invokes the Winter Rule, DE-Ohio's customer service  
17 representative documents the decision and the payment plan in the customer's  
18 account notes, and DE-Ohio's system automatically generates a letter to the  
19 customer to further document that payment plan.

20 **Q. HOW ARE THOSE DETAILS CONCERNING THE WINTER RULE**  
21 **RELEVANT TO MS. WILEY'S CASE AND COMPLAINT?**

22 **A.** They are relevant because Ms. Wiley invoked her rights under the Winter Rule in  
23 order to reconnect her services. Notably it is important to mention that Ms. Wiley

1 did not invoke her rights under the Winter Rule when she first contacted DE-Ohio  
2 on October 20, 2010, after her services had been disconnected for nonpayment the  
3 prior day. Ms. Wiley did not actually invoke the Winter Rule until she contacted  
4 DE-Ohio again the following day, October 21, 2010. At that point Ms. Wiley was  
5 required to pay \$175 down, which she did, as reflected on the utility bill generated  
6 by DE-Ohio on November 18, 2010, with a due date of December 10, 2010, a true  
7 and accurate copy of which is attached as CMG-H. That bill also reflects the  
8 payment arrangement for the balance of \$739.61, as documented in Agreement  
9 #3164470. Ms. Wiley claims that DE-Ohio somehow "forced" her to make these  
10 payment arrangements. That is not true. Ms. Wiley, like all customers, has the  
11 option whether to purchase and receive gas and electric services from DE-Ohio.  
12 Ms. Wiley voluntarily chose to have her services reconnected. Having made that  
13 choice, the only requirement was that Ms. Wiley pay for her services in  
14 accordance with DE-Ohio's tariff on file with the PUCO and applicable PUCO  
15 rules and regulations, including the Winter Rule.

16 **Q. PLEASE CONTINUE EXPLAINING THE HISTORY OF MS. WILEY'S**  
17 **ASTER PARK ACCOUNT.**

18 A. Unfortunately Ms. Wiley quickly reverted to form and failed to pay her monthly  
19 bills in a timely manner. Attachments CMG-I and CMG-J consist of true and  
20 accurate copies of the subsequent monthly bills for Ms. Wiley's Aster Park  
21 Account, which were generated by DE-Ohio on December 21, 2010 (with a due  
22 date of January 12, 2011) and January 26, 2011 (with a due date of February 17,  
23 2011). The only payment made by Ms. Wiley during this time was \$100 in

1 December 2010, even though the amount due was \$697.95 (even after giving Ms.  
2 Wiley credit for the prior payment plan). As you can see, the bill marked as  
3 CMG-I contains yet another "Disconnect Notice" because, in this instance, Ms.  
4 Wiley had breached the payment plan that she and DE-Ohio set up when she  
5 invoked the Winter Rule on October 21, 2010. As such, the payment plan was  
6 accelerated and Ms. Wiley owed \$780.11 by January 12, 2011, followed by  
7 \$979.70 by February 17, 2011, as she continued to use and not pay for gas and  
8 electric services.

9 The past due amount owed by Ms. Wiley to DE-Ohio continued to  
10 increase thereafter as she failed to pay her monthly bills. Attachments CMG-K,  
11 CMG-L and CMG-M consist of true and accurate copies of the monthly bills for  
12 Ms. Wiley's Aster Park Account, which were generated by DE-Ohio on February  
13 22, March 23 and April 21, 2011, respectively. As you can see, CMG-K  
14 contained another "Disconnect Notice" and further advised Ms. Wiley that she  
15 would be responsible for a reconnection charge and additional deposit of \$40 if  
16 her services were disconnected for nonpayment of \$730.11 by March 18, 2011.  
17 When Ms. Wiley ignored that notice, her next bill (CMG-L) contained another  
18 "Disconnect Notice" as well information about the mandatory reconnection  
19 charges, a deposit that had increased to \$50 and the minimum and immediate  
20 amount due of \$929.70, assuming her service has not already been disconnected.

21 **Q. WE WILL COME BACK TO THE EVENTS IN MARCH 2011 BUT**  
22 **PLEASE EXPLAIN DE-OHIO'S RESPONSE TO MS. WILEY'S CLAIM**  
23 **THAT SHE CONTACTED DE-OHIO IN SEPTEMBER 2010 AND WAS**

1       **TOLD THAT SHE HAD UNTIL THANKSGIVING TO PAY THE**  
2       **BALANCE DUE.**

3     A.    DE-Ohio has no records of any call by Ms. Wiley on or about September 13 or  
4       14, 2010, as she claims in her Complaint and Amended Complaint. We searched  
5       DE-Ohio's records of customer telephone calls, which the company records and  
6       maintains for a period of 90 days. There is no record of any such phone calls.  
7       We also reviewed the account notes for Ms. Wiley's Aster Park Account. Had  
8       she actually called in September 2010, not only would DE-Ohio have had a  
9       recording of that telephone call (for 90 days), but the customer service  
10      representative would have noted her account history about the call, the issues  
11      discussed, and the terms of the payment plan. Moreover, DE-Ohio would have  
12      sent a letter to Ms. Wiley to document that payment plan. Again, there are no  
13      records within DE-Ohio of any such telephone call or payment plan.

14           Ms. Wiley's claim does not make logical sense. Ms. Wiley claims that she  
15      was told in September that her HEAP credit would be applied toward her Aster  
16      Park Account. The problem for Ms. Wiley's story is that the HEAP credit of  
17      \$271 had already been applied before DE-Ohio generated the monthly bill on  
18      August 20, 2010, at least 3 weeks before her alleged telephone call to DE-Ohio.  
19      One need only review Ms. Wiley's monthly bill marked as CMG-E to confirm  
20      these facts—that bill references the \$271 HEAP credit. As such, Ms. Wiley's  
21      story does not make sense as she had already received the HEAP credit long  
22      before mid-September and certainly was not entitled to another credit at that time.  
23      Plus, Ms. Wiley refers to the HEAP credit as a "payment" when, in fact, that is

1 not true. DE-Ohio applies the HEAP credit once a customer is approved and the  
2 company receives the electronic credit from the Ohio Department of  
3 Development.

4 Moreover, the Thanksgiving holiday fell on November 25, 2010.  
5 According to Ms. Wiley, DE-Ohio agreed in mid-September to allow her *more*  
6 *than 10 weeks* to pay the balance due and avoid disconnection of the Aster Park  
7 Account for nonpayment. DE-Ohio does not allow customers that length of time  
8 to pay past due utility bills. Notably, Ms. Wiley has no evidence to support her  
9 claim and has never been able to identify with any specificity how much she was  
10 supposed to pay to DE-Ohio under the non-existent payment plan. Surely she  
11 would know those details if she actually had discussed a payment plan with DE-  
12 Ohio. The reason for the omission is simple: DE-Ohio did not enter into the  
13 alleged payment plan with Ms. Wiley in mid-September 2010 and never would  
14 have entered into such a payment plan.

15 Finally, Ms. Wiley's story is further refuted by an additional fact: DE-  
16 Ohio's monthly bill generated on September 21, 2010 (CMG-F) contained a  
17 "Disconnect Notice," and it does not reference the alleged payment plan which  
18 Ms. Wiley claims to have entered into with DE-Ohio in mid-September. Ms.  
19 Wiley already had entered into a payment plan with DE-Ohio for the initial  
20 deposit and knew how the payment plan was documented on her monthly bill.  
21 However, Ms. Wiley never contacted DE-Ohio after receiving the bill generated  
22 on September 21<sup>st</sup>, nor did she ever claim that she had a payment plan—at least  
23 not until *after* DE-Ohio had disconnected her services for nonpayment

1   **Q.   WHAT ABOUT THE CLAIMS THAT MS. WILEY ADDED TO HER**  
2       **AMENDED COMPLAINT CONCERNING DE-OHIO'S ALLEGED**  
3       **FAILURE TO BILL HER GAS AND ELECTRIC USAGE IN A PROPER**  
4       **MANNER?**

5   **A.   Ms. Wiley's Amended Complaint literally is the first that DE-Ohio ever heard of**  
6       this issue or claim. According to DE-Ohio's records, Ms. Wiley has *never*  
7       contacted DE-Ohio to dispute or take issue with her past bills, the gas and electric  
8       meters at her residence, the reads on her gas and electric meter, high or unusual  
9       usage of utility services, or anything of that nature. There is no evidence to  
10      support these claims. According to DE-Ohio's records, all of the meter reads set  
11      forth in and which gave rise to the bills marked as CMG-A through CMG-M  
12      accurately measure (or estimated as in the case of January 2011) of Ms. Wiley's  
13      usage of gas and electricity at her residence during the time in question. Certainly  
14      Ms. Wiley has never provided DE-Ohio with any such evidence, either leading up  
15      to the filing of her Complaint and Amended Complaint or during the course of  
16      discovery in this case. Quite frankly, I suspect that Ms. Wiley added these  
17      allegations to her Amended Complaint because she realized during the course of  
18      this case that she did not have any facts and evidence to support her original  
19      Complaint.

20   **Q.   HASN'T MS. WILEY ALSO TAKEN ISSUE WITH DE-OHIO'S MOST**  
21       **RECENT DISCONNECTION OF HER SERVICES DURING THIS**  
22       **PENDING COMPLAINT CASE? PLEASE EXPLAIN DE-OHIO'S**  
23       **POSITION ON THAT ISSUE.**

1 A. It is simple: Ms. Wiley, like many customers, mistakenly believed that she could  
2 avoid paying her monthly utility bills by filing a Complaint with the PUCO.  
3 After Ms. Wiley filed her original Complaint, she made only 2 partial payments to  
4 DE-Ohio: \$100 in December 2010 (see CMG-I) and \$50 in February 2011 (see  
5 CMG-K). Those partial payments did not cover Ms. Wiley's current usage of gas  
6 and electric since she filed her Complaint, which usage and related bills were not  
7 in dispute in this case. Customers are required to pay all non-disputed bills after  
8 they file complaints. In this case, DE-Ohio billed Ms. Wiley for the following  
9 current gas and electric charges: \$108.34 on November 18, 2010 (plus a  
10 reconnect fee of \$25); \$180.23 on December 22, 2010; \$199.59 on January 26,  
11 2011; \$132.32 on February 22, 2011; and \$154.88 on March 23, 2011. Ms.  
12 Wiley's collective payments of \$150 in December 2010 and February 2011 do not  
13 satisfy those undisputed current financial obligations. Before proceeding with  
14 disconnection, DE-Ohio included the required 14-day notice on the monthly bills  
15 sent to Ms. Wiley (see CMG-K and CMG-L) and sent a 10-day notice to her  
16 residence. Therefore, DE-Ohio acted properly and in compliance with its tariffs  
17 on file with the PUCO when it disconnected Ms. Wiley's services on March 24,  
18 2011, for nonpayment.

19 Finally, the history of Ms. Wiley's Aster Park Account, as I have  
20 described in this testimony, refutes the unfounded allegations in Ms. Wiley's  
21 Amended Complaint that DE-Ohio had disconnected her gas and electric services  
22 because she issued one or more subpoenas in this case or that DE-Ohio had lied to  
23 the Veterans Administration about the amount which she owed. None of those

1 claims are remotely truthful. DE-Ohio disconnected Ms. Wiley's utility services  
2 for one simple reason—she failed and refused to pay her bills. Also, none of DE-  
3 Ohio's representatives have ever lied to the Veterans Administration, Ms. Wiley  
4 or anyone else about information relating to the Aster Park Account. I have  
5 reviewed DE-Ohio's account notes relating to Ms. Wiley's account and there is  
6 no evidence to support that claim. Finally, I might add that Ms. Wiley has  
7 received each and every monthly bill sent by DE-Ohio since April 2010 and,  
8 therefore, knew at all times how much she owed to DE-Ohio and when every  
9 payment was due.

10 **Q. WHAT DID MS. WILEY DO IN RESPONSE TO THE DISCONNECTION**  
11 **IN MARCH 2011?**

12 A. First, it is important to note that Ms. Wiley did not do anything in response to her  
13 receipt of the disconnection notices from DE-Ohio—she never contacted the  
14 company or made the required payment before DE-Ohio disconnected her  
15 services for nonpayment. Instead, Ms. Wiley waited until after DE-Ohio correctly  
16 disconnected her services for nonpayment to contact the company. Ultimately,  
17 through the combination of credits and payment by Ms. Wiley totaling \$805 (see  
18 CMG-N), Ms. Wiley was able to bring her Aster Park Account current enough, at  
19 least temporarily, to have her gas and electric services restored as of March 28,  
20 2011.

21 While it may not be relevant to her reconnection of services, it is  
22 important to note that even after those payments and credits, Ms. Wiley still had

1 an outstanding balance and owed more for current gas and electric usage (see  
2 CMG-M).

3 **Q. PLEASE EXPLAIN DE-OHIO'S RESPONSE TO MS. WILEY'S LATEST**  
4 **CLAIM THAT DE-OHIO ALLEGEDLY CHANGED ANOTHER**  
5 **PAYMENT AGREEMENT WHEN SHE HAD HER GAS AND ELECTRIC**  
6 **SERVICES RECONNECTED.**

7 A. Again, Ms. Wiley is simply wrong on the facts. I've already explained the  
8 detailed billing history and the facts leading up to and surrounding Ms. Wiley's  
9 most recent disconnection for nonpayment. According to the account notes in  
10 DE-Ohio's system as well as my recollection from being personally involved in  
11 these events, Ms. Wiley was told that she had to pay the past due charges of  
12 \$730.11 plus a \$25 reconnection fee and \$50 deposit (for a total of \$805.11) in  
13 order to have her gas and electric services reconnected. On March 26, 2011, Ms.  
14 Wiley paid \$380 to DE-Ohio, which was a pending payment until it cleared DE-  
15 Ohio's system on March 28, 2011. At that time DE-Ohio also knew that Ms.  
16 Wiley would be receiving credits of \$425 from HEAP and an Electric Fuel Fund  
17 credit. The combination of her payment of \$380 and the credits of \$425 equals  
18 \$805 and, therefore, DE-Ohio reconnected Ms. Wiley's services on March 28,  
19 2011, just as the company said would happen. Again, this is precisely what Ms.  
20 Wiley alleges in her Amended Complaint and precisely what happened, as Ms.  
21 Wiley had been advised.

22 Ms. Wiley's confusion is based on what happened later. On April 7, 2011,  
23 Ms. Wiley received credit of \$157 for this year's HEAP program. And on April

1 13, 2011, Ms. Wiley made a payment of \$50, which cleared DE-Ohio's system as  
2 of the following day. The sum of \$142 referenced in Ms. Wiley's Amended  
3 Complaint does not exist, and was never added to the amount required to  
4 reconnect Ms. Wiley's gas and electric services. At no point in time did DE-Ohio  
5 change or modify the amount which Ms. Wiley was required to pay, nor did she  
6 ever pay more than \$805 to reconnect her services. All of these facts and details  
7 are set forth in the credit history for Ms. Wiley's Aster Park Account, a true and  
8 accurate copy of which is attached as CMG-N.

9 **Q. HAS DE-OHIO PROPERLY HANDLED MS. WILEY'S ASTER PARK**  
10 **ACCOUNT SINCE SHE FIRST ESTABLISHED GAS AND ELECTRIC**  
11 **SERVICES WITH DE-OHIO IN APRIL 2010?**

12 A. Unequivocally yes. I have carefully reviewed the account notes, credit history,  
13 financial history, and the connection and disconnection notices for Ms. Wiley's  
14 Aster Park Account. DE-Ohio has correctly billed Ms. Wiley for her gas and  
15 electric usage at her residence. The company also has properly given Ms. Wiley  
16 credit for all payments and HEAP or other credits that she made to DE-Ohio or  
17 for which she was otherwise qualified. DE-Ohio also followed and complied with  
18 its tariffs on file with the PUCO and all other rules and regulations (including the  
19 Winter Rule) with respect to the disconnection and connection of gas and electric  
20 services under the Aster Park Account, and any billing or payment plans between  
21 Ms. Wiley and DE-Ohio. There is no evidence to support Ms. Wiley's claims and  
22 allegations.

23  
**CYNTHIA M. GIVENS DIRECT**

1

**IV. CONCLUSION**

2

**Q. DOES THIS CONCLUDE YOUR DIRECT TESTIMONY?**

3

**A. Yes.**

**CYNTHIA M. GIVENS DIRECT**

A

Account Number 5840-2090-14-4

50 14

Due Date

May 14, 2010

Amount Due

\$ 123.80

For less detailed billing information on  
your monthly bill, check box on right\$ \_\_\_\_\_  
HeatShare Contribution  
(for Customer Assistance)\$ \_\_\_\_\_  
Amount EnclosedSherry Wiley  
5370 Aster Park Dr Apt 909  
Hamilton OH 45011-9491PO Box 9001076  
Louisville KY 40290-1076

400 00000123803 58402090144 051420101 00000124958

Page 1 of 2

Name/Service Address	For Inquiries Call	Account Number
----------------------	--------------------	----------------

Sherry Wiley  
5370 Aster Park Dr  
Apt: 909  
Hamilton OH 45011

Duke Energy

513-421-9500  
1-800-544-6900

5840-2090-14-4

Mail Payments To	Account Information
------------------	---------------------

PO Box 9001076  
Louisville KY 40290-1076

Payments after Apr 22 not included

Bill prepared on Apr 22, 2010  
Next meter reading May 20, 2010

PLEASE NOTE: A service deposit has been charged to your account as a result of your request for new service(s). Please pay the stated deposit amount by the due date indicated or contact us at the number listed for payment arrangements.

Rate	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Gas	000646838	Apr 03	Apr 21	18	6603 E	6639	36
Elec	010059480	Apr 03	Apr 21	18	12098 E	12346	248

Gas - Miscellaneous	
Usage -	36 CCF
Duke Energy - Rate RS	\$ 41.07
Current Gas Charges	\$ 41.07
Gas Cost Recovery \$0.56190000/CCF	

Amount Billing	
Amt Due - Previous Bill	\$ 0.00
Balance Forward	0.00
Current Gas Charges	41.07
Current Electric Charges	35.73
Agmt #3059252 Amt Due	47.00
Deposit Amt Due	140.00
Transfer to Agmt #3059252	140.00cr
Current Amount Due	\$ 123.80

Electric - Miscellaneous	
Usage -	248 kWh
Duke Energy - Rate RS	\$ 35.73
Current Electric Charges	\$ 35.73

Account Balance	
Current Billing	\$ 123.80
Agreement Balance	93.00
Total Account Balance	\$ 216.80

Due Date	Amount Due	After
May 14, 2010	\$ 123.80	May 14, 2010
		\$ 124.95

State	Service Address	Account Number
Sherry Wiley	5370 Aster Park Dr Apt: 909 Hamilton OH 45011	5840-2090-14-4

Your deposit and accrued interest will be credited to your account after you have paid your utility bill promptly each month for the required time period, or at the time you request to have your service terminated.

This is your first bill for service. We estimated the previous meter reading.

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%.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5619 per CCF, which includes a base GCR of \$0.5357 and Ohio excise tax of \$0.0262.

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.

Explanation of Current Charges			
Gas Meter - 000646838 CCF Usage - 36 Apr 03 - Apr 21 18 Days	<b>Duke Energy</b> Rate RS - Residential Service		
	Fixed Delivery Service Charge	\$ 15.20	
	Usage-Based Charge		
	36 CCF @ \$ 0.03272800	1.18	
	Gas Delivery Riders	4.46	
	Gas Cost Recovery 36 CCF @ \$ 0.56190000	20.23	\$ 41.07
<b>Total Current Gas Charges</b>			<b>\$ 41.07</b>
Electric Meter - 010059480 kWh Usage - 248 Apr 03 - Apr 21 18 Days	<b>Duke Energy</b> Rate RS - Residential Svc-Winter		
	Distribution-Customer Chg	\$ 3.30	
	Delivery Charges		
	Distribution-Energy Chg		
	248 kWh @ \$ 0.02212600	5.49	
	Delivery Riders	2.90	
	Total Delivery Charges	\$ 8.39	
	Generation Charges		
	Generation Energy Chg		
	248 kWh @ \$ 0.04234500	10.50	
	Rider FPP	10.05	
	Rider AAC	2.22	
	Rider TCR	1.27	
	Total Generation Charges	\$ 24.04	35.73
<b>Total Current Electric Charges</b>			<b>\$ 35.73</b>

Agreement Information			
<b>Summary</b>		Previous Agreement Balance	\$ 0.00
Agreement Number -	3059252	Transfer From Current Billing	\$ 140.00
Agreement Amount -	\$ 140.00	Current Agreement Amount Due	\$ 47.00cr
Agreement Date -	04/06/10	Agreement Balance	\$ 93.00
Number of Payments -	3		
Monthly Amount Due -	\$ 47.00		

## DISCONNECT NOTICE

Account Number 5840-2090-14-4

50 14

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

Due Date	Amount Due
Jun 14, 2010	\$ 320.97

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



Sherry Wiley  
5370 Aster Park Dr  
Apt 909  
Hamilton OH 45011

PO Box 9001084  
Louisville KY 40290-1084

410 00000320978 58402090144 061420100 00000323683

## DISCONNECT NOTICE

Page 1 of 3

Name/Service Address	For Inquiries Call	Account Number
Sherry Wiley 5370 Aster Park Dr Apt: 909 Hamilton OH 45011	Duke Energy 513-651-5100 1-800-648-7777	5840-2090-14-4

Mail Payments To	Account Information
PO Box 9001084 Louisville KY 40290-1084	Payments after May 21 not included Bill prepared on May 21, 2010 Next meter reading Jun 21, 2010

IMPORTANT: Your service may be disconnected if your past due deposit amount of \$140.00 is not paid before 06/17/2010. A reconnection charge will be required. For questions, please call the number shown above.

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Gas	000646838	Apr 21 May 20	29	6639	6674	35
Elec	010059480	Apr 21 May 20	29	12346	12688	342

Gas - Residential	
Usage -	35 CCF
Duke Energy - Rate RS	\$ 52.27
Current Gas Charges	\$ 52.27
Gas Cost Recovery \$0.53021900/CCF	

Current Billing	
Amt Due - Previous Bill	\$ 123.80
Late Payment Charge(s)	1.15
Balance Forward	124.95
Current Gas Charges	52.27
Current Electric Charges	50.75
Agmt #3059252 Ending Bal	93.00
Current Amount Due	\$ 320.97

Electric - Residential	
Usage -	342 kWh
Duke Energy - Rate RS	\$ 50.75
Current Electric Charges	\$ 50.75

PLEASE NOTE: Our records indicate that your previous bill was not paid in full. As a result, you have been removed from your agreement. The entire agreement balance is now due.

## DISCONNECT NOTICE

Due Date	Amount Due	After
Jun 14, 2010	\$ 320.97	Jun 14, 2010
		\$ 323.68

Name	Service Address	Account Number
Sherry Wiley	5370 Aster Park Dr Apt: 909 Hamilton OH 45011	5840-2090-14-4

The PUCO approved an increase in the AMRP Rider to fund improvements in the reliability and safety of Duke Energy's gas system. The rider results in a increase of \$1.05 per month to your total bill. This rider became effective with this bill.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5302190 per CCF, which includes a base GCR of \$0.5055000 and Ohio excise tax of \$0.0247190.

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.

Explanation of Current Charges			
<b>Gas</b>		<b>Duke Energy</b>	
Meter - 000646838		Rate RS - Residential Service	
CCF Usage - 35		Fixed Delivery Service Charge	\$ 25.33
Apr 21 - May 20		Usage-Based Charge	
29 Days		35 CCF @ \$ 0.03272800	1.15
		Gas Delivery Riders	7.23
		Gas Cost Recovery	
		35 CCF @ \$ 0.53021900	18.56
			\$ 52.27
		<b>Total Current Gas Charges</b>	<b>\$ 52.27</b>
<b>Electric</b>		<b>Duke Energy</b>	
Meter - 010059480		Rate RS - Residential Svc-Winter	
kWh Usage - 342		Distribution-Customer Chg	\$ 5.50
Apr 21 - May 20		Delivery Charges	
29 Days		Distribution-Energy Chg	
		342 kWh @ \$ 0.02212600	7.57
		Delivery Riders	4.52
		Total Delivery Charges	\$ 12.09
		Generation Charges	
		Generation Energy Chg	
		342 kWh @ \$ 0.04234500	14.48
		Rider FPP	13.86
		Rider AAC	3.07
		Rider TCR	1.75
		Total Generation Charges	\$ 33.16
			50.75
		<b>Total Current Electric Charges</b>	<b>\$ 50.75</b>

Agreement Information			
<b>Summary</b>		Previous Agreement Balance	\$ 93.00
Agreement Number - 3059252		Current Agreement Amount Due	\$ 93.00cr
Agreement Amount - \$ 140.00		Agreement Balance	\$ 0.00
Agreement Date - 04/06/10			
Number of Payments - 3			



# REMINDER NOTICE

EXHIBIT

Account Number 5840-2090-14-4

50 14

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

☐

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

Due Date	Amount Due
Jul 14, 2010	\$ 354.58



Sherry Wiley  
5370 Aster Park Dr Apt 909  
Hamilton OH 45011-9491

PO Box 9001076  
Louisville KY 40290-1076

400 00000354589 58402090144 071420108 00000359904

## REMINDER NOTICE

Page 1 of 2

Name/Service Address	For inquiries Call	Account Number
Sherry Wiley 5370 Aster Park Dr Apt: 909 Hamilton OH 45011	Duke Energy 513-421-9500 1-800-544-6900	5840-2090-14-4

Mail Payments To	Account Information	
PO Box 9001076 Louisville KY 40290-1076	Payments after Jun 22 not included Last payment received Jun 03	Bill prepared on Jun 22, 2010 Next meter reading Jul 21, 2010

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	000646838	May 20 Jun 21	32	6674	6699	25
Elec	010059480	May 20 Jun 21	32	12688	13656	968

Gas - Residential	
Usage -	25 CCF
Duke Energy - Rate RS	\$ 48.56
Current Gas Charges	\$ 48.56
Gas Cost Recovery \$0.63028400/CCF	

Current Billing	
Amt Due - Previous Bill	\$ 320.97
Payment(s) Received	150.00cr
Late Payment Charge(s)	2.56
Balance Forward	173.53
Current Gas Charges	48.56
Current Electric Charges	132.49
Current Amount Due	\$ 354.58

Electric - Residential	
Usage -	968 kWh
Duke Energy - Rate RS	\$ 132.49
Current Electric Charges	\$ 132.49

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.6302840 per CCF, which includes a base GCR of \$0.6009000 and Ohio excise tax of \$0.0293840.

## REMINDER NOTICE

Due Date	Amount Due	After Jul 14, 2010
Jul 14, 2010	\$ 354.58	\$ 359.90

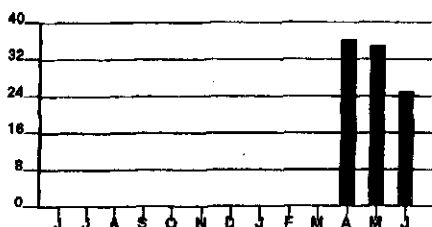
Name	Service Address	Account Number
Sherry Wiley	5370 Aster Park Dr Apt: 909 Hamilton OH 45011	5840-2090-14-4

**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.

Explanation of Current Charges		
<b>Gas</b> Meter - 000646838 CCF Usage - 25 May 20 - Jun 21 32 Days	<b>Duke Energy</b> Rate RS - Residential Service	
	Fixed Delivery Service Charge	\$ 25.33
	Usage-Based Charge	
	25 CCF @ \$ 0.03272800	0.82
	Gas Delivery Riders	6.65
	Gas Cost Recovery	
	25 CCF @ \$ 0.63028400	15.76
		\$ 48.56
	<b>Total Current Gas Charges</b>	<b>\$ 48.56</b>
<b>Electric</b> Meter - 010059480 kWh Usage - 968 May 20 - Jun 21 32 Days	<b>Duke Energy</b> Rate RS - Residential Svc-Summer	
	Distribution-Customer Chg	\$ 5.50
	Delivery Charges	
	Distribution-Energy Chg	
	968 kWh @ \$ 0.02212600	21.42
	Delivery Riders	11.71
	Total Delivery Charges	\$ 33.13
	Generation Charges	
	Generation Energy Chg	
	968 kWh @ \$ 0.04234500	40.99
	Rider FPP	39.24
	Rider AAC	8.68
	Rider TCR	4.95
	Total Generation Charges	\$ 93.86
		132.49
	<b>Total Current Electric Charges</b>	<b>\$ 132.49</b>

CCF

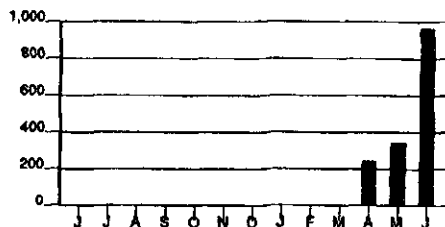
Gas Usage



Calculations based on most recent 12 month history  
 Total Usage 96  
 Average Usage 32

kWh

Electric Usage



Calculations based on most recent 12 month history  
 Total Usage 1,558  
 Average Usage 519

	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
Gas	0	0	0	0	0	0	0	0	0	0	36	35	25
Electric	0	0	0	0	0	0	0	0	0	0	248	342	968

Account Number 5840-2090-14-4

50 14

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

Due Date	Amount Due
Aug 13, 2010	\$ 558.79

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



Sherry Wiley  
5370 Aster Park Dr Apt 909  
Hamilton OH 45011-9491

PO Box 9001076  
Louisville KY 40290-1076

400 00000558796 58402090144 081320101 00000567175

Page 1 of 2

Name/Service Address	For Inquiries Call	Account Number
Sherry Wiley 5370 Aster Park Dr Apt: 909 Hamilton OH 45011	Duke Energy 513-421-9500 1-800-544-6900	5840-2090-14-4

Mail Payments To	Account Information
PO Box 9001076 Louisville KY 40290-1076	Payments after Jul 22 not included Bill prepared on Jul 22, 2010 Next meter reading Aug 19, 2010

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Gas	000646838	Jun 21	Jul 21	30	6699	6726	27
Elec	010059480	Jun 21	Jul 21	30	13656	14776	1,120

Gas - Residential	
Usage -	27 CCF
Duke Energy - Rate RS	\$ 51.83
Current Gas Charges	\$ 51.83
Gas Cost Recovery \$0.68744910/CCF	

Current Billing	
Amt Due - Previous Bill	\$ 354.58
Balance Forward	354.58
Current Gas Charges	51.83
Current Electric Charges	152.38
Current Amount Due	\$ 558.79

Electric - Residential	
Usage -	1,120 kWh
Duke Energy - Rate RS	\$ 152.38
Current Electric Charges	\$ 152.38

The PUCO approved an adjustment to Rider SRT (part of the Delivery Riders) and Rider FPP effective July 1, 2010. A typical residential customer using 1,000 kWh per month will see a decrease of approximately \$1.79 or -1.3%.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.6874491 per CCF, which includes a base GCR of \$0.6554 and Ohio excise tax of \$0.0320491.

Due Date	Amount Due	After
Aug 13, 2010	\$ 558.79	Aug 13, 2010
		\$ 567.17

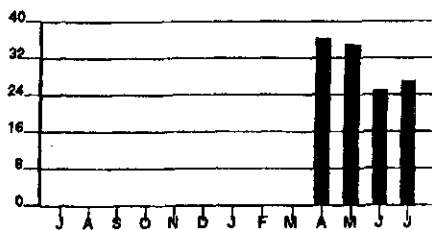
Name	Service Address	Account Number
Sherry Wiley	5370 Aster Park Dr Apt: 909 Hamilton OH 45011	5840-2090-14-4

**PRICE TO COMPARE:** In order for an average residential customer to save money, an electric supplier must offer a price lower than 9.43 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.

Explanation of Current Charges			
Gas Meter - 000646838 CCF Usage - 27 Jun 21 - Jul 21 30 Days	<b>Duke Energy</b> Rate RS - Residential Service		
	Fixed Delivery Service Charge	\$ 25.33	
	Usage-Based Charge		
	27 CCF @ \$ 0.03272800	0.88	
	Gas Delivery Riders	7.06	
Electric Meter - 010059480 kWh Usage - 1,120 Jun 21 - Jul 21 30 Days	Gas Cost Recovery	18.56	\$ 51.83
	27 CCF @ \$ 0.68744910	18.56	
	<b>Total Current Gas Charges</b>		<b>\$ 51.83</b>
	<b>Duke Energy</b> Rate RS - Residential Svc-Summer		
	Distribution-Customer Chg	\$ 5.50	
	Delivery Charges		
	Distribution-Energy Chg		
	1,120 kWh @ \$ 0.02212600	24.78	
	Delivery Riders	13.58	
	Total Delivery Charges	\$ 38.36	
	Generation Charges		
	Generation Energy Chg		
	1,000 kWh @ \$ 0.04234500	42.35	
	120 kWh @ \$ 0.05626500	6.75	
	Rider FPP	43.36	
	Rider AAC	10.33	
	Rider TCR	5.73	
	Total Generation Charges	\$ 108.52	152.38
	<b>Total Current Electric Charges</b>		<b>\$ 152.38</b>

CCF

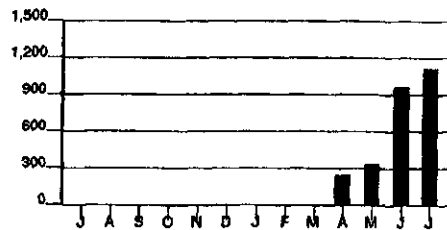
Gas Usage



Calculations based on most recent 12 month history  
Total Usage 123  
Average Usage 31

kWh

Electric Usage



Calculations based on most recent 12 month history  
Total Usage 2,678  
Average Usage 670

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL
Gas	0	0	0	0	0	0	0	0	0	36	35	25	27
Electric	0	0	0	0	0	0	0	0	0	248	342	968	1,120

**F**

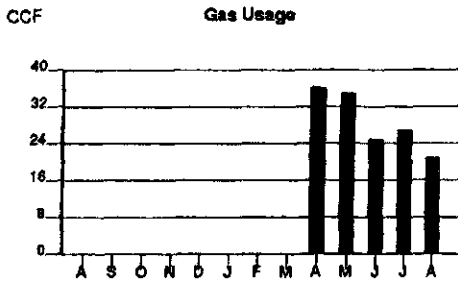
Due Date	Amount Due	After Sep 13, 2010
Sep 13, 2010	\$ 478.50	\$ 485.68

Name	Service Address	Account Number
Sherry Wiley	5370 Aster Park Dr Apt: 909 Hamilton OH 45011	5840-2090-14-4

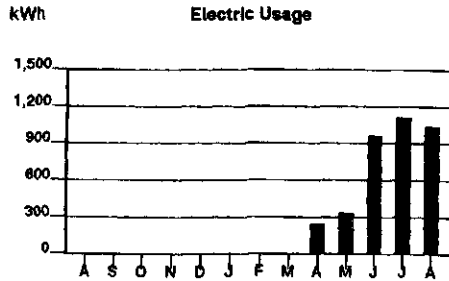
This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.6873442 per CCF, which includes a base GCR of \$0.6553 and Ohio excise tax of \$0.0320442.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 9.43 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.

Explanation of Current Charges		
<b>Gas</b> Meter - 000646838 CCF Usage - 21 Jul 21 - Aug 19 29 Days	<b>Duke Energy</b> Rate RS - Residential Service Fixed Delivery Service Charge \$ 25.33 Usage-Based Charge 21 CCF @ \$ 0.03272800 0.69 Gas Delivery Riders 6.64 Gas Cost Recovery 21 CCF @ \$ 0.68734420 14.43	\$ 47.09
<b>Total Current Gas Charges</b>		<b>\$ 47.09</b>
<b>Electric</b> Meter - 010059480 kWh Usage - 1,035 Jul 21 - Aug 19 29 Days	<b>Duke Energy</b> Rate RS - Residential Svc-Summer Distribution-Customer Chg \$ 5.50 Delivery Charges Distribution-Energy Chg 1,035 kWh @ \$ 0.02212600 22.90 Delivery Riders 11.85 Total Delivery Charges \$ 34.75 Generation Charges Generation Energy Chg 1,000 kWh @ \$ 0.04234500 42.35 35 kWh @ \$ 0.05626500 1.97 Rider FPP 40.07 Rider AAC 9.37 Rider TCR 5.29 Total Generation Charges \$ 99.05	139.30
<b>Total Current Electric Charges</b>		<b>\$ 139.30</b>



Calculations based on most recent 12 month history  
 Total Usage 144  
 Average Usage 29



Calculations based on most recent 12 month history  
 Total Usage 3,713  
 Average Usage 743

	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
Gas	0	0	0	0	0	0	0	0	36	35	25	27	21
Electric	0	0	0	0	0	0	0	0	248	342	968	1,120	1,035

EXHIBIT

F

## DISCONNECT NOTICE

Account Number 5840-2090-14-4 50 14

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

Due Date	Amount Due
Oct 13, 2010	\$ 615.40

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

Sherry Wiley  
5370 Aster Park Dr  
Apt 909  
Hamilton OH 45011

PO Box 9001084  
Louisville KY 40290-1084

410 00000615404 58402090144 101320103 00000624632

## DISCONNECT NOTICE

Page 1 of 2

Name/Service Address	For inquiries call	Account Number
Sherry Wiley 5370 Aster Park Dr Apt: 909 Hamilton OH 45011	Duke Energy 513-651-5100 1-800-648-7777	5840-2090-14-4

Mail Payments To	Account Information	
PO Box 9001084 Louisville KY 40290-1084	Payments after Sep 21 not included	Bill prepared on Sep 21, 2010 Next meter reading Oct 19, 2010

**IMPORTANT:** Your service may be disconnected if your past due amount of \$287.79 is not paid before 10/15/2010. 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	Current	Range
Gas	000646838	Aug 19 Sep 20	32	6747	6770	23
Elec	010059480	Aug 19 Sep 20	32	15811	16401	590

Gas - Recession	
Usage -	23 CCF
Duke Energy - Rate RS	\$ 48.06
Current Gas Charges	\$ 48.06
Gas Cost Recovery \$0.66059720/CCF	

Current Billing	
Amt Due - Previous Bill	\$ 478.50
Late Payment Charge(s)	7.18
Balance Forward	485.68
Current Gas Charges	48.06
Current Electric Charges	81.66
Current Amount Due	\$ 615.40

Electric - Recession	
Usage -	590 kWh
Duke Energy - Rate RS	\$ 81.66
Current Electric Charges	\$ 81.66

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.6605972 per CCF, which includes a base GCR of \$0.6298 and Ohio excise tax of \$0.0307972.

## DISCONNECT NOTICE

Due Date	Amount Due	After Oct 15, 2010
Oct 13, 2010	\$ 615.40	\$ 624.63

## DISCONNECT NOTICE

Page 2 of 2

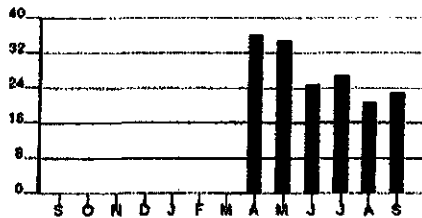
Name	Service Address	Account Number
Sherry Wiley	5370 Aster Park Dr Apt: 909 Hamilton OH 45011	5840-2090-14-4

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 9.43 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.

Explanation of Current Charges		
<b>Gas</b>	<b>Duke Energy</b>	
Meter - 000646838	Rate RS - Residential Service	
CCF Usage - 23	Fixed Delivery Service Charge	\$ 25.33
Aug 19 - Sep 20	Usage-Based Charge	
32 Days	23 CCF @ \$ 0.03272800	0.75
	Gas Delivery Riders	6.79
	Gas Cost Recovery	
	23 CCF @ \$ 0.66059720	15.19
		\$ 48.06
	<b>Total Current Gas Charges</b>	<b>\$ 48.06</b>
<b>Electric</b>	<b>Duke Energy</b>	
Meter - 010059480	Rate RS - Residential Svc-Summer	
kWh Usage - 590	Distribution-Customer Chg	\$ 5.50
Aug 19 - Sep 20	Delivery Charges	
32 Days	Distribution-Energy Chg	
	590 kWh @ \$ 0.02212600	13.05
	Delivery Riders	6.98
	Total Delivery Charges	\$ 20.03
	Generation Charges	
	Generation Energy Chg	
	590 kWh @ \$ 0.04234500	24.98
	Rider FPP	22.84
	Rider AAC	5.29
	Rider TCR	3.02
	Total Generation Charges	\$ 56.13
		81.66
	<b>Total Current Electric Charges</b>	<b>\$ 81.66</b>

CCF

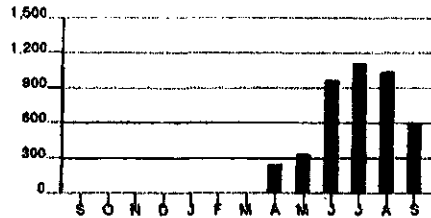
Gas Usage



Calculations based on most recent 12 month history  
Total Usage 167  
Average Usage 28

kWh

Electric Usage



Calculations based on most recent 12 month history  
Total Usage 4,303  
Average Usage 717

	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
Gas	0	0	0	0	0	0	0	36	35	26	27	21	23
Electric	0	0	0	0	0	0	0	248	342	968	1,120	1,035	590

## G

Due Date	Amount Due	After Nov 11, 2010
Nov 11, 2010	\$ 739.61	\$ 750.70

Name	Service Address	Account Number
Sherry Wiley	5370 Aster Park Dr Apt: 909 Hamilton OH 45011	5840-2090-14-4

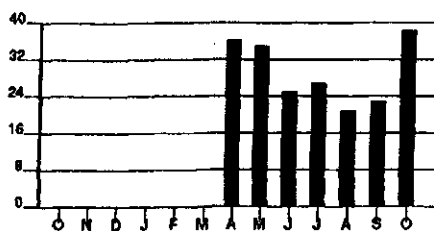
The PUCO approved an adjustment to Rider SRT (part of the Delivery Riders), Rider AAC, Rider TCR and Rider FPP effective September 30, 2010. A typical residential customer using 1,000 kWh per month will see an increase of approximately \$4.14 or 3.1%.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 9.90 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.

Explanation of Current Charges		
<b>Gas</b> Meter - 000646838 CCF Usage - 38 Sep 20 - Oct 19 29 Days	<b>Duke Energy</b> Rate RS - Residential Service	
	Fixed Delivery Service Charge	\$ 25.33
	Usage-Based Charge 38 CCF @ \$ 0.03272800	1.24
	Gas Delivery Riders Gas Cost Recovery 38 CCF @ \$ 0.58539110	7.82 22.24
<b>Total Current Gas Charges</b>		<b>\$ 56.63</b>
<b>Electric</b> Meter - 010059480 kWh Usage - 395 Sep 20 - Oct 19 29 Days	<b>Duke Energy</b> Rate RS - Residential Svc-Winter	
	Distribution-Customer Chg	\$ 5.50
	Delivery Charges	
	Distribution-Energy Chg 395 kWh @ \$ 0.02212600	8.74
	Delivery Riders	4.83
	Total Delivery Charges	\$ 13.57
	Generation Charges	
	Generation Energy Chg 395 kWh @ \$ 0.04234500	16.73
	Rider FPP	16.61
	Rider AAC	3.48
	Rider TCR	2.46
	Total Generation Charges	\$ 39.28
<b>Total Current Electric Charges</b>		<b>\$ 58.35</b>

CCF

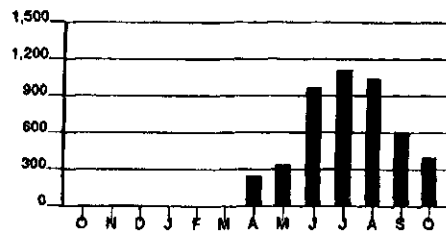
Gas Usage



Calculations based on most recent 12 month history  
 Total Usage 205  
 Average Usage 29

kWh

Electric Usage



Calculations based on most recent 12 month history  
 Total Usage 4,698  
 Average Usage 671

	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT
Gas	0	0	0	0	0	0	36	35	25	27	21	23	38
Electric	0	0	0	0	0	0	248	342	968	1,120	1,035	590	395

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

11

<b>Due Date</b>	<b>Amount Due</b>
<b>Dec 10, 2010</b>	<b>\$ 228.34</b>

\$ \_\_\_\_\_ \$ \_\_\_\_\_

**HeatShare Contribution**                      **Amount Enclosed**  
**(for Customer Assistance)**



**Sherry Wiley**  
5370 Aster Park Dr Apt 909  
Hamilton OH 45011-9491

PO Box 9001076  
Louisville KY 40290-1076

400 00000228346 58402090144 121020106 00000231770

Page 1 of 3

Name, Street Address	For Inquiries Call	Account Number
Sherry Wiley 5370 Aster Park Dr Apt: 909 Hamilton OH 45011	<b>Duke Energy</b>  513-421-9500 1-800-544-6900	<b>5840-2090-14-4</b>

Mail Payments To	Account Information	
PO Box 9001076 Louisville KY 40290-1076	Payments after Nov 18 not included Last payment received Oct 22	Bill prepared on Nov 18, 2010 Next meter reading Dec 20, 2010

Meter	Number	Reading Date		Days	Meter Reading		Usage
		From	To		Previous	Present	
Gas	000646838	Oct 19	Nov 17	29	6808	6878	70
Elec	010059480	Oct 21	Nov 17	27	16796	16992	196

Usage -	70 CCF	
Duke Energy - Rate RS		\$ 76.34
Current Gas Charges		\$ 76.34
Gas Cost Recovery	\$0.55277030/CCF	

Usage -	196 kWh	
Duke Energy - Rate RS		\$ 32.00
<b>Current Electric Charges</b>		<b>\$32.00</b>

Current Billing	
Amt Due - Previous Bill	\$ 739.61
Payment(s) Received	175.00cr
<b>Balance Forward</b>	<b>564.61</b>
Current Gas Charges	76.34
Current Electric Charges	32.00
Agmt #3164470 Amt Due	95.00
Reconnect Charge	25.00
Transfer to Agmt #3164470	739.61cr
Agmt #3164470 Amt Due	175.00
<b>Current Amount Due</b>	<b>\$ 228.34</b>

<b>Account Balance</b>	
Current Billing	\$ 228.34
Agreement Balance	469.61
<b>Total Account Balance</b>	<b>\$ 697.95</b>

Order your FREE compact fluorescent light bulbs today! Call 1-800-943-7585 and choose option 1, or visit [www.duke-energy.com/freecfls1](http://www.duke-energy.com/freecfls1) to see if you are eligible.

Due Date	Amount Due	Due Date
Dec 10, 2010	\$ 228.34	Dec 10, 2010
		\$ 231.77

Name	Service Address	Account Number
Sherry Wiley	5370 Aster Park Dr Apt: 909 Hamilton OH 45011	5840-2090-14-4

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5527703 per CCF, which includes a base GCR of \$0.5270000 and Ohio excise tax of \$0.0257703.

**PRICE TO COMPARE:** In order for an average residential customer to save money, an electric supplier must offer a price lower than 9.90 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.

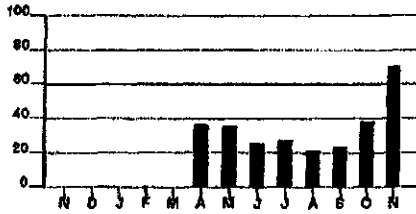
Explanation of Current Charges			
Gas Meter - 000646838	Duke Energy Rate RS - Residential Service		
CCF Usage - 70	Fixed Delivery Service Charge	\$ 25.33	
Oct 19 - Nov 17 29 Days	Usage-Based Charge 70 CCF @ \$ 0.03272800	2.29	
	Gas Delivery Riders	10.03	
	Gas Cost Recovery 70 CCF @ \$ 0.55277030	38.69	\$ 76.34
	<b>Total Current Gas Charges</b>		<b>\$ 76.34</b>
Electric Meter - 010059480	Duke Energy Rate RS - Residential Svc-Winter		
kWh Usage - 196	Distribution-Customer Chg	\$ 5.50	
Oct 21 - Nov 17 27 Days	Delivery Charges		
	Distribution-Energy Chg 196 kWh @ \$ 0.02212600	4.34	
	Delivery Riders	2.68	
	Total Delivery Charges	\$ 7.02	
	Generation Charges		
	Generation Energy Chg 196 kWh @ \$ 0.04234500	8.30	
	Rider FPP	8.24	
	Rider AAC	1.72	
	Rider TCR	1.22	
	Total Generation Charges	\$ 19.48	32.00
	<b>Total Current Electric Charges</b>		<b>\$ 32.00</b>

Agreement Information			
<b>Summary</b>		Previous Agreement Balance	\$ 0.00
Agreement Number - 3164470		Transfer From Current Billing	\$ 739.61
Agreement Amount - \$ 739.61		Current Agreement Amount Due	\$ 270.00cr
Agreement Date - 10/21/10		Agreement Balance	\$ 469.61
Number of Payments - 7			
Monthly Amount Due - \$ 95.00			

Name	Service Address	Account Number
Sherry Wiley	5370 Aster Park Dr Apt: 909 Hamilton OH 45011	5840-2090-14-4

CGF

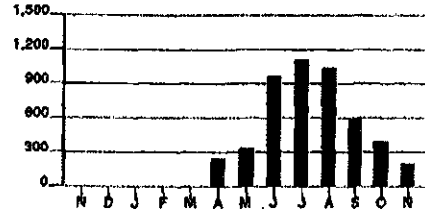
Gas Usage



Calculations based on most recent 12 month history  
Total Usage 275  
Average Usage 34

kWh

Electric Usage



Calculations based on most recent 12 month history  
Total Usage 4,894  
Average Usage 612

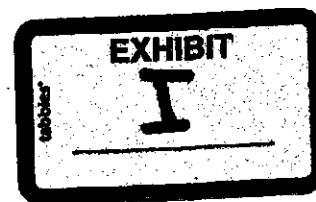
	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Gas	0	0	0	0	0	36	35	25	27	21	23	38	70
Electric	0	0	0	0	0	248	342	968	1,120	1,035	590	395	196

Account Number 5840-2090-14-4 50 14

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

# DISCONNECT NOTICE

Due Date	Amount Due
Jan 12, 2011	\$ 780.11



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

Sherry Wiley  
5370 Aster Park Dr  
Apt 909  
Hamilton OH 45011

PO Box 9001084  
Louisville KY 40290-1084

410 00000780111 58402090144 011220118 00000791814

## DISCONNECT NOTICE

Page 1 of 3

Name/Service Address	For Information Call	Account Number
Sherry Wiley 5370 Aster Park Dr Apt: 909 Hamilton OH 45011	Duke Energy 513-651-5100 1-800-648-7777	5840-2090-14-4

Mail Payments To	Account Information
PO Box 9001084 Louisville KY 40290-1084	Payments after Dec 21 not included Last payment received Dec 03 Bill prepared on Dec 21, 2010 Next meter reading Jan 21, 2011

**IMPORTANT:** Your service may be disconnected if your past due amount of \$469.61 is not paid before 01/14/2011. 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
Gas 000646838	Nov 17 Dec 20	33	6878	7022	144
Elec 010059480	Nov 17 Dec 20	33	16992	17338	346

Gas - Residential	
Usage - 144 CCF	
Duke Energy - Rate RS	\$ 128.12
Current Gas Charges	\$ 128.12
Gas Cost Recovery \$0.57626570/CCF	

Current Billing	
Am't Due - Previous Bill	\$ 228.34
Payment(s) Received	100.00cr
Late Payment Charge(s)	1.93
Balance Forward	130.27
Current Gas Charges	128.12
Current Electric Charges	52.11
Am't #3164470 Ending Bal	469.61
Current Amount Due	\$ 780.11

Electric - Residential	
Usage - 346 kWh	
Duke Energy - Rate RS	\$ 52.11
Current Electric Charges	\$ 52.11

**PLEASE NOTE:** Our records indicate that your previous bill was not paid in full. As a result, you have been removed from your agreement. The entire agreement balance is now due.

## DISCONNECT NOTICE

Due Date	Amount Due	After Jan 12, 2011
Jan 12, 2011	\$ 780.11	\$ 791.81

## DISCONNECT NOTICE

Page 2 of 3

Name	Service Address	Account Number
Sherry Wiley	5370 Aster Park Dr Apt: 909 Hamilton OH 45011	5840-2090-14-4

Order your FREE compact fluorescent light bulbs today! Call 1-800-943-7585 and choose option 1, or visit [www.duke-energy.com/freedis1](http://www.duke-energy.com/freedis1) to see if you are eligible.

In Case No. 10-912-EL-UEx, the PUCO approved an adjustment to Rider UE-ED, Uncollectible Expense - Electric Distribution Rider, effective December 1, 2010. A typical residential customer using 1,000 kWh per month will see an increase of approximately \$0.76 or 0.60%.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5762657 per CCF, which includes a base GCR of \$0.5494 and Ohio excise tax of \$0.0268657.

**PRICE TO COMPARE:** In order for an average residential customer to save money, an electric supplier must offer a price lower than 9.90 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.

Explanation of Current Charges			
Gas Meter - 000646838	Duke Energy Rate RS - Residential Service		
CCF Usage - 144	Fixed Delivery Service Charge	\$ 25.33	
Nov 17 - Dec 20 33 Days	Usage-Based Charge 144 CCF @ \$ 0.03272800	4.71	
	Gas Delivery Riders	15.10	
	Gas Cost Recovery 144 CCF @ \$ 0.57626570	82.98	\$ 128.12
	<b>Total Current Gas Charges</b>		<b>\$ 128.12</b>
Electric Meter - 010059480	Duke Energy Rate RS - Residential Svc-Winter		
kWh Usage - 346	Distribution-Customer Chg	\$ 5.50	
Nov 17 - Dec 20 33 Days	Delivery Charges		
	Distribution-Energy Chg 346 kWh @ \$ 0.02212600	7.66	
	Delivery Riders	4.55	
	Total Delivery Charges	\$ 12.21	
	Generation Charges		
	Generation Energy Chg 346 kWh @ \$ 0.04234500	14.65	
	Rider FPP	14.55	
	Rider AAC	3.05	
	Rider TCR	2.15	
	Total Generation Charges	\$ 34.40	52.11
	<b>Total Current Electric Charges</b>		<b>\$ 52.11</b>

Agreement Information			
<b>Summary</b>		Previous Agreement Balance	\$ 469.61
Agreement Number - 3164470		Current Agreement Amount Due	\$ 469.61
Agreement Amount - \$ 739.61		Agreement Balance	\$ 0.00
Agreement Date - 10/21/10			
Number of Payments - 7			

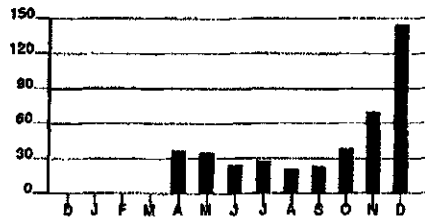
**DISCONNECT NOTICE**

Page 3 of 3

Name	Service Address	Account Number
Sherry Wiley	5370 Aster Park Dr Apt: 909 Hamilton OH 45011	5840-2090-14-4

CCF

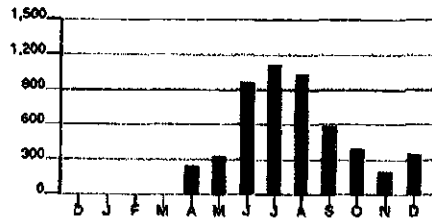
Gas Usage



Calculations based on most recent 12 month history  
Total Usage 419  
Average Usage 47

kWh

Electric Usage



Calculations based on most recent 12 month history  
Total Usage 5,240  
Average Usage 582

	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Gas	0	0	0	0	36	35	25	27	21	23	38	70	144
Electric	0	0	0	0	246	342	968	1,120	1,035	590	590	196	346



Name	Service Address	Account Number
Sherry Wiley	5370 Aster Park Dr Apt: 909 Hamilton OH 45011	5840-2090-14-4

The PUCO approved adjustments to several riders which will result in an overall decrease in rates effective January 4, 2011. In Case No. 10-1289-EL-RDR, the PUCO approved an adjustment to Rider DR- ECF, Economic Competitiveness Fund (part of the Delivery Riders). A typical residential customer using 1,000 kWh per month will see an increase of approximately \$0.08 or 0.06%. However, the PUCO also approved an adjustment to the Riders SRT, EER and USR (part of the Delivery Riders) and Riders AAC and FPP. A typical residential customer using 1,000 kWh per month will see a decrease of approximately \$12.52 or 9.0%.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.6289204 per CCF, which includes a base GCR of \$0.5996000 and Ohio excise tax of \$0.0293204.

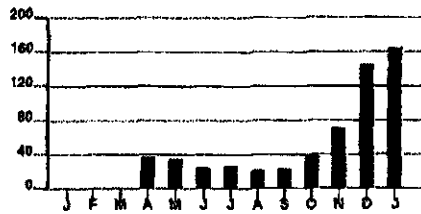
**PRICE TO COMPARE:** In order for an average residential customer to save money, an electric supplier must offer a price lower than 8.71 cents per kWh. Your Price to Compare may be different based on your usage. Visit [www.duke-energy.com](http://www.duke-energy.com) to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges			
<b>Gas</b> Meter - 000646838 CCF Usage - 164 Dec 20 - Jan 21 32 Days	<b>Duke Energy</b>		
	Rate RS - Residential Service		
	Fixed Delivery Service Charge	\$ 25.33	
	Usage-Based Charge		
	164 CCF @ \$ 0.03272800	5.37	
	Gas Delivery Riders	16.49	
	Gas Cost Recovery		
	164 CCF @ \$ 0.62892040	103.14	\$ 150.33
<b>Total Current Gas Charges</b>			<b>\$ 150.33</b>
<b>Electric</b> Meter - 010059480 kWh Usage - 359 Dec 20 - Jan 21 32 Days	<b>Duke Energy</b>		
	Rate RS - Residential Svc-Winter		
	Distribution-Customer Chg	\$ 5.50	
	Delivery Charges		
	Distribution-Energy Chg		
	359 kWh @ \$ 0.02212600	7.94	
	Delivery Riders	4.28	
	Total Delivery Charges	\$ 12.22	
	Generation Charges		
	Generation Energy Chg		
	359 kWh @ \$ 0.04234500	15.20	
	Rider FPP	10.91	
	Rider AAC	3.20	
	Rider TCR	2.23	
	Total Generation Charges	\$ 31.54	49.26
<b>Total Current Electric Charges</b>			<b>\$ 49.26</b>

Customer Name	Service Address	Account Number
Sherry Wiley	5370 Aster Park Dr Apt: 909 Hamilton OH 45011	5840-2090-14-4

CCF

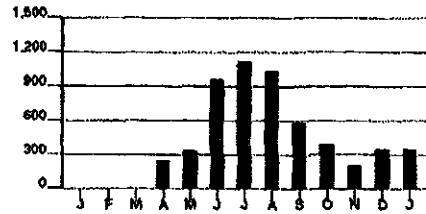
Gas Usage



Calculations based on most recent 12 month history  
 Total Usage 583  
 Average Usage 58

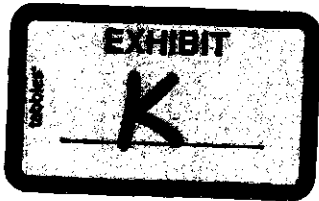
kWh

Electric Usage



Calculations based on most recent 12 month history  
 Total Usage 6,589  
 Average Usage 580

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN
Gas	0	0	0	35	35	25	27	21	23	38	70	144	164
Electric	0	0	0	248	342	969	1,129	1,039	593	385	196	346	359



## DISCONNECT NOTICE

Account Number 5840-2090-14-4

50 14

Due Date	Amount Due
Mar 16, 2011	\$ 1,076.72

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

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

Sherry Wiley  
5370 Aster Park Dr  
Apt 909  
Hamilton OH 45011

PO Box 1327  
Charlotte NC 28201-1327

410 00001076728 58402090144 031620112 00001092871

## DISCONNECT NOTICE

Page 1 of 2

Name/Service Address	Company Name	Contact Information	Account Number
Sherry Wiley 5370 Aster Park Dr Apt: 909 Hamilton OH 45011	Duke Energy	513-651-5100 1-800-648-7777	5840-2090-14-4

Meter Payments To	Person Information
PO Box 1327 Charlotte NC 28201-1327	Payments after Feb 22 not included Last payment received Feb 21 Bill prepared on Feb 22, 2011 Next meter reading Mar 22, 2011

If your service is disconnected for non payment, in addition to a reconnection charge, you will be required to pay an additional deposit in the amount of \$40.00 before service is restored.

IMPORTANT: Your service may be disconnected if your past due amount of \$730.11 is not paid before 03/18/2011. 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	Day	Current Reading	Previous Reading	Usage
Gas	000646838	Jan 21	Feb 18	28		7186 E	7287	101
Elec	010059480	Jan 21	Feb 18	28		17697 E	17885	188

Gas - Residential	
Usage -	101 CCF
Duke Energy - Rate RS	\$ 103.67
Current Gas Charges	\$ 103.67
Gas Cost Recovery \$0.62262700/CCF	

Current Balance	
Amt Due - Previous Bill	\$ 979.70
Payment(s) Received	50.00cr
Late Payment Charge(s)	14.70
Balance Forward	944.40
Current Gas Charges	103.67
Current Electric Charges	28.65
Current Amount Due	\$ 1,076.72

Electric - Residential	
Usage -	188 kWh
Duke Energy - Rate RS	\$ 28.65
Current Electric Charges	\$ 28.65

## DISCONNECT NOTICE

Due Date	Amount Due	Amount Due
Mar 16, 2011	\$ 1,076.72	\$ 1,092.87

## DISCONNECT NOTICE

Page 2 of 2

Name	Service Address	Account Number
Sherry Wiley	5370 Aster Park Dr Apt: 909 Hamilton OH 45011	5840-2090-14-4

Order your FREE compact fluorescent light bulbs today! Call 1-800-943-7585 and choose option 1, or visit [www.duke-energy.com/freeclb1](http://www.duke-energy.com/freeclb1) to see if you are eligible.

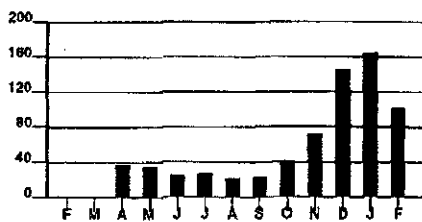
This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.6226270 per CCF, which includes a base GCR of \$0.5936000 and Ohio excise tax of \$0.0290270.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 8.71 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.

Explanation of Current Charges		
<b>Gas</b>	<b>Duke Energy</b>	
Meter - 000646838	Rate RS - Residential Service	
CCF Usage - 101	Fixed Delivery Service Charge	\$ 25.33
Jan 21 - Feb 18	Usage-Based Charge	
28 Days	101 CCF @ \$ 0.03272800	3.31
	Gas Delivery Riders	12.14
	Gas Cost Recovery	
	101 CCF @ \$ 0.62262700	62.89
		<b>\$ 103.67</b>
	<b>Total Current Gas Charges</b>	<b>\$ 103.67</b>
<b>Electric</b>	<b>Duke Energy</b>	
Meter - 010059480	Rate RS - Residential Svc-Winter	
kWh Usage - 188	Distribution-Customer Chg	\$ 5.50
Jan 21 - Feb 18	Delivery Charges	
28 Days	Distribution-Energy Chg	
	188 kWh @ \$ 0.02212600	4.16
	Delivery Riders	2.46
	Total Delivery Charges	\$ 6.62
	Generation Charges	
	Generation Energy Chg	
	188 kWh @ \$ 0.04234500	7.96
	Rider FPP	5.72
	Rider AAC	1.68
	Rider TCR	1.17
	Total Generation Charges	\$ 16.53
		<b>28.65</b>
	<b>Total Current Electric Charges</b>	<b>\$ 28.65</b>

CCF

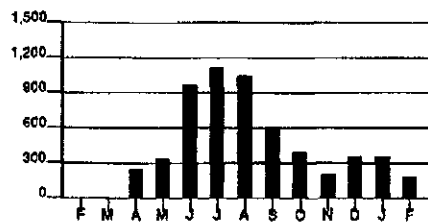
Gas Usage



Calculations based on most recent 12 month history  
Total Usage 684  
Average Usage 82

kWh

Electric Usage



Calculations based on most recent 12 month history  
Total Usage 5,787  
Average Usage 526

	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB
Gas	0	0	36	35	25	27	21	23	36	70	144	164	101
Electric	0	0	248	342	988	1,120	1,035	580	363	196	348	358	188



## DISCONNECT NOTICE

Due Date	Amount Due
Apr 14, 2011	\$ 1,247.75

Account Number 5840-2090-14-4

50 14

For less detailed billing information on  
your monthly bill, check box on right ☐\$ \_\_\_\_\_  
HeatShare Contribution  
(for Customer Assistance)\$ \_\_\_\_\_  
Amount EnclosedSherry Wiley  
5370 Aster Park Dr Apt 909  
Hamilton OH 45011-9491PO Box 1326  
Charlotte NC 28201-1326

410 00001247751 58402090144 041420111 00001266470

## DISCONNECT NOTICE

Page 1 of 2

Name/Service Address	For Inquiries Call	Account Number
Sherry Wiley 5370 Aster Park Dr Apt: 909 Hamilton OH 45011	Duke Energy 513-851-5100 1-800-648-7777	5840-2090-14-4

Mail Payment To	Additional Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Mar 23 not included Bill prepared on Mar 23, 2011 Next meter reading Apr 20, 2011

**IMPORTANT:** If your service has not yet been disconnected, please pay \$929.70 immediately to avoid disconnection.

If your service is disconnected for non payment, in addition to a reconnection charge, you will be required to pay an additional deposit in the amount of \$50.00 before service is restored.

Meter	Number	Reading Date From To	Days	Previous Reading	Current Reading	Usage
Gas	000646838	Feb 18 Mar 22	32	7287	7386	99
Elec	010059480	Feb 18 Mar 22	32	17885	18311	426

Gas - Residential	
Usage -	99 CCF
Duke Energy - Rate RS	\$ 97.51
Current Gas Charges	\$ 97.51
Gas Cost Recovery \$0.57500700/CCF	

Current Billing	
Amt Due - Previous Bill	\$ 1,076.72
Late Payment Charge(s)	16.15
Balance Forward	1,092.87
Current Gas Charges	97.51
Current Electric Charges	57.37
Current Amount Due	\$ 1,247.75

Electric - Residential	
Usage -	426 kWh
Duke Energy - Rate RS	\$ 57.37
Current Electric Charges	\$ 57.37

Order your FREE compact fluorescent light bulbs today! Call 1-800-943-7585 and choose option 1, or visit [www.duke-energy.com/freecfls1](http://www.duke-energy.com/freecfls1) to see if you are eligible.

## DISCONNECT NOTICE

Due Date	Amount Due	Amount Enclosed
Apr 14, 2011	\$ 1,247.75	\$ 1,266.47

Name	Service Address	Account Number
Sherry Wiley	5370 Aster Park Dr Apt: 909 Hamilton OH 45011	5840-2090-14-4

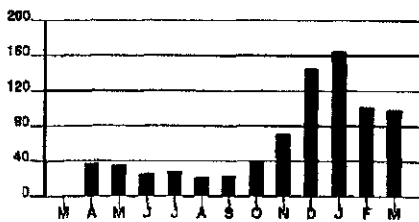
This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5750070 per CCF, which includes a base GCR of \$0.5482000 and Ohio excise tax of \$0.0268070.

**PRICE TO COMPARE:** In order for an average residential customer to save money, an electric supplier must offer a price lower than 8.71 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.

Explanation of Current Charges		
<b>Gas</b>	<b>Duke Energy</b>	
Meter - 000646838	Rate RS - Residential Service	
CCF Usage - 99	Fixed Delivery Service Charge	\$ 25.33
Feb 18 - Mar 22	Usage-Based Charge	
32 Days	99 CCF @ \$ 0.03272800	3.24
	Gas Delivery Riders	12.01
	Gas Cost Recovery	
	99 CCF @ \$ 0.57500700	56.93
		<b>\$ 97.51</b>
	<b>Total Current Gas Charges</b>	<b>\$ 97.51</b>
<b>Electric</b>	<b>Duke Energy</b>	
Meter - 010059480	Rate RS - Residential Svc-Winter	
kWh Usage - 426	Distribution-Customer Chg	\$ 5.50
Feb 18 - Mar 22	Delivery Charges	
32 Days	Distribution-Energy Chg	
	426 kWh @ \$ 0.02212600	9.43
	Delivery Riders	5.00
	Total Delivery Charges	\$ 14.43
	Generation Charges	
	Generation Energy Chg	
	426 kWh @ \$ 0.04234500	18.04
	Rider FPP	12.95
	Rider AAC	3.80
	Rider TCR	2.65
	Total Generation Charges	\$ 37.44
		<b>57.37</b>
	<b>Total Current Electric Charges</b>	<b>\$ 57.37</b>

CCF

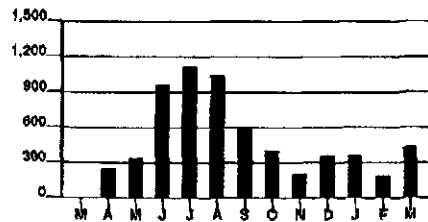
Gas Usage



Calculations based on most recent 12 month history  
Total Usage 783  
Average Usage 65

kWh

Electric Usage



Calculations based on most recent 12 month history  
Total Usage 6,213  
Average Usage 518

	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
Gas	0	36	35	25	27	21	23	38	70	144	164	101	99
Electric	0	248	342	968	1,120	1,035	590	395	196	346	359	188	426

EXHIBIT  
M

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

Due Date	Amount Due
May 16, 2011	\$ 423.08

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



Sherry Wiley  
5370 Aster Park Dr Apt 909  
Hamilton OH 45011-9491

PO Box 1326  
Charlotte NC 28201-1326

400 00000423084 58402090144 051620119 00000428752

## Page 1 of 3

Name	Service Address	30 Day Parts Call	Account Number
Sherry Wiley 5370 Aster Park Dr Apt: 909 Hamilton OH 45011	Duke Energy	513-421-9500 1-800-544-6900	5840-2090-14-4

<b>Mail Payment To:</b> PO Box 1326 Charlotte NC 28201-1326		<b>Account Information:</b> Payments after Apr 21 not included Last payment received Apr 14 Bill prepared on Apr 21, 2011 Next meter reading May 20, 2011	
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**REMINDER - Did you overlook paying last month's bill? Unless you paid your bill recently, please give this your prompt attention.**

PLEASE NOTE: A service deposit has been charged to your account because your service was previously disconnected for nonpayment. To avoid another interruption of service, please pay the stated deposit amount by the due date indicated or contact us at the number listed for payment arrangements.

Main	Number	Reading Date		Days	Meter Reading		Usage
		From	To		Previous	Present	
Gas	000646838	Mar 22	Apr 20	29	7386	7451	65
Elec	010059480	Mar 28	Apr 20	23	18336	18642	306
Elec	010059480	Mar 22	Mar 24	2	18311	18336	25

<b>Gas - Residential</b>	
Usage - 65 CCF	
Duke Energy - Rate RS	\$ 69.65
<b>Current Gas Charges</b>	<b>\$ 69.65</b>
Gas Cost Recovery \$0.50032530/CCF	

Current Billing	
Amt Due - Previous Bill	\$ 1,247.75
Eheap Pmt Rec'd Mar 30	175.00c
Electric Fuel Fund Credit	250.00c
Heap Direct Credit	157.00c
Payment(s) Received	430.00c
Late Payment Charge(s)	3.54
<b>Balance Forward</b>	<b>239.29</b>
Current Gas Charges	69.65
Current Electric Charges	44.14
Reconnect Charge	25.00
Security Deposit Amt Due	45.00
<b>Current Amount Due</b>	<b>\$ 423.08</b>

## REMINDER NOTICE

Due Date	Amount Due	Due
May 16, 2011	\$ 423.08	\$ 428.75

Name	Service Address	Account Number
Sherry Wiley	5370 Aster Park Dr Apt: 909 Hamilton OH 45011	5840-2090-14-4

Electric - Residential		
Usage -	306 kWh	
Duke Energy - Rate RS		\$ 40.71
Usage -	25 kWh	
Duke Energy - Rate RS		3.43
Current Electric Charges		\$ 44.14

This bill contains final charges for electric service on Meter #10059480.

Your deposit and accrued interest will be credited to your account after you have paid your utility bill promptly each month for the required time period, or at the time you request to have your service terminated.

In Case No. 09-1946-EL-RDR, the PUCO approved an adjustment to Rider DR-IKE, Storm Recovery Rider (part of the Delivery Riders). A typical residential customer using 1,000 kWh per month will see an increase of \$0.35 or 0.3%. However, the PUCO also approved an adjustment to the Riders SRT, IM, and FPP. A typical residential customer using 1,000 kWh per month will see a decrease of approximately \$4.49 or 3.5%.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5003253 per CCF, which includes a base GCR of \$0.4770000 and Ohio excise tax of \$0.0233253.

**PRICE TO COMPARE:** In order for an average residential customer to save money, an electric supplier must offer a price lower than 8.17 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.

Order your FREE compact fluorescent light bulbs today! Call 1-800-943-7585 and choose option 1, or visit [www.duke-energy.com/freecfls1](http://www.duke-energy.com/freecfls1) to see if you are eligible.

Explanation of Current Charges			
<b>Gas</b>		<b>Duke Energy</b>	
Meter -	000646838	Rate RS - Residential Service	
CCF Usage -	65	Fixed Delivery Service Charge	\$ 25.33
Mar 22 - Apr 20		Usage-Based Charge	
29 Days		65 CCF @ \$ 0.03272800	2.13
		Gas Delivery Riders	9.67
		Gas Cost Recovery	
		65 CCF @ \$ 0.50032530	32.52
			\$ 69.65
		<b>Total Current Gas Charges</b>	<b>\$ 69.65</b>
<b>Electric</b>		<b>Duke Energy</b>	
Meter -	010059480	Rate RS - Residential Svc-Winter	
kWh Usage -	306	Distribution-Customer Chg	\$ 4.36
Mar 28 - Apr 20		Delivery Charges	
23 Days		Distribution-Energy Chg	
		306 kWh @ \$ 0.02212600	6.77
		Delivery Riders	4.35
		Total Delivery Charges	\$ 11.12
		Generation Charges	
		Generation Energy Chg	
		306 kWh @ \$ 0.04234500	12.96
		Rider FPP	7.64
		Rider AAC	2.73
		Rider TCR	1.90
		Total Generation Charges	\$ 25.23
			40.71

REMINDER NOTICE

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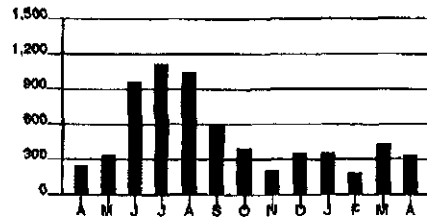
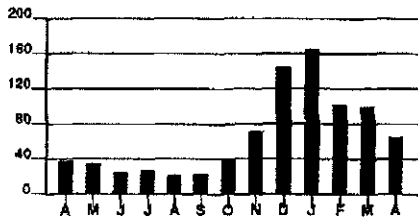
Name		Service Address		Account Number	
Sherry Wiley		5370 Aster Park Dr Apt: 909 Hamilton OH 45011		5840-2090-14-4	
Electric Meter -	010059480	Duke Energy Rate RS - Residential Svc-Winter			
kWh Usage -	25	Distribution-Customer Chg		\$ 0.38	
Mar 22 - Mar 24		Delivery Charges			
2 Days		Distribution-Energy Chg			
		25 kWh @ \$ 0.02212600		0.55	
		Delivery Riders		0.30	
		Total Delivery Charges		\$ 0.85	
		Generation Charges			
		Generation Energy Chg			
		25 kWh @ \$ 0.04234500		1.06	
		Rider FPP		0.76	
		Rider AAC		0.22	
		Rider TCR		0.16	
		Total Generation Charges		\$ 2.20	3.43
Total Monthly Electric Charges					\$ 44.14

CCF

Gas Usage

kWh

Electric Usage



Calculations based on most recent 12 month history  
Total Usage 812  
Average Usage 68

Calculations based on most recent 12 month history  
Total Usage 6,288  
Average Usage 525

	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR
Gas	36	35	25	27	21	23	38	70	144	164	101	99	65
Electric	246	342	968	1,120	1,035	590	395	196	346	359	188	420	331

KAHS CREDIT ACTIVITY HISTORY SELECTION 03:59 P 05/03/11 M35KAHS  
 ACCT: 58402090 14 CS: ACCEPTABLE STATUS/DATE: ACTIVE 04/03/10 PG: 1  
 DIV : 50 CYC: 14 ZIP: 45011 CUST SIC : PRIVATE HOUSEHOLDS  
 NAME: SHERRY WILEY PENDING : ANIN SPCD  
 ADDR: 5370 ASTER PARK DR APT: 909 FL: SUBURB: RIALTO

LN	NO	DATE	CREDIT STATUS	AMOUNT	DESCRIPTION
		04/21/11	ACCEPTABLE	423.08	BILL
01		04/21/11	ACCEPTABLE	110.36	BILL CHARGE
02		04/14/11	ACCEPTABLE	3.54	LATE PAYMENT CHARGE
03		04/14/11	ACCEPTABLE	50.00-	PAYMENT
		04/14/11		50.00	PENDING PAYMENT RECONCILED
		04/13/11		50.00-	PENDING PAYMENT
04		04/12/11		0.00	GAP APPLICANT ADD
		04/07/11	ACCEPTABLE	157.00-	HEAP DIRECT CREDIT
05		04/06/11		0.00	GAP APPLICANT ADD
06		04/06/11	ACCEPTABLE	0.00	CREDIT INFO RSDTL CHANGE
07		03/30/11	ACCEPTABLE	250.00-	PYMT ELEC FUEL FUND CRDT VCHR
08		03/30/11	ACCEPTABLE	175.00-	PAYMENT EHEAP VOUCHER
09		03/28/11	DNP COMPLETE	0.00	CREDIT ON ORDER COMPLETION
10		03/28/11	DNP COMPLETE	45.00	SECURITY DEPOSIT REQ - ORDERS

LN NO:  
 PF: 8-DOWN

4- 1 Sess-1 162.113.67.185 T3LS 22/9



KAHS CREDIT ACTIVITY HISTORY SELECTION 03:59 P 05/03/11 M35KAHS  
 ACCT: 58402090 14 CS: ACCEPTABLE STATUS/DATE: ACTIVE 04/03/10 PG: 2  
 DIV : 50 CYC: 14 ZIP: 45011 CUST SIC : PRIVATE HOUSEHOLDS  
 NAME: SHERRY WILEY PENDING : ANIN SPCD  
 ADDR: 5370 ASTER PARK DR APT: 909 FL: SUBURB: RIALTO

LN	NO	DATE	CREDIT STATUS	AMOUNT	DESCRIPTION
	01	03/28/11	DNP COMPLETE	25.00	RECONNECTION CHARGE ADD
	02	03/28/11	DNP COMPLETE	0.00	CREDIT ON ORDER ACCEPT
	03	03/28/11	DNP COMPLETE	380.00-	PAYMENT
		03/28/11		380.00	PENDING PAYMENT RECONCILED
		03/26/11		380.00-	PENDING PAYMENT
	04	03/24/11	DNP COMPLETE	3.43	BILL CHARGE
	05	03/24/11	DNP COMPLETE	0.00	DNP ORDER CANCEL
	06	03/24/11	DNP COMPLETE	0.00	DNP ORDER COMPLETION
		03/23/11	DNP ELIGIBLE	1,247.75	BILL
	07	03/23/11	DNP ELIGIBLE	154.88	BILL CHARGE
	08	03/23/11	DNP ELIGIBLE	730.11	DNP ORDER REQUEST - BATCH
	09	03/16/11	FINAL NOTICE	16.15	LATE PAYMENT CHARGE
	10	03/09/11	FINAL NOTICE	730.11	FINAL DNP NOTICE - COMPLETION
		02/22/11	DNP NOTICE	1,076.72	BILL

LN NO: \_\_\_\_\_

PF: 7-UP 8-DOWN

4-0	1	Sess-1	162.113.67.185	T3LS	22/9
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KAHS CREDIT ACTIVITY HISTORY SELECTION 03:59 P 05/03/11 M35KAHS  
 ACCT: 58402090 14 CS: ACCEPTABLE STATUS/DATE: ACTIVE 04/03/10 PG: 3  
 DIV : 50 CYC: 14 ZIP: 45011 CUST SIC : PRIVATE HOUSEHOLDS  
 NAME: SHERRY WILEY PENDING : ANIN SPCD  
 ADDR: 5370 ASTER PARK DR APT: 909 FL: SUBURB: RIALTO

LN	DATE	CREDIT STATUS	AMOUNT	DESCRIPTION
01	02/22/11	DNP NOTICE	132.32	BILL CHARGE
02	02/21/11	ACCEPTABLE	50.00-	PAYMENT
03	02/17/11	ACCEPTABLE	14.70	LATE PAYMENT CHARGE
04	02/02/11	ACCEPTABLE	0.00	SUSPEND COLLECTION RELEASE
	01/26/11	ACCEPTABLE	979.70	BILL
05	01/26/11	ACCEPTABLE	199.59	BILL CHARGE
06	12/30/10	ACCEPTABLE	0.00	SUSPEND COLLECTION ADD
	12/21/10	DNP NOTICE	780.11	BILL
07	12/21/10	DNP NOTICE	469.61	AGMT REMOVAL - IN DEFAULT
08	12/21/10	DNP NOTICE	180.23	BILL CHARGE
	12/21/10		0.00	GAP SPECIAL CONDITION PURGED
09	12/10/10	ACCEPTABLE	1.93	LATE PAYMENT CHARGE
10	12/03/10	ACCEPTABLE	100.00-	PAYMENT
	11/18/10	ACCEPTABLE	228.34	BILL

LN NO: \_\_\_\_\_  
 PF: 7-UP 8-DOWN

4-6 1 Sess-1 162.113.67.185 T3LS 22/9

KAHS CREDIT ACTIVITY HISTORY SELECTION 04:00 P 05/03/11 M35KAHS  
 ACCT: 58402090 14 CS: ACCEPTABLE STATUS/DATE: ACTIVE 04/03/10 PG: 4  
 DIV : 50 CYC: 14 ZIP: 45011 CUST SIC : PRIVATE HOUSEHOLDS  
 NAME: SHERRY WILEY PENDING : ANIN SPCD  
 ADDR: 5370 ASTER PARK DR APT: 909 FL: SUBURB: RIALTO

LN	DATE	CREDIT STATUS	AMOUNT	DESCRIPTION
01	11/18/10	ACCEPTABLE	108.34	BILL CHARGE
	10/22/10	ACCEPTABLE	0.00	AGREEMENT STATUS CHANGE
02	10/22/10	ACCEPTABLE	175.00-	PAYMENT
	10/22/10		175.00	PENDING PAYMENT RECONCILED
03	10/21/10	ACCEPTABLE	0.00	CREDIT ON ORDER COMPLETION
04	10/21/10	ACCEPTABLE	0.00	FORM LETTER REQUEST
05	10/21/10	ACCEPTABLE	175.00	AGMT SETUP INSTALLMENT
06	10/21/10	ACCEPTABLE	739.61-	PENDING AGREEMENT SETUP
07	10/21/10	ACCEPTABLE	25.00	RECONNECTION CHARGE ADD
08	10/21/10	ACCEPTABLE	0.00	CREDIT ON ORDER ACCEPT
09	10/21/10	DNP COMPLETE	0.00	WINTER RECONNECT RULE USED
	10/21/10		175.00-	PENDING PAYMENT
	10/20/10	DNP COMPLETE	739.61	BILL
10	10/20/10	DNP COMPLETE	56.63	BILL CHARGE

LN NO:


PF: 7-UP 8-DOWN

4-0 1 Sess-1 162.113.67.185 T3LS 22/9

**CERTIFICATE OF SERVICE**

I hereby certify that a copy of the foregoing document was served via regular US Mail, postage prepaid, on the 4<sup>th</sup> day of May, 2011, upon the following:

Sherry Wiley  
5370 Aster Park Drive, Apt. 909  
Hamilton, OH 45011

A handwritten signature in black ink, appearing to read "R.A. McMahon", written over a horizontal line.

Robert A. McMahon